

Annual Report

2023-2024



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.





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CRC	Community Recycling Centre
DA	Development Application
DIAP	Disability Inclusion Action Plan
EAC	Enfield Aquatic Centre
EPA	Environmental Protection Authority
ERP	Enterprise Resource Planning
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 2023/24, a year in which we celebrated our past, present, and future with the 150th anniversary of the founding of Burwood.

The past 12 months have been filled with notable achievements, reinforcing our commitment to creating a vibrant and sustainable community where people can thrive.

Throughout the year, we continued our efforts to green our community, planting an additional 600 trees and 4,000 shrubs and plants along our streets and in our parks. This is in addition to the 1,600 trees planted over the past four years.

Over the past 12 months Council has delivered 17 public art projects, employing 22 artists and enriching our cultural landscape while celebrating our community's heritage and artistic talent. The diversity of these works can be seen on our benches with drawings honouring the contributions of historic figures from Burwood, through to a giant mural celebrating the achievements of AC/DC, and the Wilay Mulaa possums project, a celebration of First Nations culture, as well as the traditions of Chinese lantern making.

In February 2024, we proudly opened the \$6 million dollar Burwood Park upgrade which includes a new nature playground, sensory garden, pond and drainage improvements.

We also continued to deliver on capital works throughout our community with 16,000sqm of road space re-sheeted, \$2 million worth of drainage upgrades, 110 parking meters replaced with 90 new digital meters, and the installation of eight new parks and wayfinding signs.

Sustainability remains a key focus, with our recent Food Organics and Garden Organics (FOGO) trial proving highly successful, diverting 65.4 tonnes (3,651 bins) of waste from landfill.

We are proud of the diversity of our community, and in 2023/24, we developed four significant strategies to ensure the safety and wellbeing of our residents, from youth to seniors. These include the Safer Burwood Plan, Youth Action Plan, Culturally Diverse Communities of Burwood Plan, and the Multicultural Burwood Strategy.

Burwood's potential has long been known to us, but over the past 12 months, it has been recognised more broadly, with a full-page feature and half-page editorial in the Sydney Guide, and mentions in mainstream media, including The Sydney Morning Herald, which noted: "Burwood features in the world's 10 coolest city neighbourhoods you should visit".

While we look back with pride on our achievements, the future is even more exciting. Over the past year, we've made significant progress in preparing for 11 major projects worth over \$110 million as part of the Western Sydney Infrastructure Grants Program. We also released the Burwood North Masterplan and saw promising progress on the new metro line, offering a glimpse into the future of public transport in our area.

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. Thank you all for your continued support and dedication. Together, we are charting a path to a more sustainable, vibrant, and prosperous Burwood.

From the General Manager

Tommaso Briscece



Reflecting on the 2023/24 period, Burwood Council is proud of our continued pursuit of excellence and our strong connection to the community we serve.

Over the past few years, we have consistently exceeded resident satisfaction benchmarks among Metro Sydney Councils, demonstrating our customer-first approach and the professionalism of our staff in every interaction with our residents.

Our commitment to delivering high-quality services is evident in our national rankings, where we are recognised in the top three nationally for web chat handling times, booking efficiency, and parking permit processing and phone handling times, second in booking efficiency, and third in both parking permit processing and phone handling times. These achievements speak to our dedication to enhancing the customer experience and streamlining processes.

Council's capital works and urban planning programs have achieved significant milestones. The completion of upgrades to several key parks and public spaces has enhanced recreational areas for residents, while our road and footpath renewal projects have improved accessibility and community safety.

The adoption of the Burwood North Masterplan and the commencement of the Western Sydney Infrastructure Grants Program projects highlight our commitment to long-term, sustainable development and planning for the future of our community.

This year, our Connecting Communities project earned the Community Development Award at the Local

Government Excellence Awards, and we were finalists in four other categories – further recognition of our impactful work. Burwood Library, which welcomed over 316,000 visitors, experienced a 21% growth in membership, demonstrating our community's increasing engagement with Council programs.

The Burwood Art Prize gained recognition across Greater Sydney, and we supported local businesses with more than 100 attendees at a Business Expo during NSW Small Business Month in October 2023.

We continue to cement Burwood's reputation as a vibrant, late-night destination, with activations like the Clarendon Place Night Market significantly increasing visitation, as well as social and economic outcomes for our community.

Looking ahead, we are excited to deliver 11 major projects through the Western Sydney Infrastructure Grants Program, including the landmark Culture House and Performing Arts Centre, ensuring a lasting legacy for our community.

As Burwood celebrates its 150th anniversary, I want to extend my deepest gratitude to the Mayor, Councillors, and Council staff for their unwavering dedication. Together, we are laying a foundation for Burwood's bright future, transforming our community into a leader of the 21st century – a place where we are proud to live, work, study, and play.

Our Councillors (2021–2024)

The 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



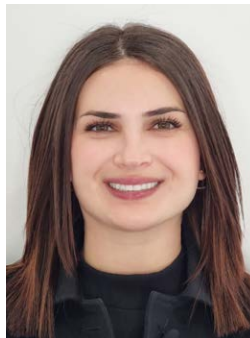
Cr George Mannah
Deputy Mayor



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 second 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 2023 to 30 June 2024. It is divided into two sections:

Section 1. Our achievements

This section highlights Council’s achievements against objectives in the Operational Plan and Budget 2023-2024. 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 support each other to prosper.

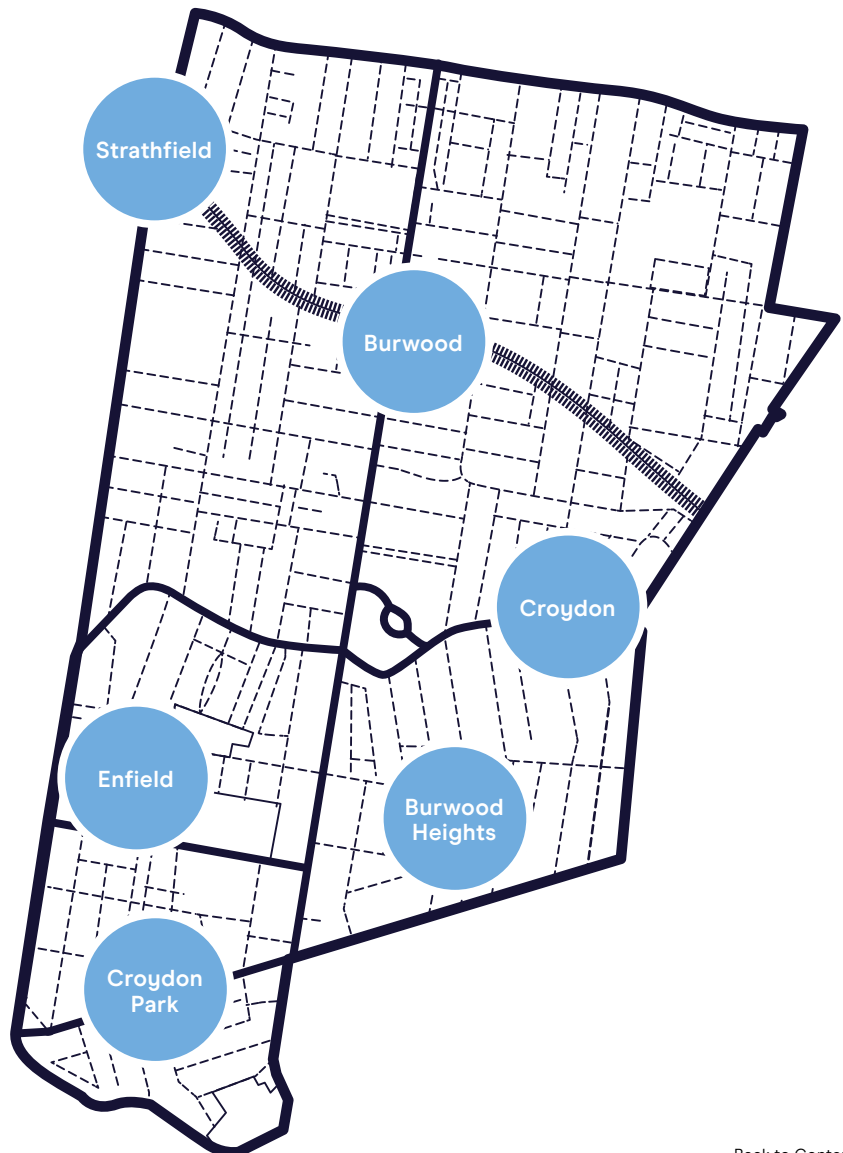
Our Burwood

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:
42,498



Total households:
16,201

If our community was 100 people...*



51
are female
(51.1%)



49
are male
(48.9%)



58
were born
overseas (57.7%)



63
speak a language
other than English
at home (62.9%)



< 1
is Aboriginal
and/or Torres Strait
Islander (0.4%)



72
(15 year olds+) have
completed Year 12 or
equivalent (72.5%)



45
rent their home
(45.4%)



5
live with
disability (5.1%)



33
people have
Chinese ancestry
(32.8%)



44
are married
(43.7%)

-20

17
are younger
than 20 (16.5%)

60+

20
are older
than 60 (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>

NB. 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.
- **27.4%** of households were made up of couples with children.
- The average household size are **2.6** persons.
- Between 2016-2021 lone person households in Burwood Council increased by 816 household to **21.1%**.

Household expenses

- In 2020/21, household expenditure on utilities was **\$2,903**.
- In 2021, median weekly household income was **\$1,858**.
- **\$500** is the weekly median rent.
- Median monthly mortgage repayments are **\$576**.

Education

- There are **9** primary schools and **5** high schools in the Burwood LGA.
- In Burwood **28.8%** of people were attending an educational institution at the time of the 2021 Census. **5.2%** of the Burwood Council population were in primary school, **5.1%** in secondary school and **14.4%** in a tertiary or technical institution.
- In the Burwood Council area, **72.5%** of people aged over 15 years had completed Year 12 schooling (or equivalent) as of 2021. This percentage is higher than across Greater Sydney.
- A larger percentage of persons attend university who live in Burwood Council (**10.4%**) compared to Australia as a whole (**4.7%**).

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	6,481	Mandarin, Cantonese, Italian, Arabic, Greek
Croydon Park	5,967	Italian, Arabic, Mandarin, Cantonese, Greek
Enfield	2,992	Mandarin, Arabic, Cantonese, Italian, Korean
Strathfield	5,423	Nepali, Mandarin, Cantonese, Korean, Arabic

Cultural diversity

57.7% 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

Volunteering

- Burwood Council holds The *Volunteer of the Year Awards* every year which is an opportunity to say thank you to the endless work that every single volunteer puts into our local community. All nominees are celebrated at a Volunteer Recognition Awards ceremony during National Volunteers Week in May each year.
- Council has referred over **555 volunteers** to external organisations within the Burwood LGA between July 2023 and June 2024.
- **9.7%** of residents over 15 years of age report having volunteered for an organisation or group in the 2021 Census.



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. Western (Roman) Catholic (19.4%)
2. Hinduism (10%)
3. Buddhism (7.8%)
4. Anglican (3.5%)
5. Greek Orthodox (2.9%)

* 34.8% 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
Total	40,223		

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



Economic snapshot



\$2.83B

Economy

Value of the Burwood
Gross Regional Product,
in June 2023.



\$1.4B

**Value of building
approvals**

in the past five years.



17,976

Local jobs

with nearly 1 in 3 residents
occupied as Professionals.



5,311

Businesses

are located in the Burwood
LGA from 20+ industries.



2.25M

Residents

in a 30-minute catchment
from Burwood.



2x

Population

Burwood's population is set
to double in the next 10 years.



福

RONG REN TAI CHINESE MEDICINE THERAPY CENTRE

Remedial Massage
From \$85
Fund Rebates
Applicable

Traditional Chinese Medicine
Acupuncture
Chinese Herbal
Dietary Therapy
Phytotherapy
Herbal Tea
Chinese Wine
Dietary Therapy
Phytotherapy
Dietary Therapy

10am - 10pm
中醫針灸
中醫推拿
配藥

癩病
焦慮
疾病
癩病
不孕
失眠
過敏
康復
雜症



BURWOOD COUNCIL
CLARENDON PL
BURWOOD

SITYNA
SOPHI
ODLING





Section 1. Our achievements

This Annual Report highlights Council's key achievements for the 2023-2024 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





OUR LIBRARY & COMMUNITY HUB

94%

satisfaction rating for **range of services**

96%

satisfaction rating for **quality of services**

316,184 visitors to the Burwood Library and Community Hub

25,649 members – 21% membership increase

177,614 loans – 16% increase

9,086 new collection items

614 programs delivered with **10,788** participants



16

Mayor's Commendation Awards across 5 categories



502

volunteers referred to external organisations



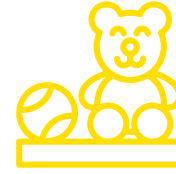
\$55,000

allocated to 12 organisations under **Council's Community Grants Program**



31

events held with 32,678 attendees



2,300

families attended the **Mobile Playvan**



152,710

visitors to the **Enfield Aquatic Centre** – 14% increase

5,637

Learn to Swim students

12,840

school intensive program bookings

29

school swimming carnivals with 6,409 students

Milestones



Celebrating 150 years of Burwood

Burwood’s sesquicentenary celebrations took place, and to date, have involved a wide range of activities for the community, including:

- Publication of the Burwood Pictorial History
- Upload of digital images of the celebrations to the online archive
- The ‘Resilience Captured’ exhibition
- Light a Lantern across Burwood Pond event
- Official Opening of Burwood Park Pond, Nature Play, Sensory Garden and Burwood Nest
- Launch of Wilay Mulaa: Spirit of Light artwork
- Burwood Street Party
- Back in Black: AC/DC Mural commissioned by Claire Foxton
- The ‘Who Sat Here Before Me’ series commissioned by emerging artist Squid Morgan
- 150 Years of Burwood banners by Sydney Collage Society
- New library cards, bookmarks, postcards and book bags have been introduced



Welcoming our new citizens

Six citizenship ceremonies were held and we welcomed 255 new Australian citizens.

Additionally, in conjunction with the Australia Day citizenship ceremony, the Citizen of the Year Awards were held in January 2024.

Eight nominations were received across four categories including two new categories and the winners were:

- Citizen of the Year (aged 26+): Rosemary King
- Young Citizen of the Year (aged 16 to 26): Rose Palmer

Two new categories were:

- Environmental Citizen of the Year: Billie Ayling
- Sportsperson of the Year: Danny Silvestri

The recipients will continue to be invited to participate and represent the Burwood community at various events and initiatives throughout 2024.

Supporting our Young People

Council’s first Youth Action Plan 2024–2027 was adopted by Council in March 2024. The Plan focuses on young people aged 12 to 24 years who live, visit, learn and work in the Burwood LGA.

The Plan was developed through youth led community engagement, desktop research and data analysis.

Council secured NSW Government funding to employ four young people as Youth Engagement Officers to undertake research, community engagement with local young people and contribute to the development of the Plan.

The Plan was selected as a Finalist under the ‘Organisation Diversity and Inclusion’ Category for the Local Government Excellence Awards 2024.

Embracing our diverse community

In April 2024, Council adopted the inaugural Multicultural Burwood Strategy 2024–2028 that was developed following consultation with the CALD Communities Forum.

Implementation of Year One actions have commenced and include the formation of the Burwood Strathfield Multicultural Forum comprising of 40 community organisations across the region.

The Multicultural Burwood Strategy was the Winner of the Local Government Excellence Award 2024 under the ‘Community Development’ category.

Additionally, in March 2024, Council delivered a Harmony Day event in Burwood Park with 20 culturally diverse groups and the Multicultural Advisory Committee.



The Success of the Enfield Aquatic Centre (EAC) continues

In November 2023, the EAC turned 90.

The community were invited to celebrate this significant milestone at a special event that included free entry, open air cinema, pool inflatables, water safety education and demonstrations, free ‘come and try’ aquatic programs, children’s activities including face painting, music and roving entertainment as well as a community BBQ.

Other initiatives held include Australia Day and ‘Cool Down in January’ with a range of free entry incentives for children and seniors.

The success of the EAC was further enhanced by surpassing the annual visitation goal of 100,000 visitors with 152,710 visitors to the EAC during the reporting period.



Highlights



Supporting the community sector

In June 2024, a total of \$55,000 was awarded to 12 organisations to deliver new community projects under Council's Community Grants Program with a presentation held to acknowledge successful applicants and their projects.

Additionally, Council promoted the Club Grants funding program again this year.



Our Mobile Playvan zooms

Up to 2,300 families attended the Mobile Playvan in 2023/24 with recent Service Participants Survey results showing a 95% satisfaction rate with both quality of staff and the service.

The service has also extended during the year with staff introducing a number of other activities to support our community including:

- Regular service support visits from Centrelink;
- The employment of a Chinese speaking support worker once per month; and
- Facilitation of engagement on key projects such as the Burwood North Masterplan.

Additionally, the Mobile Playvan has supported key events such as:

- NAIDOC Week celebrations
- Opening of the Burwood Park Nature Playground, Sensory Garden and Pond Upgrade
- Opening of the Burwood Nest

Keeping our community fit and well

The Enfield Aquatic Centre delivered eight health, fitness and wellbeing programs throughout the year, boosting visitation.

Programs included:

- Aqua Fitness
- Aqua Zumba
- Mums and Bubs
- Fit 4 Life
- Boot Camp
- Pilates
- CALD Specific Programs
- Adult Squad

The Library and Community Hub also delivered a range of programs to keep our community moving including:

- Fitter & Stronger
- Line Dancing
- Chinese Line Dancing
- Chinese Traditional Dancing
- Dance Classes for Individuals with a Disability
- Zumba classes
- Community Soccer
- Junior Multi-Sport Program
- DanceMoves for Seniors



The Success of the Burwood Art Prize Continues

The Burwood Art Prize was held in June 2024 and showcased some of Sydney’s best emerging and established artists with nearly 300 entries received.

The Burwood Art Prize displayed its largest pool of finalists to date with 96 artworks installed in the Burwood Library and Community Hub for the community to enjoy.

The winners of each category of the Burwood Art Prize were:



Burwood Art Prize Winner:
Ali Tahayori, 'Self-portrait (inverted pink triangle)'



Burwood Youth Prize Winner:
Olivia Collar, 'I am liminal'



Burwood Local Prize Winner:
Anjani Mane, 'I would like to acknowledge...'

Keeping our community water safe

The Enfield Aquatic Centre continued its success and provision of services designed to keep our community safe in the water.

Particular highlights during 2023/24 included:

- The goal of 100,000 visitors was exceeded with a total of 152,710 visitors to the Centre
- The EAC rated as 'Exceeds' targets by Royal Life Saving Aquatic Facility Safety Assessment with the following scores:
 - Safety score: 92%
 - 5-star accreditation score: 91%
- An innovative training and recruitment drive was introduced to address the National shortage of Learn to Swim Instructors

Learn to Swim Instructors were increased from 24 to 40 making 1,324 Learn to Swim classes available to the community.

Implementing the Burwood Library Strategic Plan

The library continued to successfully implement the actions from the Burwood Library Strategic Plan with particular highlights including:

- A total of 614 programs were delivered with 10,788 participants
- Council’s work in multiculturalism was recognised at a State level with Council’s Multicultural Services Officer receiving an Excellence Award
- Funding was secured to trial anytime access to the library
- The popular Midnight Hours Program was delivered during the HSC Period
- Council’s Community Hub Programs exceeded set targets and partnerships were formed to deliver new types of programs
- A new one-to-one tech help service was launched and the Home Library Service commenced delivery of eReaders to residents
- New library lockers were installed in Unity Place

The Library and Community Hub also reached a major milestone with a record 316,184 visitors for the year.



Building our local studies and celebrating our history

During 2023/24, Council had a renewed focus on building our local studies and celebrating the history of Burwood as we marked 150 years of the Burwood LGA.

Actions taken included:

- Burwood – a Pictorial History by Roger Coombs brought together 180 carefully selected photographs chronicling 150 years of Burwood’s development
- Two local studies photographic exhibitions were displayed in Burwood’s Community Hub – Resilience Captured and Grand Mansions of Burwood
- Five local studies talks and tours were held including two Enfield Walking Tours, one Special Burwood Historical Tour and two Heritage Festival Walking Tours focusing on Malvern Hill Estate.



Celebrating First Nations

July 2023 saw NAIDOC Week celebrations take place with an event held in Flockhart Park including:

- A Yarn and Wander Tour along Cooks River
- A Smoking Ceremony
- A native plant giveaway that included artwork designed by a First Nations Artist on the Native Plant Information Sheet

Council has also continued its commitment to engaging First Nations artists with the first artwork displayed on the Burwood Nest at Burwood Park being commissioned by a First Nations artist.

Council has also commenced the development of our Reconciliation Action Plan (RAP). An internal RAP working group has been established and First Nations consultants, Yarnup, have been engaged to assist with the development of the RAP.

Council has also commenced community engagement with First Nations elders and key stakeholders.

Delivering and supporting events for our community

2023/24 saw 31 events delivered for the Burwood community. These 31 events engaged 32,678 attendees, supported 1,058 artists/performers and 100 commercial vendors and had an overall estimated economic impact of \$1,225,270.

Events included:

- Burwood Summer Program
- Carols in the Park
- Burwood Safety Expo
- NAIDOC Week
- ANZAC Day Tribute
- National Servicemen’s Memorial Service
- Seniors Festival
- The Sandakan Memorial
- Remembrance Day
- An expanded Community Safety Expo
- Official Opening of Burwood Park Pond, Nature Play and Sensory Garden
- Burwood Street Party which attracted 20,000 visitors and overall social media reach of over 1 million

Additionally, Council delivered 12 partnered events with 18,630 attendees, 78 artists and performers and 312 commercial vendors. The estimated economic impact of these partnered events was \$776,888.

Partnered events included:

- Woodstock Artisan Markets with Palmer Events
- World Cup Live with Enfield Rovers
- TVB Anywhere Moon Festival with TVB Media
- Food Truck Eats with Aussie Night Markets
- An expanded Greek Street Fair with St Nectarios
- Lunar New Year Festival with New Impressions
- Greek National Day with St Nectarios
- Nepalese Teej Festival
- St Joseph’s Christmas Event
- Chinese Burwood Family Festival
- Sabantuy Festival



Burwood Council – a child safe organisation

In August 2023, a number of documents to support the implementation of the 10 Child Safe Standards were endorsed including:

- A Child Safe Code of Conduct
- Reporting Obligations
- Child Safe Risk Assessment
- Complaints Policy
- Child Safe Action Plan

Council’s Child Safe Working Group continues to implement the actions required within the Child Safe Action Plan.



Recognising our Volunteers

National Volunteer Week occurred in May 2024 where Council celebrated the wonderful work of our volunteers through the Volunteer Recognition Awards.

The ceremony celebrated the outstanding work of our volunteers including 21 nominations with 80 people attending on the day.



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 outcomes

- 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





100+
sensors installed
in public waste bins



68
referrals to the
Heritage Advisor



31
reports to the **Burwood
Local Traffic Committee**
across 8 meetings



2,869
park bookings



107
DAs received
with \$54.6M
construction values



150K
of funding secured
for the **Open Streets
Program**



5,065
venue/facilities
bookings

Milestones



Enhancing our parks and open spaces

The \$6M upgrade to Burwood Park was completed and opened to the public in February 2024. The upgrade was achieved through funding by the NSW Government and resulted in a new Nature Playground, Sensory Garden, Pond and drainage upgrades.

Council was also successful in securing funding under the NSW Government Infrastructure Grants Program to upgrade the playground and install Outdoor Fitness Stations at Flockhart Park with the design for this upgrade underway at 30 June 2024.



Planning for the future of Burwood

The Burwood North Masterplan was adopted by the Council in May 2024. Following on from extensive community engagement, the Masterplan outlines opportunities for the delivery of approximately 8,000 new dwellings and 24,900sqm of open space within the precinct.

Engagement on this significant project included:

- 20 face-to-face consultations
- 51 online survey responses
- 55 submissions received in response to the public exhibition on Participate Burwood
- Letters delivered to 16,100 households
- 400 postcards
- 3D animation video.



Planning for traffic & transport

The Traffic & Transport Study was finalised and will be used to guide Council in its decision making process in relation to Works Schedules for Section 7.12 Contribution Plans and the Western Sydney Infrastructure Grants Program projects.



Highlights



Croydon Transport Oriented Development State Environmental Planning Policy (TOD SEPP)

In December 2023, the NSW Government launched the Transport Oriented Development (TOD) Program to accelerate housing delivery across Greater Sydney. In response, Council led a comprehensive campaign aimed at preserving our heritage conservation areas and securing more time for meaningful consideration of alternative options.

2,248 letters were sent to owners and occupiers in Croydon and 223 pins were dropped by 82 unique contributors on Participate Burwood as part of Council's community consultation.

As a result of this effort, Council was advised on 11 April 2024 that Croydon's inclusion in the program would be deferred until January 2025, allowing time for the development of an alternative masterplan.

In June 2024, Council endorsed the Croydon Housing Investigation Study Area designed to meet the NSW Government's housing targets, predominantly focusing on the northern side of the rail corridor between Croydon and Burwood Town Centres, while preserving heritage areas to the south.

The objective of the masterplan is to achieve a more contextually appropriate outcome by focusing building density near Burwood Town Centre, while preserving heritage areas to the greatest extent possible.

The masterplan also aims to enhance the public domain through the inclusion of additional open space areas, appropriate setbacks, new street trees, as well as parking and active transport facilities.

Council's venues, facilities, parks and open spaces remains popular

The use of Council's facilities/venues such as Fitzroy Hall, Woodstock and the Community Hub continued to be strong with 5,228 bookings across the 2023/24 financial year.

There were also 2,886 uses of Council's parks and open spaces such as Henley and Flockhart Parks.

The success of Council's community facilities and parks and open spaces was further highlighted through the results of a survey which identified that:

- 85% of users are satisfied with the booking process
- 100% of users are satisfied with accessibility



Burwood Urban Park Arts and Cultural Centre

Significant progress continues to be made in relation to the Burwood Urban Park Arts and Cultural Centre reaching 70% detailed design.



Planning for the Western Sydney Infrastructure Grants (WSIG) Program Projects

Planning for the delivery of the WSIG projects is well underway and Council continues to consult with the community during this time.

The WSIG projects include:



COMMUNITY FACILITIES

Burwood Urban Park Arts and Cultural Centre **\$50M**

Enfield Aquatic Centre Redevelopment **\$52.4M**

Library Pod **\$800K**



PARKS

Woodstock Sensory Garden **\$1.1M**

Henley Park Sports Field Upgrade **\$2.7M**

Burwood Park Inclusive Play Space **\$2.4M**

Henley Park and Russell Reserve Expansion **\$814K**



STREETSCAPES

Deane Street Precinct Transformation **\$3.9M**

Strathfield Place Making Project **\$2.1M**

Burwood Main Street Transformation **\$6.6M**

Paisley Road Beautification **\$3.9M**

Ensuring design quality in Burwood

During 2023/24, 9 meetings of the Burwood Design Review Panel were held.

10 development applications and 5 pre-development applications for major developments were reported to the Panel as well as one major planning proposal.



Major infrastructure projects completed

LGA-wide projects

Stormwater Investigations – CCTV – 2023/24
Parking meter replacement
New line marking for pedestrian facilities, school zones and other audited locations
Supply and install of 115 bin sensors
Regional and local roads repair program – road heavy patching

Burwood

Kerb and gutter, footpath and/or resurfacing work

Oxford Street – road resurfacing
Clarendon Place – road resurfacing
Meryla Street – road resurfacing
Clarence Street – road resurfacing
Park Avenue – road resurfacing
Burwood Road – road resurfacing
Burwood Road – road resurfacing
Shaftesbury Road – road resurfacing
Wilga Street – road resurfacing
Morris Lane – road resurfacing
Shaftesbury Road – road resurfacing
Morris Lane – kerb and gutter
Rockleigh Street – kerb and gutter
Rockleigh Street – kerb and gutter
Ilfracombe Street – kerb and gutter
Clarendon Place – kerb and gutter
Meryla Street – kerb and gutter
Oxford Street – kerb and gutter
Clarence Street – kerb and gutter
Brooklyn Street – footpaths
Lindsay Street – footpaths
Esher Street – footpaths
Shaftesbury Road – footpaths
Sunbeam Avenue – footpaths

Stormwater drainage

33-35 Belmore Street
Cobbitty Avenue

Traffic facilities

Rowley Street Pedestrian Fencing
Railway Parade Median
Park Road – Traffic island at Parramatta Road intersection

Streetscapes

Princes Street (Lucas Road to Cheltenham Road)

Playground improvements

Wyatt Avenue Reserve – playground upgrade and fencing

Town Centre Beautification

Park Road
Victoria Street Streetscaping
Burwood Park/Railway Parade Palm Trees
Burwood Park Entry treatment
Trial thermo Burwood Logos on Clarendon Place
Burwood Park – Sensory Garden
Burwood Park – Nature Play
Burwood Park – Pond Upgrade

Croydon

Kerb and gutter, footpaths and/or resurfacing work

Reed Street (Fitzroy Street to Paisley Road) – road resurfacing
Webb Street (Albert Crescent to King Street) – road resurfacing
Webb Street (Irrara Street to Queen Street) – road resurfacing and kerb and gutter
Paisley Road (The Strand to Reed Street) – road resurfacing
Webb Street (King Street to Irrara Street) – road resurfacing
Paisley Road (The Strand to Reed Street) – road resurfacing
Keith Smith Park (main path) – footpaths
Keith Smith Park (loop path) – footpaths
Robinson Street – footpaths
Cheltenham Road – footpaths
Cantor Street – footpaths

Stormwater drainage

Badminton Road
27 Arthur Street
Cross Street

Traffic facilities

Acton Street pedestrian crossing upgrade

Park improvements

Wangal Park – POPP Table Tennis Table

Croydon Park**Footpaths**

Walsh Avenue Reserve
Georges River Road (Brighton Street to Croydon Avenue: north side)

Stormwater drainage

6 Daisy Street
Kater Place

Traffic facilities

Yandarlo Street parking bays

Park improvements

Park Signage – Walsh Reserve and Flockhart Park
Jackson Park Fencing, Gate and Bubbler

Gateway/signage

Coronation Parade/Georges River Road
Gateway Signage

Transport for NSW – Shared Project

Fifth Avenue Bridge – Croydon Park

Enfield**Kerb and gutter, footpath and/or resurfacing work**

Burwood Road – road resurfacing
Burwood Road – kerb and gutter
Short Street (E) – footpaths
Wattle Street – footpaths
Tavistock Avenue – footpaths

Streetscapes

Coronation Parade Planter Boxes

Strathfield**Footpaths and/or resurfacing work**

Wentworth Road – road resurfacing
Morwick Street – footpaths

Stormwater drainage

Unnamed Lane
Bells Lane

Burwood Heights**Footpaths**

31 Burwood Road (west side)



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 outcomes

- 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





40%

of Council's light fleet are **electric vehicles or hybrids**



40,768

proactive patrols completed



524

health inspections conducted



446

building site complaints investigated



1.2M

household bins collected – 0.07% missed bin rate

27K+

residential bins collected weekly

100+

litter bins emptied each week



2.8K+

scheduled **bulk household** collections completed



65.4T

or 3,651 bins of **FOGO material** diverted from landfill



4K+

plants and shrubs planted

600+

trees planted



597

illegal dumping events investigated



65sqm

of **graffiti** removed from Council property and infrastructure



1,213

advertising posters removed

Milestones



A greener Burwood

Council undertook a number of initiatives to ensure a greener Burwood including:

- Completion of the Street Tree Masterplan
- Finalisation of the planting locations for the additional 100 street trees to increase the urban canopy and reduce the temperature of the urban environment
- Planting of an additional 131 trees in parks and 3,393sqm of ground cover utilising grant funding from Local Government NSW for the Burwood Open Space Canopy Enhancement Project
- An inventory of our park trees has been completed utilising grant funding to ensure this important asset is maintained effectively.



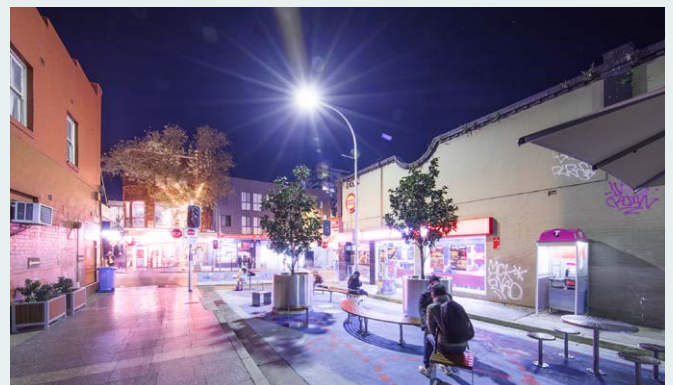
Working together for a sustainable future

Burwood Council continued its formal partnership with the City of Canada Bay in the provision of a Community Recycling Centre where Burwood residents can safely and sustainably dispose of waste not able to be placed in the household yellow lid recycling bin.

In addition, the NSW Environmental Protection Authority (EPA) has commenced a Community Recycling Centres Program across NSW.

The primary aim of this Program is to provide a means for households in NSW to safely dispose of materials that have the potential to be a hazard to the environment or to public health, or are problematic to safely recycle or collect and dispose of.

As a part of the Program, Burwood Council through the Southern Sydney Regional Organisation of Councils (SSROC) received funding for the delivery of a Communication and Education Plan, developed to educate and inform the community about the Recycling Centres Program.



Upgrading our street lights

In 2023/24, all street lights in the Burwood LGA on local roads have been upgraded to LEDs.



Highlights

A more sustainable Burwood

Council's focus on building a sustainable Burwood led to a range of initiatives being undertaken in line with the Sustainable Burwood Strategy including:

- The Food Organics and Garden Organics (FOGO) trial was extended for a further six months continuing to divert organic waste from landfill
- All Council owned buildings and facilities and street lighting are now powered by 100% renewable energy
- Council has actively promoted programs to encourage the community to live more sustainably with the GreenPower program aiming to increase the use of renewable sources of energy in households
- Targeted messaging was sent to residents via Council's social media channels, websites and newsletters were distributed in relation to recycling requirements
- Council promoted and attended the Smart Energy Expo where 500 people viewed and test drove electric cars and e-bikes, witnessed demonstrations of induction cooking, listened to the expert panels and spoke with the many exhibitors both commercial and non-commercial
- The Burwood North Masterplan includes the exploration of sustainable building opportunities
- Council provided letters of support to three Electric Vehicle (EV) providers in order to assist their applications for funding under the NSW Government Drive Electric Kerbside Charging Grant

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 outcomes

- 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





17
public art projects
delivered

22
artists employed



99%
of capital works
program delivered



9.1
customer
experience rating
for Community Safety



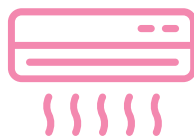
8
new parks and
wayfinding signs
installed



32
outdoor dining
licences issued



\$23K
allocated to 8 businesses
for the Shopfront
Improvement Program



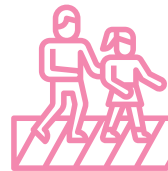
108
air conditioners
removed from
shopfronts



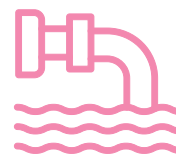
16,000sqm
of road space
re-sheeted

8,050sqm
of heavy patching
completed

1,500m
of kerb and gutter
renewed



6,000sqm
of footpath rehabilitated



\$2M
of drainage upgrades

Milestones



Our public art program

During 2023/24, Council delivered 17 public art projects, commissioning 22 artists.

Public art projects included:

- Wilay Mulaa: Spirit of Light
- Back in Black: AC/DC Mural
- The Burwood Nest in Burwood Park (grant funded by the NSW Government)
- Luke Avenue Reserve sculptural installation (grant funded by the NSW Government)
- ANZAC Day Crosses installation in Burwood Park
- ‘People of Burwood’ installation across public bench seats
- Burwood Bus Depot Mural (grant funded by the NSW Government)
- Wangal Park Toilet Block
- 150 Years – Banner and Creative Hoarding Program
- Light a Lantern Installation across Burwood Pond
- Scholar Seats in Luke Avenue Reserve

In addition:

- Four new banner artworks were commissioned engaging seven artists
- One new hoarding artwork titled ‘Burwood Art Prize Compilation Work’ was commissioned
- Three hoarding artworks were installed
- The Strand Bin Wraps



Clarendon Place laneway activation

Over the past 12 months, Burwood Council in partnership with Burwood Chinatown, implemented the fortnightly closure of Clarendon Place to cars, creating an active pedestrian space for people. The initiative has resulted in clear benefits including:

- 1,400% increase in average dwell time (from two-minutes spent walking through the space to 30-minutes spent enjoying the space)
- 70% increase in foot traffic during the day and 90% at night
- 40%+ increase in revenue for businesses as a result of Council’s place activation efforts
- Increased employment opportunities (12 people from the arts, entertainment and cultural sector engaged to activate the road closure events)
- Mode shift from driving to walking and cycling

Underpinned by the program’s success, Council has committed to extending the closures on a fortnightly basis in 2024/25.



Burwood Unplugged

In August 2023, Council successfully launched the new Burwood Unplugged program, a pop-up entertainment series bringing live music and vibrancy to streets across the Burwood LGA.

To date 8 performers/performance groups have been engaged in over 17 performances, with a special Christmas edition taking place over December and January in Burwood, Enfield, Croydon and Croydon Park.



Burwood Summer Program

The Burwood Summer Program, spanning from December 2023 to February 2024, delivered a series of immersive experiences to activate Burwood Park and provide new opportunities for social inclusion through arts and culture.

This transformation of Burwood Park into a bustling cultural hub engaged 352 diverse artists and attracted over 5,000 attendees.

Under the Burwood Summer banner eight events were delivered including:

- Beats and Eats at the Burwood Park Pavilion;
- Yarn and Wander;
- Music by the Rotunda;
- Beats and Eats by the Rotunda;
- Australia Day Awards and Citizenship Ceremony at the Burwood Park Pavilion;
- ‘Light a Lantern’ to mark the beginning of Burwood’s 150 Years Birthday Celebrations; and
- The official opening of the new Pond, Nature Play and Sensory Garden in Burwood Park.

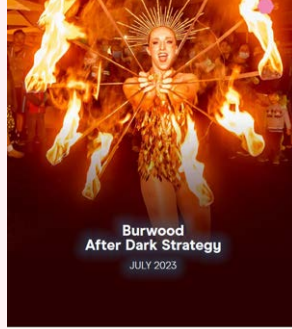


Unity Place Rainbow River

In December 2023, Council commissioned a new 280sqm floor artwork along the length of Unity Place.

The decal is an homage to Burwood’s multicultural heritage and brings increased vibrancy and a sense of discovery and play to the Town Centre, incorporating game elements catering to our younger population.

The project also sought to support businesses located on the laneway through increased foot traffic and engagement.



Burwood After Dark Strategy

In September 2023, following consultation with 440 community members and Burwood businesses, Council endorsed the inaugural Economic Development Discussion Paper and Night Time Economy Strategy – Burwood After Dark.

The five-year strategy seeks to stimulate activity, employment and investment while promoting the Burwood Town Centre and Burwood North as growth areas for industries both day and night.



Enhancing the Burwood LGA through upgraded infrastructure

A number of key infrastructure projects were completed during 2023/24 enhancing our open spaces and streetscapes.

Completed projects included:

- **Victoria Street Streetscaping Project** – this \$240,000 project included paving using First Nations colours, the first use of porous paving in the Burwood LGA and the planting of 618 plants
- **Keith Smith Park Upgrade** – this \$33,500 upgrade project included new footpath, park furniture and water bubbler within the park
- **Parking Meter Upgrade** – this project is a \$627,000 investment in the installation of 90 new state-of-the-art digital parking meters
- **Wangal Park** – funded by the NSW Premier’s Office, this \$25,000 project saw a new table tennis table installed in Wangal Park
- **Streets Trees and Open Space Planting Program** – a \$146,000 investment in greening Burwood with 238 trees planted
- **Coronation Parade Gateway Sign** – this \$276,000 project saw a third gateway sign installed welcoming people to the Burwood LGA.

Highlights

Destination Burwood

November 2023 saw Burwood featured as a prime destination in the popular Sydney Guide. The full page feature and half page editorial highlighted Burwood’s dining, entertainment, retail, arts, culture and heritage while emphasising Burwood’s strategic positioning in Greater Sydney.

The editorial also promoted the Burwood Summer program, providing readers with a glimpse into the exciting events happening in our community.

Through all channels, the Sydney Guide has an annual distribution of 500,000 and is visible to both domestic and international tourists.

In addition, Council proactively worked with the Time Out and Concrete Playground publications gaining coverage for the Greek Street Fair.

Our partnership with middle eastern content creator, No Garlic No Onion, showcased the diverse food offerings within the Burwood LGA with the YouTube content garnering more than 8,000 views.

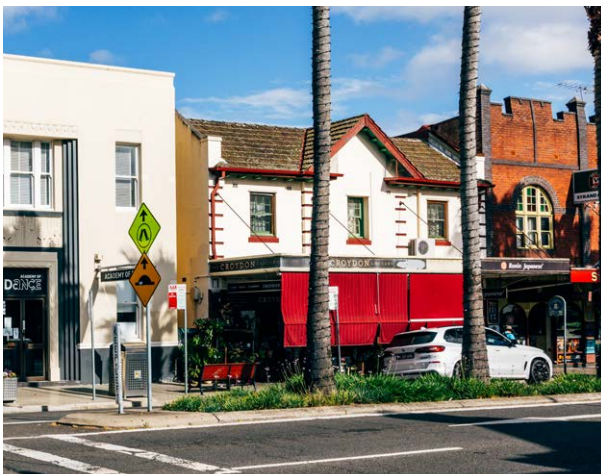


Revitalise conference

In August 2023, Burwood Council hosted the Revitalise Placemaking Summit featuring national and global expert speakers including Ethan Kent from PlacemakingX in the US, Ursula Crowley Hogben – Chair of Zero Emissions Sydney North Inc., Jo Taranto from Good for the Hood, Marcus Westbury from Renew Newcastle/Australia and Dean Cracknell from Town Team Movement.

The event inspired conversation about the importance of place and was held over two days, starting with a Burwood After Dark Walking Tour with over 25 people in attendance.

On the second day over 100 people joined for the formal event which included three ‘walkshops’ around Burwood, showcasing our great public spaces.



Our Shopfront Improvement Program

During 2023/24, eight funding applications from local businesses were approved and \$22,720 released to local businesses following successful completion of shopfront improvements in 2023/24.

Further streamlining of the Shopfront Improvement Program application form was undertaken to simplify the application process and streamline rapid approvals.

Council also undertook multiple business engagement visits in person to discuss the program and promote greater uptake in priority areas for 2023/24, which included the Burwood Town Centre and Strathfield Town Centre.

Keeping Burwood safe

Council's ongoing efforts to contribute to the safety of Burwood included:

- Commencement of the implementation of the Safer Burwood Plan including the successful Community Safety Expo held in Burwood Park in March 2024
- Working with community support services including the Police to establish a Domestic Violence Hub for women and families in the Burwood Library and Community Hub
- 95% of actions in Council's Child Safe Plan have been implemented
- All active building sites were patrolled on a daily basis along with proactive and reactive patrols to ensure all premises comply with relevant provisions relating to pollution, overgrown vegetation, boarding houses, water drainage and tree activities
- All annual health inspections were completed

A record number of Community Safety Education Programs were promoted via Council's quarterly Education Calendar including:

- Building site management
- Dog issues including unleashed dogs
- Animal registration
- Unattended property
- Scores on Doors

Additionally, annual health inspections with business owners provided opportunities for one-to-one education.







9
strategies, policies
and plans adopted
or endorsed



**PARTICIPATE
BURWOOD**

137
projects exhibited
34,347 views
15,868 visitors
1,355 contributions
986 contributors
193 new followers



902,489
website page views



**MYSTERY SHOPPING
PROGRAM SCORE**

94% phone calls
96% in person visits



51
e-newsletters emailed to
over 19,000 subscribers
58% increase in subscribers



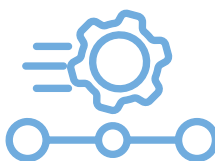
4
printed newsletters
distributed to 17,000
residents and businesses



\$6.1M
in grant funding received



96
formal GIPA requests
completed



180
business processes
mapped for streamlining



22,744
customer calls with
80%+ answered in less
than 40 seconds

1,924
customers served
at Council's Customer
Service Counter with 80%+
served within 5 minutes

11,136
customer actions

923
webchat users

11,840
emails/online forms via the
Customer Service Centre



8.1/10
customer experience
rating



1,741
parking permits issued

Milestones



Using technology to improve service delivery

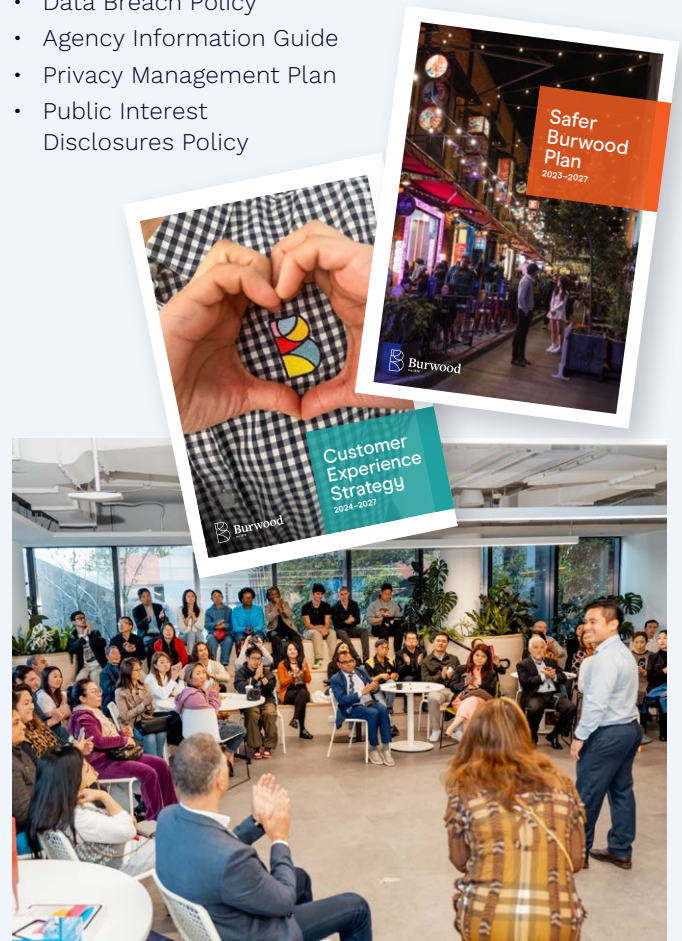
During the reporting period, Council implemented a range of technology tools to enhance service delivery to our community including:

- The first phase of the new Enterprise Resource Planning (ERP) system was successfully implemented
- More than 100 sensors were installed in public waste bins across the Burwood LGA to optimise waste collection
- A new process manager platform was implemented to ensure Council captures and streamlines complex business processes to improve efficiencies and effectiveness
- A new Human Resource Information System (HRIS) was implemented to improve and streamline all stages of the employee lifecycle
- All Environmental Health Inspection categories were moved to electronic forms allowing for immediate provision of inspection reports to the customer
- A new QR code and multi-language check-in process was implemented to improve access for visitors at the Customer Service Counter
- A trial was undertaken to streamline the pre-development application process with \$200,000 in funding now secured to roll-out to our customers in 2024/25
- The implementation of Council's e-parking system commenced across the LGA allowing our customers to obtain parking permits from the comfort of their home
- An internal Artificial Intelligence (AI) working group has been created to explore other smart technology applications

Strategies, plans and policies

During 2023/24, a number of key strategies, plans and policies were developed and implemented including:

- Burwood After Dark Strategy and Inaugural Economic Development Discussion Paper
- Customer Experience Strategy 2024-2027
- Safer Burwood Plan 2023-2027
- Youth Action Plan 2024-2027
- Multicultural Burwood Strategy 2024-2028
- Data Breach Policy
- Agency Information Guide
- Privacy Management Plan
- Public Interest Disclosures Policy



Supporting Burwood's business community

In October 2023, Council held the Burwood Business Expo to celebrate NSW Small Business Month and also subsidised the costs associated with facility hire for small business owners in Council owned facilities during this month.

There were over 100 attendees and 20 stall holders at the event.

Throughout the 12-month period, Council also distributed digital Local and State Government business support information to over 1,400 businesses through regular e-newsletters.

Council also continued to support the reactivation of a sole Chamber of Commerce in Burwood by providing six months of temporary administration support to the Chamber.



Enhancing the customer experience

Council’s inaugural Customer Experience Strategy 2024 – 2027 was adopted by Council in February 2024.

The Strategy includes a total of 42 actions across four goals and was developed through an extensive process of research, data analysis, customer feedback and community engagement including:

- Community Satisfaction Survey 2023;
- Customer Experience Survey 2023 undertaken by Micromex;
- Mystery Shopping Results 2023;
- Real-time RateIT Customer Feedback;
- Burwood Council Leadership Team Workshop; and
- Committee and Advisory group sessions and a workshop with customer experience champions from across the organisation.

The Customer Experience Strategy was recognised as a finalist at the Local Government Excellence Awards 2024.

Council has also introduced a new Customer Service Charter that sets out our customer experience promise and ensures our customers are at the heart of everything we do.

Additionally, December 2023 also saw Council achieve outstanding National Benchmarking Results including:



Nationally for WebChat handle time



Nationally for efficiency in processing bookings



Nationally for efficiency in processing parking permits



For high staff retention for a Metropolitan Council



Nationally for phone handle time

Source: National Benchmarking Comparative Report 2022–2023 (Released in December 2023)

Highlights

Mayor's Commendation Awards

The Mayor's Commendation Awards saw 16 businesses recognised across five categories celebrating and recognising their length of service and impact on the Burwood community.

Winners included:



Logans Pianos
Sahara by the Park



Lithium Bicycle
Tomato Art
King Tea Burwood



Patiscceria Mancuso



The AV Dept
Aum Spice Centre
Maria's Bakery Group
The Trophy Store
ASCH International
Business Group



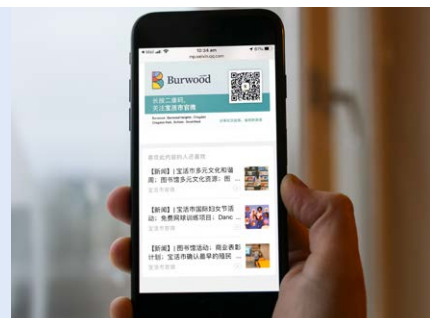
Sydney Piano World
Marian's Alterations
Phoenix Beauty
CCN Hair Salon
Steve and Tonia Barber Shop



Increasing our reach on social media

Council's reach across all social media platforms increased again in 2023/24 with notable increases across the following platforms:

- Instagram – 36.1% increase in followers
- WeChat – 73.4% increase in followers
- LinkedIn – 19.8% increase in followers



Schools as shared spaces

Council extended its license agreement with Schools Infrastructure NSW to enable ongoing community use of the multipurpose courts at Burwood Public School on weekends. The courts continue to attract community use of up to 15 people per day.

Croydon Public School and Croydon Park Public School continued to participate in the Schools as Shared Spaces program on weekends.

Council also prepared additional communication materials during the period to promote the availability of the courts to the general public.



Awards and recognition

During 2023/24, Council received recognition as a finalist or winner of a number of awards including:



2024 Local Government Excellence Awards – Local Government Professionals NSW

- Connecting to Communities Project – Winner
- Burwood Nest Renewable Infrastructure, Transforming Contemporary Pubic Art Practices for the Burwood Community (Assets and Infrastructure) – Finalist
- Burwood After Dark: Trailblazing Strategy Leads to Innovation in Night Time Economy (Innovative Leadership) – Finalist
- Clarendon Place Laneway Transformation: Roadway Reimagined for Community and Commercial Success (Supporting Local Enterprise) – Finalist
- Building a Customer Centric Burwood (Customer Experience) – Finalist
- Young People Taking the Lead: Burwood Youth Capacity Building Project (Organisation Delivery and Inclusion) – Finalist

Council was also placed third in the Local Government Professionals NSW Australasian Management Challenge.



Australian Street Art Awards 2024

The Burwood Bus Depot Mural project was selected as a Finalist.

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

1. Encouraging positive community attitudes and behaviours

Council has collaborated with disability service providers and organisations to increase public education, awareness, and understanding of people with disabilities.

Activities included:

- Groovability Festival, held as part of the 2023 International Day of People with Disability, which attracted over 150 attendees.
- A mini-expo at Burwood Westfield engaging with the broader community, raising awareness and generating significant interest.
- A National Carers Week event at Enfield Aquatic Centre to recognise and celebrate the invaluable contributions of carers who provide unpaid support to individuals with disabilities, illnesses, or age-related needs.

2. Creating liveable communities

Council has made significant progress in enhancing our physical environment to be increasingly inclusive and accessible.

The newly built Sensory Garden at Burwood Park is a notable addition, providing an accessible and welcoming space where residents and visitors can engage with nature through their sense of touch, smell, taste, sight and sound.

Planning has commenced for an inclusive playground at Burwood Park; when completed it will provide a fun, inclusive and enriching recreation space for children.

3. Access to meaningful employment

Council has continued to support employment initiatives for people with disabilities. This includes an ongoing partnership with Ebenezer Mission Inc. to utilise their mobile coffee cart staffed by people with disabilities. Council has engaged the cart for numerous community events including National Carers Week and Seniors Week Festival, as well as Harmony Day and ongoing monthly Community Information Hubs.

Council participated in the Pathways to Possibilities Symposium, a forum for developing the economic potential of people with disabilities, and endorsed the commitments that were generated.

Council joined the Local Council Network 'Local Area Employment Inclusion Project', to raise awareness of workplace challenges and collaborate on improving employment outcomes for people with disabilities.

4. Accessible systems and processes

Council's Disability Inclusion Advisory Panel has played a crucial role in identifying and addressing issues related to service delivery, signage, and access for individuals with mobility and vision impairments. The implementation of the Panel's recommendations has had a positive impact, particularly in areas such as wayfinding and event accessibility.

Council has collaborated with neighbouring councils and disability service providers to re-activate the Inner West Disability Forum, which serves as a platform for professionals in the disability sector to identify regional gaps, share resources, and improve services. The Forum, which attracted over 150 representatives, emphasises networking and collaborative problem-solving.

Council has begun discussions with the organisation behind "Zero Barriers" to deliver training that supports local businesses in becoming more accessible and inclusive.

Council's Volunteering Program has facilitated opportunities for community members to volunteer with local disability services, leveraging platforms like GoVolunteer and the Council's website to connect volunteers with these roles.



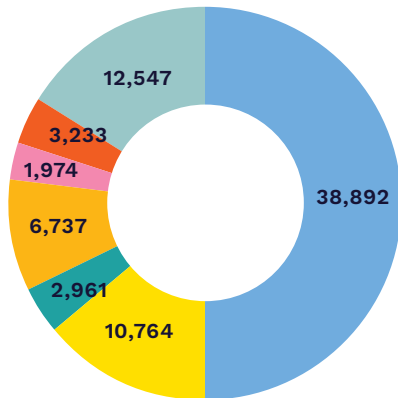
Our financial performance

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.

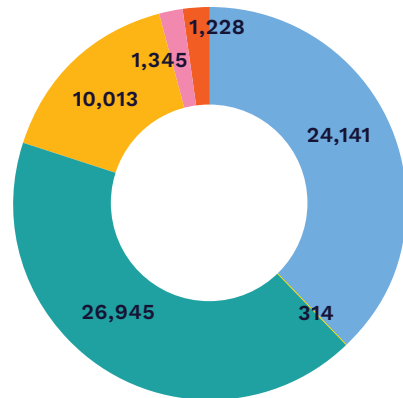
Major projects considered in the budget:

- Burwood Park Nature Play
- Burwood Park Sensory Garden
- Burwood Park Pond
- Parking Meters Upgrade
- Enterprise Resource Planning Implementation
- Operations Centre Building Upgrade

2023–24 total income \$77.1 million



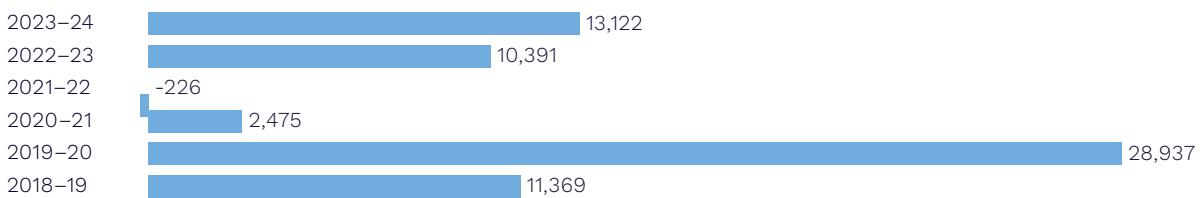
2023–24 total operating expenses \$64 million



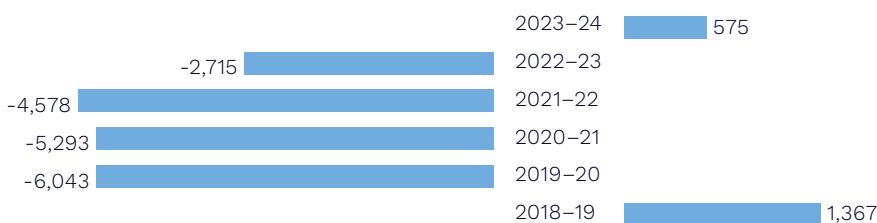
Category	2023–24 \$'000s
Rates & Annual Charges	38,892
User Charges & Fees	10,764
Interest & Investment Income	2,961
Other Revenues	6,737
Rental Income	1,974
Grants & Contributions Provided for Operating Purposes	3,233
Grants & Contributions Provided for Capital Purposes	12,547
Total operating revenue	77,108

Category	2023–24 \$'000s
Employee Benefits & Oncosts	24,141
Borrowing Costs	314
Materials & Contractors	26,945
Depreciation & Amortisation	10,013
Net Losses from the Disposal of Assets	1,345
Other Expenses	1,228
Total operating expenses	63,986

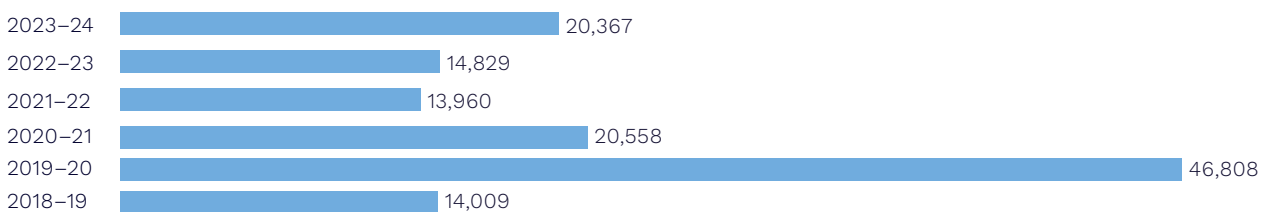
Operating results '000s



Operating result before capital '000s



Capital expenditure '000s



Grant income brought to account during 2023-2024 Financial Year

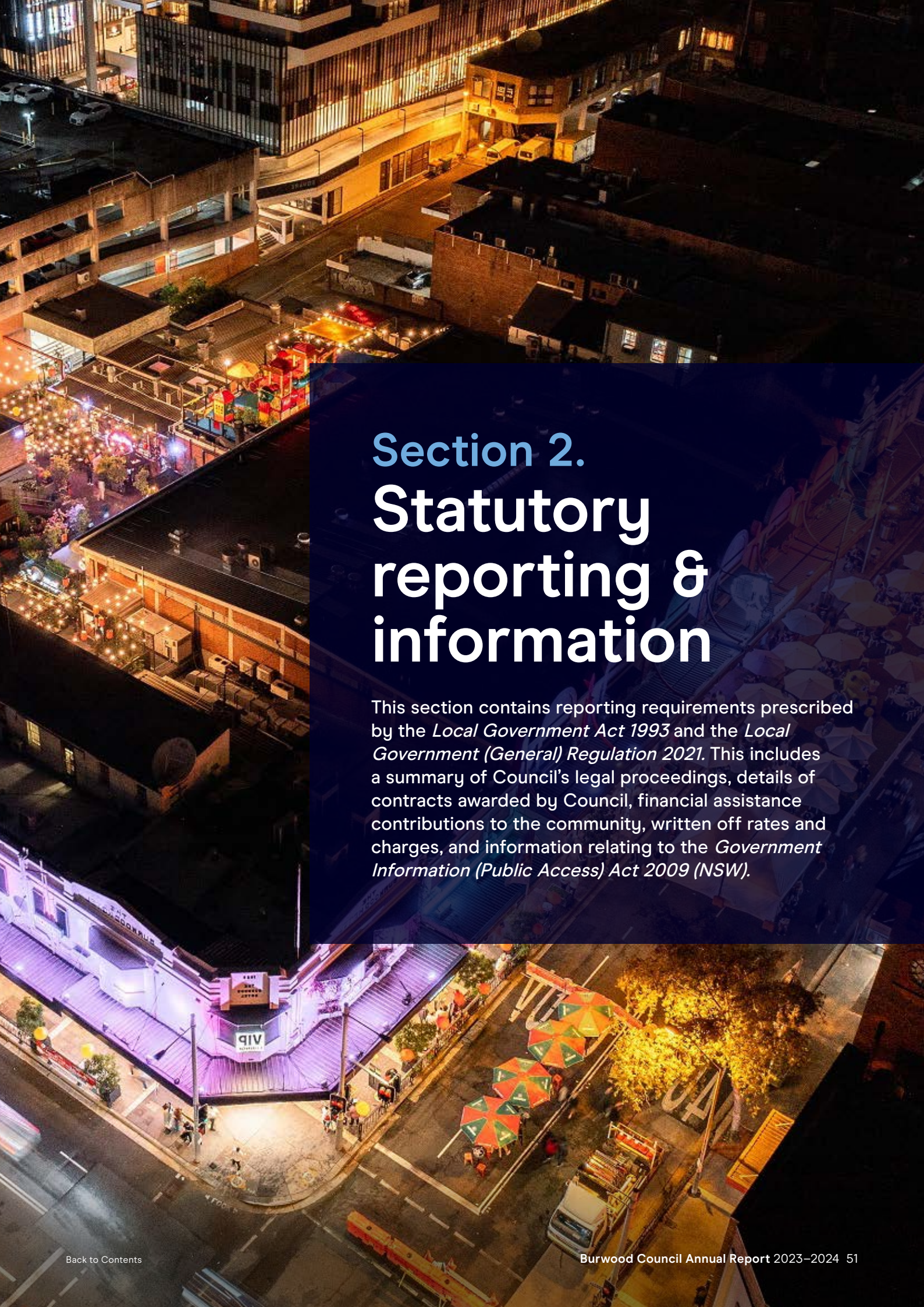
Grant	Amount \$
Financial Assistance Grants	1,344,897
Block and Traffic Grants	85,000
Burwood North Precinct	245,000
Bus Route Subsidy	22,187
Carbon Emission Rebate	19,448
Children & Families	77,924
Family Leave Subsidy	63,558
Faster Regionally Significant Development	83,224
Floodplain Management Program	95,440
Greener Neighbourhoods Program	10,650
Heritage Review	12,500
Library Capital Resources Grant	13,066
Library Per Capita Grant	116,129
Local Roads Community Improvement – Phase 2, 3 & 4	441,017
Parramatta Road Corridor Urban Transformation Strategy	253,612
Parramatta Road Urban Amenity Improvement Program	106,193
Project Remediate	10,000
Recreational – Burwood Park Inclusive Play Space	18,625
Recreational – Burwood Park Open Space Revitalisation	1,116,878
Recreational – Burwood Park Pond	241,261
Recreational – Burwood Park Sensory Garden	368,201
Recreational – Burwood Urban Park	1,000,000
Recreational – Flockhart Park Playground and Fitness	17,246
Recreational – Greening Our City	101,957
Recreational – Henley Park Sports Field Upgrade Project	34,605
Recreational – Park Expansions-Portland & Russell St	89,936
Recreational – Woodstock Park Sensory Garden	43,218
Recreational – Wangal Park Table Tennis	30,000
Regional & Local Roads Repair Program	1,220,352
Road Safety Projects	68,416
Roads to Recovery	169,167
Seniors Week Festival	9,000
Small Business Program	2,500
Street Lighting Subsidy	80,000
Stronger Together Grant	5,000
Traffic Facilities	46,000
Youth Services & Projects	8,985
Total	7,671,191

Key financial performance measures

In 2023/24, Council exceeded seven of the eight benchmarks for the NSW Office of Local Government's key financial performance indicators.

Measure	What this means	Benchmark	2023–24 result
Operating performance ratio	This ratio measures Council's achievement of containing operating expenditure within operating revenue.	> 0.00%	2.91%
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.	> 60.00%	79.52%
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.	> 1.50x	2.56%
Debt service cover ratio	This ratio measures the availability of operating cash to service debt including interest, principal and lease payments.	> 2.00x	9.70%
Rates and annual charges outstanding percentage	To assess the impact of uncollected rates and annual charges on Council's liquidity and the adequacy of recovery efforts.	< 5.00%	7.27%
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.	> 3.00 months	5.49 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.	> 100.00%	164.80%
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.	> 100.00%	133.31%

*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

Mayor & Councillors' fees		\$
Mayoral Fee		47,390
Councillors' Fees		152,110
Total		199,500
Expenses & provision of facilities for Mayor & Councillors		
Travelling Expense (Mayoral Vehicle)		18,000
Professional and Skill Development		4,269
Conferences & Seminars		2,999
Travel Expenses		456
Mayoral Publications (Advertising)		0
Mayoral Receptions/Civic Functions		23,487
Grants, Donations		13,412
Telecommunication Expenses		6,453
Printing, Stationery & Postage		0
Subscriptions		1,719
Total		70,797
Total (Mayoral & Councillors' expenses, provision of facilities and council meetings)		270,296

Councillors' Professional Development Program activities conducted for the 2023-2024 period

Councillor professional development program 2023-2024	Crichton	Cutcher	Esber	Faker	Hull	Mannah	Robinson
Workshop: Economic Development and Night Time Economy (July 2023)	X	X			X	X	X
Briefing: Burwood North Masterplan and LEP (July 2023)	X	X	X		X	X	X
Briefing: Night Time Economy Strategy Action Plan (July 2023)	X	X	X	X	X	X	
Briefing: Planning Proposal Croydon (July 2023)	X	X	X	X	X	X	X
Briefing: Affordable Housing (August 2023)	X	X	X		X		X
Briefing: Heritage Listing Cooper Street (August 2023)	X	X	X	X	X	X	X
Briefing: Burwood North Masterplan, including engagement strategy (September 2023)	X	X	X		X	X	
Briefing: Carparking at Elsie Street (September 2023)	X	X	X		X	X	
Briefing: Community Events Program (September 2023)	X	X	X		X	X	
Briefing: Burwood North Masterplan (September 2023)	X	X	X		X	X	
Briefing: Westinvest Update and Risks (September 2023)	X	X	X	X	X		X
Workshop: Amendment to DCP – Heritage Subdivision (October 2023)	X	X	X	X	X		X
Briefing: Safer Burwood Plan (October 2023)	X	X	X	X	X		X
Briefing: Customer Service Strategy (October 2023)	X	X	X	X	X		X
Briefing: Affordable Housing – Proposed changes to the Housing SEPP (October 2023)	X	X	X	X	X	X	X
Workshop: Westinvest and Burwood Urban Park and Cultural Centre Update (November 2023)		X	X		X		X
Briefing: Burwood Urban Park and Cultural Centre (November 2023)	X	X	X		X	X	
Briefing: Youth Action Plan (November 2023)	X	X	X	X	X	X	X
Briefing: ARIC Annual Report (December 2023)	X	X	X	X	X	X	X
Briefing: Henley Park (December 2023)	X	X	X	X	X	X	X
Briefing: Multicultural Strategy (December 2023)	X	X	X	X	X	X	X
Briefing: Draft Transport Oriented Development (TOD) SEPP (February 2024)	X	X	X	X	X	X	
Briefing: Burwood North Masterplan Update (February 2024)	X	X	X	X	X	X	
Briefing: Transport Oriented Development (TOD) Program (Department of Planning) (February 2024)	X	X	X	X	X	X	
Briefing: Henley Park Update (February 2024)	X	X	X	X	X	X	
Training: Public Interest Disclosures Act 2022 (March 2024)	X	X	X	X	X	X	X
Briefing: 150th Anniversary Update (March 2024)	X	X	X	X	X	X	X
Briefing: Henley Park Update (March 2024)	X	X	X	X	X	X	X
Event: LGNSW International Women's Day Lunch (March 2024)			X				
Briefing: Burwood North Masterplan Final Response to Submissions (March 2024)		X	X	X	X	X	X
Briefing: Explanation of Intended Effect (EIE) (April 2024)	X	X	X	X	X	X	X
Briefing: Appointment of Local Planning Panel (April 2024)	X	X	X	X	X	X	X
Briefing: Burwood North Masterplan (April 2024)			X	X	X	X	X
Conference: Australasian Placemaking Conference (May 2024)				X			
Briefing: Infrastructure Contributions Framework (June 2024)	X		X	X	X	X	X
Briefing: Planning Proposal Parramatta Road (June 2024)	X		X	X	X	X	X
Briefing: TOD SEPP Croydon Precinct Investigation Area (June 2024)	X		X	X	X	X	X
Briefing: Burwood Local Planning Panel Membership (June 2024)	X		X		X	X	X
Briefing: Licence to Play Policy and Place Framework (June 2024)	X		X	X	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	\$372,720	\$30,834	\$12,550	\$27,479	–	\$443,583
Executive Staff	\$1,020,924	\$110,172	–	\$28,765	–	\$1,159,861
	\$1,393,644	\$141,006	\$12,550	\$56,244	–	\$1,603,444

Statement of number of persons who performed paid work on Wednesday, 14 February 2024

Type of Employment	Number
Permanent full-time	146
Permanent part-time	17
Casual	17
Fixed-term contract	9
Senior staff	1
Persons engaged under a contract or other arrangement	4
Apprentice/trainee	1

Contracts over \$150,000 signed in 2023-2024

Contract Name	Name of Supplier	Total contract \$ (excluding GST)
Single ERP Solution (Ready Community)	Open Office Holdings Pty Ltd	\$1,749,301.00
Microsoft Licenses	Datacom Systems (AU) Pty Ltd	\$422,592.06
Cleaning Services (Council buildings)	DSS Facilities Pty Ltd	\$722,153.30
HRIS Solution	LG Software Solutions Pty Ltd trading as Pulse Software	\$304,500.00
Structural Consultant / BUPACC	TTW (NSW) Pty Ltd	\$371,800.00
Library Resources – Books and DVDs. Shelf ready services	James Bennett Pty Ltd	\$167,700.00
Road Re Sheet Stage 1	Planet Civil Pty Ltd	\$658,223.50
Playground Upgrade	Moduplay	\$500,000.00
Parking Meter Agreement	Orikan Australia Pty Ltd	\$1,479,715.00

External bodies that exercised functions delegated by Council

Council has delegated to the Burwood Local Planning Panel the function of determining any other Application made under Part 4 of the *Environmental Planning and Assessment Act 1979* (including Development Applications, Modification to Development Consent Applications, Review of Determination Applications) or Division 6.7 of the *Environmental Planning and Assessment Act 1979* (Building Information Certificate Applications) that would ordinarily be delegated for determination to a Council Officer, which, in the opinion of either the Burwood Council's Director City Strategy or Manager City Development, it is considered to be in the public interest to have considered and determined by the Burwood Local Planning Panel.

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 2023-2024.

Public Interest Disclosures (PIDs)

Council adopted a new Public Interest Disclosures Policy, following the commencement of the new *Public Interest Disclosures Act 2022* in October 2023. The policy is available on Council's website and intranet, and is included in the suite of policies to be read and signed-off by new employees as part of their induction program.

To promote a 'speak up' culture at Council, the PID process was promoted through Council's internal staff news channels. Customised training, based on content and videos from the NSW Ombudsman, was also delivered to the General Manager, disclosures officers, managers, employees and councillors. New employees undertake the same training as part of their induction to Council.

Council submitted its annual return to the Ombudsman by the required deadline. The key data from that report is summarised below.

Public interest disclosures made by public officials	Voluntary PIDs	Other PIDs	Purported PIDs
Number of PIDs made by public officials to Council	0	0	0
Number of PIDs made by public officials finalised by Council	0	0	0
Number of PIDs made by other persons to Council	0	0	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	As a result of the that review, Council meeting, planning panel and local traffic committee business papers are now available on Council’s public website in both PDF format and HTML format and with additional search capability.

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	96
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In addition, Council handled 143 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	1	1
Total	1	1



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	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	29	0	0	1	0	0	0	1
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (by legal representative)	6	0	0	0	0	0	0	1
Members of the public (other)	48	2	0	3	0	0	0	7
Total	81	2	0	4	0	0	0	9
% of Total	85	2	0	4	0	0	0	9

*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*	1	0	0	0	0	0	0	0
Access applications (other than personal information applications)	80	2	0	4	0	0	0	9
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0
Total	81	2	0	4	0	0	0	9
% of Total	85	2	0	4	0	0	0	9

*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)	98
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	33
Invalid applications that subsequently became valid applications	65

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	1
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 the 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	2
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)	96
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	96

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	1
Review by Information Commissioner*	0	0
Internal review following recommendation under section 93 of Act	0	0
Review by NCAT	0	0
Total	0	1

*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)	1

Table I: Applications transferred to other agencies

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

Modern Slavery

Introduction

This Modern Slavery Statement is provided by Burwood Council in accordance with Section 428 (4) of the *NSW Local Government Act 1993*.

This statement outlines Burwood Council's commitment to combatting modern slavery and the measures it has implemented during this reporting period to reduce the risk of our procurement activities resulting in or contributing to human rights violations.

Understanding Modern Slavery

Modern slavery encompasses severe forms of exploitation, including forced labour, human trafficking, and servitude. Burwood Council recognises its duty to remain vigilant in identifying these risks within its procurement processes, especially when engaging with suppliers locally and globally.

Actions taken by Burwood Council

To address modern slavery risks, Burwood Council implemented several key initiatives:

Supplier Engagement and Due Diligence: high risk suppliers are required to complete a modern slavery risk assessment and provide evidence of compliance.

Contractual Requirements: Council's contract templates were updated to include Council's commitment to preventing and addressing modern slavery in all its procurement activities and requests Modern Slavery Statements from prospective tenderers.

Collaboration with Other Councils: Burwood Council actively collaborates with other local government organisations, sharing best practices and resources to enhance our collective efforts against modern slavery.

Participation in NSW government procurement schemes, including those provided by Local Government Procurement (LGP), Southern Sydney Regional Organisation of Councils (SSROC), and Procurement Australia, ensured adherence to the highest ethical standards.

Ongoing commitment

Burwood Council understands that combating modern slavery is an ongoing process. We remain dedicated to continuously improving our policies, practices, and supplier relationships to proactively address and mitigate modern slavery risks within our operations.

Development contributions and levies

s7.12 Contributions Plan

Contributions Plan (CP)	Project ID (as identified in the CP)	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
Meryla Street Burwood (Burwood Road to Shaftesbury Road)	00477	Transport roads	\$144,165	\$0	\$0	\$144,165	\$0	Completed	55%
Oxford Street Burwood (Railway Parade to Hornsey Street)	00478	Transport roads	\$169,419	\$0	\$0	\$169,419	\$0	Completed	95%
Clarendon Place Burwood (Railway Parade to end)	00504	Transport roads	\$50,000	\$0	\$0	\$50,000	\$0	Completed	85%
Clarence Street Burwood (Burwood Road to Shaftesbury Road)	00510	Transport roads	\$247,785	\$0	\$0	\$247,785	\$0	Completed	58%
Shaftesbury Road and Meryla Street Burwood intersection	00512	Transport roads	\$172,458	\$0	\$0	\$172,458	\$0	Completed	100%
Meryla Street Burwood (Burwood Road to Shaftesbury Road)	00754	Transport footpaths	\$15,250	\$0	\$0	\$15,250	\$0	Completed	75%
Victoria Street Burwood	00806	Streetscape	\$242,853	\$0	\$0	\$242,853	\$0	Completed	100%
Railway Parade Burwood tree planting/removal	00807	Streetscape	\$21,575	\$0	\$0	\$21,575	\$0	Completed	100%
Park Road Burwood (Park Avenue to Victoria Street)	00836	Transport roads	\$143,575	\$0	\$0	\$143,575	\$0	Completed	100%
Burwood Park Burwood Pond	00842	Parks & gardens – recreation	\$39,832	\$0	\$0	\$39,832	\$0	Completed	3%
Burwood Park Burwood Nature Play	00855	Parks & gardens – recreation	\$101,320	\$0	\$0	\$101,320	\$0	Completed	6%
Burwood Park Burwood Sensory Garden	00856	Parks & gardens – recreation	\$515,283	\$0	\$0	\$973,011	\$0	Completed	66%
Administration of the plan	01077	Town planning	\$75,000	\$0	\$0	\$75,000	\$0	Ongoing	100%
Public Art	01263	Vibrant city & villages	\$82,845	\$0	\$0	\$82,845	\$0	Completed	100%
Total contributions expended									\$2,021,358
Total contributions received									\$1,834,604

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
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

Financial assistance

Council's Community Grants Program provided \$56,200 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 \$
Chinese Australian Services Society Limited	4,600
Dance Health Alliance Limited	5,000
Grow	5,000
Light and Love Home Incorporated	2,500
Metro Assist Limited	5,000
Special Children Services Centre Incorporated	4,800
St Anthony's Family Care	5,000
St Pauls Anglican Church Burwood	10,000
St Vincent de Paul Society NSW	5,000
Sydney Olympic Peninsula Multicultural Community Association Incorporated	5,000
The Greek Orthodox Parish and Community of Burwood and District Saint Nectarios Limited	4,300
Total	56,200

Private swimming pool inspections

During 2023-2024, the following certificates were issued:

- Compliance Certificates issued under section 22D of the *Swimming Pools Act 1992*: 61
- Non-compliance Certificates issued under clause 21 of the *Swimming Pools Regulation 2018*: 4

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 2023-2024, the following inspections of that type occurred:

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

*Note: variation in number of inspections from 2022/2023 to 2023/2024 has been completed by private certifiers.

Stormwater management 2023-2024

Report on activity funded by special rate variation (SRV)	
Levied	300,000
Expenditure	726,000

During 2023-24 an amount of \$726,236 was expended for stormwater services and included works in the following areas:

- 48 Badminton Road, 65 Burwood Road and 33-35 Belmore St.

There is nil balance of funds are to be carried over to 2024-25 financial year works.

Rates and charges written off during the year

No rates and charges were written off during the 2023/2024 financial year.

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 2023/24 addressing their responsibilities:

- 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 2023–24, Council incurred expenses in the amount of \$819,337 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 2023–24 are as follows:

Subject	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded / Recovered / Fines \$
Legal Proceedings					
Local Court – 105 to 115 Liverpool Road Burwood		X	Withdrawn	2,280	
Local Court – 12 Minna Street Burwood		X	Won	1,740	500
Local Court – 15 Wellington Street Croydon	X		Won	6,283	
Local Court – Wyatt Avenue Burwood		X	Current	1,072	
Local Court – 19A Cheltenham Road Croydon	X		Won	15,454	
Local Court – 20A Angelo Street Burwood		X	Won		112
Local Court – 211A Burwood Road Burwood	X		Won	3,395	
Local Court – 23 Victoria Street Burwood		X	Won	605	
Local Court – 43 Weldon Street Burwood	X		Won	6,656	23,085
Local Court – 46 Liverpool Road Croydon		X	Won	750	
Local Court – 50-52 Belmore Street Burwood		X	Won	11,396	
Local Court – 6 Ivanhoe Road Croydon		X	Won	760	
Local Court – 67-69 Wentworth Road Strathfield	X		Won	3,068	
Local Court – 7 Alfred Street Croydon		X	Current Matter	1,322	
Local Court – 70-72 Arthur Street Burwood Heights		X	Won	3,679	3,550
Local Court – Belmore Street Burwood		X	Won	1,580	
Local Court – Shop 2 38-40 Railway Parade Burwood	X		Won	1,922	
Local Court – 24 Lily Street Burwood Heights		X	Won	1,987	
Local Court – Webb Street Burwood		X	Won	6,378	7,017
District Court – Park Road Burwood		X	Won	1,410	
Supreme Court – 13 Appian Way Burwood		X	Court of appeal found in favour of council – action dismissed	7,271	115,704
Supreme Court – 4 Mitchell Street Enfield		X	Current Matter	210,064	
Land & Environment Court – 1 Ilfracombe Avenue Burwood	X		Current Matter	16,131	
Land & Environment Court – 1 Lea Street Croydon	X		Current Matter	25,015	
Land & Environment Court – 13 Appian Way Burwood		X	Appeal Upheld		49,588
Land & Environment Court – 17 Milton Street Burwood	X		Current Matter	3,215	
Land & Environment Court – 18-20 Boundary Street Croydon and 19 Grosvenor Street Croydon		X	Current Matter	21,589	

Subject	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded / Recovered / Fines \$
Land & Environment Court – 2 Boronia Avenue Burwood		X	Appeal Upheld		1,000
Land & Environment Court – 20 Seymour Street Croydon Park		X	Appeal Upheld		5,000
Land & Environment Court – 21 Appian Way Burwood		X	Appeal Upheld	1,050	
Land & Environment Court – 2-4 Cooper Street Strathfield		X	Applicant granted leave to amend application to rely on amended plans	10,673	
Land & Environment Court – 28-34 Victoria Street Burwood		X	Appeal Upheld	8,534	
Land & Environment Court – 2A The Appian Way Burwood		X	Won	34,571	
Land & Environment Court – 33 Beresford Avenue Croydon Park	X		Respondent complete the works required by the legal order within 30 days and respondent to pay the Council's legal costs	607	
Land & Environment Court – 36 Oxford Street Burwood	X		Current Matter	42,842	
Land & Environment Court – 48 Fitzroy Street Burwood	X		Current Matter	21,033	
Land & Environment Court – 50-52 Belmore Street Burwood		X	Won	65,306	18,000
Land & Environment Court – 65 Shaftesbury Road Burwood			34 Agreement	1,520	
Land & Environment Court – 68-72 Railway Parade Burwood and 2-10 Oxford Street Burwood	X		Won	11,592	168,170
Land & Environment Court – 72 Liverpool Road Burwood Heights		X	Appeal Upheld	13,496	
Land & Environment Court – 98-100 Wentworth Street & 9-11 Oxford Street Burwood		X	Dismissed, Costs Awarded	98,403	46,000
Sub total				664,653	437,726

Legal Services

Debt Recovery Actions				900	
Enforcement – Animal, Environment, Parking & Traffic					133,329
Health Orders					22,515
Legal Advice – Council Contractual Obligations				86,437	250,000
Legal Advice – Miscellaneous Matters				56,347	
Voluntary Planning Agreements				11,001	3,242
Sub total				154,685	409,085
Grand total				819,337	846,811



Kathy

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