

**Burwood Council**

# End of Term Report 2017-2021



**Burwood**  
Inc.1874

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





## Acknowledgment of Country

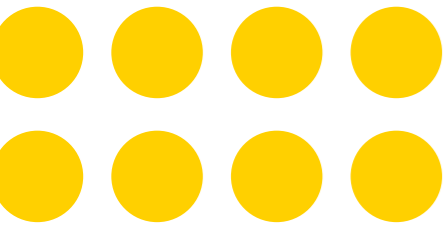
Burwood Council acknowledges the Wangal Clan of the Eora Nation, the traditional custodians of the lands in which the Burwood Local Government Area is located.

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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## Message from the Mayor

I am proud to present the End of Term Report for Burwood Council. The report provides a snapshot of Council’s achievements over the past four years – a period of time which encapsulates the unprecedented challenges faced by the community due to the COVID-19 pandemic.

The response of Council to these new found challenges has been brilliant. I am incredibly proud of the way the organisation stepped up to ensure we continued to serve our community and businesses and our most vulnerable were protected.

COVID programs like our Burwood Cares initiative were rolled out at rapid speed to provide information and support to residents and businesses to help keep them safe. At the same time our digital capacities were expanded so staff could continue their work from home, and a number of our programs moved online so our community could stay in touch and engaged.

This term saw an exciting period of growth and we welcomed and celebrated our diverse community and vibrant cultural life, enhanced opportunities for our businesses and maintained a healthy, safe and sustainable environment.

Our infrastructure works programs was ambitious and provided new amenities and facilities and enhanced our existing infrastructure, beautified our

city centres and continued to support the changing needs and lifestyle of our community.

This End of Term Report highlights some of the many achievements we have made during 2017-2021 and outlines the objectives that have been completed in line with our Burwood2030 Community Strategic Plan.

As Mayor of Burwood I am enormously proud of work being done to ensure Burwood maintains its position as an important strategic location in central Sydney while remaining focussed on delivering on the priorities identified by our community.

I would like to thank my fellow Councillors for their commitment to the task over the term, and the General Manager and the dedicated Council staff for their hard work during what has been an incredibly challenging time in our history.

**Cr John Faker**  
Mayor of Burwood



## Message from the General Manager

This four-year term of Council has presented successful outcomes amid innumerable challenges. Starting with the retraction of a forced amalgamation and plunging into the uncertainties of the COVID-19 pandemic. During this time Council remained steady and continued outstanding service delivery and completed transformative projects to benefit our community and businesses.

I would like to thank the Councillors for the leadership and support they have given the organisation during this very challenging term.

I would also like to thank the community for their continued engagement and partnership with us. Our work is guided by their vision and aspirational goals for Burwood as set out in the Community Strategic Plan.

Despite the huge challenges our program of work continued at pace with a range of projects to beautify and upgrade local infrastructure.

Projects like the stunning new Burwood Council, Library and state of the art Community Hub, which sits proudly in the community named Unity Place precinct. The opening of the award winning wetlands of Wangal Park demonstrated a commitment not only to provide more open space but bring design excellence to our sustainability efforts.

Meantime the day to day work of Council continues. Over the past four years we handled 155,000 calls, completed over 6000 maintenance jobs, and welcomed 1.5M visitors to our Library.

Our community engagement continued to be strengthened through our social media channels including the launch of our WeChat platform – the first NSW Council to do so, and a new website with increased digital services. Last year, we processed Development Applications three times faster thanks to our new Online Portal.

It has been a term of change but this End of Term Report demonstrates Council’s stability, ability to innovate and collaborate with our community, businesses and governments.

We will continue to build on these achievements to create a liveable and lovable place for those who choose to work, study, live and grow their families here.

At the end of their term and on behalf of the Executive and staff, I would again like to thank all the Councillors and wish them well.

**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. During their term of office, Council is responsible to ensuring that the Four Year Delivery Program and Annual Operational Plans uphold and work to deliver the community's vision:

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

### In conversation with the Councillors

The end of term report marks the conclusion of the Councillors term of office. They shared their collective highlights during their time and propose the challenges for the future of Burwood.

Large, transformational, community projects were something they were proud of, including the refurbishment and expansion of the Library and new Community Hub and the relocation of the Council Building. This brought together a seamless service and exciting spaces for the community to explore. So too, the Enfield Aquatic Centre upgrades brought improved facilities and the ability to broaden programs.

It was also exciting to them that more transformational projects could be realised through the funding strategy that saw Voluntary Planning Agreements (VPA) committed to long term community infrastructure such as the proposed Urban Park and Cultural Centre.

Successful grant applications enabled fast tracking of projects and contributed to an ambitious capital works program realised. It ensured a solid working relationship and enhanced reputation with the State and Federal Governments that Burwood can deliver.

Investing in liveability has been key to gains made in increasing the green canopy and addressing the urban heat map. Park upgrades, more outdoor exercise

equipment, town centre and village beautification works, and a focus on public and community art and social comment through murals, street banners, the establishment of the Burwood Art Prize and the anti-racism statement all contributed.

With limited green space, creating urban spaces that the community could enjoy and utilise was a priority. A great example was Unity Place - the transformation of a little used back lane. Most rewarding was the community involvement in naming the lane.

The operations of the Council was seen as a strength with the staffing restructure bringing renewed energy and vitality and a sharper focus on governance and oversight via the Internal Ombudsman role was welcomed.

The new Council Offices provided a positive, collaborative work environment that will assist Council in attracting and retaining staff and become an 'employer of choice'.

The Councillors also shared their thoughts on what lies ahead. Burwood is clearly on a trend of population growth. This will bring competing pressures on space, amenities, waste and transport. Providing a liveable environment for residents and the business community in the context of increasing density will be a challenge.

There are also great opportunities. Partnerships around the new Metro could ensure new developments along Parramatta Road are planned in harmony and bring benefits to the Burwood businesses and community. Locking in planning frameworks that require good quality build and excellent innovative design will enhance the urban landscape. Increasing employment through commercial space provision and encouraging the night time economy and diverse retail experience will build Burwood's reputation as a visitor destination.

Overall, they believe that Council is heading in the right direction, but will need to continue the work started in this term so that long term outcomes for the community can be achieved.



**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





# Introduction

This End of Term report has been prepared under section 428 of the Local Government Act 1993. It will be presented at the final Council meeting prior to the local government elections on 4 September 2021. It covers an additional year as the Council term was extended as the September 2020 Council elections were postponed by the NSW Government by one year to address the risks posed by the COVID-19 virus.

The End of Term report outlines progress of the Burwood2030 Community Strategic Plan and the achievement of its goals over the past four years. It provides details of Council's contributions to the community's vision since the adoption of the Community Strategic Plan. It is structured around the five themes which have guided the community over the past four years:

- Community and lifestyle
- Leadership and innovation
- Healthy and sustainable environment
- Planning and infrastructure
- Vibrant city and villages

This report spans the term of office and is a summary of the achievements and challenges Council has experienced in the delivery of the strategic objectives agreed with the community in response Burwood 2030. This is articulated in Council's four year Delivery Program with the actions and funding for these objectives identified in the annual Operational Plans and Budgets.

## About Burwood

Burwood is a vibrant community with a diverse range of cultural backgrounds which sits between Sydney's two major economic heartlands of the City of Sydney and the City of Parramatta. This has placed Burwood Council in a strong strategic and financial position to build on the NSW Government's vision for growing Sydney and taking advantage of its role as the strategic hub for central Sydney.

There are a number of villages surrounding Burwood town centre that make up the Local Government Area including Burwood Heights, Croydon, Croydon Park, Enfield and Strathfield. Each of these has its own distinct character and charm.

Enhancing business precincts and job growth, managing quality higher density housing to accommodate a growing population whilst maintaining high level services and neighbourhoods for residents and businesses are the cornerstone of Council's endeavours.







# 1. Community & lifestyle

## 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

Burwood residents rate their overall quality of life as high, with 92% of residents rating their quality of life as good to excellent and for younger residents (18-34) it is even higher.

Council is committed to supporting our culturally diverse local community and helping to create a safe vibrant place that residents are proud to call home.

We continue to provide services and initiatives that help our community stay fit and healthy and to thrive. This includes building on our range of community events and programs to engender lifelong learning through our much-loved library programs and resources, social networking and sport and recreation opportunities.

We embraced the challenge of finding new ways to connect with our community as a result of the COVID-19 pandemic via remote and online access which has opened the door to make it easier for more people to engage with Council.

It is Council's aim to make Burwood an inclusive and accessible region for everyone. We are committed to providing opportunities to enable people with a disability or impairment to participate in community life and to raise awareness of disability in the wider community as part of Council's Disability Inclusion Action Plan.



# Highlights

## Completion of the Burwood Council, Library and Community Hub

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



## New website launched

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

## New brand and visual identity launch

After extensive consultation Burwood Council's brand better reflects the vibrant, diverse and dynamic place, rich in heritage that is Burwood. This has been well received by the community and embraced by staff who are proud to wear the logo. A sustainable roll-out strategy means that newly branded items are appearing as items are replaced.

## Provide information to our diverse community

Identifying the growing Korean community and the emerging Nepali community, Council has been placing monthly Council Columns in the Korean and Nepali press as well as the local Chinese paper to keep them updated on what's happening in the local area.

Burwood was the first Council in NSW to launch a WeChat account with followers growing at 5% every six months.

The library increased their community languages inventory with 1,167 new items in four community languages added to the collection. Launched a phone-in technical help service in Mandarin to learn how to access the library's e-resources and ran Chinese education and health workshops.

## Supporting our creative community

The inaugural Burwood Art Prize in 2017 was initially a bi-annual event but due to its continued growth in popularity has been held annually since 2019. Along with the Art Prize, categories include New and Emerging Artist and People's Choice and the total prize pool increased to \$11,500 in 2021. 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 to showcase local talent.

## Promoting an active and healthy lifestyle

New outdoor fitness stations, ping pong tables and the innovative Challenger Obstacle Course provided more recreational options across the local government area for people of all ages.

Seniors were well catered for with community programs such as 'Stay Standing' and 'Stay Active' for fall prevention and DanceWise for all ages and abilities which continued online in response to COVID-19.



## Support for quality aged care

Council supported Commonwealth Home Support Services providers and gave advice about reforms to 147 providers, delivering training sessions to ensure quality delivery of aged care services and information sessions in 8 languages. Programs also supported volunteers especially from Culturally Linguistically Diverse (CALD) backgrounds.

## Disability Action Plan

Accessible and inclusive community facilities and spaces were delivered. Enfield Aquatic Centre incorporated a 'Pelican Pool Hoist' for wheelchair users and those who have other mobility issues as well as an accessible change room plan to comply with new provisions of the Building Code.

The Groovability Festival for the International Day of People with a Disability celebrated its 10th anniversary in 2019. The event provides opportunities for people with disability to influence decision making. Due to COVID-19 the Groovability Festival was moved online in 2020.

Council initiated partnership projects with disability groups such as Ability Links and Ethnic Community Services Cooperative to hold various information sessions for those families/persons who are yet to access services from the National Disability Insurance Scheme (NDIS).

All Council's parks, reserves and new playgrounds including at Woodstock Community Centre and Sanders Reserve are fully accessible to people of all ages living with a disability or impairment.





**88%**

of residents agree that **Burwood is a good place to live**

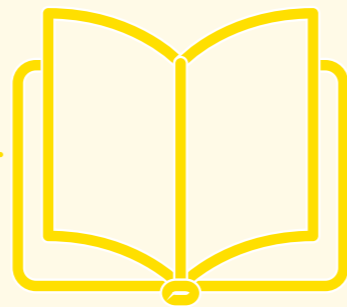
**67%**

of residents agree that **Burwood is a harmonious, respectful and inclusive community**



**54%**

of residents agree that they feel part of their local community



Over the past 4 years nearly **700,000 books and resources** were borrowed from our Library



almost **1.5 million visits** to the Burwood Library & Community Hub

**85,000+ logins to the internet service** at the library

**Internet public access speed more than doubled** in the Burwood Library and Community Hub

**1145 library community programs** held with 30,000+ participants

**4,500 items in community languages** were added to the library

**Phone-in technical help service in Mandarin** to learn how to access the library's e-resources launched



**950 volunteers** recruited for the Burwood community

**1800+ volunteers** referred to not for profit organisations







## 2. Leadership & innovation



### Community strategic plan goals

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

Never in our history was the need to provide strong leadership as crucial as it was when the community and Council were faced with the uncertainty presented by COVID-19.

Council rose to the challenge and demonstrated its agility by finding new ways of doing business in order to continue to support our community.

Utilising new technologies and digital service expansion have been at the forefront of our innovation. Because of the challenges this term posed, the community were encouraged to participate and provide input into key decisions. During this time Council were able to demonstrate it is a stable, responsible and transparent organisation.





# Highlights

## 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.

## Supercharging online

Council recognised the need to expand the use of new technologies to improve service provision. The COVID-19 pandemic demonstrated the flexibility of online services and Council has built on its existing base to greatly expand its online options for residents to do business and engage with Council.

## Support for pensioners

Council implemented a pensioner rebate scheme. This contribution was started at \$50 and over three years increased to \$125. An additional one-off rebate of \$25 was introduced to help ease the cost of living exacerbated by issues around COVID-19.

## New technologies and streamlined services

A Customer Service Knowledge Base has been implemented to improve service capability and integrate library service delivery. Council has started to implement improvements to internal record keeping and information management systems that have resulted in streamlined business processes. Venues can now be booked and paid for online.

## Digital service expansion

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

## Engaging the community

Community engagement is a key 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.

During the term the community were engaged on key projects and services through a range of methods such as pop-up consultation stalls in locations across the LGA, at major festivals and other events, through online and phone surveys and in focus groups. Projects included the development of Burwood2030 Community Strategic Plan and the Local Strategic Planning Statement, the upgraded Library and new Community Hub, the proposed Urban Park and Cultural Centre and the renaming of Hornsey Lane.

After consulting widely on Funding Our Future, the community supported a Special Rate Variation (SRV) which was approved by the Independent Pricing and Regulatory Tribunal (IPART) for a SRV 2% above the rate peg over 4 years to further reduce the drainage Infrastructure backlog.

## Transparent procurement

A transparent process for purchasing and procurement was set in place through the development of a comprehensive Procurement Strategy which included a Tendering Manual and comprehensive Corporate Practice. In addition, Council used a number of prescribed agencies for contracts and supply agreements, namely Local Government Procurement (LGP), and Procurement Australia (PA) and as part of Southern Sydney Region of Councils (SSROC), Council utilised some of their contracts to enable transparency and accountability.

Increase in resident satisfaction with Council's performance with

**94%**

at least somewhat satisfied (**up from 85% in 2017**)

**64%**

satisfied or very satisfied (**up from 85% in 2017**)



**66%** of residents

describe Council's current levels of **community engagement as good to excellent.**

Residents who speak a language other than English at home **rated it even higher.**

**85% of residents** are at least somewhat satisfied with Council's **integrity and decision making.**

Younger residents and newcomers are more satisfied.



**87%**

of residents are at least somewhat satisfied with Council's current **level of communication** and

**58% are satisfied or very satisfied**

**Investment Strategy developed** with invested funds receiving returns above the Reserve Bank of Australia official rate

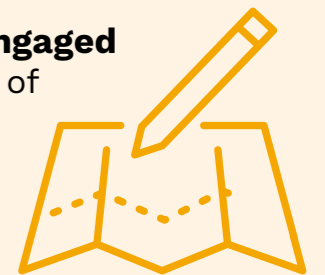


Over the past four years **155,000+** calls were received at Council's Customer Centre

**91%** answered in **less than 40 seconds**

**440+** people engaged in the development of the Local Strategic Planning Statement

**50+** forms moved on-line





## Our Response to COVID-19



By far the most extraordinary challenge Council has had to face was the COVID-19 pandemic. This unprecedented situation saw Council step immediately into action in early 2020 prioritising the safety of the community and staff, maintaining essential services and developing support programs. Throughout the pandemic Council has responded with flexibility and agility, and including focussing efforts on reactivation, transformation and recovery.

### Burwood Cares

Council developed the Burwood Cares Program to provide support for local residents and businesses during the COVID-19. Key aims of the Program were to keep the community safe through ongoing service delivery; increased support for vulnerable residents or those in need; support for struggling local businesses and hard hit industries, such as the arts and entertainment sectors; and the provision of timely, accessible and targeted information to the local community throughout the pandemic.

### Community support during COVID-19

- Letters mailed to all residents and businesses with NSW Health advise on how to stay safe
- Multilingual COVID-19 safety signs throughout the community and in parks
- A dedicated website section for Burwood Cares was created as a hub for local information on COVID-19 and a noticeboard for businesses to promote their offerings
- 750 care, food, hygiene and craft packs distributed to residents in need
- Over 1,000 phone calls made to vulnerable residents
- Burwood Cares for Communities e-newsletter sent to over 14,000 people weekly
- COVID-19 impact assessments conducted with over 20 local community services.
- Neighbour Cards in English and Chinese distributed to encourage people to support one another

- Council negotiated a Pop-Up COVID testing clinic from 2 to 5 September 2020 in Burwood Park and then again in July 2021 at the Meryla Street Car Park for two weeks

### Business support during COVID-19

- Burwood Cares for Businesses e-newsletter sent to over 2,000 businesses fortnightly
- Burwood Eats digital campaign to bring people back to cafes and restaurants
- Digital business billboards were activated on the website to promote menus and to show how businesses had adapted to continue services on-line
- Burwood Comes Alive program livestreamed music fortnightly featuring and financially supporting local musicians
- Hornsey Lane mural project supported five artists to paint three new murals in Burwood
- Information packs, including 500 social distancing packs, distributed to businesses and 135 'offer of support' phone calls
- Relief measures for small businesses where Council is the landlord
- Burwood Cares business survey in May 2020 to gain insight in to the needs of businesses
- Launch of the Inaugural Mayor's Business Commendation Awards Program to recognise and reward long-standing small businesses
- Launch of the Revised Shopfront Improvement Program providing over \$20,000 funding to local business
- Delivery of a Futureproof your Business Forum supporting businesses impacted by the pandemic through financial and digital skill-building.



### Agile service delivery and increased community engagement

- Transformation of customer-facing services including integration of customer service centre and library, relocation of council administration building and implementation of a roving customer service model to allow for better community access
- Development of Library stay at home resources, online programs and library e-newsletter
- Implementation of a click and collect library service
- Transitioning activities online, including exercise programs provided through a partnership with SHARE, Falls Prevention programs for seniors and a Youth Trivia Night
- Council's new cloud-based Information technology infrastructure which was critical in supporting staff to work remotely and seamlessly through the COVID-19 lockdown
- Safe and Clean program was increased with extra sanitising of playgrounds and exercise equipment and street cleaning
- 670 additional welfare checks
- 120% increase in home library members
- Over 1,100 direct phone calls to vulnerable residents
- Creation of a community noticeboard featuring over 90 local and regional community support services
- Burwood Comes Alive with Music program: supported over 20 local musicians
- 30% increase in funding for local services through Council's Community Grants Program
- Over 30% increase in activity across social media
- Review of council's financial assistance program to ensure it meets the changing needs of our community
- Increased council presence on main streets flagging rough sleepers to appropriate social support services and reporting public gatherings that are not in accordance with NSW Health Orders to Police.

### Strengthened partnerships

- \$4,500 sponsorship from local businesses for new local voucher program supporting at-risk community members, which generated increased local spending and economic activity
- Delivery of interagencies attended by services across region
- Coordinate approach to business support between Council, local Chambers of Commerce and Service NSW Business Concierge.

### Financial relief

Council provided over \$1.2M in financial relief:

- Council's tenanted properties
- Waived in mandatory health inspection fees
- Waived in outdoor licensing fees
- Residential rates-relief
- Household clean ups, street and facility cleaning.

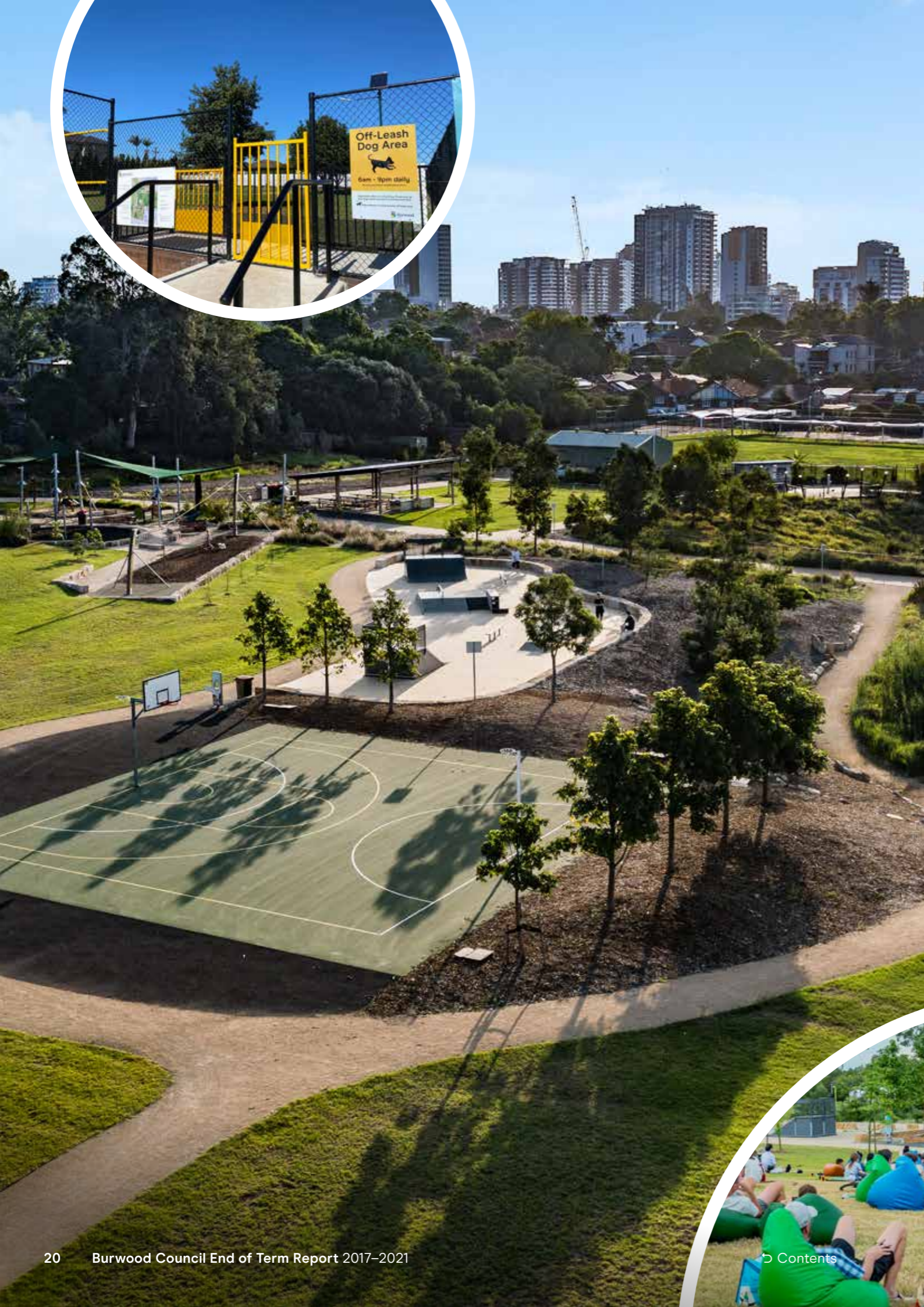
### Financial resilience

Council has continued to seek external grant funding to support projects that improve community facilities, public and green open spaces and provide economic stimulus. This ensured that the inevitable financial impact of COVID on Council did not affect the delivery of key capital works projects, successfully obtaining over \$6,500,000 in funding during the pandemic.

### Innovative solutions to complex problems

- Development of a new coordinated response to support rough-sleepers during the pandemic in partnership with state services which resulted in increased housing/health support for homeless people in Burwood
- Development of Anti-Racism statement and media campaign in response to growing incidents of overt racism occurring during the pandemic.





# 3. Healthy & sustainable environment

## Community strategic plan goals

- 3.1 Enhanced green and open spaces, and streetscapes
- 3.2 Sustainable waste management practices
- 3.3 Community education on sustainable practices
- 3.4 Leadership in environmental sustainability
- 3.5 Public health and welfare

Council plays an important role in protecting our environment and preserving our natural resources for future generations. This includes ensuring proper planning for the future sustainability of the area.

Practices and programs implemented by Council lead the way to encourage the community to play their part in ensuring our natural resources are protected.

Encouraging recycling and good waste practices, greening our local community, promoting healthy and active lifestyles by providing a range of sporting facilities and parks for relaxation are vital in order to ensure the future sustainability of the area.





# Highlights

## Award winning Wangal Park

The completion of Wangal Park has provided the jewel in Burwood's environmental crown. The 4.4 hectare space at the corner of Cheltenham Road and Royce Avenue, Croydon is the location of a beautiful wetland that provides a home for native plants birds and animals, a green oasis for visitors to enjoy and provide a cooling effect for the area.

Once a brick pit, ecologically sustainable best practice was integrated into the park's design, winning awards for excellence in integrated storm water design. The project provides a sustainable alternative source of water for irrigation, a seamless connection between the water features and the much needed open spaces and recreational facilities for improved liveability.

## Technology helps us reduce Waste

Waste App launched, providing information about waste and recycling services. The Waste App and Council's website supported the on-going partnership with the NSW Environment Protection Authority and the Love Food Hate Waste program. The program helps residents to avoid food waste, save time and money and reduce their environmental impact by planning better, shopping smarter.



## Residential worm farming

Council launched a worm farming program for residents from participating apartment buildings to compost food scraps as part of a first-of-its kind trial for the area.

Buildings were provided with a compost bin and an environmental consultant facilitated the set-up and provided a series of educational resources to ensure capturing and transferring food waste from kitchen to compost is an easy and fuss-free process.



## Recycling opportunities increased

Mattresses and whitegoods can now be put out for collection. They will be processed for recycling. Council entered into a partnership with Canada Bay Council to allow Burwood residents access to the Community Recycling Centre in Five Dock. This means that many materials that should not be disposed of to landfill can now be safely recycled by Burwood residents.

Free collection and rehousing of unwanted furniture was established in partnership with The Bower and working with Clothing Cleanup has allowed residents to donate unwanted clothing, accessories and manchester, preventing textiles in good condition



reaching the landfill.

## Henley Park

Henley Park upgrade is continuing including new sports field floodlighting, solar lights along the walking track, picnic shelters, cricket practice nets and a double flying fox. In 2018-2019 the NSW Government announced \$2.6 million funding for further upgrades including sports field lighting, drainage and turf, a Futsal pitch and the refurbished and expanded amenities building.

## Grant Park multipurpose courts and carpark

The \$2.5M upgrade at Grant Park in Enfield is near completion. This includes two new multipurpose courts, dog off leash areas, new lighting, plantings and car park. The project is supported with \$1M grant funding from the NSW Government.

## 1000 Trees Program

Following the success of the initial program, Council has doubled its target to plant 500 trees to 1000 new trees throughout Burwood LGA.





3. Healthy & sustainable environment



Over the past four years

**62,000+ tonnes**

**of kerbside material collected:**  
63% waste, 18% recyclables and  
19% green waste.

**Waste App launched** providing  
information about waste  
collections and recycling services.

**Free collection and rehousing  
of unwanted furniture** in  
partnership with The Bower.

**1/3**

of Burwood's 91km road network  
is swept every week. **This has  
contributed to a reduction in  
instances of flooding**

**almost  
100,000  
people**

participated in the  
Learn to Swim Program

**350,000  
visits**

were made to Enfield  
Aquatic Centre



**147 presentations to 4000+  
primary school students** on  
composting, recycling and  
waste minimisation

**100%**

of council's **local road  
street lighting** inventory  
replaced with LED lights

**100%**

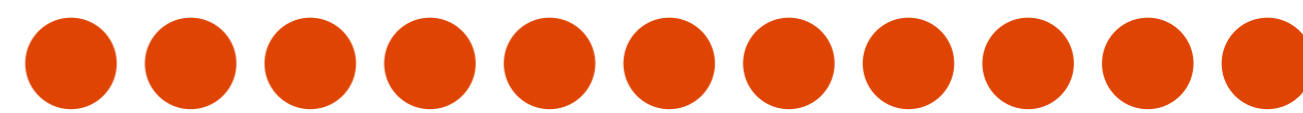
of **dangerous and restricted  
dogs** inspected



All Council's parks are  
**designed to be accessible**  
by people living with an  
impairment or disability.







# 4. Planning & infrastructure

## Community strategic plan goals

- 4.1 Effective traffic and parking management strategies
- 4.2 Connected and accessible infrastructure
- 4.3 Burwood's existing heritage integrated with high quality urban design
- 4.4 Participate in regional planning and infrastructure projects to ensure the best outcomes for the community
- 4.5 Customer focused process for development services

Our growing population requires planning for services and infrastructure to meet the community's ever changing needs. Transport that connects services and people plays a key role in liveability and sustainability of our area.

We want our neighbourhoods to feel safe, look great and be accessible for our whole community to enjoy.

Council is committed to planning for the future needs of our growing population. This includes making sure services and infrastructure meet the changing needs of our community and protected and enhance our local environment.

We want our neighbourhoods to feel safe, look great and be accessible for our whole community to enjoy.





# Highlights

## Local Strategic Planning Statement

The Burwood Local Strategic Planning Statement (LSPS) was released in March 2020 following extensive consultation. This is a very significant planning document that provides an understanding of the planning context for the Community Strategic Plan. 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.

In developing the LSPS Council undertook the development of an extensive set of strategy documents and studies to identify Burwood's special characteristics and the values that are to be preserved, and how change will be managed into the future.



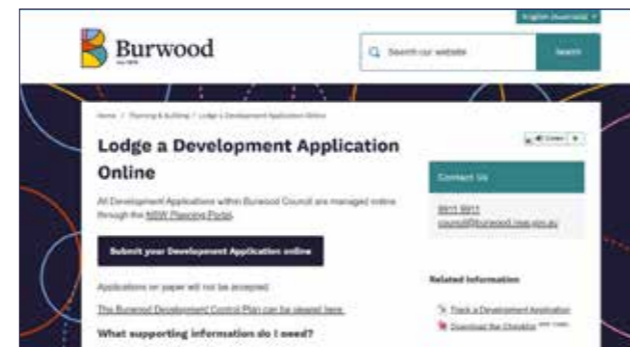
## Contactless road safety trial

The State Government chose Burwood to trial a contactless pedestrian crossing in Burwood Road. The trial demonstrated greater confidence in the safety of the business district and by reducing direct contact helped prevent the spread of COVID-19.

## Leading the way with new technology

Burwood was one of 10 NSW councils chosen to trial receiving all Development Applications via the NSW Planning Portal. It was launched on 1 January 2020 and has proved to be a huge success.

Council received 112 viable applications worth more than \$200 million in the first six months. Automation reduced manual processes from 91 to two and 32 paper forms were made redundant. Average processing time decreased from 173 days in 2017-18 to 90 days using the e-planning system – a 192 per cent improvement.



## Enfield Aquatic Centre upgrade

The \$5.4M stage two upgrade of the Aquatic Centre includes a new 25 metre all-ages heated indoor Program Pool with ramp to enable access for less mobile people, floor heating and connecting covered walkways.

## Burwood CBD is good for walking

The CBD continued to be upgraded providing opportunities for more pedestrian only walkways. These include between Clarendon Place to Wynne Avenue extending through to Conder Street.

Council also introduced pedestrian safety programs such as Walk Safe to ensure pedestrians crossed at safe locations and the Look Out look UP campaign to remind the Look Out Look UP campaign to be aware of your surroundings and not be distracted with your mobile.



## Railway Parade East upgrade

As part of a \$1M streetscape improvement program, new wider footpaths, multipurpose poles that integrate street lighting, hanging baskets and banners and new street furniture, including seats, and bins have been installed.



## Linked up cycleways

Three new cycleways to link the Parramatta Road corridor to Burwood Park and Wangal Park has been built supported by a grant Parramatta Road Urban Amenity Improvement Program. This also extended to the mixed on-road and off-road cycle paths that has linked existing recreational areas within Burwood Council and the City of Canada Bay.



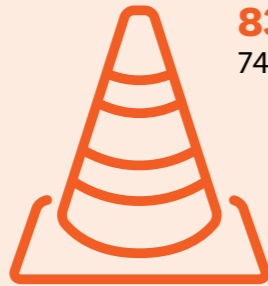
4. Planning & infrastructure



Burwood residents are more satisfied than the average for Greater Sydney with:

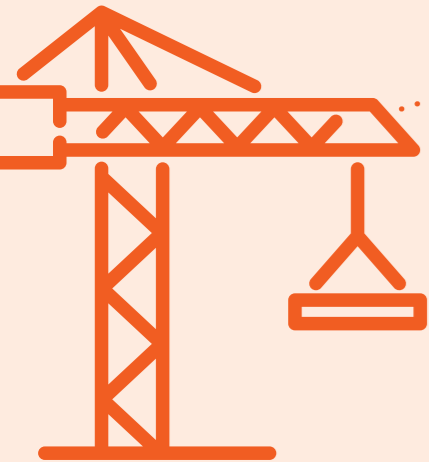
**Traffic management & road safety**  
**85% in Burwood**  
72% for Greater Sydney

**Footpath maintenance**  
**83% in Burwood**  
74% for Greater Sydney



**Local roads maintenance**  
**85% in Burwood**  
74% for Greater Sydney

Burwood Local  
**Strategic Planning  
Statement completed**  
**\$5.4 million**  
Enfield Aquatic  
Centre **upgrade  
completed**



Over the last four years

**47 reports** were  
lodged with the  
Burwood Local  
Planning Panel  
for **\$455M in  
developments**

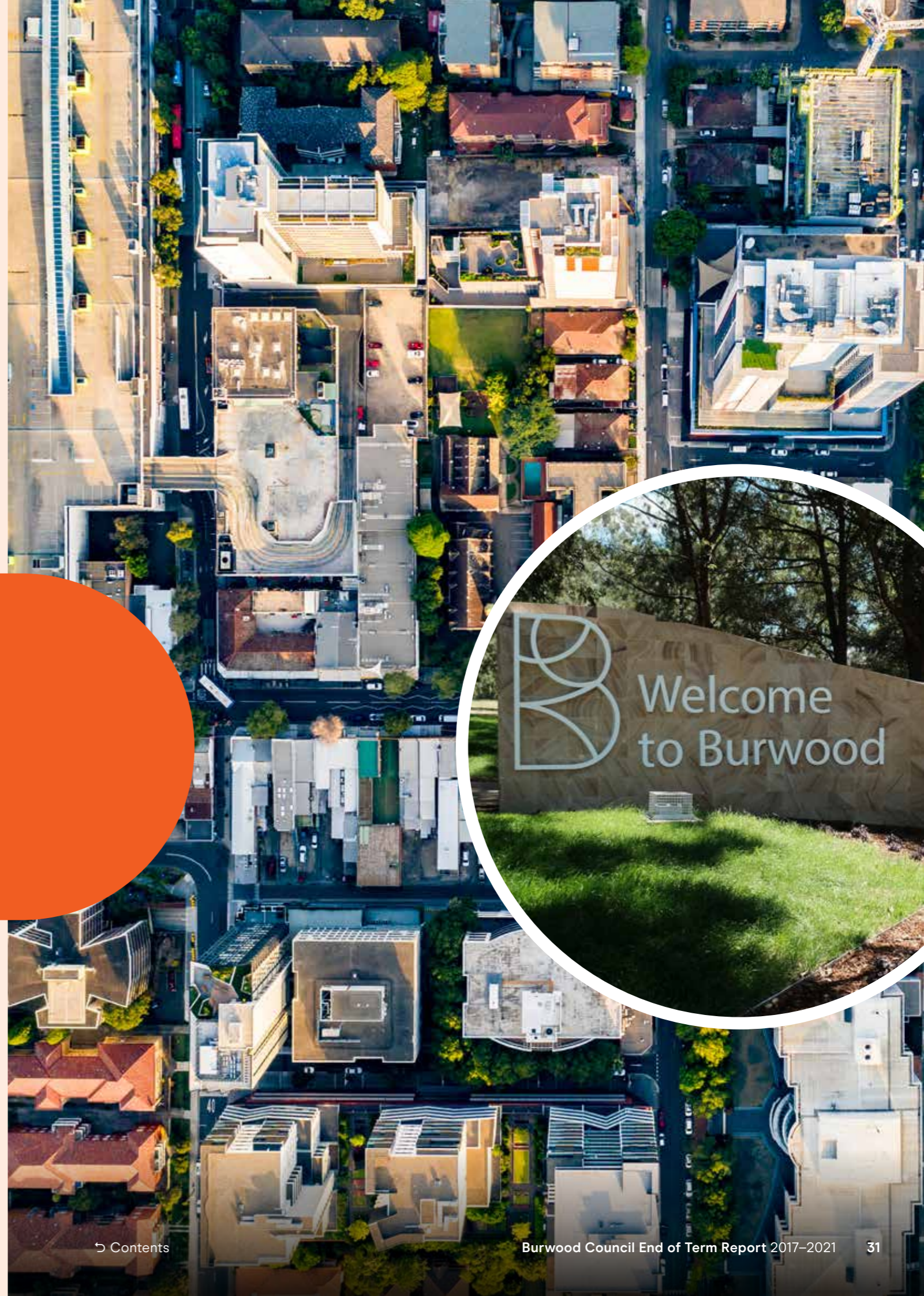


**DA Online  
Tracker**  
launched for  
Development  
Applications

**Development Applications  
now processed  
3x faster**  
than in 2017-18  
due to new technology



**100%**  
**support by applicants**  
of new on-line DA  
submission system







# 5. Vibrant city & villages

- Community strategic plan goals**
- 5.1 Maximise Burwood's regional status
  - 5.2 Supported and engaged local businesses
  - 5.3 Enhance and foster the local identity
  - 5.4 Activate village precincts and preserve the distinct characters of surrounding residential areas

Burwood has a vibrant CBD and several business and shopping precincts supported by a strong network of services. Council has been working hard, especially during the COVID-19 pandemic, to support our local businesses that are a valuable part of the Burwood economy.

Our Burwood Cares strategy included a number of initiatives and strategies designed to inform and support businesses through this unparalleled period of change.

We are proud of the work being done to activate and beautify our local villages to foster a sense of pride and attract new and diverse businesses and services to the area.





# Highlights

## Unity Place

Unity Place Burwood is the new name for Hornsey Lane following a 'Name the Lane' community competition. The \$718K project, including a \$130K grant from the Department of Planning, Industry and Environment's 'Places to Love Program' has been fully landscaped with new paving, street furniture, tree planting, smartpoles for hanging baskets and street banners and hanging chain lighting zig zagging up high along the lane for a colourful festive night time atmosphere. The project also featured three large murals depicting Burwood's Past, Present and Future. To celebrate the new pedestrianised retail and artistic destination and the new name, a hugely popular community event was held which featured interactive light installations, outdoor library activities, roaming entertainment and food trucks.



## Ease of parking supports business

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

## Town Centre Beautification Program

The Town Centre Beautification Program has continued to enhance the aesthetics of the business centres with more tree planting, seating, planter boxes, hanging baskets, church façade lighting and shopfront improvements.

Over the past two years \$2.7M has been allocated to upgrade Burwood Road. This includes an upgrade of the northern side of the Burwood Road shopping strip and improvements to the southern end of Burwood Road last year. New pavers and landscaping are being installed.

## Supporting business improvements

Local business owners and tenants were encouraged to apply for Council's Shopfront Improvement Program to improve their facades and shopfronts. Over \$20,000 in funding was granted to the successful applicants to enhance their street appeal and improve the attractiveness of the Burwood CBD.

## Public art

Council continues to actively implement the Public Art Strategy adopted in 2018. Artworks create interest and excitement in public spaces. New works include three new murals at Unity Place, a mural at Woodstock Community Centre, a mural on Burwood Park Pavilion, and Bollard art work at the corner of Wentworth and Everton Roads, Strathfield.

The new Hoarding and Public Art Policies now provides more opportunity and new canvases for artists' work to be displayed across the LGA. Council is also incorporating more local artwork into its street banner program.



## Activating the precincts

Whilst COVID-19 had a major effect on Council's calendar of events in 2020-2021 activities across the local government area provided family fun and visual pleasure. In 2019 Burwood Festival attracted over 70,000 people and remains the largest free annual community event in the inner west with over half the attendees being visitors to the area. Extra sparkle was introduced for Christmas with a decorations program that included a new 12 metre tree, three dazzling light installations and fairy lights in the trees and new shop garlands. A Christmas Lights competition was held to encourage the residents to get into the communal Christmas spirit. For the first time, Movies in the Park was held at Wangal Park to further spread the celebrations to new locations.



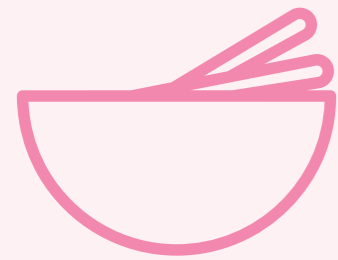
**70,000+ people**

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



**58%**

of Burwood residents think that our **local town centres are vibrant and economically healthy** – higher than the average for Greater Sydney (49%)



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



**182 entries**

in the **Burwood Art Prize** in 2019 and 2020

**All Council facilities are accessible**

making them highly preferred by groups who have clients with a disability

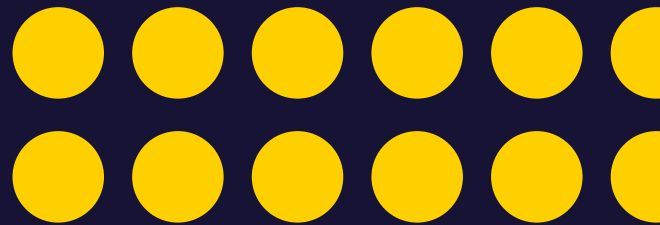


**Groovability Festival**

for the International Day of People with a Disability **attracted 850 participants in 2019 and in 2020** the online event had 600 views







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