Welcome to Burwood

Burwood is a mixing pot of culture with a thriving business and retail centre surrounded by historic villages.

About Burwood Council
Located between Sydney and Parramatta cities, Burwood is a mixing pot of culture with a thriving business and retail centre surrounded by historic villages, each with their own distinct character and charm, including Burwood Heights, Croydon, Croydon Park, Enfield and Strathfield.

The quality of life residents enjoy, the central location, local schools and excellent transport infrastructure has made Burwood an attractive destination for people to live, work and visit.

The Burwood Local Government Area is rich in cultural diversity with more than half of its residents born overseas. The most common birthplace for people born overseas is China, India, South Korea, Italy and Nepal.

Burwood Council covers 7 square kilometres with a population of more than 36,000 across six suburbs.
1 STRATHFIELD STATION
The Boulevarde, Strathfield

2 BURWOOD PARK
Burwood Road, Burwood

3 WANGAL PARK
Cheltenham Road, Croydon

4 BLAIR PARK
Queen Street, Croydon

5 BURWOOD STATION
Burwood Road, Burwood

6 WOODSTOCK & FITZROY CENTRE
Church Street, Burwood

7 CROYDON STATION
Meta Street, Croydon

8 ENFIELD ACQUATIC CENTRE
Portland Street, Enfield

9 HENLEY PARK
Portland Street, Enfield

10 FLOCKHART PARK
Hextol Street, Croydon Park
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Council & Councillors

What is the role of the Mayor and Councillors?
Burwood Council is governed by seven Councillors, elected for a term of four years.

The role of the Councillors is to serve as the voice of the local community and make important decisions on their behalf. The leader of the Councillors is the Mayor who is elected every four years.

The decisions made by the Councillors are then carried out by the staff of Burwood Council in line with the community’s needs and desires.

Council Meetings
Burwood Council has regular council meetings where Council’s elected representatives, Council staff and members of the local community discuss important issues for Council to decide on including local regulations, policies, building developments and finance.

Meetings are held at Burwood Council Chambers, Suite 1, Level 2, 1-17 Elsie Street, Burwood, on the fourth Monday of every month commencing at 6pm. All members of the public are welcome to attend.

“The role of the Councillors is to serve as the voice of the local community and make important decisions on their behalf.”

Cr John Faker
Mayor
9911 9916
mayor@burwood.nsw.gov.au

Welcome to Burwood. As Mayor, it gives me great pleasure to introduce this useful guide for residents and visitors to our community.

Inside you will find useful information detailing the many services and facilities available to you in our local area. Additionally, this guide provides important handy contact numbers, maps and information about our area.
Cr George Mannah
Deputy Mayor
0448 133 396
george.mannah@burwood.nsw.gov.au

Cr Sally Deans
0424 022 627
sally.deans@burwood.nsw.gov.au

Cr Tony Doueihi
0437 970 499
tony.doueihi@burwood.nsw.gov.au

Cr Lesley Furneaux-Cook
0408 227 826
lesley.furneaux-cook@burwood.nsw.gov.au

Cr Justin Taunton
0448 083 108
justin.taunton@burwood.nsw.gov.au
Rates

Rates help pay for local services and facilities in the area including waste management, maintenance of roads, parks and gardens, library and community services, recreational facilities and civic events.

Rates are calculated based on the land value of property and the dominant land use, as determined by the Valuer-General of New South Wales.

If you are a pensioner and hold a current Pension Concession Card you may be entitled to a rebate.

Payments can be made at any bank, by mail, at Australia Post, Council’s Offices or online by credit card or BPAY.

Capital works

Council is committed to maintaining and improving local infrastructure including roads, footpaths, kerbs and gutters to improve the look of our streets and local parks and increase safety and accessibility in the area.

Council’s capital works program is based on a prioritisation system to ensure the most urgent works are undertaken. Each road, footpath, kerb and gutter in the area has been given a condition rating which forms the basis of works schedule.
Recycling & waste

Burwood Council supports sustainable waste practices and endeavours to achieve a more sustainable future for our community. At Burwood, we strive to achieve customer satisfaction, health and environmental standards for waste management.

Each resident is provided with three bins: a recycling bin (yellow lid), garden vegetation bin (green lid) and a household waste bin (red lid). The household waste bin should be placed on your front kerb for weekly collection alongside the garden vegetation bin and recycling bin which are collected fortnightly on alternative weeks. Residents receive a waste collection calendar outlining the dates of each collection at the beginning of the year.

Council clean-ups
Council offers two free annual clean-up services to every household. The first clean-up is scheduled by Council. Residents are also able to call up Council for one free clean-up throughout the year.

E-waste collection
Residents can discard their electronic waste including computers, laptops, televisions, printers and scanners at the Burwood Council Depot at 8 Kingsbury Street, Croydon Park on selected Saturdays throughout the year.

To find out which items are included and excluded, and when the next e-waste collection will be held, visit our website.

Street sweeping
Council cleans streets, footpaths, parks and other public places regularly. In addition, Council’s Safe and Clean Team maintains our town centres daily.

Illegal dumping
Help keep Burwood a clean, tidy place by booking a free clean-up instead of dumping. It is illegal to leave rubbish in the streets, laneways and parks of Burwood. If you are found to have dumped rubbish you will be fined heavily. If you have witnessed somebody illegally dumping items please notify Council.
Facilities

Burwood Library and Community Hub
The Library and Community Hub is a centre for learning, innovation, arts and culture with a range of activities and resources available to enrich your knowledge and expand your horizons.

Located at the corner of Railway Parade and Conder Street, and only a few hundred metres from Burwood and Strathfield stations, the Hub is in an ideal location for residents, local schools and community organisations.

The state of the art facility includes a public car park, 200 seat auditorium, meeting rooms available for hire, study rooms, public access computers, multicultural resources and a designated children’s area.

Enfield Aquatic Centre
Situated in the picturesque Henley Park, the Enfield Aquatic Centre is home to one of Sydney’s oldest Olympic standard pools.

The Centre features a 50 metre outdoor pool, a 25 metre heated indoor pool and a water play park.

There is a range of activities available including Learn to Swim, Squad and Aqua fitness programs for all experience levels.

Woodstock Community Centre and Fitzroy Centre
Conveniently located close to the heart of Burwood’s town centre, Woodstock is a hidden Victorian beauty surrounded by lush parkland.

Adjoining the historic Woodstock Community Centre is the modern Fitzroy Centre, highlighting Burwood’s combination of heritage and progress.

The two centres cater for a variety of activities including theatre performances, dance and music recitals, educational activities, expos and functions.
Parks

Burwood has 40 hectares of public parks and reserves spanning across six suburbs that offer a wide range of leisure activities including exercise tracks, walking and cycle paths, playgrounds with shade structures and rubber soft fall material, picnic areas, tennis and bocce courts.

There are four major parks with sporting fields:
› Burwood Park, Burwood
› Blair Park, Croydon
› Flockhart Park, Croydon Park
› Henley Park, Enfield

Council is currently constructing a 4.2 hectare wetlands oasis in the heart of the inner west. Located in Croydon, Wangal Park will include two large wetlands surrounded by natural vegetation, observation deck, full fitness/exercise circuit, large playground and solar lighting throughout the park.

“Council is currently constructing a 4.2 hectare wetlands oasis in the heart of the inner west.”
Community Services

Council provides more than 80 key services to residents in the area.

These services include Home and Community Care, Community Podiatry Service, the Volunteer Network, support services for culturally and linguistically diverse (CALD) communities and people with a disability, the largest youth advisory group in the inner west and numerous civic events and memorial services which attract over 350,000 visitors to the area.

Not only are these services important to residents, they also help instill a sense of community in the local area.

Council also provides funding opportunities to local organisations through its Community Grants program.
Safety

Council works closely with the NSW Police Burwood Local Area Command to ensure our area is safe for our residents and visitors.

Council operates a comprehensive CCTV network across Burwood and has implemented numerous initiatives to increase safety in the area through increased lighting, visible directional signage and road safety strategies.

In an emergency, call 000 for:
› Police
› Ambulance
› Fire Service

For non-urgent Police matters call 131 444

“... numerous civic events and memorial services ... attract over 350,000 visitors to the area.”
Venues for hire

Council has a variety of venues available for hire. They include rooms, halls and auditoriums. From large conferences to small community events, our venues are available for any occasion.

**Library and Community Hub**
The venue consists of a spacious 200 seat auditorium, three large meeting rooms with Wi-Fi plus a fully equipped commercial kitchen. There is also a café on site that can provide catering.

**Woodstock and Fitzroy Centres**
Woodstock consists of six rooms to accommodate a variety of activities. The conference room can cater for up to 60 people while the other rooms are suitable for smaller groups.

The Fitzroy Centre can host anything from dance performances and Zumba classes to business expos and conferences. The leafy setting at Woodstock is also an ideal location for a big family event with the centre opening up to an outdoor barbecue area and playground.

**George Street Centre**
A large space located within the town centre on the corner of George and Elsie Streets, an ideal meeting space for businesses and community groups.

**Burwood Park Community Centre**
This centre is located within Burwood Park and is available for public use.

**Burwood Park Tennis Courts**
Enjoy a game of tennis in Burwood Park. The courts are available for hire from 8am to 8pm (no lighting) 7 days per week.

Please contact 9911 9911 to book or for more information.
Out and about

Situated half way between the city and Parramatta, Burwood showcases what’s best in Sydney’s inner west.

The Burwood town centre is filled with a variety of gourmet restaurants and cafes offering a range of different cuisines from around the world including Chinese, Italian, Japanese, Korean, Middle Eastern and Nepalese.

Fashion lovers will also be spoilt for choice with two main shopping centres; Westfield Burwood and Burwood Plaza connected by a range of boutique stores along Burwood Road.

Surrounding the Burwood town centre are satellite villages including Strathfield, Enfield, Croydon Park and Croydon. The Strand, located in the heart of Croydon, is lined with trendy cafes and restaurants.

Transport

Burwood is accessible by most forms of transport with major roads and public transport networks connecting to all regions across Sydney.

Trains:
› Burwood Station – Burwood Road
› Strathfield Station – The Boulevarde/Everton Road
› Croydon Station - The Strand

Buses:
› Burwood Road, Burwood
› Railway Parade, Burwood
› Everton Road, Strathfield

Taxis:
› Deane Street, Burwood
› Victoria Street, Burwood
› Everton Road, Strathfield

Parking

Council oversees all on-street parking within the area.

In order to allow residents and their visitors to park in their streets and in our town centres, Council has implemented a parking scheme. Residents and businesses are permitted to park in restricted ‘time limited’ areas within their specified zone provided they have a parking permit on display obtained from Council.

Residents can also receive a 2P Prime Parking Permit which allows them to park in any Council operated car park in the area for up to two hours without a parking ticket.
Events

Council hosts a range of civic events which attract more than 300,000 visitors a year.

The signature event is the Burwood Festival, held annually in September, with over 70,000 visitors.

Among the various events hosted by Council are Australia Day, Lunar New Year, Carols in the Park and Easter in the Park which cater to our diverse community.

Council also hosts a range of memorial services throughout the year including Anzac Day, Sandakan Remembrance Service and National Servicemen’s Commemorative Service.
Pets & animals

Cats and dogs are more than just household pets, to many residents they are part of the family providing companionship and affection.

Council is committed to ensuring your beloved pet can enjoy the outdoors safely by providing dog off leash areas in Grant Park, Enfield and Blair Park, Croydon.

Owners are responsible for registering, microchipping and de-sexing their cat or dog by the age of 6 months under State legislation.

You can register your pet at Council which will help us identity you as the owner if your animal goes missing.
Building & development

If you are planning on renovating your house or building a new home you may need Council approval. Minor works such as building decks and fencing may not require approval however larger works such as renovations, extensions and adding a pool or granny flat will require Council approval.

Burwood is home to many traditional style houses with heritage significance. If you live in a home that is protected as a heritage item, you must check with Council before you consider undertaking any minor works.

Council is able to issues fines or take legal action for carrying out works without approval or without development consent. Please give Council a call or check the Electronic Housing Code website before making a start.

“Burwood is home to many traditional style houses with heritage significance.”
Guide for residents and visitors
Environment

Council hosts a range of environmental programs and initiatives as part of our commitment to building a more sustainable future for our residents.

These include environmental workshops at schools, compost kits, recycling schemes including the Fridge Buyback, e-waste collection, mobile phone and battery collection and Second Hand Saturday garage sales which stem from our Green Action Plan.

Council also leads by examples through sustainable practices such as the use of solar panel and hot water systems at our facilities.
Nature strips & trees

Residents are responsible for maintaining and mowing the nature strip in front of their property.

Council protects and preserves the public trees in our area. Approval from Council is required to remove or prune a tree that is 4 metres high or taller, has a branch spread wider than 2 metres or a trunk diameter exceeding 150 millimetres at a distance of 1.4 metres above the ground.
Food safety & public health

Council is dedicated to ensuring a safe and healthy environment for our residents, businesses and visitors which is why Council plays an active role in food regulation and the promotion of safe food practices.

Council conducts regular inspections of all food and health care premises across the area and provides a scoring system based on the results of the inspections. The program, known as Scores on Doors, promotes how well restaurants, cafes and other eateries are complying with NSW hygiene and food safety requirements.
If you have any questions about the information, services or facilities included in this guide please contact Council using the details below.

**Burwood Council**
Suite 1, Level 2, 1-17 Elsie Street, Burwood NSW 2134
PO Box 240 Burwood NSW 1805
T 9911 9911 (24 hours, every day)
F 9911 9900
E council@burwood.nsw.gov.au

Customer Service
Monday to Friday: 8:30am–4:45pm

**Burwood Library and Community Hub**
2 Conder Street, Burwood NSW 2134
T 9911 9999
E library@burwood.nsw.gov.au

Operating hours
Monday to Friday: 9am–7:30pm
Saturday: 9:30am–4pm
Sunday: 12pm–4pm

**Enfield Aquatic Centre**
Portland Street, Enfield NSW 2136
T 9747 4319

Summer
Monday to Friday: 6am–8pm
Saturday and Sunday: 8am–6pm

Winter
Monday to Friday: 6am–7pm
Saturday: 8am–6pm
Sunday: 8am–4pm

**Emergency**

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<tbody>
<tr>
<td>Police, Ambulance and Fire Service</td>
<td>9745 8499</td>
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<tr>
<td>Burwood Police Local Area Command</td>
<td>1800 333 000</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>14 11 26</td>
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<tr>
<td>RSPCA Ambulance Emergencies</td>
<td>9770 7556</td>
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<tr>
<td>State Emergency Service Burwood</td>
<td>9745 1386</td>
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**Household services**

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<td>AGL</td>
<td>13 12 45</td>
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<tr>
<td>Ausgrid</td>
<td>13 15 88</td>
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<td>Burwood Council</td>
<td>9911 9911</td>
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<td>Sydney Water</td>
<td>13 20 92</td>
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**Connect with us online**

- facebook: /burwoodcouncil
- twitter: @burwoodcouncil
- website: BurwoodNSW

If you need assistance of an interpreter service, please call 131 450 and ask them to contact Council on your behalf. We have staff available to assist you with your enquiry. Please visit reception for details.

You must dial triple zero (000) in an emergency if you require the Fire Brigade, Police or Ambulance.

If you have any questions about the information, services or facilities included in this guide please contact Council using the details below.