

BURWOOD2030 Half Yearly Report

1 January - 30 June 2020



Burwood
Inc.1874

Contents

Introduction	3
Measuring our success	3
Our highlights	4
Burwood Cares - Council's response to COVID-19	6
Reporting by Burwood 2030 strategic themes:	
Community and lifestyle	7
Leadership and innovation	26
Healthy and sustainable environment	40
Planning and infrastructure	52
City and villages	61

Introduction

The Integrated Planning and Reporting Process

Burwood2030
Community
Strategic Plan

Delivery
Program
2018-2021

Operational
Plan
2019-2020

Half Yearly
Report
1 Jan - 30 June
2020

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 FY2019-2020. 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 2018-21.

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 147 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

10 Milestones achieved
137 actions progressing
0 items on watch

- E-Planning online DA lodgements reduced processing times from 173 days to 58 days
- New online booking and payment system for community facilities increased efficiency and improved user experience
- New website launched with improved digital capabilities and search, online forms and payments and accessible language translations
- Lunar New Year Dragon Parade for local businesses
- Public art program Traffic Box installations
- 95% of Council's street lighting upgraded to LED
- Park upgrades included Grant Park dog-off-leash, Henley Park futsal field, children's playgrounds, double flying fox and fitness stations and Blair Park sports field
- New fitness equipment in Burwood Park
- 500 trees program
- New Cloud based IT Infrastructure allowed Council staff to work remotely and flexibly
- Despite public event cancellations due to COVID-19, wreaths were laid on Anzac Day and for the National Servicemen







Our response to COVID-19

Council created the Burwood Cares program to provide support for local residents and businesses during COVID-19. Its 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.

The activities since March 2020 include:

- Letters mailed to all residents and businesses explaining how to stay safe
- Neighbour Cards in English and Chinese distributed LGA-wide to encourage people to support each other
- Multilingual COVID safety signs throughout the community
- 'Burwood Cares' sub-website created a central hub for local information and services on COVID-19 and a noticeboard for businesses to promote their offerings
- Website, letters, newsletters, factsheets, phone and online surveys, media updates, videos and visual displays at facilities and street meetings were used to disseminate COVID-19 information and identify community and business needs.
- Information packs, including 500 social distancing packs, distributed to businesses and 135 'offer of support' phone calls
- 750 care, food, hygiene and craft packs distributed and 1106 phone calls made to vulnerable locals and community services.
- Two e-newsletters – Burwood Cares for Communities emailed to over 14,000 people and Burwood Cares for Businesses emailed to over 2000 businesses
- Arts and culture supported through fortnightly Burwood Comes Alive with Music livestream featuring local musicians and Hornsey Lane mural project which provided \$30,000 funding shared among five artists (from 'Streets as Shared Spaces' grant funding from the Department of Planning, Industry and Environment)





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

Provide services to meet the current and future needs of diverse members in the community

Code	Responsible 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>The Mobile Playvan is an inclusive service that encourages community connections through play. The service operated four days a week in different local parks around Burwood facilitating information sharing, the development of child/ parent relationships and a sense of belonging.</p> <p>Seniors programs were delivered during Seniors Festival including social and recreational activities in celebration and acknowledgement of the contribution made by older people in the community.</p> <p>Community programs, such as Chinese Traditional Dancing, were offered at a subsidised rate allowing for a range of cultural, recreational and creative programs to be accessible and enjoyed by all.</p> <p>Through these activities Council continued to engage with local residents and address needs. As a result of the disruption caused by COVID-19 restrictions some activities were paused whilst others, like fitness classes for people with a disability and Stay Standing, the falls prevention program, continued online.</p> <p>Council also commenced the roll out of Burwood Cares in response to the impacts of COVID-19. This program provided practical support to the local residents and businesses to help mitigate the social, emotional, and financial impacts on the community.</p>

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

Code	Responsible 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>The 2019-2020 Community Grants program was discontinued in 2020 due to COVID-19 restrictions and impacts. At this stage it is planned that the 2020-2021 Community Grants program will be delivered as planned.</p> <p>Council continued to administer Club Grants 2020 despite the COVID-19</p>

Code	Responsible Unit	Action Name	Status	Comments
				impacts and applications received will be assessed during August 2020 and recommendations submitted to the Burwood RSL Board for funding allocations.

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 Unit	Action Name	Status	Comments
1.1.2.1	Community, Library & Aquatic Services	Identify and implement resources and information services	Progressing	<p>The Library developed and provided stay at home resources through Council's website as part of the Burwood Cares program. Links to resources for adults, children and local businesses were provided and regularly updated. A total of six themes for adults, six for children and two for businesses were developed.</p> <p>The first edition of the Library's eNewsletter, Burwood Library Connect, was emailed to members on 18 April 2020. The contents covered a wide range of topics, including online events, online resources, local history and Council services updates. Up to the end of June 2020 six editions of the fortnightly newsletter have been published and sent to members.</p> <p>The Library's webchat service was launched on 4 May 2020. By 30 June 2020, the Library had received 32 requests for chats.</p> <p>Online membership registration increased between April and June 2020, with 127 new members during these months when compared with 54 new members for the previous three months.</p> <p>Temporary remote access to the Find my Past database was established in March 2020. This allowed members who were interested in their family history to continue their research, taking access to this service outside the library.</p>

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

Code	Responsible 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	Progressing	A total of 637 items in Chinese, Korean and Hindi were added to the community languages collections between January and June 2020, making a total of 1,167 items were acquired in the financial year. The total

Code	Responsible Unit	Action Name	Status	Comments
		community		<p>includes 69 materials for English as a second language. This part of the collection represents just over 12% of total acquisitions.</p> <p>Access to Mango Languages, an online language learning resource, has been greatly enhanced with the addition of a video produced in-house on how to setup and use the resource, with instructions being available in both English and Mandarin.</p> <p>Library staff launched a phone-in tech-help in Mandarin on 29 May 2020. Customers were booked in for a 45 minute session to learn how to use the library's e-resources, with three sessions in Mandarin run in June.</p>

Establish key partnerships with agencies and services providers

Code	Responsible 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>Burwood Library continues to deliver a diverse and engaging program of activities to the community. For children in the January, Library staff provided a number of well-attended school holiday activities, visited childcare centres and delivered stories and craft fun through the Mobile Playvan. For adults, the Library provided free book giveaways at the Woodstock, Henley Park, Wangal Park and Burwood Park and ran a painting workshop to celebrate Chinese New Year. In addition, the Library's Seniors Book Club, English Conversation Classes and Wrap with Love met regularly. In partnership with Westfield, the Library staff delivered the Alice in Westfield school holiday activity and hosted a week long pop-up information stand at Westfield.</p> <p>The COVID-19 pandemic presented the Library with both challenges and opportunities. Acknowledging that this is a significant moment in history and the important role that the Library plays in the community, Library staff quickly adapted to move programs online to allow for continued connection, information and support. The Library's online children's programs during this time have included story-time, Burwood Bricktopia competition, Burwood Bear hunt initiative, kids Zumba classes, kids online book club, Zoom Yoga for teens and a Zoom Drawing Workshop for 'tweens and teens. Adult online programs have included online Monday Book Club, a live Zoom author talk with Karen Turner, resume writing Zoom workshop, interview skills Zoom workshop and online Zumba for seniors</p> <p>The past six months, Library held 81 activities with 4,097 attendees/views.</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 Unit	Action Name	Status	Comments
1.1.3.1	Community, Library & Aquatic Services	Undertake Stage 2 of the Enfield Aquatic Centre Master Plan	Progressing	Due to COVID-19 the works have not yet commenced.

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

Code	Responsible 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	Due to COVID-19 the aqua program has been suspended since March 2020. We will be recommencing a modified learn to swim program in late July 2020.

Provide a safe and healthy environment for patrons

Code	Responsible 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	Due to COVID-19 the pools have been closed since March 2020. Limited access to the 25 metre pool commenced in July 2020. Prior to closing and since re-opening continual daily water monitoring and testing were carried out, inclusive of additional treatments and preventative actions in line with NSW Health requirements. Independent biological testing was also in place with all results within standard parameters. Preventative maintenance program was put in place and ongoing inspections and servicing were carried out.

Enhance parks and open spaces to promote recreational activities

Code	Responsible 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	Progressing	Staff prepared master plans for Henley Park, Blair Park and Woodstock Park. Some major projects in these and other parks are underway or have been completed as follows: Henley Park The construction of a new synthetic Futsal field has been completed.

Code	Responsible Unit	Action Name	Status	Comments
				<p>Further upgrade works in Henley Park are also underway and these include:</p> <ul style="list-style-type: none"> • Design and construction of new field irrigation, drainage and turf works for the 2 southern fields • Design for the refurbishment and extension of the amenities block has been completed. <p>Blair Park In Blair Park the following capital works upgrades were recently completed.</p> <ul style="list-style-type: none"> • Design and construction of new field irrigation, drainage and turf works. • Capital works according the master plan have commenced <p>Woodstock Park</p> <ul style="list-style-type: none"> • A concept design for the sensory garden is also completed • Construction of a new Playground including a flying fox <p>Burwood Park Installation of a new fitness equipment station in the north west corner of Burwood Park has been completed.</p> <p>Grant Park Upgrades including fencing, gates, new solar lights and bubblers to the two dog off leash areas have been completed.</p> <ul style="list-style-type: none"> • Construction of a new obstacle course is underway • Design for the new two netball courts and extension to the Enfield Aquatic Centre carpark is underway. <p>Flockhart Park Masterplan Design for Flockhart Park which includes, 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>

Promote an active and healthy lifestyle

Code	Responsible 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	Due to COVID-19 restrictions many programs usually offered by Council have been temporarily discontinued. However, in partnership with SHARE, some active programs were continued online. The falls prevention program Stay Standing and the Youth Trivia Night event were also continued online. With changing restrictions now allowing some activities to recommence, COVID Safe plans are being developed for many recreational activities, including line dancing, Zumba, Mobile Play Van and Chinese painting workshops, which we hope to begin in early 2020/2021. The development of the Challenger Obstacle Course in Grant Park continued throughout the year and is due to open in early 2020/2021.

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 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	Council continues to promote and facilitate the use of venues to its community groups, particularly local groups, seniors groups and not for profit groups. The community facilities usage from 1 January 2020-30 June 2020 was Woodstock 389, George Street Centre 82, Fitzroy Hall 112, Burwood Park Community Centre 100. Woodstock Artisan Market was held on 8 March 2020

Provide space for sporting and recreational activities

Code	Responsible 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	Council recently installed a synthetic turf futsal field in Henley Park. This facility is being well used, and has proven to be very popular with the local football clubs and the local community. Council carried out upgrades to the Grant Park off-leash dog areas. New fencing and easy access gates were installed and new water drinking fountains with dog bowls. New turf sections were laid. New native trees planted, and old signage replaced. A new obstacle course with a wide range of challenging fitness equipment

Code	Responsible Unit	Action Name	Status	Comments
				<p>with rubber soft-fall is nearing completion in Grant Park located adjacent to Ann Street.</p> <p>The completion of the of the Blair Park sport field major renovation works which included new turf, irrigation and drainage works. Commencement of competition play was 3 July and all feedback from football club has been positive so far.</p>

Promote an inclusive and harmonious lifestyle in the community

Code	Responsible Unit	Action Name	Status	Comments
1.1.4.3	Community, Library & Aquatic Services	Provide programs and activities that encourage active community participation	Progressing	Due to COVID-19 restrictions many programs usually offered by Council had to be temporarily discontinued. Burwood Youth Advisory Group, which encourages youth participation in Council, continued to operate online with young people bringing their concerns and ideas to Council. Also, the Multicultural Advisory Committee held a roundtable in May 2020 inviting representatives from local culturally and linguistically diverse (CALD) groups to bring forward any specific issues caused by the COVID situation.

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 Unit	Action Name	Status	Comments
1.2.1.1	Corporate Planning & Communications	Deliver ongoing communication through appropriate methods based on the target audience	Progressing	<p>Council has used a range of communication methods to reach members of the community. These include social media (Facebook, Twitter, Instagram and WeChat), Council's website, letters and newsletters, phone and online surveys, visual displays at facilities and street meetings.</p> <p>With the COVID-19 situation arriving, Council saw the need to develop a communications campaign that signaled to the community that it was working outside of business as usual and focused on providing the community and business with constant, up to the minute information and support. The communications output increased by 400%. Letters were mailed to all residents and businesses outlining the situation and ways they could stay safe. Neighbour Cards in English and Chinese were distributed across the LGA to encourage people to support each other.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>Signage in multiple languages was placed in parks and open spaces to educate the community on how to stay safe. A dedicated website section 'Burwood Cares' was established as a hub for all information and support programs regarding COVID-19. Social media was the most active form of communications. Videos made in isolation provided instruction and support to businesses. This saw an increase in the Council's main platform with Facebook followers and likes increasing by 15% from February to June 2020.</p> <p>Utilising the Mayor as the key spokesperson on COVID-19, the Mayor's official Facebook followers and likes increased by 48%.</p> <p>Businesses that were still open were delivered an information pack and later in the campaign a business pack consisting of social distancing floor decals and posters.</p>

Modernise and enhance access to information on services

Ensure all information is available in a digital and accessible format

Code	Responsible Unit	Action Name	Status	Comments
1.2.2.1	Corporate Planning & Communications	Identify and implement new digital technology and social platforms to improve access to information	Progressing	<p>Council continues to look for ways to review new digital technologies and social platforms to improve communication with all its residents.</p> <p>Council recently launched its new website. The platform is easy to use and features enhanced digital capabilities and information search, new and streamlined online forms and payments which reduced the need to visit Council or download documents and more accessible language translations.</p> <p>In January Council launched its e-planning capability. Lodging development applications and tracking can all be done online through the state government portal. This reduces paperwork and paper, streamlines the process making the outcome faster.</p> <p>During the COVID-19 situation under the banner of the Burwood Cares program two E-Newsletters were launched. Burwood Cares for Communities was emailed to over 14,000 people on a weekly basis during a critical period of the pandemic. This is now dispatched on a fortnightly basis. Burwood Cares for Businesses is emailed out fortnightly to over 2,000 businesses.</p>

Increase Council's digital presence

Code	Responsible Unit	Action Name	Status	Comments
1.2.2.2	Corporate Planning & Communications	Develop a modern website with improved accessibility and digitised services	Milestone	Council's new website project was successfully completed in June 2020. This has provided a better user experience by being easy to navigate, have intuitive search capabilities, improved online forms and payments, accessibility and language translations. Over 50% of the community access the site through hand held devices and this was a key factor in determining which digital platform was chosen. The website design is responsive, meaning the interactive quality is highly suited to mobile and tablets users. The platform is scalable which means as requirements for the site grow and change, so too can the platform. It is also very easy to use in the back end which enables Council to de-centralise content responsibilities making information quicker to access and be current.

Enhance communication and community engagement through innovative solutions

Engage with, and increase Council presence with its digital community

Code	Responsible Unit	Action Name	Status	Comments
1.2.3.1	Corporate Planning & Communications	Monitor and identify emerging technology and communication tools to enhance engagement	Progressing	With such a culturally and linguistically diverse community Council is seeking better ways for the community to participate in decision-making. Council is exploring new software with the potential for digital surveys to be accessible in multiple languages and responses translated.

Establish regular interaction and communication with the community through targeted methods

Code	Responsible Unit	Action Name	Status	Comments
1.2.3.2	Corporate Planning & Communications	Identify local communities and provide relevant information through appropriate communication methods	Milestone	<p>The profile and demographics of Burwood continue to shift and change with 57% of people in the Burwood LGA born overseas. As communities become more established new communities emerge. Well established is the Chinese community at 33% of the population with a growing Korean community and the emerging Nepali community. Council continues to place monthly Council Columns in the local Korean and Nepali press as well as the local Chinese paper to increase the community reach of updates relating to works and what's on in Burwood. Council also provides local information through its WeChat platform.</p> <p>Council also arranged foreign language media interviews with the Mayor on video and radio.</p>

Code	Responsible Unit	Action Name	Status	Comments
				During the COVID-19 situation, Council used the above channels to provide important updates and safety information. Council also developed safety information in multiple languages on outdoor community signage, business factsheets and other messaging. Communications materials that were sent to all residents and businesses were produced in English and simplified Chinese.

Promote informal discussions between Council and the community

Code	Responsible Unit	Action Name	Status	Comments
1.2.3.3	Corporate Planning & Communications	Engage with residents and the digital community through face to face interactions and social media	Progressing	<p>Council's calendar of events provides an excellent opportunity to interact with the community face to face. These events allow Council to promote services, conduct surveys and answer questions. With the cancellation of Events due to the COVID-19 pandemic, the forced lockdown and concern for health and safety of Council staff, there was no opportunity for face to face activity.</p> <p>Because of this situation, Council quickly developed a COVID-19 digital communications campaign - 'Burwood Cares' that included establishing a dedicated section on the website to provide timely information, downloadable materials and share key contacts. Social media became critical with Council's output increasing by 400% between the months of February to June.</p>

Foster a sense of community pride

Provide leadership on the community's vision and values

Code	Responsible Unit	Action Name	Status	Comments
1.2.4.1	Corporate Planning & Communications	Develop a visual identity and vision for Burwood in line with community aspirations	Milestone	<p>In August 2019 Council launched its new brand and visual identity.</p> <p>The design and subsequent collateral created reflects the Burwood of today and into the future - a vibrant, diverse and dynamic place, rich with heritage. This was met with positive feedback from the community. While visible signs of the new brand are now appearing, as part of a sustainable roll out, Council has kept costs and material waste to a minimum with new branding replacing existing items only when needed.</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 Unit	Action Name	Status	Comments
1.3.1.1	Compliance	Ensure CCTV technology is up to date and utilised in key areas around Burwood as needed	Progressing	Council meets with Local Police Command on a regular basis to discuss crime trends and statistics. Police requested 6 CCTV applications for the period and they were supplied to the Police within the service time frames. Crime in the Burwood LGA is low for most categories

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

Code	Responsible Unit	Action Name	Status	Comments
1.3.1.2	Community, Library & Aquatic Services	Deliver and support safety campaigns to target specific crimes and raise awareness in the community	Progressing	Council staff commenced the development of a booklet to help reduce community vulnerability to scams. The booklet will provide information on how to identify and report scam attempts. Council staff has also commenced a partnership project with the Burwood Women's Domestic Violence and Court Advocacy Service to address domestic violence locally. It is anticipated that both initiatives will be rolled out in early 2020/2021.

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

Code	Responsible 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 continues to work closely with local Police and community organisations to plan for a healthy and safe community. Up to the COVID-19 restrictions, Council staff continued to attend monthly meetings with Burwood Police Local Area Command to identify and prioritise crime issues in the Burwood Local Government Area utilising statistical analysis mapping of crime hot spots and physical site assessments. Through this process two campaigns to address domestic violence (DV) and scams have been initiated. The DV campaign is in the initial consultation phase with local organisations. The scam campaign has resulted in a resource to enable people to 'spot a scam'. Both campaigns will be rolled out in the 2020-2021 financial year.

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

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

Code	Responsible Unit	Action Name	Status	Comments
1.3.2.1	Compliance	Deliver campaigns and provide initiatives to target illegal dumping, vandalism, graffiti and abandoned trolleys	Progressing	Council's Waste Investigation Officer has continued with patrols in key locations focusing on dumped rubbish. These patrols have resulted in the installation of specific signage targeting unlawful rubbish dumping. The Compliance Team has also commenced passive surveillance in marked vehicles in locations that have been identified problem streets for rubbish dumping and abandoning trolleys. This passive surveillance highlights a physical presence and this has seen a reduction in dumped trolleys in the area.

Deter anti-social behaviour through design

Code	Responsible Unit	Action Name	Status	Comments
1.3.2.2	Assets & Infrastructure	Implement place activation and design solutions that beautify the area and deter anti-social behaviour	Progressing	<p>Council has continued to design and construct new glass balustrade fencing at a number of locations along the Burwood Road corridor. As part of these projects, new outdoor tables and chairs have been installed with the aim to support the growth of local businesses by attracting new customers. The glass balustrade projects were undertaken collectively with Councils Burwood Road Beautification initiative that involved the introduction of new street tree plantings, oversized planters as well as the inclusion of tree wrapped fairy lighting. These works have added some much needed vibrancy to the area whilst enhancing its aesthetics</p> <p>The Shopfront Improvement Program and Policy provided 6 local business owners and tenants matching funds to improve the appearance of their shopfront and building facades. The program aims to support the development of local businesses whilst raising the image of the Town Centre.</p>

Encourage and promote a safe night time culture

Code	Responsible 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	Following the successful public lighting trial of new LED street lighting technology, Ausgrid updated its list of approved lanterns for pedestrian (P) category lighting to include a diverse number of LED options. LED technology has been found to increase visibility, improve reliability,

Code	Responsible Unit	Action Name	Status	Comments
				<p>enhance energy efficiency and more importantly reduce overall costs for Council. As of 30 June 2020, 1295 street lights have been upgraded within the Burwood LGA, approximately 95% of Council's local road street lighting inventory. Replacement of old technology will continue into 2020/21</p> <p>Fairy lights have been installed around the tree trunks of the existing street trees within the Burwood Town Centre, at the Georges River Road shopping precinct as well as along The Strand in Croydon. All these lighting projects were designed and developed to improve the appearance of the corresponding areas but more notably to promote the use of the area by adding much need life and vibrancy.</p>

A proud and inclusive community that celebrates diversity

Celebrate the achievements of the local community

Share the achievements of the local community and its members

Code	Responsible Unit	Action Name	Status	Comments
1.4.1.1	Corporate Planning & Communications	Publish information on local achievements through appropriate methods of communication	Progressing	<p>Through our multiple communications channels, Council regularly provides updates and information for the community on local achievements to foster a sense of pride in the local area. Utilising social media, media releases, Council's website, the regular Mayoral column and newsletters. Council is also proud to support and promote local schools by featuring school bands, musicians, dancers, sporting groups and vocalists as well as the cadets at memorial services. Due to the COVID-19 situation the community did not have opportunity to be out and about.</p> <p>During the COVID-19 situation Council called out to the community for good samaritan stories and highlighted them through social media channels. Once such story involved a local family who established a food pantry in the front yard offering free items for those in need.</p> <p>Council promoted the recipients of the Citizen of the Year and Young Citizen of the Year Awards earlier in the year.</p>

Encourage and award achievements within the community

Code	Responsible Unit	Action Name	Status	Comments
1.4.1.2	Corporate	Provide initiatives such as	Milestone	Burwood council celebrated its citizens of the year at its Australia Day

Code	Responsible Unit	Action Name	Status	Comments
	Planning & Communications	awards and incentives to promote achievements and encourage community participation		<p>Citizenship ceremony with awards presented by the Mayor.</p> <p>This year the Citizen of the Year award went to Ringo Siette for his services as a volunteer English teacher of our CASS (Chinese Australian Service Society) Ashfield Activity Group for almost 10 years. Now retired from his job at the Department of Immigration, he also helps new migrants adjust to life in Australia by including local customs, laws and culture in his classes.</p> <p>The Young Citizen of the Year award went to Jack Karnaghan for his volunteer work with Burwood Youth Advisory Group. He consistently sets an example to his peers with his conscientiousness in activities including project management and communications and is committed to improving the lives of others.</p> <p>The call for nominations was promoted through all Council's communications channels.</p>

Engage with Culturally and Linguistically Diverse communities

Ensure information is accessible to CALD community members

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.1	Corporate Planning & Communications	Utilise traditional and digital technology for translation to assist in providing information to CALD communities	Progressing	<p>Council included Google translate on its website to enable easy translation of content with up to 90% accuracy.</p> <p>The new website includes enhanced digital translation.</p> <p>Signage promoting Council's language aide services were on display at Council's Customer Services. In addition, contact details for Council's interpreter service feature in Council publications, residential newsletters and Council's letterhead.</p> <p>During the COVID-19 situation Council has provided printed materials with updates and information in multiple languages and erected community safety signage in multiple languages.</p>

Harness the digital environment to provide information to CALD groups

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.2	Corporate	Identify and implement	Progressing	Council uses its WeChat account to share information with its large

Code	Responsible Unit	Action Name	Status	Comments
	Planning & Communications	technology which will assist in providing information to CALD communities		Chinese community. Engagement has increased by 20% over the last six months. The new Council website digital translation has enhanced capability as it can target cultural groups as well as utilise google translate which enables easy translation of content with up to 90% accuracy. Council is exploring software with potential for digital surveys to be accessible in multiple languages and responses translated.

Develop key relationships with CALD service providers

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.3	Community, Library & Aquatic Services	Identify and support CALD service providers that offer services within the community	Progressing	Council staff continues to have productive working relationships with local services, such as Metro Assist and the Chinese Australian Services Society (CASS). Both agencies were invited to attend a Multicultural Advisory Committee roundtable on issues affecting the local CALD communities arising out of COVID-19. Council staff also attended the Inner West Multicultural Interagency to support local services undertake with their clients.

Provide opportunities for CALD communities to share and celebrate their cultures

Code	Responsible Unit	Action Name	Status	Comments
1.4.2.4	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 hosted a roundtable through the Multicultural Advisory Committee in May 2020 to discuss any CALD-specific issues that had arisen due to COVID-19 and associated restrictions. Council staff are also currently investigating options to develop an Aboriginal Reconciliation Plan.

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 Unit	Action Name	Status	Comments
1.4.3.1	Community, Library & Aquatic Services	Engage with different cultural groups and encourage participation in events and	Progressing	Council staff engaged with a wide range of cultural groups through community development programs and activities. The Multicultural Advisory Committee (MAC), which is made up of a

Code	Responsible Unit	Action Name	Status	Comments
		services		<p>diverse group of community leaders who, came together to discuss and provide advice to Council on multicultural issues. The MAC was suspended during COVID-19 restrictions, however an online roundtable was held with MAC members and other culturally and linguistically diverse (CALD) community leaders and multicultural local services to discuss the specific impacts of COVID-19 and its restrictions on local CALD communities. The feedback was used to help inform the activities of Council's Burwood Cares program.</p> <p>The Burwood Youth Advisory Group (BYAG) is made up of a diverse group of young people who provide advice to Council on future youth development initiatives and has worked collaboratively with Council on cultural programs for young people in conjunction with staff. BYAG meetings has been held via Zoom during the COVID-19 restriction and will recommence face to face as restrictions ease and COVID safe measures are put in place.</p> <p>Bilingual support is provided to Councils Mobile Playvan (MPV) to assist in communicating with parents and grandparents CALD backgrounds, which enables Council to plan and address the needs of the community. MPV will recommence in local parks as restrictions ease and COVID-19 safe measures are put in place.</p> <p>Culture plays a key role in creating a sense of place, identity and belonging. It influences views, values and connections. Through its actions, Council is making an effort to build a more engaged and culturally connected community.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
1.4.3.2	Corporate Planning & Communications	Provide support or sponsorship to cultural events and activities within the community	Progressing	Throughout the year Council supports community groups and associations to hold public events that celebrate cultural heritage. Due to the COVID-19 restrictions the scheduled Lunar New Year Festival was cancelled and Burwood Park and other venues were closed to any further events.

Promote and celebrate the area's heritage and Indigenous history

Preserve and maintain the area's heritage and history

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.1	Community, Library & Aquatic Services	Support initiatives which celebrate the area's history and heritage	Progressing	Burwood Library continues to support initiatives which celebrate Burwood's history and heritage. For ANZAC Day, Library staff developed an online quiz using Khoot. The staff also purchased over 100 photographs from the Duncan Miller Gallery featuring Burwood from the 1960s to the 1990s. This acquisition represents a significant pictorial record of Burwood during those years.

Preserve and promote the local Indigenous history and identify existing cultures

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.2	Community, Library & Aquatic Services	Develop a strategy to acknowledge and celebrate the local Indigenous history and community	Progressing	Staff has evaluated options for Council to participate more actively in Aboriginal reconciliation and will be aiming to roll out a strategy to achieve this goal in early 2020/2021.

Remember and reflect on Australia's history in local context

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.3	Corporate Planning & Communications	Host events and services which promote awareness of Australian history such as Australia Day and Anzac Day and history of a local significance	Progressing	<p>Starting in January, the annual Movies in the Park were successfully held on Australia Day attracting over 200 people. The two Australian movies shown were the The Sapphires and Oddball, chosen to suit the family event.</p> <p>Unfortunately from February onwards, Due to the COVID-19 pandemic all events scheduled for the rest of the financial year were cancelled. These included the Lunar New Year Carnival, (although the traditional Lion Dance Parade along the Businesses of Burwood Road, Emerald Square and Burwood Plaza went ahead), Easter in the Park, ANZAC Day March and Dawn Service (The Mayor, State and Federal members and RSL dignitaries laid wreaths in a private service) and the National Servicemen's Commemorative Service (with the Mayor, State member and RSL representative laying wreaths and a book in a private service).</p>

Promote volunteering opportunities and local participation

Work with agencies to support volunteering including volunteers of CALD background

Code	Responsible Unit	Action Name	Status	Comments
1.4.5.1	Community, Library & Aquatic Services	Form strategic partnerships and support local volunteering initiatives	Progressing	Volunteering opportunities were promoted through the Council, Volunteer Network and GoVolunteer websites. When COVID-19 restrictions came into effect, volunteering was significantly reduced. During this period Council create a new position of Volunteers and Program Officer to increase capacity to develop further opportunities for local volunteering and skills sharing when the restrictions allow. It is anticipated that a new range of opportunities will be rolled out in early 2020-2021.

Provide volunteering opportunities and participation within Council

Code	Responsible 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	Volunteers continued to be engaged for local services until the COVID-19 restrictions came into effect. While restrictions significantly decreased volunteering opportunities from March 2020, Council created a new position of Volunteers and Programs Officer to further enhance and broaden local opportunities for residents to give back and share their skills though volunteer work when the restrictions allow. It is anticipated that a new range of opportunities will be rolled out in early 2020-2021.

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

Code	Responsible Unit	Action Name	Status	Comments
1.4.5.3	Community, Library & Aquatic Services	Provide skills development and project mentoring for individuals and groups	Progressing	Each year Burwood Council delivers free civic leadership training for the Burwood Youth Advisory Group (BYAG), the youth advisory committee. The latest BYAG leadership training program was delivered on 22 February 2020. At this training day BYAG members built leadership, project management and communication skills. It was also a fantastic opportunity for members to form connections with other like-minded and highly driven young people. The training forms an integral part of BYAGs planning process for upcoming programs and events and assists Council in identifying key youth focus areas.

An aerial photograph of a city grid, showing a mix of residential and commercial buildings, streets, and green spaces. A large, semi-transparent yellow circle is overlaid on the left side of the image, containing the text "Leadership and Innovation" in white, bold, sans-serif font. The text is centered within the circle and reads "Leadership" on the top line, "and" on the second line, and "Innovation" on the third line.

Leadership and Innovation

Leadership and innovation

Community confidence in Council's decision making

Provide opportunities for discussions and report decisions back to the community

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

Code	Responsible Unit	Action Name	Status	Comments
2.1.1.1		Conduct workshops, special meetings and forums when necessary	Progressing	Public participation opportunities provided at Council meetings. COVID-19 pandemic disruptions led to switch from face-to-face opportunities to canvassing of written submissions and participation via teleconferencing as permitted under temporary changes to the Local Government Act.

Provide an opportunity for the community to provide input and feedback on major decisions

Code	Responsible Unit	Action Name	Status	Comments
2.1.1.2	Corporate Planning & Communications	Undertake community consultations in line with the Community Engagement Strategy	Progressing	<p>Community Engagement is a framework that Council operates within, ensuring the community is able to participate in decision-making that affects the quality of their environment and lifestyle. Council employs the International Association for Public Participation (IAP2) methodology to ensure best practice approach to meaningful engagement.</p> <p>During this year Council undertook community satisfaction research to assess the overall performance of Council and to measure community perceptions. The research demonstrates the correlation between community level of importance of a service and level of satisfaction of service delivery. This contributes to Council's service reviews and identifies priorities in corporate planning. The research also benchmarks across greater Sydney's Councils.</p> <p>Results included:</p> <ul style="list-style-type: none"> • 91% of residents rate their overall quality of life as good to excellent. • 85% agree with Burwood area is a great place to live. • Overall 90% of residents are somewhat satisfied with Council's performance which was an increase on 2017.

Report outcomes of Council decisions and resolutions

Code	Responsible Unit	Action Name	Status	Comments
2.1.1.3		Provide information to the community on outcomes of Council decisions and resolutions in a timely manner	Progressing	Ordinary meetings of Council successfully convened each month from February to June inclusive despite COVID-19 pandemic disruptions. Council was in recess during January. Business papers and related documents for the current term of Council have been successfully migrated from the legacy website of Council and loading of new content on the new website commenced in June.

Inform the community on key regional projects and plans

Inform the community on key infrastructure projects which effect the local community

Code	Responsible 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>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 The construction of a new synthetic Futsal field has been completed. Further upgrade works in Henley Park are also underway and these include:</p> <ul style="list-style-type: none"> • Design and construction of new field irrigation, drainage and turf works for the 2 southern fields • Design for the refurbishment and extension of the amenities block has been completed. • The Tender process for the construction of the amenities block has been completed. <p>Blair Park In Blair Park capital works upgrades recently completed includes the design and construction of new field irrigation, drainage and turf works.</p> <p>Woodstock Community Centre</p> <ul style="list-style-type: none"> • Capital works according the master plan has commenced. • Construction of a new Children's Playground including a 15m long

Code	Responsible Unit	Action Name	Status	Comments
				<p>flying fox.</p> <ul style="list-style-type: none"> A concept design for the sensory garden is also completed. <p>Burwood Park</p> <ul style="list-style-type: none"> Installation of a new fitness equipment station in the north west corner of Burwood Park has been completed. Installation of an additional POPP outdoor table tennis table. <p>Grant Park</p> <ul style="list-style-type: none"> Upgrades including fencing, gates, new solar lights and bubblers to the two dog off leash areas have been completed. Construction of a new obstacle course is underway Design for the new two netball courts and extension to the Enfield Aquatic Centre carpark is underway.

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

Code	Responsible Unit	Action Name	Status	Comments
2.1.2.2	Governance	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	All Council Policies, Delegations and Resolutions of Council and the Burwood Planning Panel are made available on Council's website. Any new or revised Council policies for the period have been published on Council's new website. (Redundant, outdated and duplicate documents have been left behind on the legacy website as part of the Website Migration Project.)

Ensure transparency and accountability in decision making

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

Code	Responsible Unit	Action Name	Status	Comments
2.1.3.1	Governance	Provide transparent auditing processes and ensure reports are made available to the community where appropriate	Progressing	<p>Council continued its schedule of Audit, Risk and Improvement Committee meetings with two held during the reporting period on 18 February and 26 May 2020.</p> <p>The Committee was presented a report on the Building Certification and Fee Management Audit review.</p>

Provide information in a transparent manner

Code	Responsible Unit	Action Name	Status	Comments
2.1.3.2	Governance	Ensure all public information is accessible and made available in a timely manner	Progressing	All Council Policies, Delegations and Resolutions of Council and the Burwood Planning Panel are made available on Council's website. During the reporting period 114 informal application and 16 formal applications have been processed under the Government Information (Public Access) Act 2009.

Provide efficient and transparent procurement and purchasing

Code	Responsible Unit	Action Name	Status	Comments
2.1.3.3	Finance & Resource Management	Maintain a transparent process when engaging with contractors, suppliers and businesses	Progressing	<p>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 Corporate Practice along with Tendering Manual. These are updated on a regular basis in accordance with Council's Corporate Review Practice.</p> <p>In addition Council uses a number of prescribed agencies for contracts and supply agreements, namely Local Government Procurement (LGP), and Procurement Australia (PA). Council is part of Southern Sydney Region of Councils (SSROC), and utilises some of their contracts to enable transparency and accountability. For certain purchases the NSW Government Contracts are used.</p>

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 with neighbouring councils

Code	Responsible Unit	Action Name	Status	Comments
2.2.1.1	Organisation Development	Participate in inter-agencies and networks within the region and deliver initiatives through established Memorandums of Understanding	Progressing	Burwood Council is an active member of key local government industry bodies, including LGNSW, LG Professionals, LG Procurement, Civic Risk Mutual, StateCover, SSROC and works collaboratively with NSW government agencies to deliver outcomes to our community and employees. Council became members of the Diversity Council of Australia Ltd; this partnership demonstrates our ongoing commitment to diversity and inclusion in the workplace. Working with Transport NSW we participated in a three month trial of contactless pedestrian crossings

Code	Responsible Unit	Action Name	Status	Comments
				installed in our CBD area.

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

Code	Responsible Unit	Action Name	Status	Comments
2.2.2.1	Community, Library & Aquatic Services	Seek funding opportunities and work with State and Federal agencies on initiatives that will benefit the community	Progressing	Council has secured a five year funding contract from the State Government to undertake targeted early intervention for families.
2.2.2.1	Community, Library & Aquatic Services	Participate in regional alliances and local interagencies	Progressing	<p>Council staff hosted the local child and family interagency for government and non-Government service providers from Burwood, Ashfield, Strathfield and Canada Bay. The interagency provides opportunities for service providers to network, identify current gaps and develop programs and activities in partnership with one another and Council.</p> <p>Staff also participated on a number of regional forums to support people living with a disability. However, the COVID-19 restrictions have curtailed the activities of most of these groups for the time being.</p>

Ensure financial sustainability and organisational effectiveness

Identify and maintain additional revenue sources to ensure financial sustainability

Maintain an investment strategy and policy

Code	Responsible Unit	Action Name	Status	Comments
2.3.1.1	Finance & Resource Management	Implement appropriate strategies and report outcomes to Council	Progressing	<p>Council has developed an Investment Strategy and an Investment Policy through a third party Investment advisor which are reviewed regularly.</p> <p>Council invests surplus funds with various Financial Institutions during the year. These invested funds have been receiving at least 0.25 basis points above the RBA official rate. Council staff ensures that these invested funds are in secure financial instruments.</p> <p>Staff ensured that Council was made aware of all Invested Funds through a monthly report tabled at each available meeting in accordance with Legislative requirements.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
2.3.1.2	Property & Building Services	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	<p>Council has achieved comparable market rental across its leased properties. The assets are regularly maintained to ensure requirements and compliance is met for community use. However, as a result of the challenges of dealing with the COVID-19 outbreak, Council implemented direct crisis management strategies to protect the health and safety of our community, customers and staff, which included the closing of the Enfield Aquatic Centre, cancellation of public events and cultural initiatives and cancellation of bookings for venues and public parks. As such, Council implemented the Burwood Cares program in March 2020.</p> <p>As such, on the 24 March 2020 Council approved to support relief measures for small businesses in the local area, as a result of the economic impact that COVID-19 has had on businesses, for which Council is the landlord.</p> <p>Council is in the process of implementing a new asset management system for the purposes of maintaining and managing Council's assets. The implementation of the new Asset Management solution will be completed in 2020 and allow Council to capture its asset data within a single source as well as report and track the condition and maintenance of all assets.</p> <p>Council is currently reviewing its Property Strategy. The review will ensure Council's property management continues to have a 'whole of Council' approach. The Strategy will assist Council to maintain financial sustainability and provide a clear direction in the management of Councils income producing properties with the objective of optimising Councils financial return on investment, whilst continuing to provide for the Burwood community's needs and expectations."</p>

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

Code	Responsible Unit	Action Name	Status	Comments
2.3.1.3	Finance & Resource Management	Identify the community's capacity and willingness for additional sources of income and implement where appropriate or required	Progressing	<p>After a successful Special Rate Variation application (Drainage Infrastructure) in the first half of the year, Council has continued to reduce its Infrastructure backlog.</p> <p>Along with the normal Capital Works program, Council has applied for and been granted additional Grant funding from the Roads and Maritime Services Blackspot program, Local Government Safer Roads program and</p>

Code	Responsible Unit	Action Name	Status	Comments
				Public Domain Works from developers within the Local Government area. Council also sort further Grant Funding opportunities for the upgrade of Henley Park Car Park and the creation of Netball Courts behind The Aquatic Centre which Council was notified in late June that they were successful, works to completed during 2020-21.

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 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	Milestone	This was completed in the previous semester and will be reviewed during FY20/21.

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

Code	Responsible Unit	Action Name	Status	Comments
2.3.2.2	Organisation Development	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. Through the implementation of team work plans, employees have a greater understanding of the Corporate Plan and their role in the delivery of these associated projects.

Provide structured procedures and processes to ensure organisational effectiveness

Code	Responsible Unit	Action Name	Status	Comments
2.3.2.3	Organisation Development	Identify and implement frameworks that will improve organisational efficiency and business excellence	Progressing	Council continues to participate in the Local Government Professionals/ Price Waterhouse Coopers Australasian Local Government Performance Excellence Program resulting in better communication, control and management of Council's performance with stakeholders. The program provides deeper insights into relevant areas of internal business operations with quality data that supports quality decision making. The data from this Program has informed Workplace Improvement Program projects, in

Code	Responsible Unit	Action Name	Status	Comments
				particular the Organisational Review Project and the Workplace Flexibility Project.

Efficient and innovative customer focused services

Provide a 'one stop shop' for customers

Optimise the experiences of visitors to Council

Code	Responsible Unit	Action Name	Status	Comments
2.4.1.1	Property & Building Services	Implement a service centre at the new Council Administration offices	Progressing	<p>Council has recently completed the project works which involved the expansion of its Library and Community Hub. This exciting and much needed new space will introduce much needed additional community space, create a single point of service for residents and stakeholders and provide an improved solution to the accommodation needs of staff, incorporating the immediate and long term needs of our LGA into the future. As a result of the COVID-19 pandemic, the opening of the new Burwood Council and Library is yet to be confirmed. The new facility has reinvigorated the Library & Community Hub into a place of civic pride, offering a variety of enhanced facilities:</p> <p>Introduction of a combined service hub for library and council customers improved access to services, payment of rates, community lounge and meeting facilities</p> <ul style="list-style-type: none"> • Purpose-built library and community space • Self-serve tech points • Enhanced collection spaces • Indoor garden spaces • Amphitheatre • Children's activity and youth zones • Technology training areas with 3D printing facilities • Music suite • Interactive digital and 3D virtual gallery area • Creative makers space

Code	Responsible Unit	Action Name	Status	Comments
				<ul style="list-style-type: none"> Local Studies display and collections Large multi-purpose event/program rooms for hire with full conference facilities Touch screen way finding points Physical art gallery displays Study areas for group assignments or private study Wi-Fi connectivity throughout the library Additional community space with increased flexibility and function

Identify ways to provide enhanced customer service at key facilities

Code	Responsible Unit	Action Name	Status	Comments
2.4.1.2	Customer Service & Records	Identify and implement the use of concierges and undertake customer service training with relevant staff	Progressing	<p>Council is researching different service models for its new customer service centre as part of the relocation to Conder Street scheduled for 2020.</p> <p>The service models include co-located Customer Service and Library staff which will result in improved and extended service delivery to the community. A new knowledge management system has been developed to ensure a seamless service which can be provided by Library and Customer Service staff.</p>

Maintain high quality customer service for all points of contact

Code	Responsible Unit	Action Name	Status	Comments
2.4.1.3	Customer Service & Records	Ensure customers are attended to in line with service standards	Progressing	<p>During the period of 1 January 2020 to 30 June 2020, the number of customers that were served at the counter from 1 January to 31 March 2020 was 603 with 83% being served within five minutes. There are no figures from April to June 2020, as the counter has been closed to the public due to the COVID-19 pandemic. Number of calls received during these 6 months totaled 16622, with 85% being answered in less than 40 seconds.</p>

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

Allow customers to 'do business with council' entirely online

Code	Responsible Unit	Action Name	Status	Comments
2.4.2.1	Information Technology	Digitise all forms, applications, requests and payment methods where possible	Milestone	Council has published over 50 interactive online forms as part of the new Council Website. The forms allow Customers to fill, submit and if necessary pay online, thus drastically improving turnaround times and reducing the need to visit Council. An example of this is the "Application for Council Pensioner Concession Rates Rebate" form. The new online form can be completed online, including the ability to upload separate documentation, thus avoiding the need to attend Council to complete the application.

Explore new online communication tools

Code	Responsible Unit	Action Name	Status	Comments
2.4.2.2	Information Technology	Identify and implement technology that will enhance and improve customer experience	Milestone	<p>Council's new cloud based IT Infrastructure has been deployed to allow Staff to work remotely and flexibly. The new system has been actively used to maintain service levels during the COVID-19 lockdown period and to implement a range of remotely delivered Council services.</p> <p>Council's new Customer Service Knowledge Base system has been implemented and staff are currently being trained. A go live date has been set in August 2020. The Knowledge Base will improve Council's customer service capabilities and facilitate the integration of Customer service delivery by Library staff in the new Council and Library building at 2 Conder St.</p>

Provide opportunity for ongoing community feedback to ensure best practice

Allow customers to provide immediate feedback on their experience

Code	Responsible 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	Council has introduced new customer feedback software and terminal at Fitzroy Hall. The electronic questionnaire allows customers to provide immediate feedback on their experience and to assist Council with decision-making processes for future activities at the facilities. Based on 226 Ratings from 1/1/2020 1/7/2020 the statistics indicate that: 66% of people rated Customer Experience as awesome and 76% said they would use the venue again.

Monitor and measure Council's customer service

Code	Responsible 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	Council's transition to a combined Customer service and Library location at 2 Conder St will deliver extended and improved service levels for the Community. During the period Customer Service and Library teams commenced training activities to prepare for the transition to the new location. A knowledge management system has been developed to ensure a seamless service by Library and Customer Service staff. A new customer service kiosk has been introduced to ensure effective monitoring of customers and improve service delivery.

Improve overall customer satisfaction

Code	Responsible Unit	Action Name	Status	Comments
2.4.3.3	Customer Service & Records	Conduct regular surveys to gauge customer experience	Progressing	<p>Burwood Cares COVID-19 impact assessments were conducted with 21 local community services in June 2020. The assessments provided Council staff with insight into our community's greatest areas of need during the COVID-19 pandemic. Our engagement with services has strengthened our capacity to allocate resources effectively and efficiently.</p> <p>The Burwood Cares business survey was conducted in May 2020 to gain insight into the issues being faced by local businesses and how we might better support them during the COVID-19 pandemic.</p> <p>Meetings were held with Councils youth committee, the Burwood Youth Advisory Group (BYAG) to identify the needs and concerns of local youth, particularly during COVID-19, enabling the informed planning and development of upcoming programs and activities.</p>

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 Unit	Action Name	Status	Comments
2.5.1.1	Governance	Conduct regular training and induction sessions to support Councillors	Progressing	Opportunity to conduct councilor briefings a workshops following January recess heavily curtailed due to COVID-19 pandemic impacts. A special briefing on the pandemic implications was convened in April 2020. Subsequent COVID-19 briefings have occurred via reports to ordinary

Code	Responsible Unit	Action Name	Status	Comments
				meetings of Council and via timely communications directly from General Manager.
2.5.1.1	Governance	Provide information and resources and encourage professional development	Progressing	Briefing memos and information updates via online portal for councillors became increasingly significant adjuncts to reporting to ordinary meetings of Council about COVID-19 pandemic implications.

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 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	During the semester Council received positive feedback from the National Local Government Customer Service Benchmarking survey.

Strive for business excellence through innovation

Implement technology which will increase efficiencies and productivity

Code	Responsible 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	Milestone	<p>Council has completed the upgrade of its network infrastructure including the implementation of a new internet connection. With redundancy built into the network architecture, network connections to key Council sites are now more effective and reliable. New firewalls have been implemented increasing the ability for field staff to securely and readily access the information necessary for the prompt and efficient delivery of services to the Community.</p> <p>Council has commenced the migration of all IT systems to Cloud solutions and the project is expected to be completed in the first half of 2020. The Cloud infrastructure will lead to reduced IT costs and increased reliability to access information and services by the Community.</p> <p>Council has implemented an Online venue booking system. The solution</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>allows Customers to view the availability of parks and facilities online as well as submit and pay for bookings 24/7 through the online booking portal.</p> <p>Council has implemented an email security solution for all incoming and outgoing Council email, providing additional resiliency and reliability to one of Council's key communications channels.</p> <p>Council has identified and started to implement improvements to internal record keeping and information management systems that have resulted in streamlined business processes. Stage 1 of the project has been completed and on 1 January 2020 Online Development Application Lodgement will be available to Customers. The stage 1 system improvements will also deliver significant efficiencies in the handling of Development Applications. Stage 2 of the project is currently underway and will result in an overhauled and streamlined business process for Council's field based Compliance teams that will deliver greater efficiency and a speedier response time to Customer requests.</p>

Anticipate emerging trends and changes that will impact the area

Proactively monitor external strategies, technology and solutions that have the potential to impact Burwood

Code	Responsible Unit	Action Name	Status	Comments
2.5.4.1	Customer Service & Records	Seek opportunities to be involved in pilot programs and other initiatives aimed at assessing customer needs	Milestone	Council has implemented a new booking system for community facilities and parks which includes online bookings capabilities. This has increased the efficiency of the booking process, making our facilities more attractive to current and potential hirers. Customers have easier access to information and the ability to make online payments.



**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 Unit	Action Name	Status	Comments
3.1.1.1	Assets & Infrastructure	Develop specific plans of management for public spaces	Progressing	Council Staff are working with a consultant team and Crown Land Management on updating the Burwood Park Plan of Management. A preliminary first draft has been received and staff provided comment back to the consultant. The final draft Plan of Management will be completed in late 2020 and will be placed on public exhibition for formal adoption by Council.
3.1.1.2	Strategic Planning, Heritage & Place Planning	Ensure State and District Plan strategies are included into relevant Council planning policies	Progressing	Council has been working closely with the Department of Planning, Industry and Environment on assessing Burwood's public spaces including Wangal Park, Chinatown, Deane Street, Hornsey Lane and Burwood Park. Council was successful in securing a \$130,000 grant under the Streets as Shared Space program (a COVID-19 initiative) to assist with the pedestrianisation, landscaping and public art installations on Hornsey Lane.
3.1.1.3	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into future development proposal where possible	Progressing	Strategic planning works closely with the Building and Development Team, Property and Strategy Team and Assets and Infrastructure Team in order to coordinate development outcomes across the city to result in high quality public domain (streets, parks, through-site links, public buildings) as well as high quality residential and commercial buildings.
3.1.1.4	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 has also allocated \$100,000 to planting 500 trees in the Burwood LGA commencing in the 2019/20 financial year. Council staff have developed a strategy to implement these street trees in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment. Approx. 20% or 100 street trees have now been planted in the LGA.

Pursue partnerships and opportunities to create new open spaces

Negotiate with developers for additional space upon redevelopment of sites

Code	Responsible 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	During pre-DA discussions on all complex developments Strategic Planning seeks opportunities to maximise opportunities for quality streets, public open space and communal spaces. All Voluntary Planning Agreements negotiated include public benefits which can include new open space. A particular accomplishment this year has been the conversion of Hornsey Lane from a carpark to an urban laneway including public art, paving, smart poles and landscaping. This was funded with a combination of VPA monies, Section 7.12 monies and a grant from the DPIE.

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 Unit	Action Name	Status	Comments
3.1.3.1	Operations	Provide regular street sweeping and maintenance services	Progressing	<p>Council undertakes daily cleaning of the CBD areas with a combination of machine \ manual sweeping techniques.</p> <p>Burwood Council's road network of approx. 91 lineal kms is swept over a three week sweeping cycle with an additional sweeping cycle implemented following the domestic waste collection by the second afternoon sweeping cycle. Council has recently purchased an additional medium sized street sweeper to complement the large road sweeper and mini sweeper used to service the CBD. This sweeper provides an additional capacity to improve services in narrower streets with heavy leaf drops through the LGA.</p>

Maintain the stormwater drainage network

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.2	Operations	Regularly maintain and clean the stormwater drainage network and clear blocked pits	Progressing	<p>Council actively and routinely inspects pits identified as being hot spot or critical and schedule cleaning of these pits and pipes.</p> <p>Re-actively Council responds to Customer requests within the stipulated time frames. Council Staff responded to 104 customer inquiries this fiscal year.</p>

Remove priority weeds from public spaces

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.3	Operations	Implement a priority weed removal program in line with the Biosecurity Act 2015 (NSW)	Progressing	<p>Weed spraying by Contractors for all Streets and Council Carparks within the Burwood LGA is carried out approximately four times per year with the scheduled spray in June 2020 completed on time. Council's Parks Staff also carry out selective weed spraying of streets, parks and reserves within the Burwood LGA as required seasonally.</p> <p>All pesticide spraying is carried out in accordance with the Pesticide Regulation 2014. Residents and the General Public are notified as per Council's Pesticide Notification Plan available on the website.</p> <p>Council Staff and contractors are investigating and trialing alternative products to glyphosate herbicides products</p>

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

Code	Responsible Unit	Action Name	Status	Comments
3.1.3.4	Operations	Trees and vegetation are maintained as required to avoid damage or risk and new vegetation is planted where possible	Progressing	<p>Park and Street Tree Maintenance activities are carried out by qualified Council Staff and Contractors to mitigate risk of damage or injury to property and persons. Tree maintenance works are completed in accordance with the Australian Standard for Pruning of Amenity Trees 2007.</p> <p>Opportunities for new vegetation and planting is considered for all Capital Works and where possible maintenance works. Beautification opportunities are also considered where possible to add amenity. Council's Operations Teams and Contractors have recently completed Burwood Library Carpark beautification works at the corner of Railway Parade and Conder Street, Hornsey Lane beautification, Shaftesbury Road Beautification and over eighty trees planted as part of the 500 tree program.</p>

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 Unit	Action Name	Status	Comments
3.1.4.1	Operations	Undertake scheduled maintenance programs to meet community needs	Progressing	Council undertakes both a proactive and reactive maintenance program. Council's operations staff have attended over 1,700 reactive customer requests and have completed over 600 maintenance jobs this fiscal year.

Ensure sustainable materials are used for park amenities and facilities

Code	Responsible Unit	Action Name	Status	Comments
3.1.4.2	Property & Building Services	Maintain and upgrade existing park amenities to ensure longevity and sustainability	Progressing	<p>Council's parks and reserves are serviced daily to weekly depending on their location and usage. Facilities in which cleaning and servicing works are carried out include toilet's, BBQ and picnic areas. Additional maintenance includes emptying of bins and dog litter bins, rubbish/litter removal, playground inspections and repairs and landscape maintenance.</p> <p>Blair Park amenities block has recently undergone a refurbishment including an extension of the footprint, new commercial kitchen and amenities. The Capital work project to revitalise the Henley Park amenities is now at its final stage of planning. Construction work will begin in the first quarter of 2020/2021 financial year. The new facilities include new amenities, kiosk, store rooms and change rooms. The upgrading of the Henley Park amenities will provided the much needed facilities of which the sporting community has been longing for.</p>

Provide support for the establishment of sensory and community gardens

Code	Responsible Unit	Action Name	Status	Comments
3.1.4.3	Assets & Infrastructure	Identify opportunities to implement sensory or community gardens in existing parks, reserves and open spaces	Progressing	Staff have identified the area in the northwest corner of the Woodstock Community Centre Park land as a possible suitable location to design and develop a sensory garden. This location is shown on the Woodstock Proposed Capital Works Master Plan. Staff have developed a concept plan and preliminary cost estimate for the sensory garden. It is expected that in 20/21 financial year that the sensory garden will be constructed. At this stage there are currently no plans for any further community gardens in Burwood's other parks and reserves. However, staff will investigate suitable locations for possible community gardens in the future.

Ensure parks are accessible and offer inclusive activities

Code	Responsible 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. Recent playgrounds completed at Woodstock Community Centre and Sanders Reserve are fully accessible to children / people living with a disability or impairment.

Provide sustainable waste management practices

Promote existing recycling services

Provide education and information about Council's recycling services

Code	Responsible Unit	Action Name	Status	Comments
3.2.1.1	Environment & Health	Use Council communication to inform the community on existing services	Progressing	The Burwood Council Waste Info App has detailed information on recycling options for residents. Council's website offers alternative recycling options for materials and items not accepted through the kerbside recycling service, as well as accepted items for the kerbside collection service. The council social media platforms have been featuring a weekly #wastetipwednesday post outlining tips and facts relating to recycling, reducing waste and sustainability. Through the new waste contract with JJ Richards, a WERRO has been assigned to council to assist commercial buildings with the waste and recycling disposal requirements.

Ensure residents adhere to sustainable recycling practices

Code	Responsible Unit	Action Name	Status	Comments
3.2.1.2	Environment & Health	Conduct bin audits and encourage residents to recycle correctly	Progressing	The comprehensive waste and recycling kerbside bin audit was undertaken in early 2019. The report has been finalised and Council will be using the outcomes to tailor the education campaigns to focus on the top priority areas. Council has undertaken visual bin audits in multi-unit dwellings within the town centre to ascertain best methods for educating residents to increase recycling and minimise contamination. Bin infrastructure and bin bay signs are a priority.

Identify emerging waste management solutions

Actively seek and identify new processes and technology

Code	Responsible Unit	Action Name	Status	Comments
3.2.2.1	Environment & Health	Implement waste management solutions that will benefit the community	Progressing	The combined e-waste, whitegoods and mattress drop off days at the Operations Centre have proven popular with Council residents. Commencing in April 2020, mattresses that are put out as part of the clean-ups are now being collected separately by an SSROC approved contractor.

Establish clear targets for recycling and reducing waste to landfill

Ensure a community wide increase in recycling and reduction in landfill

Code	Responsible Unit	Action Name	Status	Comments
3.2.3.1	Environment & Health	Continue to report targets to the community	Progressing	An annual report is presented to Council outlining programs and projects undertaken which aim to reduce waste generation and divert material going to landfill and promote recycling.

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 Unit	Action Name	Status	Comments
3.3.1.1	Environment & Health	Provide an annual calendar of initiatives on environmentally sustainable practices	Progressing	The e-waste drop-off days and NSW EPA Clean Out days are featured on both the Waste Info App and Council website.

Participate in regional sustainability programs

Code	Responsible 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 works with adjoining Councils on regional initiatives to standardise waste and recycling education and messages to the community. Many of the projects are coordinated through SSROC to ensure consistent and factual information is provided to the community.

Encourage the community to follow sustainable practices

Code	Responsible Unit	Action Name	Status	Comments
3.3.1.3	Environment & Health	Award residents, streets, businesses or areas that follow sustainable recycling practices	Progressing	Council is compiling checklists for sustainable recycling practices for business, streets and residents. Internal discussions are being held to determine how to best promote and award successful recipients.

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

Code	Responsible Unit	Action Name	Status	Comments
------	------------------	-------------	--------	----------

Code	Responsible Unit	Action Name	Status	Comments
3.3.2.1	Environment & Health	Undertake campaigns and initiatives that encourage the use of alternative transport	Progressing	Alternative transport promotion and education is being rolled out via Council communication Channels. Council has dedicated cycle ways and makes provision in large developments to accommodate alternate transport infrastructure including share car services and bicycle parking stations.

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 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	<p>Council has agreed to enter into a partnership with Canada Bay Council to allow Burwood residents access to the Community Recycling Centre in Five Dock. Burwood residents will be able to drop off problem wastes including batteries, old paint, gas bottles, light globes including fluorescent tubes, smoke detectors and old fire extinguishers. Materials that should not be disposed of to landfill.</p> <p>Council is also implementing public place recycling and litter prevention devices at bus stops and strategic locations to maintain cleanliness in the local government area.</p>

Raise awareness in the community on littering

Code	Responsible Unit	Action Name	Status	Comments
3.3.3.2	Environment & Health	Undertake campaigns to reduce littering in town centres	Progressing	The waste team works with the Compliance and Clean and Safe teams to monitor and control littering in the town centres in an effort to ensure littering is kept to a minimum. Special attention is given to the main town centres to promote anti littering campaigns and messages. Council also has a dedicated waste investigations officer for the investigation and follow up and prosecution where possible of littering offences.

Leadership in environmental sustainability

Invest in green and renewable technology

Implement green and renewable energy initiatives across Council facilities

Code	Responsible Unit	Action Name	Status	Comments
3.4.1.1	Property & Building Services	Audit existing facilities and upgrade where appropriate	Progressing	<p>Council is going into a phase of re-evaluating the underperforming assets. These assets will need to be revitalised to increase the return. Taking a pragmatic fundamental principle of responsible private sector property portfolio management, focusing on the community needs is a priority. In addition, also developing an overall strategy to increase the capital base and its efficiency for a higher yield, will subsequently benefit the wider community. It is essential to regularly assess and improve the quality and management of the existing assets.</p> <p>Regular inspections of Council's facilities were conducted to assess and monitor the condition of Council premises and to ensure compliance and comfort for the community. Council has also recently implemented a cloud based software solution to improve service levels and reduce capital and maintenance spending.</p>

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 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 such as the Return and Earn scheme and Love Food Hate Waste programs are promoted through Council website.

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

Work with developers to promote sustainable developments

Code	Responsible 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	Progressing	<p>Assessment of planning proposals and development applications for land within the Burwood Town Centre continues to require consideration on green spaces provision whether by vertical, podium or roof top gardens.</p> <p>Consideration for whole of block and whole of street approach is being</p>

Code	Responsible Unit	Action Name	Status	Comments
		within the Burwood CBD		undertaken as applications are received to ensure opportunities are maximised, sun access and open space may be able to be shared and driveway/service areas on streets reduced.

Ensure developers follow sustainable practices during construction

Code	Responsible Unit	Action Name	Status	Comments
3.4.3.2	Compliance	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	Council's Compliance Team patrol all building sites on a daily basis and enforce all consent provisions. These patrols have seen an increase in compliance and developers seeking approval for roadway activities. These patrols are also linked to the Parramatta River Catchment Enforcement Program.

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 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 has continued for the reporting period. There were 130 inspections carried out in the period. Enforcement action included 2 Improvement Notices and 1 Penalty Notice.

Mimimise urban related pollution such as air, water and noise pollution

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.2	Environment & Health	Investigate air, water and noise pollution complaints	Progressing	Public health and pollution incident complaints continue to be investigated by Council's Environmental Health Officers. There were 16 complaints investigated and resolved during the January to June 2020 reporting period.

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

Code	Responsible Unit	Action Name	Status	Comments
3.5.1.3	Environment & Health	An annual calendar of initiatives on public health including information in relevant community languages	Progressing	Council's environmental health officers continue to provide educational information by way of one on one discussions with shopkeepers and topic specific pamphlets in languages other than English.

Educate the community on public health matters

Code	Responsible 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 provides public health information and alerts through the Council website. Council also delivers targeted information through food schools made available to shopkeepers and managers of premises which might present a public health risk. Risk premises include food shops, cooling towers, boarding houses and places of skin penetration (beauticians and the like).

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 Unit	Action Name	Status	Comments
3.5.2.1	Compliance	Provide information and relevant campaigns to raise awareness in the community	Progressing	Council's Compliance Team patrols local parks and main streets on a daily basis and any related breaches are actioned accordingly. The Compliance Team review the companion animal register twice a year and send registration reminder letters to dog owners that have failed to register their dogs. As part of their proactive approach, the Compliance Team have increased their presence in local parks and streets due to the Smart City Compliance Project and this has meant that staff have been more interactive with animal owners in the LGA.

Establish pet friendly environments for animal owners

Code	Responsible Unit	Action Name	Status	Comments
3.5.2.2	Assets & Infrastructure	Consider pet friendly facilities when undertaken any new plans of management for parks, reserves and open	Progressing	When undertaking new plans of management for parks Council will consider new pet friendly facilities. There are currently dog off- leash areas in Henley Park, Grant Park, Blair Park and Burwood Park. Recently Council approved to amend the Generic Plan of Management - Parks to

Code	Responsible Unit	Action Name	Status	Comments
		spaces		include a fenced Dog off-leash area in Sanders Reserve. Also Council recently upgraded the two fenced dog off-leash areas in Grant Park and in Blair park including solar lighting. Also during the height of COVID -19 a request to temporarily expand the unfenced dog off-leashed area in Henley Park was also undertaken.

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

Code	Responsible Unit	Action Name	Status	Comments
3.5.2.3	Compliance	Undertake compliance inspections for dangerous or displaced animals	Progressing	All dangerous and restricted dogs in the LGA have been inspected



Planning and Infrastructure

Planning and infrastructure

Implement regional traffic and parking strategies

Ensure strategies accommodate population growth

Design traffic facilities which improve traffic flow and alleviate congestion

Code	Responsible 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 Unit	Action Name	Status	Comments
4.1.1.2	Assets & Infrastructure	Negotiate with developers for additional public parking within developments in the Burwood CBD where possible	Progressing	The strategic planning team will continue to negotiate for a wide range of public benefits on developments that implements the Community Strategic Plan, the LSPPS and supports Burwood as a Strategic Centre. Negotiating outcomes to share service areas across sites and blocks will be investigated in order to also facilitate more parking.

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

Code	Responsible 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 Councils 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.

Consider social impacts of population growth

Code	Responsible Unit	Action Name	Status	Comments
4.1.1.4	Community, Library & Aquatic Services	Investigate the social impact and quality of life of high density living	Milestone	Council engaged students from the University of Western Sydney who were completing a Masters of Social Work to undertake research into the social impacts of high density living. This research improved Council's understanding of the needs of residents in high density dwellings and increased capacity to leverage off the positive opportunities generated by higher densities, such as economic benefits, to better respond to identified needs. Staff continue to keep a watching brief on the effects of urban density on our current landscape and the community.

Implement strategies to promote alternative transport use

Investigate opportunities for bus priority lanes to improve public transport efficiency

Code	Responsible 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

Code	Responsible 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)	Progressing	Council successfully applied for grant funding 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, with the first link along Neich parade having been completed. Demand for additional bicycle parking will be considered as part of this project.

Work with key stakeholders to ensure an integrated transport plan

Work with RMS, STA, NSW Police and major stakeholders to continue to develop new parking initiatives

Code	Responsible Unit	Action Name	Status	Comments
4.1.3.1	Assets & Infrastructure	Conduct regular meetings with key stakeholders and report outcomes to the community	Progressing	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.

Participate in regional projects to ensure an integrated transport network

Code	Responsible 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 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 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 Unit	Action Name	Status	Comments
4.1.4.1	Assets & Infrastructure	Undertake safety campaigns and run targeted programs	Progressing	Several Road Safety Programs are run every year with an aim of reducing accidents and educating the public on road rules and behavior

Code	Responsible Unit	Action Name	Status	Comments
		and initiatives to promote safety around schools and town centres, pedestrian and cycling safety.		improvements. Councils 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. Councils 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 Unit	Action Name	Status	Comments
4.1.4.2	Assets & Infrastructure	Identify blind spots and hot spots and implement solutions to take action against potential incidents	Progressing	Blackspot projects are identified on a yearly basis following the distribution of RMS accident data. Locations which meet the criteria based on the number of accidents which have occurred are investigated to determine if engineering treatments can reduce the likelihood and severity of accidents. Council has successfully secured funding for three projects in 2020/21 being Woodside Avenue Burwood, Norwood Street Burwood and Wentworth Road Strathfield.

Provide connected an accessible infrastructure

Improve the accessibility of Burwood CBD

Improve pedestrian flow within the Burwood CBD

Code	Responsible 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	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 Councils DCP include

Code	Responsible Unit	Action Name	Status	Comments
				Burwood Road to Burleigh Street, Deane Street to Victoria Street and Burwood Road to Elsie Street. Further investigations into restricting access for vehicles will form part of the current Traffic and Transport Study to be completed in the second half of 2020.

Identify parking solutions that will alleviate traffic congestion

Code	Responsible 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 currently underway and will be reported to Council in 2020. The Strategy Review looks at a number of options to improve parking turnover, decrease traffic generated by circulating vehicles searching for parking and address the impact of high parking demand in residential streets.

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

Code	Responsible Unit	Action Name	Status	Comments
4.2.1.3	Assets & Infrastructure	Implement strategies and initiatives to enhance connectivity within the area	Progressing	Additional cycleways are being delivered to link the Parramatta Road corridor to Burwood Park and Wangal Park. These cycleways are fully funded via the Parramatta Road Urban Amenity Improvement Program (PRUAIP). The first link along Neich Parade has been completed, with the remaining two links scheduled to be completed in the 2020/21 financial year.

Provide quality local infrastructure that caters to population growth

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

Code	Responsible Unit	Action Name	Status	Comments
4.2.2.1	Operations	Provide an extensive capital works program to regularly maintain and renew local infrastructure	Progressing	Council maintains a comprehensive Capital Works program covering all assets including but not limited to Roads, Drainage, Footpaths, KG, Beautification and other special projects

Continue to monitor the condition of infrastructure across the area

Code	Responsible Unit	Action Name	Status	Comments
4.2.2.2	Assets & Infrastructure	Undertake infrastructure audits in order to determine the condition of local infrastructure	Progressing	Council has completed condition data capture and assessment for its road and park assets 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. The new road infrastructure condition data was used to complete the revaluation of Council's road assets.

Ensure all Council infrastructure is safe and accessible

Ensure infrastructure design aids accessibility

Code	Responsible 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	During this half year Council has upgraded ten (10) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with 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 Unit	Action Name	Status	Comments
4.3.1.1	Building & Development	Ensure that design is assessed as part of the development application process	Progressing	2 major DAs, 2 amended designs and 1 Court matter referred to Council's Urban Design Consultants for a review during this period.

Maintain and preserve heritage through relevant planning strategies

Ensure integrity in planning to preserve heritage

Code	Responsible Unit	Action Name	Status	Comments
4.3.2.1	Building & Development	Ensure that all development applications relating to heritage items or heritage	Progressing	62 DAs were referred to the Executive Strategic Planner-Heritage Adviser during this period.

Code	Responsible Unit	Action Name	Status	Comments
		conservation include a heritage assessment		
4.3.2.1		Provide information and education relating to heritage as it applies to development	Progressing	Strategic planning work such as the Burwood Masterplan, and the Local Character Investigation Areas embed heritage items within the urban structure to reveal and celebrate heritage items throughout the city.

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 Unit	Action Name	Status	Comments
4.4.1.1		Provide strategic and planning input into major regional infrastructure strategies and projects	Progressing	Strategic Planning works with Department of Planning, Industry and Environment on implementing their programs. Currently these include the Metro West Station in North Burwood, The Premiers Priority Greener Public Places, Parramatta Road Strategy and Burwood as a Strategic Centre in Sydney.

Partner with key stakeholders to deliver major projects

Work with State and Federal Governments and developers to ensure major infrastructure projects benefit the community

Code	Responsible Unit	Action Name	Status	Comments
4.4.2.1		Actively participate in the planning process of regional and metropolitan infrastructure projects and advocate for the area's needs	Progressing	With the LSPS now completed, the implementation of the LSPS will require continued engagement with regional and metropolitan infrastructure projects including the Metro West, improved north-south public transport linking Campsie to Burwood and other projects.

Ensure customer focused processes for development services

Ensure support and provide efficient assessment of developments

Provide support and information on development processes

Code	Responsible 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	Electronic lodgement of DAs implemented, Council now looking at lodgement of Part 4A Certificates through NSW Planning Portal. DA information on Councils web site has been reviewed and updated with the new web site. DA process and procedures manual being amended as required. Standard DA conditions now under review.

Ensure streamlined and timely processes for development services

Code	Responsible Unit	Action Name	Status	Comments
4.5.1.2	Building & Development	Assess development applications in a timely manner	Progressing	DA's lodged to Council since 1 Jan 2020 have been submitted through the NSW Planning Portal and the 57 DA's processed from the portal have been determined in an average time of 58 days.

Ensure independence and transparency in decision making on significant developments

Facilitate and coordinate the Independent Hearing and Assessment Panel

Code	Responsible Unit	Action Name	Status	Comments
4.5.2.1		Report decisions made by the Independent Hearing and Assessment Panel to the community	Progressing	Burwood Local Planning Panel (BLPP) meetings were convened in February, March, May and June. There was insufficient business to convene a meeting in April and, like elected Council, the Panel was in recess during January. The BLPP Meeting Agendas are published on Council's website six days prior to each meeting. The official minutes and the recording of meetings are published within two working days on Council's website. Panel Member's declaration of Conflicts of Interest for each meeting are also published on Council's website.



Vibrant
City and
Villages

Vibrant City and Villages

Maximise Burwood's regional and strategic status within inner western Sydney

Stimulate the local economy and activate the Burwood CBD

Plan and facilities economic development strategies that stimulate the economy and attract businesses

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.1	Corporate Planning & Communications	Review and monitor Economic Strategies and policies	Progressing	Council is in the process of reviewing its strategies, studies and plans to identify an integrated approach to supporting economic development. This review will inform objectives and actions in the next Delivery Program.

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 regional, metropolitan and nation-wide initiatives	Progressing	Due to the COVID-19 situation our partnership event Lunar New Year was cancelled and all other activities investigating wider metropolitan opportunities were suspended. Council was successful in receiving \$2,000 Anzac Community Grant from the NSW Office of Veterans Affairs. This was to contribute to displaying a Sandakan Death March Roadshow for two weeks prior to the Sandakan Remembrance Service. As the service was cancelled the grant terms have been extended.

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	Early in 2020 the business community, particularly the Asian hospitality businesses were concerned about the rapid drop in trade. This coincided with the fear that the virus in China had made its way to Burwood and residents and visitors alike stayed away. At this stage there was no rational reason to avoid the businesses so a digital campaign was developed 'Burwood Eats' to show support for the businesses, eliminate fear and bring people back to the restaurants and cafes. The Mayor

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>featured in daily posts and videos dining in local restaurants and engaging with the owners and patrons. Due to the COVID-19 situation rapidly deteriorating causing restaurant lockdowns, the campaign was moved under a new community and business outreach program - Burwood Cares.</p> <p>During the past six months the Town Centre Beautification Program to enhance the aesthetics of the business centres has continued with more tree planting, planter boxes and seating. A highlight is Hornsey Lane which has become a pedestrian way with landscaping, paving and seating which will appeal to retailers seeking tenancy and diners in what could be an emerging restaurant, bar and cafe hub.</p>

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

Enhance and promote mix use buildings to ensure the Burwood CBD maintains its regional status

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.2.1		Review planning provisions for development controls and encourage mix use development where possible	Progressing	<p>Strategic Planning and pre-DA referrals ensure that the appropriate mix of commercial and residential is achieved.</p> <p>The DCP controls are working to provide a robust framework to support this.</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	Organisation Development	Provide and support opportunities for employment, placements, traineeships and volunteering where appropriate	Progressing	<p>Burwood Council continues to support opportunities for employment, volunteering and work experience. Providing work experience opportunities where students are placed in various areas of Council to gain an understanding of the broad operations, assisting students to fulfil their Higher School Certificate requirements. These placements assist in a very practical and positive way to assist students with their transition from school to a working environment. Council supports graduates, traineeships and apprenticeships through both direct employment and through a</p>

Code	Responsible Officer Unit	Action Name	Status	Comments
				Registered Training Organisation. Through the Burwood Cares Program a number of job search training opportunities were made available to our community.

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 provides a range of venues across the area to suit the diverse needs of the community with different venues providing spaces for corporate, community, educational and lifestyle events.

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>Planned communication campaigns such as the Burwood Eats Food Trail Activation and promotion of local businesses at major events have been put on hold until further notice. Council identified that the businesses had more immediate needs for support with COVID-19. Under Burwood Cares for Businesses, two digital business billboards, one for local services and one for hospitality businesses were activated on the website so that they could use them as vehicle for promotion. Council used social media to develop #takeawaytuesdays and #homedeliveryfridays, highlight their menus, created videos with the Mayor that featured businesses and the community were encouraged to upload favourite local eatery and dish.</p> <p>Other local services such as Yoga Schools and Music Shops were promoted on the billboard and in social media demonstrating how they had changed their business models to continue their services online.</p>

Develop programs to strengthen and sustain local businesses

Facilitate 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	<p>There may never be a more urgent time for Council to support State Government services and initiatives. The COVID-19 pandemic has seen a wave of State agencies announcing many business support programs. Understanding the diversity of businesses in the Burwood local government area, Council quickly responded by disseminating the information and re-packaging the information where necessary to make it more accessible to the business community. This was done with a dedicated web page under 'Burwood Cares' that provided latest news and updates for businesses, highlighted Government support programs and downloadable fact sheets with links to key agencies and initiatives. Council also promoted government programs via the Burwood Cares for Business E-Newsletter.</p> <p>Burwood was also an early adopter of key State government initiatives such as Park'nPay which saw the Mayor promote the innovative parking payment app on Channel 7 News. This will benefit businesses in the town centres as customers can top up their parking meter without leaving the premises. The program is being rolled out across the LGA. Council also participated successfully in Transport NSW's trial of touchless pedestrian crossing sensors installed at the intersection of Railway Parade and Burwood Road. This brings greater confidence in the safety of the business district.</p>

Engage with local business organisations and chambers

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.2.2	Corporate Planning & Communications	Maintain ongoing dialogue and identify opportunities to support initiatives or deliver joint projects	Progressing	Council supports State and Federal Government initiatives that strengthens and sustains local businesses. Service NSW's 'Easy to do Business' program provides Council and its existing and potential local businesses with a digital platform and state wide policy solutions that make it easier for small businesses to start up and grow. The service provides step by step guidance through application processes ensuring that the quality of submissions lodged with Council will be decision ready,

Code	Responsible Officer Unit	Action Name	Status	Comments
				<p>saving time in having to go back and forth for more information or updates.</p> <p>Many businesses were affected by the COVID-19 pandemic and to support them Council developed its Burwood Cares for Business program which included promoting government support programs and highlighting resources available for further education and training and business advice. This was done on the Burwood Cares web section and the Burwood Cares for Business E-Newsletter.</p> <p>Council also made contact with over 300 hospitality businesses in the LGA and the two Business Chambers to encourage them to maintain dialogue with Council and voice their needs and concerns. A business survey gathered key information for Council to formulate its response to business need and developed support packages.</p>

Encourage participation of local businesses in community events

Invite local businesses to participate in Council's civic events

Code	Responsible Officer Unit	Action Name	Status	Comments
5.2.3.1	Corporate Planning & Communications	Provide regular notice to businesses of Council's upcoming events and provide opportunities for involvement	Progressing	Council provides ongoing notifications to local businesses on Council's upcoming events and initiatives and encourages them to engage either through sponsorship, in-kind support or through other means of active involvement. Due to the COVID-19 situation all community events and business forums were cancelled.

Enhance and foster the local identity

Develop opportunities for public art and events that promote 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	Implement public art and street music programs to enhance the culture within the	Progressing	Council staff are currently working with local artists to develop three murals for a large section of wall in the newly upgraded Hornsey Lane. These artists will depict the past, present and future of Burwood local area.

Code	Responsible Officer Unit	Action Name	Status	Comments
	Services	Burwood CBD		<p>The murals are scheduled for installation in early 2020/2021.</p> <p>An initiative delivered under the Burwood Cares program in response to COVID restriction was live online music sessions which commenced in June 2020 and which have continued into 2020/2021.</p>

Maintain an attractive Burwood CBD

Enhance the aesthetics of the Burwood CBD through architecture and landscaping

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.2	Assets & Infrastructure	Implement a CBD and Strathfield town centre master plan	Progressing	<p>Staff have compiled various village town centre capital works master plan drawings detailing proposed beautification and upgrading works. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present. A specific town centre master plan has been prepared showing the proposed capital works for the beautification of the Strathfield town centre.</p> <p>Staff have prepared a photo montage of shopfront elevations for Burwood Road in the CBD to help inform and visualise potential areas for beautification. This works dovetailed into the specific town centre master plan prepared for the beautification of Burwood Road from Parramatta Rd to Church Street within Burwood CBD. A consultant was engaged to provide specific and detailed concept drawings for the beautification of Burwood Road in the town centre and for Railway Parade east. Burwood Road beautification works in the southern, central and Burwood Park precinct which included some tree removals, garden bed plantings and potted tree installations has been completed. Beautification works in the southern precinct from Parramatta Rd to Comer St is programmed to be undertaken next financial year.</p>

Ensure the Burwood CBD and town centres are clean and presentable

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.2.3	Compliance	Deliver a Safe & Clean program to monitor the CBD and town centres	Progressing	This function is now part of the Operations Centre - moved from the Compliance Service. See the update for item 3.1.3.1.

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	A new WiFi public internet access system has been implemented at Railway Parade, Woodstock, Fitzroy Centre, Hornsey lane and at Council's new facilities at 2 and 8 Conder St. The solution will provide faster internet speeds and increased range of access as well as a simplified customer connection experience. The project is on track to be completed by August 2020.

Provide civic events which foster a sense of pride in the community

Deliver a range of civic events which attract visitors to the area

Code	Responsible Officer Unit	Action Name	Status	Comments
5.3.4.1	Corporate Planning & Communications	Facilitate and coordinate major events that celebrate the area	On Watch	In the second half of the financial year and events calendar, Council co-hosts one major event being the Lunar New Year Carnival. Due to the COVID-19 pandemic this event, scheduled for 8 February had to be cancelled. Although at the time the community was not in lock down or socially distancing, Performers were not able to travel from China and with the uncertainty surround the virus, Council and the co-hosts made the decision from a community safety and stallholder economic perspective to initially postpone the event. As the public health situation escalated it was cancelled. To show support for the businesses, the traditional Lion Dance Parade along Burwood Road went ahead).

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

Update and maintain the aesthetics of town centres and villages

Enhance the aesthetics of village town centres including Croydon, Croydon Park and Enfield

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.1.1	Assets & Infrastructure	Develop master plans for village town centres	Progressing	Staff have compiled various village town centre capital works master plan drawings detailing proposed beautification and upgrading works. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present. These include, Burwood CBD, Strathfield CBD, The Strand Croydon, Liverpool Rd shopping strip, Georges River Road shopping Strip. In particular Council has commissioned a consultant Landscape Architect who undertook the Burwood Road Main Street Refurbishment project. This looked at strategic landscape and beautification plans for Burwood Road, in four distinctive precincts, namely; Burwood Road North, Burwood Park Precinct, Central Precinct, and Southern Precinct. A preliminary beautification concept plan has been developed by the consultant for the Railway Parade east.

Promote and recognise local history through urban design

Interpret the local history and character of the area through art and design

Code	Responsible Officer Unit	Action Name	Status	Comments
5.4.2.1	Community, Library & Aquatic Services	Identify local history and implement art and design that creates a sense of pride in the area	Progressing	Extensive planning and preparation has gone into Council's new public art site in Hornsey Lane to coincide with the redevelopment and beautification of this key thoroughfare. The site will soon will be the subject of three murals depicting the past, present, and future of Burwood Local Government Area. Artists have been engaged who will render fitting designs that reflect these elements. The designs will also be digitised to allow them, to be used at other sites and in Council publications. The murals are expected to be completed in the early part of 2020/2021.

