





## Acknowledgement of Country

We acknowledge the Wangal Clan of the Eora Nation, the traditional custodians of the lands on which the Burwood Local Government Area is located.






We pay our respects to their elders past, present and emerging. We acknowledge and respect their cultural heritage, beliefs and ongoing relationship with the land.







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# Introduction

## The Integrated Planning and Reporting Process

**This report forms part of Council's Integrated Planning and Reporting documentation. It is qualitative reporting communicated through a transparent and streamlined process to allow improved access to information for the Burwood Community.**

This Half-Yearly Report is the first report for the Operational Plan Financial Year 2022/2023.

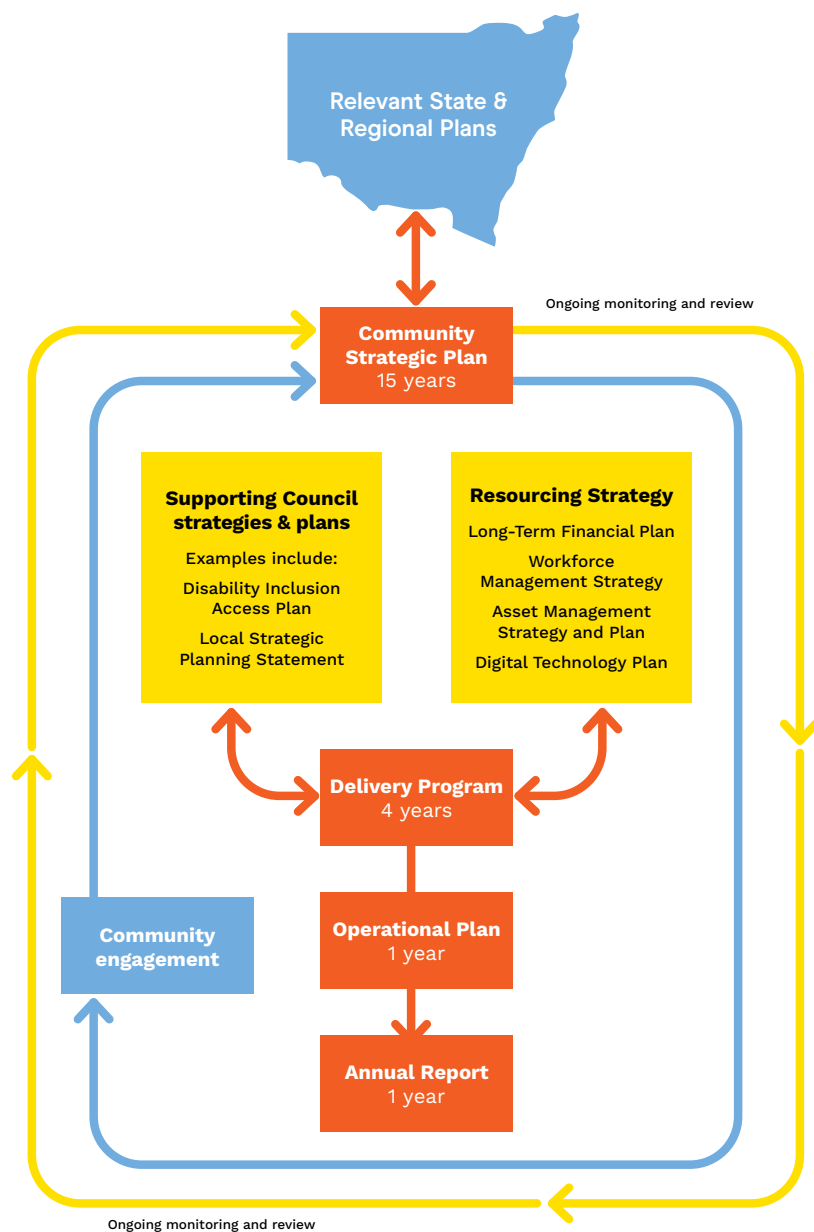
It provides the community with a summary of how Council has responded in the first half of the 2022/2023 financial year to the strategic goals, objectives and planned actions in the Delivery Program 2022 to 2026.

Strategic goals, objectives and actions are grouped under five themes:

- Inclusive community and culture
- Places for people
- Sustainable and protected environment
- Vibrant city and villages
- Open and collaborative leadership

This report addresses the 124 actions incorporated under these themes and found in the Operational Plan 2022/2023.





## Measuring our success

<b>Completed</b>	An action has been completed during the reporting period	15 actions completed
<b>On Track</b>	The action is on track for completion as scheduled	105 actions on track
<b>Not Due to Start</b>	The action is not due to start during the reporting period	0 actions not due to start
<b>Monitor</b>	The action is underway, but may not be completed in time or it has been postponed	4 actions being monitored



# Our highlights



**Deane Street Precinct Transformation Project was successfully completed in November 2022** and remains open to the public until July 2023 after which Council will begin works on the permanent re-imagination of the street through the WestInvest fund.



**Council continued to receive acknowledgement for work delivered to our community through the Bounce Back program including:**

- Recognition as a finalist (top 3) in the Business Campaign of the Year category at the 2022 Premier's Multicultural Communications Awards.
- Runner-Up in the Disaster Preparedness category at the National Awards for Local Government receiving an Honourable Mention for the positive outcomes achieved across our community.



WestInvest saw **Council secure \$21.553 million to deliver eight transformational projects** for the Burwood LGA.



Delivering a legacy of safe, quality public open space.



\$1M

Enfield Village Revitalisation Project completed including significant public art projects.



\$3.5M

Burwood Park Nature Playground, Sensory Garden and Pond Upgrade works have commenced.



\$1M

Grant Park All Abilities Playground was completed and opened on 30 November 2022 in celebration of International Day of People with Disability.

### Strategic documents and policies developed and adopted included:

- Library Strategic Plan
- Disability Inclusion Action Plan
- Child Safe Policy
- Traffic and Transport Study
- Draft Community Engagement Strategy



Council entered into a **100% renewable electricity supply agreement** commencing 1 January 2023



### Customer Experience exceeds the Local Government service level targets with:

- 612 customers served at the Customer Service Counter with 94.8% being served within 5 minutes
- 13,918 calls taken with 86% being answered in less than 40 seconds





### Council continued to consult with the community including:

- The exhibition of 28 new projects on Participate Burwood with 18,759 views and 6,742 visitors
- In person consultation in relation to the Burwood North Masterplan which saw 100 people contribute their knowledge, views and aspirations for Burwood North's future
- The Burwood Disability Inclusion Advisory Panel established
- The Multicultural Advisory Committee membership was increased from 4 to 8 members to increase diversity and representation
- The Burwood Design and Review Panel was established



### Council achieved a significant increase in reach across all social media platforms including:

- Facebook reach increased by 68.9% to 56,272
- Instagram reach increased by 40.5% to 9,938
- LinkedIn reach increased by 50%
- An average increase in reach of 30% across all social media platforms



The **2023 Burwood Art Prize** has been further expanded with the introduction of three new artwork mediums and an increase in prize money to \$14,000.

The success of Council's **Mobile Playvan** continued with **78 sessions held, 2,262 attendees** and an average of 30 families per session.



**The use of Council's facilities grew with a 50% increase in facilities usage** and 23 new user groups accessing community facilities.







Council celebrated our First Nations people during **NAIDOC week in July 2022 with the launch of artworks in Wangal Park** and activities held at the Burwood Library.



**All 125 bus stops across the Burwood Local Government Area were upgraded** to ensure compliance with the Disability Discrimination Act 1992.



**Reactivation of the Burwood Chamber of Commerce** - in collaboration with the Burwood Asian Business Partnership, Council supported the reactivation of a strong sole Chamber of Commerce in Burwood.

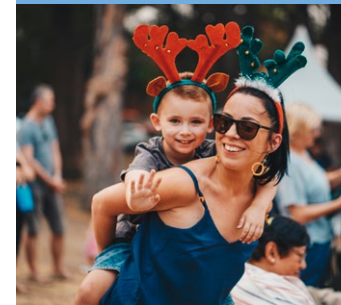
**Delivery and support of major events and activations including:**



Two Deane Street activations attracting over 500 people.



Christmas in the Park attracting over 2,500 people.



Christmas musical offerings at The Strand, Croydon.



Support to 6 community events including the annual Greek Street Fair, Moon Festival in Burwood Park and a World Cup Event coordinated by Enfield Rovers from July to December 2022.









# Inclusive community & culture



A thriving community where diversity is embraced, everyone is valued, connected and has the opportunity to contribute and belong.



## A welcoming community that cares and looks after each other

### Support and deliver initiatives that encourage social inclusion and community connections

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.1</b>	Community and Culture	Coordinate Council's Volunteer Program and initiatives to support and recognise volunteering in the community	On Track	Council's Volunteering Program promotes and recruits volunteers for placement in community programs and registered local community organisations. As of December 2022, Council has referred 201 volunteers to external organisations.
<b>A.2</b>	Place Management & Communications	Deliver annual awards programs that recognise local community and business achievements	On Track	<p>Planning is underway for the Mayor's Commendation Awards to be held in March 2023. Council will be appealing to eligible businesses in five categories honouring their economic and social contribution to Burwood.</p> <p>Council continues to support the annual Inner West Local Business Awards, with 19 Burwood business finalists promoted via communication channels this year.</p> <p>Promotion has commenced for the 2023 Australia Day Citizen (aged 26+) and Young Citizen (aged 16-25) of the Year Awards Program. All candidates and nominators will be invited to attend Council's Burwood Citizen of the Year Awards ceremony where the awards will be announced and presented. The winners of these awards will be invited to participate and represent the Burwood community at various events and initiatives throughout 2023.</p>
<b>A.3</b>	Community and Culture	Deliver capacity building and funding initiatives to support the community sector, including the annual Community Grants, Club Grants and the Councillor's Donation Programs	On Track	<p>Council's Community Grants Program is currently open and accepting applications of up to \$5,000 from local community organisations.</p> <p>Council, in partnership with Burwood RSL ran another successful Club Grants program funding 47 organisations in August 2022.</p> <p>The Mayoral Donations Program continues to provide vital support for local charities, helping the vulnerable in our community.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.4</b>	Community and Culture	Prepare and implement the Disability Inclusion Action Plan 2022-2025	On Track	<p>The Disability Inclusion Action Plan was adopted by Council in August 2022 and Year One actions are underway. Some completed actions include:</p> <ul style="list-style-type: none"> <li>• The Burwood Disability Inclusion Advisory Panel was established to work with Council to raise awareness in the community about diverse types of disability and emerging issues relating to people with disability, including barriers to access and inclusion.</li> <li>• Council publications and social media posts have begun reflecting and celebrating the diversity of our community, including featuring positive images and stories of people with disability and our website highlights the accessibility of Council venues and facilities.</li> <li>• We have celebrated International Day of People with Disability with a range of inclusive events including a busy opening of the Grant Park Inclusive Play Space, the design of which was based on the NSW Government Everyone Can Play guidelines.</li> </ul>
<b>A.5</b>	Community and Culture	Develop Council's Multicultural Strategy	On Track	Council has undertaken extensive community engagement and research into the diverse cultural communities of the Burwood Local Government Area. The 'Culturally Diverse Communities of Burwood Research Paper' has been completed which will inform the preparation of the Multicultural Strategy in 2023.
<b>A.6</b>	Community and Culture	Undertake initiatives that address homelessness and the needs of rough sleepers across the Burwood LGA	On Track	Council continued to provide support for rough sleepers in our LGA through collaboration with Housing NSW and Wesley Mission. Work has commenced to undertake a homeless street count in 2023. Council will host the regional count including Canada Bay and Strathfield. Council also attended the regional service provider forum held in August 2022.
<b>A.7</b>	Community and Culture	Prepare the Burwood Youth Action Plan	On Track	After successfully receiving funding from Resilience NSW, Council has engaged five Youth Engagement Officers to assist with the research and consultation component of the Youth Action Plan. The Youth Engagement Officers will be undertaking IAP2 training to develop their engagement skills in February 2023. This initiative will deliver a Plan that is relevant to our younger residents and visitors.
<b>A.8</b>	Community and Culture	Coordinate social research projects and activities to identify and address existing and emerging community needs	On Track	Council undertook several research initiatives to support key organisational projects to address emerging needs and opportunities. This included extensive research into the diverse communities of Burwood, the Disability Inclusion Action Plan and the delivery of an arts and cultural forum. Council also engaged five Youth Engagement Officers who will undertake training and engage local young people to develop the Youth Action Plan.



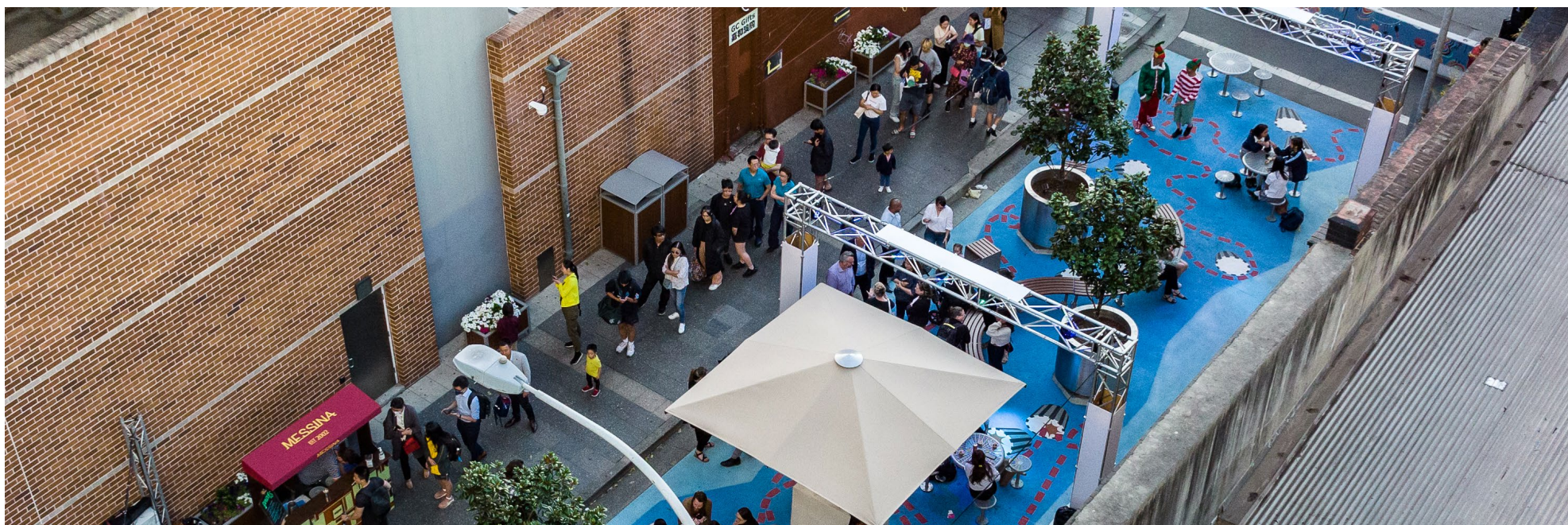
## Facilitate equitable access to services and facilities at all stages of life

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.9</b>	Customer Experience & Business Improvement	Manage the allocation and use of community facilities, venues, parks and sports fields	On Track	<p>Community Facilities usage from 1 July 2022 to 31 December 2022 included:</p> <ul style="list-style-type: none"> <li>• Burwood Park Community Centre (403)</li> <li>• Fitzroy Hall (381)</li> <li>• Woodstock (820)</li> <li>• George Street Centre (192)</li> <li>• The Community Hub (808)</li> <li>• Henley Park Community Centre (46)</li> <li>• Henley Park Kitchen (64)</li> <li>• Henley Park Dressing rooms (59)</li> <li>• Conference Room (126)</li> </ul> <p>The Woodstock Artisan Markets successfully held four market events on the 7 August, 6 November, 20 November (Retro Markets) and 4 December 2022.</p> <p>The sports field usage from 1 July 2022 to 31 December 2022 included:</p> <ul style="list-style-type: none"> <li>• Blair Park (98)</li> <li>• Burwood Park (87)</li> <li>• Woodstock Park (25)</li> <li>• Flockhart Park (79)</li> <li>• Grant Park (53)</li> <li>• Wangal Park (30)</li> <li>• Keith Smith (0)</li> <li>• Henley Park (879)</li> <li>• Conder Street Car Park (3)</li> <li>• Sanders Reserve (1)</li> </ul> <p>The Community Facilities and Parks Hire Policy was adopted by Council on 18 October 2022. Three additional hireable locations were added to the booking system (Keith Smith Reserve, Sanders Reserve and Wangal Park sheltered area).</p>
<b>A.10</b>	Customer Experience & Business Improvement	Undertake a review of the Community Facilities Policy to incorporate the use and hire of parks	Completed	<p>The revised Community Facilities and Park Hire Policy was adopted by Council on 18 October 2022.</p>



## Support community resilience initiatives to adapt to changing circumstances

Action Code	Responsible Officer Unit	Action	Status	Comments
A.11	Place Management & Communications	Deliver Burwood Bounce Back initiatives to support community and business post-pandemic recovery	Completed	<p>Council has committed a total of \$50,000 to the 2022/2023 Shopfront Improvement Program. Eligible businesses can apply for up to of \$3,000 to improve the appearance of their shopfront. Since the program launched in 2019, Council has provided over \$45,000 to 16 local businesses.</p> <p>The Deane Street Precinct Transformation Project was successfully completed in November 2022 and involved the installation of 2 new public art murals, 4 new bench seats, shade cover and a mobile parklet, providing increased opportunities for people to dine and socialise; while supporting businesses with increased trading opportunities. Two activation events were held in November and December 2022 attracting over 500 people. Four more activations will continue to take place until February 2023.</p> <p>In addition to receiving the LG Excellence Award, Council received further acknowledgment in the National Local Government Awards, and the Premier's Multicultural Communications Awards for the Burwood Bounce Back program.</p>





## Acknowledge, respect and engage First Nations peoples, their culture and heritage

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.12</b>	Community and Culture	Deliver initiatives that recognise and respect First Nations' history and ongoing culture	On Track	<p>Council celebrated NAIDOC Week in July 2022 with a launch of artworks in Wangal Park and activities at Burwood Library.</p> <p>Council is engaging First Nations Artists to develop artworks for flags for Burwood Park. As part of this process a Wangal artist has been engaged to advise the artists and selection process. Council is investigating opportunities to commence the development of a Reconciliation Action Plan.</p>



## A healthy and active lifestyle where people experience a sense of connection and wellbeing

### Provide access to formal and informal lifelong learning and recreation opportunities, facilities and services

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.13</b>	Library & Community Hub	Prepare and implement the Burwood Library Strategic Plan	On Track	The Library Strategic Plan was adopted by Council in August 2022. Implementation of Year One actions has commenced and these are due to be completed by June 2023.
<b>A.14</b>	Library & Community Hub	Develop the Burwood Library Collection Development Policy	On Track	Research has been undertaken on existing policies and procedures by other councils for the development of the Library Collection Development Policy which is scheduled to go on public exhibition in March 2023.
<b>A.15</b>	Library & Community Hub	Undertake a series of Library program service reviews to improve community engagement and customer experience	On Track	Three service reviews have been initiated with the children's programs complete and the Home Library Service underway. A review of the Midnight Hours initiative has also been undertaken with the intent of improving program delivery in 2023.
<b>A.16</b>	Library & Community Hub	Deliver initiatives that promote and improve access to local heritage	On Track	Work on the Burwood Pictorial History Publication continues and is on track to be delivered on time. Digitisation of the collection is ongoing and we are working towards ensuring the collection is accessible in the future. Three heritage walks were organised in September 2022 including two sessions of the Croydon History Walk (40 people) and a St Thomas Cemetery tour (22 people). Weekly Burwood Memories posts are done on Council's social media to promote local heritage.
<b>A.17</b>	Library & Community Hub	Activate the Community Hub with new programs and events	On Track	<p>A number of regular programs have been introduced to activate the Hub. These include STEAM Clubs for children and seniors, Plant Doctors and Playtime for Grown Ups.</p> <p>Special events have also taken place in the Hub. Most popular has been Midnight Hours, a period of extended opening hours and supportive activities for Higher School Certificate students in the lead up to exams.</p> <p>External events have also been held such as the storytelling event Behind Closed Doors and a panel discussion on the future of libraries as part of the SPARKS Festival.</p> <p>December 2022 saw the launch of the Bubble Tea Tour; a tour of bubble tea businesses in Burwood with the history of bubble tea.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.18</b>	Community and Culture	Deliver community programs to promote health, wellbeing and creativity across a range of Council venues	On Track	<p>Council staff partnered with local groups and organisations to provide community programs and activities these included:</p> <ul style="list-style-type: none"> <li>• Fitter &amp; Stronger</li> <li>• Line Dancing</li> <li>• Chinese Art classes</li> <li>• Chinese Line Dancing</li> <li>• Chinese Traditional Dancing</li> <li>• Zumba classes</li> <li>• Community Soccer</li> <li>• Kids Art Workshops</li> <li>• Women &amp; Girls Self Defence</li> <li>• Dance Reciters</li> <li>• Living Longer Living Stronger</li> <li>• Smartphone Photography</li> <li>• Speakers Corner</li> <li>• Junior Multi-Sport Program</li> <li>• Earthbeats Music Early Childhood Program</li> <li>• Sewing Bee Club</li> <li>• Photography Club</li> <li>• Youth Recreation &amp; Life Skills Programs</li> <li>• Youth Art Workshops</li> </ul> <p>These programs were held throughout the Burwood LGA in community centres and parks.</p>
<b>A.19</b>	Community and Culture	Deliver Council's Mobile Play Van Service in community spaces	On Track	<p>The Mobile Playvan operated from July to December 2022 in Term 3 and 4. During this time, 78 sessions were held and a total of 2,262 families attended, with an average of 30 families per session. The largest number of families that attended in one day was 70 families.</p> <p>The Bi-Cultural Support Worker from Diversity Kids attended eight sessions to assist in engagement with our diverse communities.</p> <p>In addition to the weekly sessions, The Mobile Playvan attended The Henley Park Fun Day, the Grant Park All Abilities Playground launch and Christmas in the Park.</p> <p>Council engaged Ebenezer Coffee Cart to attend sessions at Woodstock Park to provide coffee for carers who attend on Mondays.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.20</b>	Property	Complete review of design and scope for Stage 4 of the EAC Masterplan, including community engagement	On Track	<p>In May 2022, as part of the EAC Masterplan's Stage 2 &amp; 3 delivery, Council launched its new 25m indoor program pool which has been extremely well received by the community.</p> <p>The new pool has resulted in an increased learn to swim participation of approximately 40%.</p> <p>Council has now commenced the planning and design review of the next stage of the Enfield Aquatic Centre Masterplan, and is currently pursuing funding opportunities to support a major upgrade of the facility.</p>
<b>A.21</b>	Enfield Aquatic Centre (EAC)	Operate and expand Council's Learn to Swim Program	On Track	<p>A total of 870 student bookings were made for Term 3 2022 resulting in programs running at approximately 85% capacity.</p> <p>In Term 4 2022 bookings increased to 1,312 students, with a total booking capacity of 88%.</p> <p>In Term 3 our Program Lessons commenced in the Centre's state-of-the-art Programs pool which provided a specialised learning environment.</p> <p>During Term 3 we also established a partnership program with Royal Life NSW which provided sponsored opportunities for community members to become qualified Learn to Swim Teachers. This initiative also saw the introduction of an additional 88 classes with a capacity of 450 students expanding our ability to provide additional learn to swim classes.</p> <p>In Term 4 2022 our newly launched School Intensive Program engaged schools within the catchment area and provided essential learn to swim programs for approximately 800 students over a six-week period.</p>
<b>A.22</b>	Enfield Aquatic Centre (EAC)	Develop a range of new health, fitness and wellbeing programs to drive visitation	On Track	<p>Council introduced four new Aqua Fitness classes to the EAC to help drive visitations and improve our service offering to the community.</p> <p>The EAC team has been developing Mat Pilates as another fitness and wellbeing offering in 2023.</p> <p>The EAC also held two Family Fun Days to encourage the community to get to know and use the facilities and services.</p>
<b>A.23</b>	Enfield Aquatic Centre (EAC)	Undertake Royal Life Saving Aquatic Facility Safety Assessment (AFSA) Audit Program	On Track	<p>The Royal Life Saving ASFA Audit is booked for 13 February 2023.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
A.24	Enfield Aquatic Centre (EAC)	Undertake targeted customer experience improvement initiatives	On Track	<p>The EAC is taking part in a Mystery Shopper experience.</p> <p>Reviewing and monitoring feedback from the Rate It iPad takes place daily and this, along with feedback through email or in person, is considered and responded to within our day to day management of both the services and the facility.</p> <p>The EAC has a live pool availability link on the EAC webpage which displays the availability for each facility. The live pool availability is in sync with the EAC's system. This has been a success as it allows customers to check availability prior to coming to the EAC. The EAC also displays print outs of the carnival schedule for customers to use as a reference.</p>



## Ensure people of all abilities and backgrounds can enjoy our public spaces and places

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.25</b>	Community Safety	Coordinate Council's CCTV Program	On Track	Council's Community Safety Team work closely with enforcement agencies including local Police, the State Crime Commission and Federal Police to produce evidence for criminal matters as listed in the Code of Practice. During the quarter Council received 10 CCTV footage applications which were produced within service level timeframes.
<b>A.26</b>	Community Safety	Prepare the Crime Prevention Plan and implement initiatives that improve community safety in partnership with NSW Police	On Track	Preparations have been underway for the development of a Crime Prevention Plan with the data analysis, stakeholder discussions and community engagement via an online community safety survey. This work will inform the development of the Plan and shape the priorities and actions within it.
<b>A.27</b>	Community and Culture	Implement the Child Safe Standards to become a Child Safe Organisation	On Track	<p>Council's Child Safe Policy was adopted in July 2022 and actions have commenced by an internal Child Safety Working Group with the key goal to develop a Child Safety Action Plan (CSAP). The CSAP will develop key actions to assist in the implementation of the 10 Child Safe Standards across the organisation.</p> <p>During November 2022 child safety training for staff in child-related or front-line roles was delivered by child safety specialists, Child Abuse Prevention Service.</p> <p>A child safety e-learning module is currently being developed to roll out to all staff in the first half of 2023.</p>



## Provide opportunities for people to participate in activities and events that celebrate our diverse community, history and culture

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.28</b>	Place Management & Communications	Deliver regular citizenship ceremonies	Completed	<p>Burwood Council places great importance on Australian citizenship. Council hosts ceremonies for local residents who have been approved to become Australian citizens by the Department of Home Affairs.</p> <p>During the reporting period Council held two Citizenship Ceremonies on 15 September 2022 where 60 residents received their citizenship.</p> <p>Planning has commenced for the Australia Day Citizenship Ceremony which will see 100 residents receive their Citizenship.</p> <p>Burwood's 2023 Citizen and Young Citizen of the Year Awards will also be presented at the ceremony.</p>
<b>A.29</b>	Community and Culture	Deliver Council's ongoing program of community events that celebrate local community and culture	On Track	<p>The following events were successfully delivered including:</p> <ul style="list-style-type: none"> <li>• Two Deane St activations</li> <li>• Christmas in the Park which successfully returned to Burwood Park after a two-year hiatus</li> <li>• Christmas musical offerings at The Strand, Croydon</li> </ul> <p>Preparations have commenced for Australia Day, Lunar New Year and ANZAC Day 2023.</p>
<b>A.30</b>	Community and Culture	Support external partners to deliver community events	On Track	<p>Council has provided support to six community events between July and December 2022 including the:</p> <ul style="list-style-type: none"> <li>• Annual Greek Street Fair</li> <li>• Moon Festival in Burwood Park</li> <li>• World Cup event coordinated by Enfield Rovers activating a park in a local area</li> </ul>



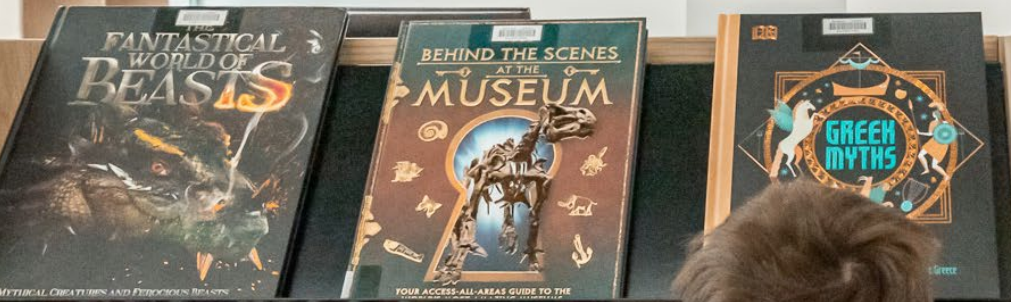








Graphic  
Novels



# Places for people



Our places are built around people, protect our heritage and are well planned and liveable with housing, transport and infrastructure that meet the diverse and changing needs of our community.





## An urban environment that maintains and enhances our sense of identity and place

Facilitate well designed, high quality and sustainable land use and development that is appropriately scaled to complement its surroundings

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.31</b>	City Planning	Prepare Planning Proposal for 2021 Local Environmental Plan (LEP) Amendment	On Track	<p>The Housekeeping LEP amendment was gazetted in August 2022.</p> <p>The Burwood North Precinct Masterplan will inform the planning framework and these will be incorporated into a Planning Proposal to amend the Burwood LEP.</p> <p>The planning proposal will identify changes to the Burwood LEP to facilitate well designed, high quality and sustainable development that is appropriately scaled to complement its surroundings.</p>
<b>A.32</b>	City Planning	Undertake a comprehensive review of the Development Control Plan (DCP) 2013 and prepare a user friendly and interactive DCP	On Track	Work has commenced on the review of the Burwood DCP to update and refine the objectives and controls. This work is ongoing and will continue into 2023.
<b>A.33</b>	City Development	Provide efficient, timely development assessment services, including pre-DA support	Monitor	<p>Median turnover time was 84 days which also includes the Burwood Place Development lodged by Holdmark and Burwood RSL Club relocation. Both represented major projects within the Burwood Town Centre and have taken additional time to assess, however, good project outcomes have been achieved for both applications.</p> <p>Further work is underway to review information available to support the lodgement of well made development applications. This includes a review of pre-DA services. These initiatives will be rolled out throughout the second half of the year.</p>
<b>A.34</b>	City Planning	Review and update the Burwood Contributions Plan to facilitate appropriate delivery of infrastructure	On Track	Work has commenced to review the Works Schedule associated with the section 7.12 plan. A comprehensive review of the Contributions Framework will be undertaken in 2023.
<b>A.35</b>	City Development	Ensure that design excellence is assessed as part of the development application process	On Track	The Burwood Design Review Panel (BDRP) has now been established with the appointment of a pool of eight panel members all with industry recognition in their respective fields. The first meeting was held in October 2022 with a total of six matters being referred to the panel to date. Additional information has also been posted on the Burwood Council website outlining the design review process.



## Protect our unique built heritage and maintain or enhance local character

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.36</b>	City Planning	Revise and update the Comprehensive DCP heritage provisions and develop an applicant information pack	On Track	<p>Work has commenced to review the objectives and provisions relating to heritage items and heritage conservation areas in the Burwood DCP.</p> <p>City Planning is currently reviewing the Heritage Conservation Areas to identify the classification of each property. Once this work has been completed specific provisions will be developed and incorporated into the DCP to ensure that development is in keeping with the character of the conservation area.</p> <p>Work has also commenced to develop a series of Fact Sheets to assist owners of heritage items and properties within Heritage Conservation Areas with respect to development works.</p> <p>This will be ongoing.</p>
<b>A.37</b>	City Planning	Undertake a heritage assessment of existing building stock to identify and update the register of contributory or heritage items	On Track	Work has commenced to review the objectives and provisions relating to heritage items, including the identification and update of inventory sheets. Work has also commenced to identify properties across the LGA which have heritage significance but are not yet listed in Council's LEP. This work will be ongoing.
<b>A.38</b>	City Development	Undertake a heritage assessment of all development applications relating to heritage items or conservation	On Track	There were 35 DAs referred to Council's Heritage Adviser in the last reporting period. Advice has been provided in a timely and consistent manner.

## Promote greater diversity of quality housing and affordability to meet current and future community needs

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.39</b>	City Planning	Develop an Affordable Housing Policy	On Track	The project has commenced - SGS Consultants were appointed in October 2022 to develop an Affordable Housing Policy, which includes a Contributions Framework for the delivery of affordable housing across the Burwood LGA. This is on target to be placed on public exhibition in early 2023.

## Sustainable, integrated transport, infrastructure and networks support population growth and improve liveability and productivity

### Plan and manage transport infrastructure to meet current and future community needs

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.40</b>	Traffic & Transport	Investigate traffic hot spots and implement solutions such as pedestrian refuges, roundabouts or traffic calming devices	On Track	<p>Investigations are undertaken for all requests received for traffic calming devices, parking improvements or pedestrian facilities. Additionally, locations are identified by staff based upon Centre for Road Safety accident data.</p> <p>Locations where improvements can be made are presented to the Burwood Local Traffic Committee prior to being reported to a Council Meeting for adoption.</p> <p>There were 15 reports presented across five meetings of the Burwood Local Traffic Committee held between July and November 2022.</p> <p>There were 14 traffic devices installed in this period including traffic calming devices and parking improvements in Lily Street, Weil Avenue and Walsh Avenue.</p>
<b>A.41</b>	Traffic & Transport	Identify black spots based on accident history and apply for grant funding for facility upgrades	Completed	<p>A review of crash data for local unclassified roads under the care of Council did not identify any locations for black spot grant funding which met the requirement of the grant for the 2023/2024 financial year. Council will continue to fund minor road safety upgrades such as pedestrian crossings, pedestrian refuges, speed cushions and raised thresholds.</p>
<b>A.42</b>	Traffic & Transport	Undertake a review of parking provisions for required development applications	Completed	<p>All major development applications are referred to Council's Traffic Engineers for review. The assessment of these applications includes ensuring that provisions of off-street parking for motor vehicles and bicycles meets Council's DCP or relevant State Environmental Planning Policy, as well as confirming all relevant standards are met with regards to the design of the parking areas.</p> <p>There were 28 referrals completed in relation to traffic and parking for developments during this period.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.43</b>	Property	Undertake an audit and develop a preventative maintenance program for Council facilities	On Track	<p>The assessment of Council's nine community facilities, two admin operational facilities, investment properties and park amenities buildings has been conducted as part of a new system implementation.</p> <p>A preventative maintenance schedule is currently being developed, due to go live in quarter one of 2023.</p> <p>An internal reporting tool has been implemented to allow staff to log maintenance requests that are provided to the property team to manage maintenance requests more effectively and efficiently.</p> <p>In the last six months, 149 maintenance requests have been received with 100% of the requests responded to and 80% of them being completed.</p>
<b>A.44</b>	Operations	Undertake annual planned preventative maintenance program for civil infrastructure and parks building assets	On Track	<p>A Preventative Footpath Renewals Program has been developed in the Civil Infrastructure area to undertake programmed maintenance works.</p> <p>These works are scheduled throughout the financial year and programs updated in the smart sheet. To date this financial year we have completed 3,129 square metres of footpath renewals.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.45</b>	Assets & Design	Undertake design and upgrade of road infrastructure to improve performance, lifecycle and accessibility	On Track	<p>Council's Capital Works Program has achieved the following:</p> <ul style="list-style-type: none"> <li>• Road Resurfacing Program – works commenced in December 2022</li> <li>• Roads to Recovery (Wentworth Road concrete road replacement) completed</li> <li>• Kerb and Gutter, Footpath and Streetscape Programs – 50% completed</li> <li>• Traffic Facilities Program – 50% completed</li> <li>• Installation of Tactile Indicators at Bus Stops – completed</li> <li>• Storm Water Drainage Improvements Program including (Special Rate Variation funded) – 60% completed</li> <li>• Parks Improvements Program – progressing</li> <li>• Council-wide 500 street tree planting – 90% completed</li> <li>• DPIE Grant Funded Projects – (Enfield Village and Grant Park All Abilities Playground) are completed and (Burwood Park Nature Play, Sensory Garden and Pond) is underway</li> <li>• Transport for NSW (TfNSW) Project (Fifth Avenue Bridge works) is in procurement phase</li> <li>• Streets as Shared Spaces Grant – Deane Street precinct transformation – 100% completed</li> <li>• Solar Lighting upgrades along Cooks River Path – 95% completed</li> </ul>
<b>A.46</b>	Assets & Design	Undertake CCTV camera inspections of Council's drainage network	On Track	<p>Council undertakes CCTV camera inspections to 10% of Council's drainage network every year. Council is currently in the procurement stage and will undertake the CCTV camera inspections in the second half of this year.</p>



## Plan for a city that is safe, accessible and easy to get to and move around in

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.47</b>	City Planning	Investigate options to complement the Burwood North and Sydney Metro Station Precinct	On Track	Council, in October 2022, appointed Cox Architects to develop a Masterplan for the Burwood North Precinct. The Masterplan process will investigate options to ensure the delivery of infrastructure to support any growth proposed by the Masterplan.
<b>A.48</b>	Traffic & Transport	Finalise the Traffic and Transport Study	Completed	The Traffic and Transport Study has been finalised and consulted with internal stakeholders as well as TfNSW. The study will be used to guide Council in its decision making process moving forward with direct input into areas such as the Works Schedules for the Section 7.12 Contributions Plans.
<b>A.49</b>	Traffic & Transport	Review parking strategy within the Burwood CBD and investigate parking initiatives to alleviate traffic congestion	On Track	The Burwood Public Parking Strategy will commence in Q3 of 2022/2023 and be reported to Council in Q4. The Strategy Review looks at a number of options to improve parking turnover, decrease traffic generated by circulating vehicles searching for parking and address the impact of high parking demand in residential streets. Sustainability will also be reviewed including provisions for additional Electric Vehicle (EV) charging and car share options.
<b>A.50</b>	Traffic & Transport	Undertake an audit of all bus stop facilities to ensure accessibility and compliance with the Disability Discrimination Act 1992	Completed	Council has upgraded all 125 bus stops across the LGA to ensure compliance with Disability Discrimination Act 1992 which includes the installation of tactile ground surface indicators and modifications to the bus stop layout to ensure sufficient room for maneuverability for users with disabilities.
<b>A.51</b>	Traffic & Transport	Undertake a Pedestrian Access and Mobility Plan (PAMP) for Burwood Town Centre including access and connections to neighbouring residential areas, facilities and open spaces	On Track	The PAMP will need to incorporate changes proposed to the Burwood Town Centre via the expansion resulting from the Burwood North Masterplan as well as the Burwood North Metro West Station which will be located at the intersection of Burwood Road and Parramatta Road.

## Public and open spaces are high quality, welcoming, accessible and enjoyable places seamlessly connected with their surroundings

Plan and deliver quality public spaces and open spaces that fulfil and support diverse community needs and lifestyles

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.52</b>	Information Technology	Evaluate and adopt smart city technologies to improve service delivery	On Track	During the reporting period Council has installed five waste bin sensors in Deane St and Conder St to evaluate the potential benefits these could provide. The evaluation of the sensors has identified that Council can achieve efficiencies in waste collection, therefore additional bin sensors are being planned to be installed in bins located in public spaces.
<b>A.53</b>	Place Management & Communications	Undertake planning for the delivery of the Burwood Urban Park, Arts and Cultural Centre (BUPACC)	On Track	<p>During the reporting period Council commenced promotion and public notification on the progress of the BUPACC. This included website updates, e-newsletter promotion, a printed newsletter distributed to over 13,000 residents and social media posts.</p> <p>Work on the BUPACC has continued. The design of the project has progressed with a Development Application lodged for assessment in August 2022. It is expected that the application will be determined in early 2023 and if approved the project will progress with detailed design and planning for construction delivery.</p>
<b>A.54</b>	Place Management & Communications	Develop and introduce Place Management Framework across the organisation	On Track	<p>Over the past six months Council has introduced a new multi-disciplinary approach to the planning, design and management of public spaces through the delivery of tactical place-making activities in an effort to de-risk, test and pilot new ideas.</p> <p>To further support this work into the future, the development of a draft Place Management Framework has been prepared to build confidence, increase momentum and promote a shared understanding of place-making principles across the organisation. Extensive desktop research and engagement has been undertaken to inform the draft framework.</p> <p>Council has since engaged a non-profit social enterprise who specialise in place-making and place improvement to further inform the development of the framework, providing education and training services to capacity build staff and key stakeholders, creating an evidence base for future strategies. It is anticipated that the final framework will be completed in March 2023.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.55</b>	Place Management & Communications	Undertake planning for the delivery of projects funded under WestInvest	On Track	<p>On 4 October 2022, Treasurer Matthew Kean announced that over \$20 million would be injected directly into the Burwood LGA to support the delivery of eight new ambitious projects as part of the WestInvest fund (Local Government Allocation Round).</p> <p>Planning has commenced for the delivery of these projects including the preparation of tender documentation, communication and stakeholder engagement plans, traffic studies and budget reviews.</p> <p>To support the delivery of these projects Council has developed an internal resourcing strategy which has seen the engagement of new project managers and positions responsible for communication and engagement functions, program reporting, monitoring and evaluation.</p> <p>Council is awaiting the receipt of funding deeds from the Department of Premier and Cabinet, at which time formal delivery will commence.</p> <p>Council has also been advised that announcements of successful projects under the competitive round of funding are due to be released in January 2023.</p>
<b>A.56</b>	Assets & Design	Implement Masterplans for major parks and reserves	On Track	<p>Construction of the new Grant Park Inclusive Playspace has been completed and was opened on 30 November 2022.</p> <p>Construction of the Burwood Park Pond, Sensory Garden and Nature Play project commenced in September 2022 and works are ongoing.</p> <p>Council has applied for WestInvest grant funding in the competitive stream for Flockhart Park Upgrade Works which includes the Playground upgrade.</p> <p>A decision on the grant funding application is expected in January 2023.</p>











# Sustainable & protected environment



We work together to protect our natural resources and assets to ensure that our impact on the environment is reduced so we and future generations can live in a clean and sustainable environment.



## The urban forest and natural environment are maintained, enhanced and connected

Maintain and increase green spaces, the urban tree canopy, natural shade and enhance biodiversity corridors

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.57</b>	Operations	Undertake scheduled maintenance program for parks, reserves, playgrounds, sports fields and open spaces	On Track	<p>Major Parks scheduled maintenance program for Burwood Park, Henley Park, Wangal Park, Blair Park and Flockhart Park is ongoing.</p> <p>Scheduled maintenance and upkeep of reserves is ongoing.</p>
<b>A.58</b>	Assets & Design	Implement the Street Tree Management Strategy	On Track	<p>Planting of trees was undertaken in George Street, Burwood to mark National Tree Day on 29 July 2022.</p> <p>The Street Tree Masterplan has been completed and Council finalised the planting locations for the further 500 street trees in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment.</p> <p>Planting of the 500 additional trees across the LGA is underway with approximately 90% completed.</p>
<b>A.59</b>	Property	Explore options for potential park expansions at Henley Park and Russell Street Reserve to deliver additional green open space	On Track	<p>Council has secured over \$20 million in grants, to be injected directly into the Burwood LGA through the delivery of eight new projects to rejuvenate and improve our local communities.</p> <p>This funding will enable Council to deliver better local facilities, new open spaces, activated streets and convenient new services close to home.</p> <p>\$814,641 of this funding has been allocated to the Henley Park and Russell Reserve Expansions which will create 1,450 square metres of additional green open space.</p> <p>Both park expansion projects are expected to commence in the first half of 2023.</p>





## People and infrastructure contribute positively to the environment and respond to climate

### Deliver efficiency and innovation in the use of resources

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.60</b>	City Planning	Implement the 'big moves' identified in the Sustainable Burwood Strategy	On Track	<p>Burwood Council is presently implementing a Food Organics and Garden Organics (FOGO) trial for a select number of households. The trial is currently in the evaluation phase and will be reviewed in the early part of 2023.</p> <p>Council has also adopted a 100% green energy plan across all properties. This initiative is also being promoted to households and businesses as a way of reducing the carbon footprint of energy consumption.</p> <p>In addition, Council is also reviewing the current Vehicle Fleet Policy with a view to encouraging the transition to hybrid or all electric vehicles.</p>
<b>A.61</b>	City Planning	Investigate the provision of vehicle charging stations across the LGA, including the introduction of new planning controls to encourage electric charging infrastructure	On Track	<p>Work has commenced on the development of an EV Strategy for the Burwood LGA. Council is also a member of the EV Working Group established by Southern Sydney Regional Organisation of Councils (SSROC).</p> <p>The Strategy will identify actions for implementation to encourage the delivery of EV Charging infrastructure.</p>
<b>A.62</b>	City Planning	Implement new initiatives with the community to reduce, reuse or recycle waste	On Track	<p>A program of initiatives is being developed that will ensure the delivery of three new initiatives to reduce, reuse and recycle waste. This has included the implementation of a FOGO trial and business support for the implementation of the NSW Government ban on single use plastics.</p>

## Develop strong planning controls to protect and support a green and sustainable environment

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.63</b>	City Planning	Research plans and opportunities for the creation of public open spaces as part of the planning of the Burwood North Precinct	On Track	<p>This action is being considered as part of the Burwood North Masterplan. Scenario testing has been conducted on a range of options including dispersed, consolidated and hybrid models of open space provision.</p> <p>Investigations have also been undertaken to identify national and international best practice in relation to open space provision within existing urban areas.</p>
<b>A.64</b>	City Development	Identify opportunities to encourage the provision of publicly accessible open space or other landscape features such as roof top gardens as part of new developments	On Track	<p>Extensive landscape and urban design improvements have been included in major developments approved for the Burwood RSL Club and Holdmark developments with an emphasis on the provision of public art. Other current projects have been identified which have the potential to support new public spaces or laneways.</p> <p>Through the use of Voluntary Planning Agreements (VPA), funding has been secured to deliver the BUPACC project alongside the Burwood Place development. This project will include over 2,000 square metres of open space and underground community facilities.</p>
<b>A.65</b>	City Planning	Work with developers to promote sustainable development	On Track	Work is ongoing to update the DCP to include objectives and provisions to ensure sustainability outcomes in new development.
<b>A.66</b>	Community Safety	Respond to and address complaints relating to building non-compliance	On Track	Council responded to 154 building related complaints during the period. These complaints were commenced as per the service level provisions and actioned accordingly.







## Improve waste reduction, recycling and re-using practices in homes, workplaces, development sites, public places and Council assets

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.67</b>	City Planning	Work with business and community to reduce waste, improve recycling practices and reduce single use plastics	On Track	Council has supported the NSW Government in the roll-out of the single use plastics ban which came into effect on 1 November 2022. This has included locally based information and social media campaign, information seminars and direct contact with businesses.
<b>A.68</b>	City Planning	Evaluate the FOGO trial and implement service expansion based on evaluation results	On Track	<p>Implementation of a FOGO service across the LGA is a requirement which needs to be enacted by 2030. A FOGO trial is currently being undertaken and its success will be measured by an audit, which is being undertaken externally and was due to be completed by the end of November 2022.</p> <p>A report will be presented to Council in early 2023 with an overview of the success of the trial and options for implementation moving forward.</p>
<b>A.69</b>	Operations	Deliver scheduled domestic and business kerbside waste and recycling collection service	On Track	<p>Every residential premise is provided with a regular, scheduled waste and recycling service.</p> <p>Council collects over 27,000 residential bins each week.</p> <p>Council business waste services have ceased, and businesses now organise private waste collection services.</p>
<b>A.70</b>	Operations	Conduct bin audits and provide information to encourage correct recycling practices	On Track	Detailed bin audits will be undertaken across financial year 2022/2023, in partnership with SSROC to provide a like-for-like benchmark across our region. SSROC has recently engaged a professional auditor for this project.
<b>A.71</b>	Operations	Deliver booked household waste collection clean-up service	On Track	Council continues to deliver ongoing waste collection clean-up services. Over 60 scheduled bulk household collections are provided every week.
<b>A.72</b>	Operations	Deliver litter management/removal service for major parks	On Track	Litter management and removal is provided at Council parks, with over 100 litter bins emptied each week.







# Vibrant city & villages



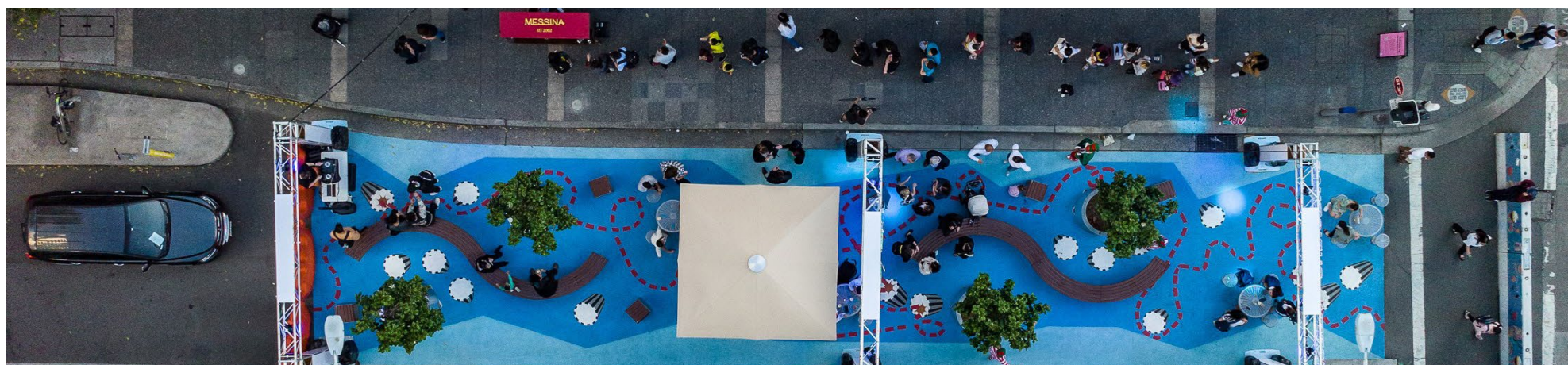
Our business and entertainment precincts are economically sustainable and prosperous where residents, workers and visitors enjoy diverse retail, dining and entertainment experiences and interesting places that are attractive, active and welcoming.



## Thriving city and centrally located, strategic business and employment hub within Sydney

### Promote Burwood as a great place to live, work, visit and invest in

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.73</b>	Place Management & Communications	Undertake marketing and promotional campaigns that promote Burwood as a destination and support local business	Completed	<p>During the reporting period Council launched two campaigns solidifying Burwood as a thriving destination for businesses. These campaigns were:</p> <ul style="list-style-type: none"> <li>Council in collaboration with the Burwood Asian Business Partnership successfully reactivated the Burwood Chamber of Commerce. Council promoted and marketed the initiative through its business e-newsletters (reaching over 1,400 businesses), community e-newsletters (12,000 people), WeChat (1,300 people) and Facebook (7,100 people). Over 100 people attended the launch event which attracted existing and prospective Burwood business owners.</li> <li>In November 2022, Council launched the Deane Street Transformation project. Unique marketing methods were undertaken to promote the space/activation events including the engagement of social media influencers with over 100,000 followers and use of platforms such as Broadsheet. Focus was also placed on attracting high quality and diverse business offerings e.g. Messina Gelato to Burwood.</li> </ul>
<b>A.74</b>	Community and Culture	Coordinate the Shopfront Improvement and Enforcement Programs	On Track	Round Two of the Shopfront Improvement Program was successfully implemented with several local businesses receiving funds. Round Three was opened in December 2022 and is due to close in March 2023. Extensive promotion is underway to encourage local businesses to participate in this initiative.



## Facilitate the growth and prosperity of local businesses and target the growth of business sectors and growth industries

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.75</b>	Place Management & Communications	Undertake research and consult with stakeholders to deliver business support programs	Completed	<p>Council has successfully supported the reactivation of a strong sole Chamber of Commerce in Burwood. Over 100 local businesses attended the launch with Council providing six months temporary administration support to the Chamber, to better promote and protect the interests of the business community in Burwood.</p> <p>Council together with the State MP and Strathfield Council, hosted a successful business breakfast with over 40 local businesses attending.</p> <p>Council continues to disseminate digital Local and State Government business support information to over 1,400 businesses through regular business e-newsletters.</p> <p>During the reporting period, 12 local businesses were promoted on social media through Mayoral visits, reaching over 3,300 people.</p> <p>Council successfully delivered the NSW Small Business Month networking event in November 2022 with over 60 people in attendance. Council subsidised 75% of the cost of facility hire for small business owners in Burwood throughout the month.</p>
<b>A.76</b>	City Planning	Undertake initiatives that support new economic growth in the Burwood North Precinct and Burwood Town Centre	On Track	<p>As part of the development of the Burwood North Masterplan an analysis will be undertaken with respect to opportunities for employment based land uses. In addition, we will be working closely with the Council's Executive Manager, Place Management &amp; Communications to develop an RFQ to appoint a consultant to undertake a comprehensive strategy, which will include an Economic Development Discussion Paper, Night Time Economy Strategy, Burwood After Dark Implementation Plan and a Visitation and Future Investment Prospectus.</p> <p>This work will be ongoing and actions identified in the Strategy will be translated into planning controls in the LEP and DCP.</p>



## Safe, clean and activated streets, centres and public places are enjoyed by people day and night

Develop place planning to activate the CBD, high streets and villages to support local businesses and foster local identity, creativity and culture

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.77</b>	Place Management & Communications	Prepare the Burwood Night Time Acceleration Plan to enhance the 24-hour economy	On Track	<p>Using the NSW Government's Local Area Acceleration Toolkit for Councils, a draft Night Time Acceleration Plan has been prepared. The Plan has assisted Council in identifying key stakeholders, opportunities for alignment with State Government strategies and the resources required to start executing.</p> <p>During this time, Council was able to secure funds to enable more detailed research to be undertaken as well as the subsequent engagement of a specialist consultant in February 2023 to prepare an Economic Development Discussion Paper, Night Time Economy Strategy and Visitation and Future Investment Prospectus. The Strategy will also feature a four year implementation plan for Council.</p> <p>Council has continued a very productive dialogue with government agencies including Investment NSW and Destination NSW to inform the preparation of this documentation.</p> <p>These strategic documents are anticipated to be completed by June 2023.</p>
<b>A.78</b>	Community and Culture	Develop a sponsorship prospectus to support the growth of large-scale festivals and events	On Track	<p>The development of a sponsorship prospectus has commenced and is due for completion in May 2023.</p>
<b>A.79</b>	Community and Culture	Implement Council's public art program to enhance and foster local identity and activate public spaces	On Track	<p>The 2022/2023 Public Art Program has four projects planned for delivery by June 2023. Council has already delivered both the Enfield Murals Project and the Deane Street project.</p> <p>The Enfield Murals Project saw the commissioning of three large scale murals as a part of the broader Enfield Revitalisation Project while the Deane Street project involved delivery of a floor mural and wall mural.</p> <p>By June 2023 Council also plans to deliver the Burwood Bus Depot Mural and a First Nations Banners project in Burwood Park.</p> <p>Council is also working towards the delivery of two sculptural installations for September 2023 at Burwood Park and Luke Avenue.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.80	Community and Culture	Develop and coordinate arts and cultural programs, including the Burwood Art Prize	On Track	<p>Entries for the 2023 Burwood Art Prize were opened in November 2022. Council has made significant changes to the Prize including:</p> <ul style="list-style-type: none"> <li>• Expanding entries to all Sydney based artists</li> <li>• Introducing three new artwork mediums</li> <li>• Increasing the prize pool and establishing a permanent ongoing theme for the Prize</li> </ul> <p>As well as expanding the Prize and exhibition parameters, Council is also working towards significantly expanding the public programming element of the project in order to provide further opportunities for cultural programs and activations to the community. These programs will cross-over many different cultural and artistic disciplines so as to connect to the Art Prize as well as reach a broader range of the community whilst continuing to activate The Hub.</p> <p>The exhibition will be hosted from May to June 2023.</p> <p>Council also held an Arts and Cultural Forum to facilitate the coming together of local individuals and agencies and begin the exploration of opportunities to work together.</p>





Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.81</b>	Operations	Implement scheduled program of sweeping of streets, Council car parks, commercial and town centres	On Track	<p>Council undertakes daily street sweeping of CBD areas and sweeps all streets in the LGA every three weeks.</p> <p>Car parks are swept and litter picked at least weekly.</p>
<b>A.82</b>	Operations	Undertake mowing of verges for residents who are pensioners/ with a qualifying medical condition	On Track	<p>Scheduled mowing planned and programmed for the residents who are pensioners with a qualifying medical condition. New residents are also added to the maintenance schedule as approved. Frequency of mowing scheduled is every eight weeks.</p>
<b>A.83</b>	Operations	Deliver the Safe and Clean Program across key town centre locations	On Track	<p>The Safe and Clean Program continues to be implemented in the Burwood CBD and satellite shopping centres.</p> <p>Satellite shopping centres include Strathfield, Croydon, Enfield and Croydon Park Business Districts.</p> <p>Financial year to date, safe and clean staff have removed 4,030 litres of rubbish, 210 advertising posters, 212 spills and moved 444 trolleys off pedestrian walkways.</p>
<b>A.84</b>	Major Capital Works & Projects	Undertake the Enfield Revitalisation Project	Completed	<p>The Enfield Village Revitalisation Project was completed successfully within budget and ahead of schedule.</p> <p>The Project sought to improve access and beautify Enfield's shopping precinct, creating a gateway welcome to visitors and residents of the LGA and neighbouring suburbs.</p> <p>Existing concrete footpaths have been upgraded to all paving.</p> <p>Landscape planting has added colour and vibrancy to the area in the form of trees and hedges.</p> <p>Street furniture has also been improved and increased in quantity.</p> <p>Three major public artwork pieces have been installed to represent the history of Enfield Village.</p> <p>Banner arms have also been added to Burwood's banner cycle.</p> <p>The improved connectivity and accessibility of Enfield has been well received by the public, creating a new legacy within the LGA for the community to thrive within.</p>





## Plan and deliver infrastructure, services and information which safeguard public health and support community safety

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.85</b>	Community Safety	Carry out a regular program of inspections of development sites to ensure compliance with safe and sustainable practices	On Track	Building Sites in the LGA are patrolled daily with around 30 sites patrolled per day. Currently Council commences action for any breaches of the provisions when they are observed. The number of building sites can fluctuate based on commencement of new sites and completion of current sites.
<b>A.86</b>	Community Safety	Undertake scheduled and responsive inspections of cooling towers, water systems, food, health, beauty and cosmetic premises to identify and respond to risks	On Track	Council has undertaken its inspection program for boarding houses, restricted premises, hair, beauty and cosmetic premises. Food and Cooling Towers inspection will commence from December 2022 until June 2023.
<b>A.87</b>	Community Safety	Conduct regulatory inspections of health (pollution-land/water/noise/air), overgrown vegetation, boarding houses, water drainage and tree regulatory functions	On Track	The Environmental Health and the Community Safety Teams regulate the health provisions. All complaints received are commenced within the service time levels and matters are actioned accordingly.
<b>A.88</b>	Community Safety	Deliver campaigns and provide initiatives to support the health of food premises	On Track	<p>A range of programs were conducted in the quarter focusing on food safety - these programs included a site seminar at Burwood Plaza for all food related businesses, educational awareness programs as listed on the educational calendar and the promotion of the "Scores on Doors" Program.</p> <p>These programs work in conjunction with health inspections and management of complaints.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.89</b>	Traffic & Transport	Undertake road safety campaigns and run targeted programs and initiatives to promote safety around schools and town centres, pedestrian and cycling safety	Completed	<p>Several Road Safety Programs are run each year with an aim of reducing accidents and educating the public on road rules and behaviour improvements.</p> <p>Programs include:</p> <p>#OnTheRoad - social media engagement program with targeted posts each Monday on local areas of concern</p> <p>Slow Down campaign - targets streets which have a percentage of recorded accidents which were contributed to speed</p> <p>Child Safety Restraint Check program - provides a free installation/check of any child seats by a qualified installer. Child restraint fitting days were run on 2 August, 25 October, 23 November and 21 December 2022</p> <p>Graduated Licensing Scheme - workshops to help new drivers gain the correct knowledge by educating parents and carers who will be accompanying new learner drivers. A workshop was held online on 23 November 2022</p> <p>Safety Around Schools program - weekly email outreach and school newsletter engagement. Regular visits to local schools pick up drop off zones are undertaken to ensure that the road environment surrounding the school is safe</p>
<b>A.90</b>	Property	Implement scheduled program of public toilet cleaning	On Track	<p>An Expressions of Interest (EOI) is currently being developed to establish a new panel of providers for the provision of cleaning services.</p> <p>Council owns nine community facilities (some with multiple rooms for hire), two operations facilities and multiple park amenities that require scheduled and/or ad-hoc cleaning.</p> <p>The EOI will seek qualified and experienced organisations for the provision of cleaning services to Council through the establishment of a pre-qualified cleaning panel, after a selective tender process.</p> <p>The EOI is estimated to be advertised via VendorPanel in January 2023.</p>
<b>A.91</b>	Operations	Deliver services to address illegal dumping, graffiti and abandoned trolleys in public spaces	On Track	<p>Council continues to deliver programs to reduce and manage illegal dumping, graffiti and abandoned trolleys in public spaces.</p> <p>Graffiti is being removed from Council property and infrastructure as it is reported.</p> <p>Council has removed over 570 trolleys from public land and investigated over 220 illegal dumping events to December 2022 with material either removed by Council or by the responsible dumper where identified in each illegal dumping event.</p>







Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.92</b>	Operations	Implement program of maintenance and upgrades of local roads, footpaths, kerbs and gutters based on condition data	On Track	<p>Council's Assets Team developed a priority list for road re-sheet and rehabilitation works, kerb and gutter, and footpath renewal program based on the condition assessment.</p> <p>Concrete works for program year 2022/2023 is well underway and roadworks have been scheduled to commence on 5 December 2022. To date, this financial year Council has completed 1.56 km of kerb and gutter, 3,129 square metres of footpath, 8,021 square metres of road re-sheet/construction, 308 signs repaired/replaced and 54 square metres of graffiti removed.</p>
<b>A.93</b>	Operations	Maintain and clean the stormwater drainage network and clear blocked pits	On Track	<p>Council's civil maintenance teams are continuously cleaning and maintaining the drainage networks.</p> <p>Burwood LGA has been divided into zones for the Civil Team to inspect and clear blockages and undertake necessary drainage works.</p>
<b>A.94</b>	Community Safety	Provide information and relevant campaigns to raise community awareness of companion animal responsibilities	On Track	Three animal awareness programs were delivered as listed in the educational calendar program. These programs were focused on owner responsibilities, off leash and registration requirements.
<b>A.95</b>	Community Safety	Undertake compliance inspections on dangerous and restricted dogs	On Track	All inspections on dangerous and restricted dogs have been conducted as per the annual requirements.







# Open & collaborative leadership



A strong local democracy with an actively engaged community who are listened to, respected and who trust in our leaders experiences and interesting places that are attractive, active and welcoming.



## A well informed community active in civic life, local planning and decision making

Deliver strategic, relevant communications which facilitate understanding, dialogue and participation

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.96</b>	Place Management & Communications	Utilise existing channels and explore new methods of communication to keep our community informed and enhance Council's reach and reputation	On Track	<p>During the reporting period 28 e-newsletters were emailed to over 12,000 subscribers.</p> <p>A 12-page newsletter was distributed to aged care facilities and 17,000 households LGA wide. Over 20 communications, marketing and engagement campaigns were delivered utilising videos, brochures, flyers, letters, postcards, digital displays, e-signatures, street flags, banners, surveys and merchandise.</p> <p>During the reporting period, Facebook had a reach of 56,272 with 68.9% increase. Instagram has also increased by 40.5% with over 9,938 reach, and Twitter over 21,800 impressions.</p> <p>LinkedIn has had a 50% increase in followers over the past six months.</p> <p>Council's multicultural communication also continues to expand with WeChat growing to over 1,350 followers.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.97</b>	Governance & Risk	Ensure all public information is accessible and made available in a timely manner	Monitor	<p>A preliminary program outline has been developed and will be further refined in the coming months, whilst priority attention was given to the review of critical policy instruments in accordance with legislative requirements.</p> <p>During the reporting period 16 new/updated documents have been made available online:</p> <ul style="list-style-type: none"> <li>• Library Strategic Plan 2022-2027</li> <li>• Disability Inclusion Action Plan 2022–2026</li> <li>• Burwood Park Plan of Management</li> <li>• Unity Place Plan of Management</li> <li>• Property Strategy 2022 – 2026</li> <li>• Code of Conduct for Councillors</li> <li>• Code of Conduct for Staff</li> <li>• Code of Conduct for Committee Members, Delegates of Council, Council Advisers, Volunteers, Contractors</li> <li>• Procedures for the Administration of the Codes of Conduct</li> <li>• Code of Meeting Practice</li> <li>• Community Facilities and Parks Hire Policy</li> <li>• Gifts and Benefits Policy</li> <li>• Interaction Between Council Officials Policy</li> <li>• Councillor Briefings and Workshops Policy</li> <li>• Internal Audit Charter</li> <li>• Burwood Public Art Guidelines for Developers</li> </ul>
<b>A.98</b>	Governance & Risk	Determine information access applications lodged in accordance with the Government Information (Public Access) Act	On Track	<p>67 formal applications were completed in the reporting period – a 266% increase in comparison with the same period in 2021.</p> <p>55 informal applications were completed – down by a little over 15% in comparison with the same period in 2021.</p> <p>Processing met or well exceeded minimum requirements for timeliness in processing.</p> <p>No internal reviews were required.</p> <p>Business improvement work to streamline the online application process for formal applications is on track for implementation in January or February 2023 - it will accommodate easy payment of the application fee at the same time the request is lodged and eliminate delays of two or more business days in finalising payment processing before work on an application can officially proceed.</p> <p>Work commenced on the annual revision of the Agency Information Guide as well as the Proactive Release Program.</p>



## Provide opportunity for engagement with the community to inform Council's decision-making

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.99</b>	Place Management & Communications	Undertake comprehensive community engagement programs to seek community input on Council projects, operations, initiatives and major decisions	Completed	<p>During the reporting period Council exhibited 28 new projects on Participate Burwood that attracted 18,759 views by 6,742 visitors.</p> <p>There have been 804 project contributions by 804 contributors and 57 new followers.</p> <p>Council implemented an extensive community engagement program to inform the further development of the BUPACC project, including seven face-to-face community consultation stalls, two community workshops, 45 online survey responses and a number of key stakeholder meetings engaging approximately 30 community members.</p> <p>Council has also conducted comprehensive research and consulted with the community extensively on the draft Community Engagement Strategy.</p> <p>1,157 contributions were gathered including 406 online and face-to-face surveys and 406 phone surveys, 120 pop-ups and pop-in sessions, 43 in-depth interviews and 98 online poll responses.</p>
<b>A.100</b>	Community and Culture	Facilitate interagency networks and advisory committees to provide opportunities for collaboration and participation	On Track	<p>Council appointed a newly expanded Multicultural Advisory Committee increasing the diversity and representation on the Committee. The Committee meets bi-monthly and has assisted in the development of a successful application to Multicultural NSW for a \$7,000 Harmony Day event.</p> <p>Council has also established a Disability Inclusion Advisory Panel who have met to begin working on the Disability Inclusion Action Plan actions and addressing other barriers and opportunities as they arise. Council continues to convene the regional Child and Family Interagency for local service providers, and maintains the annual workplan of this body.</p>
<b>A.101</b>	Place Management & Communications	Prepare Council's Community Engagement Strategy in accordance with the Integrated Planning and Reporting legislation	On Track	<p>Council has conducted comprehensive research and consulted with the community extensively on the development of the draft Community Engagement Strategy.</p> <p>1,157 contributions were gathered including 406 online and face-to-face surveys, and 406 phone surveys, 120 pop-ups and pop-in sessions, 43 in-depth interviews and 98 online poll responses.</p> <p>Council adopted the draft Community Engagement Strategy at the December 2022 Council Meeting and it is currently on public exhibition until 1 February 2023. Following the receipt of community feedback, the final report will be tabled at the February 2023 Council meeting for endorsement.</p>

## Effective, innovative and collaborative leadership is underpinned by open, transparent and responsible governance

Conduct Council business with transparency, accountability, compliance and probity that ensures community confidence in decision making

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.102</b>	People & Performance	Undertake corporate planning and reporting	On Track	During the reporting period, the Half-Yearly Report and Annual Report were completed and endorsed by Council. The 2023/2024 Operational Plan is currently under development.
<b>A.103</b>	Finance	Comply with financial management responsibilities to promote transparency and accountability	On Track	In accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines, the September 2022 Budget Review was undertaken in October 2022 and submitted to the November 2022 Council meeting.
<b>A.104</b>	Finance	Implement and monitor appropriate investment strategies and prepare monthly investment reports	On Track	<p>Council has developed an Investment Strategy and an Investment Policy through a third party Investment Advisor which are reviewed regularly.</p> <p>Council invests surplus funds with various financial institutions during the year. These invested funds have been receiving at least 0.25 basis points above the RBA official rate at time of investing. Council staff ensured that these invested funds are in secure financial instruments.</p> <p>Staff ensured that Council were made aware of all Invested Funds through a monthly report tabled at Council meetings in accordance with legislative requirements.</p>



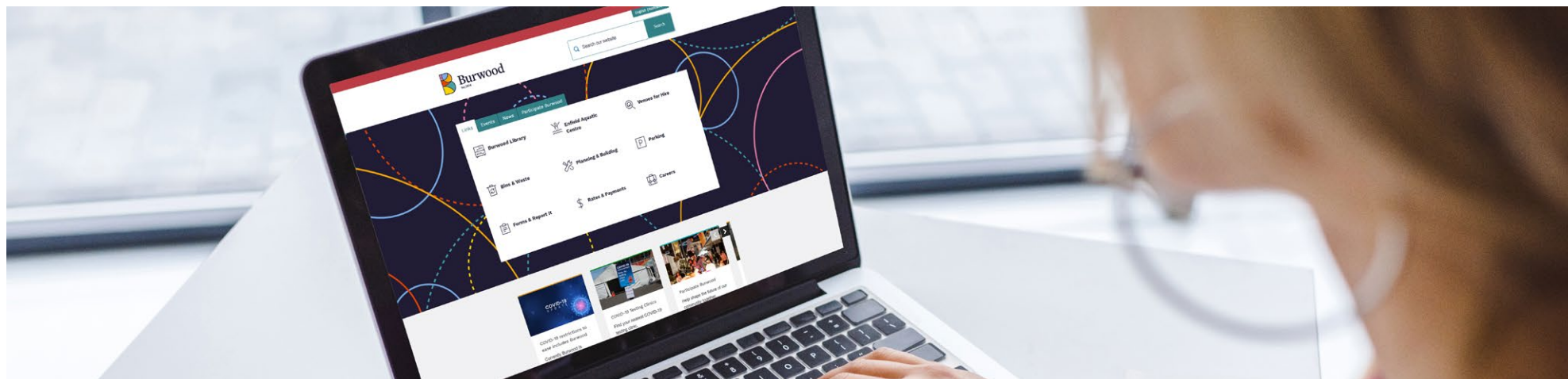


Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.105</b>	Property	Manage Council's property portfolio to optimise financial returns from Council owned properties	On Track	<p>Council has secured tenants for its Belmore St and half of its Elsie St Burwood investment properties.</p> <p>Subdivision works have commenced to divide the 2,400 square metre Elsie St property into four tenancies in preparation for two of the four tenancies to be leased in Q1 2023.</p> <p>Council has secured the NSW Electoral Commission to lease one portion of the Elsie St property for a period of four months whilst active marketing continues for the remaining portion of the premises.</p> <p>The lease of the 527 square metre Belmore Street property is currently being finalised and is set to commence on 1 March 2023.</p> <p>Council's Railway Pde property has recently become available and has had significant interest. As such, an EOI campaign is currently being run by Council's appointed leasing agent with the EOI scheduled to close on 16 January 2023.</p> <p>Council will continue to explore other income generating opportunities from property related activities and facilitate Council's drive toward financial sustainability.</p>
<b>A.106</b>	Property	Secure competitive pricing agreement from electricity retailers for the supply of Council's grid and renewable energy requirements	Completed	<p>As part of the SSROC, Burwood is one of 25 Councils who has entered into an Electricity Supply Agreement with ZEN Energy Retail Pty Ltd for the energy supply of its small and large market sites. All power to Burwood's facilities will be 100% driven by renewable energy as of 1 January 2023. Worth approximately \$180 million, the milestone retail electricity agreement will deliver over 214 gigawatt hours of electricity per year to 25 councils across NSW and will be delivered from three solar farms in rural NSW. It involves the supply of electricity to over 300 major council facilities, more than 210,000 street lights and more than 3,000 small sites managed by councils. The 25 participating councils collectively represent over 3 million people, which is almost 38% of NSW population. The agreement commences 1 January 2023 and runs to 2026 with an option to extend to 2030.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.107</b>	Property	Develop business case with financial modelling and delivery plan for Council's Operation Centre	On Track	<p>As part of the review and planning of Council's current Operations Centre located at 8 Kingsbury Street, a structural assessment was undertaken on the 60+ year old mechanics and stores buildings. It was reported that the structural integrity of the buildings require urgent attention. Council has commenced the planning of the demolition of two buildings and is investigating options to accommodate the Operations Centre pre and post the demolition work.</p> <p>Council has also recently undertaken a service strategy review of Council's Operations Centre as part of a feasibility assessment to ensure that it will meet the current and future operational service requirements of the Burwood LGA, is fit-for-purpose and provides an operational asset that contributes to efficient service delivery.</p> <p>Council is also currently pursuing funding opportunities to assist in the review, planning and design delivery of its 8 Kingsbury Street site.</p>
<b>A.108</b>	Governance & Risk	Convene the Audit, Risk and Improvement Committee (ARIC) to provide independent oversight and support continuous improvement	On Track	<p>Meetings of the ARIC were convened in August, October and November 2022 as per schedule. The October 2022 meeting was dedicated to the review of the statement of financial audit prepared by the Audit Office of NSW.</p> <p>During the reporting period improvements were made to tools for business paper production and the monitoring of progress against management commitments in response to completed internal audits.</p> <p>A comprehensive audit of Work Health and Safety practices was conducted during the reporting period and reviewed by the ARIC at its November 2022 meeting.</p>
<b>A.109</b>	Governance & Risk	Develop a Records Management Strategy based on insights from Records Management Assessment Tool analysis	Monitor	<p>Commencement of work on this deliverable has had to be delayed due to unexpected resource constraints. The constraints have arisen from the delay in commencement of a major software upgrade to the Council's electronic document and records management system. Resources have been further stretched due to urgent attention required to rehouse a significant collection of physical records that that became exposed to risk of loss or damage.</p>
<b>A.110</b>	Governance & Risk	Develop and implement a comprehensive records digitisation program	On Track	<p>A proposal for a five-year program that would eliminate the need to retain any physical records was prepared. The approach outlined in the program has had to be reconsidered as the result of the urgent need to rehouse locally held inventory with a commercial supplier. However, the rehousing need provided an opportunity to fast track some important costing work that is paving the way for prompt action on the program.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.111</b>	Governance & Risk	Deliver a progressive and accountable framework to support Councillors and Burwood Local Planning Panel	On Track	The spread of meetings and requirements for notice of Council meeting business comfortably met all statutory obligations. 14 Councillor briefings/workshops were convened on topics as diverse as WestInvest grant bids, a proposal to participate in a NSW Government sponsored e-scooter trial, affordable housing and preparations for development of the Burwood North Precinct Masterplan (many of these sessions qualified as professional development opportunities for Councillors). Councillors Faker, Crichton, Esber, Mannah and Cutcher attended individual and/or conference based professional development opportunities - these included company director skills, urban planning, transport emissions management and annual conferences for both the Australian Local Government Association and Local Government NSW. There were sufficient matters for referral to be able to proceed with three of the six scheduled Burwood Local Planning Panel meetings.
<b>A.112</b>	Information Technology	Develop and adopt Cyber Security Framework which complies with NSW Cyber Security Policy	On Track	A Cybersecurity Incident Response Plan has been developed in line with Cyber Security NSW Policy framework and is presently in draft form. After formal adoption, several tabletop exercises and simulations will be organised to provide a better understanding of possible scenarios, their impacts and required responses.
<b>A.113</b>	Information Technology	Implement Cyber Security Mitigation initiatives	On Track	Council has implemented secure authentication methods on many of its platforms and plans are in place to expand this to more applications in the coming period. Council has also continued to update and modernise systems and processes to ensure cyber security mitigations are up-to-date.



## Deliver innovation and excellence in customer experience and services delivery

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.114</b>	Customer Experience & Business Improvement	Undertake a review of service standards against current industry benchmarks and ensure services available reflect community expectations and customers are attended to in line with service standards	On Track	<p>A review of service standards was conducted by the National Local Government Benchmarking Comparative Report. Burwood Council is performing above the mean Local Government service level targets of 80.1% of calls answered with 57 seconds and 80% of customers served at the counter within five minutes.</p> <p>During the period of 1 July 2022 to 14 December 2022, the number of customers served at the Customer Service Counter was a total of 612 with 94.8% being served within five minutes. The number of calls received within the call centre during this period of time was 13,918 with 86.08% being answered in less than 40 seconds.</p>
<b>A.115</b>	Customer Experience & Business Improvement	Implement Customer Feedback Program to track real-time satisfaction with Council services	On Track	Customer feedback devices and a feedback mechanism on staff email signatures provide a voice for the customer and provide a benchmark for Council to measure the customer experience. During the period Council received an overall Customer Experience Score (CX) of 7.9 based on 5,217 ratings across the organisation.
<b>A.116</b>	Place Management & Communications	Prepare biennial Community Satisfaction Survey	On Track	<p>Preparation has commenced on the administration of Council's fourth series of benchmarking community surveys.</p> <p>The biennial Community Satisfaction Survey will engage a representative sample of the community to measure the overall satisfaction levels with Council's performance. The survey will be administered in early 2023 and will be completed by April 2023.</p>
<b>A.117</b>	Customer Experience & Business Improvement	Conduct Mystery Shopping Program across Council	Completed	A comprehensive Mystery Shopping program across Council was conducted in December 2022. Council created a customer focused survey for phone calls and in-person visits. Shoppers were engaged to either call or visit nominated departments and complete a questionnaire to provide feedback on their experience. The results will drive the ongoing improvement of services across Council.
<b>A.118</b>	Customer Experience & Business Improvement	Prepare Customer Experience Strategy	On Track	Council has commenced the development of a Customer Experience Strategy which is due for completion in 2023. As part of this, Council has analysed information from a number of sources to determine the key customer experience drivers. Council has reviewed best practice customer-focused initiatives to ensure we meet our customers needs and improve their experience with Council.



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.119</b>	Customer Experience & Business Improvement	Develop a service review program of core Council functions to deliver improved services and efficiencies	On Track	Council conducted several comprehensive reviews of core functions including our Operations Team, the Parks Operations Team and Operations Centre. A review of Council's Financial Services was commenced which will conclude in 2023. Other business improvement reviews included the Animal Companion Register, Promotion and Charitable Collections Permit and 2P Parking Permits functions. The Works On Council Property - Road Closure Permit process was also reviewed and streamlined to enable customers to access additional prepaid permits at short notice. Reviews of three Library services were also conducted as part of the implementation of the Library Strategy.
<b>A.120</b>	Information Technology	Implement year 1 actions of Council's Digital Strategy	On Track	<p>With a view to provide a better customer experience, Council has implemented an Asset Management Software Solution to manage Council assets. During the reporting period the solution was deployed on mobile devices for staff to facilitate and expedite action on work orders in the field.</p> <p>A review of existing information systems and requirements for suitable software solutions has commenced in order to identify the best long term solution for Council.</p> <p>Migration of Council's Telephony system with Software-as a-Service platform is scheduled to commence in February 2023.</p>



## Build and maintain strong partnerships and advocate on behalf of the community

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.121</b>	Community and Culture	Investigate options for shared use of school facilities	On Track	A partnership between Council and Schools Infrastructure NSW has resulted in the opening of the multipurpose courts at Burwood Public School to the community every weekend from 9am to 6pm over a one year trial. This included extensive collaboration, infrastructure works, communicating and engaging with residents and community.
<b>A.122</b>	City Planning	Work with SSROC to champion new sustainable technologies, policies and procedures	On Track	<p>Council continues to work closely and partner with SSROC on the development of policy and DCP requirements to ensure the delivery of new sustainable technologies.</p> <p>Members of the City Planning Team are currently part of a SSROC working group for the development of an electric vehicle (EV) charging framework. The objective of this working group is to develop guidelines, policy or directions for councils covering EV infrastructure, suitable locations, use of public land and other council requirements, while ensuring equity for community and service providers.</p> <p>This work is ongoing.</p>
<b>A.123</b>	Place Management & Communications	Seek funding opportunities that address Council and community needs	Completed	<p>During the reporting period, Council's total grant income was \$4.6 million.</p> <p>Most notably, Council successfully obtained over \$20 million from the State Government for the delivery of eight new ambitious projects through the WestInvest fund:</p> <ul style="list-style-type: none"> <li>• \$6.6 million for the Burwood Main Street Transformation</li> <li>• \$3.9 million for the Deane Street Precinct Transformation</li> <li>• \$2.7 million for the Henley Park Sports Field Upgrade</li> <li>• \$814,641 for the Henley Park and Russell Reserve Expansion</li> <li>• \$2.2 million for the Strathfield Place Making</li> <li>• \$2.5 million for the Burwood Park Inclusive Play Space</li> <li>• \$1.2 million for the Woodstock Sensory Garden</li> <li>• \$876,150 for the Burwood Library Pod</li> </ul> <p>Council also successfully obtained \$5,000 from NSW Small Business Month to deliver a successful 'Connect for Success' networking event in November 2022.</p> <p>Over 60 small business owners gathered to network, hear from two keynote speakers and discover what Council and State Government supports are on offer.</p>
<b>A.124</b>	People & Performance	Implement Year 1 actions of the Workforce Management Plan	Monitor	Progress on Year 1 of the actions of the Workforce Management Plan is being made with a significant portion of the actions due to be completed in the second half of the 2022/2023 financial year.





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