

# State of Our City Report

2021 – 2024



**Burwood**  
Inc.1874

**SUPERVISE CHILDREN  
AT ALL TIMES**

## 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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# Message from the Mayor Cr John Faker



**I am honoured to present the State of Our City Report for Burwood, a reflection of the progress we have made and the exciting future that lies ahead.**

Every four years, at the end of each Council term, we take a moment to look back and assess our journey and how far we have come in achieving the vision we share with our community for an exceptional quality of life. This report is more than just an assessment of our progress; it is a testament to the collaboration, resilience, and determination of our community, council teams, and partners.

During this term, we have made significant strides in the areas our community cares most deeply about: creating vibrant and accessible public spaces, enhancing sustainability, and fostering inclusivity and economic resilience. Key projects such as the new Nature Playground, Sensory Garden, and Pond at Burwood Park have breathed new life into our public spaces, transforming them into welcoming places for everyone to enjoy. Strategic documents like the Burwood North Masterplan, Burwood After Dark Strategy, and Multicultural Burwood Strategy have positioned Burwood as a celebrated cultural and culinary destination, known across Sydney and beyond.

Our commitment to sustainability has also been unwavering, with substantial steps taken toward a greener Burwood. Initiatives such as our street tree

planting program and Food Organics and Garden Organics (FOGO) trial have laid a strong foundation for the promotion of environmentally responsible practices, and the prioritisation of green spaces.

Looking forward, we remain committed to building a thriving, sustainable, and inclusive Burwood. Upcoming projects, including the new Urban Park Arts and Cultural Centre and over \$110 million in community infrastructure developments, reflect our dedication to meeting both immediate needs and long-term aspirations for our community. We are committed to strengthening our partnerships, embracing innovation, and investing in the people and places that make Burwood a remarkable place to live, work, and connect.

On behalf of the outgoing Council, I extend my thanks to everyone who has contributed to Burwood's journey over the past term, from our council staff to our residents and valued partners. Together, we are not only creating a better Burwood today but also securing a brighter, sustainable future for generations to come.

# Our Councillors

## 2021–2024



**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



# Introduction

The State of Our City Report is prepared in accordance with Section 428 of the Local Government Act 1993.

The purpose of the report is to provide the Council with an update on how effective Council has been in delivering upon social, environmental, economic and civic leadership objectives over the term of the previous Council.

It reports against the Community Strategic Plan's priorities and against the five strategic themes being:

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

The State of Our City Report also provides a progress update on how Council is delivering against the key measures set out in the Delivery Program 2022 to 2026.

# Our 2036 vision

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

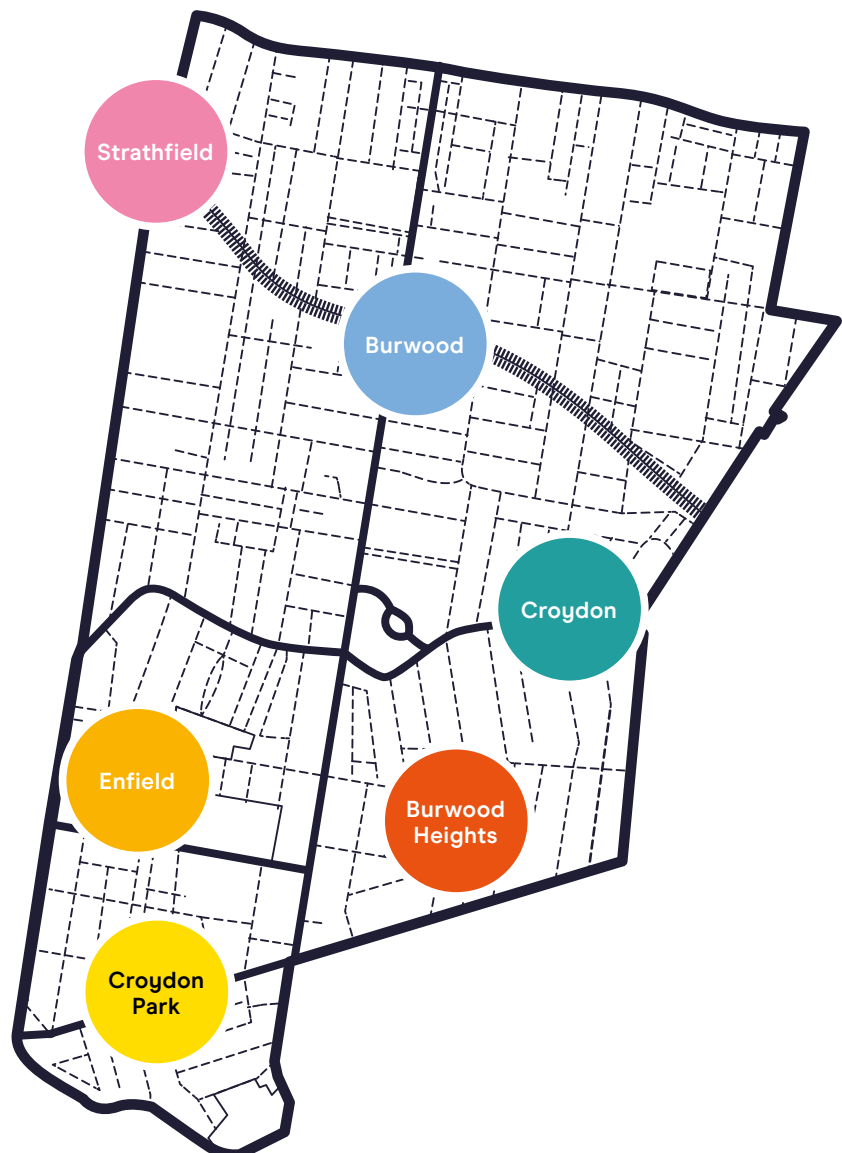
# Our Burwood

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
<b>Total</b>	<b>40,223</b>		

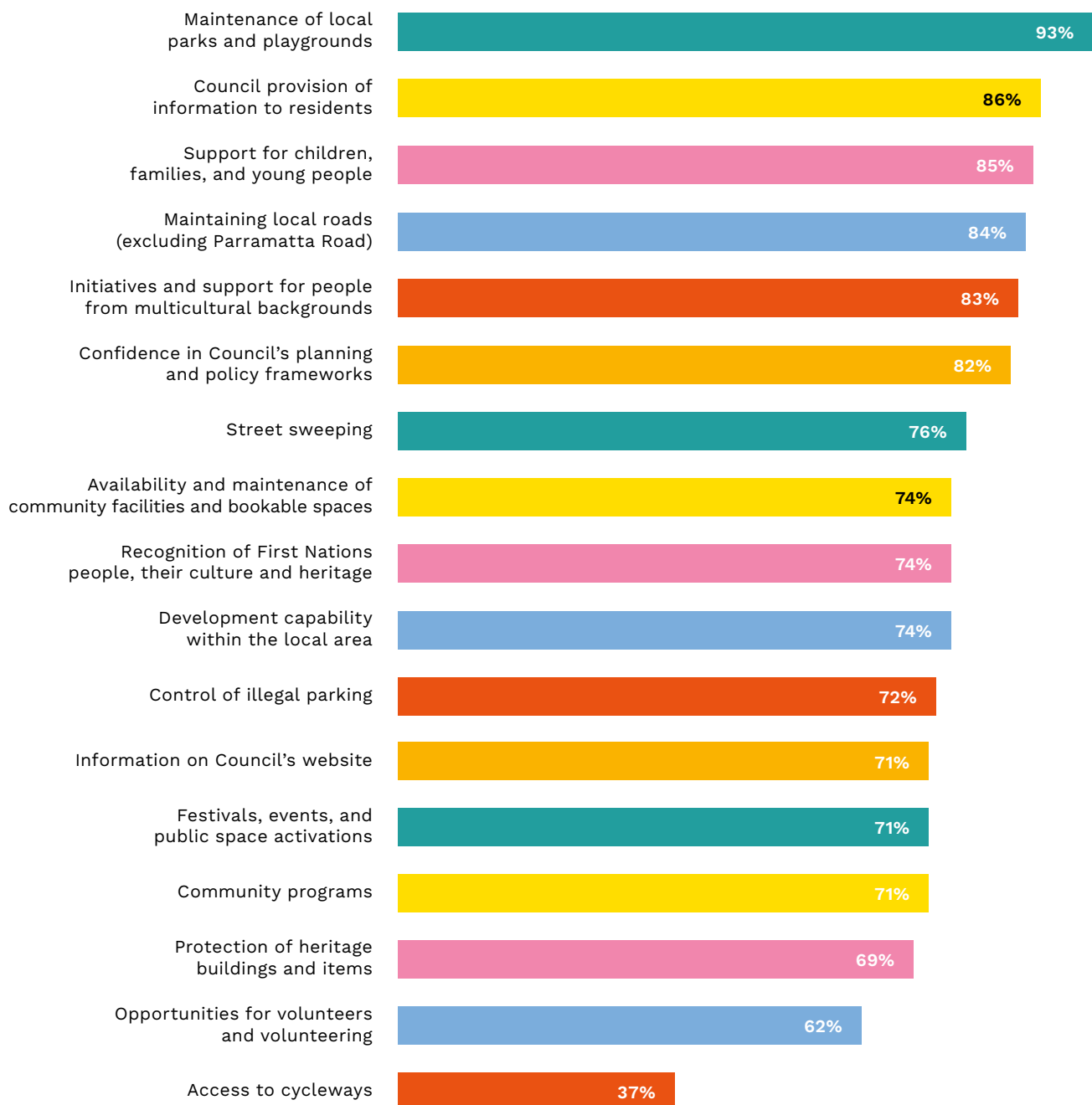
## Population change

- 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.



# What's important to the Burwood community?



# 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.

# 150 Years of Burwood 1874–2024

**150**   
Years of Burwood  
1874–2024 

In 2024, we celebrated Council’s 150th anniversary, marking its official incorporation in 1874. The Burwood 150 Years Program developed in conjunction with the Burwood 150 Years Committee has featured a series of special events and projects to unite the community and honour this significant milestone.

The year-long celebrations have so far included:

- ‘Light a Lantern’ event featuring 150 handmade lanterns released onto the Burwood Park pond with the community.
- Official Opening of Burwood Park Upgrades celebrating the completion of significant infrastructure improvements in Burwood Park.
- Launch of ‘Wilay Mulaa: Spirit of Light’ illuminating Burwood Park with 10 handcrafted lanterns in the form of possums – a collaboration between First Nations and Chinese artists.
- Burwood Street Party – a large scale event on Burwood Road celebrating the eras of Burwood, attracting 20,000 visitors. Crowned ‘Winner’ of the RH Dougherty Award for Innovation in Special Events at the LGNSW Awards.

- Special Sesquicentenary Council Meeting marking the 150th anniversary of Burwood Council’s inaugural meeting, featuring the launch of the Burwood Pictorial History, unveiling of Mayoral Portraits, and a photographic exhibit of Burwood’s Grand Homes. Mayor Cr. John Faker presented a historic Mayoral Minute with addresses by The Hon. Ron Hoenig, MP, Minister for Local Government, Ms Sally Sitou, MP, Member for Reid and Burwood’s Young Citizen of the Year 2024, Rose Palmer.

Additional projects have included local studies exhibitions and tours, bespoke merchandise and public artworks, including the Back in Black: AC/DC Mural reaching over 33 million people online via AC/DC’s official pages.

Since its formation in 1874, the Burwood LGA has undergone remarkable transformation, prompting us to reflect on the City’s evolution and look towards the future.



Mayor, Cr. John Faker with Minister, Ron Hoenig



Floating handmade lanterns to mark 150 years of Burwood



Burwood Street Party



Back in Black: AC/DC Mural  
Artist: Claire Foxton

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## Burwood Cares

In response to the COVID-19 pandemic, Council launched countless initiatives under the award winning Burwood Cares program, providing unparalleled support to residents and businesses through daily communication and engagement, coordinated donation drives in partnership with local services, the establishment of local testing sites and vaccination hubs, new online COVID-safe community programs and over \$1.1 million in financial relief measures.

By taking an agile and whole-of-community approach, complex support programs addressing homelessness, racism and mental health were successfully delivered. Council also focussed on activating new service delivery methods and ensuring the continuation of crucial infrastructure and planning projects to contribute to local economic recovery.



## Our 'Burwood Bounce Back' program has received local and national industry recognition, highlighting Burwood's commitment to economic resilience.

The Burwood Bounce Back program supported Burwood's business community to recover from the COVID-19 pandemic by:

- Cutting red tape and streamlining processes
- Taking a partnering approach and building the capacity of local business partners
- Focusing on hard hit industries
- Activating high street and laneways
- Providing financial support
- Growing the night time economy

The program was delivered across five streams:

1. Outdoor dining and entertainment
2. Events and public space activations
3. Burwood After Dark
4. Business recognition and support
5. Council subsidies and fee waivers

The Burwood Bounce Back Program was the winner of the Local Government Excellence Awards in 21/22 for Supporting Local Enterprise and resulted in:

- Over \$1M in financial relief measures
- 21% increase in activations and events
- 150% increase in Council's engagement with local businesses
- A focus on hard hit industries
- 60% increase in visitation on Burwood Road
- 30% increase in sales turnover for participating businesses
- One hour increase in community dwell time on Burwood Road
- 282 people employed by Council from hard hit sectors
- 15 new partnerships developed
- 7,503sqm of road space reallocated
- 430sqm of public space improved/made accessible
- 24 hour turnaround for outdoor dining approvals

# 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





# Measures from Delivery Program 2022–2026

		2021	2023/24
	Community centres and facilities	92%	<b>95%</b> 4% above the Metro benchmark
	Community safety programs	89%	<b>9.1</b> customer satisfaction score (up from 7.1)*
	Council library services	93%	<b>95%</b>
	Council public points of contact	Baseline to be determined	<b>8.1</b> customer satisfaction score*
	Enfield Aquatic Centre	88%	<b>92%</b> 4% above the Metro benchmark
	Opportunities for volunteers and volunteering	85%	<b>87%</b>
	Public festivals and events	83%	<b>93%</b> 2% above the Metro benchmark

Unless otherwise stated, the measurement results above are a comparison between the 2021 and 2023 Community Satisfaction Surveys, Micromex Research 2021 and 2023.

\*Based on customer satisfaction score in 2023/24.

# Highlights



## Arts and Culture

Burwood is building a reputation as ‘Sydney’s Cultural Playground.’ Our increased focus on public art saw the following delivered:

### Burwood Art Prize

- Over 825 entrants across the last three years
- 247 finalists displayed in the Community Hub
- Prize expanded Sydney wide and now includes unique public programs to increase community engagement

In 2024, we secured corporate sponsorship for the first time in the Prize’s history enabling further expansion.

### Public Art

Over the term, we have continued to transform our public places with public art. Council delivered over \$1 million in public art, enriching Burwood’s unique character and sharing our stories.

A total of 38 public art projects were delivered with 65 artists commissioned.

## Events

Council has continued to review and renew our events program, activating our streets, parks and public places with cultural life.

More than 65 Council events were delivered engaging 75,000+ attendees during the term. We also co-delivered more than 23 partnered events, engaging a further 40,000 attendees and welcomed new events to the area reflecting our cultural diversity.

In 2023/24 alone, Council run events generated an estimated economic impact of \$1.2 million+ to the local economy, engaging 1,100+ artists and performers.



## Connecting with Community

### Citizenship Ceremonies

- 18 citizenship ceremonies held
- More than 700 residents received citizenship



## Enfield Aquatic Centre

The Enfield Aquatic Centre has gone from strength to strength with a 149% increase in visitation since 2021/22.

On 14 May 2022, the \$5.4 million upgrade of the historic Enfield Aquatic Centre was unveiled to the community celebrating the opening of the new programs pool, refreshed splash park and extended carpark.

In November 2023, the Aquatic Centre celebrated its 90th anniversary with a special community event. With 1,100 attendees, highlights included free entry, an open-air cinema, pool inflatables, water safety education and demonstrations, free 'come and try' aquatic programs, children's activities like face painting, music, roving entertainment, and a community BBQ.

The Royal Life Saving Aquatic Facility Safety Assessment resulted in the EAC being rated as 'Exceeded Targets' for the last two years. The EAC has also received a 90%+ safety score and 5-star accreditation.



## Mobile Play Van

The Mobile Play Van continues to be a much loved community service which has seen attendance reach approximately 2,300 families per year.

Recent survey results show a 95% satisfaction rate with the quality of staff and the overall service.

## Library and Community Hub

The first ever Library Strategic Plan was adopted by Council in 2022 following a comprehensive engagement program.

Since opening, community utilisation has grown steadily, with an average annual growth rate of 29% and a total increase of 131% in visitors. In 2023/24, the Library and Community Hub achieved record visitation of 316,184 visitors.

Membership has increased by more than 10% year-on-year, library loans have increased with an annual growth rate of 21% and the library has continued to expand and diversify its programming.

The Midnight Hours Study Program was initially trialled in 2022, and has since continued to offer students access to the Community Hub until midnight on three evenings per week during the HSC exam period.



# 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



# Measures from Delivery Program 2022–2026

		2021	2023/24
	Traffic management and road safety	85%	80% 9% above the Metro benchmark
	Protection of heritage buildings and items	76%	85% 2% above the Metro benchmark
	Maintaining local roads	85%	80% 5% above the Metro benchmark – excluding Parramatta Road
	Maintaining footpaths	83%	87% 13% above the Metro benchmark
	Long term planning for development in LGA	66%	70%
	Access to cycleways	58%	75% 3% above the Metro benchmark
	Development compatibility with the local area	65%	72%

Unless otherwise stated, the measurement results above are a comparison between the 2021 and 2023 Community Satisfaction Surveys, Micromex Research 2021 and 2023.

## Highlights



## Heritage

Council has demonstrated an ongoing commitment to celebrating and safeguarding Burwood's heritage areas and architectural history including the recent advocacy to the NSW Government for enhanced local enforcement powers over neglected heritage properties and the deferral of the Transport Oriented Development Program (TOD) in Croydon, balancing housing needs with preservation of the Malvern Hill Estate Heritage Conservation Area.

Other key highlights included:

- Prepared endorsement of three planning proposals for group heritage listing, including the Appian Way, Central Reserve and Public Domain, heritage property groups located in Strathfield and Burwood, and seven electricity substations across the LGA
- 100 Years of the Burwood Memorial Arch Photo Exhibition
- Adoption of changes to the Burwood DCP to preserve the subdivision character of Heritage Conservation Areas
- Heritage Walks
- 19 heritage wayfinding signs installed
- Digitisation of the Local Heritage Collection
- Development of a heritage trail online map
- Burwood – a Pictorial History by Roger Coombs brought together 180 carefully selected photographs chronicling 150 years of Burwood's development

Additionally, between December 2021 and September 2024, Council delivered a total of 55 history and heritage oriented programs and activities including:

- **28 workshops** in partnership with the Burwood and District Family History Group, supporting local residents interested in their family history including training on How to use Find My Past, a database accessible through the Library's website
- **15 heritage walks** in partnership with the Burwood and District Historical Society including the Malvern Hill Heritage Walks
- **9 talks/workshops** including the Memoir Writing workshop
- **3 photo exhibitions** including Grand Homes of Burwood

## Urban Growth and Development

Council’s journey of urban growth and development reflects a commitment to creating a vibrant, liveable, and sustainable community. The adoption of the Burwood North Precinct Masterplan and the careful planning of the Croydon Housing Investigation Study Area showcase Council’s dedication to urban renewal and heritage preservation.



### Burwood North: A Visionary Masterplan for the Future

In May 2024, Council marked a significant milestone with the adoption of the Burwood North Precinct Masterplan. The Masterplan sets a blueprint to shape the long-term urban renewal of the Burwood North area, strategically located between two major transport hubs: Burwood Station and the future Burwood North Metro Station.

The Masterplan envisions transforming Burwood North into an active, well-designed and livable neighbourhood. It aims to provide capacity for approximately 8,000 new dwellings, welcoming 20,000 new residents and creating 1,300 new jobs. The ambitious plan is a testament to Council’s commitment to urban growth and development.

The extensive community engagement program reached 21,390 people through various methods, including face-to-face community consultation sessions, online surveys, letters, and more. The best-practice engagement ensured that the Masterplan reflects our community’s aspirations and needs.

### The New Home for Arts and Culture in Burwood

Supporting Burwood’s transformation as a vibrant cultural and events destination, is the development of a \$50m Urban Park, Arts and Cultural Centre. This has involved several years of planning and extensive community, Councillor and stakeholder consultation.

Integrated with a major mixed development of office and retail space and over 100 dwellings, the Centre will create new facilities for arts, cultural and community use, and a new park and public open space within the Burwood Town Centre. During the Council term, the project has been progressing well and reached 70% detailed design.



**389**  
DAs received



**Over \$1B**  
in construction value  
for approved DAs

# Western Sydney Infrastructure Grants Program (formerly WestInvest)

Council was successful in securing funding for 11 city-shaping and transformative infrastructure projects under the NSW Government's Western Sydney Infrastructure Grants Program.

Along with funding from Council, these projects will result in over \$100m in capital investment into the Burwood LGA, building on Council's legacy for future generations and meeting the needs of Burwood's growing community.

Burwood Council was successful in receiving the highest amount of funding per capita compared to the other 14 Councils.



## Community Facilities



**\$50M**

### Burwood Urban Park Arts and Cultural Centre

This project will transform the existing carpark in front of Burwood Library into a cultural and events destination through the delivery of:

- 300 person theatre
- Public plaza
- Café
- 2 multipurpose halls
- Community lounge
- Public art
- Studio

**\$53M**

### Enfield Aquatic Centre Redevelopment & Library Pod

This redevelopment will improve the Enfield Aquatic Centre's functionality so that it's accessible all year round, offering more diverse programming. This will include:

- New 50m outdoor pool
- Upgraded toddler and children's pool
- Café
- New accessible amenities

## Parks



**\$2.4M**

### Burwood Park Inclusive Play Space

Supports the transformation of Burwood Park into an inclusive and welcoming recreational precinct. This will include:

- Inclusive play space, shade structure and new pathways
- New BBQs, picnic shelters and tables
- 24/7 accessible toilet
- New outdoor chess board with shade sail
- Landscaping



**\$1.1M**

### Woodstock Sensory Garden

Revitalising an underutilised green open space by building a sensory garden, providing a quiet place for relaxation. Works will include:

- Picnic seating
- New turf
- Plants
- Trees
- Sculptures





## Streetscapes



**\$3.9M**

### Paisley Road Beautification

Transforming the connecting area between Burwood and Croydon stations into a safe, accessible and walkable space. Works will include:

- New paved footpath
- New kerb and gutter
- Pedestrian crossings
- Landscaping



**\$12.6M**

### Burwood Main Street & Deane Street Precinct Transformation

Burwood Road will be re-imagined into an iconic food culture destination. Deane Street will also be transformed into a vibrant public space with alfresco dining, spaces for rest and play, and improved pedestrian safety. This will include:

- New pedestrian plaza
- Bicycle parking and repair station
- Footpath widening for outdoor dining and seating
- New garden areas and tree planting
- Seating
- Public art murals
- Lighting



**\$2.4M**

### Strathfield Placemaking Project

This project will transform Bells Lane into an activated shared pedestrian-zone. Works will include:

- Outdoor dining areas
- Suspended lighting installations
- Public art
- Street furniture



**\$2.7M**

### Henley Park Sports Field Upgrade

Revitalising two aged sports fields to improve playability. Works will include:

- New turf, irrigation and drainage
- Tiered spectator seating
- Picnic facilities
- Water refill station



**\$814K**

### Henley Park and Russell Street Reserve Expansion

Re-imagining underutilised land to support connectivity to meaningful green open space for our community. Works will include:

- Demolition of existing properties
- Expanded park (additional 1,450m<sup>2</sup> of green open space)

# 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



# Measures from Delivery Program 2022–2026

		2021	2023/24
	Availability and maintenance of sporting ovals, grounds and facilities	94%	95% 4% above the Metro benchmark
	Encouraging recycling	82%	88%
	Household garbage collection	93%	94% 1% above the Metro benchmark
	Maintenance of local parks and playgrounds	95%	95% 4% above the Metro benchmark
	Providing environmental education	74%	78%
	Stormwater management and flood mitigation	91%	90% 6% above the Metro benchmark
	Street tree maintenance	83%	82% 6% above the Metro benchmark

Unless otherwise stated, the measurement results above are a comparison between the 2021 and 2023 Community Satisfaction Surveys, Micromex Research 2021 and 2023.

# Highlights



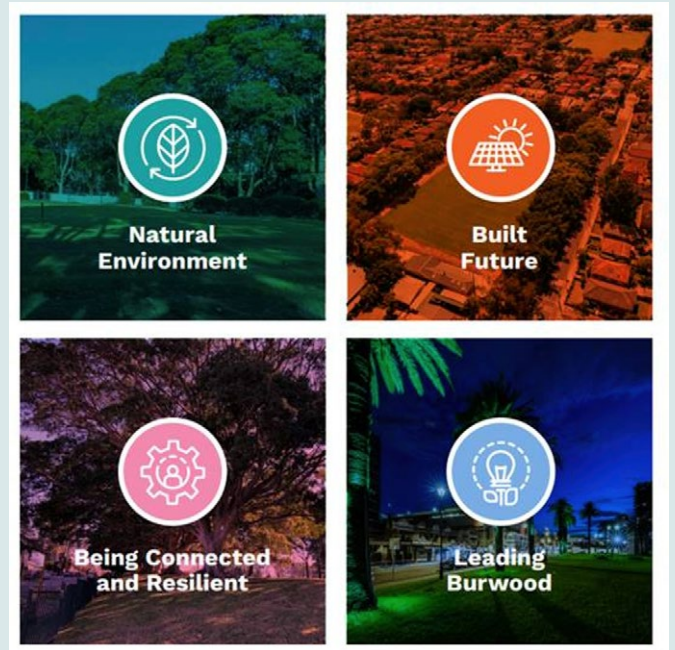
## Working together for a sustainable future

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.



## Other sustainability initiatives

From 2021 to 2024 Council implemented a range of other sustainability initiatives including:

- The Sustainable Burwood Plan was endorsed by Council
- All Council facilities are now powered by 100% renewable energy
- 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
- 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 in relation to recycling requirements
- 40% of Council's light vehicle fleet are either Electric Vehicles or hybrids
- All street lights in the LGA on local roads have been upgraded to LEDs





## Paving the Way

Burwood was one of the first councils in Australia to use recycled glass and recycled tyre rubber in our road pavement works.

This innovative project called ‘Paving the Way’, was brokered through the Southern Sydney Regional Organisation of Councils (SSROC), by Burwood’s Mayor and SSROC President, Cr John Faker, and is now considered best practice for councils nationwide to create a closed loop market for recycled materials.

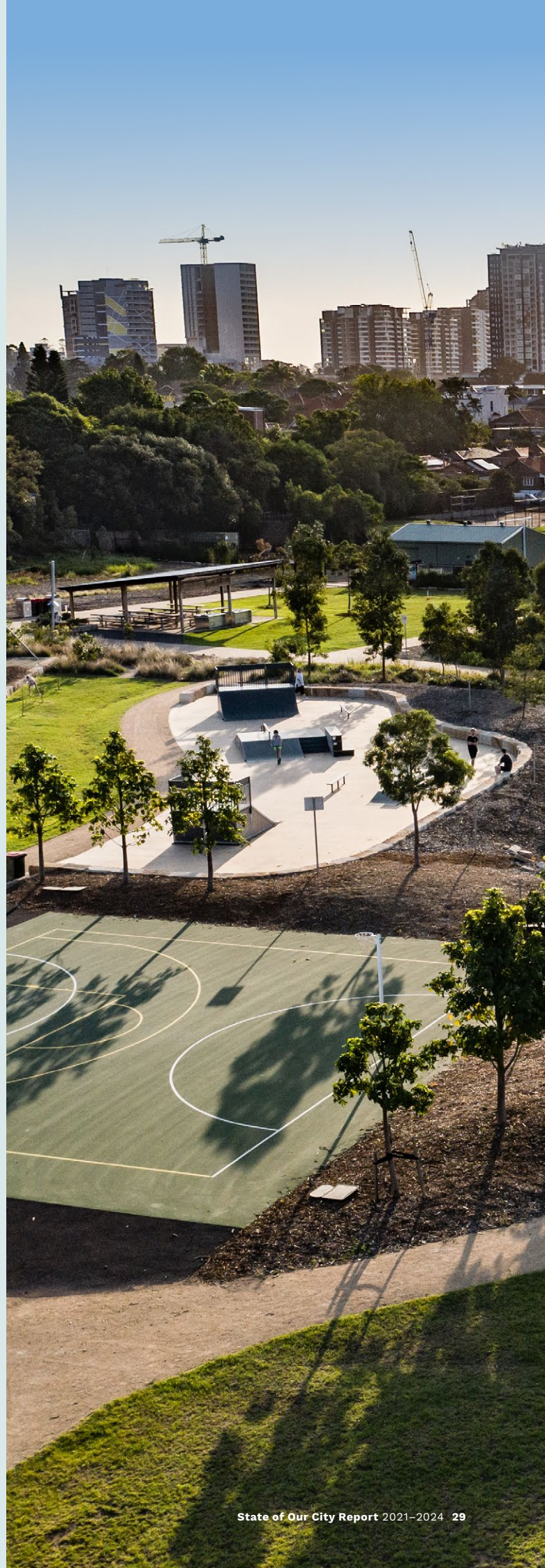
This solution will significantly improve pavement life expectancy, as well as substantially reduce our carbon footprint by an estimated 13.3% over the next 40 years.



## Food Organics and Garden Organics (FOGO) Trial

- 459 tonnes of FOGO collected and then diverted from landfill
- Trial extended for a further six months

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# 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



# Measures from Delivery Program 2022–2026

		2021	2023/24
	Attractiveness of town centres	88%	<b>88%</b> 5% above the Metro benchmark
	Availability of car parking in town centres	70%	<b>74%</b> 10% above the Metro benchmark
	Graffiti removal	87%	<b>90%</b> 10% above the Metro benchmark
	Removal of illegally dumped rubbish	84%	<b>87%</b> 8% above the Metro benchmark
	Street sweeping	84%	<b>85%</b> 4% above the Metro benchmark
	Suitability for local shops	88%	<b>89%</b> 2% above the Metro benchmark
	Support for local businesses	91%	<b>91%</b> 6% above the Metro benchmark
	Town centre cleaning	87%	<b>91%</b> 4% above the Metro benchmark

Unless otherwise stated, the measurement results above are a comparison between the 2021 and 2023 Community Satisfaction Surveys, Micromex Research 2021 and 2023.

# Major Projects



## Burwood Park Upgrade

New Nature Playground, Sensory Garden,  
Pond and Drainage Upgrade



## Grant Park Inclusive Play Space

## Enfield Revitalisation Project



## Enfield Aquatic Centre

New programs pool, refreshed  
splash park and extended car park



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## Other major projects included:

- Grant Park Multipurpose Courts & Car Park Extension
- Croydon Gateway
- Deane Street Transformation Project
- Martin Reserve Upgrade
- Burwood Urban Park, Arts and Cultural Centre received Development Assessment consent and reached 70% detailed design phase
- Street Blades – Phase 1 and 2
- Everton Road Pocket Park
- Willee and Wyatt Playground Upgrades
- Jackson Park Playground Upgrade
- Strathfield Beautification Project
- Coronation Parade Gateway Sign
- Railway Parade Beautification
- Burwood Road Beautification
- Victoria Street Streetscaping Project
- Keith Smith Park Upgrade
- Parking Meter Upgrade
- Wangal Park – table tennis table installation
- Streets Trees and Open Space Planting Program

## Capital Works Program

- 76,474 sqm of road re-sheeted
- 5,124 sqm of kerb and gutter renewed
- 13,120 sqm of footpath rehabilitated

## Waste & Cleansing

- 4,072,058 – Household bins collected
- 0.08% bins missed
- Breakdown of waste (ton):
  - 24,565 tonnes – waste
  - 5,725 tonnes – recycling
  - 6,804 tonnes – garden

## Placemaking

**Council's commitment to placemaking has been transformative, showcasing innovation, a commitment to meaningful community engagement and strategic vision. Our achievements underscore our dedication to enhancing the night-time economy, attracting investment, and creating vibrant public spaces, positioning Burwood as a leader in urban transformation.**

Our focus on making great places for people along with a commitment to trialling innovative initiatives has led to Burwood participating in a range of placemaking pilot programs such as Places to Love, Streets as Shared Spaces, and Open Streets. This has seen Burwood Council recognised as a leading adopter and testing ground for NSW Government innovations.

Additionally, Council has developed its first Place Management Framework and established a Place Management Committee.



Key placemaking highlights include:



### Burwood on Sydney Weekender

- Destination marketing
- Over 200,000 viewers nationally in just one week
- Permanent showcase on Channel 7 YouTube and website
- Full 21-minute episode



### Revitalise Event and Evening Workshop

Over 100 international and national place experts in attendance.



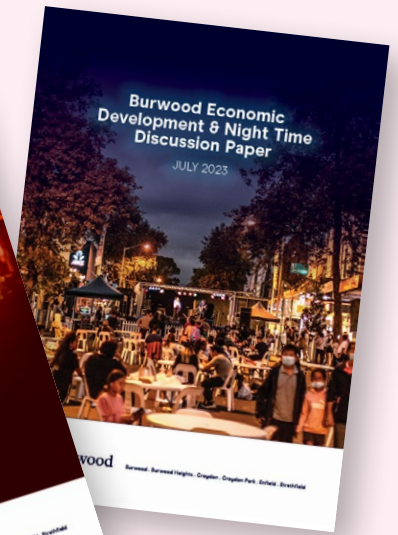
Visit from the NSW 24-Hour Economy Commissioner, Michael Rodrigues





### Unity Place Rainbow River

The installation of the 280sqm floor artwork ‘Unity Place Rainbow River’ pays homage to Burwood’s multicultural heritage, and has added vibrancy and a sense of play to the Town Centre. This artwork incorporates game elements catering to younger populations while supporting local businesses through increased foot traffic and engagement.



### ‘Burwood After Dark’ Strategy

A five-year roadmap for a vibrant night-time economy. This strategy resulted from extensive research, economic analysis, and community engagement with over 400 community members, 40 businesses, and 20 key stakeholders including the Office of the 24-Hour Economy Commissioner and the Night Time Industry Association.



### Sydney Guide

Full page feature and half page editorial in the popular Sydney Guide.

- Visibility among domestic and international tourists
- Distribution of 500,000 through all channels



### Clarendon Place Laneway Activations

Council’s partnership with Burwood Chinatown and 60+ local eateries in the Burwood Town Centre to transform Clarendon Place into a thriving community space.

The 12-month trial, which has now been extended into 2024/25 resulted in:

- 1,400% increase in average dwell time
- 70% increase in foot traffic during the day; 90% at night
- 12 people employed from arts, entertainment and cultural sector to activate events
- Transport mode shift to walking and cycling



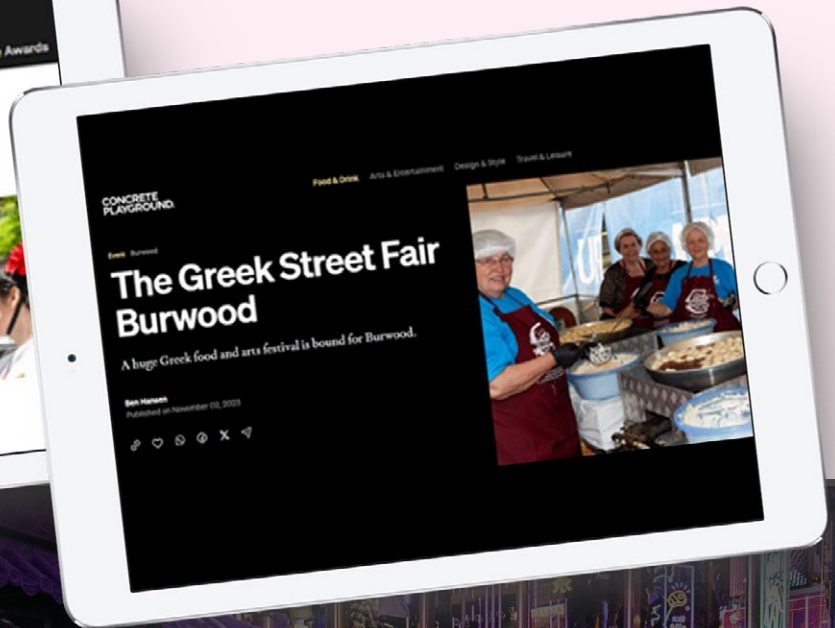
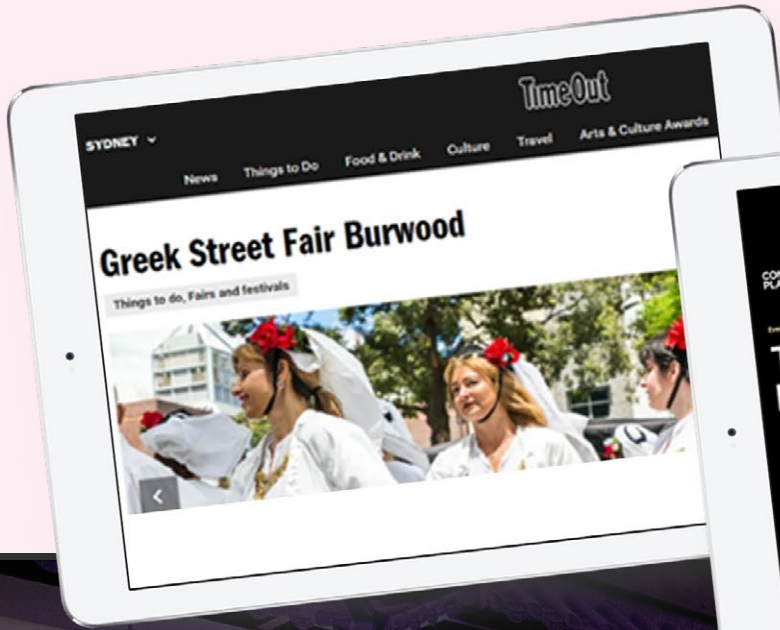
### Burwood Unplugged

The successful launch of the Burwood Unplugged program, a pop-up entertainment series, brought live music and vibrancy to streets across the LGA, engaging 8 performers delivering 17 performances.

# Media partnerships

TimeOut

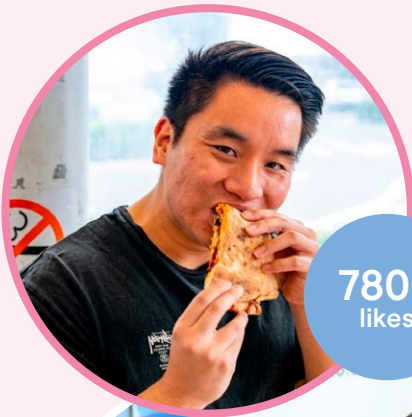
Concrete Playground



# Influencer content creation

## Sydney Food Boy

- Short-form promo video to promote Small Business Month event
- Competition draw for \$150 restaurant voucher



780+ likes

30+ comments

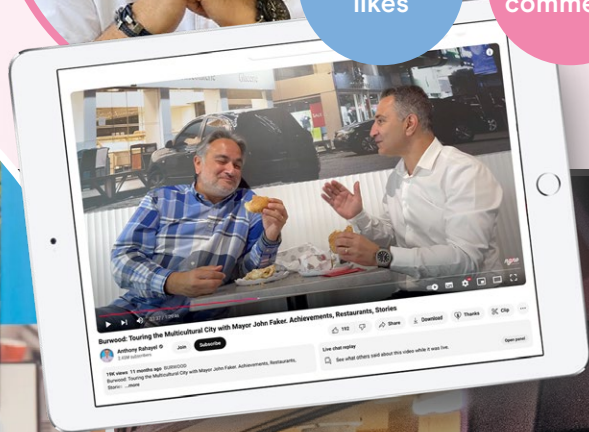
## No Garlic No Onions

- Long-form YouTube video



190+ likes

18K comments



# 5. Open & collaborative leadership






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

## Community strategic plan outcomes

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



# Measures from Delivery Program 2022–2026

		2021	2023/24
	Provision of information to residents	82%	<b>86%</b> 5% above the Metro benchmark
	Information on Council website	88%	<b>92%</b> 4% above the Metro benchmark
	Opportunities to contribute to Council's decision-making process	72%	<b>75%</b> 5% above the Metro benchmark
	Council's financial management	82%	<b>87%</b> 8% above the Metro benchmark
	Council policies and delivery plans	77%	<b>74%</b>





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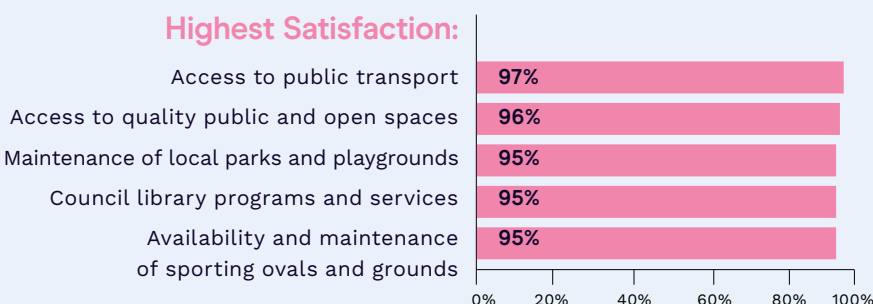
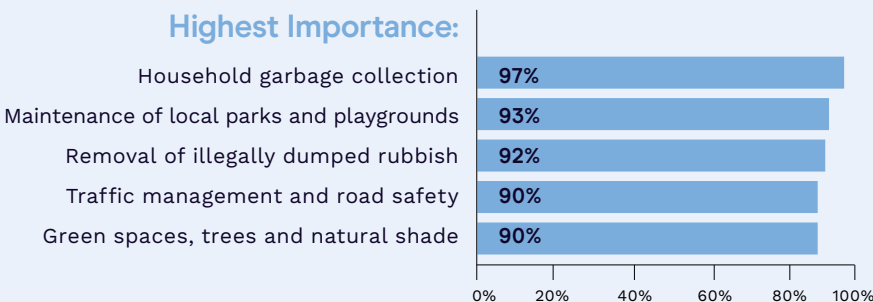
# Customer Experience

Council continued to set the standard for customer experience among Sydney councils over the term. Council has achieved an enviable community satisfaction score of 90% or higher over the past 5 years, unmatched by other councils in NSW. We have also introduced a real-time customer feedback system, expanded our mystery shopping program and increased customer experience training to create a customer centric culture.

## Customer Satisfaction Survey Results, 2023

 <p><b>Overall Satisfaction</b>  <b>90%</b> of residents were satisfied with the performance of Council over the last 12 months.</p>	 <p><b>Quality of Life in the Burwood LGA</b>  <b>91%</b> of residents rate their quality of life as 'good' to 'excellent' in the Burwood LGA.</p>
 <p><b>Burwood as a Place to Live</b>  <b>92%</b> of residents agree or strongly agree that the Burwood area is a good place to live.</p>	 <p><b>Council's Transparency and Integrity in Decision Making</b>  <b>85%</b> of residents are at least somewhat satisfied with Council's transparency and integrity in decision making.</p>

### Importance AND Satisfaction – Highest Rated Services/Facilities





**Mystery Shopping Program Signals Ongoing Excellence**

**94% for phone interactions**

(up from 90% in the previous year)

**96% for in person visits**

(up from 93% in the previous year)

Based on assessments of 95 Council staff in 2023/24.



# Customer Experience Strategy

In February 2024, Council adopted our first Customer Experience Strategy 2024–2027, developed through extensive research and feedback from over 14,500 residents, customers and staff.

The Strategy articulates Council’s customer experience vision and incorporates best practice and emerging trends, maintaining our high customer experience performance amid rapidly rising population.

## December 2023 saw Council achieve outstanding National Benchmarking Results



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)

Over the term our Customer Experience Team sustained high performance:



**81,086** calls taken



**12,557** venue bookings



**4,067** face-to-face customers served



**6,157** park bookings



**43,644** customer actions

Council has reached an overall Customer Experience (CX) Score of 8.1 based on 13,100 customer ratings in 2024, up from 8.0 in 2023.



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

## 5. Open & collaborative leadership *cont'd*



## Policies, Strategies & Plans

More than 35 strategies, policies and plans have been adopted or endorsed; some highlights include:

- Burwood2036 Community Strategic Plan
- Delivery Program 2022–2026
- Resourcing Strategy 2022–2032
- Burwood Disability Inclusion Action Plan 2022–2026
- Child Safety and Wellbeing Policy
- Burwood After Dark Strategy
- Customer Experience Strategy 2024–2027
- Sustainable Burwood Plan
- Safer Burwood Plan 2023–2027
- Youth Action Plan 2024–2027
- Multicultural Burwood Strategy 2024–2028
- Burwood Community Engagement Strategy 2023–2026
- Invest Burwood and Visit Burwood (Investment and Visitation Prospectus)

## Civic Leadership

Councillors attended 64 workshops or briefings during their term with 81 topics covered across:

- City Planning & City Development
- Customer Experience
- Traffic & Transport
- Place Management & Communication
- Community & Culture
- Assets & Infrastructure
- Sustainability
- Governance



# Business Recognition and Support



## Mayor's Business Commendation Awards

The inaugural Mayor's Business Commendation Awards were held in March 2022.

The Awards are a recognition of small businesses that have made a significant contribution to Burwood's sense of place and have operated continuously within the Burwood LGA for a minimum of 10 years.

To date, 40 businesses have been recognised across five categories.



Locals networking at the Burwood Business Expo

## Burwood Chamber of Commerce

As part of its COVID recovery initiatives, Council reactivated the Burwood Chamber of Commerce, providing six months of dedicated support. This partnership delivered a series of business support programs, including the Burwood Business Expo, workshops, newsletters, and subsidies on facility hire for small business owners.

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## Burwood Business Expo

In October 2023, Council partnered with the Burwood Chamber of Commerce to deliver The Burwood Business Expo a free business event as part of NSW Small Business Month (SBM).

- Over **100 businesses** and **20 stall holders** attended to hear industry leaders including social media influencer Sydney Food Boy deliver presentations on consumer engagement and digital marketing, efficient and budget-friendly resources and strategies.
- As part of SBM, Council **subsidised the cost of facility hire for small business owners** looking to utilise Council-owned facilities across the LGA from 1 to 31 October 2023 in an effort to increase access to local working and meeting spaces for small businesses.





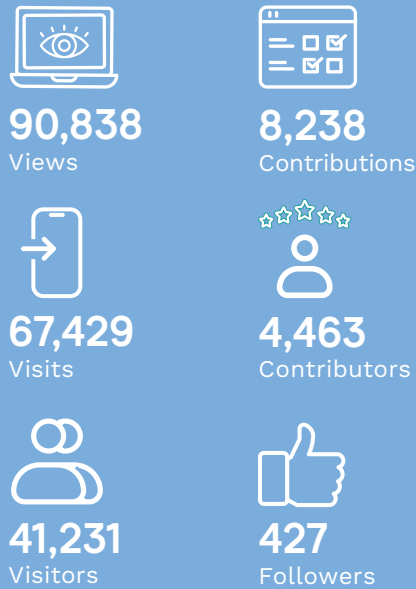
# Communications and Community Engagement

## Participate Burwood

The introduction of Participate Burwood in 2021 has greatly increased Council's engagement with the community and has resulted in:

- 158% increase in projects exhibited
- 32% increase in views

### Performance summary



Additionally, significant community engagement was undertaken on key projects including:



### Burwood Urban Park, Arts & Cultural Centre

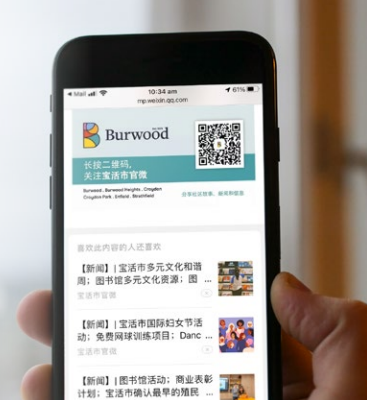
- 7 Community Consultation stalls
- 86 people engaged
- 2 Community workshops
- 23 organisations engaged
- 45 surveys completed
- 5 community drop-in sessions
- 28 people engaged
- Website – 397 views, 253 visitors (in 1 month)
- 27,000+ reach for social media posts
- Mayor's promotional card – 17,000 households



### Burwood North

- 20 face to face community consultation sessions
- 51 online surveys and numerous internal briefings
- 16 supporting reports used for the preparation of the Masterplan
- 55 submissions received in response to the public exhibition





## Social Media and Communications

### Burwood After Dark

Over 400 participants and 40 businesses were engaged through:

- Online survey
- Online ideas wall
- Social media posts
- A workshop with existing businesses
- 2 x business door knocks through Burwood Town Centre
- 3 x late night pop-ups between 6pm to 8pm
- 2 x late night intercept surveys
- Multiple meetings with key local and external stakeholders



### Croydon Transport Oriented Development SEPP

- 2,248 letters sent to owners and occupiers in Croydon
- 223 pins dropped by 82 unique contributors on Participate Burwood

### Multicultural Research Paper

- 1,157 contributions including 466 online and face to face surveys and 120 pop-up and pop-in participants
- 48 in-depth interviews with representatives from a cross-section of Burwood's CALD communities (including Chinese, Korean, Nepalese, Vietnamese, Greek, Arabic/Lebanese, Uyghur, Thai and Spanish speaking) and key stakeholders (service providers, faith-based organisations and Government agencies)
- 24 Committees and staff workshops
- 9 engagement stalls or visits involving 120 people

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Council's social media reach continues to expand, with the following strong growth achieved in the last 3 years:

#### Council

- Facebook**
  - 13.67% increase in followers
  - 188% increase in reach
- Instagram**
  - 78% increase in followers
  - 77.9% increase in reach
- We Chat**
  - 607% increase in followers
- LinkedIn**
  - 19.8% increase in followers
  - 26% increase in reach

#### Mayor

- Facebook**
  - 11.76% increase in followers
  - 63% increase in reach
- Instagram**
  - 59.1% increase in followers
  - 328% increase in reach
- X (Twitter)**
  - 69% increase in followers

#### Newsletters

- 58% increase in e-newsletter subscribers in 2023-24

#### Website

- An average of 902,489 page views per year



## Grant Funding Received

Since 21/22, Council has also received \$23,265,820 in grants and subsidies funding.

## Recognition & Awards

Council has been recognised as a finalist in countless awards by numerous industry organisations locally and nationally. Key highlights include:



### 2024 Local Government Week Awards – Local Government NSW

**Winner:** RH Dougherty Events and Communications Awards (Innovation in Special Events) – Burwood Street Party: Celebrating 150 Years



### 2023 Australian Institute of Landscape Architects (AILA) NSW Awards

**Winner:** Places to Love Program (Community Contribution category): Partner Council



### NSW Local Government Excellence Awards

**Winner:** Community Development Award – Connecting to Communities: A Culturally Responsive Approach to Community Development, Planning and Engagement for Burwood (2024)

**Winner:** Grant Park Inclusive Play Space (Assets and Infrastructure Category) (2023)

**Winner:** Burwood Bounce Back Program (Supporting Local Enterprise) (2022)



### Australian Street Art Awards

**Gold Winner:** Best Entrant Art – ‘The Last Lion’ (Burwood Chinatown) (2022)





## Using technology to improve service delivery

During the reporting period, the implementation of key technology initiatives as outlined in Council's Digital Strategy continued. These technology initiatives included below outline the range of technology tools implemented focusing on enhancing service delivery to our community:

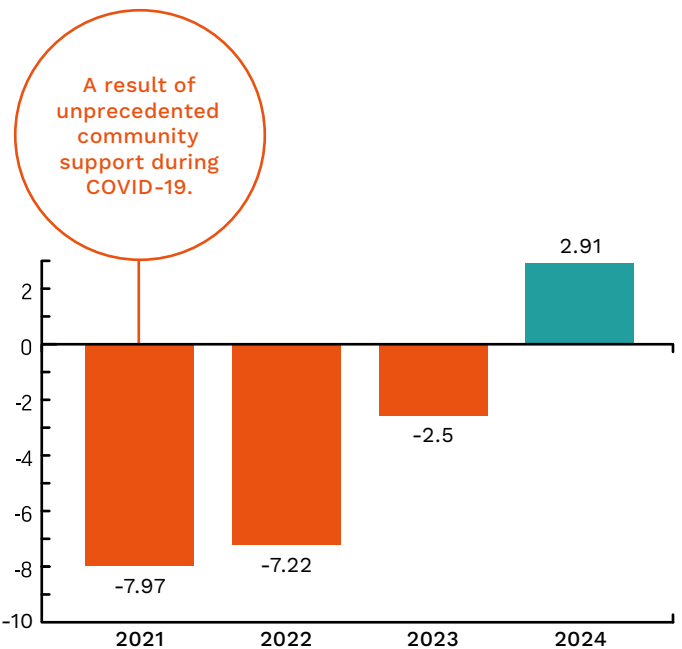
- The first phase of the new Enterprise Resource Planning (ERP) system was successfully implemented
- 100+ sensors were installed in public waste bins across the Burwood LGA to optimise waste collection
- A new process manager platform was implemented to ensure Council captures and streamlines complex 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
- A new cloud based contact centre platform was implemented
- An internal Artificial Intelligence (AI) working group has been created to explore other smart technology applications







# Financial resilience – our bounceback



Benchmark: >0.00%

Ratio achieves benchmark

Ratio is outside of benchmark

## Purpose of operating performance ratio

This ratio measures Council's achievement of containing operating expenditure within operating revenue.

## Commentary on 2023/24 result

**2023/24 ratio – 2.91%**

Council has continued to see improvement on this ratio. After years of income streams being affected by COVID-19, Council is now back to full income streams.

Source of benchmark:

Code of Accounting Practice and Financial Reporting

# Future opportunities & challenges for Burwood

As Burwood continues to evolve as a vibrant urban centre, we are presented with both opportunities and challenges that inspire us to envision a bright future. From increasing population growth to advancements in infrastructure and the need for sustainable urban development, these future milestones are catalysts for a community that is more connected, inclusive, and adaptable.

## Embracing population growth

As more people choose to make Burwood their home, we're not only witnessing the area's appeal but also its increasing diversity. This growth prompts us to think about creating well-planned housing, dynamic public spaces, and community facilities that meet the evolving needs of all residents. With a focus on inclusivity and accessibility, Burwood is set to become a place where every individual feels welcome and engaged.



## Fostering economic growth and innovation

As Burwood continues to attract new businesses, the area is ripe with economic potential. From local start-ups or hawker style market stalls to large enterprises, we are creating an environment that supports innovation, job creation, and investment. This growth enables us to develop local talent, enhance workforce diversity, and create economic opportunities that benefit the whole community. Our vision is to make Burwood a beacon for business resilience and creativity, driving prosperity for all.

## Preparing for a resilient tomorrow

While these opportunities are exciting, Burwood is also mindful of the need for resilience in the face of global challenges. During the COVID-19 pandemic, we demonstrated our ability to adapt quickly and support our community through difficult times, proving that together we can overcome adversity. From climate change to economic shifts, we are committed to proactively planning for a sustainable and adaptable future. By investing in long-term resilience strategies, we aim to protect our community's wellbeing and continue to thrive in an ever-changing world.

In facing these challenges head-on, Burwood embraces the future with optimism and a clear purpose: to build a community that is resilient, inclusive, and ready to seize every opportunity that lies ahead. Together, we are shaping Burwood's next chapter as a place where people want to live, work, and play—a place that reflects the best of our shared vision and values.





## Enhanced connectivity and infrastructure

Burwood’s strategic location offers unparalleled connectivity, making it a hub for residents, businesses, and visitors alike. With proposed infrastructure improvements, such as enhanced transport options like the Burwood North Metro Station and the revitalisation of laneways and main streets, we aim to facilitate seamless mobility and reduce travel times. These advancements will make it easier for our community to access services, connect with neighbours, and engage in local life, reinforcing Burwood’s position as a connected, accessible community.



## Urban development for a sustainable future

As Burwood grows, so too does the need for sustainable development. Our commitment is to create a built environment that harmonises with green spaces, promotes energy efficiency, and enhances quality of life. Through ongoing projects and forward-thinking initiatives, we’re planning for a future that balances urban expansion with environmental responsibility. Burwood’s goal is to be a leading example of how urban centres can adapt to the needs of the planet, including the provision of green open space in highly dense environments.

## Strengthening community and cultural vitality

Burwood is a dynamic and multicultural place that celebrates diversity. As our population grows, we have the opportunity to amplify our cultural offerings and support community-driven initiatives that foster a sense of belonging. We are also witnessing the emergence of new cultural communities, which we warmly embrace as part of our evolving identity. By actively identifying and supporting these emerging groups, we’re dedicated to creating spaces and programs where all voices can be heard, and everyone feels valued. Our future is bright with the promise of cultural unity and shared experiences that strengthen the bonds within our community, building a truly inclusive Burwood for all.

## Growing a vibrant night-time economy

As Burwood evolves, the development of a vibrant night-time economy presents an exciting opportunity to enrich the city’s social and economic fabric. By nurturing a diverse range of evening activities, from dining and entertainment to arts and cultural events, we can transform Burwood into a dynamic destination that thrives after dark.

A thriving night-time economy brings more than just economic benefits; it creates a lively atmosphere that enhances community spirit, fosters local talent, and attracts visitors from beyond our borders. Our focus is on creating safe, well-lit, and accessible spaces that encourage people to enjoy all that Burwood has to offer well into the evening. This growth will support local businesses, generate new jobs, and provide a platform for creative industries, bringing new energy and opportunities to our streets.

As we build a night-time economy that reflects Burwood’s character, we are mindful of balancing activity with community wellbeing, ensuring the needs of residents, businesses, and visitors are met. By cultivating a sustainable, diverse, and inclusive evening culture, Burwood can become a beacon for nightlife and a model of how communities can embrace the night to benefit all.





Follow Council @BurwoodCouncil  
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