

Burwood . Burwood Heights . Croydon . Croydon Park . Enfield . Strathfield



Annual Report

2019–2020



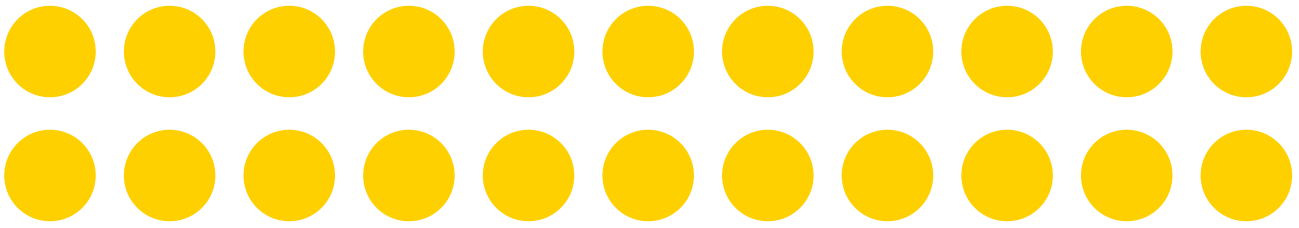
Burwood
Inc.1874



Acknowledgment of Country

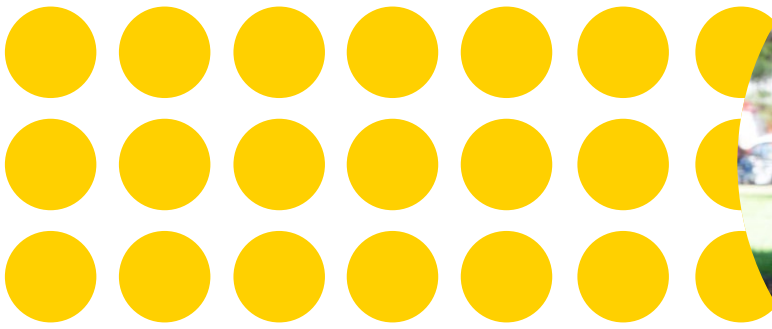
Burwood Council acknowledges the Wangal Clan of the Eora Nation, the traditional custodians of the lands in which the Burwood Local Government Area is located.

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.



Contents

Introduction	2
Message from the Mayor	2
Message from the General Manager	3
Our Councillors	4
Burwood 2030: The framework	5
How to read the Annual Report	5
Our community's vision	6
Population demographics	7
Section 01: Our achievements	9
1. Community & Lifestyle	11
2. Leadership & Innovation	15
Our response to COVID-19	18
3. Healthy & sustainable environment	21
4. Planning & Infrastructure	25
Major infrastructure projects	28
5. Vibrant city & villages	33
The Disability Inclusion Action Plan	36
Financial performance	37
Section 02: Statutory reporting	41



Message from the Mayor

I am pleased to present Burwood Council's Annual Report for the 2019-2020 financial year. It tells a tale of two Burwoods - before and during COVID - but presents a single success story of council working in unison to provide the best services and facilities for the community in good times and challenging ones.

The financial year got off to a great start. We came out in droves to enjoy Burwood Festival and Carols in the Park. Our streets and parks literally glowed with popular light installations, Christmas trees, additional garlands and fairy lights across the LGA.

While we were able to enjoy the festive season, I was proud of the way our community and Council rallied behind those affected by the drought and terrible bushfires that continued into the New Year.

There were fantastic deliverables, including multi-million dollar upgrades in our parks, notably Henley, Grant and Blair Parks, our 500 trees and town centre beautification programs as well as the transformational project of our new Council, Library and Community Hub. We also launched our Public Art program with a history-inspired mural at Woodstock.

The second half of 2019-20 has been tough going for all due to the COVID-19 pandemic. At the time of writing, Burwood has remained COVID-free, but the effects of the lockdown and social distancing have impacted everyone.

Council's response, the ongoing Burwood Cares program, supported the community and businesses with new digital initiatives to keep people connected

and informed of COVID-related information and online activities.

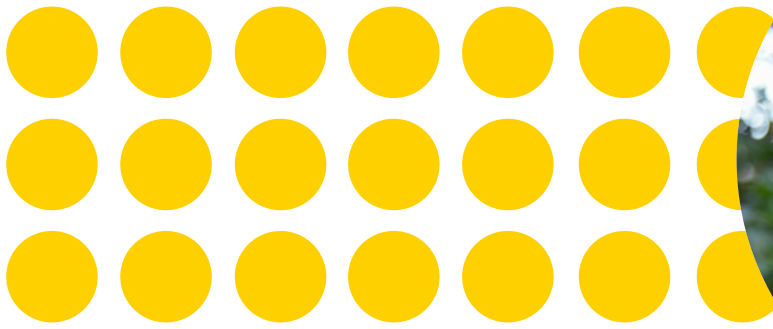
We also provided practical support with phone calls to isolated and vulnerable residents, care packages for those in need, residential rates discounts, social distancing packs for businesses, waiving mandatory health inspection fees and increasing of the grace period for ticketed and timed parking.

During this time our community showed great unity and I was touched by the wonderful Good Samaritan stories of neighbourly care that was shared.

I'm pleased we were still able to deliver beneficial projects such as our new website, e-commerce and e-planning systems. Much of this was achieved while our staff worked remotely and flexibly throughout the pandemic.

I would like to thank our councillors and staff for their hard work in achieving such fantastic results in a time of unprecedented difficulty and look forward to us all making Burwood an even better place to live over the next 12 months.

Cr John Faker
Mayor of Burwood



Message from the General Manager

Over the twelve months of 2019/20 our organisation and our residents shared amazing achievements and unprecedented challenges that not only brought us closer but made us stronger as a Council and as a community.

We commenced the financial year with the rollout of a new brand identity and an ambitious program of upgrades, beautification works and public art designed to enhance Burwood's status as an exciting place to live, work, visit and invest.

These projects, together with the upgrades to our Library and the creation of an innovative Community Hub, saw Council deliver the largest capital works program in its history, with a total of \$46.8m invested for the community.

Customer experience and technology have been key drivers for our decisions to invest in the development of a new website, improved social media connections, a new Venues and Park Hire booking system, the digitisation of over 50 payment and application forms and the introduction of the Development Application Lodgement portal which has yielded a near 300 percent reduction in processing time in less than six months and eliminated the need for customers to visit Council in person.

All of these innovative solutions also contributed to a more sustainable Council, with a marked reduction in processes reliant on paper.

Of course the last six months of the financial year have been characterised by the COVID-19 pandemic, and I am very proud of the flexibility and resilience demonstrated by our organisation, our local community and business groups and by our residents.

Our immediate response to the COVID-19 pandemic was to adapt services to ensure the health and safety of our community, to support those who were vulnerable or struggling and to keep people connected under the banner of Burwood Cares.

Thanks to our sustainable financial position, Council was (and still is) able to support our community and businesses with relief measures, while not reducing its ambitious program of capital works program and new projects.

One of the many encouraging outcomes of Burwood Cares has indeed been the increased dialogue with our businesses and emerging community groups. We will continue this engagement so we can better serve them for the next twelve months.

In conclusion, I would like to thank the Mayor and Councillors for their continued guidance and support for innovation, and our staff for their tireless efforts and dedication over a very challenging period.

I look forward to another year of partnership and support with our team and our wonderful community.

Tommaso Briscese
General Manager



Our Councillors

The current Council was elected in September 2017.

The Councillors have been elected to represent the local community and deliver its long term vision for Burwood. Due to the COVID-19 pandemic the Council term was extended another year to 2021.

A well connected, innovative, sustainable and safe community that embraces and celebrates its diversity.



Cr John Faker
Mayor of Burwood



Cr Ernest Chan
Deputy Mayor



Cr Heather Crichton
Councillor



Cr Joseph Del Duca
Councillor



Cr Raj Dixit
Councillor



Cr Lesley Furneaux-Cook
Councillor



Cr George Mannah
Councillor

Burwood 2030: The framework

Local councils in NSW are required by legislation to work with their communities to develop a long term plan for the social, environmental and economic health, sustainability and prosperity of their areas. Three layers of plans are required under this Integrated Planning model – the 20 year Community Strategic Plan, four year Delivery Program and annual Operational Plan. The Annual Report is a key reporting mechanism for these plans.



How to read the Annual Report

The Annual Report outlines Council’s key achievements and statutory responsibilities from 1 July 2019 to 30 June 2020. It is divided into two sections.

Section 01. Our Achievements

This section highlights Council’s achievements against objectives in the Operational Plan and Budget 2019–2020. It also provides a summary of Council’s financial performance throughout the financial year.

Section 02. Statutory Reporting

This section includes reporting requirements prescribed by the Local Government (General) Regulation 2005. This includes a summary of Council’s legal proceedings, details of contracts awarded by Council, financial assistance contributions to the community and information relating to the Government Information (Public Access) Act 2009 (NSW).



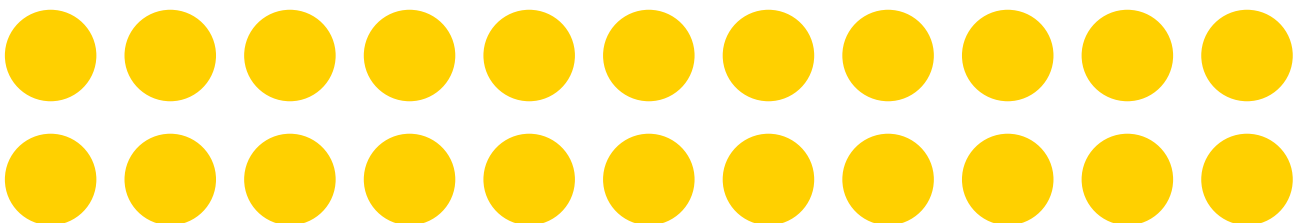
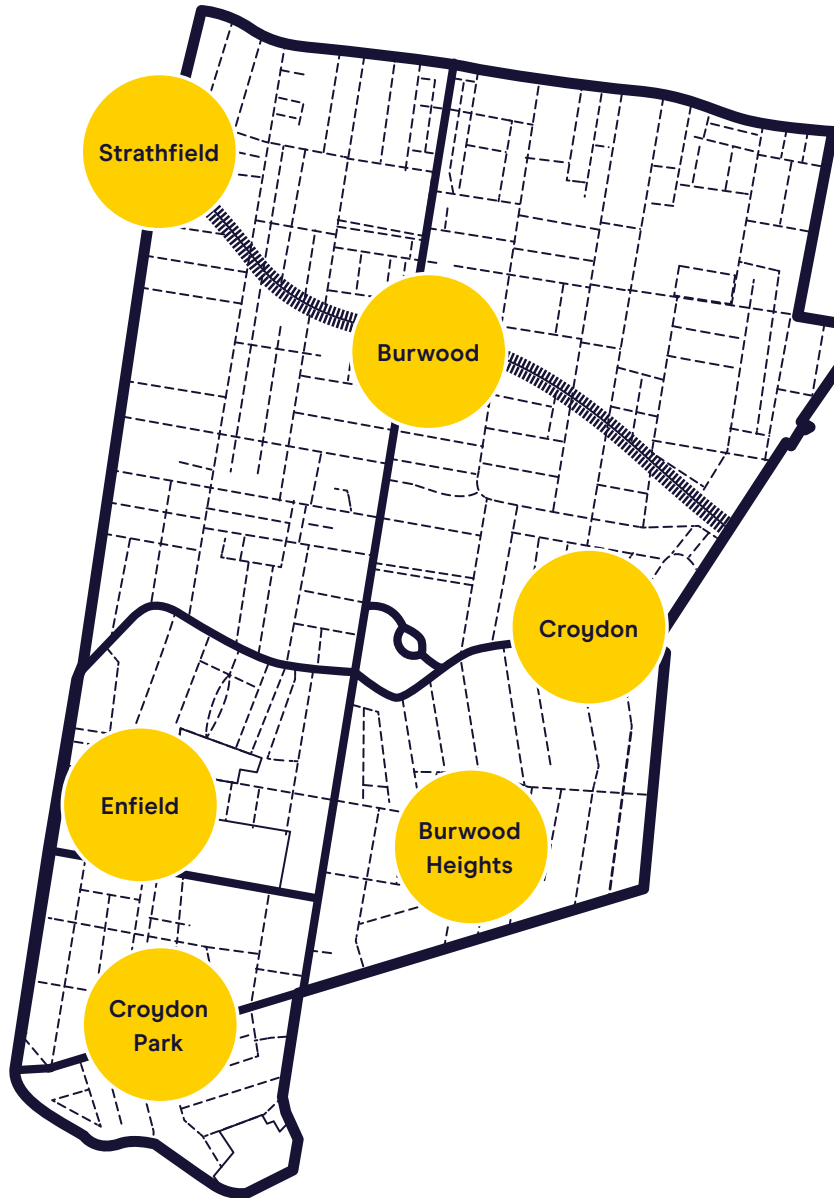
Our community's vision

A well connected, innovative, sustainable and safe community that embraces and celebrates its diversity.

Our Burwood is a melting pot of culture with a thriving business and retail centre surrounded by historic villages, each with their own distinct character and charm, including Burwood Heights, Croydon, Croydon Park, Enfield and Strathfield.

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

As a major strategic and geographic centre, Burwood will strengthen its role in central Sydney over the next 10 years by providing a mix of higher skilled jobs and a diverse mix of housing.





Languages most commonly spoken at home

Mandarin 20.3% Greater Sydney 4.7%
Cantonese 8.6% Greater Sydney 2.9%
Italian 4.4% Greater Sydney 1.3%
Korean 3.9% Greater Sydney 1.2%
Arabic 3.7% Greater Sydney 4.0%

57% were born overseas

37% for Greater Sydney

0.4% Aboriginal and Torres Strait Islander

1.5% for Greater Sydney

63.6% speak a language other than English at home

35.8% for Greater Sydney

Median age of residents 33

36 for Greater Sydney

Key ways our population differs from the average for Greater Sydney

Median weekly household income \$1566

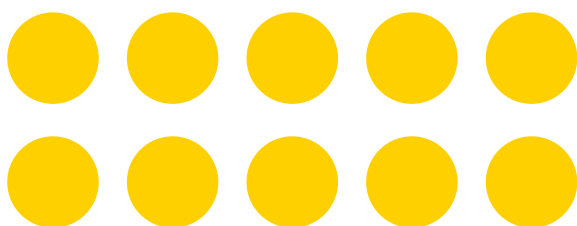
\$1745 for Greater Sydney

40% catch public transport to work

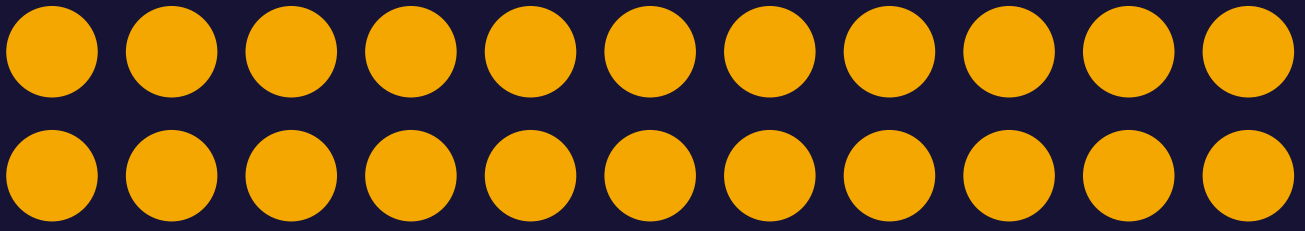
23% for Greater Sydney

35% hold a university qualification

28% for Greater Sydney







Our Achievements

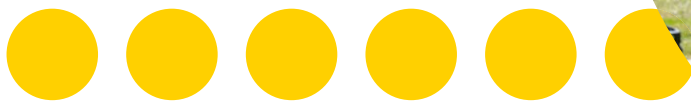
This Annual Report highlights Council’s key achievements for the 2019–20 year. Full and detailed reports against each strategic goal in Council’s Operational Plan can be found in the Half Yearly reports on Council’s website. The Operational Plan identifies the actions that Council will undertake to support these strategic goals.

The Burwood 2030 Community Strategic Plan identifies five themes. Also in this report is how Council has responded to the COVID-19 pandemic. While most services were maintained and in some cases expanded, the event has impacted Council’s ability to meet some of the expected outcomes.



Section 1



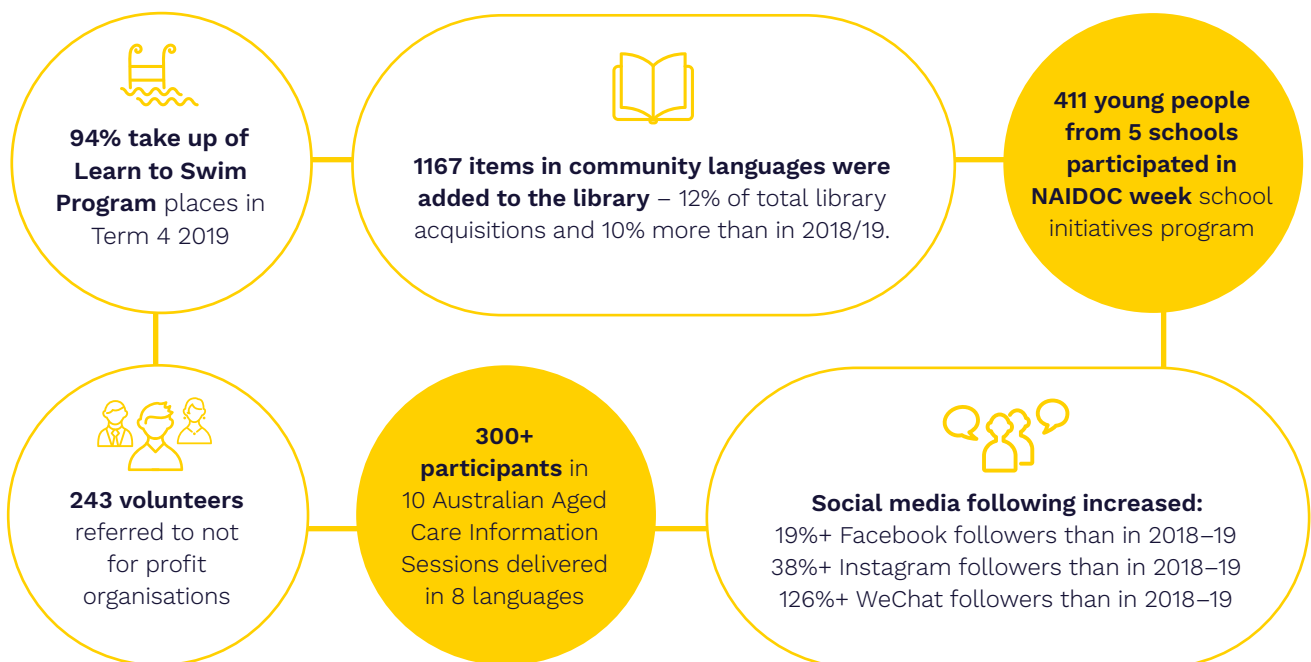


1. Community & Lifestyle

We have a vibrant multicultural community and growing population that requires a variety of facilities and resources to meet its diverse needs. The COVID-19 pandemic in the second half of the reporting year resulted in Council devising new ways in which to engage the community and provide access to facilities in a safe manner.

Community Strategic Plan Goals

- 1.1 High quality facilities, services and initiatives to meet the diverse needs of the community
- 1.2 A well-informed, supported and engaged community
- 1.3 A safe community for residents, workers and visitors
- 1.4 A proud and inclusive community that celebrates diversity





Milestones

Provide information to our diverse community

- Identifying the growing Korean community and the emerging Nepali community, Council began placing monthly Council Columns in the Korean and Nepali press as well as the local Chinese paper to keep them updated on what's happening in Burwood
- The library increased their community languages inventory with 1,167 new items in four community languages added to the collection
- The library launched a phone-in technical help service in Mandarin to learn how to access the library's e-resources
- Chinese education and health workshops including a Mental Health First Aid course
- NAIDOC week included a cross cultural activity giving a Chinese perspective on Aboriginal story telling in Mandarin.

New website launched

The website provides a better user experience with enhanced digital capabilities and information search, online forms and payments, more accessible language translations and feedback mechanisms. With more than 50% of the community accessing the site through hand-held devices, the new design is well suited to mobile use. This has made it easier to find forms, pay bills and download documents in more community languages. The website utilises Google Translate to provide enhanced translation of content making it more accessible to our multicultural community.

New brand and visual identity launch

The brand reflects the vibrant, diverse and dynamic place, rich in heritage that is Burwood. A sustainable roll-out strategy means that newly branded items are appearing as items are replaced.

Supporting our creative community

The 2019 Burwood Art Prize was successfully held with 62 high quality entries from local artists. Joining the Artist of the Year, a new category of New and Emerging Artist (under 18 years) prize was created.



Highlights



Supercharging online access since March 2020

Council has recognised the potential to use new technologies to improve service provision. The COVID-19 pandemic has demonstrated the flexibility of online services and Council has built on its existing base to greatly expand its online options for residents from March 2020.

Major projects upgrade parks to meet residents needs

- Henley Park has many new facilities: a synthetic futsal field; floodlighting; 5 picnic shelters; 10 exercise fitness stations; and 2 children’s playgrounds. The 2 southern fields have been upgraded with new irrigation drainage and turf
- Blair Park sport field and Bocce Court have been upgraded and restored
- Woodstock Park’s new playground, including a flying fox
- Burwood Park has new fitness equipment
- Grant Park dog offleash improvements.

Promoting an active and healthy lifestyle

- A new bus outing program for seniors delivered six bus trips for 223 participants from July to Nov 2019
- The ‘Stay Standing’ and ‘Stay Active’ falls prevention programs for seniors continued and moved online in response to COVID-19
- Burwood Park and Henley Park have outdoor fitness stations.

Support for quality aged care

Council supported Commonwealth Home Support Services providers and gave advice about reforms to 147 providers, delivering 24 training sessions to ensure quality delivery of aged care services and 10 information sessions in 8 languages.

Aged care is a focus for Council programs that support volunteers especially from Culturally and Linguistically Diverse (CALD) backgrounds. Strategic relationships maintained with the Australian Nursing Home Foundation and Co.As.It. assist to increase the number of volunteers from CALD backgrounds.







2. Leadership & Innovation



We strive for community leadership that fosters our community values and celebrates our culture, diversity and heritage. This also encourages greater participation and engagement in decision making by involving people in local activities and programs. Our leadership and innovation strategies focus on thinking outside the square to resolve challenges and develop economic prosperity, environmental sustainability and social responsibility.

Community Strategic Plan Goals

- 2.1 Community confidence in Council's decision making
- 2.2 Strong partnerships to benefit the community
- 2.3 Ensure financial sustainability and organisational effectiveness
- 2.4 Efficient and innovative customer focused services
- 2.5 Leaders in the Local Government sector





Milestones

Use technology to improve customer experience and streamline business processes

- A new cloud-based Information technology infrastructure was deployed allowing staff to work remotely and flexibly. This new system was critical to maintaining service levels during the COVID-19 lockdown
- A Customer Service Knowledge Base has been implemented to improve service capability and integrate library service delivery
- Council has started to implement improvements to internal record keeping and information management systems that have resulted in streamlined business processes
- Venues can now be booked and paid for online.

Digitise forms, applications, requests and payment methods.

More than 50 interactive online forms were published as part of the new Council website. The forms allow customers to fill, submit and, if necessary, pay online, substantially improving turnaround times and reducing the need to visit Council in person.



Highlights

Completion of the Burwood Council Customer Service Centre, Library and Community Hub

This \$15 million project brings together a new customer service centre and home for Council, upgraded and expanded library and new community hub with spaces for children and youth, music and art. With improved technology and communal space, this provides a focus for Council and community making it easier to visit, book and use meeting rooms and to meet informally in the community lounges and indoor gardens.

Other features include:

- A Skybridge linking the library with the community hub facilities
- Large multi-purpose event/program rooms for hire with full conference facilities
- Additional community spaces with increased flexibility and function
- Study areas for group assignments or private study
- Creative makers space
- Self-service points
- Interactive digital and 3D virtual gallery area

This project was completed in 2019–20 but its opening was delayed due to COVID-19

Funding for increased infrastructure

Council is working steadily to upgrade and maintain infrastructure and reduce its infrastructure backlog. This has been supported by additional funding including:

- Special Rate Variation for drainage infrastructure
- \$361,950 in grant funding from the Roads and Maritime Services Blackspot Program and the Local Government Safer Roads Program
- Public Domain Contributions from developers totaled \$31,367k
- \$1m grant from NSW Government's Greater Sydney Sports Facility Fund for carpark and multipurpose courts at the Grant Park Enfield





2. Leadership & Innovation continued

Our Response to COVID-19

The last four months of 2019-20 provided great challenges from planned projects, continuing service delivery and meeting the immediate needs of our community and businesses as the COVID-19 pandemic hit.

Burwood Cares

The Burwood Cares program provided support for local residents and businesses during COVID-19. It's aim is to keep the community safe through service delivery, support for residents who may be vulnerable or in need and struggling local businesses, hard hit sectors such as the arts and entertainment, and provide constant, up-to-date information throughout the pandemic.





Community support during COVID-19

- Letters mailed to all residents and businesses explaining how to stay safe
- Neighbour Cards in English and Chinese distributed to encourage people to support each other
- Multilingual COVID-19 safety signs throughout the community and in parks
- A dedicated website section for Burwood Cares was created as a hub for local information on COVID-19 and a noticeboard for businesses to promote their offerings
- 750 care, food, hygiene and craft packs distributed
- 1106 phone calls made to vulnerable locals and community services
- Burwood Cares for Communities e-newsletter sent to over 14,000 people weekly
- 21 COVID-19 impact assessments conducted with local community services.

Business support during COVID-19

- Burwood Cares for Businesses e-newsletter sent to over 2000 businesses fortnightly
- Burwood Eats digital campaign to bring people back to cafes and restaurants
- Digital business billboards were activated on the website to promote menus and to show how businesses had adapted to continue services on-line
- Burwood Comes Alive livestreamed music fortnightly featuring local musicians
- Hornsey Lane mural project supported five artists to paint three new murals
- Information packs, including 500 social distancing packs, distributed to businesses and 135 'offer of support' phone calls
- Relief measures for small businesses where Council is the landlord
- Burwood Cares business survey in May 2020.

Flexible delivery

- The Library developed stay at home resources, online programs and library e-newsletter
- Activities moved online including exercise programs provided through a partnership with SHARE, Falls Prevention programs and Youth Trivia Night
- Council's new cloud-based Information technology infrastructure was critical in supporting staff to work remotely and seamlessly through the COVID-19 lockdown
- Safe and Clean program was increased with extra sanitising of playgrounds and exercise equipment and street cleaning.

Financial resilience

Burwood Council has maintained an excellent economic position through the COVID-19 pandemic. This demonstrates the robust nature of Council's financial management. Infrastructure was able to continue to be rolled out so that in 2019-20 the overall condition of Council's infrastructure improved.

Disrupted programs and services

- Customer Service Centre closure but call centre continued
- Enfield Aquatic Centre closure
- Multicultural Advisory Group suspended
- Events cancelled including Lunar New Year Carnival, Easter in the Park, ANZAC Day March and Dawn Service
- Facilities hire suspended.

COVID-19 also delayed major projects including:

- Opening of the Burwood Library and Community Hub
- Community Grants program for 2019-20.



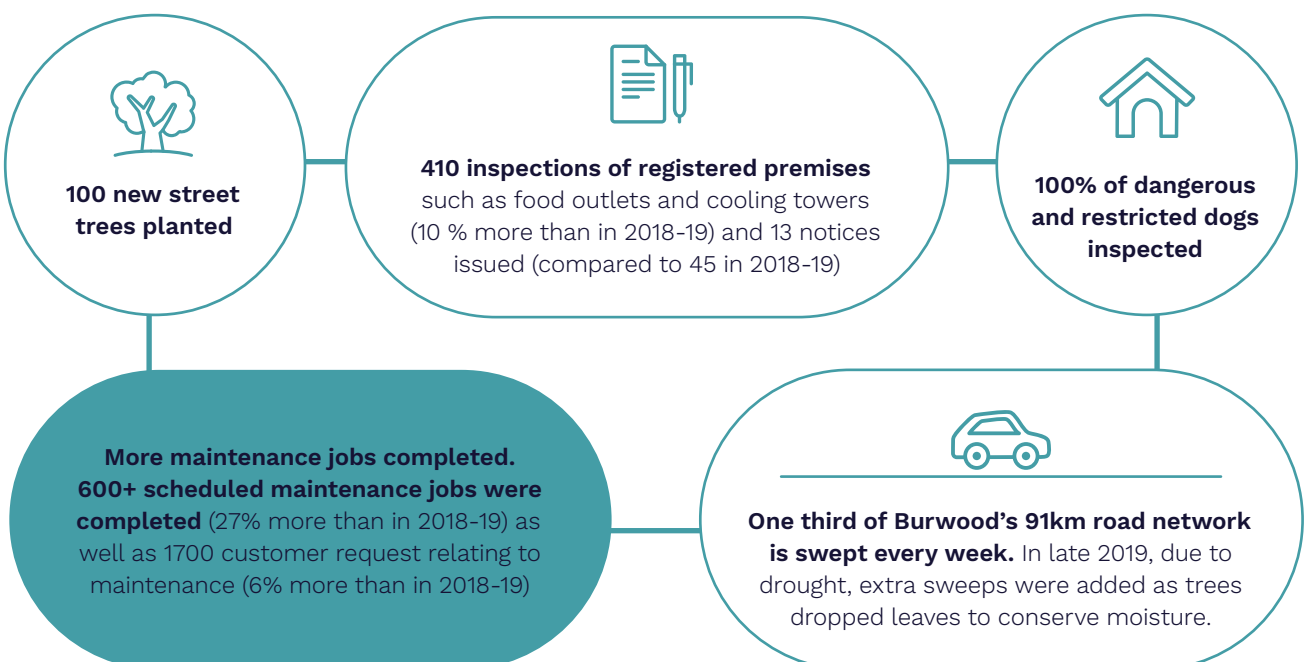


3. Healthy & sustainable environment

We all have a role to play in protecting our environment and taking responsibility for preserving our natural resources for future generations. Protection of our natural resources and reducing our impact on the environment is essential to ensuring we continue to live in a clean and sustainable environment.

Community Strategic Plan Goals

- 3.1 Maintain and enhance green and open spaces
- 3.2 Provide sustainable waste management practices
- 3.3 Educate the community on sustainable practices
- 3.4 Leadership in environmental sustainability
- 3.5 Encourage and contribute to public health and welfare





Highlights

Ensure parks are accessible and offer inclusive activities

All of Council's parks, reserves and new playground equipment are designed to be accessed by people living with a disability or impairment. New playgrounds at Woodstock Community Centre and Sanders Reserve are fully accessible to children/people living with a disability or impairment.

A concept plan was developed for a sensory garden in the northwest corner of the Woodstock Community Centre Park to be constructed in 2020-21.

Recycling opportunities increased

Mattresses and whitegoods can now be put out for collection. They will be processed for recycling.

Council has entered into a partnership with Canada Bay Council to allow Burwood residents access to the Community Recycling Centre in Five Dock. This means that many materials that should not be disposed of to landfill can now be safely recycled by Burwood residents.

Establish pet friendly environments for animal owners

There are dog off-leash areas in Henley Park, Grant Park, Blair Park and Burwood Park. Council considers the inclusion of pet-friendly facilities when planning park management and:

- Upgraded the fenced dog off-leash areas in Grant Park and in Blair Park, including solar lighting
- Approved plans for a fenced dog off-leash area in Sanders Reserve
- Extended the unfenced dog off-leashed area in Henley Park during the COVID-19 lockdown

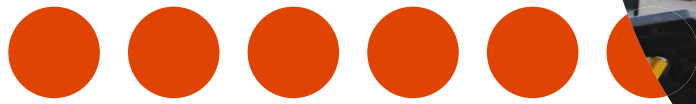
A proactive approach has increased the presence of Council staff in parks and their interactions with animal owners. All dangerous and restricted dogs have been inspected to ensure public safety.

Hornsey Lane to be a pedestrian space

Council secured a \$130,000 grant from NSW Government Department of Planning, Industry and Environment to assist with pedestrianisation, landscaping and public art installations on Hornsey Lane as part of the COVID-19 initiative Streets as Shared Spaces.





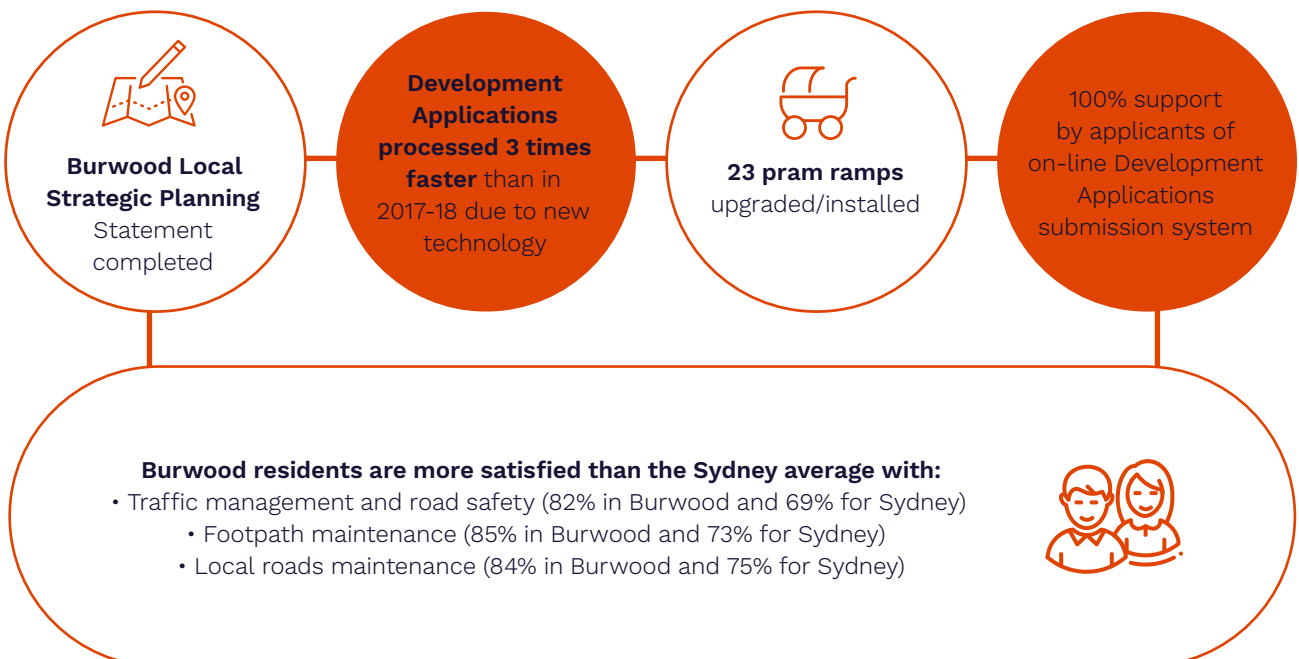


4. Planning & Infrastructure

Our growing population requires planning for services and infrastructure to meet their ever-changing needs. Transport that connects services and people plays a key role in the liveability and sustainability of our area. Our neighbourhoods should feel safe, look good and work for our community.

Community Strategic Plan Goals

- 4.1 Implement regional traffic and parking strategies
- 4.2 Provide connected and accessible infrastructure
- 4.3 Integrate Burwood's existing heritage with high quality urban design
- 4.4 Participate in regional planning and infrastructure projects to ensure the best outcomes for the community
- 4.5 Ensure customer focused processes for development services





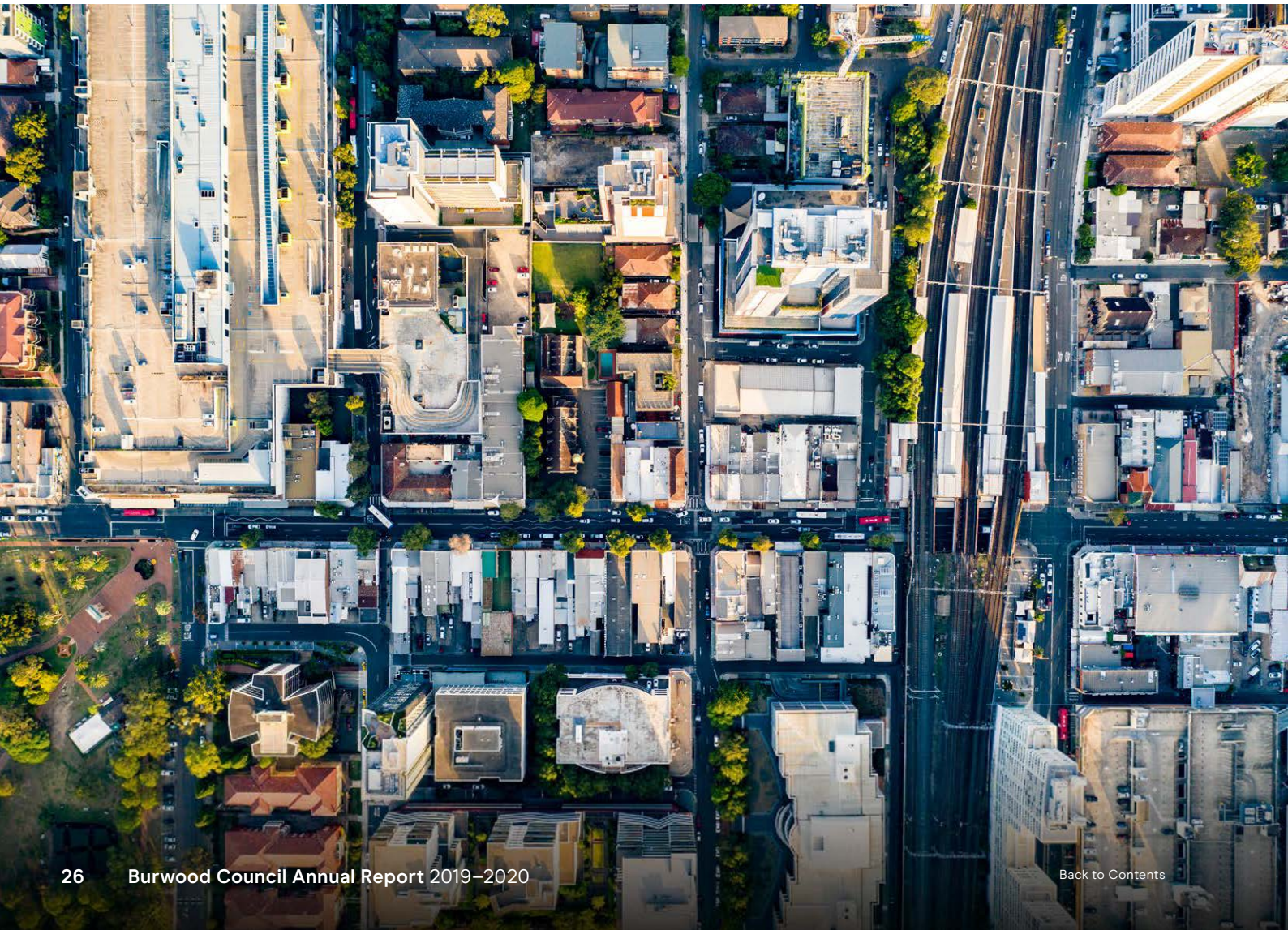
Milestones

Leading the way with new technology for Development Applications

Burwood was one of 10 NSW councils chosen to trial receiving all Development Applications via the NSW Planning Portal. It was launched on 1 January 2020 and has proved to be a huge success. Council received 112 viable applications worth more than \$200 million in the first six months.

Automation reduced manual processes from 91 to two and 32 paper forms were made redundant. Average processing time decreased from 173 days in 2017-18 to 58 days using the e-planning system (a 300 per cent improvement).

A survey of Burwood Council's customers who submitted Development Applications online found that all respondents preferred the NSW Planning Portal as a lodgement method and all were satisfied with the time it took Council to determine their DA.





Highlights

A clear path for Burwood in regional projects

The completion of the Burwood Local Strategic Planning Statement in 2020 provides a clearer framework to ensure Burwood gets maximum benefit from regional strategies and projects. These include the Metro West Station in North Burwood, improved north-south public transport linking Campsie to Burwood, Premier's Priority Greener Public Places, Parramatta Road Strategy and Burwood as a Strategic Centre.

Improved pedestrian flow within Burwood CBD

Pedestrian-only walkways are being provided as Burwood CBD continues to be developed.

- Existing walkway provided linking Clarendon Place to Wynne Avenue. Work has continued, linking Wynne Avenue to Conder Street via Hornsey Lane, Burwood. With retail spaces available and the entrance to Council's customer service centre and library, the completion of the pedestrian walkway will create a new precinct for Burwood
- Additional pedestrian only walkways identified include Burwood Road to Burleigh Street, Deane Street to Victoria Street and Burwood Road to Elsie Street

The State Government chose Burwood to trial a contactless pedestrian crossing in Burwood Road. This brings greater confidence in the safety of the business district and is consistent with the reduction in contact to help prevent the spread of COVID-19.

Road safety is paramount

- Roads that have a high percentage of accidents are targeted in the Slow Down campaign
- Free checks of any seat installed by a qualified installer are offered for Child Safety restraints
- Graduated Licensing Scheme offers workshops for drivers accompanying learners
- Walk Safe aims to ensure pedestrians cross at safe locations and; there are regular meetings with local schools
- Improving Road Blackspots reduces accidents and improvements have been completed in Weldon Street and Paisley Road, Burwood. Council has gained funding for projects in Woodside Ave and Norwood Street, Burwood and Wentworth Road, Strathfield to be done in 2020-21.

Connected cycleways continue to expand

Council successfully applied for grant funding from the Parramatta Road Urban Amenity Improvement Program for the installation of three new cycleways that will link recreational areas with Burwood and Canada Bay:

- Luke Avenue to Burwood Road
- Parramatta Road to Burwood Park
- Short Street to Wangal Park

These paths will be built in 2020-21.



Major infrastructure projects

BURWOOD-WIDE FACILITIES AND PROJECTS	COMPLETED	COMMENCED
Burwood Council Customer Service Centre, Library and Community Hub	✓ Opening delayed due to COVID-19	
Enfield Aquatic Centre – stage 2 of Masterplan		✓ Delayed due to COVID-19
Tree Planting - 500 trees as per Mayoral Minute		✓
BURWOOD	COMPLETED	COMMENCED
Drainage, kerb and gutter, footpath and/or resurfacing works:		
Burwood Road: resurfacing; kerb and gutter; drainage upgrades	✓	
Clarence Street: drainage upgrades	✓	
Culdees Road: drainage upgrades	✓	
Duff Street: kerb and gutter; footpaths	✓	
Eurella Street: kerb and gutter; footpaths	✓	
Railway Parade: drainage upgrades	✓	
Shaftesbury Road: resurfacing; kerb and gutter; footpaths; drainage upgrades	✓	
Wentworth Road: resurfacing; kerb and gutter	✓	

BURWOOD	COMPLETED	COMMENCED
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Traffic facilities:

Burwood Road, Nicholson Street & Ethel Street - slow point, raised threshold and pedestrian crossings	✓	
Weldon Street - right turn bay and traffic calming	✓	
Woodside Ave and Conder Street - slow point, raised threshold and pedestrian crossings	✓	
Neich Pde - new Bicycle Path	✓	

Park Improvements:

Woodstock Park Rotunda refurbished	✓	
Woodstock Park Playground upgrade with flying fox		✓
Burwood Park: fitness station, additional POPP table tennis table and replacement of Bugler of Burwood plaques	✓	
Sanders Reserve new playground additional seat and fencing	✓	
Jackett Reserve fencing around playground	✓	

Town Centre beautification - Burwood CBD:

Burwood Road - Upgrade of pedestrian fencing and Stage 1 and 1a beautification works	✓	
Hanging Baskets Spring and Winter Arrangements	✓	
Conder Street New Planting around Library and Community Hub Carpark		✓
Conder St/ Belmore St /Wynne Ave / Hornsey Lane Beautification Upgrades		✓

CROYDON	COMPLETED	COMMENCED
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Kerb and gutter, footpath and/or resurfacing works:

Alexandra Avenue: kerb and gutter	✓	
Chelmsford Avenue: footpaths	✓	
Gibbs Street: kerb and gutter: footpaths	✓	
Malvern Avenue: road resurfacing	✓	
Paisley Road: road resurfacing	✓	
Robinson Street: footpaths	✓	
Wellington Street: road resurfacing; kerb and gutter; footpaths	✓	
Wright Street: footpaths	✓	

Traffic facilities:

Malvern Avenue - raised Danish offset pedestrian crossing	✓	
Paisley Rd at Reed St – roundabout	✓	

Park Improvements:

Blair Park field irrigation, drainage and turf and replacement of goal posts	✓	
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CROYDON PARK	COMPLETED	COMMENCED
Footpath works and parking bay creation:		
Fountain Avenue: parking bays	✓	
Georges River Road: footpaths	✓	
Hextol Avenue: parking bays	✓	
Stanley Street: footpaths	✓	
Yandarlo Road: footpaths; parking bays	✓	
Traffic Facilities:		
Boyle Street - minor intersection sign treatment and islands at Kater Place intersection	✓	
Waratah Street - Minor intersection sign treatment and islands at Lily Street intersection	✓	
Park Improvements:		
Jackson Park picnic shelter and tables	✓	
Town Cente Beautification:		
Seymour Street corner of Croydon Park: outdoor dining settings and Burwood Road style cafe fencing	✓	
Georges River Road - Beaufort Street to Brighton Street beautification works	✓	

ENFIELD	COMPLETED	COMMENCED
Kerb and gutter and/or resurfacing works:		
King Street: resurfacing	✓	
Cobden Lane: kerb and gutter	✓	
Park Improvements:		
Henley Park synthetic Futsal field	✓	
Grant Park Upgrade of 2 dog off-leash areas: fencing, gates, solar lighting, bubblers	✓	
Grant Park Challenger Obstacle Course		✓

STRATHFIELD	COMPLETED	COMMENCED
Drainage works:		
Wentworth Road	✓	







5. Vibrant city & villages

Burwood has a vibrant CBD and several business and shopping precincts supported by a strong network of services. Our strategy focusses on supporting the businesses and services that contribute to the wider Burwood economy. It also aims to attract new and diverse organisations and activate villages to foster a sense of pride and enhance local identity.

Community Strategic Plan Goals

- 5.1 Maximise Burwood's regional and strategic status within Inner Western Sydney
- 5.2 Support and engage with local services and businesses
- 5.3 Enhance and foster the local identity
- 5.4 Activate village precincts and preserve the distinct characters of surrounding residential areas



Over 70,000 people went to the **2019 Burwood Festival**, the Inner West's largest free annual community event, with 97% saying they would return



Burwood promoted as a food destination in The Official Sydney Guide published in Korean, Chinese and English

More Burwood residents think that our **local town centres are vibrant and economically healthy** (61%) than the Sydney average (49%)



6 facades in **Burwood Town Centre** improved with council and business owner funding under the Shopfront Improvement Program



Milestones

Public art has many benefits

Council is now actively implementing the Public Art Strategy adopted in 2018. Artworks create interest and excitement in public spaces. This includes:

- Mural at Woodstock Community Centre of Sissy the elephant coming through a book references both the Penfolds Stationery family who built Woodstock in 1871 and the escape of Sissy the elephant to Woodstock in 1933
- Mural on Burwood Park Pavilion
- Bollard art work at the corner of Wentworth and Everton Roads, Strathfield
- Artworks planned in Burwood Town Centre, working with Roads and Maritime Services/ Lendlease Tyco.

Hornsey Lane, Burwood is a particular focus as a future hub for pedestrians and outdoor dining. Local artists have developed three large murals depicting the past, present and future Burwood.

Ease of parking supports business

The Park'nPay smart phone app was launched to support businesses by allowing motorists to pay for parking without the need to leave the premises. It was also supportive of business during COVID-19 allowing contactless use of parking meters.

Highlights

Town centres to be proud of

- The Town Centre Beautification Program has continued to enhance the aesthetics of the business centres with more tree planting, seating, planter boxes, hanging baskets, church façade lighting, shopfront improvement
- Masterplans for villages and town centres are reviewed so that they continue to meet community need including Burwood CBD, Strathfield CBD, The Strand, Croydon, Liverpool Road shopping strip and Georges River Road shopping strip. Beautification plans were developed for Burwood Road in four distinct precincts

- Council continued to install new glass balustrade fencing along Burwood Road. This project is complemented by new outdoor furniture, tree planting and fairy lights to make the area more attractive
- Local business owners and tenants have matched funds to improve their facades and shopfronts. The vibrancy of the Town Centre is the winner.

Extra sparkle for Christmas

- Council expanded its LGA-wide Christmas Decorations program to include a new 12 metre tree, three dazzling light installations and new shop garlands.





The Disability Inclusion Action Plan

The Burwood Council Disability Inclusion Action Plan (DIAP) aims to achieve our goal of a more inclusive community.

The main objective of the DIAP is to ensure that people with a disability have an opportunity to fully participate in the social, community and business life of Burwood.

The past year was focused on providing opportunities to enable people with a disability to participate in community life and to provide opportunities for people with a disability to influence decision making.

Highlights

Deliver accessible and inclusive community facilities and spaces

- Enfield Aquatic Centre has incorporated a 'Pelican Pool Hoist' for wheelchair users and those who have other mobility issues
- EAC has also included an accessible change room plan to comply with new provision of the Building Code. EAC already has one accessible change room located near the indoor pool.

Support accessible and inclusive community events and activities for people with disability

- The tenth anniversary of Groovability Festival was celebrated on 5 Dec 2019. Attendance was estimated at about 300 people with disabilities and their carers from across Burwood LGA and the Inner West.

Provide opportunities for people with disability to have influence in decision making.

- The Burwood Challenger Obstacle Course implementation included consulting with major disability groups such as Vision Australia and the Physical Disability Council of NSW to ensure that the course was accessible for all abilities. This resulted in the addition of low impact exercise bars for people in wheelchairs and further construction to take place after July 2020 including an epod.



Tracking Council's financial performance

This section outlines Council's year-end financial performance against the adopted budget, including summaries of financial performance across capital –works programs and key service areas throughout the financial year.

Major projects considered in the budget:

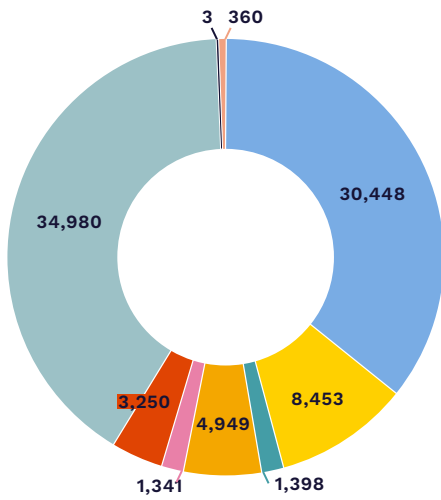
- Town Centre Beautification Master Plan
- Enfield Aquatic Centre upgrades
- Parks and playground upgrades
- Ongoing infrastructure and renewal works



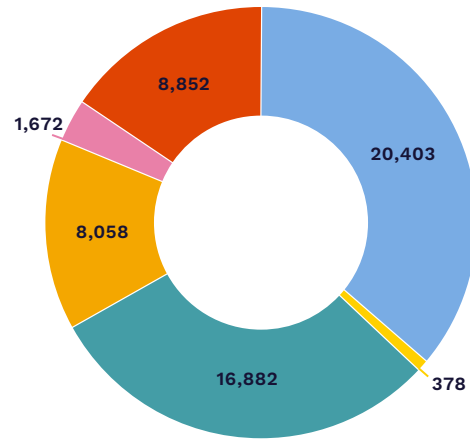
Section 1



2019-2020 total income \$85.182 million



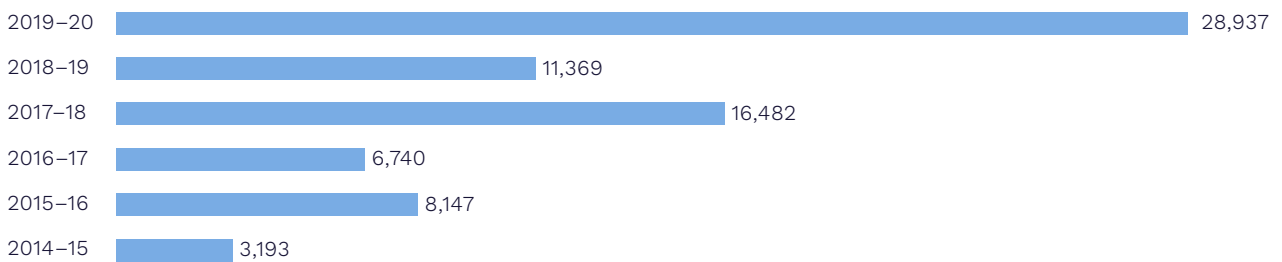
2019-2020 total operating expenses \$56.245 million



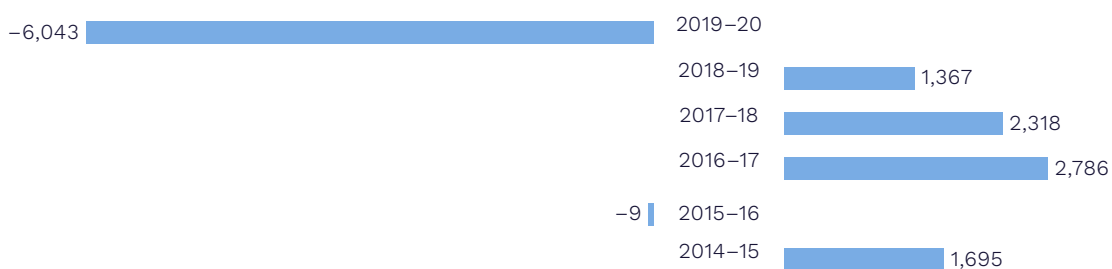
CATEGORY	2019-2020 \$'000S
● Rates & Annual Charges	30,448
● User Charges & Fees	8,453
● Interest & Investment Income	1,398
● Other Revenues	4,949
● Rental Income	1,341
● Grants & Contributions Provided for Operating Purposes	3,250
● Grants & Contributions Provided for Capital Purposes	34,980
● Joint Venture - Share	3
● Net Share Joint Venture - CivicRisk	360
Total Operating Revenue	85,182

CATEGORY	2019-2020 \$'000S
● Employee Benefits & Oncosts	20,403
● Borrowing Costs	378
● Materials & Contractors	16,882
● Depreciation & Amortisation	8,058
● Net Losses from the Disposal of Assets	1,672
● Other Expenses	8,852
	56,245

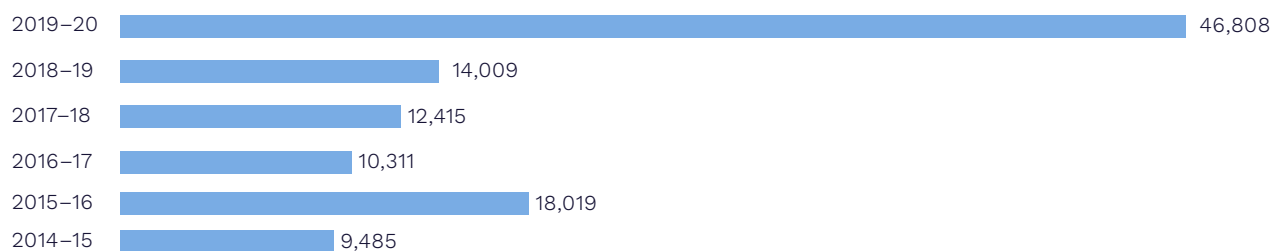
Operating results '000s



Operating result before capital '000s



Capital Expenditure



Grant income brought to account during 2019-20 Financial Year

GRANT	AMOUNT \$
Financial Assistance Grants	1,089,746
Pensioner Rebate Subsidies	221,885
LIRS Interest Subsidies	25,081
Family Leave Subsidy	16,293
Street Lighting Subsidy	80,000
Bus Route Subsidy	26,259
Flood Mitigation	2,593
HACC Development	150,744
HACC Podiatry Services	636,892
HACC Enablement & Training	60,052
Social Planning	20,506
Children & Families	51,913
Volunteer Network & Projects	131,825
Youth Services & Projects	8,970
Library Per Capita Grant	97,721
Emergency Services Levy Subsidy	43,639
Carbon Emission Rebate	5,599
Animal Management	4,000
Environment Management - Education	25,120
Veteran Affairs - Anzac Day	2,000
Recreational - Wangal Park	39,677
Recreational - Grant Park	11,343
Recreational - Henley Park	572,250
RMS Road Safety Projects	99,804
RMS Road - Blackspot	345,750
RMS Road Capital Grants	169,168
Parramatta Road Urban Amenity Improvement	60,000
Library Capital Resources Grant	120,296
	4,119,126

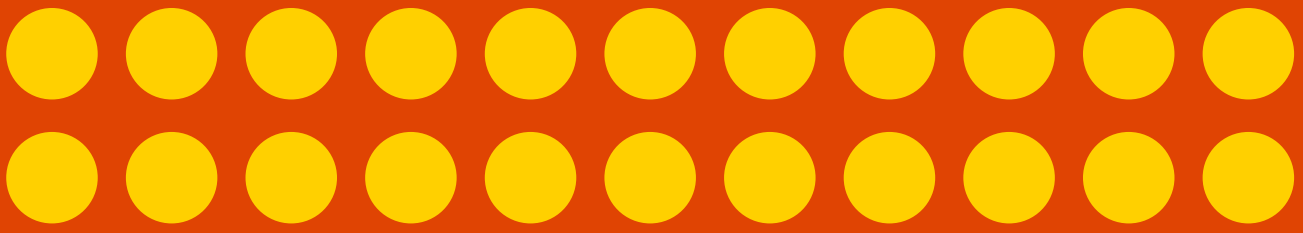


Key Financial Performance Measures

In 2019–2020 Council continued to meet or exceed benchmarks for the NSW Office of Local Government’s key financial performance indicators. This is a clear indication of the financial health of Burwood Council.

MEASURE	WHAT THIS MEANS	BENCHMARK	2018–2019 RESULT
Operating performance ratio	This ratio measures Council’s achievement of containing operating expenditure within operating revenue.	above 0%	-9.5%
Own source operating revenue ratio	This ratio measures fiscal flexibility. A lower result indicates a higher reliance on external funding sources.	above 60%	51.93%
Unrestricted current ratio	This ratio assesses the adequacy of working capital and its ability to satisfy obligations in the short term for the unrestricted activities of Council.	above 1.5×	2.96X
Debt service cover ratio	This ratio measures the availability of operating cash to service debt	above 2×	2.92X
Rates, annual charges, interest and extra charges outstanding percentage	This ratio is used to assess the impact of uncollected rates and annual charges on Council’s liquidity and the adequacy of recovery efforts	below 5%	4.16%
Cash expense cover ratio	This ratio indicates the number of months Council can continue paying for its immediate expenses without additional cash inflow.	above 3 months	8.34 mths
Buildings and infrastructure renewals ratio	This ratio assesses the rate at which assets are being renewed relative to the rate at which they are depreciating.	$\geq 100\%$	122.55%
Asset maintenance ratio	Compares actual and. required annual asset maintenance. A ratio above 100% indicates Council is investing enough funds to stop the infrastructure backlog growing.	$>100\%$	139.53%

• Source for benchmarks: Code of Accounting Practice and Financial Reporting #26



Statutory reporting information

This section contains reporting requirements prescribed by the Local Government Act 1993 and the Local Government (General) Regulation 2005. This includes a summary of Council's legal proceedings, details of contracts awarded by Council, financial assistance contributions to the community, written off rates and charges, and information relating to the Government Information (Public Access) Act 2009 (NSW).



Section 2



Councillor Payments and Facilities

During 2019–2020 \$306,802 was spent on fees, expenses and the provision of facilities for Councillors. These were provided in accordance with Council’s Councillors’ Expenses and Facilities Policy.

MAYOR & COUNCILLORS’ FEES		\$
Mayoral Fee		44,230
Councillors’ Fees		141,960
Total Fees		186,190
EXPENSES & PROVISION OF FACILITIES FOR MAYOR & COUNCILLORS		
Travelling Expense (Mayoral Vehicle)		18,000
Professional Development		586
Conferences & Seminars		4,553
Travel Expenses		935
Mayoral Publications (Advertising)		24,511
Mayoral Receptions/Civic Functions		15,677
Grants, Donations		12,237
Telecommunication Expense		3,497
Printing, Stationery & Postage		38,014
Miscellaneous		2,604
TOTAL Expenses		\$120,612
TOTAL Fees and Expenses		\$306,802

Councillors Professional Development Program activities conducted for the 2019–2020 period

COUNCILLOR PROFESSIONAL DEVELOPMENT 2019/20	CHAN	CRICHTON	DEL DUCA	DIXIT	FAKER	FURNEAUX -COOK	MANNAH
Councillor Workshop - Business Continuity Planning (27/08/19)	x	x		x	x	x	
Councillor Workshop - Complaints and Public Interest Disclosures (24/09/19)		x			x	x	x
Councillor Workshop - Heritage Management (23/07/19)	x				x		x
Councillor Workshop - Housing Strategy (04/02/20)		x		x	x	x	x
Councillor Workshop - IPART Rating System (27/08/19)	x	x		x	x	x	
Councillor Workshop - Local Strategic Planning Statement (11/02/20)		x		x	x	x	x
Councillor Workshop - Online DA Lodgement (19/11/19)		x		x	x		x
Councillor Workshop - Parking Strategy (06/08/19)		x			x	x	
Councillor Workshop - Procurement and Contracting (22/10/19)	x	x		x	x		x
Local Government NSW - Annual Conference (14-16/10/19)		x				x	x
Local Government NSW - Financial Issues for Councils (06/02/20)				x			
Local Government NSW - International Women’s Day 2020 event (06/03/20)						x	
Local Government NSW - Social Media for Councillors (07/02/20)				x			

Total remuneration of the General Manager and senior staff

	SALARY COMPONENT	EMPLOYER SUPER / SALARY SACRIFICE	NON CASH BENEFIT (CAR)	REPORTABLE FBT	NON CASH BENEFIT (LEAVE)	TOTAL PACKAGE
General Manager	\$321,102	\$24,203	\$12,143	\$26,071	\$-	\$383,519
Senior Staff	\$434,660	\$40,877	\$21,038	\$39,726	\$-	\$536,301
	\$755,762	\$65,080	\$33,181	\$65,797	\$-	\$919,820

Stormwater Management 2019–2020

STORMWATER MANAGEMENT CHARGE	
Levied	\$286,000
Expenditure	\$286,000

During 2019–20 an amount of \$286,172 was expended for stormwater services and included works in the following areas:

- Burwood Grand – pipe and pit reconstruction
- 5–11 Cuidees Street – pipe and pit reconstruction
- 16 Burleigh Street – pipe and pit reconstruction

Contracts over \$150,000 signed in 2019–2020

CONTRACT NAME	NAME OF CONTRACTOR	TOTAL CONTRACT \$ (EXCLUDING GST)
Enfield Aquatic Centre Master Plan Stage 2 Project	Carfax Commercial Constructions Pty Ltd	4,763,842.43
Blair Park Irrigation Turf and Drainage Update	Green Horticultural Group	378,596.15
Civil Works throughout the LGA	Stateline Asphalt	211,256.32
Civil Works throughout the LGA	Planet Civil	707,730.98
Civil Works throughout the LGA	Civil Streetscape	333,953.02
Civil Works throughout the LGA	Mack Civil	1,474,597.37
Civil Works throughout the LGA	Ally Civil	2,356,040.54
Civil Works throughout the LGA	Civeco	1,668,505.91
Civil Works throughout the LGA	Pavelink	553,569.03
Civil Works throughout the LGA	Sam the Paving Man	407,498.05
Mattress Collections and recycling	Renewable Energy Corp	150,000.00
Fitout Works for Admin Office, Library and Community Hub	Intrec Management Pty Ltd	9,354,522.00
Cleaning Contract	Pickwick Group Integrated Facilities Services	292,470.62
Total		22,652,582.42



Grants to financially assist others

No grants were provided to others due to COVID-19.

Partnerships, co-operatives, joint ventures in which Council participated

Council does not belong to any Corporations, however we are part of a Local Government Joint Venture for Insurances – CivicRisk Mutual.

Legal costs – Proceedings and services

During 2019–20, Council incurred expenses in the amount of \$1,035,073 in proceedings taken by, or against it, in accordance with Section 428(e) of the Local Government Act 1993. Details of all legal matters dealt with during 2019–20 are as follows:

SUBJECT	PROCEEDINGS BY BURWOOD COUNCIL	PROCEEDINGS AGAINST BURWOOD COUNCIL	RESULTS	COSTS \$	COSTS AWARDED / RECOVERED / FINES \$
Legal Proceedings					
DA Consent Breach – 12 Coronation Parade Enfield		x	Won	3,000	5,000
DA Consent Breach – 12–16 Boundary & 13–17 Grosvenor Street Croydon		x	Won	1,846	
DA Consent Breach – 30 Wychbury Avenue Croydon		x	Won	3,296	12,500
DA Consent Breach – 37 Nicholson Street Burwood		x	Won	4,042	10,000
DA Consent Breach – 7 Deane Street & 1–3 Marmaduke Street Burwood	x		Won	1,873	36,000
Illegal building works – 14 Culdees Road Burwood	x		Won	508	
Illegal building works – 2 Culdees Road Burwood Heights		x	Won	14,258	
Illegal building works – 35AA Burwood Road Burwood		x	Won	1,678	15,113
Land & Environment Court – 116–118 Burwood Road Croydon Park		x	Won		12,315
Land & Environment Court – 11A Ethel Street Burwood		x	Consent issued	25,645	
Land & Environment Court – 248–250 Liverpool Road Enfield	x		Won		–90,000
Land & Environment Court – 269 Georges River Road Croydon Park		x	Decision Reserved	29,766	
Land & Environment Court – 319–321 Liverpool Road Strathfield		x	Consent Issued	16,585	20,000
Land & Environment Court – 420 Parramatta Road Strathfield		x	Consent issued	4,968	

SUBJECT	PROCEEDINGS BY BURWOOD COUNCIL	PROCEEDINGS AGAINST BURWOOD COUNCIL	RESULTS	COSTS \$	COSTS AWARDED / RECOVERED / FINES \$
Land & Environment Court – 77 Liverpool Road, Burwood		x	Consent issued	8,292	
Land & Environment Court Appeal – 10 Daisy Street Croydon Park		x	Consent Issued	37,263	30,000
Land & Environment Court Appeal – 12 Minna Street Burwood		x	Consent issued	73,067	8,636
Land & Environment Court Appeal – 21–23 Gladstone Street Burwood		x	Consent Issued	1,717	20,000
Land & Environment Court Appeal – 4 George Street, 1–3 Marmaduke Street & 7 Dean Street Burwood		x	Dismissed	119,313	
Land & Environment Court Appeal – 4 Railway Parade Burwood		x	Decision Reserved	15,917	
Land & Environment Court Appeal – 55a–57 Stanley Street Burwood		x	Consent Issued	9,608	21,000
Land & Environment Court Appeal – 56–60 Burwood Road Burwood	x		Completed	13,038	
Land and Environment Court – 62–66 Parramatta Road Croydon	x		Won	8,447	1,945
Local Court – 19–25 Everton Road Strathfield		x	Won	6,525	17,500
Local Court – 63A Cheltenham Road Croydon	x		Won		4,500
Supreme Court – 13 Appian Way Burwood		x	Decision Reserved	253,953	
Unlawful use – 360–362 Georges River Road Croydon Park		x	Won	5,426	664
Unlawful use – 5/181a Burwood Road Burwood	x		Won	5,128	
Unlawful works – 1 Lyon Street Strathfield		x	Won	4,968	
Unlawful works – 185 Georges River Road Croydon Park	x		Won		10,500
Unlawful works – 20A Angelo Street Burwood		x	Won		780
Sub Total				670,124	136,453
Legal Services					
Environment Enforcement				13,490	194,816
Legal Advice – Miscellaneous Matters				132,730	29,186
Legal Advice – Council Contractual Obligations				183,993	1,482
Debt Recovery Actions				33,337	55,358
Voluntary Planning Agreements				1,400	0
Sub Total				364,949	280,842
Grand Total				1,035,074	417,294



Council uses the services of a debt collection agency for the collection of overdue rates and charges and sundry debtor accounts. As a result of this service, some legal proceedings are instigated. The cost of this service amounted to \$33,337 the period 2019–20, of which the majority is recoverable from the ratepayer or trade debtor.

LEGAL EXPENSE CATEGORY	Amount Paid	Amount Received
Planning and Building	670,124	136,453
Debt recovery	33,337	55,358
Other	331,612	225,483
Total	1,035,074	417,294

Government Information (Public Access) Act

Clause 8A: Details of the review carried out by the agency under section 7 (3) of the Act during the reporting year and the details of any information made publicly available by the agency as a result of the review.

Reviews carried out by the agency	none
Information made publicly available by the agency	none

Clause 8B: The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications).

Total number of applications received	38
----------------------------------------------	-----------

Clause 8C: The total number of access applications received by the agency during the reporting year that the agency refused either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure).

	NUMBER	% OF TOTAL
Number of Applications Refused – wholly	0	0%
Number of Applications Refused – partly	0	0%
Total	0	0%

Table A: Number of applications by type of applicant and outcome*

TYPE OF APPLICANT	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS REFUSED IN FULL	INFORMATION NOT HELD	INFORMATION ALREADY AVAILABLE	REFUSE TO DEAL WITH APPLICATION	REFUSE TO CONFIRM/ DENY WHETHER INFORMATION IS HELD	APPLICATION WITHDRAWN	TOTAL	% OF TOTAL
Media	0	0	0	0	0	0	0	0	0	0%
Members of Parliament	0	0	0	0	0	0	0	0	0	0%
Private sector business	10	1	0	0	0	0	0	1	12	32%
Not for profit organisations or community groups	0	0	0	0	0	0	0	0	0	0%
Members of the public (by legal representative)	4	1	0	0	0	0	0	0	5	13%
Members of the public (other)	19	1	0	1	0	0	0	0	21	55%
Total	33	3	0	1	0	0	0	1	38	
% of Total	87%	8%	0%	3%	0%	0%	0%	3%		

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome*

TYPE OF APPLICANT	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS REFUSED IN FULL	INFORMATION NOT HELD	INFORMATION ALREADY AVAILABLE	REFUSE TO DEAL WITH APPLICATION	REFUSE TO CONFIRM/ DENY WHETHER INFORMATION IS HELD	APPLICATION WITHDRAWN	TOTAL	% OF TOTAL
Personal information applications*	0	0	0	0	0	0	0	0	0	0%
Access applications (other than personal information applications)	33	3	0	1	0	0	0	1	38	100%
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0	0	0%
Total	33	3	0	1	0	0	0	1	38	
% of Total	87%	8%	0%	3%	0%	0%	0%	3%		

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).



Table C: Invalid applications

REASON FOR INVALIDITY	NO OF APPLICATIONS	% OF TOTAL
Application does not comply with formal requirements (section 41 of the Act)	1	100%
Application is for excluded information of the agency (section 43 of the Act)	0	0%
Application contravenes restraint order (section 110 of the Act)	0	0%
Total number of invalid applications received	1	100%
Invalid applications that subsequently became valid applications	1	100%

Table D: Conclusive presumption of overriding public interest against disclosure:

MATTERS LISTED IN SCHEDULE 1 OF ACT	NUMBER OF TIMES CONSIDERATION USED	% OF TOTAL
Overriding secrecy laws	0	0%
Cabinet information	0	0%
Executive Council information	0	0%
Contempt	0	0%
Legal professional privilege	0	0%
Excluded information	0	0%
Documents affecting law enforcement and public safety	0	0%
Transport safety	0	0%
Adoption	0	0%
Care and protection of children	0	0%
Ministerial code of conduct	0	0%
Aboriginal and environmental heritage	0	0%
Privilege generally – Sch 1(5A)	0	0%
Information provided to High Risk Offenders Assessment Committee	0	0%
Total	0	

*More than one public interest consideration may apply in relation to a particular access application and if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E

Table E: Other public interest considerations against disclosure:

MATTERS LISTED IN TABLE TO SECTION 14 OF ACT	NUMBER OF TIMES CONSIDERATION USED	% OF TOTAL
Responsible and effective government	0	0%
Law enforcement and security	0	0%
Individual rights, judicial processes and natural justice	0	0%
Business interests of agencies and other persons	0	0%
Environment, culture, economy and general matters	0	0%
Secrecy provisions	0	0%
Exempt documents under interstate Freedom of Information legislation	0	0%
Total	0	

Table F: Timeliness

	NUMBER OF APPLICATIONS	% OF TOTAL
Decided within the statutory timeframe (20 days plus any extensions)	37	97%
Decided after 35 days (by agreement with applicant)	0	0%
Not decided within time (deemed refusal)	1	3%
Total	38	

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	DECISION VARIED	DECISION UPHELD	TOTAL	% OF TOTAL
Internal review	0	0	0	0%
Review by Information Commissioner*	0	0	0	0%
Internal review following recommendation under section 93 of Act	0	0	0	0%
Review by NCAT	0	0	0	0%
Total	0	0	0	
% of Total	0	0		

*The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	NUMBER OF APPLICATIONS FOR REVIEW	% OF TOTAL
Applications by access applicants	0	0%
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0	0%
Total	0	



Table I: Applications transferred to other agencies.

	NUMBER OF APPLICATIONS FOR REVIEW	% OF TOTAL
Agency–Initiated Transfers	0	0
Applicant – Initiated Transfers	0	0
Total	0	

Public Interest Disclosure

Council has a Public Interest Disclosure Policy in place. In 2019–2020 the policy was placed on the website, all staff were involved in the Code of Conduct training and Public Interest Disclosure sessions were held for Councillors and Management.

Number of Public Interest Disclosures made by a public official	0
Number of Public Interest Disclosures received	0
• Number of Public Interest Disclosures received primarily about maladministration	0
• Number of Public Interest Disclosures received primarily about corrupt conduct	0
Number of Public Interest Disclosures finalised	0

Equal Employment Opportunity Statement

Burwood Council’s Equal Employment Opportunity (EEO) Management Plan has been compiled in accordance with the provisions of the Local Government Act 1993 and the National Framework for Women in Local Government and other relevant legislation.

All employees, including casuals, are responsible for EEO within Council. All layers of management have specific EEO responsibilities that are included in their position description.

The General Manager is primarily responsible for the development and implementation of the Plan as well as ensuring that it is understood by employees and is being satisfactorily interpreted and applied throughout the organisation.

BURWOOD COUNCIL EEO OBJECTIVES

1. To raise the level of awareness of Equal Employment Opportunity (EEO) principles and practices for all employees to create an environment of equal opportunity and good working relationships.
2. To assist employees to achieve job satisfaction through promoting the belief that people are the principal resource.
3. To actively promote an environment for all employees that is free of discrimination, bullying and harassment.
4. To enable all employees to compete equally for all promotions within Council, for which they are qualified, through its commitment to their support, provision of career planning and development advice and assistance.

Compliance with, and effect of, Planning Agreements in force

ADDRESS	APPLICANT	STATUS	BENEFITS TO COUNCIL UNDER THE VOLUNTARY PLANNING AGREEMENT	IN ADDITION TO CONTRIBUTIONS MADE UNDER SECTION 7.12 OF THE EP&A ACT
1-3 Marmaduke and 7 Deane Streets, Burwood	Deane Street Holdings Pty Ltd	Executed	Monetary contribution to fund the open space and community facilities provision	Yes
39-47 Belmore Street, Burwood	Anson and Kapau Holdings Pty Ltd	Amended VPA executed	Further dedication of land to and leasing of land from Council and payment by owner/developer to cover Council's costs associated with carrying out fit-out works to the office space.	No. The original VPA offset contributions under section 7.12 of the Act
23-27 George Street, Burwood	George Street Property Pty Ltd	Executed	Monetary contribution to fund the open space and community facilities provision	Yes
84-88 Burwood Road, Burwood	Coronation Club Ltd	Executed	Monetary contribution to fund the provision, improvement or augmentation of public car parking	Yes

Private swimming pool inspections

220 private swimming pool inspections were carried out.

Work Carried Out on Private Land

Building and Development	Unauthorised Use 37
Building and Development	Unauthorised Building Work 31
Building and Development	Private Property Unsafe Structures 14
Rangers	Private Property Drainage Complaint 17

Compliance with Carer's Recognition Act

Burwood Council recognises the vital role that carers play in supporting family members, friends and neighbours to live at home and remain connected to their communities. Council's Human Resources policies ensure that the carers who work within the organisation receive the necessary support they need to carry out their responsibilities.

Companion Animals Statement

As part of the Department of Local Government reporting requirements on Companion Animals, below is a list of activities conducted by Burwood Council addressing their responsibilities;



- Lodgement of Pound Data – Burwood Council completes this task on an annual basis and submits the completed form to the DLG on the required date.
- Lodgement of Data relating to dog attacks with the department – Burwood Council completes this task when an event occurs. Council has also completed procedures to ensure that officers know of their responsibility and the proper process for completion.
- Amount of funding spent relating to companion animal management and activities – Burwood Council has adopted to have a no kill policy at its pound. This no kill policy ensures that all animals (excluding feral or dangerous animals) are re-homed. This policy places huge financial strains upon Council's operating costs; however registration money and donation from the public help support and continue the management activity.
- Strategies council has in place to promote and assist the desexing of dogs and cats – Burwood Council through its no kill policy ensures that all animals are desexed before they are re-homed. Council also has regular media releases to the public on companion animal issues.
- Strategies in place to comply with the requirement under section 64 to seek alternatives to euthanasia for unclaimed animals – As mentioned earlier, Burwood Council has a no kill policy which ensures that no companion animal is euthanised unless for medical reasons.
- Off leash areas provided in the council area – Burwood Council has four off leash areas located within the municipality. The off leash areas are; Burwood Park (no time restrictions), Henley Park (no time restrictions), Blair Park and on the grounds of the old Enfield Bowling Club (time restriction 6am to 6pm).
- Detailed financial information on the use of Companion Animals Fund money for the management and control of companion animals in the area. As mentioned earlier, Burwood Council spends all the funds raised by registrations and public donations to support its no kill policy. This policy ensures that animals are re-homed and not euthanised. The costs for operating such a policy is extremely high; however the benefits far outweigh the costs.
- Dangerous/Restricted dogs Inspection – Council conducts these inspections annually to ensure compliance and a review of Council system indicates that there have been no issues reported relating to a breach of the dangerous dog provisions

Statutory reporting items with a Nil Return

In 2019–2020 Burwood Council had nothing to report against the following items:

- Overseas visits by Councillors and Staff
- Special rate variation funded activity
- Rates and charges written off during the year
- Environmental upgrade agreements
- Capital expenditure review
- Partnerships, co-operatives, joint ventures in which Council has a controlling interest
- External bodies with delegated functions
- Compliance with the Carers Recognition Act
- Work carried out on private land
- Recovery and threat abatement plans





Chinese Pancake

- 1. Traditional Chinese Pancake \$12.95
- 2. Meat Sauce Chinese Pancake \$12.95
- 3. Chicken Pancake \$12.95
- 4. Pork Pancake \$12.95

My Peking

- 1. Beef Pancake \$12.95
- 2. Chicken Pancake \$12.95
- 3. Pork Pancake \$12.95

Appetizer

- 1. Fried Spring Roll \$5.95
- 2. Fried Dumpling \$5.95
- 3. Fried Noodle \$5.95

DAJIANCH

2019-2020

Annual Report

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