



# Annual Report

2020–2021



# Acknowledgment of Country

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

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

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<b>CRC</b>	Community recycling centre
<b>DA</b>	Development application
<b>DIAP</b>	Disability inclusion action plan
<b>EAC</b>	Enfield Aquatic Centre
<b>EPA</b>	Environmental Protection Authority
<b>ERP</b>	Enterprise resource plan
<b>LEP</b>	Local Environmental Plan
<b>LGA</b>	Local government area
<b>LSPS</b>	Local Strategic Planning Statement
<b>NSW</b>	New South Wales
<b>SMS</b>	Short message service
<b>VPA</b>	Voluntary Planning Agreement

# Message from the Mayor



**I am pleased to present Burwood Council's Annual Report for the 2020-2021 Financial Year. It has been a challenging year as we adapted to the realities of living with the COVID pandemic, bounced back slightly before plunging back into further restrictions.**

Through it all we were able to continue to support our community and deliver initiatives and projects that will benefit residents of Burwood into the future.

One of the key highlights during the Financial Year was the opening of the Burwood Library and Community Hub and revamped Council Headquarters in August. This contemporary space is an outstanding resource for the community and I have enjoyed seeing our young residents utilising the space to relax and to study together. I have also dropped by the meeting rooms to chat with some of our older residents who gather for their group activities.

Unfortunately, due to the Pandemic we were unable to stage our traditional Carols in the Park, but we were still able to enjoy the festive season with decorations installed throughout the LGA and plenty of houses turned their lights on for our Christmas Lights competition.

Council took a stand against division with the development of an Anti-Racism statement in December and the community showed its passion for tolerance with more than 90% of the 2,000 plus voters choosing the name 'Unity Place' for the renaming of Hornsey Lane in Burwood.

Thousands of people gathered in Unity Place for an official thank you event in April where we had performers, library activities, and food trucks for a wonderful celebration at the now pedestrianised laneway outside Council's Library.

Work progressed rapidly on the Enfield Aquatic Centre where we were working on expanding the facilities and creating a new indoor pool. The new amenities block at Henley Park will be incredibly useful for local sporting teams.

We continued our street beautification projects and successfully launched new public art projects. The mural at Unity Place and the Way Finding Project at Ann Street have been well received by the community.

Our ongoing Burwood Cares program supported the community and businesses with new digital initiatives to keep people connected and informed of COVID-related information and online activities.

What really touched me was the resilience of our community through the challenging times and how we looked out for each other.

Finally, I would like to thank our councillors and staff for their hard work in achieving such fantastic results in a time of unprecedented difficulty. As the next term of Council begins, for 2021-22 it has been an honour to serve and I look forward to building a still brighter Burwood for all.

**Cr John Faker**  
Mayor of Burwood

# Message from the General Manager



**The 2020-21 financial year was a challenging one for our residents, businesses and our organisation, but it brought us closer together and made us stronger as a Council and as a community.**

We commenced the financial year with the opening of one of our most ambitious projects, the new Council, Library and innovative Community Hub. It has proved a successful initiative bringing a great space to the community to enjoy with the convenience of the Service Centre integrated in the same building.

We continued with the Town Centre Beautification work and stepped up the public art program to enhance Burwood's status as an exciting place to live, work, visit and invest.

Council continued to actively engage the community in decision-making. The Name the Lane renaming Hornsey Lane involved over 2,500 participants having a final say on the new name which emerged as Unity Place. Other engagement included Sustainable Burwood which utilised a digital survey and face to face engagement and consultation on a major future project, the Urban Park and Cultural Centre that is designed to replace the current car park in front of our Library.

The third benchmarking community survey was completed this year. The Community Satisfaction Survey engaged a representative sample of the community to measure the overall satisfaction levels

with Council's performance and services and life in Burwood more generally. The results saw an overall increase in community satisfaction from 85% in 2017 to 94%.

Our ongoing response to the changing COVID restrictions has seen an agile approach to services. We continued to support those who were vulnerable or struggling and kept people connected under the banner of Burwood Cares. As restrictions eased we launched popular initiatives to bring people together and support local businesses such as Burwood Eats and the Community Christmas Lights competition.

We were fortunate to be in a strong financial position which allowed us to support our community and not delay or cancel any major capital works projects.

In conclusion, I would like to thank the Mayor and Councillors for their continued guidance and support for innovation. As this is the last Annual Report for the Council term I would like to congratulate them on a successful term in office. I would also like to thank our staff for their tireless efforts and dedication over a very challenging period. I look forward to working with all our stakeholders to ensure the progression of our community into the future.

**Tommaso Briscese**  
General Manager

# Our Councillors

The current Council was elected in September 2017. The Councillors have been elected to represent the local community and deliver its long term vision for Burwood. Due to the COVID-19 pandemic the Council term was extended another year to 2021.



**Cr John Faker**  
Mayor of Burwood



**Cr Heather Crichton**  
Deputy Mayor



**Cr Ernest Chan**  
Councillor



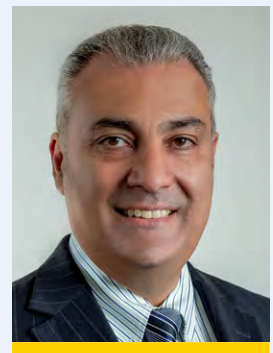
**Cr Joseph Del Duca**  
Councillor



**Cr Raj Dixit**  
Councillor



**Cr Lesley Furneaux-Cook**  
Councillor



**Cr George Mannah**  
Councillor

# Burwood 2030: The framework

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



## How to read the Annual Report

The Annual Report outlines Council’s key achievements and statutory responsibilities from 1 July 2020 to 30 June 2021. It is divided into two sections.

### Section 01/ Our Achievements

This section highlights Council’s achievements against objectives in the Operational Plan and Budget 2020-2021. It also provides a summary of Council’s financial performance throughout the financial year.

### Section 02/ Statutory Reporting

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

# Our community's vision

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

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

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

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







Languages most commonly spoken at home

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

57% were born overseas

37% for Greater Sydney

0.4% Aboriginal and Torres Strait Islander

1.5% for Greater Sydney

Median age of residents 33

36 for Greater Sydney

63.6% speak a language other than English at home

35.8% for Greater Sydney



Median weekly household income \$1566

\$1745 for Greater Sydney

# Key ways our population differs from the average for Greater Sydney

35% hold a university qualification

28% for Greater Sydney

40% catch public transport to work

23% for Greater Sydney



## Section 1:

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# Our achievements

This Annual Report highlights Council's key achievements for the 2020-21 year. Full and detailed reports against each strategic goal in Council's Operational Plan can be found in the Half Yearly reports on Council's website. The Operational Plan identifies the actions that Council will undertake to support these strategic goals.

The Burwood 2030 Community Strategic Plan identifies five themes. This financial year an additional section has again been included in this report to highlight how Council has responded to the COVID-19 global pandemic.

# 1/ Community & lifestyle

We have a vibrant multicultural community and growing population that requires a variety of facilities and resources to meet its diverse needs. The COVID-19 pandemic has continued throughout this year and Council has continued to adapt, devising new ways in which to engage the community and provide access to facilities and services in a safe manner.

## Community strategic plan goals

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



# 9057

items in **community languages** were added to the library – 7% of library acquisitions



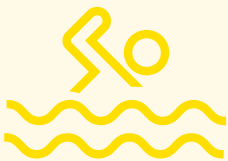
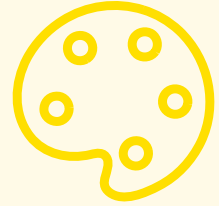
**Increased social media following** – 47% more WeChat followers and 12% more Facebook followers than 2019/20

# 2950

**new library members** – a 14% increase

# 100+

entries to **Burwood Art Prize**



# 18100

**participants in Enfield Aquatic centre programs** and over 70,000 visitors



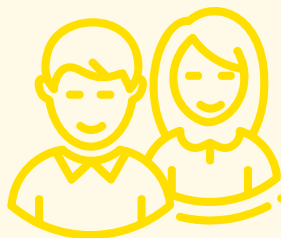
**5 star water ranking for Enfield Aquatic Centre** – 91% independent water testing score

# 100%

(1367) of Council's local road **streetlights have been upgraded to LED** to improve visibility and reliability as well as lower costs

# 211

**volunteers** referred to not for profit organisations



# 710

**bookings at the Community Hub** and 855 at Burwood Park Community Centre

# 270

people attended **3 Seniors Festival events**



# Milestones

## Masterplans for major parks are being steadily and systematically implemented to meet resident's needs.

- Henley Park has many new facilities and this year work has progressed on the refurbishment and extension of the amenities block and upgrading of the two southern fields.
- Blair Park sports fields have been upgraded.
- Woodstock Park's new playground, including a flying fox, is complete.
- Grant Park has a new obstacle course and two dog off-leash areas, multi-purpose courts are near completion and consultation has begun for the All-inclusive Playground. The multi-purpose courts will provide a needed boost to the number of local facilities supporting women's sport with the new courts used for a variety of sports including Netball – one of the most popular team sports for young girls and women.
- Flockhart Park Masterplan Design is complete.
- Sanders Reserve fenced dog off leash area completed.



## Events and services which promote awareness of Australian and local history hosted.

The annual Movies in the Park on Australia Day was held under a COVID-Safe plan at Wangal Park where it could be managed as a ticketed event. The location proved to be highly successful and will be considered for future events.

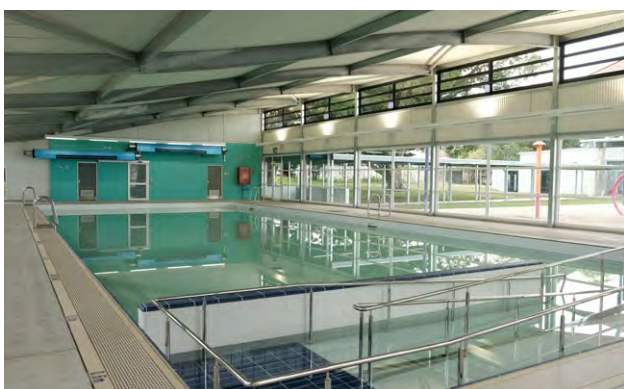
The Anzac Day Memorial Service was also held under a COVID-safe plan without the street march and invite only guestlist, as were the National Serviceman's Commemorative Service and a small wreath laying service to remember Michael Tognolini.



# Highlights

## Enfield Aquatic Centre Indoor Program Pool completed

Construction of the 25 metre indoor pool, as part of the Enfield Aquatic Centre Masterplan has been completed and ready to welcome the community.



## The Community Grants Program 2020-21: bigger and better than ever

After a hiatus due to COVID-19 in 2019-20 the Community Grants Program returned this year with 33 organisations submitting applications which were assessed against strict criteria. The record funding pool of \$60,000 highlights the value and importance placed on our local community sector. All 18 successful projects offered unique, innovative and inspiring programs that will make a difference in our local community.



## Council programs continue to change as our community changes

Many Burwood residents were born overseas and speak a language other than English at home. Council communications and programs reflect this:

- Council’s website has enhanced digital translation for the top 9 languages spoken in the LGA.
- COVID-19 updates are printed in multiple languages.
- Monthly Council Column in Korean, Nepali and Chinese press as well as WeChat to provide local information in community languages.
- Library information brochures available in Chinese, Korean and English.
- Library programs delivered in Mandarin, Cantonese and Korean via Zoom.
- Mobile play van sessions include a bi-cultural worker who speaks Mandarin and Cantonese to assist Chinese speaking families.
- The Spot a Scam Stop Scam campaign booklet in Chinese and English sent to all residents.
- Chinese line dancing, Chinese traditional dancing, Chinese art classes.



## 1/ Community & lifestyle – Highlights cont'd

### Library services make use of new technology

The Library continues to introduce new services to better meet the needs of our community. In the past year it has added these services:

- Newsbank to provide digital access to newspapers
- Monitor Kiosk so library customers can print and scan documents
- Library Live dashboard to monitor numbers of people coming in and out of the library
- Hoopla an on-demand offering music, comics, eBooks, eAudio, television and movies
- Niche Academy to provide tutorials to support library databases
- The Open Studio Program to allow access to a variety of multi-media equipment such as lights, microphones and cameras

### Supporting our creative community

The Burwood Art Prize continued to grow in popularity. The 2020 Burwood Art Prize attracted 110 submissions from artists who live, work, or study in the local area. Given the economic impact the pandemic had on the arts community, the Art prize is particularly significant in the local area.



### Council fills the local communication gap

With the demise of the local newspaper, Council focused its efforts on increasing digital and print communications. Newsletters are distributed LGA wide and the Burwood Cares ENews or an E-News update is emailed monthly. Communications, marketing and engagement campaigns utilise videos, mailbox brochures, flyers and letters, handout postcards, maps, digital displays, e-signatures, street flags and banners, phone and online surveying and giveaway merchandise. Council's social media (Facebook, Twitter, Instagram, LinkedIn and WeChat) continues to grow in reach and influence with higher quality, regular posts supported by videos and photos.



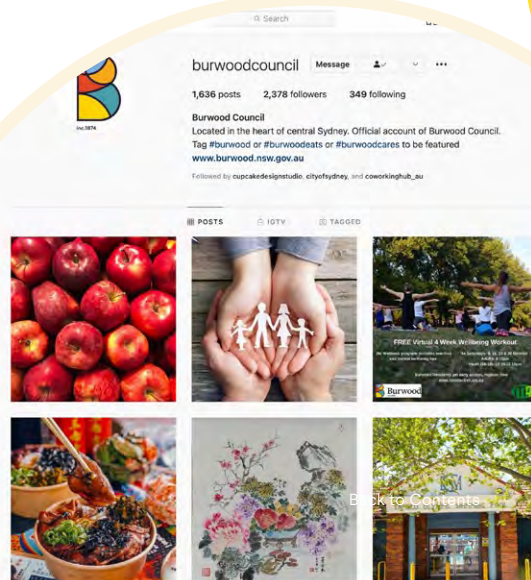
### Wayfinding and signage strategy and guidelines for open spaces and streetscapes

A Signage and Wayfinding Strategy has been developed after an extensive signage audit across all Parks, streets and open spaces. The final guidelines outline signage principles and utilise a new brand look and feel to create consistent, modern and effective signage and wayfinding designs.

### Council listens and seeks input from many voices

The Multicultural Advisory Committee provides advice on multicultural issues. It is made up of a diverse group of community leaders who have continued to meet on-line. The anti-racism statement they developed has been adopted by Council.

The Burwood Youth Advisory Group provides advice on youth development initiatives. Its meetings this year have been over Zoom. Council is also running a pilot Burwood Youth Outreach Program held after school for young people in partnership with Fusion Australia.







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**A proud and  
inclusive  
community  
that celebrates  
diversity**

# 2/ Leadership & innovation

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

## Community strategic plan goals

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

**95.9%**  
of Council's  
customers **served**  
**within 5 minutes**



**94%**  
of residents are **satisfied**  
**with Council's performance**  
(up from 90% in 2019)

**85%**  
of residents are **satisfied**  
**with Council's integrity**  
**and decision making**  
(up from 83% in 2019)

**87%**  
of residents are **satisfied**  
**with Council's current**  
**level of communication**

**92%**  
of residents rate their  
overall **quality of life**  
**as good to excellent**

**88%**  
of residents agree  
that Burwood is a  
**great place to live**

**2050+**  
customers rated overall **Council**  
**customer experience at 8.3 out**  
**of 10** using iPads for feedback  
(January to June 2021)

**67500+**  
calls to Council's  
Customer Centre –  
**79% were answered in**  
**less than 40 seconds**



All Council Policies,  
Delegations  
and Resolutions  
of Council and the  
Burwood Planning  
Panel are available  
on Council's website.

**105**  
**forms published**  
**on-line** (up from  
50+ forms in 19/20)

**6580**  
**forms submitted**  
**on-line**

**2** **highly commended NSW Local**  
**Government Excellence awards**  
for Burwood cares and the Print  
and Post initiative

**1100+**  
**on-line bookings** for  
Woodstock, Fitzroy  
Hall and Burwood  
Park Community  
Centre (January to  
June 2021)

# Milestones

## Council services were uninterrupted through relocation of the Customer Service Centre and Administrative Office to 2 Conder Street

The co-location of the Customer Service Centre, Library and Community Hub has delivered a “one stop shop” for customers. Council’s Customer Service Centre is located on the easily accessible ground floor.



## Community consultation undertaken for input and feedback on projects and major decisions

Council continues to actively engage the community in decision-making. The Name the Lane – renaming Hornsey Lane competition was very successful with over 2,500 participating in the final vote for the new name – Unity Place. The report on this community engagement program was provided with the application to the NSW Geographical Names Board to approve the name.

Engagement was also undertaken for Sustainable Burwood which utilised a digital survey and face to face engagement and an online survey for the Recognition of Sarah Nelson project. Community input was sought for a major future project, an Urban Park and Cultural Centre.

The third benchmarking community survey was completed this year. The Community Satisfaction Survey engaged a representative sample of the community to measure the overall satisfaction levels with Council’s performance and services and life in Burwood more generally. The results saw an overall increase in community satisfaction from 85% in 2017 to 94%.



## Funding opportunities explored to work with State and Federal agencies on initiatives that will benefit the community

Successful grant applications this year include:

- \$902,000 in funding from the NSW Government for five public art commissions to align with the Parramatta Road Urban Amenity Improvement Program
- \$5,000 in funding from NSW Seniors Festival to provide care packs to nursing home residents as part of Seniors Week
- \$159,200 for new amenities at Grant Park to support users of the new Grant Park multipurpose courts under the Greater Cities Sport Facilities Fund

Applications for funding were prepared for a range of other proposals including an application for \$1 million to the NSW Department of Planning and Environment for the Enfield Village Revitalisation Project following an extensive period of community engagement.





### **All forms, applications requests and, wherever possible, payment methods digitised**

Council has developed and published 105 online forms and 6580 on-line form responses were received in 2020-21. Council has implemented an online booking system, which allows customers to view the availability, book and pay for facilities online at any time. Access to booked facilities has also been improved through the implementation of automatically generated access pin-codes so that it is no longer necessary to pick up and return physical keys.

### **Technology used to improve and enhance customer experience**

Council has developed online/hybrid meeting formats for both Council and the Burwood Local Planning Panel, to allow meetings to be conducted flexibly as required. Webcasting and teleconferencing facilities have been expanded to allow for improved community event participation and access to modern communication methods. Council has implemented an interactive knowledgebase to improve service coverage and availability for Council's Customer Service and Library teams. The free Burwood Council WiFi service has been extended to Enfield Aquatic Centre, Woodstock Park and Hornsey Lane in addition to Burwood Council and Library. The WiFi service has also been upgraded to ensure fast internet access at all times.

### **Customer feedback mechanisms Implemented at Council facilities to receive immediate feedback on customer experience**

'Rate It' iPad feedback devices were installed across a selection of service areas including Customer Service, Library and Enfield Aquatic Centre and, by the end of June 2021, 2,565 customers had provided feedback via the 'Rate It' system with Council achieving an overall Score of 8.3 for 2020-21.

### **Conduct initiatives support and improve the training of Council staff in customer service**

A Council-wide Customer Experience Strategy is in development to ensure an excellent customer experience for all customers of Burwood Council.

### **Technology assessed to identify solutions to streamline business processes**

Several Council meeting rooms now have conferencing tools to support modern communication methods and flexible in-person and online attendance to official meetings and events. A cloud based security system and SMS gateway was introduced to enable online booking and secure access of its facilities.

Council officers now have devices that enable them to work from anywhere at anytime. A mobile application which will enable Council officers to perform most of their customer facing duties using their mobile devices is being implemented.



# Highlights

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

This \$15 million project was completed in 2019-20 but the opening was delayed until August 2020 due to COVID-19. The excitement of the opening continued through the year as our community and staff embraced it.

The new facility brings together and upgrades Council services including a new customer service centre, library and community hub with spaces for children and youth, music and art. It provides a focus for Council and community making it easier to pay rates, book and use meeting rooms and to meet informally in the community lounge and indoor gardens. It features:

- A purpose-built library that is 30% larger
- A Skybridge linking the library with the community hub facilities
- Large multi-purpose event/program rooms for hire with full conference facilities
- Additional community spaces with increased flexibility and function
- Physical art gallery displays
- Study areas for group assignments or private study
- Children's activity and youth zones
- Music suites
- Creative makers space
- Touch screen way finding points
- Self-service points
- Interactive digital and 3D virtual gallery area
- Wi-Fi connectivity throughout the buildings

### Council supports Pensioners with additional rate rebate

All NSW pensioners receive a rate rebate of \$250. Over the last three years, Burwood Council has supported local pensioners by increasing this rebate. In 2021 Burwood's 1600 pensioners received an additional rebate of \$75 bringing Burwood's pensioner rate rebate to \$325. Council has decided to offer a further level of assistance in 2021-22 to help senior citizens through the challenges of the COVID-19 pandemic with a total pensioner rate rebate of \$400.



### Print and Post initiative

The Burwood Print and Post Partnership: Transforming the Way Councils Issue Fines is a partnership with Revenue NSW for a pilot project to streamline the way fines are issued. Some of the key improvements from the program are improved customer experience, minimising workplace safety risks, and removing administration burdens. It also allowed staff to spend more time in the field during their daily work. The pilot project was highly commended at the NSW Local Government Awards.

### There's No Room for Racism in Burwood

Burwood is one of Sydney's most culturally diverse areas, with a well-established Chinese community, a growing Korean community and emerging Nepali community.

A Burwood Council Multicultural and Anti-racism Statement which aims to promote the value of multiculturalism, harmony and diversity, and remind the community of ways to report racism formally and informally, and investigate its local extent and impacts was released in December 2020.

### Getting ready to celebrate Burwood's 150 years in 2024

Burwood will be 150 years old in 2024 and Council is planning for these celebrations with the help of community members on the Burwood 150 Year Steering Committee.

The Committee provides a forum for Council to engage with and obtain feedback from community representatives on celebratory ideas, projects and festivities to mark this important milestone for the Burwood community.

## 2/ Leadership & innovation

# A year of living with COVID-19



Services this year have operated with a mix of on-line and, wherever possible, face to face offerings. Our community adapted to new COVID safe procedures and continued to enthusiastically support services.

### Burwood Cares – an award-winning program

Burwood Cares is at the heart of our pandemic response. Launched in March 2020 as a direct response to the impact that the COVID-19 Pandemic was having on the community. It is a four-pronged approach involving multiple departments of Council.

Its key aims included:

- Increased support for vulnerable residents
- Support for struggling local businesses and industries especially the arts
- Provision of timely, accessible, and targeted information for the community

The Burwood Cares program was extended throughout the year as the pandemic continued.

The program resulted in significant increase in engagement with the community and saw more than \$1.1 million dollars committed to financial relief measures for residents and businesses and:

- delivery of 750 food, hygiene and craft packages to vulnerable residents as well as 1000 phone calls to check on welfare
- consultations with more than 190 local businesses the check on their well-being and direct them to information on relief programs.
- Residents received a \$30 rate rebate, businesses received free social distancing kits, mandatory health inspections have been waived
- the grace period for ticketed and timed parking has been extended by 15 minutes.

The Burwood Cares Program was Highly Commended at the NSW Local Government Awards.

### Bringing back face to face services

During this year as restriction levels constantly changed Council's services were provided with a mix of on-line and face to face. This constant change and the need to work with COVID safely paramount presented our staff with constantly changing requirements.

### Making the best of the circumstances – Christmas funds reallocated

Many regular events were not held this year due to the restrictions and uncertainty associated with COVID-19. The Mayor's Christmas Function was one such event. The funds that would normally have supported this event were instead allocated to local churches and community organisations to help them support vulnerable members of the local community.

### New ways of working

A new cloud-based Information technology infrastructure was deployed allowing staff to work remotely and flexibly. This new system was critical to maintaining service levels during the COVID-19 lockdown.

### Community support during COVID-19

Letters were mailed to all residents and businesses explaining how to stay safe, and Neighbour Cards in English and Chinese distributed to encourage people to support each other. Multilingual COVID-19 safety signs were placed throughout the community and in parks. A dedicated website section for Burwood Cares was created as a hub for local information on COVID-19 and a noticeboard for businesses to promote their offerings.

### Business support during COVID-19

Burwood Cares for Businesses e-newsletter sent to over 2000 businesses fortnightly, Burwood Eats digital campaign to bring people back to cafes and restaurants, Information packs, including 500 social distancing packs distributed to businesses and 135 'offer of support' phone calls and relief measures provided for small businesses where Council was the landlord.



# 3/ Healthy & sustainable environment

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

## Community strategic plan goals

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





Burwood residents are more satisfied than the Sydney average with:

**Graffiti removal**  
(87% in Burwood and 79% for Sydney)

**Street tree maintenance**  
(83% in Burwood and 75% for Sydney)

**Stormwater management and flood mitigation**  
(91% in Burwood and 85% in Sydney)

**Removal of illegally dumped rubbish**  
(84% in Burwood and 79% in Sydney)

**1/3**

of Burwood's 91km road network is swept every week



**650**

**additional street trees planted** (6 times more than in 19/20)

**532**

**inspections of registered premises** such as food outlets and cooling towers (25 % more than in 2019-20)

**2380+**

**completed customer action requests** relating to maintenance, stormwater or vegetation

**1,288,000**

**bins collected –**  
0.01% of bins missed

**35.4%**

of waste collected was **recycled or composted**



**100%**

of **dangerous and restricted dogs** inspected



**24**

public health and pollution incident **complaints actioned**

# Milestones

## Existing facilities audited to support scheduling of upgrades

Facilities in Council's Library and Hub were expanded and upgraded to deliver a range of diverse community spaces. These facilities are fitted out using sustainable principles and materials, such as motion activated energy efficient lighting throughout. The new buildings at 2 and 8 Conder Street are equipped with smart energy monitoring devices and a dashboard to facilitate the management of power consumption.

## Maintain and upgrade existing park amenities to ensure longevity and sustainability

Henley Park has new facilities completed this year. The new facilities include toilets, kiosk, store rooms and change rooms to support the use of Henley Park by sporting clubs and the wider community.

## Ensure parks can be accessed by people living with a disability or impairment and that playgrounds are inclusive and accessible

All of Council parks, reserves and new playground equipment are designed to be accessed by people living with a disability or impairment. The recent playground completed at Woodstock Community Centre is fully accessible to children and people living with a disability or impairment. A new playground at Jackson Reserve, Croydon Park will be an all-inclusive playground that satisfies the design principles of 'Everyone can Play'.



## Identify opportunities to provide recycling and other waste collection terminals across town centres

Council has partnered with The City of Canada Bay Council to share the Community Recycling Centre (CRC) located just across the north border of the local government area. The CRC is part funded by the NSW Government to assist residents in correctly recycling / disposing of problem waste such as paints, household chemicals, gas bottles, light bulbs etc. It is free to use by Burwood and Canada Bay residents and helps to keep problem wastes out of landfill and was visited by more than 550 Burwood residents in 2020-21

Council has also placed public place recycling and litter prevention devices at bus stops and strategic locations to maintain cleanliness in the local government area.

## New plans of management for parks, reserves and open spaces consider pet friendly facilities

A new dog off leash area was installed at Sanders Reserve adding to the number of dog off leash areas previously available in Henley Park, Grant Park, Blair Park and Burwood Park.



### 3/ Healthy & sustainable environment

# Highlights



#### Trees managed to increase tree canopy

The management of all trees in the Burwood Local Government Area is aimed at increasing the overall tree canopy. This year 650 street trees have been planted in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment.

#### Quality Public Space for Burwood Town Centre

Burwood Town Centre as a focus of community activity needs to be able to serve many purposes and remain a vibrant town centre. The Burwood Quality Open Space Demonstration Project has been developed to do just this:

- Unity Place, previously known as Hornsey Lane, has been upgraded and together with the Conder Street Urban Park and Cultural Centre will deliver significant new accessible public open spaces at the heart of the Burwood Town Centre.
- Planning is underway for the Conder Street Urban Park and Cultural Centre. The park will add 2500+m<sup>2</sup> of open space to Burwood Town Centre. It is being funded from agreed Voluntary Planning Agreements.

#### Creating a connected green grid

Connecting our open spaces to create a green grid is one of key recommendations of the Burwood Community Facilities and Open Space Strategy. The Wangal Park Tree Canopy Enhancement Project, which is being supported by a grant from the NSW Government, is one important step in creating this green grid.

#### The Apartment Building Composting Pilot Trial

Audits have shown around 30% of waste going to landfill could be composted.

Acknowledging that it is more difficult for residents in apartments to compost Council developed the Composting Pilot Trial to support residents to reduce their waste by collecting and composting food and garden waste. Three apartment buildings were selected to take part in the trial.

#### Reducing waste is a priority

Council has a range of services available aimed at reducing amount of waste delivered to landfill including:

- recovery and processing of organic material from household waste stream
- sorting, processing and marketing of recyclable material collected at the kerbside
- Garden waste processing
- Bulky waste sorting and reprocessing
- Agreement with 'The Bower' for the collection and reuse of unwanted household items
- Agreement with "Cotton King" for the separate collection of textiles and other household items
- Agreement with Canada Bay Council for resident access to the Five Dock community Recycling Centre



#### WasteInfo App helps residents to recycle

The Burwood Council WasteInfo App provides detailed information on recycling options for residents. The WasteInfo App and Council website provide a calendar of e-waste, mattress and white-goods drop-off days and a link to the NSW EPA CleanOut events.

Council's website also offers alternative recycling / disposal options for materials not accepted through the kerbside collection service. Council's social media platforms regularly feature waste and sustainability tips relating to reducing waste, increasing diversion, promoting buying less and ways residents can reduce their impact on our local environment.

# 4/ Planning & infrastructure

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

## Community strategic plan goals

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

**\$1M**

in **road re-sheeting**  
and \$1M in  
**footpath upgrades**

**3** **blackspots have funding secured:**

Woodside Ave and Norwood Street, Burwood; Wentworth Road, Strathfield.



Burwood  
**Local Strategic Planning Statement**  
endorsed



**65**  
**pram ramps**  
upgraded/  
installed

**100%**

of all new **DAs lodged**  
through the NSW  
Planning Portal

**86**

**days mean DA**  
**processing time**  
– down from 173



Burwood residents are more satisfied than the Sydney average with:

**Traffic management and road safety**  
(85% in Burwood and 72% for Sydney)

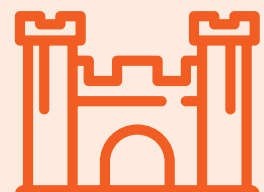
**Access to public transport**  
(97% for Burwood and 72% for Sydney)

**Local roads maintenance**  
(85% in Burwood and 74% for Sydney)

**Footpath maintenance**  
(83% in Burwood and 74% for Sydney)

**Availability of parking in town centres**  
(70% in Burwood and 63% in Sydney)

**100+**  
applications  
referred to the  
**heritage advisor**



# Milestones

## Grant funding has supported facilities which promote cycling (such as bicycle parking stations or new cycleways)

New cycleways that link the Parramatta Road corridor to Burwood Park and Wangal Park, with all links having now been completed. These cycleways were supported by grant funding via the Parramatta Road Urban Amenity Improvement Program. Now that West Connex is open there is less traffic on Parramatta Road making it a good time to improve the connections between our great parks.

## Opportunities to limit motorist access to certain areas within the Burwood CBD have been identified

Pedestrian only walkways are being created as the Burwood CBD continues to be developed. The B1/Emerald Square development provided the opportunity to extend an existing walkway from Clarendon to Conder Street. Additional pedestrian only walkways identified in the Burwood Development Control Plan include Burwood Road to Burleigh Street, Deane Street to Victoria Street and Burwood Road to Elsie Street.

## Infrastructure audits determine the condition and level of use of local infrastructure

Council has completed condition data capture and assessment for its road, park and building assets. This new condition data will assist to prepare, prioritise, schedule and formulate forward capital and maintenance works programs. The new data has already allowed a revaluation of Council's road assets with open space being revalued soon.

## Pram and wheelchair access ramps and other facilities to improve accessibility installed

65 pram ramps were installed or upgraded this year, in conjunction with capital and maintenance works projects.

## Assess development applications in a timely manner

Mean turnover time for determination of a development application was 86 days and the median turnover time is 73 days.



# Highlights

### Planning well and keeping our planning controls up to date

The Local Strategic Planning Statement is a very significant planning document that provides an understanding of the planning context for the Community Strategic Plan themes. Many of the community's aspirations expressed through the Community Strategic Plan require the support of local environment plans and development controls. The planning priorities identified within the LSPS will help guide land use decisions and earmark changes to our local land use plans, strategies and policies over the next 20 years.

Council is now reviewing the Local Environmental Plan (LEP), Development Control Plan and Local Infrastructure Contributions Plans to ensure that they work to implement the LSPS. The comprehensive amendment of the Burwood LEP will take a number of years. However, a good start has been made on a housekeeping LEP improve clarity in the shorter term. Consultation was undertaken in February to January 2021. The public exhibition of the planning amendments commenced on 30 June 2021.

### Flood information kept up to date

The four draft overland flood studies are currently being updated to reflect the latest standards. Two stormwater harvesting projects have been completed at Wangal Park and Hornsey Lane.



# Major infrastructure projects

Burwood-wide facilities and projects	Completed	Commenced
Burwood Council Customer Service Centre, Library and Community Hub	✓ Opening delayed due to COVID-19	
Enfield Aquatic Centre – stage 2 of Masterplan		✓ Delayed due to COVID-19
Tree Planting – 500 trees as per Mayoral Minute		✓

Burwood	Completed	Commenced
<b>Drainage, kerb and gutter, footpath and/or resurfacing works</b>		
Burwood Road: resurfacing; kerb and gutter; drainage upgrades	✓	
Clarence Street: drainage upgrades	✓	
Culdees Road: drainage upgrades	✓	
Duff Street: kerb and gutter; footpaths	✓	
Eurella Street: kerb and gutter; footpaths	✓	
Railway Parade: drainage upgrades	✓	
Shaftesbury Road: resurfacing; kerb and gutter; footpaths; drainage upgrades	✓	
Wentworth Road: resurfacing; kerb and gutter	✓	
<b>Traffic facilities</b>		
Burwood Road, Nicholson Street & Ethel Street – slow point, raised threshold and pedestrian crossings	✓	
Weldon Street – right turn bay and traffic calming	✓	
Woodside Ave and Conder Street – slow point, raised threshold and pedestrian crossings	✓	
Neich Pde – new Bicycle Path	✓	
<b>Park improvements</b>		
Woodstock Park Rotunda refurbished	✓	
Woodstock Park Playground upgrade with flying fox	✓	
Burwood Park: fitness station, additional POPP table tennis table and replacement of Bugler of Burwood plaques	✓	
Sanders Reserve new playground additional seat and fencing	✓	
Jackett Reserve fencing around playground	✓	
<b>Town Centre beautification – Burwood CBD</b>		
Burwood Road – Upgrade of pedestrian fencing and Stage 1 and 1a beautification works	✓	
Hanging Baskets Spring and Winter Arrangements	✓	
Conder Street New Planting around Library and Community Hub Carpark	✓	
Conder St/Belmore St/Wynne Ave/Hornsey Lane Beautification Upgrades	✓	

Strathfield	Completed	Commenced
<b>Drainage works:</b>		
Wentworth Road	✓	



## 4/ Planning & infrastructure



Croydon	Completed	Commenced
<b>Kerb and gutter, footpath and/or resurfacing works</b>		
Alexandra Avenue: kerb and gutter	✓	
Chelmsford Avenue: footpaths	✓	
Gibbs Street: kerb and gutter: footpaths	✓	
Malvern Avenue: road resurfacing	✓	
Paisley Road: road resurfacing	✓	
Robinson Street: footpaths	✓	
Wellington Street: road resurfacing; kerb and gutter; footpaths	✓	
Wright Street: footpaths	✓	
<b>Traffic facilities</b>		
Malvern Avenue – raised Danish offset pedestrian crossing	✓	
Paisley Rd at Reed St – roundabout	✓	
<b>Park Improvements</b>		
Blair Park field irrigation, drainage and turf and replacement of goal posts	✓	
<b>Croydon Park</b>		
<b>Completed</b>		
<b>Commenced</b>		
<b>Footpath works and parking bay creation</b>		
Fountain Avenue: parking bays	✓	
Georges River Road: footpaths	✓	
Hextol Avenue: parking bays	✓	
Stanley Street: footpaths	✓	
Yandarlo Road: footpaths; parking bays	✓	
<b>Traffic Facilities</b>		
Boyle Street – minor intersection sign treatment and islands at Kater Place intersection	✓	
Waratah Street – Minor intersection sign treatment and islands at Lily Street intersection	✓	
<b>Park Improvements</b>		
Jackson Park picnic shelter and tables	✓	
<b>Town Cente Beautification</b>		
Seymour Street corner of Croydon Park: outdoor dining settings and Burwood Road style cafe fencing	✓	
Georges River Road – Beaufort Street to Brighton Street beautification works	✓	
<b>Enfield</b>		
<b>Completed</b>		
<b>Commenced</b>		
<b>Kerb and gutter and/or resurfacing works</b>		
King Street: resurfacing	✓	
Cobden Lane: kerb and gutter	✓	
<b>Park Improvements</b>		
Henley Park synthetic Futsal field	✓	
Grant Park Upgrade of 2 dog off-leash areas: fencing, gates, solar lighting, bubblers	✓	
Grant Park Challenger Obstacle Course	✓	

# 5/ Vibrant city & villages

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

## Community strategic plan goals

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





**88%**

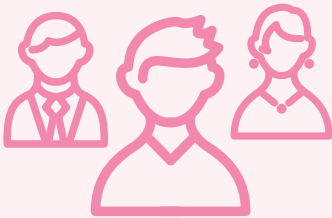
of Burwood residents think that our local **town centres are attractive**

**58%**

of Burwood residents that our **local centres are vibrant and economically healthy** – compared to the average for Sydney LGAs of 49%

**91%**

of residents are satisfied with the **support for local businesses**



**2000+**

people at the **Unity Place Community Day**



The **Safe and Clean team** operate every day on the main business streets in Burwood LGA



**Free WiFi**

service in Railway Square, Unity Place, Enfield Aquatic Centre, Woodstock and Fitzroy centres as well as Burwood Council and Library.

**8130**

**devices connected to free wi-fi** from January to June 2021



**8**

**facades in Burwood Town Centre improved** with council funding under the Shopfront Improvement Program

# Milestones

## Successful grant applications for community events

- The Unity Place Community Day event – for the renaming of Hornsey Lane – was supported by \$40,000 from the NSW Government.
- ‘Movies in the Park’ received \$20,000 from the National Australia Day Council – COVIDSafe Australia Day Program to cover the increase in event costs to manage a COVID-safe event.
- A \$2,000 Anzac Community Grant from NSW Office of Veterans Affairs has been extended through the COVID restrictions to support the Sandakan remembrance.



## A range of facilities offered for hire to accommodate the various types of use required by businesses, services and institutions

The potential opportunity for Service NSW Business Concierge and our local Chambers of Commerce to have an ongoing presence at Council’s Library and Community Hub is being investigated. This initiative will provide an opportunity for information sharing and networking while addressing the changing social, economic and digital landscape of Burwood following the COVID-19 pandemic.

Council provides a range of venues to suit the diverse needs of the community with different venues providing spaces for corporate, community, educational and lifestyle events. Council hosted the NSW Small Business Month in November, three Live Stream Music Sessions and 2 exhibitions from leading Australian contemporary artists. The Hub and Library Programs have offered workshops in robotics, electronics, multimedia/creative video making, sewing and Open Studios sessions in the media lab where customers can receive advice about their projects.

## Public art programs implemented

Public art projects continued to roll out throughout the Burwood LGA, with a three year plan developed for a number of large scale commissions. Public art can have many benefits as these recent projects demonstrate:

- The 100+ banners that lined Burwood’s high streets from January to March 2021 showcased the artworks of local artists selected from the 2020 Burwood Art Prize. Drawing from the theme of Burwood Throughout Time, three artists were commissioned to develop distinct flags exploring the changing face and history of Burwood.
- The new Hoardings Policy requires developments of a certain size and placement to display artworks at their sites, which will help to beautify local streetscapes when construction is taking place. Council has commissioned three graphic artworks for use on hoardings around large scale building sites as part of implementing this policy.

A mural in Ann St Enfield has been commissioned to provide direction to local facilities as well as help to deter future graffiti on the wall.



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# Highlights

## Finding out what you want in our high streets

Council has been engaging shoppers on how they travel, night time trade and their connection to the place. This understanding will support businesses in better understanding their customers and Council in planning for the future of business areas.

## The Community Safety Team is out and about in parks and main streets

Council's Community Safety Team patrols local parks and main streets on a daily basis and any related breaches are actioned accordingly. Council reviews the companion animal register twice a year and sends registration reminder letters to dog owners that have failed to register their dogs. As part of this proactive approach, the Community Safety 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. New signage has also been installed in local parks educating dog owners on their responsibilities.



# The Disability Inclusion Action Plan

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

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

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

## Highlights

### **Deliver accessible and inclusive community facilities and spaces:**

Footpaths upgrade and maintenance around the Burwood LGA – numerous maintenance and upgrade works have been undertaken around Council’s network of footpaths in keeping with the commitment to make Burwood LGA more accessible. Works on this upgrade cost around \$1.03 million.

Council received funding for the development of an accessible amenities block in Grant Park to complement the new multipurpose courts developed on site.

Council expanded its DCP requirement for all new multi-dwelling developments to contain adaptable housing units.

### **Supporting access to meaningful employment:**

Council has reviewed and updated all employment policies to improve accessibility for people with disabilities. Council has added a statement in its advertisements for employment encouraging people with a disability to apply.

### **Support accessible and inclusive community events and activities for people with disability:**

Council held its 11th Groovability Festival for people with disability in December 2020. Due to the ongoing Covid-19 Pandemic, rather than an in-person festival, Council pre-recorded a panel of speakers discussing the impact of Covid-19 on the lived experiences of people with disabilities which was launched online on International Day for People with Disability.



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# Our financial performance

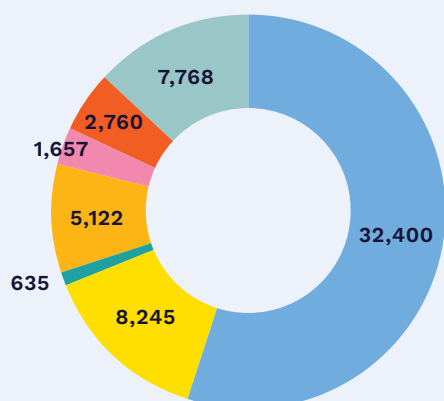
This section outlines Council's year-end financial performance against the adopted budget, including summaries of financial performance across capital –works programs and key service areas throughout the financial year.

## **Major projects considered in the budget:**

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

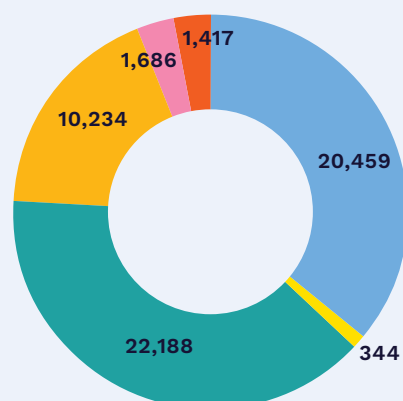
## Our financial performance

### 2020-21 total income \$58.587 million



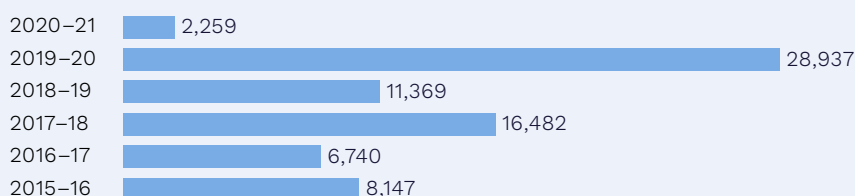
Category	2020-21 \$'000s
● Rates & Annual Charges	32,400
● User Charges & Fees	8,245
● Interest & Investment Income	635
● Other Revenues	5,122
● Rental Income	1,657
● Grants & Contributions Provided for Operating Purposes	2,760
● Grants & Contributions Provided for Capital Purposes	7,768
<b>Total operating revenue</b>	<b>58,587</b>

### 2020-21 total operating expenses \$56.328 million

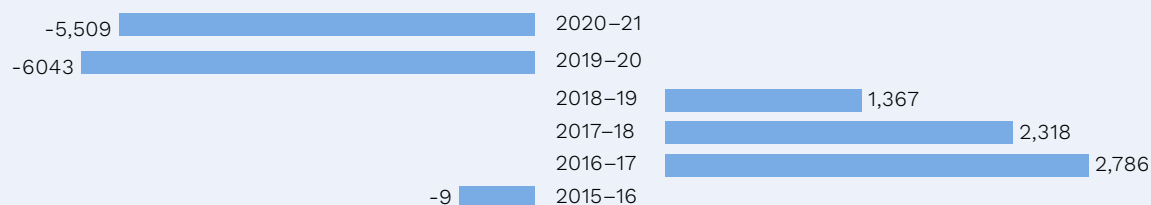


Category	2020-21 \$'000s
● Employee Benefits & Oncosts	20,459
● Borrowing Costs	344
● Materials & Contractors	22,188
● Depreciation & Amortisation	10,234
● Net Losses from the Disposal of Assets	1,686
● Other Expenses	1,417
<b>Total operating expenses</b>	<b>56,328</b>

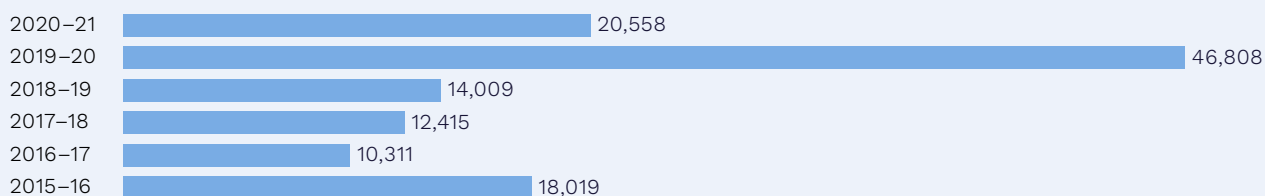
### Operating results '000s



### Operating result before capital '000s



### Capital expenditure '000s





## Our financial performance

### Stormwater management '000s

Levied	294
Expenditure	266

During 2020-21 an amount of \$265,780,172 was expended for stormwater services and included works in the following areas:

- Stormwater Investigations
  - Wentworth Road – Woodside Ave to Norwood Street – pipe and pit reconstruction
- Balance of funds are to be carried over to 2021-22 Financial Year works.

### Grant income brought to account during 2020-21 Financial Year

Grant	Amount \$
Financial Assistance Grants	1,173,227
Pensioner Rebate Subsidies	216,643
LIRS Interest Subsidies	16,662
Family Leave Subsidy	13,570
Street Lighting Subsidy	80,000
Bus Route Subsidy	18,433
Australia Day	21,000
Small Business program	2,000
Citizenship	7,400
Seniors Festival Grant	4,985
Festival of Place – Unity Place	10,000
Children & Families	73,687
Sports Defibrillator Grant	1,235
Youth Services & Projects	1,859
Library Per Capita Grant	103,561
Emergency Services Levy Subsidy	110,107
Carbon Emission Rebate	3,932
Environment Management – Education	63,629
Public Space Demonstration Projects	130,000
Recreational – Wangal Park	26,576
Recreational – Grant Park	307,569
Recreational – Henley Park	1,353,234
Recreational – Henley Park – Netball Court	475,515
TfNSW Road Upgrade	272,837
TfNSW Road Safety Projects	64,374
TfNSW Road – Blackspot	361,950
Roads to Recovery	169,167
TfNSW Block and Traffic Grants	126,000
Commonwealth School Zone Projects	250,000
Local Roads Community Improvement – Phase 2	198,743
Library Capital Resources Grant	88,503
	<b>5,746,398</b>

## Our financial performance

### Key Financial Performance Measures

In 2020–2021 Council continued to meet or exceed benchmarks for the NSW Office of Local Government’s key financial performance indicators. This is a clear indication of the financial health of Burwood Council.

Measure	What this means	Benchmark	2020–21 result
Operating performance ratio	This ratio measures Council’s achievement of containing operating expenditure within operating revenue.	above 0%	(8.40)%
Own source operating revenue ratio	This ratio measures fiscal flexibility. A lower result indicates a higher reliance on external funding sources.	above 60%	81.89%
Unrestricted current ratio	This ratio assesses the adequacy of working capital and its ability to satisfy obligations in the short term for the unrestricted activities of Council.	above 1.5x	3.18x
Debt service cover ratio	This ratio measures the availability of operating cash to service debt	above 2x	4.99x
Rates, annual charges, interest and extra charges outstanding percentage	This ratio is used to assess the impact of uncollected rates and annual charges on Council’s liquidity and the adequacy of recovery efforts	below 5%	4.53%
Cash expense cover ratio	This ratio indicates the number of months Council can continue paying for its immediate expenses without additional cash inflow.	above 3 months	6.58 mths
Buildings and infrastructure renewals ratio	This ratio assesses the rate at which assets are being renewed relative to the rate at which they are depreciating.	>=100%	102.15%
Asset maintenance ratio	Compares actual and. required annual asset maintenance. A ratio above 100% indicates Council is investing enough funds to stop the infrastructure backlog growing.	>100%	104.56%

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

## Section 2:

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# Statutory reporting information

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

## Statutory reporting information

### Councillor Payments and Facilities

During 2020–2021 \$334,063 was spent on fees, expenses and the provision of facilities for Councillors. These were provided in accordance with Council’s Councillors’ Expenses and Facilities Policy.

<b>Mayor &amp; Councillors’ fees</b>		<b>\$</b>
Mayoral Fee		44,230
Councillors’ Fees		141,960
<b>Total Fees</b>		<b>186,190</b>

<b>Expenses &amp; provision of facilities for Mayor &amp; Councillors</b>	
Travelling Expense (Mayoral Vehicle)	18,000
Professional Development	6,856
Conferences & Seminars	5,346
Travel Expenses	-
Mayoral Publications (Advertising)	37,917
Mayoral Receptions/Civic Functions	5,111
Grants, Donations	18,651
Telecommunication Expense	3,802
Printing, Stationery & Postage	51,614
Miscellaneous	574
<b>Total Expenses</b>	<b>\$147,873</b>
<b>Total (Mayoral &amp; Councillors expenses, provision of facilities &amp; council meetings)</b>	<b>\$334,063</b>

### Councillors Professional Development Program activities conducted for the 2020–2021 period

<b>Councillor professional development 2020/21</b>	<b>Chan</b>	<b>Crichton</b>	<b>Dixit</b>	<b>Del Duca</b>	<b>Faker</b>	<b>Furneaux -Cook</b>	<b>Mannah</b>
Workshop: Public Art Policy (15.6.2021)		X	X		X		X
Workshop: City Excellence (15.6.2021)		X	X		X		X
Workshop: Sydney Metro West (18.5.2021)	X	X	X		X	X	X
Workshop: Local Government Election 2021 (18.5.2021)	X	X	X		X	X	X
Workshop: Housekeeping LEP (20.4.2021)	X	X	X		X		
Workshop: Housekeeping LEP Economic Study (23.3.2021)	X	X	X	X	X		X
Workshop: LEP and DCP Revision Planning (12.11.2020)	X	X	X		X	X	X
Workshop: Conflict of Interests (12.11.2020)	X	X	X		X	X	X
Workshop: Code of Meeting Practice (13.10.2020)	X	X	X		X		X
Graduate Diploma Strategic Leadership (29.6.2021)						X	
Local Government NSW – Annual Conference (22–24.11.2020)		X			X	X	X
International Womens’ Day Event (8.3.2021)						X	

## Statutory reporting information

### Total remuneration of the General Manager and senior staff

	Salary Component	Employer Super / Salary Sacrifice	Non Cash Benefit (Car)	Reportable FBT	Non Cash Benefit (Leave)	Total Package
General Manager	\$321,551	\$25,000	\$12,379	\$25,746	\$-	\$384,676
Executive Staff	\$807,496	\$82,366	\$4,774	\$28,280	\$-	\$922,916
	<b>\$1,129,047</b>	<b>\$107,366</b>	<b>\$17,153</b>	<b>\$54,026</b>	<b>\$-</b>	<b>\$1,307,592</b>

### Contracts over \$150,000 signed in 2020–2021

Contract Name	Name of Supplier	Total contract \$ (excluding GST)
Henley Park Amenities Building Upgrade and Extension	Grindley Interiors Pty Ltd	\$2,615,159.36
Buwood Place-42-50 & 52-60 Railway Pde	Ethos Urban Pty Ltd	\$271,060.00
Laptops for Burwood Council	Microsoft Pty Ltd	\$225,000.00
Jackson Park Playground	Forpark Pty Ltd	\$175,000.00
Parking Meters-Maintenance,Hosting,Licensing and Commissions	APARC	\$241,995.60 per annum or \$725,986.80 if extended to three years.
Henley Park Netball Court	Court Craft (Aust) Pty Ltd	\$347,908.00
Town Centre Railway Pde East	Hub Australiasia Pty Ltd	\$325,882.96
39-47 Belmore St, 6-14 Conder St, 11-19 Wynne Ave Burwood(burwood Grant)	TechFm – \$73,392 Switch Australia – \$175,68 Steel Furniture – \$37,411	\$286,485.00
Capital Road Works Program 2020–2021	D&M Excavations – 1448805.00 Boral – 116.675.00	\$1,565,480.00
RFQ Strathfield Beautification Project	KK Civil	\$77,760.00
Burwood Road North Main Refurbishment Project	Planet Civil	\$410,095.50
Landscaping & Street Furniture in new Multipurpose Courts Project	Court Craft	\$276,957.00
<b>Construction of Multipurpose Courts in Grant Park Burwood</b>		
Grant Park Project 1 – GPT and Drainage component	Civeco	\$597,598.47
Grant Park Project 2 – Netball Courts Civil Works	Civeco	\$182,818.00
Grant Park Project 3 – Car Park Civil Works	Civeco	\$801,820.00
Grant Park Project 4 – External Works	Civeco	\$896,818.00
Assetic Software licence	Assetic Australia Pty Ltd	\$165,950.00
Assetic Icloud Services	Assetic Australia Pty Ltd	\$153,900.00
Henley Park Cricket Nets	Romba Civil and Landscaping	\$119,822.40

## Statutory reporting information

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

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

### Works Carried Out on Private Land

There were no works carried out for FY20-21.

### Public Interest Disclosures

Expenses & provision of facilities for Mayor & Councillors	
Number of public officials who have made a public interest disclosure	1
<b>Public interest disclosures received in total</b>	<b>1</b>
Public interest disclosures relating to corrupt conduct	0
Public interest disclosures relating to maladministration	1
Public interest disclosures relating to serious and substantial waste of local government money	0
Public interest disclosures relating government information contraventions	0
Public interest disclosures relating to local government pecuniary interest contraventions	0
Public interest disclosures finalised by Council	0

Council has a public interest disclosures policy in place. The policy is available on the Council website and is included in the suite of policies to be read and signed-off by new employees.

### Government Information (Public Access) Act

Clause 8(a): Details of the review carried out by the agency under section 7(3) of the GIPA Act of its program for the proactive release of information it holds, and details of any information made publicly available by the agency as a result of the review.

Reviews carried out by the agency	None
Information made publicly available by the agency	Voluntary Planning Agreement (VPA) Register

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

Total number of applications received	40
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Clause 8(c): The total number of access applications received by the agency during the reporting year that the agency refused either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure).

Number of Applications Refused	Number	% of total
Wholly	0	0%
Partly	0	0%
<b>Total</b>	<b>0</b>	<b>0%</b>

## Statutory reporting information

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

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	1	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	10	1	0	0	0	0	0	1
Not for profit organisations or community groups	2	0	0	0	0	0	0	0
Members of the public (by legal representative)	4	1	0	0	0	0	0	0
Members of the public (other)	24	0	1	0	0	0	0	0
<b>Total</b>	<b>41</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>% of Total</b>	<b>98%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

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

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

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	40	0	0	1	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>% of Total</b>	<b>98%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

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

## Statutory reporting information

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	1
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	1
Invalid applications that subsequently became valid applications	1

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

Matters listed in Schedule 1 of Act	Number of times consideration used
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under Electricity Network Assets (Authorised Transactions) Act 2015	0
Information about authorised transaction under Land and Property Information NSW (Authorised Transaction) Act 2016	0

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

**Table E: Other public interest considerations against disclosure**

Matters listed in table to section 14 of Act	Number of times consideration used
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0



## Statutory reporting information

**Table F: Timelines**

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	37
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	1
<b>Total</b>	<b>38</b>

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

	Decision varied	Decision upheld
Internal review	0	0
Review by Information Commissioner*	0	0
Internal review following recommendation under section 93 of Act	0	0
Review by NCAT	0	0

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

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

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

**Table I: Applications transferred to other agencies**

	Number of applications for review
Agency-Initiated Transfers	0
Applicant – Initiated Transfers	0

## Compliance with, and effect of, Planning Agreements in force

Address	Applicant	Status	Benefits to Council under the voluntary planning agreement	In addition to contributions made under section 7.12 of the EP&A Act
42-50 & 52-60 Railway Parade, Burwood	Burwood Tower Holdings Pty Ltd Wynne Avenue Property Pty Ltd atf Wynne Avenue Property Trust	Executed	Monetary contributions in six instalments to fund the open space and community facilities provision or improvement and works in kind	Yes
9-15 George Street, Burwood	Builtcom Developments 8 Pty Ltd	Executed	Monetary contribution to fund the open space and community facilities provision or improvement	Yes
105-115 Liverpool Road, Burwood	Laley Roser Pty Ltd RG AD Developments Pty Ltd	Executed	Monetary contribution to fund the open space and community facilities provision or improvement	Yes

## Statutory reporting information

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### Financial Assistance

Council increased its annual Community Grants Program to \$60,000 to assist local community organisations and not for profit services to work with the community, who have been impacted by the Covid-19 pandemic, as well to further assist as the ongoing work continually carried out by these services.

Funding provided included \$6,200 to St Pauls Church towards a freezer for their food programs for people in financial difficulties and \$6,000 to the Men's Table for their mental health program for men to be run in Burwood. The full list is shown below.

Recipient	Amount \$
St Paul's Church Burwood	6,200
The Men's Table	6,000
Ebenezer Mission Incorporated	4,000
Little Helpers on the Run	3,200
CASS Care Limited	1,800
Women and Girls Emergency Centre (WAGEC)	4,000
Milk Crate Theatre	3,000
Metro Assist	7,000
St Merkorious Charity Association Inc.	3,500
Eurella Community Services	6,800
Burwood Community Welfare Services	4,000
Sydney Chinese Drum Art Troupe Incorporated	500
Asian Women at Work Inc. – No. 3	3,000
Participate Australia Limited	2,600
Wrap with Love Volunteers Burwood Library	400
Burwood Seniors Computer Club	2,000
The Greek Orthodox Parish & Community of Burwood & District Saint Nectarios Ltd.	1,500
Inner West Neighbour Aid Incorporated	500

### Compliance with Carers Recognition Act

Councils considered to be 'human service agencies' under the Carers Recognition Act 2010 (CR Act) (provide services directed at carers and/or people being cared for by carers) must report on compliance with the CR Act for the reporting period.

### Private swimming pool inspections

Details of inspections of private swimming pools. Include the number of inspections that:

- were of tourist and visitor accommodation - 0
- were of premises with more than 2 dwellings - 3

resulted in issuance a certificate of compliance under s22D of the SP Act resulted in issuance a certificate of non-compliance under cl 21 SP Reg.111

## Statutory reporting information

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### Stormwater Management 2020–2021

Report on activity funded by special rate variation	
SRV Drainage levy	\$950,758
Expenditure	\$917,231.88

During 2020–21 an amount of \$917,231.88 was expended for stormwater services and included works in the following areas:

- EAC Car Park \$733,222.32
- Short Street Drainage works - \$127,481.86
- Drainage works – Shelley Street - \$56,527.70

### Equal Employment Opportunity Statement

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

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

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

#### BURWOOD COUNCIL EEO OBJECTIVES

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

### Compliance with Carer's Recognition Act

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

### Companion Animals Statement

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

- Lodgement of Pound Data – Burwood Council completes this task on an annual basis and submits the completed form to the DLG on the required date.
- Lodgement of Data relating to dog attacks with the department – Burwood Council completes this task when an event occurs. Council has also completed procedures to ensure that officers know of their responsibility and the proper process for completion.
- Amount of funding spent relating to companion animal management and activities – Burwood Council has adopted to have a no kill policy at its pound. This no kill policy ensures that all animals (excluding feral or dangerous animals) are re-homed. This policy places huge financial strains upon Council's operating costs; however registration money and donation from the public help support and continue the management activity.
- Strategies council has in place to promote and assist the desexing of dogs and cats – Burwood Council through its no kill policy ensures that all animals are desexed before they are re-homed. Council also has regular media releases to the public on companion animal issues.
- Strategies in place to comply with the requirement under section 64 to seek alternatives to euthanasia for unclaimed animals – As mentioned earlier, Burwood Council has a no kill policy which ensures that no companion animal is euthanised unless for medical reasons.
- Off leash areas provided in the council area – Burwood Council has five off leash areas located within the municipality. The off leash areas are; Burwood Park 6am – 8am, Henley Park (no time restrictions), Blair Park 3pm – 10am and on leash at other times, Grant Park 6am – 9pm and Sanders Reserve (no time restrictions).
- Detailed financial information on the use of Companion Animals Fund money for the management and control of companion animals in the area. As mentioned earlier, Burwood Council spends all the funds raised by registrations and public donations to support its no kill policy. This policy ensures that animals are re-homed and not euthanised. The costs for operating such a policy is extremely high; however the benefits far outweigh the costs.
- Dangerous/Restricted dogs Inspection – Council conducts these inspections annually to ensure compliance and a review of Council system indicates that there have been no issues reported relating to a breach of the dangerous dog provisions.

## Our financial performance

### Legal Costs – Proceedings and Services

During 2020-21, Council incurred expenses in the amount of \$1,102,778 in proceedings taken by, or against it, in accordance with Section 428(e) of the Local Government Act 1993. Details of all legal matters dealt with during 2020-21 are as follows:

Subject	"Proceedings by Burwood Council"	"Proceedings against Burwood Council"	Results	"Costs \$"	"Costs Awarded / Recovered / Fines \$"
Legal Proceedings					
Land & Environment Court - 11A Ethel Street Burwood		X	Approval to Modified Design	19,083	9,000
Land & Environment Court - 18 Cooper Street Strathfield		X	Current	8,039	
Land & Environment Court - 2 Culdees Road Burwood Heights	X		Current	9,669	
Land & Environment Court - 2-4 Cooper Street Strathfield		X	Current	4,185	
Land & Environment Court - 269 Georges River Road Croydon Park		X	"Completed - Approval for Modified Design"	5,754	
Land & Environment Court - 319-321 and 325-329 Liverpool Road Strathfield	X		Current	8,168	
Land & Environment Court - 40 Wentworth Road Burwood	X		Completed-Won	5,136	
Land & Environment Court - 420 Parramatta Road Strathfield		X	Approval to Modified Design	5,478	
Land & Environment Court - 7 Deane Street and 1 Marmaduke Street Burwood	X		Completed-Won	15,002	
Land & Environment Court Appeal - 24 Burleigh Street Burwood		X	Appeal Dismissed	64,939	
Land & Environment Court Appeal - 35 Young Street Croydon		X	Withdrawn	8,819	
Land & Environment Court Appeal - 4 Railway Parade Burwood		X	Approved by L&E Court	43,265	
Land & Environment Court Appeal - 55a-57 Stanley Street Burwood		X	Approved by L&E Court		5,000
Land & Environment Court Appeal - 56-60 Burwood Road Burwood	X		Current	5,565	
Local Court - 110-114 Burwood Road Croydon Park		X	Completed-Won	4,690	8,600
Supreme Court - 13 Appian Way Burwood		X	Current	475,011	55,000
Unlawful Use - 238 Liverpool Road Enfield	X		Completed-Won	7,110	
Unlawful Use - 35 Woodside Avenue Burwood	X		Withdrawn	396	
Unlawful use - 360-362 Georges River Road Croydon Park		X	Completed-Won		9,836
Unlawful Use - 5/181a Burwood Road Burwood	X		Completed-Won	829	1,800
Unlawful Use - 61 Georges River Road Croydon Park	X		Withdrawn	32,279	

## Our financial performance

### Legal Costs – Proceedings and Services *cont*

Subject	"Proceedings by Burwood Council"	"Proceedings against Burwood Council"	Results	"Costs \$"	"Costs Awarded / Recovered / Fines \$"
Unlawful Use - 65 Shaftesbury Road Burwood	X		Withdrawn	1,965	
Unlawful Works - 1 Lyon Street Strathfield		X	Completed-Won	3,751	17,000
Unlawful Works - 12 Coronation Pde Enfield		X	Completed-Won	2,642	500
Unlawful Works - 16 Ann Street Enfield		X	Withdrawn	620	
Unlawful Works - 2 Comer Street Burwood		X	Completed-Won	3,135	4,300
Unlawful Works - 20 Seymour Street Croydon Park	X		Current	4,748	
Unlawful Works - 20A Angelo Street Burwood		X	Completed-Won		462
Unlawful Works - 267 Georges River Road Croydon Park		X	Completed-Won	1,370	500
Unlawful Works - 38 Kembla Street CroydonPark	X		Completed-Won	23,448	
Unlawful works - 48 The Boulevardde Strathfield		X	Completed-Won	4,446	21,600
Unlawful Works - 84-88 Burwood Road Burwood		X	Completed-Won	7,935	
Unlawful Works and Use - Unit 254 / 1 Railway Parade Burwood	X		Withdrawn	3,336	
<b>SUB TOTAL</b>				<b>780,815</b>	<b>133,598</b>
Legal Services					
Environment Enforcement				17,329	147,843
Legal Advice - Miscellaneous Matters				17,643	19,640
Legal Advice - Council Contractual Obligations				270,945	104
Debt Recovery Actions				3,659	786
Health Orders				0	16,987
Voluntary Planning Agreements				12,388	12,318
<b>SUB TOTAL</b>				<b>321,963</b>	<b>197,677</b>
<b>GRAND TOTAL</b>				<b>1,102,778</b>	<b>331,275</b>





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