

Annual Report

2022-2023



Burwood
Inc.1874

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

Acknowledgement of Country

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

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





Contents

Message from the Mayor	2
Message from the General Manager	3
Our Councillors	4
Burwood 2036: The framework	5
Our 2036 vision	6
Our Burwood	6
Burwood Council community snapshot	7
Section 1.	
Our achievements	11
1. Inclusive community & culture	12
2. Places for people	18
3. Sustainable & protected environment	26
4. Vibrant city & villages	32
5. Open & collaborative leadership	38
The Disability Inclusion Action Plan	44
Our financial performance	45
Section 2.	
Statutory reporting & information	49

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

From the Mayor

Cr John Faker



I am honoured to present Burwood Council's Annual Report for the financial year 2022–2023, an incredible summary of achievement that underscores our commitment to sustainability, innovation, and enhancing the quality of life for our residents.

Sustainability remains a clear focus area, and our Food Organics and Garden Organics (FOGO) trial demonstrates our dedication to fostering a sustainable future for our community. By December 2022 we had already diverted 40 trucks of organic waste from landfills, setting the bar high for environmental responsibility.

We are showing leadership by being one of 12 councils in Sydney to take part in the Reusing Rubber Project, using recycled rubber from end-of-life vehicle tyres to enhance bitumen polymers, improving our infrastructure while establishing a blueprint for a greener future. The successful rollout of this project in Park Avenue Burwood exemplifies the power of collective action and forward-thinking environmental stewardship.

Over the past 12 months Council has also delivered six public art projects, enriching our cultural landscape and celebrating our community's heritage and artistic talent.

Our commitment to nurturing strong partnerships with the Burwood business sector remains steadfast. Collaborating with the Burwood Asian Business Partnership, supporting the reactivation of a strong Chamber of Commerce, and delivering small business month events, along with the Mayor's Commendation Awards, exemplify our dedication to the support and prosperity of our local businesses.

Council continues to invest millions in our community through the delivery of major infrastructure projects. After a huge cross-departmental effort, our Deane Street Transformation Project, realised in collaboration with Transport for NSW, has transformed a key public space in our community. The increased foot traffic, higher revenue for local businesses, and boost in the overall appeal of the area are indicators of our commitment to the vitality of our community.

Other key milestones include the finalisation of the Grant Park All-Inclusive Play Space, delivery of the Enfield Village Revitalisation Project and upgrade of Martin Reserve. In addition to the continuation of the Mayoral 500 street tree planting program, last financial year Council also committed to furthering these efforts, planting an additional 100 street trees in Wangal Park. This is on top of the 1,500 trees already planted over the past three years.

Council continues to work tirelessly to ensure our community's needs are met, securing \$96 million for a range of ambitious projects as part of the WestInvest program, a once in a generation opportunity. This includes an impressive \$52.4 million earmarked for the revitalisation of the Enfield Aquatic Centre, a \$20.3 million allocation towards the development of the Burwood Arts and Cultural Centre, and \$3.9 million dedicated to the Paisley Road Beautification Project. I look forward to providing more updates on these exciting projects as we commence preliminary works in the coming year.

As we look to the future, we maintain a strong focus on communication, community satisfaction and engagement. Our commitment to providing the best quality services to the community is unwavering and our residents have been more involved than ever in decisions that shape our community.

These achievements would not have been possible without the dedication of our General Manager and Council staff, the invaluable collaboration of our community, and the commitment of my fellow Councillors. Together, we are charting a path to a more sustainable, vibrant, and prosperous Burwood.

Cr John Faker

Mayor of Burwood

From the General Manager

Tommaso Briscese



Over the past year, Burwood Council has once again demonstrated a remarkable commitment to excellence and relentless dedication to our community.

Despite the challenges we are still experiencing following COVID-19, including skill shortages, supply disruptions and increased costs, I am pleased to report that resident satisfaction with Council's performance has remained strong, consistently exceeding the Sydney Metro benchmark for Councils, further solidifying our reputation as a proactive and supportive organisation.

Our ongoing commitment to providing the best possible services to our residents remains unwavering. We've engaged in unprecedented efforts to connect with our community, actively seeking and addressing their feedback. The results are clear, with satisfaction levels on the rise. Nevertheless, we recognise that there is more work to be done as we keep our gaze firmly fixed on the future.

I am thrilled to share some of our recent accomplishments. The Grant Park Inclusive Play Space was awarded the prestigious Local Government Excellence Award in the Asset and Infrastructure category, highlighting our ongoing commitment to creating spaces that can be enjoyed by everyone. We continue to enhance our infrastructure to improve performance, lifecycle, and accessibility, ensuring that our community thrives.

We were also recognised as finalists for several notable projects, including the Library Midnight Hours, the Deane Street Precinct Transformation Project and the Enfield Village Revitalisation Project. These projects underscore our commitment to enhancing the cultural and infrastructure landscape of our community.

The accolades didn't stop there though with our Last Lion mural in Burwood Chinatown also receiving the National Street Art Award in the Best Entrance Art category, further contributing to the cultural vibrancy of our community.

In a remarkable development, we secured significant funding for several ambitious projects, including \$52.4 million for the redevelopment of the Enfield Aquatic Centre, a \$20.3 million contribution towards the Burwood Arts and Cultural Centre, and \$3.9 million for the Paisley Road Beautification Project, in addition to the \$21 million already received through the WestInvest Local Government Allocation Round. This substantial funding infusion, totalling almost \$100 million, will leave a lasting legacy of world-class spaces for generations to come.

Over the past 12 months, we have focused on strategic place-making activities that have invigorated our community. Initiatives such as the Clarendon Place Night Markets and the trial of two new Parklet activations have added to the liveliness and diversity of our community. We have also undertaken the preparation of an Economic Development Discussion Paper and Night Time Economy Strategy to promote Burwood's unique qualities and opportunities, further enhancing our reputation as a vibrant and active late-night destination.

As we reflect on the past year, I extend my sincere appreciation to the Mayor and Councillors for their unwavering support, as well as to the dedicated Council staff for their tireless efforts. I am eager to witness Council's ongoing commitment to ambitious and innovative projects, ensuring that Burwood remains a remarkable community in which to live, work, study and play.

Tommaso Briscese
General Manager

Our Councillors

The current Council was elected in December 2021. The Councillors have been elected to represent the local community and deliver its long-term vision for Burwood.



Cr John Faker
Mayor of Burwood



Cr George Mannah
Deputy Mayor



Cr Heather Crichton
Councillor



Cr Ned Cutcher
Councillor



Cr Pascale Esber
Councillor



Cr David Hull
Councillor



Cr Hugo Robinson
Councillor

Burwood 2036: 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 Community Strategic Plan, the four-year Delivery Program and annual Operational Plan. The Annual Report is a key reporting mechanism for these plans. This Report is the first Annual Report of the Delivery Program 2022 to 2026 and details the milestones and highlights achieved by Council over the previous 12 months in implementing the Community Strategic Plan.



How to read the Annual Report

The Annual Report outlines Council’s key achievements and statutory responsibilities from 1 July 2022 to 30 June 2023. It is divided into two sections:

Section 1. Our achievements

This section highlights Council's achievements against objectives in the Operational Plan and Budget 2022–2023. It also provides a summary of Council’s financial performance throughout the financial year.

Section 2. Statutory reporting & information

This section includes reporting requirements prescribed by the *Local Government (General) Regulation 2021*. 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 2036 vision

Burwood is a welcoming and inclusive community that is defined by our diversity of people, liveable places and progressive ideas. We acknowledge and celebrate our history and place, protect our heritage and environment and share a quality of life that is equitable, sustainable and supports each other to thrive and prosper.

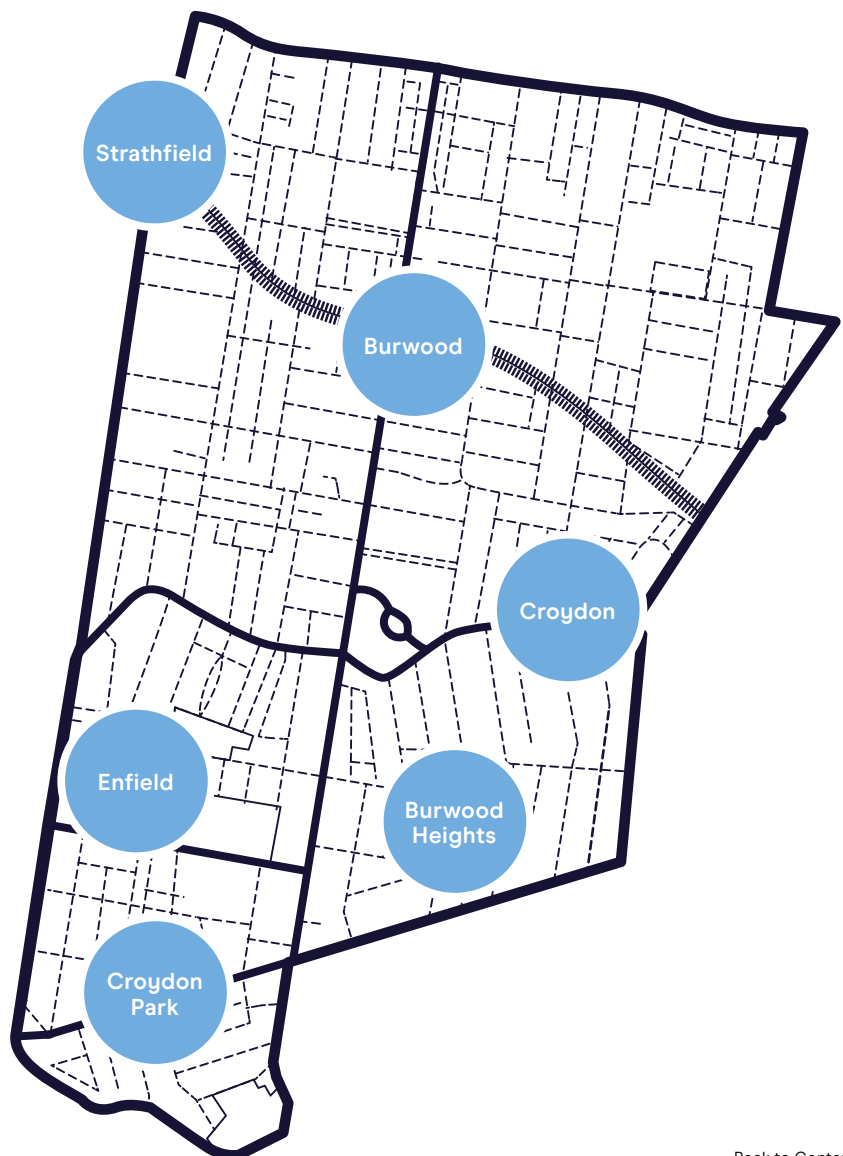
Our Burwood

Burwood is a cultural melting pot of inclusive and diverse communities with a thriving business and retail centre surrounded by historic villages, each with their own distinct character and charm. The Local Government Area (LGA) includes Burwood, Burwood Heights, Croydon Park and Enfield and parts of Croydon and Strathfield.

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

As the first strategic centre west of the Sydney CBD, Burwood will strengthen its role in Sydney over the next 10 years, attracting new business sectors, higher skilled jobs and a diverse mix of housing.

By 2036 the population of the Burwood LGA is anticipated to nearly double to 73,500.



Burwood Council community snapshot



Total population:

40,217



Total households:

16,160

If our community was 100 people...*



51

are female
(51.1%)



49

are male
(48.9%)



37

were born in
Australia (37.0%)



71

speak a language
other than English
at home (71.2%)



< 1

is Aboriginal
and/or Torres Strait
Islander (0.4%)



63

(15 year olds+) have
completed Year 12 or
equivalent (63.3%)



47

rent their home
(47.0%)



23

live in a single
person household
(22.7%)



33

people have
Chinese ancestry
(32.8%)



44

are married
(43.7%)

-20

17

are under 20
years old (16.5%)

60+

20

are over 60 years
old (20.2%)

* Reference: All statistics are from the Australian Bureau of Statistics 2021 Census of Population and Housing (accessed on the 15/07/2022)
<https://www.abs.gov.au/census/find-census-data/quickstats/2021/LGA11300>

**Please note that all statistics have been rounded to the nearest whole number, unless otherwise specified.

Burwood Council community snapshot

cont'd

Housing

- **45.2%** of housing is an apartment or flat in a three storey or higher block, compared to **27.1%** in Greater Sydney.
- **69.1%** of households are families. The average household size is 2.7 persons.
- **91.5%** of private dwellings are occupied.

Household expenses

- In 2020/21, household expenditure on utilities was **\$3,214**.
- Median weekly household income is **\$1,867**.
- **\$500** is the weekly median rent.
- Median monthly mortgage repayments are **\$2,500**.

Education

- There are **8** primary schools and **10** high schools in the Burwood LGA.
- In Burwood **34.6%** of people were attending an educational institution at the time of the 2021 Census. Of these, 15.1% were in primary school, **14.6%** in secondary school and **41.7%** in a tertiary or technical institution.
- In the Burwood Council area, **63.3%** of people aged over 15 years had completed Year 12 schooling (or equivalent) as of 2021. This percentage is higher than across Greater Sydney.

Languages

The top 5 languages spoken at home (other than English) by suburb.

Suburb	Population	Top 5 languages (other than English)
Burwood	18,224	Mandarin, Cantonese, Nepali, Vietnamese, Korean
Burwood Heights	1,134	Mandarin, Arabic, Cantonese, Italian, Greek
Croydon	10,755	Mandarin, Cantonese, Italian, Arabic, Greek
Croydon Park	10,929	Italian, Arabic, Mandarin, Cantonese, Greek
Enfield	2,992	Mandarin, Arabic, Cantonese, Italian, Korean
Strathfield	25,915	Nepali, Mandarin, Cantonese, Korean, Arabic

Cultural diversity

63% of residents are born overseas. Top responses for country of birth include China (excluding SARs and Taiwan; 18.1%), Nepal (7.6%), India (3.1%), Vietnam (2.7%), and Republic of (South) Korea (2.4%).

Ancestry, top responses	Burwood %	NSW %	Australia %
Chinese	32.8	7.2	5.5
English	10.7	29.8	33.0
Australian	9.6	28.6	29.9
Nepalese	7.4	0.9	0.5
Italian	7.3	3.7	4.4



Overseas arrivals

Year of arrival in Australia	Number	Burwood %	Greater Sydney %
2011 to 10 August 2021	10,636	45.8	32.8
2001 to 2010	3,710	16.0	21.3
1991 to 2000	2,413	10.4	14.3
1981 to 1990	2,387	10.3	12.8
1971 to 1980	1,432	6.2	7.5
1970 or earlier	2,038	8.8%	9.0

Religion

Top 5 religions (ranked by size):*

1. Catholic (22%)
2. Hinduism (10%)
3. Buddhism (7.8%)
4. Eastern Orthodox (3.8%)
5. Anglican (3.5%)

* 34.6% of respondents indicated no religion

Age structure

The median age of the Burwood LGA on Census night 2021 was 34 years old.

Age group (years)	Number	Burwood %	Greater Sydney %
Babies and pre-schoolers (0–4)	1,532	3.8	6.0
Primary schoolers (5–11)	2,238	5.6	8.8
Secondary schoolers (12–17)	2,044	5.1	7.1
Tertiary education & independence (18–24)	5,820	14.5	8.8
Young workforce (25–34)	8,805	21.9	15.5
Parents and homebuilders (35–49)	7,262	18.1	21.5
Older workers and pre-retirees (50–59)	4,380	10.9	12.0
Empty nesters and retirees (60–69)	3,578	8.9	9.8
Seniors (70–84)	3,387	8.4	8.7
Elderly aged (85 and over)	1,177	2.9	2.0

Population change

- Burwood LGA is projected to grow by **41%** (or 1.7% per year) from 2021–2041; the fastest annual growth rate within Eastern Harbour City.
- The population of Burwood LGA in 2001 was 30,393 and is projected to reach 58,178 by 2041. This is a growth of 91.4% in a space of forty years; almost double!

Source: NSW Department of Planning and Environment



Burwood
Unplugged
 YOUR LOCAL SOUNDTRACK
 Brought to you by Burwood Council

Burwood
 THE CITY

Follow us @BurwoodCouncil

Facebook Twitter Instagram YouTube





Section 1. Our achievements

This Annual Report highlights Council's key achievements for the 2022–2023 financial 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 Burwood2036 Community Strategic Plan identifies five themes:

1. Inclusive community and culture
2. Places for people
3. Sustainable and protected environment
4. Vibrant city and villages
5. Open and collaborative leadership

1. Inclusive community & culture

A thriving community where diversity is embraced, everyone is valued, connected and has the opportunity to contribute and belong.

Community strategic plan outcomes

- 1.1 A welcoming community that cares and looks after each other
- 1.2 A healthy and active lifestyle where people experience a sense of connection and wellbeing





1,921

families attended the **Mobile Play Van**



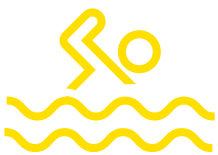
275,529

visitors to the **Burwood Library and Community Hub**



13

Mayor's Commendation Awards across 5 categories



133,959

visitors to the **Enfield Aquatic Centre**

1,459

Learn to Swim student bookings



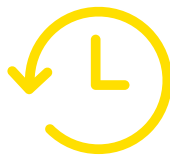
167

volunteers referred to external organisations



7.6/10

customer experience rating



1,873

customers served at **Council's Customer Service Counter** with 94.8% served within 5 minutes



90%

of residents are at least somewhat **satisfied with the performance of Council** over the last 12 months



2,600+

bookings for **Midnight Hours Study Program**



OUR LIBRARY

95%

satisfaction rating with **Council's library programs and services**

96% increase in membership

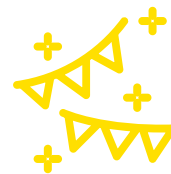
94% increase in program numbers

128% increase in attendance



\$55,000

allocated to 22 organisations as part of the **Community Grants Program**



22

events held with 23,000 attendees

152

events with 2,684 participants delivered in Council's Community Hub

Milestones



Encouraging active community participation

A comprehensive community engagement program was undertaken to support the preparation of Council's first Library Strategic Plan.

Additionally, 156 participants shared their views through various formats including surveys, focus groups, workshops and interviews in preparation of the draft Disability Inclusion Action Plan.

Engagement of the draft Disability Inclusion Action Plan included people with a disability, carers and service providers. Council has also formed a Disability Inclusion Advisory Panel to ensure ongoing participation of people with a disability in Council projects.



Welcoming our new citizens

During 2022/2023, Council held four Citizenship Ceremonies welcoming 282 residents as new Australian Citizens.

The Australia Day Citizenship Ceremony saw 100 residents receive their citizenship and we also celebrated Burwood's 2023 Citizen and Young Citizen of the Year Awards.

Burwood's Citizen of the Year (aged 26+) for 2023 was Daniel Chieng and Young Citizen of the Year (aged 16 to 25) was Anna Xu.



Celebrating the diversity of our community

Council has undertaken a range of actions in the 2022/2023 financial year that celebrates the diversity of our community including:

- In August 2022 the Disability Inclusion Action Plan was adopted by Council
- International Day of People with Disability was celebrated with inclusive events including the opening of the Grant Park Inclusive Play Space
- Four Youth Engagement Officers have been engaged to research and consult on the development of a Youth Action Plan

In addition, Council prepared the 'Culturally Diverse Communities of Burwood' Research Paper to inform Council's understanding of the culturally diverse communities that make up the Burwood community. The research and community engagement process involved:

- 466 online and face-to-face surveys
- 48 in-depth interviews with representatives from a cross-section of Burwood's CALD communities (including Chinese, Korean, Nepalese, Vietnamese, Greek, Arabic/Lebanese, Uyghur, Thai and Spanish speaking) and key stakeholders (service providers, faith-based organisations, government agencies)
- 24 Committee and staff workshops
- Nine engagement stalls or visits involving 120 people

The Research Paper was finalised in February 2023 and the Multicultural Strategy Action Plan has been drafted in consultation with staff and the Multicultural Advisory Committee over a series of workshops.

The draft Multicultural Strategy will be presented to Council before the end of 2023 and will be presented to the community at a large scale forum during the public exhibition period.



Success of the Burwood Art Prize continues

Significant changes to this year’s Burwood Art Prize resulted in 477 entries from artists across Sydney with 73 finalists selected.

Artworks were representative of the art prize themes being Visibility, Ritual and Legacy.

All 73 finalists had their artwork exhibited in Council’s Community Hub open to the public for viewing through the exhibition period.

This year’s winners were:

- **Burwood Art Prize Winner**
Johanna Ng – *Dad Shot, I Shoot*
- **Burwood Youth Prize Winner**
Aryan Sethi – *Witnessing time*
- **Burwood Local Prize Winner**
Gigi Huang – *Burwood 1995*
- **Burwood Art Prize People’s Choice Award**
Smruti Patil – *Warli*



Recognising our volunteers

Burwood Council recognises the hard work, dedication and support of our amazing volunteers.

The Volunteer of the Year Awards were held on Friday, 19 May 2023 and are an opportunity to say thank you for the endless work that all our volunteers dedicate to the Burwood community.

For each Award Category the winners for 2023 were as follows:

- **Young Volunteer** – Aditi Kamath, Burwood Youth Advisory Committee and Burwood Multicultural Advisory Committee
- **Adult Volunteer** – Christian Young, NSW State Emergency Services Burwood Unit, Unit Commander
- **Senior Volunteer** – Spyros Sioutas, St Nectarios Burwood, Volunteer Assistant
- **Volunteer Team** – Youth in Action, St Nectarios Burwood



Delivering and Supporting Events in the Burwood Community

Council delivered a range of events for the Burwood Community during the 2022/2023 financial year including:

- NAIDOC Week Celebrations in Wangal Park with activities also held at the Burwood Library
- Deane Street Activations
- Lunar New Year (in partnership with New Impressions Media)
- Seniors Week Lunch
- International Day of People with Disability and Grant Park Inclusive Play Space opening
- Christmas in the Park
- Christmas musical offerings at The Strand, Croydon
- Easter Event and Open Air Cinema at Enfield Aquatic Centre
- National Servicemen’s Day Memorial Service
- Australia Day Citizenship Ceremony
- Volunteer Recognition Awards
- ANZAC Day Dawn Service including recognition of the 100-year anniversary of the Memorial Arch
- Connect Youth Week

In addition, Council provided support in the delivery of a number of community events including:

- Annual Greek Street Fair
- Moon Festival in Burwood Park
- World Cup event coordinated by Enfield Rovers
- Fuse Fest
- Greek Independence Day
- Multicultural Street Meet in Unity Place celebrating Harmony Day
- Youth activation event in partnership with the youth organisation, Fusion
- St Joseph’s Christmas Event
- Cedars of Lebanon

Highlights



The Burwood Urban Park, Arts and Cultural Centre

The next exciting step in the realisation of the Burwood Urban Park, Arts and Cultural Centre has been completed. The project has received Development Assessment Consent and detailed design has now commenced.

The Burwood Urban Park, Arts and Cultural Centre will deliver a new vibrant and dynamic civic and cultural precinct for our growing community.



Success of the Mobile Play Van continues

The community's love of the Mobile Play Van continued to grow throughout the 2022/2023 financial year with 1,921 families visiting the service and a record 140 families visiting on one day.

The Mobile Play Van also supported the following events:

- Australia Day Citizenship Ceremony
- NAIDOC Week Celebrations
- The Henley Park Fun Day
- Grant Park Inclusive Play Space opening
- Christmas in the Park

The Mobile Play Van was also featured in Channel 7's Sydney Weekender Program.



The Community Grants Program 2022–2023

Council's Community Grants Program provided \$55,000 to assist local community organisations and not-for-profit services to work with the community to assist the ongoing work continually carried out by these services.

Keeping our community water safe

The Enfield Aquatic Centre was rated as “Exceeded Targets” by the Royal Life Saving Aquatic Facility Safety Assessment in February 2023.

Council’s Learn to Swim program continued to grow with 1,459 student bookings with a total capacity of 90%.

Additionally, Council launched a new School Intensive Program which engaged schools within the Burwood LGA catchment area and provided essential learn to swim programs for approximately 800 students over a six-week period.



Activating our Community Hub

Council introduced a number of new programs and events to activate the Community Hub during 2022/2023. These programs included:

- STEAM Clubs for children and seniors
- Plant Doctors
- Playtime for Grown Ups
- Bubble Tea Tour
- Burwood Art Prize
- Creative Programs

Midnight Hours was run for an extended period to support Higher School Certificate students in the lead up to exams.

Overall, Council delivered 152 events with 2,684 participants significantly higher than our target of 40 events and 1,000 participants.

Supporting the health & wellbeing of the Burwood community

Throughout 2022/2023, Council partnered with local groups and organisations to provide a wide range of community programs across the Burwood LGA including:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Fitter & Stronger • Line Dancing • Chinese Art Classes • Chinese Line Dancing • Zumba Classes • Community Soccer • Kids Art Workshops • Women & Girls Self Defence • Dance Reciters • Living Longer Living Stronger • Smartphone Photography | <ul style="list-style-type: none"> • Speakers Corner • Junior Multi-Sport Program • Earthbeats Music Early Childhood Program • Sewing Bee Club • Photography Club • Youth Recreation & Life Skills Programs • Youth Art Workshops • Skate Classes • Native Gardening Workshops |
|--|---|



2. Places for people

Our places are built around people, protecting our heritage and are well planned and liveable with housing, transport and infrastructure that meet the diverse and changing needs of our community.

Community strategic plan goals

- 2.1 An urban environment that maintains and enhances our sense of identity and place
- 2.2 Sustainable, integrated transport, infrastructure and networks support population growth and improve liveability and productivity
- 2.3 Public and open spaces are high quality, welcoming, accessible, shaded, enjoyable places seamlessly connected with their surroundings





\$96M

in funding secured for
11 WestInvest projects



91%

of Burwood LGA residents
rate their **quality of life as
good to excellent**



95%

satisfaction rating for the
**maintenance of local
parks and playgrounds**



138

**development
applications** received

111 development
applications determined

72 = Average net
turnover days



5,901

venue bookings



2,544

park bookings



92%

of residents agree or
strongly agree that the
**Burwood LGA is a great
place to live**



96%

satisfaction with the quality
of **Burwood's public and
open spaces**



95%

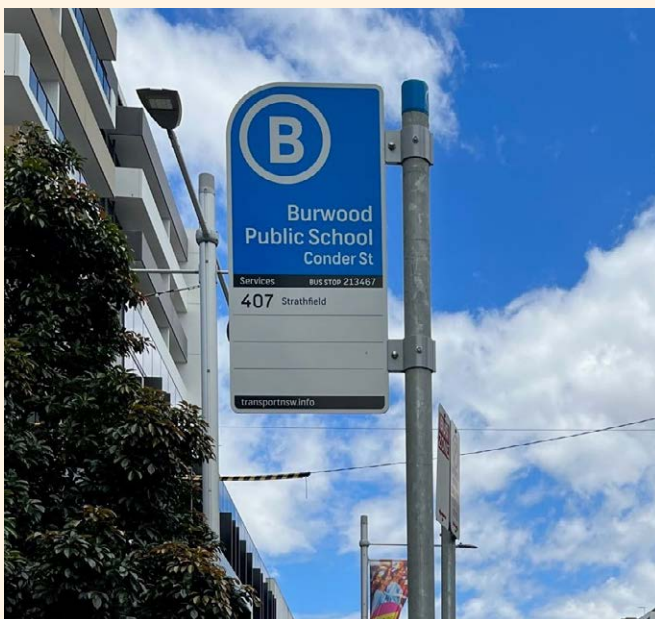
satisfaction rating of
availability and maintenance
of Council's **sporting ovals
and grounds**

Milestones



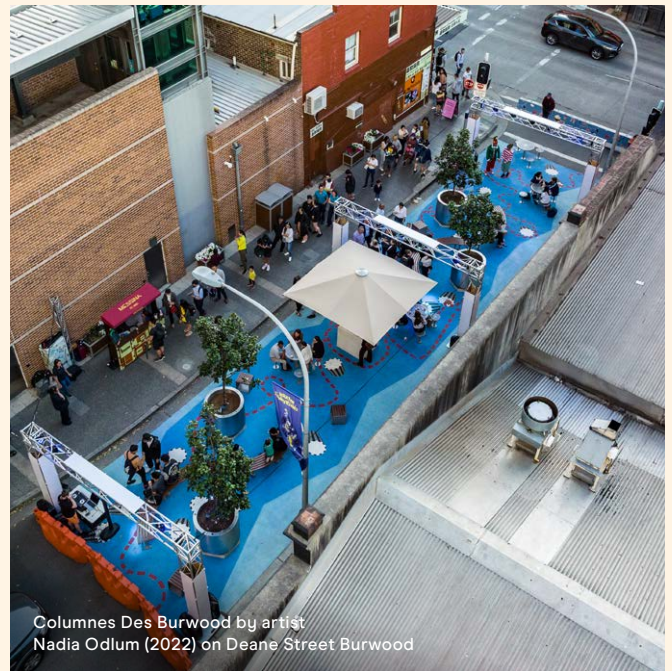
Improving our playgrounds and green spaces

- Martin Reserve – \$400K upgrade was completed with an upgraded playground, picnic facilities, public toilets, new accessible pathways and wayfinding signs
- The Grant Park Inclusive Play Space was completed and opened on 30 November 2022
- Work continues on the Burwood Park Nature Playground, Sensory Garden and Pond Upgrade



Improving public transport infrastructure

All 125 bus stops across the Burwood LGA were upgraded to ensure compliance with the *Disability Discrimination Act 1992*.



Managing and activating our places

Over the past 12 months Council has introduced a new multi-disciplinary approach to the planning, design and management of public spaces through the delivery of tactical place-making activities in an effort to de-risk, test and pilot new ideas.

To further support this work into the future, Council has prioritised the preparation of a Place Management Framework to build confidence, increase momentum and promote a shared understanding of place-making principles across the organisation.

Extensive desktop research and engagement has been undertaken to inform the recently completed draft framework.

Now that a foundation for successful place-making has been laid, further work will be undertaken in 2023–2024 to peer review the draft framework and use this information to inform an Open Space Vision and Action Plan and Place Activation Policy (Licence to Play) which will also consider laneways and small spaces in the Burwood Town Centre.

Additionally, Council has been delivering a range of strategic place-making activities throughout the 2022/2023 financial year including:

- Deane Street Precinct Transformation Project
- Clarendon Place Night Markets Road Closure activation
- Trial of two new Parklet activations
- Preparation of an Economic Development Discussion Paper and Night Time Economy Strategy to guide future activations after dark
- Commissioning of a full 21-minute episode on the Sydney Weekender to promote Burwood's destination qualities

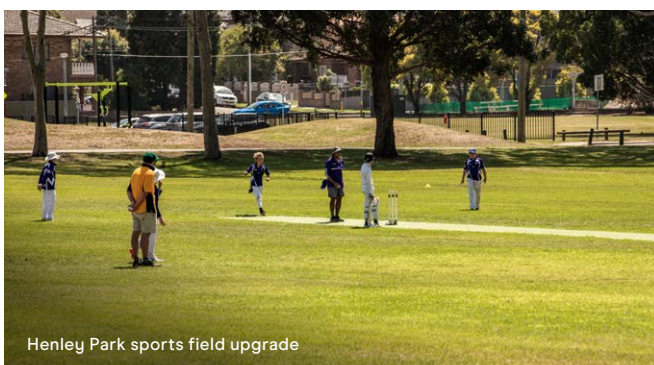
Highlights



Focusing on city excellence

With a focus on City Excellence, Council has undertaken a number of actions in the 2022/2023 financial year including:

- August 2022 saw the introduction of the Burwood Design and Review Panel which has been implemented to improve the design quality of buildings and provide advice in relation to Planning Proposals
- Council has commenced investigations into the establishment of a Design Competition process (this work is tied into the planning framework for the Burwood North Precinct)
- Discussions have continued with the Greater Cities Commission, as part of the review of the Eastern City District Plan with respect to Burwood's place as a Strategic Centre within the Eastern Harbour City and opportunities for the expansion of the Eastern Economic Corridor to take in the Burwood Town Centre and Burwood North Precinct
- The review of the Development Control Plan (DCP) has commenced
- The controls for Boarding House/Co-Living Housing have been reviewed and updated and an information session was delivered in relation to the review findings
- Ongoing Shopfront Improvement Program for Burwood Road and the Burwood Town Centre is being delivered

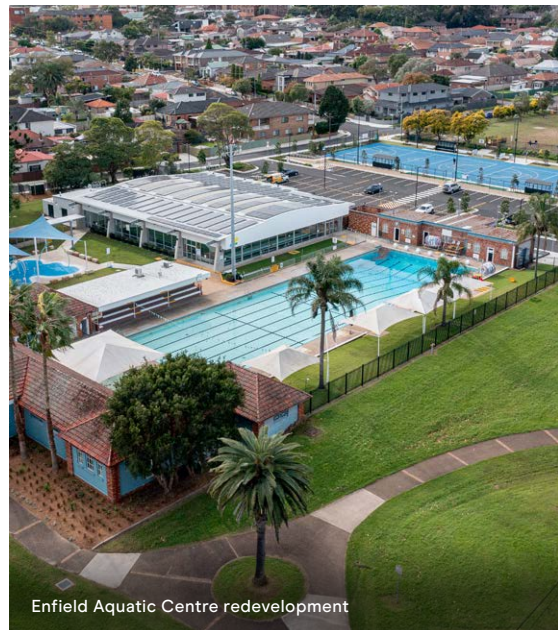


Henley Park sports field upgrade

WestInvest

Council secured funding for 11 transformational projects across the Burwood LGA including:

- \$52.4M Enfield Aquatic Centre redevelopment
- \$20.3M towards Burwood Cultural Arts Centre and Urban Park
- \$3.9M Paisley Road beautification works
- \$6.6M for Burwood Main Street Transformation Project
- \$3.9M Deane Street Precinct Transformation
- \$2.2M for the Strathfield Place Making Project
- \$2.7M for the upgrade of the Henley Park Sports Field
- \$2.5M Burwood Park Inclusive Play Space
- \$1.2M Woodstock Sensory Garden Project
- \$876,150 for the Burwood Library Pod
- \$814,641 for Henley Park and Russell Reserve Expansion



Enfield Aquatic Centre redevelopment

Community facilities and sports field usage soars!

The use of Council's sports fields and community facilities continued to be extremely popular with the use of sports fields increasing by 65% from the previous year.

The use of community facilities soared by more than six times from 448 bookings to 2,906.

Major infrastructure projects

LGA-wide projects	Completed	Current
Stormwater Investigations – CCTV – 2022/23	✓	
Bus Stop Tactile Indicators – installation of rubber and stainless steel tactile indicators	✓	
New line marking for roads and parking	✓	
Tree planting – 500+ new trees planted LGA wide	✓	
Burwood	Completed	Current
Kerb and gutter, footpath and/or resurfacing work		
Eurella Street – road resurfacing	✓	
Grantham Street – road resurfacing	✓	
Riley Lane – road resurfacing	✓	
Bold Street – road resurfacing and kerb and gutter	✓	
Clarendon Place – road resurfacing	✓	
Deane Street – road resurfacing	✓	
Park Avenue – road resurfacing and kerb and gutter	✓	
Nicoll Lane – road resurfacing	✓	
Ethel Street – road resurfacing	✓	
Wyatt Avenue – road resurfacing	✓	
Wentworth Road – road resurfacing	✓	
Ilfracombe Street – kerb and gutter and footpaths	✓	
Sym Lane – kerb and gutter	✓	
Selborne Street – kerb and gutter	✓	
Esher Street – footpaths	✓	
Orontes Lane – footpaths	✓	
Conder Street – footpaths	✓	
Woodstock Park – footpaths	✓	
Clifton Ave – footpaths	✓	
Stormwater drainage		
No.25 Victoria Avenue	✓	
11A Ethel Street	✓	
Traffic facilities		
Nicholson Street – new concrete threshold	✓	
Railway Parade – new fencing with gate	✓	
Park improvements		
Woodstock Park – new fencing	✓	
Sanders Reserve – new dog bubbler and seating	✓	

Playground improvements

Wyatt Avenue Reserve – playground upgrade and fencing

**Tree planting**

Wangal Park – 111 trees planted



Burwood Park – 7 trees planted for Queen’s Jubilee

**Precinct transformation**

Deane Street – new tables, seating, shade umbrellas, trees, floor mural

**Croydon****Completed****Current****Road resurfacing work**

Young Street



Arthur Street



Webb Street

**Stormwater drainage**

Young Street

**Croydon Park****Completed****Current****Kerb and gutter, footpath and/or resurfacing work**

Tullimbar Street – road resurfacing



Beresford Avenue – road resurfacing



Queen Street – road resurfacing



Boyle Street – road resurfacing



Kingsbury Street – kerb and gutter



Walsh Avenue Reserve – footpaths



Tangarra Street – footpaths

**Stormwater drainage**

Tangarra Street

**Traffic facilities**

Weil Avenue – 5 parking bays



Walsh Avenue – 7 parking bays



Lily Street – new concrete threshold with planter beds

**Park improvements**

Jackson Park – new fencing/gates and bubbler



Cooks River Shared Path – new solar lighting



Martin Reserve – upgrade of the junior playground, new automated toilet, new picnic shelters and new bubbler



Major infrastructure projects *cont'd*

Enfield	Completed	Current
Kerb and gutter, footpath and/or resurfacing work		
Trevena Lane – road resurfacing	✓	
Grant Park Inclusive Play Space Car Park off Shelley Street – road resurfacing	✓	
Portland/Mitchell Street roundabout – road resurfacing	✓	
Heydon Street – kerb and gutter	✓	
31 Carlyle Street – footpaths	✓	
Baumaris Street – footpaths	✓	
Henley Park – footpaths	✓	
Park improvements		
Henley Park, Grant Park and Enfield Aquatic Centre – park signage and wayfinding	✓	
Playground improvements		
Willee Street Landscaped Verge – playground upgrade and fencing	✓	
Grant Park Inclusive Play Space – new All Inclusive playground and automated toilet	✓	
Streetscape upgrades		
Enfield Village – Liverpool Road and Coronation Parade – footpath upgrade, landscaping, seating and new planter boxes with trees	✓	
Strathfield		
Kerb and gutter, footpath and/or resurfacing work		
Everton Lane – road resurfacing, kerb and gutter and footpaths	✓	
Henry Street – road resurfacing	✓	
Willee Street – road resurfacing and footpaths	✓	
Wonga Street – road resurfacing	✓	
Cowdery Lane – road resurfacing	✓	
Railway Avenue – road resurfacing	✓	
Parnell Street – footpaths	✓	
Emu Street – footpaths	✓	
Russell Street – footpaths	✓	



3. Sustainable & protected environment

We work together to protect our natural resources and assets to ensure that our impact on the environment is reduced so we and future generations can live in a clean and sustainable environment.

Community strategic plan goals

- 3.1 The urban forest and natural environment are maintained, enhanced and connected
- 3.2 People and infrastructure contribute positively to the environment and respond to climate change





100%

of Council's facilities powered by **renewable energy**



Safe and Clean team removed:

- **7,699** litres of rubbish
- **672** advertising posters
- **450** spills
- **570** trolleys from pedestrian walkways



405

building related complaints received and actioned



27,000

residential bins collected each week

100

litter bins emptied each week

1.4M

household bins collected



60+

scheduled bulk household collections provided every week



12

bin sensors installed in the Town Centre



4,000

shrubs and plants planted

600+

trees planted



400

illegal dumping events investigated

Milestones



FOGOing our way to a sustainable future

The initial 12-month Food Organics and Garden Organics (FOGO) trial was completed in December 2022 with 40 trucks of FOGO diverted from landfill.

During January 2023, an audit of the trial was undertaken and in June 2023, Council extended the FOGO trial for a further six months. In addition to the trial being extended, Council endorsed the engagement strategy for the FOGO trial extension and the success of the extended trial will again be reviewed by Council in early 2024.



A greener Burwood

This year Council has assessed how green Burwood is through:

- A tree canopy review undertaken in May 2023 which was conducted by an independent assessor. This review also involved mapping of the tree canopy cover in the LGA
- A tree audit was completed in June 2023.

Council continues to add more trees to the Burwood LGA through initiatives such as the Mayor's 500 Street Tree Program which was completed in March 2023.



The Sustainability and Environment Advisory Committee

Council's new Sustainability and Environment Advisory Committee held its first meeting in September 2022.

Council works in partnership with the Committee who provides input and participates in the delivery of sustainability and environmental initiatives to deliver on the vision of the Sustainable Burwood Strategy.



Power through Renewable Energy

On 1 January 2023, all power to Burwood Council's facilities is powered by 100% renewable energy. The agreement will run from 1 January 2023 to 2026 with an option to extend to 2030.

This initiative means Burwood Council is one of 25 Councils who entered into an Electricity Supply Agreement with ZEN Energy Retail Pty Ltd for its small and large market sites as part of the Southern Sydney Regional Organisation of Councils (SSROC).



Paving the Way – Re-using Rubber Project

A new program involving 12 Sydney councils has achieved significant environmental and economic benefits through recycling tyre rubber to create new roads.

The Re-using Rubber project, which was rolled out in Park Avenue Burwood on 21 June 2023, involved using recycled rubber from end-of-life car and truck tyres processed in Sydney to modify the polymers in bitumen.

The project was organised by the Southern Sydney Regional Organisation of Councils (SSROC) and supported by Tyre Stewardship Australia (TSA) in partnership with the Australian Flexible Pavement Association (AFPA).

The program initially used about 3,600 equivalent standard passenger car tyres, or 2,400 car and 490 truck tyres.



Electrifying our plant & fleet

Council has reviewed the Light Vehicle Fleet Management Corporate Practice with a focus on encouraging the transition to hybrid or all electric vehicles. Additionally, Council has purchased an electric forklift which is operating at Council's Operations Centre.

Work has also commenced on the development of an Electric Vehicle Strategy for Council with the aim of setting a long-term vision and framework ensuring consistent deployment of electric vehicle charging infrastructure across the LGA by private enterprise, residents and Council. Council is also a member of the Electric Vehicle Working Group established by SSROC.



Highlights



Reducing single-use plastics

Council has supported the NSW Government in the roll-out of the single use plastics ban which came into effect on 1 November 2022.

This has included locally based information and a social media campaign, information seminars and direct contact with businesses.



Smart Recycling

During the reporting period Burwood residents had just under 5,000kg of recyclable items (not accepted in the residential kerbside yellow lid bin) collected via the RecycleSmart program.

RecycleSmart pickup hard-to-recycle items from Burwood Council residents' doorsteps and drop them off to be recycled.

RecycleSmart collect soft plastics, clothes, shoes, e-waste, batteries and more. The service allows Burwood Council residents to receive two bags of recyclables to be collected monthly at no cost to them.

Speaking 4 the Planet – World Environment Day

Council partnered with Canada Bay and Strathfield Councils along with Climate Action Burwood Canada Bay (CABCB) and Speaking 4 the Planet organisation to organise and deliver an event for high schools from the three Council areas on World Environment Day, 5 June 2023.

Students from the high schools nominated to participate in writing, speaking and producing art pieces.

The theme for the event for 2023 was 'One Planet, Our Future: Consume with Care'.

The event involved eight schools, 26 student participants, 76 students and nine teachers in attendance along with Council staff and Federal, State and Local Government representatives.



The Cities Power Partnership Program

Burwood Council has resolved to work towards net zero emissions for the Community by 2050 and net zero emissions for Council operations by 2030.

To complement the initiatives and programs Council is planning and implementing, the Cities Power Partnership program gives Council access to experts and resources to achieve the net zero targets.

Council resolved to focus on the following five pledges:

- Ensure Council fleet purchases meet strict greenhouse gas emissions requirements and support the uptake of electric vehicles (EV) – Council has purchased a number of electric vehicles as part of Council's fleet
- Provide fast-charging infrastructure throughout the city at key locations for electric vehicles – Council has approved five fast charging kerbside EV charging points across the Burwood Council area for the community to have greater access to charge their EVs
- Develop education and behaviour change programs to support local residents and businesses to tackle climate change through clean energy, energy efficiency and sustainable transport
- Lobby state and federal governments to increase sustainable transport options – Burwood Council has been liaising with the State Government and associated agencies to advocate for the Metro located on the northern boundary of the Burwood Council LGA
- Develop procurement policy to ensure that the practices of contractors and financiers align with council's renewable energy, energy efficiency and sustainable transport goals – Council is exploring opportunities to include sustainability considerations into our procurement matrix



4. Vibrant city & villages

Our business and entertainment precincts are economically sustainable and prosperous where residents, workers and visitors enjoy diverse retail, dining and entertainment experiences and interesting places that are attractive, active and welcoming.

Community strategic plan goals

- 4.1 A thriving city and centrally located, strategic business and employment hub within Sydney
- 4.2 Safe, clean and activated streets, centres and public places are enjoyed by people day and night





532

new street name signs installed



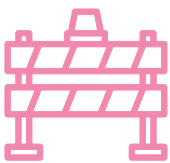
90%

of capital works program delivered



33,000

square metres of road re-sheeted



2,000

metres of kerb and gutter renewed



66

development applications referred to **Council's Heritage Advisor**



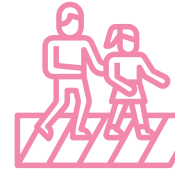
400

annual inspections for **Environmental Health Program**



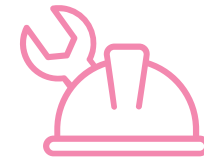
6

public art projects delivered



3,700

square metres of footpath rehabilitated



30

building sites patrolled per day



23

environmental health education programs delivered

Milestones



Transforming public spaces

The \$500K Deane Street Transformation Project was successfully completed in partnership with Transport for NSW in November 2022.

The project involved the installation of new seating and shade covers, plants and trees, two public art murals and a new bike repair kiosk.

The transformation has resulted in:

- 60% increase in foot traffic during the day
- 90% increase in foot traffic during the night
- 35% increase in revenue for businesses

The permanent re-imagining of this space will take place through funding secured via WestInvest.



Upgrading our infrastructure to improve performance, lifecycle and accessibility

In the 2022/2023 financial year, Council's capital works program achieved the following:

- Kerb and Gutter, Footpath and Streetscape Programs – 100% completed
- Traffic Facilities Program – 100% completed
- Installation of Tactile Indicators at bus stops – 100% completed
- Parks Improvement Program – 100% completed
- Council-wide street tree planting – 100% completed
- DPIE Grant Funded Projects (Enfield Village and Grant Park Inclusive Play Space) – 100% completed
- Streets as Shared Spaces Grant – Deane Street precinct transformation – 100% completed
- Solar lighting upgrades along Cooks River path – 100% completed
- Fifth Avenue Bridge works (TfNSW project) – 95% completed
- Road Resurfacing Program – 95% completed



Omer, owner of Sahara By the Park on Burwood Road



Mayors Commendation Award recipient Logans Pianos

Partnering with the Burwood business sector

A number of initiatives were held during the year to promote and assist the Burwood business sector.

These initiatives included:

- A NSW Small Business Month networking event 'Connect for Success' was delivered in November 2022 with over 60 people and key note speakers in attendance
- During NSW Small Business Month, Council subsidised 75% of the cost of facility hire for small business owners in Burwood
- In February 2023, the Chamber of Commerce presentation on City Excellence was held
- The Mayor's Commendation Awards took place in March 2023 with 13 commendations being awarded across five categories
- The Inner West Local Business Awards were supported by Council in May 2023 with 38 Burwood businesses being recognised as finalists and three Burwood businesses winning their respective categories
- A Night Time Economy Business Breakfast was held in June 2023

Another key highlight is Council's collaboration with the Burwood Asian Business Partnership, to support the reactivation of a strong sole Chamber of Commerce promoting and marketing the initiative through Council's:

- Business e-newsletters (1,400 businesses)
- Community e-newsletters (12,000 people)
- WeChat (1,300 people)
- Facebook (7,100 people)

Additionally, Council provided six months of dedicated administrative support to assist with the reactivation to the Chamber of Commerce.



Supporting the business community to improve shopfronts

Council committed \$50,000 to the 2022/2023 Shopfront Improvement Program. Eligible businesses were able to apply for up to \$3,000 to improve the appearance of their shopfront.

This year Council provided \$11,442 in funding to four local businesses and since the program began in 2019 a total of \$48,000 has been provided to 17 local businesses.



Our public art program

Council completed six public art projects in the 2022/2023 financial year including:

- The Enfield Village Revitalisation Project included three significant public art projects that represent the history of Enfield Village
- Deane Street floor and wall murals
- Martin Reserve amenities block
- Lunar New Year banners
- Burwood Art Prize art work banners
- Burwood Park First Nations art work banners



Keeping our community safe

Throughout the 2022/2023 financial year, Council delivered a range of community safety activities for the Burwood community including:

- After extensive community engagement, a draft Community Safety Plan has been developed and Council has worked with key stakeholders such as NSW Police to implement crime prevention strategies in areas such as break and enter, theft and food delivery driver education
- The Community Safety team worked closely with enforcement agencies including local Police, State Crime Commission and Federal Police to produce evidence for criminal matters as listed in the Code of Practice
- The inspection program for boarding houses, restricted premises, hair, beauty and cosmetic premises was completed
- Food safety campaigns delivered included a site seminar at Burwood Plaza and the promotion of the “Scores on Doors” program
- A number of Road Safety Programs were held including the Slow Down Campaign, Graduated Licensing Scheme, Safety Around Schools and Child Safety Restraint Check programs
- Three animal awareness programs were delivered focused on owner responsibilities, off-leash and registration requirements
- All inspections on dangerous and restricted dogs were conducted



The Sustainability and Environment Advisory Committee

Council’s new Sustainability and Environment Advisory Committee held its first meeting in September 2022.

Council works in partnership with the Committee who provides input and participates in the delivery of sustainability and environmental initiatives to deliver on the vision of the Sustainable Burwood Strategy.



Improving our public spaces

The Enfield Village Revitalisation Project was completed ahead of schedule creating a gateway welcome to visitors and residents of Enfield and the surrounding suburbs.

Works included upgrading existing footpaths to paving, landscaping adding colour and vibrancy, new street furniture, banner arms added to the Burwood banner cycle and three major public artwork pieces.

Highlights



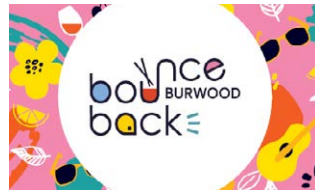
The Sydney Weekender visits Burwood

In collaboration with Channel 7, and the Sydney Weekender team, a full 21-minute episode of the Sydney Weekender program was commissioned focused solely on the Burwood LGA. The episode reached 200,000 viewers nationally in one week.

Burwood Bounce Back Program

Council continued to receive acknowledgement for the work delivered to our community through the Burwood Bounce Back Program including:

- Recognition as a finalist (top 3) in the Business Campaign of the Year category at the 2022 Premier's Multicultural Communications Awards
- Runner-Up in the Disaster Preparedness category at the National Awards for Local Government receiving an Honourable Mention for the positive outcomes achieved across our community



Protecting and recognising Burwood's heritage

In November 2022, Council submitted a Planning Proposal for Gateway Determination to the Department of Planning and Environment to group heritage list properties in the Appian Way Heritage Conservation Area.

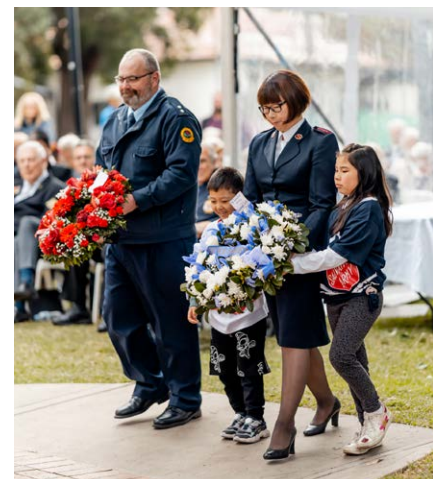
Gateway Determination was received on 23 December 2022.

After extensive feedback from residents and support from Heritage NSW, the planning proposal was endorsed by Council in March 2023. The inclusion of the properties as a group listing will give greater strength to the preservation of the dwellings and integrity of the precinct.

Other heritage related activities during 2022/2023 included:

- Heritage street signs have been designed and will be installed during the 2023/2024 financial year
- The heritage plaques program is being developed and will be reported to Council for consideration
- Two heritage walks were conducted including the Croydon History Walk and St Thomas Cemetery

Council also partnered with NSW Veterans Affairs, to celebrate the 100-year anniversary of the Burwood Memorial Arch. A photo exhibit was held in Council's Community Hub and an exhibition of digital images was displayed at Burwood Park.



Enhancing the 24-hour economy

Specialist consultant JOC Consulting has been engaged to assist Council in the preparation of the Burwood Night Time Acceleration Plan which will include:

- An Economic Development Discussion Paper
- A Night Time Economy Strategy
- A Visitation and Future Investment Prospectus

Comprehensive research, economic analysis, in-person and online engagement has been undertaken including:

- 28 local businesses in their premises
- Two face-to-face community pop-up stalls
- A targeted business workshop attended by 13 local businesses
- 157 online 'Burwood After Dark' survey responses received

All three strategic documents are due for completion by August 2023.





5. Open & collaborative leadership

A strong local democracy with an actively engaged community who are listened to, respected and who trust in our leaders.

Community strategic plan goals

- 5.1 A well informed community active in civic life, local planning and decision making
- 5.2 Effective, innovative and collaborative leadership is underpinned by open, transparent and responsible governance





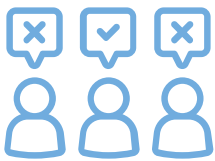
14

strategies, policies and plans adopted



26,222

calls received via the call centre



45,638

views and 5,262 contributions to 105 projects via Council's community engagement platform – **Participate Burwood**

33,000

views on our community engagement platform **Participate Burwood**



201

webchat users in the first 30 days



77%

of residents are at least somewhat satisfied with the way their **contact with Council** was handled



100%

reach increase across all **Council social platforms**



1,126

parking permit applications processed



74%

of residents rate Council's level of **community engagement** as good to excellent



85%

of residents are at least somewhat satisfied with Council's **transparency and integrity** in decision making



68

e-newsletters emailed to over 12,000 subscribers



118

formal **GIPA requests** completed

Milestones



Measuring customer satisfaction

In December 2022, a comprehensive Mystery Shopping program was conducted across Council and in March 2023, Council engaged Micromex Research to conduct a random telephone survey with 300 Burwood LGA residents and a short survey was conducted with 50 additional residents.

The survey results show that community satisfaction remains strong and above the benchmark for the Sydney Metro area.

The top three drivers of community satisfaction were:

1. Council's planning and policy framework
2. Council provision of information to residents
3. Opportunities to contribute to Council's decision making process

Overall, 90% of Burwood residents are at least somewhat satisfied with the performance of Council over the last 12 months.



Engaging with our community

Extensive consultation with the Burwood community has taken place during 2022/2023 on a range of projects and activities.

In February 2023, following a period of public exhibition, Council endorsed the 2023-2026 Community Engagement Strategy. During the development of the Community Engagement Strategy, Council undertook the following community consultation activities:

- 1,157 contributions were gathered including 406 online and face-to-face surveys, and 406 phone surveys, 120 pop-ups and pop-in sessions, 43 in-depth interviews and 98 online poll responses
- Council also undertook extensive consultation with the community on a range of other significant projects and via different forums including:
 - Burwood North Masterplan – in person consultation occurred with 100 people contributing their knowledge, views and aspirations for the future of Burwood North
 - The Burwood Disability Inclusion Advisory Panel was established
 - The Multicultural Advisory Committee membership was increased from four to eight members increasing diversity and representation
 - The Burwood Design and Review Panel was established in August 2022





Our strategic documents and policies

Throughout 2022/2023 a number of key strategic documents and policies were adopted by Council including:

- Library Strategic Plan 2022 – 2027
- Disability Inclusion Action Plan 2022 – 2026
- Child Safe Policy
- Traffic and Transport Study
- Community Facilities and Park Hire Policy
- Property Strategy 2022 – 2026
- Collection Development Policy
- Burwood Section 7.12 Plan
- Community Engagement Strategy 2023 – 2026
- Audit Risk & Improvement Committee Charter
- Out of Hours Construction Policy
- Hoarding Policy
- Conflict of Interest Policy: Council Related Development Applications
- Parking Permit Scheme Policy



Managing Council's property portfolio

Council has been successful in securing tenants for a number of its Burwood investment properties including:

- Belmore Street
- A portion of Elsie Street
- Railway Parade
- Fitzroy Street
- Burleigh Street
- Brighton Street

Council's Property Strategy was also developed and adopted by Council in the 2022/2023 financial year.



Using technology and reviewing our services to improve the customer experience

Council has implemented a range of new technology aimed at improving the customer experience including:

- Assetic, an asset management software solution to assist in the management of Council's assets facilitating and expediting action on work orders in the field
- A new cloud-based contact centre platform was implemented allowing multiple communication channels including webchat and interactive voice response systems
- The event booking and ticketing module Bookable was implemented in January 2023 to improve customer experience and streamline the event administration process
- A new Enterprise Resource Planning (ERP) system was also sourced to provide Council with a long-term solution consolidating systems, reducing duplication and streamlining processes

Additionally, throughout the 2022/2023 financial year, Council conducted a number of comprehensive reviews of core functions including:

- Operations
- Waste & Cleansing
- City Development
- Finance

Highlights



Improving our social media reach

Over the last 12 months, Council has seen a dramatic increase in our social media reach including:

- Facebook – 99.3% increase with 7,465 followers
- Instagram – 153% increase with 3,558 followers and with a reach of 40,142
- Twitter – 58% increase with 3,096 followers and 34,800 impressions

Burwood shines

2022/2023 saw Burwood Council recognised across different areas of Council including:

- The Last Lion mural in Burwood Chinatown won the 2022 Best Entrance Art at the National Street Art Awards
- The Grant Park Inclusive Play Space won the Local Government Excellence Award (Assets and Infrastructure Category)

Council were also finalists in Local Government Excellence Awards for:

- Burwood Library Midnight Hours (Special Project Initiative Category)
- Deane Street Precinct Transformation: A Roadway Re-imagined for People (Partnerships and Collaboration Category)
- The Enfield Village Revitalisation Project: A Creation of a Vibrant Neighbourhood Gateway (Community Partnerships Category)



The Last Lion by artists Sophi Odling and Christina Huynh on Clarendon Place Burwood



Grant Park Inclusive Play Space



Our Customer Experience Strategy

Council is currently drafting a new Customer Experience Strategy that is being informed from internal and external research including the results of the biennial Customer Satisfaction Survey and the Customer Experience Transactional Surveys.

The Customer Experience Transactional Surveys were undertaken in May 2023 across three service units including Customer Service, Burwood Library and the Enfield Aquatic Centre.

Keeping our community informed

Council has continued to keep our community informed through a range of communication mediums including:

- 68 e-newsletters emailed to over 12,000 subscribers
- Three printed newsletters distributed to aged care facilities, churches and 17,000 households
- 50+ communications, marketing and engagement campaigns delivered
- The Burwood Residents Guide was updated and refreshed and launched at the June 2023 Citizenship Ceremony





The Disability Inclusion Action Plan

Burwood Council has long been committed to strengthening and maintaining an inclusive and diverse community in which people of all abilities are able to connect, participate and thrive.

The Disability Inclusion Action Plan identifies the work Council will undertake to June 2026 under four Focus Areas to create a more inclusive community for people of all abilities:

- **Focus Area 1:**
Encourage positive community attitudes and behaviours
- **Focus Area 2:**
Create liveable communities
- **Focus Area 3:**
Access to meaningful employment
- **Focus area 4:**
Accessible systems and processes

To achieve this Council continues to work in close partnership with people with disability, the community, the private sector, other levels of government and stakeholders to build capacity and develop sustainable outcomes for all residents.

Highlights

Award Winning Play Facilities

Grant Park Inclusive Play Space was opened in December 2022 creating an active playground that can be enjoyed by everyone.

People with disability were at the centre of the design with the project team incorporating best practice access standards from the NSW Government 'Everyone Can Play' guidelines to deliver a world class inclusive playground.

Council is extremely proud to have won the Local Government Professionals – 2022 NSW Local Government Excellence Award for Asset and Infrastructure Under \$1.5M for the Grant Park Inclusive Play Space.

Council has made application for funding under WestInvest to build additional inclusive play spaces to ensure our parks are enjoyed by people of all abilities.

Leadership Training

Council's leadership team participated in Disability Awareness training in early 2023 with the Australian Human Rights Commission. The aim of training was to increase the leadership team's understanding of the barriers to full and equal participation facing people with disability. The workshop also provided an understanding of the legislative framework underpinning the rights of people with disability and how to apply this into the workplace.

To ensure all staff have an awareness of the barriers facing people with disability, training for all staff has been identified for action under the Disability Inclusion Action Plan.

Social Enterprise

Job training and employment is vital to help overcome the barriers to employment faced by people with disability. Ebenezer Coffee Cart is a mobile café service that provides opportunities for people with disability to gain confidence and an understanding of the workplace.

Council are proud to have partnered with Ebenezer Mission to engage Ebenezer Coffee Cart at Council events and facilities during Seniors Week, Movie Night at Enfield Park, Grant Park Inclusive Play Space opening and as a weekly service outside the Enfield Aquatic Centre.





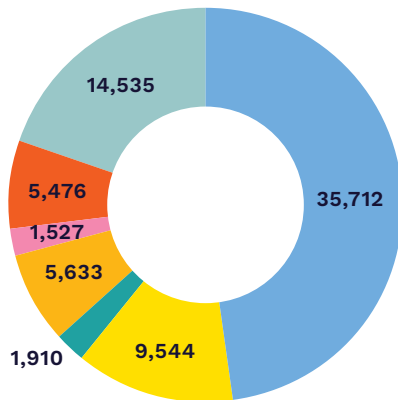
Our financial performance

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.

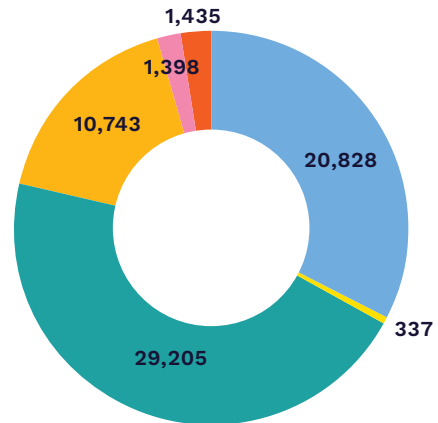
Major projects considered in the budget:

- Enfield Village Revitalisation Project
- Deane Street Precinct Transformation
- 500 Trees Program
- Martin Reserve Upgrade
- Grant Park Inclusive Play Space

2022–2023 total income
\$74.337 million



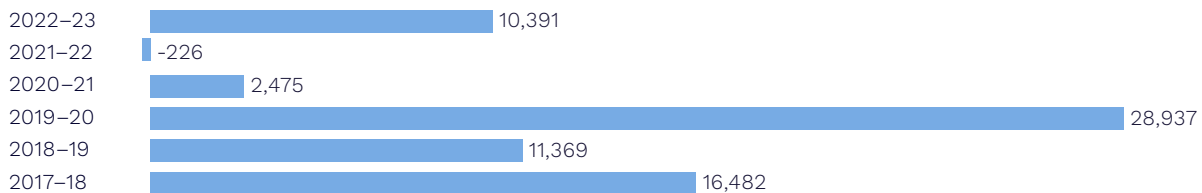
2022 – 2023 total operating expenses
\$63.946 million



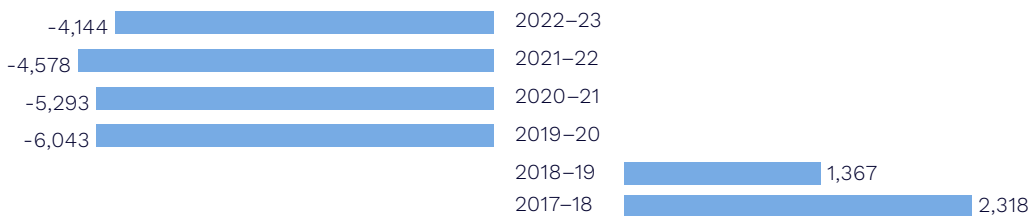
Category	2022–23 \$'000s
Rates & Annual Charges	35,712
User Charges & Fees	9,544
Interest & Investment Income	1,910
Other Revenues	5,633
Rental Income	1,527
Grants & Contributions Provided for Operating Purposes	5,476
Grants & Contributions Provided for Capital Purposes	14,535
Total operating revenue	74,337

Category	2022–23 \$'000s
Employee Benefits & Oncosts	20,828
Borrowing Costs	337
Materials & Contractors	29,205
Depreciation & Amortisation	10,743
Net Losses from the Disposal of Assets	1,398
Other Expenses	1,435
Total operating expenses	63,946

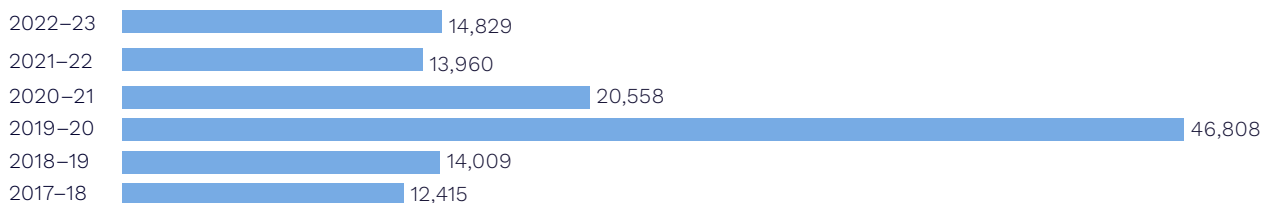
Operating results '000s



Operating result before capital '000s



Capital expenditure '000s



Grant income brought to account during 2022–2023 Financial Year

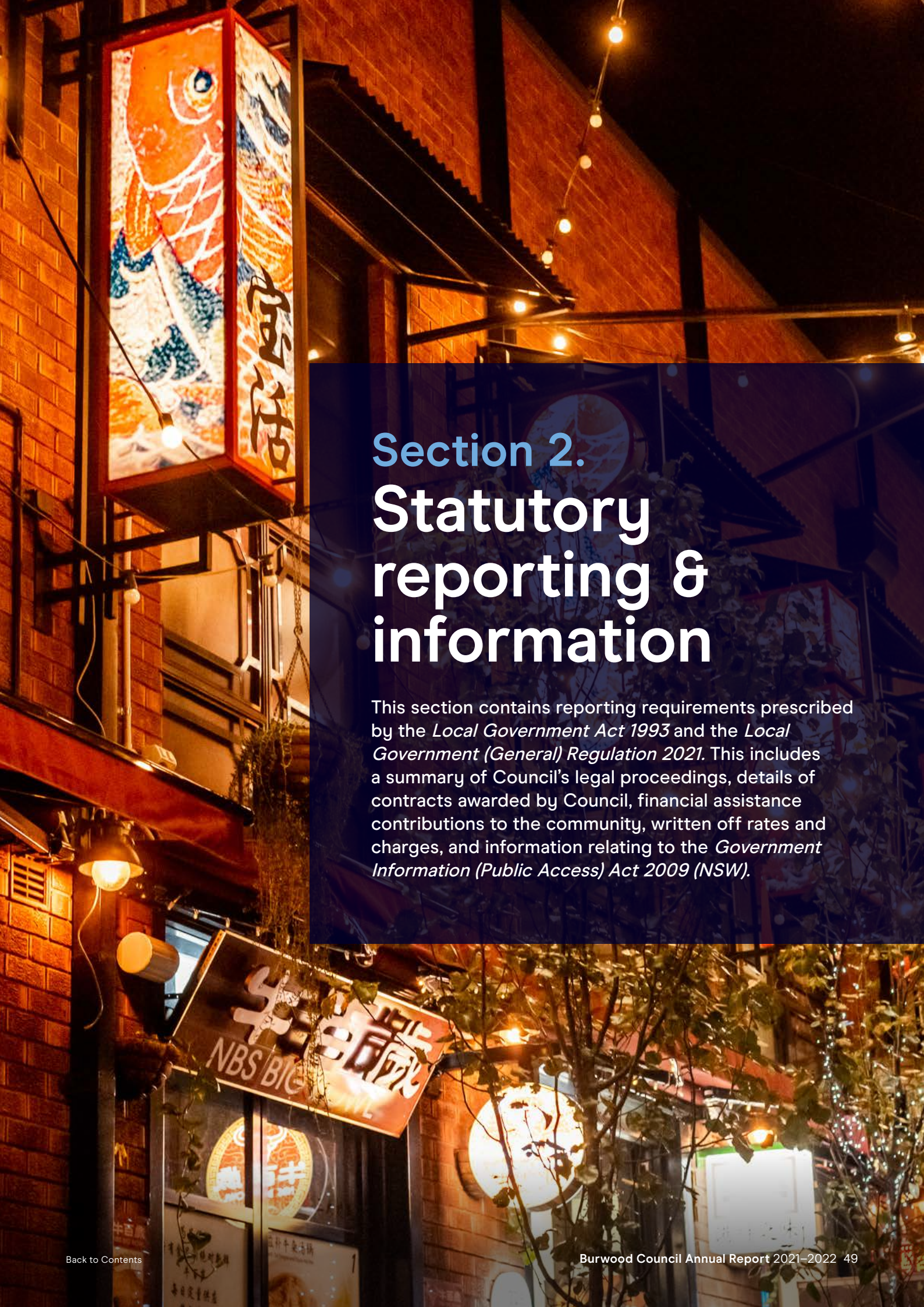
Grant	Amount \$
Financial Assistance Grants	1,785,068
Anzac Community Grants	1,200
Australia Day	30,000
Bus Route Subsidy	17,457
Carbon Emission Rebate	6,611
Children & Families	73,687
Emergency Services Levy Subsidy	179,734
Environment Management – Education	25,844
Family Leave Subsidy	8,125
Greener Neighbourhoods Program	39,350
Library Capital Resources Grant	52,910
Library Midnight Hours	21,868
Library Per Capita Grant	115,955
LIRS Interest Subsidies	3,935
Local Roads Community Improvement – Phase 3	13,712
NAIDOC Week	2,830
Open Space Activation – Martin Reserve	370,698
Parking Sensors	25,263
Parramatta Road Urban Amenity Improvement Program	1,489,287
Public Spaces Legacy Programs Funding	2,456,456
Recreational – 500 Magnificent Trees	66,341
Recreational – Grant Park, Burwood Park, Wangal Park	887,113
Roads to Recovery	176,207
Shared Spaces – Deane Street	491,082
Small Business Program	5,000
Strategic Planning Grants	467,837
Street Lighting Subsidy	80,000
Stronger Together Events and Festivals	7,100
TfNSW Block and Traffic Grants	21,000
TfNSW Cooks River Shared Path Lighting	165,000
TfNSW Road Safety Projects	67,041
TfNSW Traffic Facilities	11,536
WestInvest Preliminaries	658,469
Youth Services & Projects	25,919
Total	9,849,635

Key Financial Performance Measures

In 2022–2023, Council exceeded six of the eight benchmarks for the NSW Office of Local Government’s key financial performance indicators. The indicators that were not exceeded had improved post the COVID-19 pandemic however had not yet fully recovered.

Measure	What this means	Benchmark	2022–2023 result
Operating performance ratio	This ratio measures Council’s achievement of containing operating expenditure within operating revenue.	Zero	-4.26%
Own source operating revenue ratio	This ratio measures fiscal flexibility. It is the degree of reliance on external funding sources such as operating grants and contributions.	>=60%	73.02%
Unrestricted current ratio	To assess the adequacy of working capital and its ability to satisfy obligations in the short term for the unrestricted activities of Council.	>1.5x	1.91x
Debt service cover ratio	This ratio measures the availability of operating cash to service debt including interest, principal and lease payments.	>2x	6.51x
Rates, annual charges, interest and extra charges outstanding percentage	To assess the impact of uncollected rates and annual charges on Council’s liquidity and the adequacy of recovery efforts.	<5%	6.19%
Cash expense cover ratio	This liquidity ratio indicates the number of months a Council can continue paying for its immediate expenses without additional cash inflow.	>3 months	4.01 months
Buildings and infrastructure renewals ratio	To assess the rate at which these assets are being renewed relative to the rate at which they are depreciating.	>=100%	101.17%
Asset maintenance ratio	Compares actual vs. required annual asset maintenance. A ratio above 100 indicates Council is investing enough funds to stop the infrastructure backlog growing.	>100	125.55%

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



Section 2. Statutory reporting & information

This section contains reporting requirements prescribed by the *Local Government Act 1993* and the *Local Government (General) Regulation 2021*. 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)*.

Councillor payments and facilities

During 2022–2023, \$322,953 was spent on fees, expenses and the provision of facilities for Councillors. These were provided in accordance with Council’s Councillors’ Expenses and Facilities Policy.

Mayor & Councillors’ fees		\$
Mayoral Fee		46,010
Councillors’ Fees		147,700
Total fees		193,710
<hr/>		
Expenses & provision of facilities for Mayor & Councillors		
Travelling Expense (Mayoral Vehicle)		18,000
Professional and Skill Development		12,810
Conferences & Seminars		20,667
Travel Expenses		2,016
Mayoral Publications (Advertising)		8,233
Mayoral Receptions/Civic Functions		23,347
Grants, Donations		6,339
Telecommunication Expenses		6,748
Printing, Stationery & Postage		28,337
Subscriptions		2,745
Total expenses		129,243
Total (Mayoral & Councillors’ expenses, provision of facilities and council meetings)		322,953

Councillors' Professional Development Program activities conducted for the 2022–2023 period

Councillor professional development program 2022–2023	Crichton	Cutcher	Esber	Faker	Hull	Mannah	Robinson
Conference: Australian Local Government Women's Association Conference (July 2022)			X				
Briefing: Burwood Place (July 2022)	X	X	X	X	X	X	
Briefing: WestInvest (July 2022)	X	X	X	X	X	X	
Confidential Briefing: Property Strategic Plan (July 2022)	X	X	X	X	X	X	X
Confidential Briefing: Panel Membership (July 2022)	X	X	X	X	X	X	X
Briefing: 2021 Census (August 2022)	X	X	X	X	X	X	
Course: Planning for Non-Planners (September 2022)	X						
Seminar: Reducing Australia's Transport Emissions Seminar (September 2022)		X					
Briefing: E-Scooter Trial (September 2022)	X	X	X	X	X	X	X
Briefing: Heritage Review (September 2022)	X	X	X	X	X	X	X
Briefing: WestInvest (October 2022)	X	X	X	X	X	X	X
Briefing: Burwood RSL Development (October 2022)	X	X	X	X	X	X	X
Course: Company Directors Course (October – November 2022)				X			
Briefing: Affordable Housing (November 2022)	X	X		X		X	
Confidential Briefing: Concept Masterplan (November 2022)	X	X				X	
Briefing: Burwood North Precinct Masterplan (December 2022)	X	X	X			X	
Briefing: Community Engagement Strategy (December 2022)	X	X	X	X	X	X	
Confidential Briefing: Concept Masterplan (December 2022)	X	X	X	X	X	X	
Briefing: Section 7.12 Contributions Plan (February 2023)	X	X	X	X	X	X	
Briefing: Revised Funding Strategy – Urban Park and Cultural Centre Project (February 2023)	X	X	X	X	X	X	
Local Government NSW – International Women's Day Lunch (March 2023)			X				
Briefing: FOGO Trial (March 2023)	X	X	X	X	X	X	X
Briefing: Burwood Park Update (March 2023)	X	X	X	X	X	X	X
Workshop: Getting the Most out of Meetings – Code of Meeting Practice (April 2023)	X	X		X	X	X	X
Briefing: Community Satisfaction Survey Results (May 2023)		X	X	X	X	X	X
Workshop: Parking Permit Scheme Policy (May 2023)	X	X	X	X	X	X	X
Briefing: Cooks River Naturalisation (May 2023)	X	X	X	X	X	X	X
Briefing: Legal Assistance for Councillors (May 2023)		X	X	X	X	X	X
Briefing: Burwood North LEP – Briefing 1 (May 2023)		X	X		X	X	X
Briefing: Burwood North LEP – Briefing 2 (June 2023)		X	X		X	X	
National General Assembly of Local Government (June 2023)				X		X	

Total remuneration of the General Manager and executive staff

	Salary Component	Employer Super / Salary Sacrifice	Non Cash Benefit (Car)	Reportable FBT	Non Cash Benefit (Leave)	Total Package
General Manager	\$340,054	\$26,724	\$6,880	\$13,977	\$-	\$387,635
Executive Staff	\$1,095,375	\$113,948	\$-	\$22,133	\$-	\$1,231,456
	\$1,435,429	\$140,672	\$6,880	\$36,110	\$-	\$1,619,091

Statement of number of persons who performed paid work on Wednesday, 23 November 2022

Type of Employment	Number
Permanent full-time	145
Permanent part-time	23
Casual	54
Fixed-term contract	5
Senior staff	1
Persons engaged under a contract or other arrangement	28
Apprentice/trainee	0

Contracts over \$150,000 signed in 2022–2023

Contract Name	Name of Supplier	Total contract \$ (excluding GST)
Waste Disposal – Red Bin	Veolia Environmental Services Pty Ltd	\$2,600,000
Waste Disposal – Domestic	J.J. Richards & Sons Pty Ltd	\$2,939,311
Waste Disposal – Mattress Collection & Recycling	Renewable Energycorp Australia Pty Ltd	\$167,700
Waste Disposal – Bulk Clean-Up	Bingo Waste Services Pty Ltd	\$237,132
Household Garden Waste Processing	Veolia Environmental Services Pty Ltd	\$405,236
Supply Fleet	Adtrans	\$194,028
Safe and Clean Service	Quest Effect Pty Ltd	\$185,371
Burwood Park Construction	Civil Constructions Pty Ltd	\$4,360,145
Burwood Park – Soil Remediation	Integrated Environmental Pty Ltd	\$352,955
Burwood Park – Artseat & Sculpture	UAP Australia Pty Ltd	\$730,000
Martin Reserve Upgrade – Design & Construct	CRS Creative Recreation Solutions Pty Ltd	\$361,926
Operations Centre – Upgrade and Refurbishment Works	Black Diamond Modular Buildings	\$364,797
Victoria Street Emergency Road Closure Works	Ebcon Pty Ltd	\$174,830
Asbestos Removal & Demolition Works	Integrated Environmental Pty Ltd	\$205,450
Burwood LGA Wide Flood Risk Management Study and Plan	WMA Water Pty Ltd	\$223,000
Fire Services/Fire Engineer Consultancy Service	Engineering Lab NSW Pty Ltd	\$185,500
Sustainability/Section J Design Consultancy	JHA Consulting Engineers (NSW) Pty Ltd	\$150,000
Architecture/Landscape Detailed Design and Construction Services	The Trustee for Choi Ropiha Fighera Unit	\$1,571,050
SSROC Crumb Rubber Demonstration Project – road re-sheet (Park Avenue)	Boral Construction Materials Group Ltd	\$524,260
Electrical, BMS, Audio/Visual, Security and Access Design Consultancy	Lucid Consulting Engineers (NSW) Pty Ltd	\$151,385
Parking Meter Fleet – Licensing, Hosting and Communications	Australian Parking and Revenue Control Pty Ltd	\$263,671
Burwood North Masterplan – Burwood Council Affordable Housing Policy and Contribution Scheme	The Trustee for the Phillip Cox & Partner	\$732,070
Capital Road, Footpath, Drainage, Kerb & Gutter Works Program 2022 – 2023	KJ Civil & Paving Pty Ltd	\$184,199
	One Asphalt (NSW) Pty Ltd	\$279,898
	Planet Civil Pty Ltd	\$2,569,003

External bodies that exercised functions delegated by Council

Council did not delegate any functions to external bodies during 2022/2023.

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

Council has not participated in any corporations, co-operatives or trusts. However, we are part of CivicRisk Mutual, which is a joint venture supporting shared access to insurance products and risk management support services tailored to local government needs. Council does not have a controlling interest in CivicRisk Mutual.

Works carried out on private land

There were no resolutions to carry out works on private land during 2022–2023.

Public interest disclosures

Council has a public interest disclosures policy in place. The policy is available on Council’s website and is included in the suite of policies to be read and signed-off by new employees. Work has commenced on the implementation of requirements under the new *Public Interests Disclosures Act 2022*, which will commence in late 2023.

Public interest disclosures made by public officials	
Number of public officials who have made a public interest disclosure	0
Public interest disclosures received in total	0
Public interest disclosures relating to corrupt conduct	0
Public interest disclosures relating to maladministration	0
Public interest disclosures relating to serious and substantial waste of local government money	0
Public interest disclosures relating to government information contraventions	0
Public interest disclosures relating to local government pecuniary interest contraventions	0
Public interest disclosures finalised by Council	0

Government Information (Public Access) (GIPA) 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	Information made publicly available by the agency
Review completed June 2023	No additional information made available in 2022–2023 but the new Proactive Release Program identifies additional information to be released in 2023–2024

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	92
---------------------------------------	----

In addition, Council handled 116 informal requests for information under the GIPA Act.

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
Total	0	0

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

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with applicant	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	35	0	0	0	0	0	0	0
Not for profit organisations or community groups	2	0	0	0	0	0	0	0
Members of the public (by legal representative)	7	0	0	0	0	0	0	0
Members of the public (other)	42	1	0	4	0	0	0	0
Total	87	1	0	4	0	0	0	0
% of Total	94.6	1.1	0	4.3	0	0	0	0

*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.

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

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with applicant	Refuse to confirm / deny whether information is held	Application withdrawn
Personal information application*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	87	1	0	4	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0
Total	87	1	0	4	0	0	0	0
% of Total	94.6	1.1	0	4.3	0	0	0	0

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

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	49
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	49
Invalid application that subsequently became a valid application	0

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act

Matters listed in Schedule 1 of the 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 <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transactions under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	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

Matters listed in table to Section 14 of the Act	Number of times consideration used*
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	1
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

Table F: Timelines

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	92
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	92

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	2
Applicant-initiated transfers	0

Anti-Slavery Statement

During 2022/2023, no issues were raised by the Anti-Slavery Commissioner concerning the operations of Council.

Compliance with the *Modern Slavery Act 2018*

Council is committed to combating modern slavery within its operations and supply chains. This commitment is reflected in our efforts to identify, prevent and mitigate the risks associated with modern slavery, in strict accordance with the *Modern Slavery Act 2018*. We recognise our responsibility to safeguard and uphold the fundamental human rights of all individuals and are unwavering in our dedication to minimising the potential for our procurement activities to result in, or contribute to, human rights violations.

To uphold these principles, we have established comprehensive policies and procedures. Our robust procurement process, for instance, mandates that all tenderers provide the Council with evidence demonstrating their compliance with the *Modern Slavery Act 2018*. These meticulous policies and procedures underscore our steadfast commitment to conducting all our business relationships with the highest standards of ethics and integrity.

Development contributions and levies

s7.12 Contributions Plan – Burwood Town Centre

Contributions Plan (CP)	Project ID (as identified in the CP)	Project description	The kind of public amenity or service	Monetary amount expended from development contributions	Value of land dedication	Value of material public benefit provided	Contributions expended to date	Amounts expended temporarily borrowed	Project status	% of cost funded by contributions
Burwood Town Centre	420	Town Planner	Town planning	\$75,000	\$0	\$0	\$75,000	\$0	Ongoing	100%
Burwood Town Centre	200170	Deane Street Burwood (Marmaduke Street to Burwood Road)	Transport roads	\$232,381	\$0	\$0	\$232,381	\$0	Completed	100%
Burwood Town Centre	200173	Park Avenue Burwood (Burwood Road to Park Road)	Transport roads	\$563,826	\$0	\$0	\$563,826	\$0	Completed	100%
Burwood Town Centre	200185	Clarendon Place Burwood (Railway Pde to end)	Transport roads	\$294,857	\$0	\$0	\$294,857	\$0	Completed	100%
Burwood Town Centre	450140	23-27 George Street Burwood	Transport footpaths	\$7,436	\$0	\$0	\$7,436	\$0	Completed	12%
Burwood Town Centre	500040	Railway Parade Burwood pedestrian fencing	Pedestrian safety	\$42,280	\$0	\$0	\$42,280	\$0	Completed	100%
Burwood Town Centre	550012	Burwood Road Burwood tree lighting	Vibrant city & villages	\$41,581	\$0	\$0	\$41,581	\$0	Completed	100%
Burwood Town Centre	550026	Deane Street Burwood precinct trans-formation	Vibrant city & villages	\$22,024	\$0	\$0	\$22,024	\$0	Completed	4%
Burwood Town Centre	600045	Railway Parade Burwood tree planting/removal	Streetscape	\$26,744	\$0	\$0	\$26,744	\$0	Completed	100%
Burwood Town Centre	800115	Burwood Park Burwood sensory garden	Parks & gardens	\$457,728	\$0	\$0	\$457,728	\$0	In progress	79%
Total contributions expended										\$1,763,857
Total contributions received										\$3,191,629

s7.12 Contributions Plan – Burwood Town Centre

Contributions Plan (CP)	Project ID (as identified in the CP)	Project description	The kind of public amenity or service	Monetary amount expended from development contributions	Value of land dedication	Value of material public benefit provided	Contributions expended to date	Amounts expended temporarily borrowed	Project status	% of cost funded by contributions
Burwood LGA	450138	36 Lily Street Burwood Heights	Transport roads	\$46,794	\$0	\$0	\$46,794	\$0	Completed	71%
Burwood LGA	450141	16 Wyatt Avenue Burwood	Drainage & stormwater	\$2,070	\$0	\$0	\$2,070	\$0	Completed	19%
Burwood LGA	450148	27 Lyons Street Strathfield	Drainage & stormwater	\$3,581	\$0	\$0	\$3,581	\$0	Completed	11%
Burwood LGA	550027	The Strand Croydon tree lighting	Vibrant city & villages	\$20,055	\$0	\$0	\$20,055	\$0	Completed	100%
Burwood LGA	600018	Sanders Reserve Burwood park furniture	Parks & gardens	\$38,485	\$0	\$0	\$38,485	\$0	Completed	100%
Burwood LGA	800031	Wangal Park Croydon environmental remediation	Parks & gardens	\$150,972	\$0	\$0	\$150,972	\$0	Completed	79%
Burwood LGA	800127	Henley Park Enfield upgrade to turf, irrigation and drainage	Sporting grounds & venues	\$27,395	\$0	\$0	\$27,395	\$0	Completed	3%
Burwood LGA	850011	Wyatt Avenue Park Burwood playground	Parks & gardens – recreation	\$3,500	\$0	\$0	\$3,500	\$0	Completed	5%
Burwood LGA	850024	Willee Street Reserve Strathfield playground	Parks & gardens – recreation	\$16,630	\$0	\$0	\$16,630	\$0	Completed	16%
Total contributions expended										\$309,481
Total contributions received										\$1,681,213

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
127-133 Burwood Road, Burwood	Blairgrove Pty Ltd	Executed	Monetary contributions to the value of \$432,960 for recoupment of the cost to provide and/or upgrade public parking in the Burwood Town Centre	Yes
2 George Street, Burwood	Burwood RSL Club Ltd	Executed	Works in kind including dedication of land, construction of roads, installation of infrastructure and public domain works to the value of \$15,397,172	Yes
28-34 Victoria Street, Burwood	VSD Investments Pty Ltd	Executed	Monetary contributions to the value of \$3,337,775 to fund open space and community facilities provision or improvement	Yes
17 George Street, Burwood	The George 17 Pty Ltd	Executed	Monetary contributions to the value of \$1,024,625 to fund open space and community facilities provision or improvement	Yes

Stormwater Management 2022–2023

Report on activity funded by special rate variation (SRV)	
SRV Drainage Levy	\$298,000
Expenditure	\$149,000

During 2022–23 an amount of \$149,000 was expended for stormwater services and included works in the following areas:

- Stormwater Investigations towards the 2022–23 works program and works at Tangarra Street/Portland Street
- Balance of funds are to be carried over to 2023/2024 financial year works.

Rates and Charges Written Off During the Year

No rates and charges were written off during the 2022/2023 financial year.

Financial assistance

Council's Community Grants Program provided \$55,000 to assist local community organisations and not-for-profit services to work with the community to assist the ongoing work continually carried out by these services.

Recipient	Amount \$
Wrap With Love Inc.	500
Climate Action Burwood Canada Bay	700
Sydney Chinese Drum Art Troupe	1,000
Eurella Community Service	1,500
Inner West Neighbour Aid Inc.	2,000
The Shepherd Centre	2,000
Sunnyfield Disability Services	2,000
Greek Orthodox Parish	2,000
Metro Assist	2,000
Women's And Girl's Emergency Centre	2,325
Fusion Australia	2,500
Special Children Services Centre Inc.	2,500
Carers Community Support Group	2,500
Dancing Hearts Services Inc.	2,500
Sporting Libraries	2,500
Ebenezer Mission Ltd	2,600
Asian Women At Work Inc.	3,000
Dae Hahn Culture School	3,000
Community Action For Better Living Inc.	3,375
CASS Care Limited	4,500
St Merkorious Charity Association Inc.	5,000
St Pauls Church	5,000
Total	55,000

Private swimming pool inspections

During 2022–2023, the following certificates were issued:

- Compliance Certificates issued under section 22D of the *Swimming Pools Act 1992*: **101**
- Non-compliance Certificates issued under clause 21 of the *Swimming Pools Regulation 2018*: **74**

Council must also report on the number of inspections of private swimming pools that were in tourist visitor accommodation or in premises with more than two dwellings.

In 2022–2023, the following inspections of that type occurred:

- Tourist and visitor accommodation: **NIL**
- Premises with more than two dwellings: **5**

Equal Employment Opportunity (EEO) Statement

Burwood Council is committed to fostering a workplace that is fair, inclusive and equitable. Our goal is to make sure that everyone has the same access to opportunities for employment, growth and learning. We are dedicated to creating a safe and respectful environment, where no one has to endure any kind of harassment or discrimination.

We are also resolute in our belief that all current and prospective employees should enjoy equal access to the benefits associated with employment, such as health and wellbeing support and training opportunities.

Our EEO objectives include:

1. Create a working environment that is free from discrimination, where employees are treated fairly with respect and dignity
2. Boost morale and motivation by instilling confidence in our work practices among employees, ensuring everyone has equal access to employment opportunities within our workplace
3. Continuously review employment practices to remain flexible in accommodating the evolving needs of our employees and the workplace
4. Maintain all policies and procedures in alignment with legislative requirements
5. Ensure equal opportunities for all employees, based on merit
6. Provide a safe and productive working environment for all employees
7. Ensure all employees consider EEO and diversity principles in undertaking their duties

Compliance with Carer's Recognition Act

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

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 People & Culture policies ensure that the carers who work within the organisation receive the necessary support they need to carry out their responsibilities.

Companion Animal Statement

As part of the Office of Local Government (OLG) reporting requirements on Companion Animals, below is a list of activities conducted by Burwood Council in 2022–2023 addressing their responsibilities:

- Lodgement of pound data – Burwood Council completes this task on an annual basis and submits the completed form to the OLG on the required date.
- Lodgement of data relating to dog attacks with the OLG – 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 donations from the public help support and continue the management activity. Council also runs two animal registration programs per year (January and August) and four animal responsible ownership programs per year (March, June, September and December).
- 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 – Burwood Council has a no kill policy that ensures that no companion animal is euthanised, other than 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
 - 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 – 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 Dog Inspections – Council conducts these inspections annually to ensure compliance and a review of Council's system indicates that there have been no issues reported relating to a breach of the dangerous dog provisions.

Legal costs – proceedings and services

During 2022–23, Council incurred expenses in the amount of \$559,783 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 2022–23 are as follows:

Subject/ Legal Proceedings	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded / Recovered / Fines \$
Local Court – 14 Stanley Street Croydon Park		X	Finalised	1,870	
Local Court – 20A Angelo Street Burwood		X	Finalised		420
Local Court – 23 Beaufort Street Croydon Park		X	Finalised	3,003	3,100
Local Court – 23 Victoria Street Burwood		X	Finalised	695	6,000
Local Court – 26 Parnell Street Strathfield		X	Finalised	4,011	4,251
Local Court – 333 Liverpool Road Strathfield		X	Finalised	1,290	1,000
Local Court – 2 King Street Burwood		X	Finalised	2,240	2,350
Local Court – dog attack matter – 19A Cheltenham Road Croydon	X		Ongoing	1,833	
Local Court – dog attack matter – 9 Badminton Road Croydon	X		Finalised		200
Local Court – dog attack matter – 67-69 Wentworth Road Strathfield	X		Ongoing	10,142	
Local Court – parking matter		X	Finalised		2,100
District Court – appeal of parking matter		X	Finalised		616
Land and Environment Court – 1 Ilfracombe Avenue Burwood	X		Ongoing	2,495	
Land and Environment Court – 1 Lea Street Croydon		X	Consent issued for amended plans	6,943	
Land and Environment Court – 11 Elm Street Burwood Heights	X		Finalised	1,236	
Land and Environment Court – 17 Milton Street Burwood	X		Ongoing	1,794	
Land and Environment Court – 18 Appian Way Burwood		X	Consent issued for amended plans	70,795	35,000
Land and Environment Court – 2 Culdees Road Burwood Heights	X		Ongoing	22,629	
Land and Environment Court – 20 Seymour Street Croydon Park	X		Finalised	3,577	
Land and Environment Court – 20 Seymour Street Croydon Park		X	Consent issued for amended plans	4,589	
Land and Environment Court – 21 Appian Way Burwood	X		Finalised	1,076	
Land and Environment Court – 23 Victoria Street Burwood		X	Finalised	9,089	
Land and Environment Court – 2-4 Cooper Street Strathfield		X	Consent issued for amended plans	14,485	
Land and Environment Court – 254-256 Liverpool Road Enfield		X	Consent issued for amended plans	52,656	8,500

Subject/ Legal Proceedings	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded / Recovered / Fines \$
Land and Environment Court – 319-321 and 325-329 Liverpool Road Strathfield		X	Appeal denied	231	
Land and Environment Court – 319-321 and 325-329 Liverpool Road Strathfield	X		Finalised		9,850
Land and Environment Court – 33 Beresford Avenue Croydon Park	X		Finalised	13,559	
Land and Environment Court – 36 Oxford Street Burwood	X		Ongoing	23,234	
Land and Environment Court – 38 Kembla Street Croydon Park	X		Finalised	2,833	20,000
Land and Environment Court – 4 Sherars Avenue Strathfield		X	Consent issued for amended plans	260	
Land and Environment Court – 48 Fitzroy Street Burwood	X		Ongoing	7,656	
Land and Environment Court – 68 Fitzroy Street Burwood		X	Appeal discontinued by applicant	6,154	
Land and Environment Court – 68-72 Railway Parade and 2-10 Oxford Street Burwood		X	Consent issued for amended plans	64,921	
Land and Environment Court – 7 Deane Street Burwood and 1 Marmaduke Street Burwood	X		DA submitted and approved	1,536	
Land and Environment Court – 72 Liverpool Road Burwood Heights		X	Appeal finalised waiting court decision	2,697	
Land and Environment Court – 98-100 Wentworth Street & 9-11 Oxford Street Burwood		X	Hearing 5 & 6 November 2023	51,562	
Land and Environment Court – Burwood Road Burwood – roller shutters	X		Finalised	1,359	
Supreme Court – 13 Appian Way Burwood		X	Court of appeal found in favour of council – action dismissed	12,192	
Sub total				404,643	93,387
Legal Services					
Debt Recovery Actions					152
Environment Enforcement					137,679
Health Orders					40,156
Legal Advice – Council Contractual Obligations				73,927	
Legal Advice – Miscellaneous Matters				74,703	12,751
Voluntary Planning Agreements				6,509	17,443
Sub total				155,139	208,182
Grand total				559,783	301,569





Follow Council @BurwoodCouncil
www.burwood.nsw.gov.au

2 Conder St, Burwood NSW 2134
PO Box 240 Burwood NSW 1805

P 02 9911 9911
E council@burwood.nsw.gov.au



Burwood
Inc.1874