

BURWOOD2030 Half Yearly Report

1 July - 31 December 2021



Burwood
Inc.1874



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Acknowledgment of Country

Burwood Council acknowledges the Wangal Clan of the Eora Nation, the traditional custodians of the lands in 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.

Introduction

The Integrated Planning and Reporting Process



This report forms part of Council’s Integrated Planning & Reporting documentation. It is qualitative reporting communicated through a transparent and streamlined process to allow better access to information for residents.

This Half Yearly Report is the final report for the Operational Plan FY2021-2022. It provides the community with a summary of how Council has responded in the second half of this financial year to the strategic goals, objectives and planned actions outlined in the Delivery Program 2018-22.

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

1. Community and lifestyle
2. Leadership and innovation
3. Healthy and sustainable environment
4. Planning and infrastructure
5. Vibrant city and villages

This report addresses the 152 actions incorporated under these themes and found into the Operational Plan.

Measuring our success

Each action has a rating status and comment section to provide information on the progress.

On watch	The activity/project is underway but may not be completed in time or it has been postponed
Progressing	The activity/project is ongoing, progressing or on schedule
Milestone	A significant achievement has been reached during the reporting period - such as the completion of a project or a highlight for the activity

Our highlights



- Completion of new 25m all activities indoor pool at Enfield Aquatic Centre
- Grant Park Multipurpose Courts project completed
- Completion and commenced rollout of Council Wayfinding and Signage Strategy
- Launch of Participate Burwood community engagement digital platform
- Messages of hope in recognition of the community's efforts during COVID displayed across the LGA by commissioned artist Nadia Hernadez
- Burwood Bounceback program introduced to support businesses to reactivate following lockdowns.
- Burwood Cares program secured \$250,000 from the NSW Government Local Councils COVID-19 Grants Program for Council-led community initiatives which rapidly delivered pandemic support to vulnerable communities.
- Additional 526 street trees planted and 104 trees in Wangal Park
- Continuation of the Public Art program including a mural and light installation in Burwood Chinatown by artists Christina Huynh and Sophi Odling



A group of young boys are playing soccer on a green field. They are wearing various colored jerseys: red, green and white striped, dark blue, light blue, and black. A coach in a dark blue uniform is standing near the goal, which is in the background. The field is enclosed by a black chain-link fence. In the background, there are trees and a clear blue sky with some clouds. A large yellow circle is overlaid on the right side of the image, containing the text "Community and Lifestyle".

Community and Lifestyle

Community and lifestyle

High quality facilities, services and initiatives to meet the diverse needs of the community

Provide a diverse range of strategies and initiatives that meet the needs of the community

Use the results of the Community Facilities and Open Space Strategy to provide services to meet the current and future needs of diverse members in the community. (LSPS Actions 2.3 and 10.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.1.1	Community, Library & Aquatic Services	Monitor, review and develop programs to assist diverse groups in the community such as seniors, youth, families and children, people living with a disability and people on low income	Progressing	<p>Council staff continued to convene monthly online Burwood Youth Advisory Group (BYAG) meetings. These meetings provide an opportunity to consult with local young people to provide feedback on Council proposals, plan youth-targeted initiatives, develop leadership capabilities and provide relevant training.</p> <p>Council worked with a number of local disability groups to develop the 'B Active, B Creative, B Well' programs. These were modified to meet COVID safe guidelines and restrictions with some programs delivered online and returning to face-to-face when restrictions eased. Council staff also implemented new programs to meet the emerging needs of the community, including Chess Club, Meditation & Movement, DanceWise, Earthbeats Early Childhood Music Program, Mental Wellbeing & Exercise Program, Dancing Reciters, Hip Hop Program, Circle of Security, Chair Yoga, Fitter & Stronger, Line Dancing and Community Soccer Program. These programs were provided at no cost to the community and ran at full capacity.</p>

Provide financial assistance for community projects and actively seek funding from other sources

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.1.2	Community, Library & Aquatic Services	Administer a grants program and actively promote other funding opportunities available to community groups	Progressing	<p>Council staff administered the annual Club Grants program for the Burwood area, working in partnership with Burwood RSL.</p> <p>Council's annual Community Grants program opened and will close in February 2022 with \$55,000 to be allocated to services providing support to the local community. This year Council staff are offering enhanced grant seeking assistance to organisations, including grants writing training.</p>

Investigate options for shared use of land, for example, schools. (LSPS Action 10.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.1.3	Strategic Planning, Heritage & Place Planning	Engage with other agencies to determine options for shared use of land.	Progressing	<p>The Strategic Planning, Heritage and Place Planning team collaborates with other agencies such as the Department of Planning, Industry and Environment and surrounding councils to facilitate shared uses of land. Council's approach involves discussing ideas internally before reaching out to other agencies. On-going collaboration with neighbouring councils includes discussions with Canada Bay and Strathfield Councils regarding the Parramatta Road Corridor Urban Transformation Strategy. Recent discussions have taken place with Sydney Metro for the planning of land around the Burwood North Metro Station.</p>

Provide library services that engage the community in lifelong learning and provide recreational and social opportunities in accessible and people-friendly environments and spaces

Provide a range of information and services to meet the needs of new and existing members

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.2.1	Community, Library & Aquatic Services	Identify and implement resources and information services	Progressing	<p>Online membership registration increased between July and December 2021. In that period 458 new members registered compared with 258 new registrations for the same period in 2020.</p> <p>Burwood Library News - the library's monthly online newsletter - continues to be popular with library customers. The contents cover a wide range of topics and information including online events, highlights of online resources, Local History nuggets and Council service updates.</p> <p>The loans of audiobooks and e-books from July to December 2021 totalled 8,550 compared with 4,056 for the same period in 2020, representing an increase of 210%.</p> <p>Click and Collect Service - this service started on 9 July 2021 to provide the local community access to physical library resources during the library closure as a result of the lockdown period. Between 9 July and 17 October 2021, 4,473 items were picked up by 2,027 customers.</p> <p>Computer terminals available for access - the library maintains 14 public access PCs and a Wi-Fi network providing access to the internet. The PCs were unavailable between 1 July and 17 October 2021 as the library was closed due to the lockdown period. Between 18 October and 30 November 2021 there were 867 PC sessions. Over the six month period there were 8,423 Wi-Fi logins.</p>

Provide resources to reflect the needs and interests of the multicultural community

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.2.2	Community, Library & Aquatic Services	Increase number of language resources available based on the demands and needs of the community	Progressing	<p>A total of 516 items in Chinese, Korean and Hindi were added to the Language Other Than English (LOTE) collections between July and December 2021. These included books, DVDs and magazines for children and adults.</p> <p>By December 2021, library customers had access to the following LOTE digital resources via Overdrive:</p> <p>Chinese - e-books 178, magazines 104 Korean - magazines 4 Italian - magazines 56 Arabic - magazines 6 Vietnamese - magazines 1 Spanish - e-books 74, magazines 227 German - magazines 104 French - magazines 184</p>

Establish key partnerships with agencies and services providers

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.2.3	Community, Library & Aquatic Services	Deliver services, resources and initiatives in conjunction with agencies and service providers	Progressing	<p>From July 2021, the lockdown meant that all library programmes were delivered from an online platform. The Library held 106 programmes attended by 1,292 people. The programmes included English conversation classes, chess club, macramé, gardening workshop, writing your lock down experience and a K-pop dance class.</p> <p>Library staff supported a photographic competition designed to engage young people called Give us your best Shot and co-hosted a successful online poetry slam programme, which included a poetry performance session that was livestreamed via Facebook.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>To entertain children during the lockdown and promote the theme of the environment, library staff distributed eco-creative kits, which included a birdhouse, kite and mini green house.</p> <p>In October 2021 the Library concentrated on supporting the mental health of the community. Events included yoga, meditation sessions, mental health awareness talks in Mandarin and resume writing for young job seekers.</p> <p>Following lockdown, staff focused on HSC and stage 1 primary school students. HSC care packs and literacy packs for younger students were provided.</p> <p>During the COVID lockdown the HSC collection was still available through the Click & Collect service, but students missed the chance to study outside of their homes or with friends. When the library reopened Council launched the Midnight Library Study Hours trial. This trial was attended by 290 students and the feedback was very positive.</p> <p>Under the NSW Reads initiative the community was able to attend online talks with luminaries such as Costa Georgiadis, Judy Nunn, Sir Peter Cosgrove, Wendy Harmer and Jeff Apter.</p> <p>Social media has also been an invaluable tool for the library in reaching out to the community over the period with current figures as follows: Instagram - 1,313 followers; Twitter - 1,141 followers; Facebook - 491 followers.</p>

Provide active and passive recreational and sporting activities that contribute to health and wellbeing

Enhance facilities at the Enfield Aquatic Centre to optimise use

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.1		Construct a new Learn to Swim -25m indoor pool at Enfield as part of the Enfield Aquatic Masterplan	Milestone	Construction of a new Learn to Swim 25m indoor pool at the Enfield Aquatic Centre has been completed. The new pool is set to open early in 2022.

Offer programs at the Enfield Aquatic Centre based on the needs of residents and patrons

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.2	Community, Library & Aquatic Services	Improve the design of Learn to Swim and other programs and actively promote to the community	Progressing	<p>A total of 740 student bookings were made for Term 4 2021 resulting in programs running at around 70% capacity. Bookings went online from October 2021, improving access and digital services for customers. Aqua classes also re-commenced in November 2021.</p> <p>With the new programs pool scheduled to open for swimming lessons in early 2022 it is anticipated that program participation will return to pre-Covid levels and in fact grow further.</p>

Provide a safe and healthy environment for patrons

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.3	Community, Library & Aquatic Services	Undertake continual testing of water quality, safety audits and staff training to ensure a healthy and safe environment in accordance with NSW health standards	Progressing	<p>This is an ongoing action for staff at the Enfield Aquatic Centre.</p> <p>Water testing is carried out multiple times daily to maintain appropriate management of water quality in accordance with NSW Health requirements. Monthly independent testing has also been undertaken. The results confirm that staff maintain a high standard of water quality at all times.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Council has also been regularly audited by the Royal Lifesaving Society of Australia (RLSSA) and has a five star rating.

Enhance parks and open spaces to promote recreational activities

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.4	Assets & Infrastructure	Implement master plans for major parks and upgrade existing parks and reserves according to usage type	Milestone	<p>Staff have prepared master plans for Henley Park, Blair Park and the Woodstock Park.</p> <p>Some major projects in these and other parks are underway or have been completed as follows;.</p> <p>Henley Park Further upgrade works in Henley Park are also underway and these include:</p> <ul style="list-style-type: none"> • Design for the construction of new field irrigation, drainage and turf works for the two southern fields, No's 1&2 and mini fields with works are expected to be completed in March 2022. <p>Woodstock Community Centre Capital works according the master plan underway/complete include:</p> <ul style="list-style-type: none"> • A concept design for the sensory garden is complete. • A new shelter with BBQ's and table settings is schedule to commence in February 2022 <p>Grant Park</p> <ul style="list-style-type: none"> • The Construction of two new multi-purpose courts and extension to the Enfield Aquatic Centre carpark is completed • Consultation has been completed and currently in design phase for the new Grant Park All-Abilities Playground

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>Flockhart Park</p> <p>Masterplan Design for Flockhart Park to include 10 X Exercise Equipment Stations, Reconstruction of Cricket Nets, New Playground Equipment and New Fencing along Burwood Road, Hextol Street and Lees Ave. Also stabilising the embankment under the road bridge on the pathway cyclist at Georges River Road.</p> <p>A Burwood Gateway signage has been completed on Fifth Avenue entrance to Park.</p> <p>Upgrade of the cricket practice nets and cricket pitch have been completed.</p> <p>Burwood Park</p> <p>Initial concept plans were developed by Council staff and were presented as part of the recently completed Community consultation for the proposed new Burwood Park Nature Play, Pond upgrade and Sensory Garden. Following review of the community consultation and approval by Council, Council will move to refining the concept design and to the detailed design stage by mid 2022.</p>

Promote an active and healthy lifestyle

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.3.5	Community, Library & Aquatic Services	Offer programs and activities that promote active and passive recreation in partnership with local organisations and groups	Progressing	<p>The Burwood Youth Outreach Program re-commenced in November 2021 and was delivered by Fusion Australia in partnership with Council. This was a drop-in and life skills youth outreach program held after school in Burwood Park for young people aged 12 to 18 years. Around 20 young people from local high schools attended weekly.</p> <p>Council partnered with local groups and organisations to provide community activities including Zumba, Chinese Line Dancing, Chinese Traditional Dancing, Chinese Art Workshop, Chess Club, Meditation & Movement, DanceWise, Earthbeats Early Childhood Music Program,</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Mental Wellbeing & Exercise Program, Dancing Reciters, Hip Hop Program, Circle of Security, Chair Yoga, Fitter & Stronger, Line Dancing and Community Soccer. All activities were popular and well received by the community.

Provide initiatives and facilities that encourage community participation and promote a healthy and harmonious lifestyle

Provide a range of venues and facilities for residents and community groups to meet their diverse needs

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.4.1	Customer Service & Records	Offer a range of facilities for hire that accommodate the various types of use required by the community	Progressing	<p>Council continues to promote and facilitate the use of its venues to community groups, particularly local groups, senior's groups and not for profit organisations.</p> <p>Community facilities usage from 1 July 2021 - 31 December 2021 included: Community Hub (88), Woodstock & Fitzroy Hall (109), George Street Centre (0), Burwood Park Community Centre (36). Woodstock Artisan Market was held on 7 November 2021 and 5 December 2021.</p> <p>As part of the 'Burwood Bounce Back Support Package' a 50% discount for the hire and use of the Community Hub, Woodstock Centre and Fitzroy Hall was applied to hirers until 31 December 2021.</p>

Provide space for sporting and recreational activities

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.4.2	Customer Service & Records	Offer parks for hire and identify green and open spaces that can be used for passive and active use by the community	Progressing	Sports field usage from 1 July 2021 - 31 December 2021 included: Henley Park (77), Blair Park (35), Burwood Park (38) and Flockhart Park (22). The Grant Park Multipurpose Courts project was also completed with two new courts to accommodate a range of sports including netball, basketball and volleyball. The works also included a carpark extension to relieve parking congestion in the surrounding streets and includes new

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>lighting for night time training.</p> <p>Council has also recently completed a review of park bookings and associated fees and charges, with ongoing responsibility of the park bookings function now transferred to Council's Facilities Officer to ensure ongoing improvements to customer service for park and sportsground users.</p> <p>As part of the 'Burwood Bounce Back Support Package' a 50% discount to community sporting groups for the hire and use of Council sports fields and amenities was applied until 31 December 2021. Mobile food truck vendors were also trialed in both Henley Park and Wangal Park for the month of November as part of the Burwood Bounce Back activation initiative.</p>

Promote an inclusive and harmonious lifestyle in the community

Code	Responsible Officer Unit	Action Name	Status	Comments
1.1.4.3	Community, Library & Aquatic Services	Provide programs and activities that encourage active community participation	Progressing	<p>Council staff collaborated with Word Travels and Strathfield Council to deliver an Australian Poetry Slam event during September 2021. Young people who participated were aged between 12-18 years and had the opportunity to attend two preparation online workshops prior to the main online event. There were over 20 entries and eight went through to the finals.</p> <p>Community activities and programs were provided face-to-face and online including Zumba, Chinese Line Dancing, Chinese Traditional Dancing, Chinese Art Workshop, Chess Club, Meditation & Movement, DanceWise, Earthbeats Early Childhood Music Program, Mental Wellbeing & Exercise Program, Dancing Reciters, Hip Hop Program, Circle of Security, Chair Yoga, Fitter & Stronger, Line Dancing and Community Soccer. These activities were well received by the community.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				The Give Us Your Best Shot photo competition was run from June - September 2021. Young people aged between 10-16 years sent in photos of their favourite place or space in Burwood. There were two prize winners in each age group and the prize money included \$500 for Best Photographic award and \$250 for the People's Choice award.

A well informed, supported and engaged community

Inform the community of Council's activities, facilities and services using accessible communication

Provide regular information in a range of formats to ensure that it is accessible to all members of the community

Code	Responsible Officer Unit	Action Name	Status	Comments
1.2.1.1	Corporate Planning & Communications	Deliver ongoing communication through appropriate channels based on the target audience	Progressing	<p>With the demise of the local newspaper and with COVID-19 lockdown restrictions affecting the Burwood community, Council focused its efforts on increasing digital and print communications and simplifying complex and rapidly changing state government messaging on COVID-19 for our community.</p> <p>During the reporting period three newsletters were distributed LGA wide. Burwood Update E-Newsletters were increased to weekly and emailed to the database of over 14,000 subscribers. Burwood Cares COVID-19 Update was emailed daily throughout the lockdown and currently emailed weekly. Burwood Cares for Business e-newsletter was emailed fortnightly during the lockdown period and currently emailed monthly.</p> <p>Communications, marketing and engagement campaigns that were developed and delivered over the six month period utilised videos, mailbox brochures, flyers and letters, handout postcards, maps, digital displays, e-signatures, street flags and banners, phone and online surveying and giveaway merchandise.</p> <p>Regular full page Council columns were produced and appeared in foreign language press: Korean, Chinese and Nepali newspapers and online media monthly.</p> <p>Council's social media (Facebook, Twitter, Instagram, LinkedIn and</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				WeChat) continues to grow in reach and influence with higher quality, regular posts supported by videos and photos. Additional material was produced to support critical COVID-19 messaging including street banners and location signage. Portable digital screens were located in the high foot traffic areas of Henley Park and Burwood Park to increase reach of restrictions updates and messaging.

Enhance communication and community engagement through innovative solutions

Establish regular interaction and communication with the community through targeted channels

Code	Responsible Officer Unit	Action Name	Status	Comments
1.2.2.1	Corporate Planning & Communications	Monitor and identify emerging technology and communication tools to enhance engagement	Progressing	In October Council launched a community engagement platform 'Participate Burwood' for the community to have input into draft plans, policies and major projects that Council is accessing. This enables Council to better understand the community's needs and aspirations. The platform has provided Council with a complete community engagement solution that supports online participation, broadens our reach by enabling social mapping, collect stories and ideas directly from the participants, establish digital conversations and forums, set up surveys with better analytics, quick 'pulse' polling and automated response back and timelines.

Foster a sense of community pride

Provide leadership on the community's vision and values

Code	Responsible Officer Unit	Action Name	Status	Comments
1.2.3.1	Corporate Planning & Communications	Ensure the Burwood brand reflects community aspirations	Milestone	Council continues its brand development extending the brand guidelines to include the development of a sub-brand visual identity and guidelines for the Enfield Aquatic Centre to reflect its local, family orientated

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>personality that while linked to Council, relates with the customers of the Centre.</p> <p>Council has commenced rollout of the signage and wayfinding strategy. This includes new street blades, gateway signage at entrances into the Burwood LGA and new park signages.</p> <p>Street Banners designed in the reporting period - titled "Together we are strong", and "Thankyou Burwood" were created by a commissioned artist as part of the Council's Public Art project and reflected Burwood's bold, progressive, colourful and creative brand.</p>

A safe community for residents, works and visitors

Work with key partners and the community to minimise crime and enhance community safety

Maintain and enhance CCTV capabilities

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.1.1	Community Safety	Ensure CCTV technology is up to date and utilised in key areas around Burwood as needed	Progressing	Council worked closely with the Burwood Police Area Command on developing strategies to reduce crime including the installation of CCTV cameras in public domain areas. Council continued to meet with Police on a monthly basis to discuss crime trends and strategies to reduce all crime patterns. Council processed six CCTV footage request applications in the period within the service level target. Generally crime statistics for the LGA are low and this is partly due to the active Council and Police relationship.

Work in partnership with NSW Police to support crime prevention and increase community safety

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.1.2	Community, Library & Aquatic Services	Deliver and support safety campaigns to target specific	Progressing	Council staff have been working closely with Burwood Police to conduct risk assessments in relation to local bike racks and conducted community surveys to gauge community views on bike usage. This information will

Code	Responsible Officer Unit	Action Name	Status	Comments
		crimes and raise awareness in the community		inform a Bike Safety Strategy to reduce bike thefts within the Burwood LGA. Council staff have provided safety tips on relevant crime issues to the community through Council's newsletter and social media. Safety topics have included bike safety - encouraging bike users to register with BikeVAULT, domestic violence, cyber-crime, stealing from persons and fraud.

Liaise closely with NSW Police and other stakeholders to identify crime activity and trends

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.1.3	Community, Library & Aquatic Services	Regularly meet with NSW Police and other stakeholders and implement strategies to address crime activities and trends	Progressing	Council staff continued work closely with local Police to work towards a healthier and safer community. Council staff met regularly with the Police to identify and prioritise crime issues in the Burwood LGA and developed education and awareness campaigns on matters including fraud, retail and bike theft and domestic violence.

Support and implement programs that aim to reduce anti-social behaviour

Implement strategies to reduce illegal dumping, vandalism, graffiti and abandoned trolleys

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.2.1	Community Safety	Deliver campaigns and provide initiatives to target illegal dumping and abandoned trolleys	Progressing	The Community Safety Team have developed several initiatives to target illegal dumping and abandoned trolleys - such campaigns include "Dob in a Dumper" for illegal rubbish dumping, installation of signage at targeted locations and trolley impoundment for trolleys left unattended in a public place. Educational campaigns were also delivered in October and November with educational campaigns promoted through Council's Educational Calendar on Council's website.

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.2.1		Provide initiatives to target vandalism and graffiti	Progressing	<ul style="list-style-type: none"> * Graffiti is being removed from Council property and infrastructure as it is reported. * Illegal dumping is being attended to as it is reported. * Vandalism repairs are ongoing. * Council implements a pro-active program to tag and impound abandoned trolleys.

Deter anti-social behaviour through design

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.2.2	Community, Library & Aquatic Services	Implement place activation and design solutions that beautify the area and deter anti-social behaviour	Progressing	<p>The Shopfront Improvement Program continues to provide local businesses who want to improve the appearance of their shopfront with funding opportunities. The program supports local economic development, improves community safety and enhances the overall appearance of the local area. This year a total pool of \$50,000 was available for eligible projects within the priority locations of Burwood and Enfield.</p> <p>The Burwood Bounce Back program was introduced to support businesses to reactivate following the extended lockdown period. With a focus on expanding opportunities for business trade and live entertainment, the program has already seen 9 businesses apply for expanded outdoor dining with upcoming road closures and activations earmarked for early 2022. The program seeks to deepen people's connection to place as well as to each other, empowering local communities and stakeholders to drive change in partnership with Council.</p> <p>Upgrades and beautification works continue to be rolled out, including the Strathfield Town Centre, Burwood Main Street Refurbishment, Railway Parade East Streetscape, Henley Park Sports Field Upgrade and Jackson Park Playground Upgrade. Works were also completed on the Everton Road Pocket Park, a welcome addition for residents and nearby</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>commuters of Strathfield Station as a refurbished and urban area to share, meet and relax in.</p> <p>Henley Park upgrades were completed in December 2021 solidifying it as a major sporting and recreational hub in the Burwood area, increasing community engagement in productive activity that supports their general wellbeing both during the day and at night.</p> <p>Council has continued its efforts in greening the LGA by planting an additional 500 trees on streets following the completion of the first 500 tree planting program last year.</p> <p>Additionally, nearly 100 advanced native trees were planted in Wangal Park as part of the Greening our City Program, further enhancing the park's ecological character.</p>

Encourage and promote a safe night time culture

Code	Responsible Officer Unit	Action Name	Status	Comments
1.3.2.3	Assets & Infrastructure	Enhance street lighting, increase visibility and promote activities in and around town centres at night	Progressing	<p>LED lighting has become an integral part of the street lighting network. Given the importance of the technology, Ausgrid has continued to update its list of approved lanterns for pedestrian (P) category lighting and has now included a more diverse range of LED options. Fundamentally, LED technology has provided an increase in visibility, improved reliability, enhanced energy efficiency but more importantly has reduced the overall running costs for Council. As of 31 December 2021, 100% of Burwood Council's local road street lighting inventory has been upgraded to LED's, an equivalent of 1367 street lights.</p> <p>Solar tree uplighting has been installed within the Everton Road Pocket Park to not only improve the appearance of the area, but to provide some much needed activation for local residents. This adds to the recent installation of fairy lights around the tree trunks of the existing street</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				trees within the Burwood Town Centre, at the Georges River Road shopping precinct as well as along The Strand in Croydon. Catenary lighting has also been mounted in Hornsey Lane, adjacent to the new Burwood Council Chambers. All these lighting projects have been designed and developed to add much needed life and vibrancy within Burwood.

A proud and inclusive community that celebrates diversity

Celebrate the achievements of the local community

Encourage and award achievements within the community

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.1.1	Community, Library & Aquatic Services	Provide initiatives such as awards and incentives to promote and share achievements and encourage community participation	Progressing	Planning is underway for the Citizen of the Year Awards to be held in January 2022 and the Volunteer Awards to be held in May 2022.

Engage with Culturally and Linguistically Diverse communities

Ensure information is accessible to CALD community members

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.2.1	Corporate Planning & Communications	Provide translation technology and support in relevant languages where appropriate across communications channels	Progressing	The Council website includes enhanced digital translation for top nine languages spoken in the LGA. Contact details for Council's interpreter service feature in Council publications, residential newsletters and Council's letterhead. WeChat continues to provide Council news to the Chinese community and the council column appears in the Korean, Chinese and Nepali foreign press. During the COVID-19 period Council has translated and delivered

Code	Responsible Officer Unit	Action Name	Status	Comments
				COVID community support information into Korean, Chinese, Nepali and Arabic as part of the Council newsletter October edition. Council also has provided printed business factsheet and hosted a series of business webinars with updates and support information in English and Chinese to local businesses.

Develop key relationships with CALD service providers

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.2.2	Community, Library & Aquatic Services	Identify and support CALD service providers that offer services within the community	Progressing	<p>Council staff worked with local charitable services throughout the COVID-19 lockdown to offer culturally appropriate support. This included increased emergency relief packages, mental health support and friendly phone calls in a range of community languages by request from community members.</p> <p>Council's Multicultural Advisory Committee continued to meet to provide advice to Council in relation to issues impacting on local CALD communities. This resulted in an anti-racism campaign that continues to be rolled out.</p>

Provide opportunities for CALD communities to share and celebrate their cultures

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.2.3	Community, Library & Aquatic Services	Host and support inclusive activities and initiatives to improve communication between different cultural groups and between cultural groups and council	Progressing	Council staff convene the Multicultural Advisory Committee (MAC) to discuss and implement actions to address issues impacting on local CALD communities. This provides an opportunity for direct input from community leaders into Council planning. One of the key actions was the roll out of an anti-racism campaign, including an inclusive and welcoming artwork in Burwood Chinatown that was developed following feedback from the MAC.

Coordinate, facilitate and support inclusive cultural events and initiatives to celebrate community, diversity and cultural heritage

Provide a program of inclusive community events which celebrate diversity

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.3.1	Community, Library & Aquatic Services	Engage with different cultural groups and encourage participation in events and services	Progressing	Council utilises a bi-cultural support worker who speaks Mandarin and Cantonese to attend Mobile Play Van to assist parents and grandparents who speak limited English. This is an invaluable service as the bi-cultural worker has provided feedback about issues and concerns in the Chinese community and, more recently, advised on concerns about child language development and overall milestone development. Play Van staff will continue to support families to link to services that can assist with identified issues.

Seek to support events and activities within the area that celebrate diversity

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.3.2	Corporate Planning & Communications	Provide support or sponsorship to community cultural events and activities	Progressing	Council supports community groups and associations to hold public events that celebrate cultural heritage. Due to the COVID-19 restrictions the scheduled Moon Festival, Burwood Festival and Carols in the Park were cancelled.

Promote and celebrate the area's heritage and Indigenous history

Preserve and maintain the area's heritage and history

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.4.1	Community, Library & Aquatic Services	Support initiatives which celebrate the area's history and heritage	Progressing	Council engaged First Nations artists, Maddison Gibbs and Jason Wing, to develop a series of artwork treatments throughout Wangal Park. Themed around the six Aboriginal seasons, installation of works has commenced with vinyl wrap artworks installed on 11 light poles throughout the park and plans for floor treatments to be applied to the key pathways and skate park. New gateway signage has been installed at both entryways

Code	Responsible Officer Unit	Action Name	Status	Comments
				into the park which now highlight the park location and reference that 'Sovereignty Was Never Ceded'. Artwork by Gibbs and Wing using the term "Always Was, Always Will Be" pays respect to the Traditional Custodians of the land the Wangal People. For the Wangal Park project and other projects involving First Nations communities, Council is working closely with a Local Elder to follow cultural protocols and consult on project processes and outcomes.

Preserve and promote the local Indigenous history and identify existing cultures

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.4.2	Community, Library & Aquatic Services	Acknowledge and celebrate the local Indigenous history and community	Milestone	Council engaged First Nations artists to design and implement a series of public artworks in Wangal Park, including light poles, floor and pavement areas and on play and skate park equipment, that will recognise Aboriginal heritage and add to the work already completed in early 2021 in Unity Place.

Remember and reflect on Australia's history in local context

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.4.3	Corporate Planning & Communications	Deliver events that commemorate Australian history such as Australia Day and Anzac Day and history of a local significance	Progressing	Due to COVID-19 restrictions the Annual Sandakan Remembrance Service was a small wreath laying event. At the request of the Burwood RSL, Council conducted a Remembrance Day Service under COVID safe restrictions.

Identify and protect scenic and cultural landscapes within the Burwood LGA. (LSPS Action 17.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.4.4	Strategic Planning, Heritage & Place Planning	Scenic and cultural landscapes identified and protected.	Progressing	Scenic and cultural landscapes have been identified through the Local Strategic Planning Statement and Urban Design Study and Masterplan. Ongoing work is being conducted to identify areas which can be protected and enhanced.

Promote volunteering opportunities and local participation

Work with agencies to support volunteering including volunteers of CALD background

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.5.1	Community, Library & Aquatic Services	Form strategic partnerships and support local volunteering initiatives	Progressing	Council's Volunteering Program engaged local volunteers and prepared them for placement in registered local community organisations. As of December 2021, Council had referred 301 local volunteers to appropriate organisations.

Provide volunteering opportunities and participation within Council

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.5.2	Community, Library & Aquatic Services	Seek volunteering opportunities for Council projects, initiatives and events where possible	Progressing	<p>Under the Burwood Cares Program, coordination of a local food drive was undertaken in partnership with supermarkets to ensure local charities and community support services had sufficient supplies to keep up with demand. Staff worked in partnership with Coles, Burwood Westfield, and IGA Enfield to implement a Donation Drive as well as securing direct donations of food items and PPE from Good 360, Burwood Coles, OzHarvest and Coles Wentworth Point.</p> <p>Staff worked with Access Sydney Community Transport to deliver food and emergency relief from supermarkets to local charities and churches for distribution to vulnerable community members in the area. Partners included Burwood Community Welfare Services, St Merkorious, St Paul's</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Church, St Nectarios, Gods Love Care Feed and the Women and Girl's Emergency Centre.

Support the capacity of the local community to develop projects, events and activities

Code	Responsible Officer Unit	Action Name	Status	Comments
1.4.5.3	Community, Library & Aquatic Services	Provide skills development and project mentoring for individuals and groups	Progressing	Council arranged first aid training for volunteers, including to young people who are part of the Burwood Youth Advisory Group.



Leadership
and
Innovation

Leadership and innovation

Community confidence in Council's decision making

Provide opportunities for engagement and report decisions back to the community

Consult and engage with the community on issues that impact the local community

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.1.1	Corporate Planning & Communications	Undertake community consultation for input and feedback on projects and major decisions	Milestone	In October Council launched a community engagement platform 'Participate Burwood' for community to have their say on draft plans, policies and major projects that Council is accessing. This enables Council to better understand the community's needs and aspirations. During the reporting period community consultation included the proposed Burwood Park Nature Play, Sensory Garden and Pond Upgrade, the proposed Grant Park All Inclusive Playground, the draft Sustainable Burwood Strategy, and the proposed Burwood North Precinct. These included face to face community stalls at several locations, letterbox drops and online Zoom community meetings.

Report outcomes of Council decisions and resolutions

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.1.2		Provide information to the community on outcomes of Council decisions and resolutions in a timely manner	Progressing	<p>Hybrid meetings (with attendance of councillors either in person or via Zoom teleconference link) supported throughout the reporting period in line with statutory advice concerning COVID-19 public health concerns. Citizens had the option to participate in meetings via teleconference link and / or make written submissions as part of the public forum opportunity that precedes the consideration of items of business listed on the agenda.</p> <p>Each monthly ordinary meeting of Council proceeded as scheduled. Notices of meetings in each instance exceeded the minimum statutory notification requirements. Resolutions of Council determined during</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>confidential sessions were duly reported as soon as open sessions of Council meetings resumed and were recorded in minutes accordingly.</p> <p>Draft minutes of Council meetings were finalised for release within 3 working days of each meeting. Audio recordings of meeting proceedings that are open to the public were posted on the Council website the first working day after each meeting. Declarations of interests from Council meetings and voting on urban planning matters were updated in registers and made available on the Council website within 3 working days.</p> <p>Officers established the feasibility of publishing business papers and minutes of meetings directly to the Council website from software used to create them. Plans for implementation of this in Q3 were prepared in conjunction with a proposal for revitalisation of the design of Council business papers and minutes. Implementation of both will result in faster and more reliable publishing turnaround as well as significant improvements in navigation and readability for end users.</p>

Inform the community on key regional projects and plans

Inform the community on key infrastructure projects which effect the local community. (LSPS Action 1.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.2.1	Assets & Infrastructure	Provide information on major infrastructure projects that impact the local area and community	Progressing	<p>A Capital Works web page has been created on Council's website and is updated with current major projects that are underway. Notification of capital works is also undertaken via Council news letter, onsite signage and letters to nearby residents. Some major projects in these and other parks are underway or have been completed as follows;</p> <p>Henley Park Further upgrade works in Henley Park are also underway and these include:</p> <ul style="list-style-type: none"> • Construction of new field irrigation, drainage and turf works for the two

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>southern fields, No's 1&2 and mini fields with works are expected to be completed in March 2022.</p> <p>Woodstock Community Centre Capital works according the master plan underway/complete include:</p> <ul style="list-style-type: none"> • A concept design for the sensory garden is complete. • A new shelter with BBQ's and table settings is schedule to commence in February 2022 <p>Grant Park</p> <ul style="list-style-type: none"> • The Construction of two new multi-purpose courts and extension to the Enfield Aquatic Centre carpark is completed • Consultation has been completed and currently in design phase for the new Grant Park All-Abilities Playground <p>Flockhart Park Masterplan Design for Flockhart Park to include 10 X Exercise Equipment Stations, Reconstruction of Cricket Nets, New Playground Equipment and New Fencing along Burwood Road, Hextol Street and Lees Ave. Also stabilising the embankment under the road bridge on the pathway cyclist at Georges River Road. A Burwood Gateway signage has been completed on Fifth Avenue entrance to Park. Upgrade of the cricket practice nets and cricket pitch have been completed.</p> <p>Burwood Park Initial concept plans where developed by Council staff and were presented as part of the recently completed Community consultation for the proposed new Burwood Park Nature Play, Pond upgrade and Sensory Garden. Following review of the community consultation and approval by Council, Council will move to refining the concept design and to the detailed design stage by mid 2022.</p>

Provide community education on Council policies and regulations and other legislation which affects the community

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.2.2		Distribute relevant information in a format that is easy to understand to ensure the community are aware of any changes to policies, regulations or legislation	Progressing	<p>The Council website continues to be the principal channel for proactively releasing information about the instruments that relate to the civic governance of Council. Policies are promptly added or updated following adoption by Council. There were no new or changed policies adopted in the reporting period apart from an annual update of the Agency Information Guide about Council required under legislation governing public access to information.</p> <p>As an extension to Council's legislative compliance framework, attention is routinely drawn on the Council website and community newsletters to significant changes in statutory requirements and any significant activity in relation to this. In the reporting period, some key aspects of statutory provisions being activated as part of local elections was reflected on the Council website. Community newsletters that were released several times a week (daily in many weeks) drew attention to important NSW Government public health orders and related provisions concerning the management of COVID-19.</p>

Ensure transparency and accountability in decision making

Audit and evaluate projects and report outcomes to the community where possible

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.3.1		Provide transparent auditing processes and ensure reports are made available to the community where appropriate	Progressing	<p>The Audit Risk & Improvement Committee (ARIC) convened its fourth and final meeting of 2021 in October. The meeting featured a new a chair (Daniel Carbone - a previously serving independent member) and newly recruited independent member (Jesse Jo) following the expiry of previous appointments of independent members.</p> <p>At the October meeting, the ARIC considered the interim findings of the annual external audit conducted by the Audit Office of NSW. It subsequently completed its review and endorsement of final details out of</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>session. Council was found to be in a relatively favourable position despite being strongly buffeted by COVID-19 impacts. Potential for further improvement in relation to management of information technology controls was noted. Council's approach to re-evaluation of assets was viewed favourably.</p> <p>The ARIC reviewed matters arising from an internal audit report on management of heavy plant and fleet. It also considered an update on progress against implementation of actions arising from the internal audit earlier in the year on time and attendance management.</p> <p>The former chair of the ARIC (Sandra Mulder) prepared an annual report on the ARIC which was considered and adopted by Council at its November 2021 meeting. She made herself available to respond to feedback from councillors at the meeting and briefly reflected on her positive experiences with the ARIC. Council formally recognised her valuable contributions that had been made over more than 10 years.</p> <p>Officers began preparations for fast tracking compliance with the emerging Enterprise Risk and Internal Audit Framework being driven by statutory changes that are gradually being activated under the Local Government Act 1993. The newly elected Council and recent recruitment activity to refresh appointments of independent members to the ARIC coincide to provide an excellent opportunity to begin the journey.</p>

Provide information in a transparent manner

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.3.2		Ensure all public information is accessible and made available in a timely manner	Progressing	Council met all obligations under the Government Information (Public Access) Act and the Local Government Act for mandatory proactive release of open access information via publication of relevant content on the Council website. It also continued to meet its commitments on non-mandatory proactive release of information as publicised in its updated

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>Agency Information Guide. A revised version of the Agency Information Guide was prepared and adopted by Council as per legislative obligations to annual remaking.</p> <p>Work was completed on development of Frequently Asked Questions (FAQs) for the Council website which address both navigation of information access systems and what to expect with common types of requests. The FAQs resource will be updated and improved as part of normal continuous review and improvement of website content and its organisation`.</p> <p>The NSW Information and Privacy Commission provided feedback to councils audited for compliance with statutory requirements to publish declarations of interests lodged by councillors and designated persons. Burwood Council was found to have met core compliance requirements and is on track with completing some improvements in arrangement of content on the Council website and options for navigation to it.</p> <p>During the reporting period there were 42 informal and 11 formal applications processed under the Government Information (Public Access) Act. Processing of one formal application was not completed well within the statutory time frame of 20 working days - a communication failure concerning payment resulted in a two day non-conformance - the balance were completed within 5 working days. All informal applications were determined well within the local standard of 20 working days.</p>

Provide efficient and transparent procurement and purchasing

Code	Responsible Officer Unit	Action Name	Status	Comments
2.1.3.3	Finance & Resource Management	Maintain a transparent process when engaging with contractors, suppliers and businesses	Progressing	Council has set in place effective and efficient processes for purchasing and procurement of goods and services through a comprehensive Procurement Strategy and Purchasing and Contract Management

Code	Responsible Officer Unit	Action Name	Status	Comments
				Corporate Practice along with Tendering Manual. These are updated on a regular basis in accordance with Council's Corporate Review Practice.

Strong partnerships to benefit the community

Maintain dialogue between neighbouring councils to share resources and improve provision of services

Participate in regional associations and seek opportunities to work and deliver shared priorities with neighbouring councils. (LSPS 16.3)

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.1.1	People & Culture	Participate in inter-agencies and networks within the region and deliver initiatives through established shared agreements.	Progressing	Burwood Council is a member of the Southern Sydney Regional Organisation of Councils, an association of 11 councils spanning Sydney's southern suburbs, eastern suburbs, CBD, and inner west and covering a third of the Greater Sydney's population, or 1.7m people. SSROC provides a forum through which our member councils can interact, exchange ideas and work collaboratively to solve regional issues and contribute to the future sustainability of the region. Council is also a member of the CivicRisk Mutual. CivicRisk Mutual is a flexible organisation, formed with the objective of implementing risk management solutions with their members and encouraging business growth. CivicRisk Mutual is a mutual of like-minded councils sharing the same strategic approach to risk management. Council is an active member of sector associations, LGNSW and LGProfessionals, and presents and participates in forums and learning opportunities.

Develop strategic partnerships that will benefit the area and community

Maintain and establish relationships with State and Federal agencies, service providers and not for profits. (LSPS Action 2.5)

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.1	Community, Library & Aquatic Services	Explore funding opportunities and work with State and Federal agencies on initiatives that will benefit the community	Progressing	<p>The Burwood Cares program worked in partnership with supermarkets, community organisations, local charities and churches to distribute food and emergency relief to vulnerable people in the Burwood community.</p> <p>Council secured \$250,000 from the NSW Government Local Councils COVID-19 Grants Program for Council-led community initiatives which rapidly delivered pandemic support to vulnerable communities. This included coordination of local food donations, emergency relief and mental health and wellbeing programs, communications and engagement initiatives, business support programs and support for creative industries.</p>
2.2.2.1	Community, Library & Aquatic Services	Participate in regional alliances and local interagencies	Progressing	<p>Council staff attended the Inner West Disability Forum working group via Zoom from July - December 2021. This enabled Council to remain informed about issues impacting on people living with a disability and their carers.</p> <p>Council staff convened and participated on the Groovability working group, which is a network of disability organisations in the Inner West region. This group delivered the International Day for People with Disability event in December 2021 which was attended by 100 people and was also livestreamed.</p> <p>Council staff participated in the regional Inner West Youth Alliance Interagency. This group works actively to understand and respond to the needs of young people in the region and is an excellent opportunity to share information and form partnerships.</p> <p>Council staff coordinated the Burwood Regional Child and Family Interagency. This group has approximately 40 services attending on a regular basis and has an email network of around 125 community sector staff. This group is active in reviewing the needs of local families and</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				children and planning activities, such as running parenting workshops, to help address identified priorities.

Work with NSW Department of Education to identify needs for new and upgraded schools. (LSPS Action 2.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.2	Strategic Planning, Heritage & Place Planning	Advocate for NSW Government provision of educational infrastructure.	Progressing	The Strategic Planning, Heritage and Place Planning team collaborates with School Infrastructure NSW and the Department of Education to advocate for the provision of additional educational infrastructure. Feedback is also provided on the planning of educational infrastructure. Any opportunities for the use or sharing of facilities are always considered. Work is also done with private non-government schools with meetings conducted with MLC School as part of the Comprehensive LEP amendment which has focused on the potential for the sharing of facilities and new infrastructure upgrades to benefit students as well as the population at large in the Burwood North Precinct.

Work with NSW Health to identify needs for new or upgraded health facilities. (LSPS Action 2.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.3	Strategic Planning, Heritage & Place Planning	Advocate for NSW Government provision of health infrastructure.	Progressing	The Strategic Planning, Heritage and Place Planning team collaborates with Health NSW and the Sydney Local Health District to advocate for renewal and introduction of additional health infrastructure. Feedback is also provided on the planning and assessment of health infrastructure. Earlier work with the Sydney Local Health District on Healthy Streets implementation for future collaboration were identified and discussions have been renewed to explore joint positions and projects.

Deliver outcomes for the Parramatta Road Corridor in partnership with neighbouring council's and government agencies.. (LSPS Actions 4.1 and 4.3)

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.4	Strategic Planning, Heritage & Place Planning	Complete precinct planning proposal	Progressing	The Strategic Planning, Heritage and Place Planning team has completed the main steps of the Housekeeping LEP amendment, which focused on the rezoning of the Livingstone Street and Sym Avenue Precinct. This is now nearing completion with final submission to DPIE in November 2021. Alongside that process, the team has progressed work on the Comprehensive LEP amendment in the form of built form and economic viability testing to inform the future character of the Burwood North Precinct and the feasibility of medium density in other areas of the LGA. The team is currently progressing built form options to consult with the community in the early part of 2022 with a planning proposal stage expected to commence in mid-2022. The Housekeeping and Comprehensive LEP amendments were informed by the Urban Design Study and Masterplan for the Burwood Town centre and whole LGA, which were commissioned following the LSPS.

Assess and refine the findings of the Burwood, Strathfield and Homebush Collaborative Precinct work to ensure they meet community needs. (LSPS Actions 4.3, 4.4 and 15.5)

Code	Responsible Officer Unit	Action Name	Status	Comments
2.2.2.5	Strategic Planning, Heritage & Place Planning	Studies completed and infrastructure upgrades identified	Progressing	The Strategic Planning, Heritage and Place Planning team continues to identify opportunities for infrastructure upgrades. The recently completed Urban Design Study and Masterplan has analysed a number of precincts potentially informing their future planning, which in turn will assist in identifying the need for future infrastructure upgrades, such as in the case of the Burwood North precinct where a Metro station is planned.

Ensure financial sustainability and organisational effectiveness

Identify and maintain additional revenue sources to ensure financial sustainability

Maintain an investment strategy and policy

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.1.1	Finance & Resource Management	Implement appropriate strategies and report outcomes to Council	Progressing	Council has developed an Investment Strategy and an Investment Policy through a third party Investment advisor which are reviewed regularly. 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. Council staff ensures that these invested funds are in secure financial instruments. Staff ensured that Council were made aware of all Invested Funds through a monthly report tabled at Council meetings in accordance with Legislative requirements.

Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.1.2		Manage Council's property portfolio to ensure best value returns and to ensure properties are developed, renewed and maintained for the benefit of the community	Progressing	Council's property portfolio continues to be maintained and renewed, ensuring continued benefit for the community. A Draft Property Strategy has been completed and is currently undergoing peer review to further strengthen Council's property management practices.

Seek additional sources of income to improve financial sustainability such as discounted loans, financial grants and special variations

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.1.3	Finance & Resource Management	Identify the community's capacity and willingness for additional sources of income	Progressing	Council is in the third year of a four year Special Rate Variation aimed specifically at improving drainage infrastructure within the local area. Along with the normal capital works program, Council has applied for and

Code	Responsible Officer Unit	Action Name	Status	Comments
		and implement where appropriate or required		secured additional grant funding from the Roads and Maritime Services Blackspot program, Local Government Safer Roads program and Local Roads and Community Infrastructure Program. In addition to grant funding, several public domain works have been funded by developers within the local government area. Council has been successful in obtaining grant funding for the installation of new Amenities Building in Grant Park and grant funding for several Public Art Projects along the Parramatta Road Cycle Path.

Ensure the organisation is well led, staff can carry out their roles efficiently and effectively in line with the community's vision

Deliver services and initiatives to the community in line with Council's Community Strategic Plan and supporting documentation

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.2.1	Corporate Planning & Communications	Develop, review and monitor a Resourcing Strategy including a Workforce Plan, Asset Management Plan and Long Term Financial Plan	Progressing	With the new term of Council to commence in FY22/23 Council is currently developing a new suite of documents that make up the resourcing strategy. Workshops with key stakeholders has been held with project plan and timeline developed. Work has commenced on the Long Term Financial Plan, Workforce Plan, Asset Management Plans. This cycle four year Digital Plan has been included. Although not required under the legislation, Council has determined that an integrated long term view of digital technology is critical to resourcing.

Ensure corporate values and objectives align with the community's vision

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.2.2	People & Culture	Develop, review and monitor a Corporate Plan	Progressing	Burwood Council continues to build the capability within the management levels of building, monitoring and reporting on the progress of a Corporate Plan. The projects identified in the internal Corporate Plan continue to be implemented. As part of the 2020-2021 Performance and Development Managers and employees were required to review team

Code	Responsible Officer Unit	Action Name	Status	Comments
				work plans and develop individual work plans that are reflective of the Corporate plan. This enabled employee to have a greater understanding of the Corporate Plan and their role in the delivery of the associated projects.

Provide structured procedures and processes to ensure organisational effectiveness

Code	Responsible Officer Unit	Action Name	Status	Comments
2.3.2.3	People & Culture	Identify and implement frameworks that will improve organisational efficiency and business excellence	Progressing	With the rollout of the 2020-2021 Performance and Development Review process conducted from September to November 2021 the organisations Performance Pyramid encompassing, Ethical Leadership, Innovation and Customer Experience was the framework that each employee assessed their individual performance against. Within this framework was a set of criteria to define performance at each level. Learning programs such as 'Setting SMART work plan goals' and 'Getting the most out of employee performance' were rolled out to all employees with the objective of connecting employees to the organisational strategy and plans and individual performance. Managers also received additional development on the Performance Pyramid framework and criteria.

Efficient and innovative customer focused services

Provide a 'one stop shop' for customers

Optimise the experiences of visitors to Council

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.1.1		Maintain Council's Customer Service Centre and Administrative Office	Progressing	The Property & Building Services team have completed the implementation of an online "Maintenance Request" reporting solution to facilitate the reporting of facility issues. The online system went live in August 2021 and has provided faster response times and resolutions to reported issues and maintenance requests.

Deliver high quality customer service for all points of contact

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.1.2	Customer Service & Records	Ensure customers are attended to in line with service standards	Progressing	During the period of 1 July 2021 to 31 December 2021, the number of customers served at the Customer Service Counter was a total of 447 with 98.4% being served within 5 minutes. (The counter was closed from 2/7/2021 to 18/10/2021 due to COVID-19). The number of calls received within the call centre during this period of time was 16,086 with 81.38% being answered in less than 40 seconds.

Modernise and digitise relevant services to meet the needs of the community

Allow customers to 'do business with council' entirely online

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.2.1	Information Technology	Digitise all forms, applications, requests and payment methods where possible	Progressing	During the reporting period, Council has developed and published an additional 26 online forms thereby totaling 131 forms that can be accessed via Burwood Council Website. Since July 1, 2021, 3037 online form responses were received including 865 responses for booking a household clean-up, 543 for parking permits, 267 for change of address and 221 for bin requests. Since July 1, 2021, Council has received 67 Development Applications and 29 Modification Applications of which 53 Development Applications and 19 Modification Applications were approved. The status of all submitted applications are available to view online through Council's website along with their outcomes.

Explore new online communication tools

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.2.2	Information Technology	Identify and implement technology that will enhance	Progressing	Council meeting rooms have been upgraded with video conferencing tools to support modern communication methods along with flexible in-person and online attendance to official meetings and events. Council meetings

Code	Responsible Officer Unit	Action Name	Status	Comments
		and improve customer experience		<p>continued to be conducted in hybrid (online and in-person) form to allow flexible attendance by councillors and the public during COVID-19 restrictions.</p> <p>Council has extended its free WiFi service to its George St Centre in this reporting period. The WiFi solution provides fast internet speeds and a simplified customer connection experience.</p> <p>Council is has implemented Park'n Pay which is a convenient and easy way to pay for parking. It will be progressively rolled out in additional Council parking locations to improve customer experience.</p> <p>Council has recently completed a major upgrade of its ERP solution used for managing Customer Requests, assessing Development Applications and maintaining several Registers. The upgrade has ensured the continued effectiveness of Council's information systems used to deliver various services to customers.</p>

Provide opportunity for ongoing community feedback to ensure best practice

Allow customers to provide immediate feedback on their experience

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.3.1	Customer Service & Records	Implement customer feedback mechanisms at Council facilities to receive immediate feedback on customer experience	Progressing	Feedback devices and a feedback mechanism on staff email signatures have been implemented to 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 7.5 based on 1323 ratings across the organisation.

Monitor and measure Council's customer service

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.3.2	Customer Service & Records	Conduct initiatives to support and improve the training of Council staff in customer service	Progressing	During the period, there has been minimal face to face training of Council staff due to the COVID-19 pandemic and the offices being closed. In November 2021, new staff participated in the Customer Service Call Centre Experience which enables staff to listen in on real calls with residents and understand customer issues first hand. The Customer Service Team also completed the following courses within the period: Serving Customers in a Continuously Changing World, Listening to Customers, Creating Positive Conversations with Challenging Customers, Customer Service - Call Control Strategies.

Improve overall customer satisfaction

Code	Responsible Officer Unit	Action Name	Status	Comments
2.4.3.3	Customer Service & Records	Conduct regular surveys to gauge customer experience	Progressing	A survey was conducted in November 2021 to gauge customer satisfaction with the Library Midnight Hours trial. The trial was very successful with all but two days booked out with customers. Council staff are currently reviewing customer feedback and resourcing requirements to enable the expansion of the new service in 2022.

Leaders in the Local Government sector

Provide strong leadership and advocacy on behalf of the community

Support the roles of Council and Councillors to ensure elected leaders can govern efficiently and effectively on behalf of the community

Code	Responsible Officer Unit	Action Name	Status	Comments
2.5.1.1		Conduct regular training and induction sessions to support Councillors	Progressing	Activity in this quarter was subdued in deference to the approach of NSW local government elections which were postponed from September until December due to COVID-19 disruptions. Nonetheless, in this period councillors were provided with in house briefings or workshops on the

Code	Responsible Officer Unit	Action Name	Status	Comments
				following: Burwood Urban Park development; Council Sustainability Strategy; Grant Park All Inclusive Playground development; refresher on Managing Conflicts of Interest; LEP / DCP Revision Planning for revision of the Local Environmental Plan (LEP) and Development Control Plan (DCP) of Council.
2.5.1.1		Provide information and resources and encourage professional development	Progressing	Councillors continued to be supported throughout the reporting period via established request management and feedback systems, including content delivered via the dedicated online councillor portal. New Council intranet technology was activated during the reporting period and has been identified as a preferred mechanism for revitalizing councillor portal resources for the newly elected body of Council. Responses to councillor Questions With Notice continued to be met within the service level standard of 10 working days.

Monitor and review Council's performance against other councils

Review Council's services and functions to gauge residents' satisfaction and benchmark performance against other councils

Code	Responsible Officer Unit	Action Name	Status	Comments
2.5.2.1	Customer Service & Records	Participate in benchmarking activities and analyse results to improve Council's performance (in areas such as financial sustainability, customer services, and other service provisions)	Progressing	Council participated in the National Local Government Customer Service Benchmarking Survey within the review period. Results are yet to be released.

Strive for business excellence through innovation

Implement technology which will increase efficiencies and productivity

Code	Responsible Officer Unit	Action Name	Status	Comments
2.5.3.1	Information Technology	Undertake an assessment of available technology to identify solutions that will streamline business processes	Progressing	<p>Council meeting rooms have been upgraded with video conferencing tools to support modern communication methods along with flexible in-person and online attendance to official meetings and events. Council meetings continued to be conducted in hybrid (online and in-person) form to allow flexible attendance by councillors and the public during COVID-19 restrictions.</p> <p>Council is in the process of implementing a mobile Asset Management application to enable Council officers to perform their duties using their mobile devices from any location. The implementation of this solution will commence for the Civil team in January 2022 and is due to be completed by April 2022.</p> <p>With the rollout of laptop devices for staff and the implementation of technology to support remote working, Council officers are able to effectively access Council's information systems and resources from anywhere and work from any location, facilitating the realisation of organisational service levels.</p>

Anticipate emerging trends and changes that will impact the area

Finalise the Smart City Strategy to proactively monitor external strategies, technology and solutions that have the potential to impact Burwood. (LSPS Action 15.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
2.5.4.1	Strategic Planning, Heritage & Place Planning	Complete smart cities strategy and Seek seek opportunities to be involved in pilot programs and other initiatives aimed at assessing customer needs	Progressing	<p>The Strategic Planning, Heritage and Place Planning team has continued to progress the Smart City Strategy. The latest draft has 13 future initiatives to complement a similar number of current initiatives. Some of these initiatives aim to assess customer needs and provide opportunities for the public such as free public Wi-Fi and online Council services. Further work will be done in identifying opportunities for pilot programs</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				to advance these initiatives. Ongoing SSROC Smart Communities Working Group meetings are attended, which provides Burwood Council staff insights of other SSROC councils.



Healthy and Sustainable Environment

Healthy and sustainable environment

Maintain and enhance green and open spaces

Ensure strong planning controls to protect and encourage open and green spaces

Ensure planning policies enhance and protect open and green space where appropriate

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.1.1	Assets & Infrastructure	Develop specific plans of management for public spaces	Progressing	Council staff have finalised the draft Burwood Park Plan of Management and will be placed on public exhibition in the first quarter of 2022 for formal adoption by Council.
3.1.1.1	Strategic Planning, Heritage & Place Planning	Ensure State and District Plan strategies are included into relevant Council planning policies	Progressing	The Strategic Planning, Heritage and Place Planning team have commenced revisions to the Local Environmental Plan (LEP), Development Control Plan, which will be followed by planned modifications to the Local Infrastructure Contributions Plans. The housekeeping LEP is nearing completion and the comprehensive LEP amendment is currently underway. The Housekeeping DCP has been completed and the Comprehensive DCP will commence in 2022. Both these planning policies have taken into account State and District Plan strategies such as the Parramatta Road Corridor Urban Transformation Strategy (PRCUTS) which is being incorporated into the Comprehensive LEP review. Discussions have continued with the Department of Planning, Industry and Environment Planning Delivery Unit, surrounding LGAs and Traffic Consultants, Bitzios, on how the PRCUTS can be implemented into these Council policies.
3.1.1.1	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into future development proposal where possible	Progressing	The Strategic Planning, Heritage and Place Planning team provides input to the Building and Development team on an ongoing basis. This includes heritage referrals.
3.1.1.1	Assets & Infrastructure	Identify opportunities to increase canopy coverage within the area	Progressing	The management of all trees in the Burwood Local Government Area is aimed at increasing the overall urban tree canopy and so there is no net loss. Council have recently planted an additional 526 street trees in the

Code	Responsible Officer Unit	Action Name	Status	Comments
				Burwood LGA on top of the 500 trees planted last financial year with these trees planted in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment. Also there were an additional 104 trees recently planted at Wangal Park.

Pursue partnerships and opportunities to create new open spaces

Negotiate with developers for additional space upon redevelopment of sites

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.2.1	Strategic Planning, Heritage & Place Planning	Quantify and report on additional open space provided as part of redevelopment	Progressing	The Building and Development team complete assessment reports for residential flat buildings and other types of residential uses. These include the assessment of the quantity and quality of proposed private and communal open space provisions. Developments are required to meet Council's planning controls as well as SEPP 65 and the Apartment Design Guide recommendations. Work has commenced on the planning of new open space in the Burwood North Precinct as part of the Comprehensive LEP review.

Work with NSW Government and neighboring councils to deliver new and improved connection of the green grid. (LSPS Actions 10.4, 12.1, 12.2, 13.1, 13.3 and 14.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.2.2	Strategic Planning, Heritage & Place Planning	Create a connected green grid and improve quantum of open space.	Progressing	The Strategic Planning, Heritage and Place Planning team has continued to identify ways in which a connected green grid could be implemented. The Local Strategic Planning Statement and Community Facilities and Open Space Strategy have recommendations to deliver green grid connections to open spaces. Open spaces and green grid connections will be reviewed as part of the Comprehensive LEP review which focusses on the Burwood North Precinct. Consultation has taken place to understand community preferences for open space delivery in the Burwood North

Code	Responsible Officer Unit	Action Name	Status	Comments
				Precinct. Stage 2 of the consultation is planned to continue through 2022 where further work will be done on the provision of open space and green grid networks throughout the Burwood North Precinct.

Support healthy lifestyles by delivering new spaces and infrastructure (LSPS Action 2.4)

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.2.3	Community, Library & Aquatic Services	Investigate the development of a District Sport Facilities Plan	Progressing	<p>During the period Council delivered new community infrastructure to support healthy lifestyles or enhance local sporting facilities. This included completion of the Grant Park Multipurpose Courts and Car Park Extension, a welcome addition to the Henley Park Sports Precinct that is now available for community use and completion of the state-of-the-art learn to swim facility at the Enfield Aquatic Centre, which is anticipated to open to the public in early 2022.</p> <p>In addition to the above works, Council is currently working on upgrades to Sports Fields 1 and 2 and the Mini Fields at Henley Park, including a new irrigation system and high quality turf to ensure the provision of high quality sporting facilities for the local community.</p> <p>Investigation of the development of a District Sport Facilities Plan remains ongoing.</p>

Ensure regular cleaning and maintenance of local areas to prevent damage to the environment

Monitor and maintain local streets to mitigate risk to the environment

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.1		Provide regular street sweeping and maintenance services	Progressing	<ul style="list-style-type: none"> * Council-wide program of street sweeping is ongoing. * Defects in roads and footpaths are inspected and either addressed

Code	Responsible Officer Unit	Action Name	Status	Comments
				through maintenance interventions, or are referred for consideration in future capital works programs.

Maintain the stormwater drainage network

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.2		Regularly maintain and clean the stormwater drainage network and clear blocked pits	Progressing	Council implements an ongoing program of routine street and gutter cleaning across the lga. Council implements a program to clean storm water pits and pipes, including cctv inspections to identify blockages. Routine mowing of nature strips for corner block sidelines and pensioners is underway.

Remove priority weeds from public spaces

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.3		Implement a priority weed removal program in line with the Biosecurity Act 2015 (NSW)	Progressing	Hand weeding continues in conjunction with the nature strips mowing service. Limited use of chemical weedicide in some areas.

Maintain trees and vegetation to ensure that they are attractive and safe

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.4		Trees and vegetation are maintained as required to avoid damage or risk and new vegetation is planted where possible	Progressing	Routine tree maintenance program is underway. Routine mowing of nature strips for corner block sidelines and pensioners is underway. Hand weeding program is progressing in association with nature strip mowing.

Continue to increase canopy cover across the LGA. (LSPS Actions 11.1 and 11.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.3.5	Assets & Infrastructure	Prepare a street tree masterplan to prioritise areas for increased planting and to assist in the heat island effect	Progressing	Council has a Street Tree Management Strategy adopted by Council 18 November 2013 (Minute. No. 177/13, Trim. No. 13/47091). Council has completed the delivery of the first and second round of the 500 trees program and also the Wangal Park Tree Planting. Council has planted over 1000 street trees throughout the Burwood LGA.

Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future needs of the community

Regularly maintain parks, playgrounds, sportsfields, gardens and open spaces

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.4.1		Undertake scheduled maintenance programs to meet community needs	Progressing	Major Parks scheduled maintenance program for Burwood Park, Henley Park, Wangal Park/ Blair Park, Flockhart Park is ongoing. Scheduled maintenance and upkeep of reserves is ongoing.

Ensure sustainable materials are used for park amenities and facilities

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.4.2		Maintain and upgrade existing park amenities to ensure longevity and sustainability	Progressing	During the reporting period the security systems for the amenity blocks at Henley park and Blair park were refined to facilitate public access and operational requirements.

Provide support for the establishment of sensory and community gardens

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.4.3	Assets & Infrastructure	Identify opportunities to implement sensory or community gardens in existing	Progressing	Initial concept plans were developed by Council staff and were presented as part of the recently completed Community consultation for the proposed new Burwood Park Nature Play, Pond upgrade and Sensory

Code	Responsible Officer Unit	Action Name	Status	Comments
		parcs, reserves and open spaces		Garden. Following review of the community consultation and approval by Council, Council will move to refining the concept design and to the detailed design stage by mid 2022. Staff have also identified the area in the northwest corner of the Woodstock Community Center Park land as a possible suitable location to design and develop another sensory garden. Staff will continue to investigate suitable locations for possible community gardens in Burwood's other parks and reserves in the future.

Ensure parks are accessible and offer inclusive activities

Code	Responsible Officer Unit	Action Name	Status	Comments
3.1.4.4	Assets & Infrastructure	Ensure parks can be accessed by people living with a disability or impairment and that playgrounds are inclusive and accessible	Progressing	All of Council parks, reserves and new playground equipment are designed to be accessed by people living with a disability or impairment. The recent playground completed at Jackson Reserve is fully accessible to children / people living with a disability or impairment as Council's design briefs call for an all-inclusive playground that satisfies the design principles of 'Everyone can Play'. Council is also currently in the design phase for the construction of a new All Abilities Playground at Grant Park that is scheduled to be completed by December 2022.

Provide sustainable waste management practices

Promote existing recycling services

Provide education and information about Council's recycling services

Code	Responsible Officer Unit	Action Name	Status	Comments
3.2.1.1	Environment & Health	Use Council communication platforms to inform the community on existing environmental services and initiatives	Progressing	The Burwood Council WasteInfo App provides detailed information on recycling options for residents. Council's website also offers alternative recycling / disposal options for materials not accepted through the kerbside collection service. Council's social media platforms regularly feature waste and sustainability tips relating to reducing waste and

Code	Responsible Officer Unit	Action Name	Status	Comments
				buying less, increasing diversion and ways residents can reduce their impact on our local environment.

Ensure residents adhere to sustainable recycling practices

Code	Responsible Officer Unit	Action Name	Status	Comments
3.2.1.2	Environment & Health	Conduct bin audits and encourage residents to recycle correctly	Progressing	Council is using the results from the 2019 waste and recycling residential kerbside bin audit to target key priority areas for education campaigns. Improved bin infrastructure, bin bay signage and engaging the building manager to assist with the promotion of recycling messages is the key in apartment buildings

Identify emerging waste management solutions

Actively seek and identify new processes and technology. (LSPS Action 15.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
3.2.2.1	Environment & Health	Implement waste management solutions that will benefit the community and industry	Progressing	Council has recommenced the regular free e-waste, mattress and whitegoods drop-off days at the Operations Centre for residents following the forced close down due to the Covid Pandemic. The scheduled area and on call clean ups have mattresses collected separately for recycling. Council continues to partner with The Bower reuse and repair centre as well as a textiles recycling service through drop off points located through the Burwood local government area.

Establish clear targets for recycling and reducing waste to landfill

Ensure a community wide increase in recycling and reduction in landfill

Code	Responsible Officer Unit	Action Name	Status	Comments
3.2.3.1	Environment & Health	Continue to monitor environmental performance indicators and outcomes and report results and targets to the community	Progressing	Council continues to monitor its environmental performance, during the reporting period the master list of accounts were updated to ensure quality data is received. During the reporting period Council's Draft Sustainable Burwood Strategy was placed on public exhibition, it is expected to be formally endorsed in early 2022 and Council will be working towards achieving the targets and actions listed in the document

Educate the community on sustainable practices

Provide initiatives to encourage more sustainable practices in the community and around home

Deliver educational programs to the community, networks and businesses that encourage sustainable practices

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.1.1	Environment & Health	Provide an annual calendar of initiatives on environmentally sustainable practices	Progressing	The Council website and WasteInfo App provide a calendar of e-waste, mattress and white-good drop-off days, a link to the NSW EPA CleanOut events are also listed. Council's Community Safety Working Group continues to work on a quarterly calendar of events from across Council including sustainability and waste diversion initiatives

Participate in regional sustainability programs

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.1.2	Environment & Health	Work with neighbouring councils and agencies to deliver sustainability programs to the community	Progressing	Council partners with adjoining Councils on regional sustainability and waste initiatives and projects. The majority of the projects are overseen by SSROC, ensuring a coordinated and consistent roll out of projects and initiatives

Encourage the community to follow sustainable practices

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.1.3	Environment & Health	Award residents, streets, businesses or areas that follow sustainable recycling practices	Progressing	Council has recently prepared a Draft Burwood Sustainability Strategy. This will promote sustainable practices both across Council and within the community. Council will review how to best implement a successful awards program in the context of the Burwood Sustainability Strategy.

Promote public transport and more active forms of transport such as cycling and walking

Promote public transport, cycling and walking to residents going to work and those who work in Burwood. (LSPS Actions 1.5 and 15.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.2.1	Environment & Health	Undertake campaigns and initiatives that encourage the use of alternative transport	Progressing	Council has dedicated cycleways and through the social media and website promotes use of these cycleways and opting to choose public transport and car sharing services when possible.

Encourage the community to take pride in the cleanliness and maintenance of the area

Promote a clean environment through urban architecture and landscaping

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.3.1	Environment & Health	Identify opportunities to provide recycling and other waste collection terminals across town centres	Progressing	Council has partnered with The City of Canada Bay Council to share the Community Recycling Centre (CRC) located just across the north boarder of the local government area. The CRC is a NSW EPA part funded facility to assist residents in correctly recycling / disposing of problem waste such as paints, household chemicals, gas bottles, light bulbs etc. It is free to use by Burwood and Canada Bay residents and helps to keep problem wastes out of landfill.

Raise awareness in the community on littering

Code	Responsible Officer Unit	Action Name	Status	Comments
3.3.3.2	Environment & Health	Undertake campaigns to reduce littering in town centres	Progressing	The waste team works closely with the Compliance and Clean and Safe teams to monitor and reduce littering in the town centres. The clean and safe team conduct daily monitoring and cleaning of the commercial precincts in the Council area. Signs have been erected in illegal dumping hotspots encouraging residents to call Council for a clean up and 'dob in a dumper'

Leadership in environmental sustainability

Invest in green and renewable technology

Implement green and renewable energy initiatives across Council facilities. (LSPS Action 15.3)

Code	Responsible Officer Unit	Action Name	Status	Comments
3.4.1.1		Audit existing facilities and upgrade where appropriate	Progressing	Energy use monitoring systems were used during the reporting period to optimise the efficiency of Council facilities.

Promote greater use of more efficient green technologies and alternative energy sources

Support and promote Federal and State Government initiatives in the rollout of green technologies and alternative energy sources

Code	Responsible Officer Unit	Action Name	Status	Comments
3.4.2.1	Environment & Health	Actively advertise State and Federal initiatives through Council's established communication channels	Progressing	State Government initiatives are promoted through Council's website and social media platforms.

Ensure planning promotes environmentally sustainable development to reduce impacts on the environment

Work with developers to promote sustainable developments

Code	Responsible Officer Unit	Action Name	Status	Comments
3.4.3.1	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into developments where possible to encourage vertical gardens and green spaces within the Burwood CBD	Progressing	Assessment of planning proposals and development applications for land within in the Burwood Town Centre requires consideration on green spaces provision in the form of vertical, podium or roof top gardens. The Strategic Planning, Heritage and Place Planning provides ongoing advice to referrals (on development applications) from the Building and Development team. Input has also been provided for recently approved developments in the Burwood Town Centre earmarked to deliver green walls. Selected developments have been audited to ensure compliance with approved conditions to preserve the integrity of approved architecture, landscape and proposed plantings, which contribute to the aesthetic value of the public domain. Further measures are being studied to ensure that aesthetic values do not get diluted through private certification.

Ensure developers follow sustainable practices during construction

Code	Responsible Officer Unit	Action Name	Status	Comments
3.4.3.2	Community Safety	Carry out a regular program of inspections of development sites to ensure compliance with safe and sustainable practices (such as sediment control and removal of materials)	Progressing	Building Sites are patrolled daily by Council's Community Safety Team with enforcement action taken when breaches are observed or identified. Proactive patrols have seen a decrease in the amount of fines issued by Council due to an improvement with building site compliance. There has been an increase in approvals and compliance of provisions.

Encourage and contribute to public health and welfare

Provide services and encourage the community to take pride in the area to ensure public health

Reduce spread of foodborne, waterborne and transferrable diseases

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.1.1	Environment & Health	Undertake regular inspections of cooling towers and water systems, food premises and health, beauty and cosmetic premises to take action against risk	Progressing	The inspection program for the reporting period was suspended between June and December due to work from home restrictions. However, the inspections have been resumed in December 2022.

Minimise urban related pollution such as air, water and noise pollution. (LSPS Action 7.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.1.2	Environment & Health	Develop strategies to reduce air, water and noise pollution and investigate complaints in a timely manner	Progressing	Pollution complaints continue to be investigated and resolved by Council's environmental health officers. There were 8 complaints investigated in the reporting period.

Educate business owners on public health to ensure compliance with food regulations

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.1.3	Environment & Health	Ensure all businesses have access to relevant fact sheets and information	Progressing	Fact sheets on a range of public health matters including food safety are available and provided to provided to shopkeepers as considered necessary. The fact sheets are also available in a range of languages. Council has also distributed the annual food shop calendar which contains information and useful tips for food shop operators. Face to face Food Schools have temporarily been suspended due to the Coronavirus Pandemic

Educate the community on public health matters

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.1.4	Environment & Health	Undertake and participate in relevant campaigns to raise awareness and engage the community	Progressing	Council conducts food schools for shopkeepers to improve their knowledge of food safety matters and issues. No food schools have been conducted recently due to COVID restrictions. The inspection program has been temporarily suspended due to the second Covid close down. Inspections were only conducted in response to complaints. The Inspections program is being resumed in December 2021.

Provide services and support to encourage responsible animal ownership practices and ensure that animals are well cared for in a safe community

Educate residents on companion animals

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.2.1	Community Safety	Provide information and relevant campaigns to raise awareness in the community	Progressing	<p>Council's Community Safety Team patrolled all parks in the LGA including off leash locations on a daily basis. These patrols have seen an overall high compliance rate in responsible pet ownership with very low dog attack statistics for the LGA. Council promotes numerous animal educational campaigns throughout the year in January, September and December. These programs involve physical promotion of information at parks and referral to Council's webpage on responsibility provisions.</p> <p>New signage has been developed and installed at the Henley Park dog off leash area. Should the signage be deemed effective following liaison with park users and park staff, the signage will be rolled out to other off leash locations in early 2022.</p>

Establish pet friendly environments for animal owners

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.2.2	Assets & Infrastructure	Consider pet friendly facilities when undertaken any new	Progressing	When undertaking new plans of management for parks Council considers new pet friendly facilities. There are currently dog off- leash areas in

Code	Responsible Officer Unit	Action Name	Status	Comments
		plans of management for parks, reserves and open spaces		Henley Park, Grant Park, Blair Park, Burwood Park and Sanders Reserve which was recently installed.

Provide regulatory support to ensure a safe environment for animals and residents

Code	Responsible Officer Unit	Action Name	Status	Comments
3.5.2.3	Community Safety	Undertake compliance inspections for dangerous or displaced animals	Progressing	Council provides animal educational programs in January, September and December each year. These programs are promoted via Council's Educational Calendar on the Council website. Inspections of dogs classified as dangerous are conducted once a year in accordance with the Department of Local Government Guidelines.



Planning and Infrastructure

Planning and infrastructure

Implement regional traffic and parking strategies

Ensure strategies to accommodate population growth

Design traffic facilities which improve traffic flow and alleviate congestion

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.1.1	Assets & Infrastructure	Investigate traffic hot spots and implement solutions such as pedestrian refuges, roundabouts or traffic calming devices	Progressing	Investigations are undertaken for all requests received for traffic calming devices or pedestrian facilities. Additionally locations are identified by staff based upon RMS accident data. Locations where improvements can be made are presented to the Burwood Local Traffic Committee prior to be reported to a Council Meeting for adoption.

Encourage opportunities for additional public parking spaces within developments

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.1.2	Strategic Planning, Heritage & Place Planning	Negotiate with developers for additional public parking within developments in the Burwood CBD where possible	Progressing	The Strategic Planning, Heritage and Place Planning team has continued to process Voluntary Planning Agreements (VPAs), which provide for developers to make a monetary contribution in lieu of the on-site provision of visitor parking. This is then invested in improvements to public car parking in the Burwood and Strathfield Town Centres. As part of the investigation and built form testing for the Burwood North Precinct, testing on typical parking layouts has been completed to consider potential car parking generation and innovative strategies for parking. Following from the 27 October 2021 Council meeting resolution, an investigation has been undertaken to seek expressions of interest from land owners and/or developers proposing new development within the Strathfield Town Centre. As development applications are lodged, proponents will be approached directly to discuss opportunities for the inclusion of public parking.

Ensure developments provide sufficient parking and off-street parking in line with Council policies

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.1.3	Assets & Infrastructure	Investigate parking provisions during assessments of development applications	Progressing	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 Councils Development Control Plan or relevant State Environmental Planning Policy, as well as confirming all relevant standards are met with regards to the design of the parking areas.

Ensure local infrastructure is provided to support the needs of a growing and changing community. (LSPS Action 2.6)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.1.4	Strategic Planning, Heritage & Place Planning	Review and revise as appropriate the Section 7.12 Contributions Plan	Progressing	The Strategic Planning, Heritage and Place Planning team is responsible for Council's Local Infrastructure Contributions Plans (Section 7.12 Plans) and looks for areas of improvement. Budget has been allocated to make improvements and review Section 7.12 Plans as part of the upcoming Local Environmental Plan review. Current changes to the Infrastructure Contribution are on exhibition by the Department of Planning and the Strategic Team has assisted the City Strategy team to formulate a submission to the exhibited materials to ensure that Council will not be 'worse off' due to the proposed changes. The 7.12 Plan review has been programmed to commence in 2022.

Investigate options for better use of stormwater. (LSPS Actions 4.5 and 13.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.1.5	Assets & Infrastructure	Develop strategies and education program for stormwater management	Progressing	Council has applied for NSW Government Floodplain Management Program grant funding to update the four draft overland flood studies to ARR 2019 and to complete the Flood Risk Management Study and Plan (FRMSP). The result of the grant will not be known till early in 2022. In terms of education programs for stormwater management this is

Code	Responsible Officer Unit	Action Name	Status	Comments
				undertaken by the Environment and Health division of Council. Council has completed two stormwater harvesting projects at Wangal Park and Hornsey Lane (stormwater reuse and irrigation) and has installed a new GPT as part of the EAC carpark upgrade as part of the Zero Litter to River policy.

Implement strategies to promote alternative transport use

Investigate opportunities for bus priority lanes to improve public transport efficiency

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.2.1	Assets & Infrastructure	Work with RMS and Transport NSW to identify locations for improved bus access	Progressing	Council is continuing to work with Transport NSW on the Bus Stop Guideline and Wayfinding Program. The Program will include an extensive review of all bus stops within the Burwood local government area to ensure consistent signage, compliance with Disability Discrimination Act, adequate facilities such as seating and bins, as well as ensuring that the location and length of the Bus Zone is safe and sufficient.

Seek funding opportunities for cycling facilities and cycleways. (LSPS Action 10.5)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.2.2	Assets & Infrastructure	Identify and apply for grants where possible and implement facilities which promote cycling (such a bicycle parking stations or new cycleways)	Progressing	Council successfully obtained grant funding to upgrade the signalled intersection of Parramatta Road and Luke Avenue to include additional crossing facilities for cyclists. Council recently completed grant funded projects via the Parramatta Road Urban Amenity Improvement Program for the installation of three new cycleways. The new cycleways link the Parramatta Road corridor to Burwood Park and Wangal Park.

Work with key stakeholders to ensure an integrated transport plan

Work with RMS, STA, NSW Police and major stakeholders to continue to finalise the Traffic and Transport Study 2019. (LSPS Action 1.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.3.1	Assets & Infrastructure	Completed Traffic and Transport Study	Progressing	<p>The Burwood Traffic and Transport study is nearing completion, with the first draft of the final report having been received in December. Once completed this will be used to support business cases for major infrastructure upgrades in the Burwood LGA specifically Burwood CBD.</p> <p>The Burwood Local Traffic Committee is held monthly to review recommendations for the improvement of traffic facilities, parking initiatives, road safety matters and the movement of traffic throughout the Burwood local government area. The minutes of these meetings are placed on the agenda for the following Council Meeting to provide an opportunity for the community to review and make comment on any recommendation prior to a decision being made.</p>

Participate in regional projects to ensure an integrated and high performing transport network. (LSPS Actions 1.3 and 6.3)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.3.2	Assets & Infrastructure	Work with key agencies to ensure regional transport projects have a positive impact on the local community	Progressing	Regular meeting are held with Transport for New South Wales, Sydney Metro, bus operators and the Southern Sydney Regional Organisation of Councils in relation to transport projects and improvements.

Consider pedestrians and cyclists as key stakeholders in traffic management planning

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.3.3	Assets & Infrastructure	Ensure pedestrians and cyclists are consulted during traffic management planning	Progressing	Consultation is undertaken with all major traffic and transport projects in order to obtain feedback on designs and concepts. Consultation is undertaken with residents, businesses and schools directly via surveys

Code	Responsible Officer Unit	Action Name	Status	Comments
				where projects will have a direct impact on the movement of traffic, pedestrians and cyclists. Larger proposal such as the restriction of traffic movements are also placed on public exhibition and advertised in local media.

Enhance road and pedestrian safety

Educate residents on safe practices to reduce road incidents and fatalities

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.4.1	Assets & Infrastructure	Undertake safety campaigns and run targeted programs and initiatives to promote safety around schools and town centres, pedestrian and cycling safety.	Progressing	Several Road Safety Programs are run every year with an aim of reducing accidents and educating the public on road rules and behavior improvements. Council's Slow Down campaign targets streets which have a high percentage of recorded accidents which contributed to speed. The Child Safety Restraint Check program provides a free check of any child seats installed by a qualified installer to ensure compliance with current standards. Council's Walk Safe campaign is targeted towards pedestrians to ensure that they are aware of their surroundings when crossing the street, and that they cross at safe locations. The Graduated Licensing Scheme Workshops helps new drivers gain the correct knowledge by educating parents and carers who will be accompanying new learner drivers. In addition regular meetings with local schools are undertaken to ensure that the road environment surrounding the school is safe, in addition to providing educational materials to the schools to be passed on to students and parents.

Implement traffic facilities which will enhance road and pedestrian safety

Code	Responsible Officer Unit	Action Name	Status	Comments
4.1.4.2	Assets & Infrastructure	Identify blind spots and hot spots and implement	Progressing	Blackspot projects are identified on a yearly basis following the distribution of Centre for Road Safety accident data. Locations which meet the criteria based on the number of accidents which have occurred

Code	Responsible Officer Unit	Action Name	Status	Comments
		solutions to take action against potential incidents		are investigated to determine if engineering treatments can reduce the likelihood and severity of accidents. Council has successfully secured funding for two projects in 2021/2 being Tangarra Street/Kembla Street Croydon Park and Kater Place/Boyle Street Croydon.

Provide connected an accessible infrastructure

Improve the accessibility of Burwood CBD

Improve pedestrian flow within the Burwood CBD

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.1.1	Assets & Infrastructure	Investigate opportunities to limit motorist access to certain areas within the Burwood CBD	Progressing	<p>Pedestrian only walkways are being provided as the Burwood CBD continues to be developed. An existing walkway has been provided as part of the B1/Emerald Square development which links Clarendon Place to Wynne Avenue. This walkway will continue as part of the current Burwood Grand development which will link Wynne Avenue to Conder Street. Additional pedestrian only walkways identified in Council's DCP include Burwood Road to Burleigh Street, Deane Street to Victoria Street and Burwood Road to Elsie Street.</p> <p>Further investigations into restricting access for vehicles will form part of the current Traffic and Transport Study to be completed in 2022.</p>

Identify parking solutions that will alleviate traffic congestion

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.1.2	Assets & Infrastructure	Review parking strategy within the Burwood CBD and investigate parking initiatives to alleviate traffic congestion	Progressing	The third review of the Burwood Public Parking Strategy is underway with the first draft to be presented to workshoped in March 2022. The Strategy Review looks at a number of options to improve parking turnover, decrease traffic generated by circulating vehicles searching for

Code	Responsible Officer Unit	Action Name	Status	Comments
				parking and address the impact of high parking demand in residential streets.

Improve access and connection between the Burwood CBD and residential areas, facilities and open spaces and linkage to neighbouring areas

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.1.3	Assets & Infrastructure	Implement strategies and initiatives to enhance connectivity within the area	Progressing	Additional cycleways have been delivered linking the Parramatta Road corridor to Burwood Park and Wangal Park. These cycleways were fully funded via the Parramatta Road Urban Amenity Improvement Program (PRUAIP). An Active Transport Plan is proposed to be undertaken to review all existing cycleways and investigate any missing links.

Provide quality local infrastructure that caters to population growth

Regularly maintain and upgrade local roads, footpaths, kerbs and gutters

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.1		Provide an extensive capital works program to regularly maintain and renew local infrastructure	Progressing	<p>Council's Capital Works Program is progressing.</p> <ul style="list-style-type: none"> * Road Resurfacing Program 90% completed. * Roads to recovery (Wentworth Road) in planning stage. * Kerb and Gutter Replacement Program 90% completed. * Footpath Replacement Program 95% completed. * Streetscape Improvement Program 75% completed. * Traffic Facilities Program has commenced. * Storm Water Drainage Improvements Program has commenced. * Storm Water Drainage Improvement Program (Special Rate Variation funded) is being scoped and planned for implementation commencing March quarter. * Parks Improvements Program has commenced. * Wangal park Tree Planning works have reached practical completion. * Council-wide Tree Planting Program is progressing. * 500 Magnificent Trees Program has reached practical completion.

Code	Responsible Officer Unit	Action Name	Status	Comments
				<ul style="list-style-type: none"> * Flockhart Park Masterplan Embellishment works (cricket Nets) are completed. * Gateway signage Program is progressing. Southern gateway at Flockhart Park has been completed. * Playgrounds Improvements Program is underway. * Town Centre Beautification Program is underway. * DPIE Grant Funded Projects are underway. * Strathfield Town Centre Beautification Project has reached practical completion. * Mayoral Capital Projects are underway. * TfNSW Project (Fifth Avenue Bridge works) are being planned. * Grant Park Netball Courts are completed.

Continue to monitor the condition and use of infrastructure across the area. (LSPS Actions 2.8 and 2.9)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.2	Assets & Infrastructure	Undertake infrastructure audits in order to determine the condition and level of use of local infrastructure	Progressing	Council has completed condition data capture and assessment for its road, park and building assets in 2019 following the previous data capture and assessment that was done in 2015/16. This new condition data has been imported into Council's Asset Management Software ASSETIC which will assist to prepare, prioritise, schedule and formulate forward capital and maintenance works programs and also assist with the preparation of the Asset Management Plan which will form part of Councils Resourcing Strategy. The new parks assets data will be used to complete the revaluation for Open space. ASSETIC P/L has been engaged to provide a Managed Service for Burwood Council. This will allow Council to realign the asset management practice to ensure each relevant department is involved in the various stages and requirements of Asset Management to achieve a better outcome for Council. In this approach ASSETIC will provide the technical expertise and overarching Strategic Asset Management framework.

Use the results of the Traffic and Transport study to deliver short, medium and long term improvements in line with population and business growth. (LSPS Actions 1.4 and 9.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.3	Assets & Infrastructure	Undertake infrastructure works commensurate and in line with additional growth.	Progressing	The Burwood Traffic and Transport study is schedule to be completed early 2022. Once completed this will be used to support business cases for major infrastructure upgrades in the Burwood LGA specifically Burwood CBD.

Identify land require to be purchased for infrastructure that will deliver public benefit. (LSPS Action 2.7)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.4		Property Strategy completed	Progressing	A Draft Property Strategy has been completed and is currently undergoing peer review to further strengthen Council's property management practices.

Work with NSW Government agencies for key junctions between Burwood and other councils. (LSPS Action 8.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.2.5	Assets & Infrastructure	Coordinated response to junctions shared with other councils.	Progressing	Council is liaising with Canada Bay Council and State Government agencies in relation to the upcoming Sydney Metro West project at the intersection of Burwood Road and Parramatta Road. Council is working with Canterbury Bankstown Council in relation to the Burwood to Campsie Transport Link Study. This Study is due to be finalised in early 2022. Council is working with Canada Bay, Strathfield, Inner West Councils and other neighboring Councils on the Parramatta Road Corridor Urban Transformation Strategy (PRCUTS). Councils is also involved in the Parramatta Road Integrated Strategic Business Case.

Ensure all Council infrastructure is safe and accessible

Ensure infrastructure design aids accessibility

Code	Responsible Officer Unit	Action Name	Status	Comments
4.2.3.1	Assets & Infrastructure	Identify and incorporate prams and wheelchair access ramps and other facilities to improve accessibility	Progressing	Council continually constructs and upgrades pram ramps as part of the Capital and Maintenance works projects.

Integrate Burwood's existing heritage with high quality urban design

Encourage architectural integrity and aesthetically appealing buildings

Planning policies to enhance and promote architectural integrity and aesthetically appealing buildings

Code	Responsible Officer Unit	Action Name	Status	Comments
4.3.1.1	Building & Development	Ensure that design is assessed as part of the development application process	Progressing	There were 3 DA's and 1 modification application referred to Council's Urban Design consultant during the reporting period. Additionally the Urban Design consultants were involved in 2 Land & Environment Court appeals on large scale developments during this period. Relevant applications continue to be assess against the Design Excellence Provisions contained in the Burwood DCP.

Maintain and preserve heritage through relevant planning strategies

Ensure integrity in planning to preserve heritage

Code	Responsible Officer Unit	Action Name	Status	Comments
4.3.2.1	Building & Development	Ensure that all development applications relating to heritage items or heritage conservation include a heritage assessment	Progressing	There were 36 development applications referred to the Heritage Adviser during the reporting period. Modifications were sought to applications received which contained heritage items or raised matters of local heritage significance.

Code	Responsible Officer Unit	Action Name	Status	Comments
4.3.2.1	Strategic Planning, Heritage & Place Planning	Provide information and education relating to heritage as it applies to development	Progressing	Council's Heritage Advisor is part of the Strategic Planning, Heritage and Place Planning team and this role provides information and advice on heritage matters to the public. Ongoing work is being done to update the heritage content on Council's website including mapping and the heritage narrative. Agreed updates to the website include fact sheets on a number of topics such as owning a property in a heritage conservation area, preparing a heritage paint scheme, and how to submit a Minor Works Application. Investigation has been undertaken against precedent from other councils and this has been reported to and endorsed by Councillors. Work has also continued on reviewing the heritage sections of the DCP to improve the content of this with new diagrams and images are currently in development.

Participate in regional planning and infrastructure projects to ensure the best outcomes for the community

Provide advocacy on regional and metropolitan projects on behalf of the community

Ensure that the community's interest are taken into consideration on regional and metropolitan projects

Code	Responsible Officer Unit	Action Name	Status	Comments
4.4.1.1	Strategic Planning, Heritage & Place Planning	Provide strategic and planning input into major regional infrastructure strategies and projects	Progressing	The Strategic Planning, Heritage and Place Planning team provides input in response to request for information from State Agencies on major regional projects such as Planned Precincts and Metro West. Collaboration and liaising has continued with the Department of Planning, Industry and Environment and the Planning Delivery Unit for the Parramatta Road Corridor Urban Transformation Strategy.

Partner with key stakeholders to deliver major projects

Work with State and Federal Governments and developers to ensure major infrastructure projects benefit the community. (LSPS Action 1.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
4.4.2.1	Strategic Planning, Heritage & Place Planning	Actively participate in the planning process of regional and metropolitan infrastructure projects and advocate for the area's needs	Progressing	The Strategic Planning, Heritage and Place Planning team collaborates on an ongoing basis in the planning process of the Burwood North Metro Station, an important regional and metropolitan infrastructure project. Fortnightly meetings are attended with Canada Bay Council and staff from Sydney Metro, Transport for New South Wales and the Department of Planning, Industry and Environment on various topics. In the past 6 months, a Metro West Quarterly Environment, Planning and Sustainability meeting took place in addition to the ongoing meetings to discuss the heritage interpretation around metro stations. Heritage interpretation issues particular to the Burwood North Station were raised.

Ensure customer focused processes for development services

Ensure support and provide efficient assessment of developments

Provide support and information on development processes

Code	Responsible Officer Unit	Action Name	Status	Comments
4.5.1.1	Building & Development	Develop and provide information on development application processes and services in an accessible and easy to understand format	Progressing	B&D staff have provided Key Controls for Residential Precincts which are available on Council's web site.

Ensure streamlined and timely processes for development services

Code	Responsible Officer Unit	Action Name	Status	Comments
4.5.1.2	Building & Development	Assess development applications in a timely manner	Progressing	For the last reporting period the turnover times (nett) for DA's were Mean 74 days and Median 64 days.

Ensure independence and transparency in decision making on significant developments

Facilitate and coordinate the Independent Hearing and Assessment Panel

Code	Responsible Officer Unit	Action Name	Status	Comments
4.5.2.1		Report decisions made by the Independent Hearing and Assessment Panel to the community	Progressing	<p>There was sufficient business to conduct meetings of the Burwood Local Planning Panel (BLPP) in two of three months of the reporting period. Three development application matters were considered. One matter met Ministerial criteria for convening a public hearing and this was facilitated electronically. All meetings were conducted electronically as per the preferred approach under Ministerial directions.</p> <p>Recruitment action to make fresh appointments of expert members and community representatives to the BLPP was completed following recommendations adopted by Council at its October 2021 meeting. Fulfilment of the appointments follows interim arrangements arising from administrative delays within the NSW Government on establishing a fresh pool of pre-qualified experts from which to draw members. All appointments, including those for existing appointments of Chair and Alternate Chairs, are until 28 February 2024.</p> <p>The BLPP Meeting Agendas were published on Council's website at least six days prior to each meeting. The official minutes and the recordings of meetings are published on Council's website within two working days of finalization of BLPP deliberations. Panel Member's declaration of Conflicts of Interest for each meeting are also published on Council's website.</p>



Vibrant City and Villages



City and villages

Maximise Burwood's regional and strategic status within central Sydney

Stimulate the local economy and activate the Burwood CBD

Plan and facilitate economic development strategies that stimulate the day and nighttime economy and attract businesses. (LSPS Action 7.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.1	Community, Library & Aquatic Services	Review and monitor Economic Strategies and policies	Progressing	<p>Council is in the process of reviewing its economic development strategies in line with the Delivery Program for 2022-2025. With a strong focus on placemaking and economic development, Council has streamlined its polices and practices, cut red tape, delivered comprehensive business engagement programs and a robust program of capital works upgrades in an effort to attract investment and stimulate economic activity both during the day and night.</p> <p>A 'High Street business engagement program' was delivered during the period, helping Council to gain insight into shoppers and how they travel, night time trade and people's connection to place. This also supported businesses to better understand their customers and allowed Council to better plan for the future of its business precincts.</p> <p>Council is an active member of the NSW Government's Night Time Economy Council Committee and recently participated in a series of member workshops on the development of a local night time economy acceleration plan, which will support Council's development of a draft plan in 2022.</p> <p>Council continued its beautification works program in an effort to enhance its town centres and activate the local economy. Forums and seminars have also been held during Small Business Month to further understand local business needs, provide learning opportunities and a forum for Council to better understand how it can help businesses to be sustainable and stimulate economic growth for the area.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Work continues to be undertaken on the transformation of streets as shared spaces including the closure of Clarendon Place for a series of laneway activations in partnership with Burwood Chinatown. Planning is underway for the roll out of more permanent changes to streets in an effort to stimulate local economic activity and provide places for people to stay, rest and enjoy.

Attract large scale festivals, events and initiatives to the Burwood CBD

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.2	Corporate Planning & Communications	Apply for grants and sponsorships, and seek participation in regional, metropolitan and nation-wide initiatives	Progressing	Due to the COVID-19 situation Council's major events were cancelled and sponsorship deferred. All other activities investigating wider metropolitan opportunities were suspended. Council was successful in obtaining a \$20,000 grant from the State Government to be allocated to making the upcoming Australia Day Movies in the Park COVID-safe and \$15,000 as part of the Summer Festival Fund for a Laneways activation in Burwood. The Community Christmas Lights competition attracted sponsorship for prizes from Burwood Plaza as did the Burwood Eats competition.

Promote Burwood CBD as a destination for food and culture

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.3	Corporate Planning & Communications	Promote and enhance the retail and dining experience in Burwood through initiatives which attract visitors	Progressing	During the reporting period and to support businesses during the COVID situation, a series of business support and place-making initiatives to enhance places and attract visitors were launched. Activities included: Developed a support package Burwood Bounce Back designed to

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>promote an activated and vibrant street culture and help businesses bounce back after the extended lockdown period. With an immediate focus on getting the hospitality and entertainment industry back on track, Council is also working hard to provide venues with more options to cater for more customers. These changes have allowed for some venues to increase the space they use on footpaths, apply for new licences, extend trading hours, use on street car parking space for outdoor dining and host live entertainment in outdoor dining areas. Planning has commenced for a series of night time activation initiatives in an effort to stimulate and further activate our night time economy. The first pilot project was successfully delivered in November with the closure of Clarendon Place Burwood to host laneway night markets as part of our streets as shared spaces initiative.</p> <p>Reactivated the 'Burwood Eats' campaign to support our local eateries by encouraging residents and visitors getting takeaways and picnicking at the best outdoor settings in Burwood.</p> <p>Increased provision of business education and financial support initiatives via roll out of the Shopfront Improvement Program. The program has supported the growth of local businesses whilst ensuring the overall look and impression of the Burwood Town Centre and other eligible local centres is enhanced for visitors and customers.</p> <p>Council is delivering a suite of capital works projects and upgrades to improve the visual appeal of high streets/ increase accessibility to businesses across our LGA including Burwood Road (Burwood North), and The Boulevardde (Strathfield).</p>

Encourage mixed use buildings: commercial and residential to maximise Burwood CBD

Use the Employment and Investment Strategy to Enhance and promote mix use buildings to ensure the Burwood CBD to diversify employment opportunities and to maintains its regional status. (LSPS Action 6.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.1	Strategic Planning, Heritage & Place Planning	Review planning provisions for development controls and encourage mix use development where possible	Progressing	Land in the Burwood and Strathfield Town Centres is already zoned B4 Mixed Use under the Burwood Local Environmental Plan (BLEP) 2012. Mixed use developments are permissible and encouraged in the B4 zone under the BLEP. Other areas are being investigated for rezoning as part of the BLEP review which is underway. Recent work has been done on the Burwood North Precinct to implement the Parramatta Road Corridor Urban Transformation Strategy as part of the Comprehensive LEP review. Once adopted, this will assist in improving the vibrancy and liveability of the Burwood North Precinct by maximising mixed use opportunities. The BLEP will be supported by a comprehensive amendment to the BDCP which will commence in 2022.

Ensure planning control are effective and align to deliver effective use of land and public space and infrastructure. (LSPS Action 8.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.2	Strategic Planning, Heritage & Place Planning	Consistent and effective controls in place	Progressing	<p>The Strategic Planning, Heritage and Place Planning team has completed updates and amendments to the Housekeeping LEP and DCP. Through this process, the team consulted with a number of divisions across Council to understand which controls were delivering unintended outcomes and which amendments were necessary to deliver better outcomes. The now completed Housekeeping DCP amendment has corrected a number of identified discrepancies and now supports the recent Housekeeping LEP amendment which included changes to the Mitchell and Kembla Street Heritage Conservation Area (HCA), Livingstone and Cooper Street Precincts as well as other general controls applicable across the LGA. This will improve clarity and increase effectiveness between the LEP and DCP controls.</p> <p>As part of the Comprehensive Local Environmental Plan (LEP) review</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				project, a review of the Development Control Plan (DCP) has been commenced to ensure consistent and effective planning controls are in place that support the changes to the LEP. The earmarked amendments to the Comprehensive LEP and DCP are planned together with modifications to the Local Infrastructure Contribution Plans, which will commence in 2022.

Deliver a contemporary Local Environmental Plan to improve urban outcomes, support local centres, and facilitate renewal of housing assets and diversity of forms where appropriate. (LSPS Actions 5.1, 5.2, 5.3, 5.4 and 16.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.4	Strategic Planning, Heritage & Place Planning	Burwood Local Environmental Plan 2012 updated to 2022	Progressing	<p>The LEP review has been divided into a housekeeping and comprehensive LEP amendments. The later is now underway and the timeline is progressing as planned.</p> <p>The Housekeeping LEP has achieved:</p> <ol style="list-style-type: none"> 1. Rezoning of land in Livingstone Street and Sym Ave. 2. Rezoning to R2 Low Density Residential zone to most properties on the northern side of Mitchell Street Enfield within the Mitchell and Kembla Streets HCA. 3. Updating of the BLEP Heritage Schedule and Map of the former Masonic Temple at 45 Belmore St. <p>The Housekeeping LEP review achieved the rezoning of the Livingstone St Precinct as an important step in setting development standards for infill locations across the LGA that will support improved housing diversity and choice.</p> <p>Council undertook direct consultation prior to the preparation of the PP in early 2021 and resolved to lodging it with DPI&E for Gateway Determination at the April '21 Council Meeting. Gateway Determination was received in June and public exhibition and State agency consultation</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>took place between 30 June and 28 July 2021.</p> <p>Exhibition outcomes were presented to the Council meeting on 28 September, when Council resolved to submit the PP on November 2021. DPI&E is now undertaking plan making with finalisation expected in early 2022.</p> <p>The Comprehensive LEP amendment is underway and it seeks to test potential density, land use and urban design outcomes in identified areas of the LGA. One of these areas is the Burwood North Precinct, which is the main focus of the comprehensive LEP amendment. Consultation on the stage 1 principles (Oct-Dec 2021) resulted in 1,702 Views, 1,006 Visits, 462 Visitors, 127 Contributions, 106 Contributors, and 51 Followers on the Participate Burwood community engagement platform.</p> <p>This will be reported to Council in an issues paper in early 2022 with the gazettal of the amendment having an indicative completion date of late 2023.</p>

Build links and partnerships with educational institutions for the development of diverse local skills

Promote and support local learning institutions to encourage residents to enter the local workforce

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.3.1	People & Culture	Provide and support opportunities for employment, placements, traineeships and volunteering where appropriate	Progressing	During COVID-19 Council implemented new recruitment protocols using Zoom as the online communication system. Recruitment of vacant positions continued with the upskilling of the Recruitment Panel Members in the use of technology and virtual interview skills. Council implemented a COVID-19 Redeployment Plan to offer casuals work in other areas where possible whilst the Enfield Aquatic Centre was closed. Since the re-opening of the Enfield Aquatic Centre significant recruitment has been undertaking using virtual meeting technology.

Provide facilities to businesses, services and institutions for corporate events

Provide venues for businesses and services to conduct corporate events such as expos, conferences and seminars

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.4.1	Customer Service & Records	Offer a range of facilities for hire that accommodate the various types of use required by businesses, services and institutions	Progressing	Council provided a 50% discount of fees and charges for the hire and use of the Community Hub, Fitzroy Centre and Woodstock Centre to 31 December 2021 to support communities and businesses impacted by COVID-19.

Support and engage with local services and businesses

Promote local businesses and services to the community

Promote the services of local businesses to boost the local economy

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.1.1	Corporate Planning & Communications	Develop communication material that promotes local services and businesses to the community	Progressing	<p>Showcasing Burwood services and businesses is important for the community as it develops community spirit and builds support for the local economy.</p> <p>Burwood is known as a food hub and during the COVID-19 pandemic the hospitality sector suffered from the downturn in trade. To encourage residents to spend locally council posted regularly on social media - takeaway Tuesday and home delivery Friday to promote local food and hospitality businesses. Council reactivated the #Burwood Eats program with a campaign - 'Let us shout you a picnic' which was designed to encourage people to dine locally, promote the businesses and increase social media engagement and awareness of Burwood food offerings during the COVID period.</p> <p>Council also supported local musicians who were severely impacted by COVID-19. Under the 'Burwood Cares - Burwood Beats' campaign nine performances were broadcasted on Facebook and YouTube over two months. The program enabled Council to strengthen support for creative industry and transition local artists into further employment opportunities via Council's events program during the re-opening</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				phase. Council continued to develop and maintain the community and business section on the Burwood Cares Council sub-site, emailed out daily COVID E-Newsletters highlighting latest news, Local, State and Federal Government COVID support initiatives.

Support programs to strengthen and sustain local businesses

Support educational and advisory initiatives that encourage good economic practices

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.2.1	Corporate Planning & Communications	Support State agencies in delivering business services to the community	Progressing	Council partnered with Service NSW to deliver a series of webinars both in English and Mandarin to answer questions from local businesses on the changes to rules and restrictions and available local and state government support. Council also continued promoting government support programs via the Burwood Cares for Business E Newsletter. In partnership with the Department of Planning, Industry and Environment, Council through the Festival of Place Open Streets Program has developed the Burwood Bounce Back program following the extended lockdown period, with a focus on outdoor dining and entertainment, the waiving and relaxing of business fees, and the establishment of a dedicated taskforce to streamline and fast track the application process.

Enhance and foster local identity

Develop opportunities for public art and events that promote local history and culture

Encourage authorised public art within the Burwood area

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.1.1	Community, Library & Aquatic Services	Implement public art programs within the Burwood	Progressing	<p>Council delivered several public art projects in the Burwood LGA over the six month period.</p> <p>In August 2021, three sculpture screens were installed in the Everton Road Pocket Park. The artworks were designed and installed by Pink Cactus.</p> <p>In October 2021, Council commissioned Inner West artist Nadia Hernandez to design new banner artworks that shared messages of resilience and gratitude for the Burwood Community as lockdown restrictions eases. These artworks were also utilised across a range of digital platforms.</p> <p>In October and November 2021, Council commissioned two new artworks for Council's Hoarding Artwork Program. Council invited artists Squid Morgan and Georgia Draws a House to develop artworks which reflect Burwood's unique character and demographics. The first hoarding artwork was installed on Parramatta Road, followed by an additional artwork on Liverpool Road.</p> <p>In November 2021, the Burwood Chinatown Precinct Project was completed. Artists Sophi Odling and Christina Huynh completed the mural and lighting installation, which has been welcomed by local residents and businesses.</p> <p>In December 2021, the Burwood Park Mural project was completed. This is the first of six public art projects to be completed thanks to funding from the NSW Government under the Parramatta Road Urban Amenity Improvement Program (PRUAIP).</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>In December 2021, installation of the Wangal Park Public Art Project commenced with project completion scheduled for January 2022.</p> <p>In December 2021, the Henley Park Mural Project was completed. Five murals were installed on the newly upgraded Henley Park Amenities Block by artist Karri McPherson.</p>

Maintain an attractive Burwood town centre

Enhance the aesthetics of the Burwood CBD through architecture and landscaping

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.2	Strategic Planning, Heritage & Place Planning	Implement a CBD and Strathfield town centre master plan	Progressing	<p>The Strategic Planning, Heritage and Place Planning team has worked on the implementation of the Urban Design Study and Masterplan which was prepared as part of the Local Strategic Planning Statement. Work was done as part of the Housekeeping LEP review to rezone the Livingstone Street and Sym Avenue Precinct as identified in the Urban Design Study and Masterplan. This precinct will be rezoned to R1 General Residential and R3 Medium Density Residential to deliver housing diversity and meet the demands for growth as identified in the Local Housing Strategy. Work has been done to complete a precinct specific DCP section for the Cooper Street Precinct which is adjacent to the Strathfield Town Centre. This responds to the Urban Design Study and Masterplan and will assist with the preservation of local character and ensure sympathetic responses to existing heritage items. The team has also commenced the Comprehensive LEP review which has reviewed planning controls across the LGA with the main focus being on the Burwood North Precinct.</p>

Ensure the Burwood CBD and town centres are clean and presentable

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.3		Deliver a Safe & Clean program to monitor the CBD and town centres	Progressing	Safe and Clean Service continues to be implemented in the Burwood CBD and satellite shopping centres.

Celebrate the Burwood Town Centre with a comprehensive and cohesive Burwood Town Centre Masterplan (LSPS Action 5.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.4	Strategic Planning, Heritage & Place Planning	Completion of the Town Centre Masterplan to help guide future LEP and DCP amendments	Progressing	The Urban Design Study and Masterplan developed as part of the Local Strategic Planning Statement has been completed and has provided guidance to the updated planning controls as part of the Housekeeping and Comprehensive Local Environmental Plan (LEP). A housekeeping amendment to the BLEP is nearing completion and a comprehensive review has commenced. An accompanying housekeeping DCP amendment has been completed to complement the Housekeeping LEP amendment and a comprehensive review of the BDCP will commence in 2022 to complement the Comprehensive LEP amendment.

Support innovation which will enhance local identity and culture

Ensure the Burwood CBD is a modern and innovative centre

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.3.1	Information Technology	Identify and implement emerging technology that will enhance the CBD and attract visitors	Progressing	<p>Park'nPay parking payment solution has been implemented in several parking locations around Council to provide better customer experience for residents, visitors and businesses. It allows customers to pay for parking using the Park'nPay app on any smartphone.</p> <p>Participate Burwood, Council's community engagement platform, was launched on September 20, 2021. Since then, 20 projects have been placed on exhibition and attracted 10,643 views by 3,189 visitors. There</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>have been 485 project contributions by 310 contributors and 107 followers.</p> <p>Council's free WiFi service has continued to be popular with many customers. 3019 devices connected to free Burwood Council WiFi service during the reporting period and have collectively used over 3 Terabytes of high speed internet data, with an average of 1.03GB per device.</p>

Activate village precincts and preserve the distinct characters of surrounding residential areas

Update and maintain the aesthetics of town centres and villages

Use the LGA-wide masterplan to enhance the aesthetics of village town centres including Croydon, Croydon Park and Enfield. (LSPS Actions 5.1 and 6.2)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.1.1	Strategic Planning, Heritage & Place Planning	Develop master plans for village town centres	Progressing	<p>The Strategic Planning, Heritage and Place Planning team has been informed by the Urban Design Study and Masterplan for the wider LGA as part of its investigations into the delivery of visions for the Burwood Town centre, local and neighbourhood centres as part of the Comprehensive LEP amendment. In addition to the work undertaken on the Burwood North Precinct, economic viability testing has been completed on medium density development to understand what implications or constraints exist in areas already zoned R3 Medium Density Residential in Enfield and Croydon Park.</p> <p>The team has also conducted an in depth review of the Cooper Street Precinct which is adjacent to the Strathfield Town Centre. A precinct specific section of the DCP has been completed to accompany the proponent initiated and State government approved LEP amendment in 2018 with the view of preserving local character and ensuring sympathetic responses to the existing heritage items. Work has been done on the rezoning of Mitchell Street Enfield in the Mitchell and Kembla Heritage Conservation Area to ensure the character of the R2 Low Density Residential zone is preserved on both sides of the street as part of the</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Housekeeping LEP amendment which is currently with DPIE for finalisation. Work has been undertaken on the Livingstone Street and Sym Avenue Precinct as part of the Housekeeping LEP review where Livingstone Street will be rezoned to R1 General Residential and R3 Medium Density Residential to deliver housing diversity and meet the demands for growth as identified in the Local Housing Strategy.

Promote and recognise local history through urban design

Interpret the local history and character of the area through design supported by the LGA masterplan. (LSPS Action 5.1)

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.2.1	Strategic Planning, Heritage & Place Planning	Develop design solutions that recognise local history and character	Progressing	<p>The Strategic Planning team has assisted with the completion of the Burwood Quality Public Space Demonstration Project at Unity Place. The case study for this is nearing completion with a planned release in early 2022. The case study includes a comprehensive history of the project, challenges, lessons learnt and outcomes achieved. The case study will provide a good example of a Council/Department of Planning collaboration on how to transform an area into a new public open space that reflects the community, showcases art, and reflects the local history and character. This case study will document the transformation for future generations and can be a precedent for other councils in NSW.</p> <p>The team has also assisted City Strategy on the design of the Conder Street Urban Park. Involvement has ensured the creation of a design that is respectful of local character, responds to local history and heritage (Burwood Public School), and that showcases future landscape character where art will be a principal element of the design. Recent work has been done on the design elements, community consultation and discussions with the design team. The Strategic team has also completed an application for the Public Spaces Legacy Program that originally included the Conder Street Urban Park.</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>The team has also progressed heritage fact sheets and DCP amendments which will protect our local history and character and clarify requirements for extensions and additions to contributory elements in heritage conservation areas and heritage items.</p> <p>The team has also assisted in the Shopfront Improvement Program providing guidance on the visual, didactic quality and statutory references of pamphlets and handouts which will guide shop owners and the community on how best to preserve the integrity of shopfronts and improve the presentation of shopfronts onto Burwood Road.</p>

