



mobile play

BURWOOD COUNCIL PLAY  
CHILD SAFE ORG





## Acknowledgement of Country

We acknowledge the Wangal Clan of the Eora Nation, the traditional custodians of the lands on 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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# Introduction

## The integrated planning and reporting process

**This report forms part of Council's Integrated Planning and Reporting documentation. It is qualitative reporting communicated through a transparent and streamlined process to allow improved access to information for the Burwood Community.**

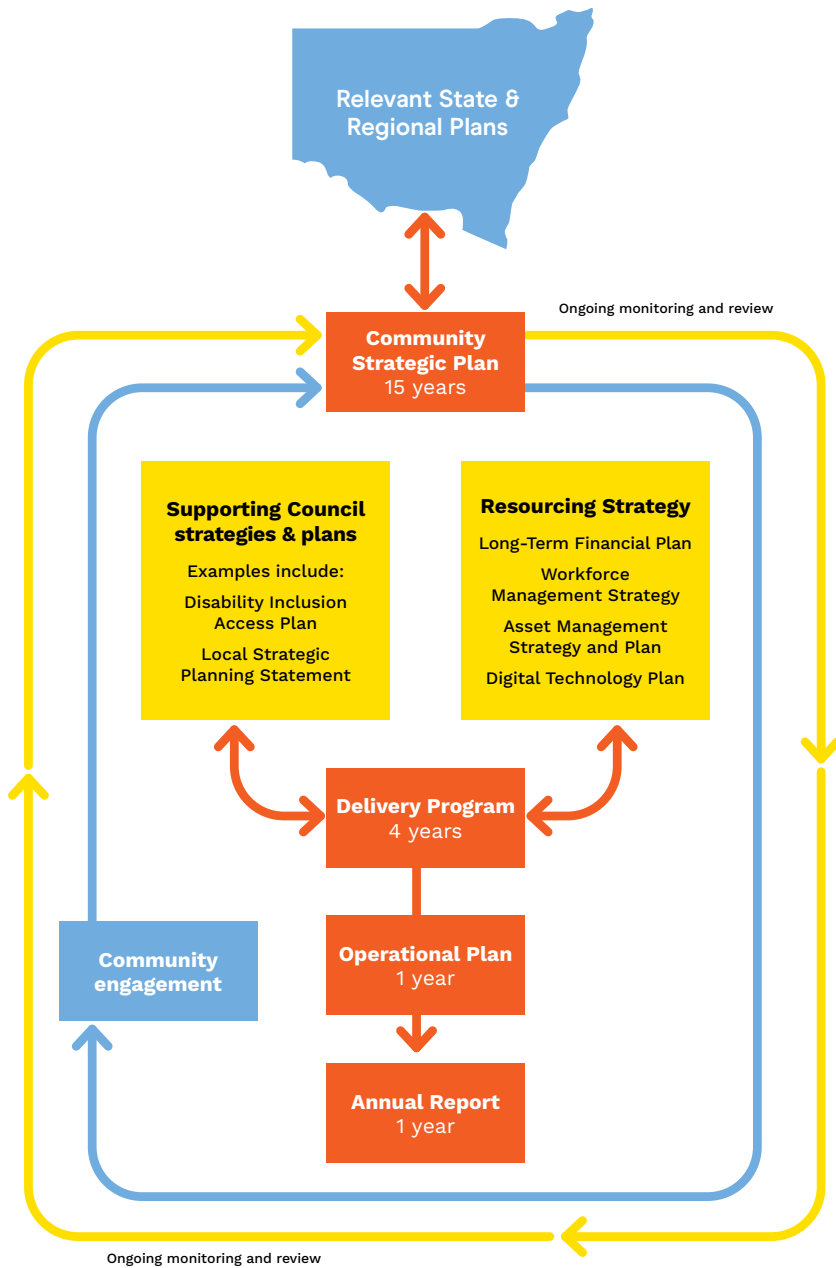
This Half-Yearly Report is the first report for the Operational Plan Financial Year 2024/2025.

It provides the community with a summary of how Council has responded in the first half of the 2024/2025 financial year to the strategic goals, objectives and planned actions in the Delivery Program 2022 to 2026.

Strategic goals, objectives and actions are grouped under five themes:

- Inclusive community & culture
- Places for people
- Sustainable & protected environment
- Vibrant city & villages
- Open & collaborative leadership

This report addresses the 140 actions incorporated under these themes and found in the Operational Plan 2024/2025.



## Measuring our success

<b>Completed</b>	An action has been completed during the reporting period	21 actions completed
<b>On track</b>	The action is on track for completion as scheduled	106 actions on track
<b>Not due to start</b>	The action is not due to start during the reporting period	5 actions not due to start
<b>Monitor</b>	The action is underway, but may not be completed in time or it has been postponed	8 actions being monitored

# Our highlights

## Creating an inclusive Burwood

During 2024/25, Council's focus on building an inclusive community continued with a number of key actions from our Disability Inclusion Action Plan being implemented including:

- Disability Awareness training was delivered to 90 front-line staff
- An Accessible Events Checklist and Public Mobility Map was developed
- Council collaborated with Inclusive and Diverse Communities to initiate the Zero Barriers Project
- Weekly dance classes were facilitated
- A monthly Community Information Hub was held
- Two Library programs were adapted to be sensory-friendly

Additionally, the Disability Inclusion Advisory Panel gathered for two meetings and provided feedback on key Council projects such as the Burwood Park Inclusive Playspace, signage and seating in parks.

In celebration of International Day for People with Disability, Council commissioned Studio ARTES to deliver a new artwork for the Burwood Nest. The Happy Nest artwork was created collaboratively with 21 artists with disability and launched at an inclusive event on 4 December 2024.



## Embracing our multiculturalism

Council has now delivered over 60% of the actions set out in the Multicultural Burwood Plan. Key achievements included:

- Capacity building the community sector through the provision of Grant Writing and Aboriginal Cultural Awareness Training
- Facilitation of the Burwood Strathfield Multicultural Network and the monthly Community Information Hub to raise awareness of services
- The IgniteAbility Information Session held for people interested in starting a small business
- The Employment and Training Pathways Expo held to provide information to job-seekers
- The Burwood Emergency Relief Forum brought together services providing emergency relief to look at issues impacting delivery and actions to resolve these
- The Culture Talks Forum provided an opportunity for discussion on inter-cultural exchange
- The Culture Streets activation showcased local cultures
- The Greek Street Fair, delivered in partnership with Saint Nectarios Burwood, also celebrated Burwood's Greek community

## Supporting our young people

Implementation of the Burwood Youth Action Plan has commenced with Year 1 actions well underway.

In August 2024, Council delivered a Raising Resilient Teens – Mental Health Forum for Parents with 38 parents participating.

A webpage designed for young people has been developed in collaboration with the Burwood Youth Advisory Group on Council's website providing links to services for young people in Burwood.

The Burwood Youth Outreach Program continues to operate in collaboration with Fusion Sydney South during the school term every Thursday at the Burwood Park Community Centre.

The Learning Hub for Children also ran every Thursday afternoon at Woodstock Community Centre between July and October 2024.



## Burwood library after dark



The Library has been trialling an after hours project called Library After Dark, where inducted community members have after hours access to the library.

The trial has been successful so far, with 40 members registered and between four to eight people using the library each night.

In addition, another successful Midnight Hours program was delivered during the HSC period this year with the program expanding to include more activities focused on mental health and wellbeing.

## Community use of facilities continues to be strong

The popularity of Council's community facilities and sports fields continued during the reporting period with booking numbers from 1 July 2024 to 31 December 2024 as follows:

- Community centres, halls and the Community Hub – 2,744 bookings
- Sports fields such as Henley and Burwood Parks – 1,399 bookings

In addition, the Woodstock Artisan market was held twice in Woodstock Park during the reporting period and the Cambridge Markets took place in Burwood Park during the Carols in the Park event.



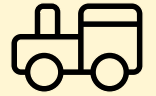
## Supporting the Burwood business sector

During October 2024, Council celebrated Small Business Month by hosting a free networking event at the Burwood Library and Community Hub with over 50 local business owners in attendance. The program included presentations from three guest speakers, including the Mayor of Burwood, Cr John Faker, Marketing Manager of Burwood Chinatown and social media influencer Nick of Nick and Helmi, who provided insights on digital marketing and outreach strategies.

In addition, Council delivered a number of consultation and engagement activities with local business groups including:

- Shopfront improvement door-knocks
- Consultation on the Permit Plug Play Program proposal with over 10 co-located businesses
- Engagement on the draft Licence to Play Policy
- Engagement on projects funded via the Western Sydney Infrastructure Grants Program

## The mobile Play Van continues to grow



The Mobile Play Van service continued to be heavily supported by our community with 66 sessions delivered to an estimated 2,170 families and a total number of 5,720 people attending from 1 July 2024 to 31 December 2024.

A Chinese speaking support worker attended eight sessions to engage with non-English speaking carers.

Additionally, regular support visits from Centrelink and collaborations with CABL and the community information hub provided families with access to information and support services.

## Celebrating First Nations

Council's commitment to celebrating First Nations people continued during the reporting period with the development of the Reconciliation Action Plan. In the first year of Council's inaugural Reflect Reconciliation Action Plan, Council undertook community engagement involving First Nations staff, community members, local schools, staff and staff to inform the vision, actions and outcomes that make up this important Plan.

In July 2024, as part of NAIDOC Week celebrations, Council delivered two First Nations cultural awareness workshops to 30 frontline Council staff and local community service providers.





## Celebrating our history

During the reporting period, Council delivered the final scheduled events and activities for the Burwood Council Sesquicentenary, including the:

- Special Council Meeting held on Wednesday 24 July 2024, including the launch of the Burwood Pictorial History and the Grand Homes of Burwood exhibition
- Open Churches Program, including the St Thomas' Anglican Church in Enfield Open Day and St Nectarios Burwood Open Day
- Miriam Hyde tribute concert at St Paul's Anglican Church, Burwood

Further celebrations of Burwood's history were led by the library who delivered seven history walks of the local area over this period covering the civic history of Burwood, St Thomas' Cemetery, Enfield and the Malvern Hill Estate.

Smaller displays in the library were also delivered on the sesquicentenary of Burwood Council, Remembrance Day and the History of Enfield Municipality. The Local Heritage Librarian has researched 82 enquiries this financial year to date.



## Progressing our Western Sydney Infrastructure Grant (WSIG) projects

Significant progress on the delivery of Council's ambitious capital works agenda, which includes over \$110 million in community infrastructure projects, was made during the reporting period.

The six month period saw the commencement and completion of key milestones including community consultation, progression from draft to detailed design and preparation for major construction on projects including Woodstock Park Sensory Garden, Burwood Park Inclusive Playspace and Amenities Upgrade, and the Portland and Shelley Park Expansion Project.

Extensive preparatory work also commenced during this period for the remaining eight projects, with an ambitious program set for 2025.

## Enhancing our community's creative talents

Council's Creative Experience team continued to activate the Community Hub with a range of popular programming. Regular programs like STEAM club and Plant Doctors continued, with great communities building up around attendance.

New programs, Creative Kids and Creative Seniors, were popular and provided the community with opportunities to engage in a range of art practices.

Bubble Tea and Noodle Tours continued with private bookings increasing and two exhibits were displayed, including a photography show and artwork pieces from Burwood Girls High School.

Renovations on the two studios in the Community Hub commenced, with new doors and soundproofing installed enabling the team to deliver new and exciting activations in these currently underutilised spaces from early 2025.







## Delivering valued aquatic services to our community

Council's learn to swim program remained popular with a total of 740 program classes available and 2,646 student bookings.

Recruitment and training initiatives greatly increased Swim Instructor availability in Term 4 2024 with 50 new classes added for the term with over 40 instructor staff members providing vital swimming and water safety programs to the local community.

The Enfield Aquatic Centre is also on-track to deliver visitation targets with a variety of initiatives promoted to engage the local community and increase visitations during the peak summer period, including:

- Free entry for residents with disability (Wednesdays in December 2024)
- Free entry for residents 55+ (Tuesdays in January 2025)
- Free entry for children under 16 (Wednesdays and Thursdays in January 2025)
- Free entry for local residents for the Australia Day Pool Party (26 January 2025)

## A safer Burwood

During the reporting period, Council continued to implement initiatives designed to meet the actions set out in the Safer Burwood Plan through collaborative partnerships with NSW Police (Burwood Local Area Command), Emergency Services and the community sector.

Council played an integral role in the establishment of a Domestic Violence Hub for women and families seeking support in the Burwood Library and Community Hub bringing together a range of community support services, financial information, Police and legal advice in one space on a regular basis.

Implementation of the Child Safe Standards through Council's Child Safe Working Group continued with key actions implemented including:

- Review and updating of recruitment processes for compliance
- Inclusion of Child Safety obligations in Councillor induction information
- Consultation, review and updating of the 'Children in the Library Corporate Practice'
- Physical improvements to improve child safety in Council facilities
- Review and updating of Council's booking Terms and Conditions to improve child safe practices



## Delivering fun-filled events for our community



A number of key events were delivered to the Burwood Community during the reporting period including:

- Burwood Culture Streets – a two week long activation showcasing local arts and culture on Burwood Road (funded by Transport for NSW)
- A highly successful and expanded Greek Street Fair in partnership with St Nectarios Church
- International Day for People with Disability event in Burwood Park
- Christmas in Croydon – a weekend long activation (funded by Transport for NSW)
- Carols in the Park including the Cambridge Markets

Key civic events were also delivered including:

- The Special Sesquicentenary Meeting of Council
- The Sandakan Memorial Service
- Remembrance Day
- Two Citizenship Ceremonies

Additionally, Council's Events Team has worked with external organisations to provide event planning and delivery support to promote safety and high levels of community engagement for the following community run events:

- Cambridge Markets (July and December 2024)
- Moon Festival (August 2024)
- Nepalese Teej Festival (September 2024)
- Korea Day Festival (September 2024)
- Fuse Fest (October 2024)

## Enhancing our night-time economy

Over the past six months Council has continued to focus on enhancing Burwood's night-time economy. 12 additional Chinatown Night Markets road closure activations on Clarendon Place were delivered with Council's support and consultation has begun with several other businesses on Clarendon Place to support increased participation in the activations.

Other key initiatives designed to enhance Burwood's night-time economy have seen significant progress during the reporting period including:

- Work commenced on establishing a Special Entertainment Precinct in Burwood following Council endorsement in June 2024 with preparations for a funding application to the State Government underway
- Council has expressed interest in obtaining Purple Flag accreditation, with preliminary discussions already initiated with the State Government
- Development of the Licence to Play Policy continues and will serve as a major enabler for activating night-time economy activities
- Council secured \$500,000 through the Permit Plug Play Program to deliver enabling infrastructure that supports street activation for events, both day and night

Council continues to deliver actions outlined in the Burwood After Dark Strategy, ensuring ongoing support and growth of the local night-time economy across the themes of Place, Connection, Experience and Destination.



## Welcoming our new citizens

Burwood Council plays a pivotal role in welcoming new Australian citizens holding two Citizenship Ceremonies during the reporting period with 108 residents receiving their citizenship.

Planning has also commenced for the 2025 Australia Day Citizenship Ceremony. Burwood's 2025 Citizen of the Year Awards will also be presented at the ceremony.

## Using smart technology to enhance decision making



Council has successfully piloted an innovative people and vehicle counting solution, paving the way for its expansion to five more locations. This ground breaking initiative will yield invaluable insights into the usage patterns of Council amenities, enhancing informed and strategic decision-making.

Council is also pioneering an AI platform to streamline the online assessment of development applications (DAs). The solution promises to simplify and expedite the DA approval process while ensuring strict adherence to all relevant guidelines.

## Greening Burwood and improving our open spaces

The focus on creating a greener Burwood and improving our parks and open spaces continued during the reporting period.

Key actions included:

- The Flockhart Park Playground upgrade and installation of five new Outdoor Fitness Stations was completed utilising NSW Government Infrastructure Grants funding
- The design of the WSIG funded projects in Burwood Park, Henley Park and Woodstock Park are completed and procurement is underway for the construction of these projects
- The WSIG park expansion projects at Portland and Russell Streets were completed
- Planting of ground cover, shrubs and trees in public spaces across the LGA and the planting locations for a further 68 street trees in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment. Tree planting will commence in Autumn 2025





## Improving Burwood's shopfronts

17 applications for Council's Shopfront Improvement Program were received with 15 applications being approved. The total funding amount approved was \$44,703 with approval letters issued in December 2024 and funding anticipated to be granted in the first quarter of 2025, following successful completion of proposed works.

## Expanding the Burwood Art Prize



Entries for the 2025 Burwood Art Prize opened on 29 November 2024.

Several significant changes have been made to grow the 2025 Art Prize, including an overall increase of the prize pool to \$25,000 from \$14,000 made possible through corporate sponsorship of \$10,000 from Anson Group.

Council has also updated the theme of the prize to 'I AM HERE' to further engage Culturally and Linguistically diverse artists and revised artwork mediums to include painting, drawing, photography, works on paper, works on canvas, small sculpture and video artworks.



## Partnering with sponsors to deliver great outcomes for our community

The Sponsorship Prospectus was prepared and promoted via the Participate Burwood platform.

To date, Council has secured a record \$92,380 in sponsorship to support community events and initiatives, including:

- Club Burwood RSL for the Burwood Park and Railway Parade Christmas Trees (\$15,000) and Burwood Summer Program (\$5,000)
- Crowne Plaza Burwood for Christmas Carols in Burwood Park (\$5,000) and Street Tree Festive Lighting on Burwood Road (\$5,000)
- Holdmark for the 'Bloom' Lighting Installation in Burwood Park Pond (\$30,000)
- Burwood Chinatown (\$17,380) and Emerald Square (\$5,000) for the Lunar New Year Street Party 2025
- Anson for the Burwood Art Prize (\$10,000)

## Our focus on art and culture in Burwood

Council's focus on public art continued during the reporting period with seven public art projects being completed and installed under the 2024/25 Public Art Program, including:

- Burwood Mayoral Portraits
- Burwood Uniting Church Mural
- The reinstatement of the Burwood Park Mural
- Happy Nest on the Burwood Nest
- Greek Street Fair Pop-Up Murals
- Croydon Christmas Artworks on shopfront windows across 34 properties
- Burwood Park Pond lighting installation 'Bloom; comprising of 750 light up flowers sponsored by Holdmark





## Understanding Burwood's cultural assets

As part of the development of the Burwood Cultural Plan, Council completed a comprehensive community engagement program, including community surveys, one-to-one interviews, and two immersive 'Culture Talks' sessions with the local community and staff to provide input into Council's 10-year-vision for arts and culture.

Findings from the comprehensive cultural audit have been compiled into a Creative Burwood Snapshot, highlighting the 2,000+ cultural assets that make up Burwood's vibrant creative community and economy.

The engagement findings and cultural audit have informed the development of the draft Cultural Plan which will be finalised in early 2025.

## Enhancing the customer experience

During the reporting Council introduced the new Mobile Customer Service Team who delivered 10 Customer Service pop-up stalls at various locations including Burwood Park, The Strand Croydon, Henley Park and at Council events. The team assisted customers with payments, clean-up bookings, E-Permits, venue bookings and general enquiries with a total of 61 customers utilising the service to date.

Additionally, Council's customer service team:

- Served 1,468 customers at the Customer Service Counter with 83.72% being served within three minutes
- Handled 13,272 calls with 83.03% answered in less than 40 seconds
- Handled 547 Webchats
- Provided the Call Centre Experience to 41 new staff
- Responded to 6,567 emails

At the end of the reporting period, Council's overall Customer Experience Score (CX) was 8.0 based on 6,776 ratings across the organisation.

Other customer service initiatives introduced included:

- A new digital display was installed in the Customer Service Office to provide a clear and efficient dashboard for managing contact centre queues, including calls, emails, and webchats designed to improve staff productivity and customer satisfaction by streamlining the flow of information
- A comprehensive review and upgrade of digital displays at all Council locations is underway to ensure that customer experience is further enhanced

## Welcoming our Councillors for 2024–2028

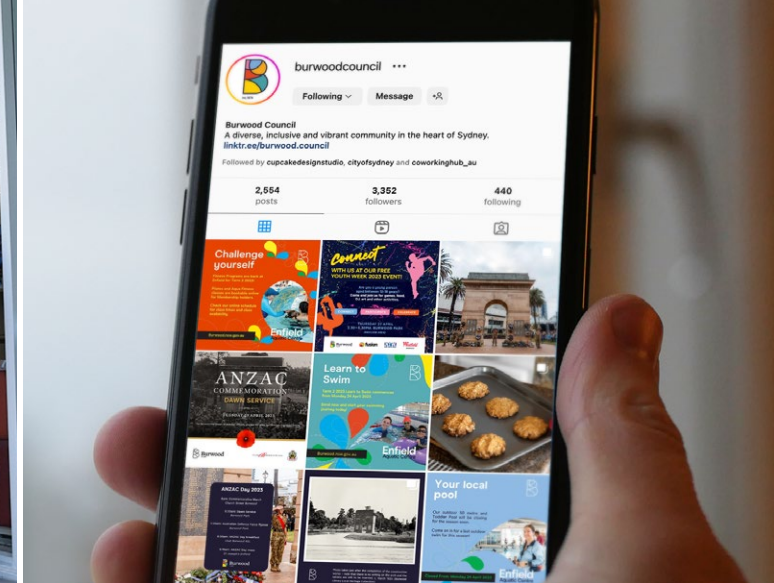
In September 2024, the Local Government elections were held, and our Councillors were elected for a new four-year term. In early October 2024, the Councillors completed an induction program covering key topics, including the Role of the Councillor, Councillor Code of Conduct, Asset Management, Planning and Development, Community Services and Programs, Integrated Planning and Reporting, and Major Projects.

The first Council meeting with the newly elected Council took place on 22 October 2024. Before the meeting commenced, the Councillors took their Oath or Affirmation of Office and were formally introduced as Councillors representing the Burwood community.

Our Councillors are:

- Cr John Faker – Mayor of Burwood
- Cr George Mannah – Deputy Mayor
- Cr Pascale Esber
- Cr Alex Yang
- Cr Sukirti Bhatta
- Cr David Hull
- Cr De Yi Wu

Our Councillors are collectively responsible for providing effective civic leadership and will continue to play a vital role in meeting the needs of local communities by listening to people in the local area and representing those views on Council.



## Engaging and informing our community

During the reporting period, Council exhibited 159 projects on Participate Burwood that attracted 26,776 views by 11,501 visitors.

There have been 916 project contributions by 556 contributors and 125 new followers.

Council implemented an extensive community engagement program to inform the draft Croydon Masterplan, including face-to-face community drop-in sessions, door knocks, surveys and a number of staff and community briefings.

Averaging over four posts a week, online audiences are consistently encouraged to provide feedback and participate in engagement activities with Council on major projects.

Council continues to deliver Community Engagement Strategy actions with a focus on partnering with our community, strengthening Council's approach, educating and empowering and building trust.

Engagement on the review of the Burwood2036 Community Strategic Plan has commenced.

Instagram increased by 49.2% with a reach of 16,053, and LinkedIn had over 58,000 impressions, up by 14.3%.

Facebook had a reach of 27,286 and received 6,493 page visits, up by 8% and Instagram had 1,754 page visits, up by 11.8%.

Followers grew by 95 on Instagram, which equates to an increase of 13.6%. LinkedIn has also seen an increase of 388 followers over the six month period.

Council's multicultural communications also continue to expand with WeChat growing from 1,530 followers to over 3,000 followers in the past six months, almost doubling in that time since launching in 2018.





# Inclusive community & culture



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

## A welcoming community that cares and looks after each other

### Support and deliver initiatives that encourage social inclusion and community connections

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.1</b>	Community & Culture	Coordinate Council's Volunteer Program and initiatives to support and recognise volunteering in the community	On Track	The Council's Volunteering Program seeks to recruit volunteers to assist with community initiatives and local organisations. Between June and December 2024, the Council successfully referred 276 volunteers to external organisations within the Burwood Local Government Area (LGA) and hosted one Volunteer Information Session.
<b>A.2</b>	Office of General Manager	Deliver annual awards programs that recognise local community and business achievements	On Track	<p>Planning has commenced for the Mayor's Business Commendation Awards to be held in 2025. Council will be appealing to eligible businesses in five categories honouring their long-serving and social contribution to Burwood. Consideration is also being given to the introduction of new categories in line with Council's strategic priorities e.g. Best Shopfront.</p> <p>Promotion has commenced for the 2025 Australia Day Citizen, Young Citizen, Sports person and Environmental Person of the Year Awards Program. All nominators and nominees will be invited to attend the awards ceremony where the winners will be announced. The recipients of these awards will be invited to represent the Burwood community at various events and initiatives throughout 2025.</p>
<b>A.3</b>	Community & Culture	Deliver capacity building and funding initiatives to support the community sector, including the annual Community Grants, Club Grants and the Councillor's Donation Programs	On Track	<p>Council has undertaken a review of the 2024/25 Community Grants Guidelines to ensure funding priorities reflect key priorities identified in Council's new community plans and to improve assessment, governance and streamline grants administration processes.</p> <p>Promotion has commenced for the 2024/25 grant round which is due to open on 6 January 2025.</p> <p>Three donation requests were supported through Mayoral donations.</p> <p>In July 2024, Council convened and participated in the Club Grants Assessment Panel meeting.</p> <p>Council continues to distribute information on available funding from Federal and State Government and other sources, and deliver initiatives to strengthen the community's capacity to apply for funding.</p> <p>Grant writing training was delivered to 22 community organisations in September 2024.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.4</b>	Community & Culture	Implement the Disability Inclusion Action Plan 2022-2025	On Track	<p>Council implemented a range of Disability Inclusion Action Plan actions during the period.</p> <p>Key achievements included:</p> <ul style="list-style-type: none"> <li>• Delivery of Disability Awareness Training to 90 front-line staff</li> <li>• Development of an Accessible Events Checklist and Public Mobility Map</li> <li>• Council collaborated with Inclusive and Diverse Communities to initiate the Zero Barriers Project</li> <li>• Weekly dance classes were facilitated</li> <li>• A monthly Community Information Hub was held</li> <li>• Two Library programs were adapted to be sensory-friendly</li> </ul> <p>The Disability Inclusion Advisory Panel gathered for two meetings and provided feedback on key Council projects such as the Burwood Park Inclusive Playspace, signage and seating in parks.</p> <p>To celebrate International Day for People with Disability, Council commissioned Studio ARTES to deliver a new artwork for the Burwood Nest. The Happy Nest artwork was created collaboratively with 21 artists with disability and launched at an inclusive event on 4 December 2024.</p>
<b>A.5</b>	Community & Culture	Implement the Multicultural Burwood Strategy 2024-2028	On Track	<p>Over 60% of Multicultural Burwood actions have been delivered.</p> <p>Key achievements included:</p> <ul style="list-style-type: none"> <li>• Capacity building the community sector through the provision of Grant Writing and Aboriginal Cultural Awareness Training</li> <li>• Council facilitated the Burwood Strathfield Multicultural Network and the monthly Community Information Hub to raise awareness of services</li> <li>• The IgniteAbility Information Session was held for people interested in starting a small business</li> <li>• An Employment and Training Pathways Expo was also held to provide information to job-seekers</li> <li>• The Burwood Emergency Relief Forum brought together services providing emergency relief to look at issues impacting delivery and actions to resolve these</li> <li>• The Culture Talks Forum provided an opportunity for discussion on inter-cultural exchange</li> <li>• The Culture Streets activation showcased local cultures</li> <li>• The Greek Street Fair, delivered in partnership with Saint Nectarios Burwood, also celebrated Burwood's Greek community</li> </ul>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.6</b>	Community & Culture	Undertake initiatives that address homelessness and the needs of rough sleepers across the Burwood LGA	On Track	<p>Council continues to implement its Homelessness Protocol to identify and liaise with external agencies regarding any emerging issues or needs of rough sleepers.</p> <p>On 16 October 2024, Council coordinated a Burwood Regional Emergency Relief Forum which brought together local providers focused on emergency and food relief to identify key needs, build networks and identify opportunities for collaboration. 29 representatives from local charities, community service providers and agencies attended the forum. A service directory and collaborative action plan was produced from the forum.</p> <p>Additionally, planning has commenced for the 2025 Homelessness Street Count which will be conducted in February 2025.</p>
<b>A.7</b>	Community & Culture	Implement the Burwood Youth Action Plan 2024 to 2027	On Track	<p>Implementation of the Burwood Youth Action Plan has commenced with Year 1 actions well underway.</p> <p>In August 2024, Council delivered a Raising Resilient Teens – Mental Health Forum for Parents with 38 parents participating.</p> <p>A webpage designed for young people has been created on Council's website providing links to services for young people in Burwood. This was developed in collaboration with the Burwood Youth Advisory Group.</p> <p>The Burwood Youth Outreach Program continues to operate in collaboration with Fusion Sydney South during the school term every Thursday at the Burwood Park Community Centre.</p> <p>In collaboration with Metro-Assist and other key agencies, the Love and Hope Domestic Violence Hub runs regularly.</p> <p>The Learning Hub for Children also ran every Thursday afternoon at Woodstock Community Centre between July and October 2024.</p>
<b>A.8</b>	Community & Culture	Implement social research program to identify and address existing and emerging community needs	Completed	<p>Council completed research to identify some of the issues impacting Burwood residents and local service providers in relation to food insecurity and cost of living impacts. This also involved mapping the current provision of emergency and food relief services, consultation with local services, a literature review and identifying areas for collaboration to support our local service sector. This research informed the planning and delivery of a Burwood Regional Emergency Relief Forum held with local services in October 2024.</p> <p>In addition, analysis of key demographic and engagement data related to our local First Nations community was also undertaken to inform Council's draft Reconciliation Action Plan.</p>

## Facilitate equitable access to services and facilities at all stages of life

Action Code	Responsible Officer Unit	Action	Status	Comments
A.9	Customer Experience & Business Improvement	Manage the allocation and use of community facilities, venues, parks and sports fields	On Track	<p>Community Facilities usage from 1 July 2024 to 31 December 2024 included the following booking numbers:</p> <ul style="list-style-type: none"> <li>Burwood Park Community Centre (367)</li> <li>Fitzroy Hall (479)</li> <li>Woodstock (584)</li> <li>George Street Centre (298)</li> <li>The Community Hub (852)</li> <li>Henley Park Community Centre (2)</li> <li>Conference Room (162)</li> </ul> <p>Sports field usage from 1 July 2024 to 31 December 2024 included the following booking numbers:</p> <ul style="list-style-type: none"> <li>Blair Park (115)</li> <li>Burwood Park (66)</li> <li>Woodstock Park (21)</li> <li>Flockhart Park (109)</li> <li>Grant Park (62)</li> <li>Wangal Park (53)</li> <li>Henley Park (973)</li> </ul> <p>The Woodstock Artisan market was successfully held on Sunday 25 August and 17 November 2024.</p> <p>The Cambridge Market was successfully held at Burwood Park on Saturday 27 July and on Saturday 14 December 2024 at the Carols in the Park event.</p>



## Support community resilience initiatives to adapt to changing circumstances

Action Code	Responsible Officer Unit	Action	Status	Comments
A.10	Office of General Manager	Implement a community resilience building initiative that supports local businesses, promotes creativity and builds on social and place capital	Completed	<p>On 25 October 2024, Council hosted a free networking event at the Burwood Library and Community Hub as part of NSW Small Business Month, attracting over 50 local business owners. The program included presentations from three guest speakers, including the Mayor of Burwood, Cr John Faker, Marketing Manager of Burwood Chinatown and social media influencer Nick of Nick and Helmi, who provided insights on digital marketing and outreach strategies.</p> <p>The event took place over 2.5 hours and featured a Q&amp;A session, followed by networking and refreshments. This initiative supported local businesses by connecting them with industry experts, fostering collaboration, and enhancing community resilience.</p> <p>Businesses reported gaining a greater understanding of digital marketing tools and the power of using analytics to inform social media strategies.</p>

## Acknowledge, respect and engage First Nations peoples, their culture and heritage

Action Code	Responsible Officer Unit	Action	Status	Comments
A.11	Community & Culture	Finalise and implement the Reconciliation Action Plan	On Track	<p>Council completed community engagement involving First Nations stakeholders, community members, local schools, services and staff to inform the vision and ideas for the draft Reconciliation Action Plan. During July 2024, as part of NAIDOC Week celebrations, Council delivered two Aboriginal cultural awareness workshops to 30 frontline Council staff and local community service providers.</p> <p>The draft Reflect Reconciliation Action Plan has been finalised, in consultation with the Reconciliation Working Group and has undergone internal consultation prior to being submitted to Reconciliation Australia for feedback. The draft Plan will be presented to Council in early 2025 once endorsement from Reconciliation Australia has been received.</p>

## A healthy and active lifestyle where people experience a sense of connection and wellbeing

### Provide access to formal and informal lifelong learning and recreation opportunities, facilities and services

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.12</b>	Library & Community Hub	Implement the Burwood Library Strategic Plan	On Track	<p>The Library has been trialling an after hours project called Library After Dark, where inducted community members have after hours access to the library. The trial has been successful so far, with 40 members registered and between 4 to 8 people using the library each night. Another successful Midnight Hours program was delivered during the HSC period this year with the program expanding to include more mental health activities.</p> <p>The Local Heritage Collection has been relocated from the basement to a dedicated room in the Community Hub which ensures the collection is housed in a safer environment.</p> <p>A number of projects are underway to ensure actions are completed, with a library locker to be installed in Unity Place in January 2025 in alignment with key priorities identified in the Plan.</p>
<b>A.13</b>	Library & Community Hub	Deliver initiatives that promote and improve access to local heritage	Completed	<p>The library has delivered seven history walks of the local area over this period covering the civic history of Burwood, St Thomas' Cemetery, Enfield and Malvern Hill Estate. One exhibit was opened in the Community Hub looking at the demolished grand homes of Burwood.</p> <p>A writing memoirs workshop was well received over this period as well.</p> <p>Smaller displays in the library were delivered on the sesquicentenary of Burwood Council, Remembrance Day and the History of Enfield Municipality. The Local Heritage Librarian has researched 82 enquiries at this point of the year.</p>
<b>A.14</b>	Library & Community Hub	Activate the Community Hub with a range of opportunities that foster belonging and wellbeing	On Track	<p>The Creative Experience team, who deliver programming in the Community Hub, continue to activate the space with a range of popular programming. Regular programs like STEAM club and Plant Doctors continue, with great communities building up around attendance.</p> <p>New programs, Creative Kids and Creative Seniors, have been popular and provide the community with opportunities to engage in a range of art practices.</p> <p>Bubble Tea and Noodle Tours continue with private bookings increasing.</p> <p>Two exhibits have been delivered, including a photography show and some incredible artwork pieces from Burwood Girls High School. Renovations on the two studios have started, with new doors and new soundproofing installed during December 2024. This will enable the team to deliver new and exciting activations in these two underutilised spaces in the Community Hub from early 2025.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.15</b>	Library & Community Hub	Increased opportunities to access diverse technologies through programs and experiences	On Track	The library continues to deliver experiences and opportunities to engage with diverse technologies. Our STEAM clubs continue to be successful with technologies like Makey Makey, Kubo and Sphero being very popular. A new updated borrowable STEAM collection will be made available from January 2025.
<b>A.16</b>	Community & Culture	Deliver community programs to promote health, wellbeing and creativity across a range of Council venues	On Track	<p>Council staff collaborated with local groups and organisations to deliver a variety of community programs and activities, including:</p> <ul style="list-style-type: none"> <li>• Fitter &amp; Stronger</li> <li>• Line Dancing</li> <li>• Chinese Art Classes</li> <li>• Chinese Line Dancing</li> <li>• Chinese Traditional Dancing</li> <li>• Zumba</li> <li>• Women &amp; Girls Self Defence, Living Longer Living Stronger</li> <li>• Smartphone Photography</li> <li>• Junior Multi-Sport Program</li> <li>• Earthbeats Music Early Childhood Program</li> <li>• Sewing Bee Club</li> <li>• Photography Club</li> <li>• Stitch It, Don't Ditch It</li> <li>• Yarn and Wander Through Our Parks</li> <li>• Go4Fun Program</li> <li>• Dance Classes for Individuals with Disabilities</li> <li>• Burwood Walkers</li> <li>• DanceMoves for Seniors</li> <li>• Daughters &amp; Dads Football Program</li> </ul> <p>These activities and programs took place across the LGA in community centres and parks.</p>
<b>A.17</b>	Community & Culture	Deliver Council's Mobile Play Van Service in community spaces	Completed	Mobile Play Van continued to provide a high quality service from July to December 2024 with 66 sessions delivered to an estimated 2,170 families and a total number of 5,720 people attending. A Chinese speaking support worker attended eight sessions to engage with non English speaking carers. Regular support visits from Centrelink and collaborations with CABL and community information hub provided families with access to information and support services. Promotional material continues to enhance community engagement with the service.

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.18</b>	Enfield Aquatic Centre	Western Sydney Infrastructure Grants (WSIG) Program project – undertake planning and design for the delivery of the Enfield Aquatic Centre (EAC) redevelopment project	On Track	<p>During the period key project governance elements were established for the project including regular meetings of the Project Control Group and the overall Procurement Framework for the project.</p> <p>Key due diligence investigations were completed including geotechnical and soil contamination investigations, land/topography survey, and underground services survey.</p> <p>Consultants were engaged to undertake the Market Study and Operational Needs Assessment and Quantity Surveyor services.</p> <p>The procurement process is also underway for the Project Management Consultant who will oversee key aspects of the project.</p>
<b>A.19</b>	Enfield Aquatic Centre	Operate and expand Council's Learn to Swim Program	On Track	<p>A total of 345 program classes were available in Term 3 2024 with a total of 1,172 student bookings and an overall booking capacity of 68.5%.</p> <p>In Term 4 2024 the number of classes available increased to 395 classes, with an increase in enrolment numbers of 1,474 students with an overall booking capacity of 76.25%.</p> <p>Recruitment and training initiatives greatly increased Swim Instructor availability in Term 4 2024 with 50 new classes added for the term. The growth within the Program team has been positive with over 40 instructor staff members providing vital swimming and water safety programs to the local community.</p>
<b>A.20</b>	Enfield Aquatic Centre	Deliver a range of health, fitness and wellbeing programs to drive visitation	On Track	Recruitment of new fitness contractors is currently underway to bring more options to grow the fitness and wellbeing program at the EAC.
<b>A.21</b>	Enfield Aquatic Centre	Undertake Royal Life Saving Aquatic Facility Safety Assessment (AFSA) Audit Program	On Track	The annual Royal Life Saving Aquatic Facility Safety Assessment (AFSA) Audit has been scheduled for 12 February 2025.
<b>A.22</b>	Enfield Aquatic Centre	Increase visitations through a range of incentives for the local community	On Track	<p>On track to deliver these outcomes with a variety of initiatives promoted to engage the local community and increase visitations during the peak summer period, including:</p> <ul style="list-style-type: none"> <li>• Free entry for residents with disability (Wednesdays in December 2024)</li> <li>• Free entry for residents 55+ (Tuesdays in January 2025)</li> <li>• Free entry for children under 16 (Wednesdays and Thursdays in January 2025)</li> <li>• Free entry for local residents for the Australia Day Pool Party (26 January 2025)</li> </ul>



## Ensure people of all abilities and backgrounds can enjoy our public spaces and places

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.23</b>	Community Safety	Coordinate Council's CCTV Program	Completed	Council has actioned all CCTV applications within the service level timeframe. All CCTV applications dealt with crime offences as listed in the Code of Practice and assisted Police with their investigations.
<b>A.24</b>	Community Safety	Implement initiatives from the Community Safety Plan that improves safety in partnership with NSW Police	On Track	<p>The Safer Burwood Plan identifies a broad range of targeted initiatives by Council and through collaborative partnerships with NSW Police (Burwood Local Area Command), Emergency Services and the community sector.</p> <p>During the period, Council played an integral role in the establishment of a Domestic Violence Hub for women and families seeking support in the Burwood Library and Community Hub. The Hub brings together a range of community support services, financial information, Police and legal advice in one space on a fortnightly basis.</p>
<b>A.25</b>	Community & Culture	Implement the Child Safe Standards to become a child safe organisation	On Track	<p>Implementation of the Child Safe Standards is coordinated through the Child Safe Working Group which meets quarterly to monitor the delivery of Council's Child Safe Action Plan.</p> <p>Key actions implemented include:</p> <ul style="list-style-type: none"> <li>• Review and updating of recruitment processes for compliance</li> <li>• Inclusion of Child Safety obligations in Councillor induction information</li> <li>• Consultation, review and updating of the 'Children in the Library Corporate Practice'</li> <li>• Physical improvements to improve child safety in Council facilities including improvements to the creative residency studios in the Community Hub, establishing separate school intensive change spaces for school programs and installation of CCTV in the learn to swim pool at Enfield Aquatic Centre</li> <li>• Review and updating of Council's booking Terms and Conditions to improve child safe practices</li> </ul>

**Provide opportunities for people to participate in activities and events that celebrate our diverse community, history and culture**

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.26</b>	Community & Culture	Deliver Council's ongoing program of civic community ceremonies and events that celebrate local community and culture	Completed	<p>Community events delivered to date include:</p> <ul style="list-style-type: none"> <li>Burwood Culture Streets – a two week long activation showcasing local arts and culture on Burwood Road (funded by Transport for NSW)</li> <li>A highly successful and expanded Greek Street Fair in partnership with St Nectarios Church</li> <li>International Day for People with Disability event in Burwood Park</li> <li>Christmas in Croydon – a weekend long activation (funded by Transport for NSW)</li> <li>Carols in the Park including the Cambridge Markets</li> </ul> <p>Civic Events delivered to date include:</p> <ul style="list-style-type: none"> <li>The Special Sesquicentenary Meeting of Council</li> <li>The Sandakan Memorial Service</li> <li>Remembrance Day</li> <li>Two Citizenship Ceremonies</li> </ul>
<b>A.27</b>	Community & Culture	Support external partners to deliver community events	Completed	<p>The Events Team has worked with external organisations to provide event planning and delivery support to promote safety and high levels of community engagement for the following community run events:</p> <ul style="list-style-type: none"> <li>Cambridge Markets (July and December 2024)</li> <li>Moon Festival (August 2024)</li> <li>Nepalese Teej Festival (September 2024)</li> <li>Korea Day Festival (September 2024)</li> <li>Fuse Fest (October 2024)</li> </ul>
<b>A.28</b>	Community & Culture	Undertake events and activities which celebrate Burwood's Sesquicentenary	Completed	<p>Council delivered the final scheduled events and activities for the Sesquicentenary, including the:</p> <ul style="list-style-type: none"> <li>Special Council Meeting held on Wednesday 24 July 2024, including the launch of the Burwood Pictorial History and the Grand Homes of Burwood exhibition</li> <li>Open Churches Program, including the St Thomas' Anglican Church in Enfield Open Day and St Nectarios Burwood Open Day</li> <li>Miriam Hyde tribute concert at St Paul's Anglican Church, Burwood</li> </ul>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.29	Office of General Manager	Deliver regular citizenship ceremonies	Completed	<p>Burwood Council places great importance on Australian citizenship. Council hosts ceremonies for local residents who have been approved to become Australian citizens by the Department of Home Affairs.</p> <p>During the reporting period Council held two Citizenship Ceremonies, one on 10 July 2024 where 52 residents received their citizenship and another on 31 October 2024 where 56 residents received their citizenship.</p> <p>Planning has commenced for the 2025 Australia Day Citizenship Ceremony. Burwood's 2025 Citizen of the Year Awards will also be presented at the ceremony.</p> <p>In addition to awarding Citizen and Young Citizen of the Year, Council will also be recognising the 2025 Sportsperson of the Year and Environmental Person of the Year.</p>







# Places for people



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

LIBRARY

GLIX

## Deliver an urban environment that maintains and enhances our sense of identity and place

Facilitate well designed, high quality and sustainable land use and development that is appropriately scaled to complement its surroundings

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.30</b>	City Development	Provide efficient, timely development assessment services, including pre-DA support	On Track	<p>Assessment times continue to be reduced, reflecting ongoing improvements in efficiency.</p> <p>Additionally, the increase in Pre-DA applications highlights the community's willingness to engage with Council early in the process to achieve quality outcomes.</p> <p>This collaboration ensures better planning results and strengthens the relationship between Council and the community.</p> <p>To assist in this effort, Council has successfully received a grant from the NSW Government and is currently implementing AI technology into the planning assessment framework.</p>
<b>A.31</b>	City Planning	Complete Planning Proposal for Gateway Determination including DCP, Public Domain Plan and Infrastructure Plan for Burwood North	On Track	<p>Work has commenced on the drafting of the Planning Proposal to implement the Burwood North Precinct Masterplan, however progress was held in abeyance whilst Council progressed work on the Croydon Transport Oriented Development (TOD) program response.</p> <p>This work will be recommence in 2025, with immediate actions being the review of site specific submissions, preparing a public domain plan, infrastructure schedule, DCP, Affordable Housing Framework and review of the Masterplan by the Burwood Local Planning Panel (BLPP).</p>
<b>A.32</b>	City Planning	Prepare a scoping report to Council which includes a program of review of the planning framework, including a review of the LSPS, Local Housing Strategy and a comprehensive review of the Burwood LEP 2012 and Comprehensive DCP in order to respond to State led planning policies	Not Due to Start	Prepare scoping report for Council review in Q2/Q3 2025.

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.33</b>	City Planning	Review and update the Burwood Contributions Plan to facilitate appropriate delivery of infrastructure	On Track	<p>Development Contributions and Voluntary Planning Agreement (VPA) audit report completed and referred to the Audit Risk and Improvement Committee (ARIC) in November 2024.</p> <p>Project plan to be prepared responding to audit action requirements including holistic review of the current infrastructure and VPA policies with reporting to Council of updated framework by end of 2025.</p>
<b>A.34</b>	City Planning	Investigate and prepare options that facilitate the delivery of additional capacity for mid-rise housing in appropriate locations across the LGA	On Track	<p>A series of programs are currently underway in terms of increasing housing capacity across the LGA including: the adoption of the Burwood North Masterplan in May 2024 with the planning proposal process progressing through 2025 and the Croydon TOD program will be considered and submission to Department of Planning, Housing and Infrastructure (DPHI) is expected to be finalised by Council on 29 January 2025. In addition, the NSW Government Low and Mid Rise SEPP proposal is pending Government implementation.</p>
<b>A.35</b>	City Planning	Investigate and prepare options that respond to State Government Transport Oriented Development (TOD) SEPP Program	On Track	<p>TOD program has been progressing throughout 2024 with the deferral from the Croydon TOD SEPP implementation being granted by the Minister for Planning until January 2025.</p> <p>On 23 October 2024, Council commenced the public exhibition of an alternate masterplan as a response to the Croydon TOD with the exhibition period being extended until 22 December 2024.</p> <p>It is expected that Council will consider and determine the final submission to the NSW Government in relation to the TOD program at a Council meeting on 29 January 2025 before submitting to the DPHI on 31 January 2025.</p>
<b>A.36</b>	City Planning	Work closely with neighbouring Councils on cross boundary planning issues to ensure Burwood's interests are communicated	On Track	<p>Bi-monthly meetings with Strathfield and Canada Bay Councils are currently ongoing, complemented by intermittent team catch-ups with Inner West Council. Contact has also been initiated with the City of Canterbury-Bankstown to further relationship building efforts.</p>
<b>A.37</b>	City Development	Ensure that design excellence is assessed as part of the development application process	Completed	<p>Participation in the Burwood Design Review Panel has increased over the period, reflecting greater engagement with the design review process.</p> <p>Additionally, when necessary, Council's Executive Urban Designer has been engaged to provide comments and guidance on State Significant Development (SSD) applications, ensuring high-quality design outcomes and alignment with best practice urban design principles.</p>

## Protect our unique built heritage and maintain or enhance local character

Action Code	Responsible Officer Unit	Action	Status	Comments
A.38	City Development	Undertake a heritage assessment of all development applications relating to heritage items or conservation	On Track	A heritage consultant is currently engaged by Council to assist with the assessment of applications when necessary. To further streamline the process, additional delegations have been obtained from the Local Planning Panel, allowing minor heritage applications to be determined under delegation. This initiative has significantly accelerated assessment times while ensuring heritage considerations are appropriately addressed.

## Promote greater diversity of quality housing and affordability to meet current and future community needs

Action Code	Responsible Officer Unit	Action	Status	Comments
A.39	City Planning	Complete Affordable Housing Strategy for inclusion in future comprehensive LEP review	Not Due to Start	<p>A comprehensive review and development of an affordable housing strategy is yet to commence. However, affordable housing within the LGA is currently being delivered through State Planning controls under the Housing SEPP. Additionally, a 2% affordable housing provision under the TOD program, or an alternative approach, is expected to apply upon activation in February 2025.</p> <p>Further work will be carried out in the context of the Burwood North Masterplan, with immediate actions focusing on the commencement of an Affordable Housing Framework as the adopted masterplan progresses towards the planning proposal gateway.</p>





## Sustainable, integrated transport, infrastructure and networks support population growth and improve liveability and productivity

### Plan and manage transport infrastructure to meet current and future community needs

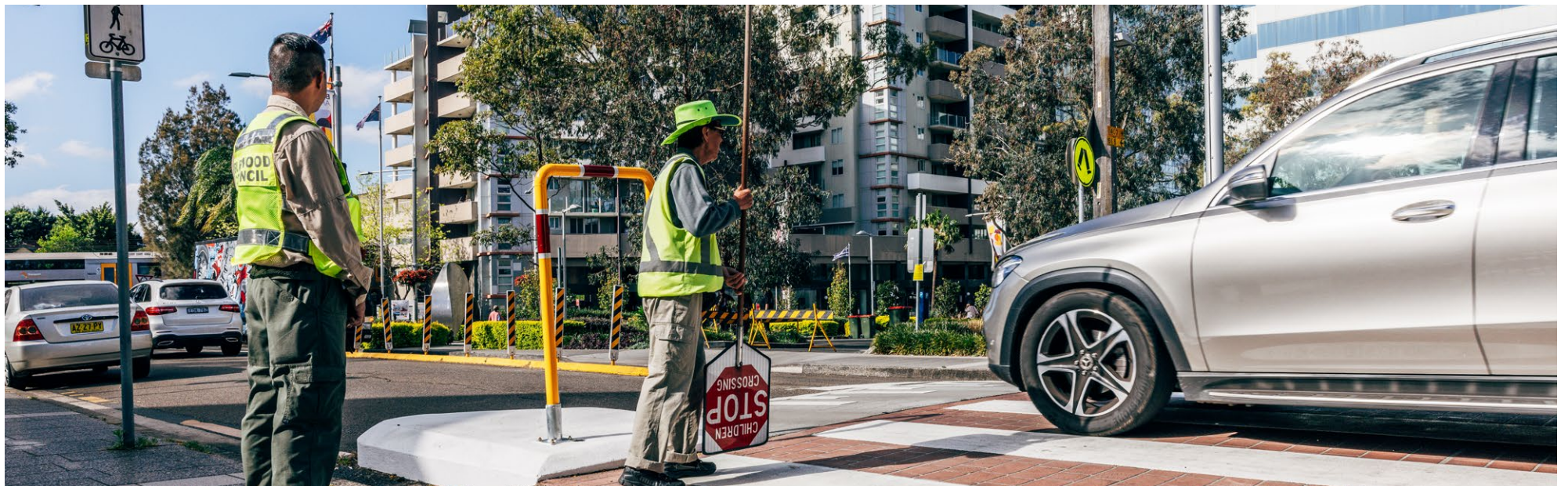
Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.40</b>	Traffic & Transport	Investigate traffic hot spots and implement solutions such as pedestrian refuges, roundabouts or traffic calming devices	Completed	<p>Investigations are undertaken for all requests received for traffic calming devices, parking improvements or pedestrian facilities.</p> <p>Additionally locations are identified by staff based upon Centre for Road Safety accident data. Locations where improvements can be made are presented to the Burwood Local Traffic Committee prior to being reported to a Council Meeting for adoption.</p> <p>There have been 25 reports presented across the monthly meetings of the Burwood Local Traffic Committee held between July 2024 and December 2024.</p>
<b>A.41</b>	Traffic & Transport	Identify black spots based on accident history and where eligible apply for grant funding for facility upgrades	Completed	<p>A review of crash data for local unclassified roads under the care of Council has been undertaken in conjunction with a Senior Road Safety Engineer from Transport for NSW. The review did not identify any locations for black spot grant funding which met the requirement of the grant for the 2025/26 financial year.</p> <p>Council will continue to review revised crash data as it becomes available, whilst also funding minor road safety upgrades such as pedestrian crossings, pedestrian refuges, speed cushions and raised thresholds.</p>
<b>A.42</b>	Traffic & Transport	Undertake a review of parking provisions for required development applications	Completed	<p>All major development applications are referred to Council's Traffic Engineers for review. The assessment of these applications includes ensuring that provisions of off-street parking for motor vehicles and bicycles meets Council's Development Control Plan or relevant State Environmental Planning Policy, as well as confirming all relevant standards are met with regards to the design of the parking areas. There were 20 referrals completed in relation to traffic and parking for developments during this period.</p>
<b>A.43</b>	Design & Assets	Undertake design and upgrade of road infrastructure to improve performance, lifecycle and accessibility	Completed	<p>The Capital Works Program for transport infrastructure was prepared using the Assetic Predictor model which included the new condition data captured for the transport assets. The Capital Works Program is imported into Smartsheets which Council uses to track and monitor progress of design and delivery of projects.</p> <p>Additionally, preventative maintenance programs have been developed based on condition and are tracked and monitored through Smartsheets as well.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.44</b>	Design & Assets	Undertake CCTV camera inspections of Council's drainage network	On Track	The 10% CCTV survey of Council's stormwater assets has been completed and reports have been received. Reports currently being reviewed prior to be imported into Council's Asset Management System.
<b>A.45</b>	Property	Undertake review of the condition of Council's building assets	On Track	As part of Council's scheduled valuation requirements, preliminary facility reviews have been partially completed and condition assessments have been carried out as part of the preventative maintenance program for Council's buildings. However, Council is currently reviewing its overall approach to building asset condition assessments and detailed condition assessments will be completed following finalisation of the review.

### Plan for a city that is safe, accessible and easy to get to and move around in

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.46</b>	City Planning	Review and update Development Contributions and VPA Frameworks to respond to State and Local Planning initiatives which increase density in the LGA	On Track	Development Contributions and VPA audit report completed and referred to ARIC in November 2024. Project plan to be prepared responding to audit action requirements including holistic review of the current infrastructure and VPA policies with reporting to Council of updated framework by end of 2025.
<b>A.47</b>	Traffic & Transport	Continue implementation of recommendations of the Traffic & Transport Study	Completed	<p>The Traffic &amp; Transport Study has been finalised and consulted with internal stakeholders as well as Transport for NSW. The study will be used to guide Council in its decision making process moving forward with direct input into areas such as the Works Schedules for the Section 7.12 Contributions Plans, WSIG Projects and the Draft Active Transport Plan.</p> <p>Actions commenced include:</p> <ul style="list-style-type: none"> <li>Investigation of alternative cycle routes to and around the Burwood Town Centre and development of a LGA-wide Bike Plan as part of the Draft Active Transport Plan</li> <li>Planning of footpath widening along Burwood Road as part of the WSIG projects</li> <li>Investigations into required upgrades along Shaftesbury Road to designate this as a primary traffic route for north-south general and freight traffic to divert traffic away from Burwood Road</li> </ul>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.48	Traffic & Transport	Undertake review of Parking Strategy and continue to investigate parking initiatives to alleviate traffic congestion	On Track	<p>A review of the Burwood Public Parking Strategy has commenced. A Draft Strategy has been prepared and consultation commenced with internal stakeholders. The Strategy will look at a number of actions to improve parking turnover, decrease traffic generated by circulating vehicles searching for parking and address the impact of high parking demand in residential streets.</p> <p>The expansion of the Burwood Town Centre will be considered as the Burwood North Masterplan continues to take shape, as well as outcomes of the Croydon Transport Oriented Development area. The Draft Parking Strategy will be referred to Council for endorsement to place on public exhibition in early 2025.</p>
A.49	Traffic & Transport	Identify and apply for grant funding to implement actions of Active Transport Study	On Track	<p>Preparation of the Active Transport Plan has commenced including internal and external stakeholder consultation.</p> <p>The Plan combines aspects of the Pedestrian Access Management Plan and Cycleway Plan to enhance the mode share of sustainable transport and improve connections to nearby residential areas, amenities and open space. Following the development of the Croydon Transport Oriented Development area the Active Transport Plan will be finalised and placed on public exhibition in 2025.</p>



## Public and open spaces are high quality, welcoming, accessible and enjoyable places seamlessly connected with their surroundings

Plan and deliver quality public spaces and open spaces that fulfil and support diverse community needs and lifestyles

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.50</b>	Information Technology	Explore AI and automation opportunities	On Track	<p>Council has successfully piloted an innovative people and vehicle counting solution, paving the way for its expansion to five more locations. This groundbreaking initiative will yield invaluable insights into the usage patterns of Council amenities, enhancing informed and strategic decision-making.</p> <p>Council is also pioneering an AI platform to streamline the online assessment of development applications. The solution promises to simplify and expedite the DA approval process while ensuring strict adherence to all relevant guidelines.</p>
<b>A.51</b>	Property	Western Sydney Infrastructure Grants (WSIG) Project – Burwood Urban Park, Arts and Cultural Centre	On Track	<p>The project has reached several key milestones including completion of the detailed design package and approval of the Section 4.55(2) modification in November 2024. A current review of the Project Communications Plan to align with the project program is also underway which focuses on ensuring comprehensive community engagement ahead of site mobilisation, with construction works anticipated to commence in 2025.</p>
<b>A.52</b>	City Planning	Review and update Burleigh Street Masterplan to identify precinct scope and housing development opportunities	Monitor	<p>In December 2022, Council resolved to exhibit a masterplan for redeveloping a large, underutilised Council-owned car park within 130 metres of the Burwood train station. This redevelopment focuses on investment in homes, jobs, transport, open space, and public amenities, reinforcing the area's role as a strategic centre. However, due to increased property ownership and funding constraints, the masterplan was not exhibited, and updates have not progressed. This project is set to be reactivated in early 2025.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.53</b>	Office of General Manager	Deliver place activation projects aligned with Council's Place Management Framework	On Track	<p>Over the past six months Council supported the delivery of 12 additional Chinatown Night Markets road closure activations on Clarendon Place, solidifying Council's commitment to reimagining public spaces as places for people. Consultation has begun with several other businesses on Clarendon Place to support increased participation in the activations.</p> <p>Consultation on the Draft Licence to Play Policy continues. The Policy represents an innovative and enabling approach to placemaking in Burwood and signals opportunities for dynamic partnerships between local government, businesses, property owners and the community.</p> <p>In October 2024, Council secured \$500,000 for the delivery of the Licence to Play Event Ready Streets initiative as part of Transport for NSW's Permit Plug Play Program. The grant will enable council to streamline processes and deliver enabling infrastructure on Burwood Road, Ford Lane and Clarendon Place including public art, power and permanent road closure equipment.</p>
<b>A.54</b>	Place Activation & Communication	Coordinate the delivery of the WSIG program including reporting and the ongoing monitoring and evaluation of projects	On Track	<p>Quarterly reporting has continuously been submitted on time, with positive feedback received from the WSIG team on the quality and usefulness of the information provided. All acquittals have also been submitted on time, or in the cases where projects were unable to meet the activity deadline, variation requests were raised in an agreed timeframe.</p> <p>Monitoring and Evaluation Forms have been submitted and approved for one project, with three others submitted and pending comments from the WSIG office. Once this feedback has been received the data collection will take place, and the remaining plans will be developed.</p>
<b>A.55</b>	Property	WSIG Project – installation of Library Pod in Henley Park	On Track	<p>The Library Pod project due diligence activities are progressing in accordance with the WSIG funding deed. The project will be delivered alongside the Enfield Aquatic Centre Renewal Project and the procurement phase is actively underway. Concurrently, operational needs and feasibility assessments are underway and will inform the design process.</p>
<b>A.56</b>	Design & Assets	Implement Masterplans for major parks and reserves	On Track	<p>Council was successful in a grant application under the NSW Government Infrastructure Grants for Flockhart Park Playground upgrade and five new Outdoor Fitness Stations. This project has now been completed and open to the public. The design of the WSIG funded projects in Burwood Park, Henley Park and Woodstock Park are completed and procurement is underway for the construction of these projects.</p> <p>Park expansion projects at Portland and Russell Streets have been completed.</p> <p>Council has submitted a grant application under the Office of Responsible Gambling Club Grants for the upgrade of the Walsh Avenue Reserve Playground.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.57</b>	Major Capital Works & Projects	WSIG Project – Henley Park Sports Field upgrade including renewal of turf and spectator seating	On Track	Design completed for Henley Sports Field renovation. Tender for works closed in December 2024 and is under assessment. Design for Stage 2 (seating, BBQs etc.) is underway.
<b>A.58</b>	Major Capital Works & Projects	WSIG project – Burwood Park Inclusive Play Space Project – new inclusive play space, Exeloo, BBQs	Monitor	Design for Burwood Park 95% complete. Expected to commence procurement process in December 2024. Construction timeframe provided in the grant deed is tight and will require monitoring.
<b>A.59</b>	Major Capital Works & Projects	WSIG Project – Woodstock Park Sensory Garden Project – new landscaping, removal of playground and new seating	On Track	Design for Woodstock Park Sensory Garden completed. Request for Quotation for construction works went to market in December 2024.
<b>A.60</b>	Major Capital Works & Projects	WSIG Project – park expansions at Portland/Shelley/Russell – New Green Open Space/park	On Track	Portland Street houses have been demolished and the site has been restored to parkland. Fences expected to be removed by end of December 2024. Russell Street houses have been demolished and final restoration works including drainage and footpaths are due for completion by end of December 2024. Fence to remain in place until turf has established.
<b>A.61</b>	Major Capital Works & Projects	Flockhart Park playground and exercise equipment	Completed	Flockhart Park Playground and exercise equipment project completed.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.62	Place Activation & Communication	Coordinate the provision of stakeholder engagement, interagency collaboration and communication for the delivery of the WSIG program	On Track	<p>Community engagement has been completed on the most advanced projects, with Participate Burwood being used as one of the main tools to gather feedback and communicate plans with the community.</p> <p>A leaflet drop also took place in September 2024 to all households in the LGA to provide the community with a short update on the 11 WSIG projects. Work with stakeholders for large projects such as the EAC and Henley Park is ongoing – for example, local sports/swimming clubs are aware of the potential disruption that works will cause at these sites, and will continue to be informed of developments and provide Council with feedback about any concerns. As projects move towards completion, discussions are taking place with the WSIG office about how best to coordinate site openings to ensure maximum publicity.</p> <p>A Senior Communications and Engagement Officer was also hired in November 2024, who will be able to take on these responsibilities going forward and provide a greater level of support and expertise.</p>









# 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.

## The urban forest and natural environment are maintained, enhanced and connected

Maintain and increase green spaces, the urban tree canopy, natural shade and enhance biodiversity corridors

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.63</b>	Operations	Undertake scheduled maintenance program for parks, reserves, playgrounds, sports fields and open spaces	Completed	Major parks scheduled maintenance program for Burwood Park, Henley Park, Wangal Park, Blair Park and Flockhart Park is ongoing. Scheduled maintenance and upkeep of reserves is ongoing. Six by sports field – fortnight cycle; 22 parks/reserves – 3 week cycle; 28 open spaces – 3 week cycle; 23 playgrounds – weekly cycle.
<b>A.64</b>	Design & Assets	Implement the Street Tree Management Strategy	On Track	Council is continuing with its tree planting program and has finalised the planting locations for a further 68 street trees in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment. Tree planting will commence in Autumn 2025.



## People and infrastructure contribute positively to the environment and respond to climate change

### Deliver efficiency and innovation in the use of resources

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.65</b>	City Planning	Implement the 'big moves' identified in the Sustainable Burwood Strategy including new initiatives to reduce, reuse and recycle waste	On Track	<p>Reduce, reuse &amp; recycle: the FOGO (Food Organics Garden Organics) program aims to divert organic waste from landfill, promoting a more sustainable waste management system.</p> <p>Reduce our carbon footprint: All Council owned buildings and facilities and street lighting are now powered by 100% renewable energy, which aligns with our commitment to reducing carbon emissions, working towards net zero.</p> <p>Green infrastructure: Council continues to plant ground cover, shrubs and trees in public spaces across the LGA. This initiative not only enhances the natural beauty of our parks but also contributes to environmental conservation and biodiversity.</p>
<b>A.66</b>	City Planning	Investigate the provision of vehicle charging stations across the LGA, including the introduction of new planning controls to encourage electric charging infrastructure	On Track	<p>Council currently has several publicly accessible Electric Vehicle (EV) chargers across the LGA. Conditions of consent on new developments are being applied, requiring the installation of EV chargers within development sites.</p> <p>Additionally, an EV grant program from the NSW Government has selected and approved sites across the LGA. Commercial terms are currently being negotiated for further installation sites.</p>

### Develop strong planning controls to protect and support a green and sustainable environment

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.67</b>	City Planning	Investigate opportunity to develop a Public Spaces Strategy for the LGA	Not Due to Start	This study will be completed in conjunction with the comprehensive review of the Burwood Contributions Plan.
<b>A.68</b>	Community Safety	Respond to and address complaints relating to building non-compliance	On Track	Council's Community Safety and City Development Team investigated all complaints relating to building development works to ensure that building sites are complying with the regulations.

## Improve waste reduction, recycling and re-using practices in homes, workplaces, development sites, public places and Council assets

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.69</b>	City Planning	Evaluate the results of the current FOGO (Food and Garden Organics) trial and investigate service expansion based on evaluation results	Monitor	<p>Residential households in NSW must have access to a FOGO service by 2030.</p> <p>In February 2022, Burwood Council initiated a FOGO waste service trial involving 660 single-dwelling households within the LGA.</p> <p>In line with NSW Government requirements, Council is progressively working towards implementing FOGO collection services across the Burwood LGA to meet this deadline.</p> <p>Currently, the FOGO service remains operational in the trial area. A report on the FOGO trial, including options for program expansion and the rollout of FOGO services to additional areas in the LGA, is planned for early 2025.</p>
<b>A.70</b>	Operations	Deliver scheduled domestic kerbside waste and recycling collection service	On Track	<p>Every residential premise is provided with a regular scheduled waste and recycling service. Council collected over 972,456 residential bins from July to December 2024 with less than 0.01% missed collections reported to Council.</p> <p>Waste collection is undertaken weekly and recycling is undertaken fortnightly.</p> <p>Council does not provide business waste services, this is undertaken by private waste collection services.</p>
<b>A.71</b>	Operations	Deliver booked and scheduled household waste collection clean up service	On Track	<p>Council continues to deliver ongoing waste collection clean up services. Over 10,866 scheduled bulk household collections were undertaken from July to December 2024. 1,440 booked clean-ups and 9,426 – scheduled clean-ups were undertaken.</p>
<b>A.72</b>	Operations	Deliver litter management / removal service for major parks	On Track	<p>Litter management and removal is provided at Council parks with over 100 litter bins emptied each week.</p>
<b>A.73</b>	City Planning	Utilise bin audit data to provide information encouraging correct recycling practices	On Track	<p>Bin audits, with a targeted focus on the FOGO trial in 2024, are conducted to understand resident's behaviours regarding the use of recycling bins. Council staff follow up with households to ensure residents are educated about what can and cannot be placed in yellow-lid recycling bins.</p> <p>A revitalised engagement strategy is being developed to deliver more targeted messaging to residents through social media channels, website updates, and newsletters. This strategy aims to reinforce accurate recycling practices for the kerbside collection service.</p> <p>Education efforts remain ongoing to support improved recycling outcomes.</p>





BURWOOD 150

Burwood  
150 years  
of history  
and vitality

BURWOOD & DISTRICT  
HISTORICAL SOCIETY

## 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.

## Thriving city and centrally located, strategic business and employment hub within Sydney

### Promote Burwood as a great place to live, work, visit and invest in

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.74</b>	Office of General Manager	Undertake marketing and promotional campaigns that promote Burwood as a destination and support local business	On Track	<p>Council's large-scale multi-channel media campaign for the 150-year Burwood Street Party attracted over 20,000 visitors and garnered an overall social media reach exceeding 1 million.</p> <p>At our recent NSW Small Business Month event, over 50 professionals from diverse industries came together to connect and learn. By collaborating with influencers Nick and Helmi, the event delivered actionable insights on social media marketing and audience engagement. Businesses left feeling equipped with innovative strategies to position themselves as key destinations in Greater Sydney.</p> <p>Council has cultivated strong partnerships with the Committee for Sydney and State Government departments, establishing Burwood as a model for best practices in urban planning and community engagement. These efforts have led to Burwood being profiled as a case study, celebrated for its thriving economy and innovative approach to social, cultural, and economic development.</p>
<b>A.75</b>	Community Life	Coordinate the Shopfront Improvement and Enforcement Programs	On Track	<p>The Shopfront Improvement Program was promoted from September 2024 and closed on 25 October 2024 with 17 applications received. The assessment panel convened in November 2024 and 15 applications were approved for a total funding amount of \$44,703. Approval letters were issued in December 2024 with funding anticipated to be granted in the first quarter of 2025, following successful completion of proposed works.</p>



## Facilitate the growth and prosperity of local businesses and target the growth of business sectors and growth industries

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.76</b>	Office of General Manager	Undertake research and consult with stakeholders to deliver business support programs	On Track	<p>During the reporting period, Council successfully delivered the NSW Small Business Month (SBM) networking event in October 2024 with over 40 businesses in attendance.</p> <p>Council continues to disseminate digital Local and State Government business support information to over 1,400 businesses through regular business e-newsletters.</p> <p>Council continued to support the reactivation of a strong sole Chamber of Commerce in Burwood, providing administration support to the Chamber, to better promote and protect the interests of the business community in Burwood.</p> <p>Council has delivered a number of consultation and engagement activities with the local business groups including:</p> <ul style="list-style-type: none"> <li>• Shopfront improvement door-knocks</li> <li>• Consultation on the Permit Plug Play Program proposal with over 10 co-located businesses</li> <li>• Engagement on the draft Licence to Play Policy</li> <li>• Engagement on projects funded via the Western Sydney Infrastructure Grants Program</li> </ul>
<b>A.77</b>	Office of General Manager	Undertake initiatives that support new economic growth in the Burwood North Precinct and Burwood Town Centre	On Track	<p>Council has prioritised initiatives that enhance the economic vitality of the Burwood North Precinct and Town Centre by encouraging mixed-use developments, targeted sector growth and the diversification of commercial offerings.</p> <p>A key focus has been expanding the night-time economy, with initiatives supporting extended trading hours, cultural and entertainment spaces, and safety enhancements like improved lighting and pedestrian-friendly streetscapes.</p> <p>The closure of Clarendon Place to cars continues to enable the thriving Chinatown Night Markets, strengthening the precinct's cultural and economic appeal. The introduction of Cambridge Markets has tested new pop-up commercial offerings, further diversifying the local economy.</p> <p>Collaboration with stakeholders continues to drive investment in growth industries, while smart technology improvements are enhancing accessibility and visitor experiences, ensuring Burwood's regional significance and appeal.</p>



## Safe, clean and activated streets, centres and public places are enjoyed by people day and night

### Develop place planning to activate the CBD, high streets and villages to support local businesses and foster local identity, creativity and culture

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.78</b>	Office of General Manager	Implement activities or initiatives that enhance Burwood's night time economy	On Track	<p>Council has made significant progress in enhancing Burwood's night-time economy through several key initiatives:</p> <ul style="list-style-type: none"> <li>• Work commenced on establishing a Special Entertainment Precinct in Burwood following Council endorsement in June 2024. Preparations for a funding application to the State Government are underway</li> <li>• Council has expressed interest in obtaining Purple Flag accreditation, with preliminary discussions already initiated with the State Government</li> <li>• Development of the Licence to Play Policy continues and will serve as a major enabler for activating night-time economy activities</li> <li>• Council secured \$500,000 through the Permit Plug Play Program to deliver enabling infrastructure that supports street activation for events, both day and night</li> <li>• Council continues to deliver actions outlined in the Burwood After Dark Strategy, ensuring ongoing support and growth of the local night-time economy across the themes of Place, Connection, Experience and Destination</li> </ul>
<b>A.79</b>	Community & Culture	Develop Sponsorship Prospectus to support the growth of large-scale festivals and events	Completed	<p>The Sponsorship Prospectus was prepared and promoted via the Participate Burwood platform.</p> <p>To date, Council has secured a record \$92,380 in sponsorship to support community events and initiatives, including:</p> <ul style="list-style-type: none"> <li>• Club Burwood RSL for the Burwood Park and Railway Parade Christmas Trees (\$15,000) and Burwood Summer (\$5,000)</li> <li>• Crowne Plaza Burwood Sydney for Christmas Carols in Burwood Park (\$5,000) and Street Tree Festive Lighting on Burwood Road (\$5,000)</li> <li>• Holdmark for the 'Bloom' Lighting Installation in Burwood Park Pond (\$30,000)</li> <li>• Burwood Chinatown (\$17,380) and Emerald Square (\$5,000) for the Lunar New Year Street Party 2025</li> <li>• Anson for the Burwood Art Prize (\$10,000)</li> </ul>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.80</b>	Community & Culture	Implement Council's public art program to enhance and foster local identity and activate public spaces	On Track	<p>To date, seven public art projects have been completed and installed under the 2024/25 Public Art Program, including:</p> <ul style="list-style-type: none"> <li>• Burwood Mayoral Portraits</li> <li>• Burwood Uniting Church Mural</li> <li>• The reinstatement of the Burwood Park Mural</li> <li>• Happy Nest on the Burwood Nest</li> <li>• Greek Street Fair Pop-Up Murals</li> <li>• Croydon Christmas Artworks on shopfront windows across 34 properties</li> <li>• Burwood Park Pond lighting installation 'Bloom; comprising of 750 light up flowers sponsored by Holdmark</li> </ul> <p>A further four projects are underway including:</p> <ul style="list-style-type: none"> <li>• The Blair Park Youth Mural with Burwood Girls High School</li> <li>• A new banner design and hoarding artwork</li> <li>• The Ford Lane lighting installation and mural festival</li> </ul>
<b>A.81</b>	City Development	Facilitate the delivery of public art through private development	On Track	<p>Participation in the Burwood Design Review Panel has increased over the period, reflecting greater engagement with the design review process.</p> <p>Additionally, eligible applications for hoarding artwork have been referred to the Public Arts Coordinator, promoting the integration of public art and enhancing the visual appeal of development sites.</p>
<b>A.82</b>	Community & Culture	Develop and coordinate diverse arts and cultural programs including the Burwood Art Prize	On Track	<p>2025 Burwood Art Prize entries opened on 29 November 2024.</p> <p>Several significant changes have been made to grow the 2025 Art Prize, including an overall increase of the prize pool to \$25,000 from \$14,000 made possible through corporate sponsorship of \$10,000 from Anson Group.</p> <p>Council has also updated the theme of the prize to 'I AM HERE' to further engage Culturally and Linguistically diverse artists and revised artwork mediums to include painting, drawing, photography, works on paper, works on canvas, small sculpture and video artworks.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.83</b>	Community & Culture	Develop and implement the Burwood Cultural Plan	On Track	<p>As part of the development of the Burwood Cultural Plan, Council completed a comprehensive community engagement program, including community surveys, one-to-one interviews, and two immersive 'Culture Talks' sessions with the local community and staff to provide input into Council's 10-year-vision for arts and culture.</p> <p>A portrait series of 25 individuals reflecting the unique heritage, places, and people who make up Burwood's arts and cultural scene was completed.</p> <p>Findings from the comprehensive cultural audit have been compiled into a Creative Burwood Snapshot, highlighting the 2,000+ cultural assets that make up Burwood's vibrant creative community and economy.</p> <p>The engagement findings and cultural audit have informed the development of the draft Cultural Plan which will be finalised in early 2025.</p>
<b>A.84</b>	Place Activation & Communication	Western Sydney Infrastructure Grant (WSIG) Program – Burwood Main Street Transformation project	Monitor	<p>Recruitment has been challenging, with three attempts made to directly hire a Project Manager to manage the delivery of the project in-house. Unfortunately, a suitable candidate could not be found, meaning a different approach had to be explored.</p> <p>Council is now developing a Request for Quote (RFQ) to procure a project management consultancy firm to carry out this work. It is expected that this RFQ will be issued in early December 2024, and an appointment to be made in January 2025, allowing the project to formally commence in February 2025.</p> <p>The Grant Management Office has been kept informed of these delays, and Council is in the process of updating the Activity deadlines via a variation request.</p>
<b>A.85</b>	Place Activation & Communication	WSIG – Deane Street Transformation/Shared Zone Project (Burwood Town Centre revitalisation)	Monitor	<p>Recruitment has been challenging, with three attempts made to directly hire a Project Manager to manage the delivery of the project in-house. Unfortunately, a suitable candidate could not be found, meaning a different approach had to be explored.</p> <p>Council is now developing a Request for Quote (RFQ) to procure a project management consultancy firm to carry out this work.</p> <p>It is expected that the RFQ will be issued in early December 2025, and an appointment to be made in January 2025, allowing the project to formally commence in February 2025.</p> <p>The Grant Management Office has been kept informed of these delays, and Council is in the process of updating the Activity deadlines via a variation request.</p>
<b>A.86</b>	Major Capital Works & Projects	WSIG Project – Paisley Road	Not Due to Start	<p>A Project Control Group (PCG) has been established with the aim of developing a RFQ for a designer in the first quarter of 2025 in advance of the scheduled commencement date.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.87</b>	Place Activation & Communication	WSIG – Strathfield Place-Making Project (Strathfield Precinct Transformation)	Monitor	<p>Recruitment has been challenging, with three attempts made to directly hire a Project Manager to manage the delivery of the project in-house. Unfortunately, a suitable candidate could not be found, meaning a different approach had to be explored.</p> <p>Council is now developing a RFQ to procure a project management consultancy firm to carry out this work. It is expected that the RFQ will be issued in early December 2025, and an appointment to be made in January 2025, allowing the project to formally commence in February 2025.</p> <p>The Grant Management Office has been kept informed of these delays, and Council is in the process of updating the Activity deadlines via a variation request.</p>
<b>A.88</b>	Operations	Implement scheduled program of sweeping of streets, Council car parks, commercial and town centres	On Track	Council undertakes daily street sweeping of CBD areas. Local streets are swept on a three weekly cycle. 1,500 streets are swept per quarter. Car parks are swept and litter picked on a weekly cycle.
<b>A.89</b>	Operations	Undertake mowing of verges for residents who are pensioners/ with a qualifying medical condition	Completed	<p>Scheduled mowing planned and programmed for the residents who are pensioners with a qualifying medical condition with 728 nature strips being mowed on an eight-week cycle.</p> <p>New residents are also added to the maintenance schedule as approved.</p>
<b>A.90</b>	Operations	Deliver the Safe and Clean Program across key town centre locations	Completed	<p>Safe and Clean Service continues to be implemented in the Burwood CBD and satellite shopping centres. Satellite shopping centres include Strathfield, Croydon, Enfield and Croydon Park Business Districts.</p> <p>Per quarter:</p> <ul style="list-style-type: none"> <li>• 1,935 streets litter picked for rubbish</li> <li>• 153 posters removed</li> <li>• 204 small spills cleaned</li> <li>• 189 trolleys removed</li> <li>• 69 incidents of graffiti removed</li> </ul>

## Plan and deliver infrastructure, services and information which safeguard public health and support community safety

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.91</b>	Community Safety	Carry out a regular program of inspections of development sites to ensure compliance with safe and sustainable practices	On Track	All active building sites have been patrolled on a daily basis during the period. All building sites are monitored and enforced against all provisions to ensure that the building sites are maintained and operated to a level complying with all regulations.
<b>A.92</b>	Community Safety	Undertake scheduled and responsive inspections of cooling towers, water systems, food, health, beauty and cosmetic premises to identify and respond to risks	On Track	Council's Environmental Health Team inspect and regulate activities under their delegations including food premises, boarding houses, restricted premises, underground petroleum storage systems, cooling towers, hair salons, beauty salons and skin penetration businesses. These inspections are conducted at least annually and upon any complaints.
<b>A.93</b>	Community Safety	Conduct regulatory inspections of health (pollution-land/water/air/noise), overgrown vegetation, boarding houses, water drainage and tree regulatory functions	On Track	Council's Community Safety Team conduct proactive and reactive patrols of the Local Government Area (LGA) to ensure that all premises within the LGA are complying with the relevant provisions relating to pollution matters (land/water/air and noise), overgrown vegetation, boarding houses, water drainage and tree activities.
<b>A.94</b>	Community Safety	Deliver campaigns and provide initiatives to support the health of food premises	On Track	<p>Health education programs are conducted throughout the year to ensure that all businesses operating food premises are complying with the regulations.</p> <p>Community Safety Education Programs were promoted via Council's quarterly Education Calendar covering the following topics:</p> <ul style="list-style-type: none"> <li>• Building Site Management</li> <li>• Dog Issues</li> <li>• Unleashed Dogs</li> <li>• Animal Registration</li> <li>• Food Safety</li> <li>• Unattended Property</li> <li>• Roadway Activities including Outdoor Eating</li> <li>• Boarding Houses</li> <li>• Hair, Skin &amp; Beauty Salons</li> <li>• Scores on Doors</li> <li>• Cooling Towers</li> </ul> <p>Ongoing one-to-one education was provided to individual business owners during the annual Health Inspection Program.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.95</b>	Traffic & Transport	Undertake road safety campaigns and run targeted programs and initiatives to promote safety around schools and town centres, pedestrian and cycling safety	On Track	<p>Several Road Safety Programs are run each year with an aim of reducing accidents and educating the public on road rules and behaviour improvements including:</p> <ul style="list-style-type: none"> <li>• #OnTheRoad – social media engagement program with targeted posts each Monday on local areas of concern</li> <li>• Slow Down campaign – targets streets which have a percentage of recorded accidents which were contributed to speed</li> <li>• Child Safety Restraint Check program – provides a free installation/check of any child seats by a qualified installer. Child restraint fitting days were run each month from August to June</li> <li>• Graduated Licensing Scheme – workshops to help new drivers gain the correct knowledge by educating parents and carers who will be accompanying new learner drivers. A workshop was held online in November 2024</li> <li>• Safety Around Schools program – weekly email outreach and school newsletter engagement</li> <li>• Regular visits to local schools pick up/drop off zones are undertaken to ensure that the road environment surrounding the school is safe</li> </ul>
<b>A.96</b>	Community Safety	Provide information and relevant campaigns to raise community awareness of companion animal responsibilities	On Track	Council's Community Safety Team conduct educational programs throughout the year to ensure that all companion animal owners are aware of the provisions relating to responsible pet ownership.
<b>A.97</b>	Community Safety	Undertake compliance inspections on dangerous and restricted dogs	On Track	Dangerous and restricted dog inspections are conducted annually to ensure that they are complying with the provisions. All annual inspections ensure that dog owners have complied with the Companion Animals Act. Inspections are scheduled for February to March 2025.
<b>A.98</b>	Operations	Deliver services to address illegal dumping and graffiti in public spaces	On Track	Council continues to deliver programs to reduce and manage illegal dumping and graffiti. Abandoned trolleys in public spaces are picked up through respective commercial shops. 205 square metres of graffiti was removed from Council property and infrastructure during the period from July to December 2024.



Action Code	Responsible Officer Unit	Action	Status	Comments
A.99	Operations	Maintain and clean the stormwater drainage network and clear blocked pits	On Track	<p>Council's civil maintenance teams are continuously cleaning and maintaining the drainage networks.</p> <p>Burwood LGA has been divided into zones for the civil maintenance teams to inspect and clear blockages and undertake necessary drainage works.</p> <p>Cleaning of pits in high catchment areas is on a monthly schedule utilising Smartsheets.</p> <p>From July to December 2024 500 lineal metres of lines were cleaned and 330 pits were cleaned/maintained. Council also maintains four GPTs on a six-monthly cycle.</p>







# Open & collaborative leadership



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

## A well-informed community active in civic life, local planning and decision making

Deliver strategic, relevant communications which facilitate understanding, dialogue and participation

Action Code	Responsible Officer Unit	Action	Status	Comments
A.100	Office of General Manager	Utilise a range of channels and new forms of communication to keep our community informed and enhance Council's reach and reputation including information drop-in sessions, online surveys, Mayoral street meetings and focus groups	On Track	<p>During the reporting period, 22 e-newsletters were emailed to over 10,000 subscribers. Instagram increased by 49.2% with a reach of 16,053, and LinkedIn had over 58,000 impressions, up by 14.3%.</p> <p>Facebook had a reach of 27,286 and received 6,493 page visits, up by 8% and Instagram had 1,754 page visits, up by 11.8%.</p> <p>Followers grew by 95 on Instagram, which equates to an increase of 13.6%. LinkedIn has also seen an increase of 388 followers over the past six months.</p> <p>Council's multicultural communications also continue to expand with WeChat growing from 1,530 followers to over 3,000 followers in the past six months, almost doubling in that time since launching in 2018.</p> <p>Five Mayoral Street Stalls were held across the LGA for community members to provide feedback.</p> <p>Council has continued to set the standard for innovation and creativity across Sydney, with two of Council's projects recognised as highly commended and one winning in its category at the recent Planning Institute of Australia Awards.</p>



## Effective, innovative and collaborative leadership is underpinned by open, transparent and responsible governance

Conduct Council business with transparency, accountability, compliance and probity that ensures community confidence in decision making

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.101</b>	People & Performance	Undertake corporate planning and reporting	On Track	<p>During the reporting period, the following corporate planning and reporting documents were delivered in accordance with the Integrated Planning &amp; Reporting Framework:</p> <ul style="list-style-type: none"> <li>• Half Yearly Report June 2024</li> <li>• End of Term (Councillor Achievement) Report</li> <li>• Annual Report 2023/2024</li> <li>• State of Our City Report</li> </ul>
<b>A.102</b>	Governance & Risk	Ensure all public information is accessible and made available in a timely manner	On Track	<p>A thorough review of the Policy Register commenced during the reporting period. The review will confirm the status and required actions for all legacy instruments.</p> <p>All public-facing policies adopted by Council are available on Council's public website and information has continued to be made proactively available on Council's website.</p> <p>55 formal GIPA requests were received with 98% completed within the statutory deadline due to unexpected resourcing constraints corresponding with a peak in GIPA requests.</p> <p>87 informal GIPA requests were received and 100% were completed within agreed service levels.</p>



## Provide opportunity for engagement with the community to inform Council’s decision-making

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.103</b>	Office of General Manager	Undertake comprehensive community engagement programs to seek community input on Council projects, operations, initiatives and major decisions	On Track	<p>During the reporting period, Council exhibited 159 projects on Participate Burwood that attracted 26,776 views by 11,501 visitors.</p> <p>There have been 916 project contributions by 556 contributors and 125 new followers.</p> <p>Council implemented an extensive community engagement program to inform the draft Croydon Masterplan, including face-to-face community drop-in sessions, door knocks, surveys and a number of staff and community briefings.</p> <p>Averaging over four posts a week, online audiences are consistently encouraged to provide feedback and participate in engagement activities with Council on major projects.</p> <p>Council continues to deliver Community Engagement Strategy actions with a focus on partnering with our community, strengthening Council’s approach, educating and empowering and building trust.</p> <p>Engagement on the review of the Burwood2036 Community Strategic Plan has commenced.</p>
<b>A.104</b>	Community & Culture	Facilitate interagency networks and advisory committees to provide opportunities for collaboration and participation	On Track	<p>Council’s advisory committees continued to contribute to key initiatives.</p> <p>The Multicultural Advisory Committee meets bi-monthly and has provided guidance and direction on the implementation of the Multicultural Burwood Strategy.</p> <p>Council’s Disability Inclusion Advisory Panel meets quarterly and has provided input into an Active Travel Plan, the Burwood Park Inclusive Play Space, an Events Checklist, signage and seating in parks.</p> <p>The Burwood Youth Advisory Group has met twice with a renewed focus on the implementation of Council’s Youth Action Plan.</p> <p>Three Burwood Region Child and Family Interagency meetings were held with 60 participants.</p> <p>Council also leads or contributes to the Burwood Strathfield Multicultural Network, Inner West Disability Forum, Inner West Region Dementia Friendly Community Alliance and Inner West Region Elder Abuse Awareness Day Networks.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.105</b>	Finance	Comply with financial management responsibilities to promote transparency and accountability	On Track	<p>Council has commenced the preparation of the annual budget along with the Long Term Financial Plan.</p> <p>The opportunity for community engagement will occur in early 2025 when the budget goes on public exhibition.</p>
<b>A.106</b>	Finance	Implement and monitor appropriate investment strategies and prepare monthly investment reports	On Track	<p>Council has developed an Investment Strategy and Investment Policy through a third party Investment Advisor and these are reviewed regularly.</p> <p>Council invests surplus funds with various financial institutions during the year. These invested funds have been receiving at least 0.25 basis points above the RBA official rate at the time of investing. Council staff ensured that these invested funds are secure financial instruments.</p> <p>Staff ensured that Council were made aware of invested funds through a monthly report table at Council meetings in accordance with legislative requirements.</p>
<b>A.107</b>	Property	Manage Council's property portfolio to optimise financial returns from Council owned properties	On Track	<p>Council has continued to successfully implement its Property Strategy objectives, achieving significant milestones in the reporting period.</p> <p>A notable achievement was the strategic acquisition of 95 Burwood Road in September 2024, representing a key landholding in the Burwood Town Centre. This acquisition has strengthened Council's property portfolio, providing both a sound immediate investment and a future opportunity for community benefit in the heart of the Burwood CBD.</p> <p>Council's property portfolio is reaching optimal occupancy with all properties currently under lease or pending agreement, which once finalised will bring Council's investment portfolio to 100% occupancy.</p>
<b>A.108</b>	Governance & Risk	Sustain the Audit Risk and Improvement Committee (ARIC) to provide independent oversight and support continuous improvement	On Track	<p>The ARIC fully met the requirements of its Charter. The ARIC met three times between July and December 2024 and the ARIC annual report was tabled at the December 2024 meeting of Council. A new Chair and two new independent members were appointed in October 2024.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.109</b>	Governance & Risk	Fully embed new internal audit function arrangements as per Internal Audit Charter	On Track	<p>The ARIC reviewed the operation of the Internal Audit Function and the Internal Charter in November 2024. The current model of internal coordination and engagement of external firms for individual audits is supported by the ARIC and complies with requirements.</p> <p>A four-year rolling plan of Internal Audits is in place.</p> <p>A restructure of the team supporting the Internal Audit Function will be implemented in early 2025 and will enhance ongoing support for this program.</p>
<b>A.110</b>	Governance & Risk	Deliver a program of internal audits	On Track	<p>Two Internal Audits have been completed dealing with Fire Safety and Pool Safety Programs and with practices around Developer Contributions and Voluntary Planning Agreements.</p> <p>Work has also commenced on engaging an auditor to conduct the annual Cyber Security Audit.</p>
<b>A.111</b>	Governance & Risk	Develop a Records Management Strategy based on insights from Records Management Assessment Tool analysis	On Track	<p>Record Management Assessment Tool has been completed.</p> <p>Development of an Information Asset Register has commenced and the instrument will form the basis of the Records Management Assessment Tool and Records Management Strategy which are expected to be completed in 2025.</p>
<b>A.112</b>	Governance & Risk	Records digitisation program refreshed and continuously improved in conjunction with management of commercial off-site storage arrangements	On Track	<p>Commercial off-site storage arrangements approved and implemented. Records digitisation program refresh proposals under development. The role of the digitisation program within the Records Management Strategy has been established.</p>
<b>A.113</b>	Governance & Risk	Review and implement improvements to Council's Risk Management Framework	On Track	<p>A review of Operational Risks across Council was conducted and the Risk Register updated, subject to Executive review.</p> <p>A review of the overarching Risk Management Framework was undertaken and has been endorsed by the ARIC.</p> <p>While all Framework components are in place, some further refinement will be undertaken in early 2025 to ensure they continue to meet Council's needs.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.114</b>	Governance & Risk	Review and update framework for management and control of delegations and authorisations	On Track	The manual delegations register has been reviewed and updated. Process gaps have been identified and some manual processes have been refined. Further work is required on the overarching framework and management and control processes. This will be progressed in 2025.
<b>A.115</b>	Governance & Risk	Revitalisation of legislative compliance framework	Monitor	Due to unexpected resourcing constraints, the initial work on rolling out this Framework has been delayed. Work will recommence in the first half of 2025.
<b>A.116</b>	Governance & Risk	Review of incident and claims management business processes	On Track	The review of business processes has commenced and is expected to be substantially completed during the first quarter of 2025.
<b>A.117</b>	Governance & Risk	Fraud and corruption prevention framework reviewed	Monitor	Actions against the current Fraud and Corruption Prevention Action Plan have been monitored and are substantially complete. Unexpected resourcing constraints have delayed the review of the framework, however this is planned to take place in the first half of 2025.
<b>A.118</b>	Governance & Risk	Complaints management framework reviewed	On Track	Early work on this review was undertaken in the reporting period, with completion expected in the first half of 2025.
<b>A.119</b>	Procurement	Undertake internal procurement audits and spot checks to monitor efficiency and compliance	On Track	Eight internal procurement audits and spot checks were conducted during the period with one improvement identified and additional instructions provided to Council Officers.
<b>A.120</b>	Governance & Risk	Deliver a progressive and accountable framework to support the elected body of Council and individual councillors	On Track	<p>September 2024 Election held in accordance with statutory requirements.</p> <p>New councillors were successfully onboarded. An intensive Councillor Induction Program was held in October 2024 and attended by all councillors. An ongoing series of professional development activities is in the pipeline.</p> <p>Five ordinary meetings of Council were held between July and December 2024, along with one Extraordinary meeting. Six briefing sessions, covering eight topics, have been provided to councillors.</p>
<b>A.121</b>	Governance & Risk	Deliver a progressive and accountable framework to support the Burwood Local Planning Panel	On Track	100% compliance with directions. The Local Planning Panel met five times between July and December 2024. Panels returned to in-person meetings and group site inspections from July 2024.

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.122</b>	Procurement	Carry out procurement training including refresher training to ensure Council's procurement activities are efficient and effective	On Track	85 Council officers were trained in procurement activities during the reporting period. Implementation of the new procurement software system and related training sessions have resulted in a more streamlined and efficient procurement lifecycle.
<b>A.123</b>	Information Technology	Implement Cyber Security Mitigation Strategies and security controls in line with Essential 8 Maturity Level 1	On Track	Council has deployed cutting-edge security solutions, including application whitelisting, privilege access management (PAM), and security information and event management (SIEM). Collaborating actively with Cyber Security NSW, Council has conducted a comprehensive assessment of its infrastructure and processes against the ACSC Essential 8 Maturity Level 1 benchmarks. This proactive approach allowed Council to pinpoint gaps that need attention. The gaps are planned to be addressed in 2025, with the aim of Council achieving compliance with Essential 8 Maturity Level 1, ensuring its infrastructure remains robust and resilient against cyber threats.

## Deliver innovation and excellence in customer experience and service delivery

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.124</b>	Customer Experience & Business Improvement	Ensure Council service standards reflect community expectations and customers are attended to in line with service standards	Completed	<p>During the period of 1 July 2024 to 24 December 2024, the number of customers served at the Customer Service Counter was a total of 1,468 with 83.72% being served within three minutes. The number of calls handled by Customer Service was a total of 13,272 with 83.03% answered in less than 40 seconds.</p> <p>The number of Webchats handled by Customer Service was 547 and the Call Centre Experience was provided to 41 new staff during the reporting period.</p> <p>The Customer Service team responded to 6,567 emails and as at 29 November 2024 the Customer Service Team had completed a total of 5,677 CM actions.</p>
<b>A.125</b>	Customer Experience & Business Improvement	Monitor and report on Customer Feedback Program to track real-time satisfaction with Council services including Enfield Aquatic Centre	On Track	Customer feedback devices and a feedback mechanism on staff email signatures provide an ongoing voice for the customer and a benchmark for Council to measure customer experience. During the period of 1 July 2024 to 23 December 2024 Council received an overall Customer Experience Score (CX) of 8.0 based on 6,776 ratings across the organisation.

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.126</b>	Customer Experience & Business Improvement	Conduct Mystery Shopping Program across Council	Not Due to Start	A comprehensive Mystery Shopping Program across Council is scheduled for February 2025.
<b>A.127</b>	Customer Experience & Business Improvement	Deliver pop up Customer Experience stalls to reach customers who do not ordinarily interact with Council and increase knowledge of Council services	On Track	Council's Mobile Customer Service Team delivered 10 Customer Service pop-up stalls at various locations including Burwood Park, The Strand Croydon, Henley Park and at Council events. The team assisted customers with payments, clean-up bookings, E-Permits, venue bookings and general enquiries with a total of 61 customers utilising the service to date.
<b>A.128</b>	Information Technology	Implement digital customer experience enhancements	On Track	A new digital display has been installed in the Customer Service Office to provide a clear and efficient dashboard for managing contact centre queues, including calls, emails, and webchats. This initiative is set to improve both staff productivity and customer satisfaction by streamlining the flow of information. Council is also exploring cutting-edge cloud-based digital signage solutions to streamline management across all locations. A comprehensive review and upgrade of digital displays at all Council locations is underway to ensure that customer experience is appropriately enhanced.
<b>A.129</b>	Information Technology	Introduce automation to improve customer response times and reduce human error	On Track	Council is collaborating with Before You Dig Australia (BYDA) to revolutionise the way we handle BYDA customer inquiries by automating responses and making them readily accessible online. In addition to this, Council is actively exploring and identifying internal processes to introduce automation, enhancing efficiency and innovation at every level.
<b>A.130</b>	Customer Experience & Business Improvement	Implement the Customer Experience Strategy	On Track	The Customer Experience Strategy 2024 – 2027 was developed through an extensive process of research, data analysis, customer feedback and community engagement. During the period six actions have been completed in the Year 2 action plan, including implementation of the Customer Service 'Pop Up Stall' Program.

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.131</b>	Customer Experience & Business Improvement	Implement service review program as per the schedule to deliver improved services and efficiencies	On Track	<p>Council has commenced the implementation of a Single Enterprise Resource Planning (ERP) solution. The new system supports core business requirements and existing business processes to meet all of Council's legislative, security and compliance requirements. The system will enable a range of efficiencies including business and customer service improvements.</p> <p>Council has implemented a Process Manager platform. The platform serves as a process mapping tool to capture and streamline complex business processes, turning them into consistent and easy-to-understand workflows, to make it easy for staff to manage their workload more efficiently. Staff have reviewed and documented a total of 166 processes.</p>
<b>A.132</b>	Procurement	Review and streamline procurement business processes, forms and templates	On Track	<p>Following the implementation of the new procurement system, procurement business processes have been further refined to take into account a variety of situations.</p> <p>New training materials have been developed and forms updated.</p> <p>A review and update of Council's procurement Corporate Practice has been drafted and is due for adoption in January 2025.</p>
<b>A.133</b>	Information Technology	Rationalise and integrate the information systems used in the delivery of Council services	On Track	<p>Phase 2 of the transition to a Single ERP solution is making significant progress. This innovative system is designed to enhance Council's service capabilities by integrating with key Council applications such as Geographical Information Systems, Document Management Systems, Asset Management Systems, and the NSW Planning Portal. Through the completion of this project, due to go live in the first half of 2025, Council will streamline operations to deliver services faster and more efficiently, making customer interactions with Council more effective and delivering improvements to the overall customer experience.</p>
<b>A.134</b>	Information Technology	Maintain Council's IT Hardware to support the effective delivery of Council services	On Track	<p>As part of the Technology Device Refresh project, hardware such as laptops, mobile devices, and a range of accessories have been procured and are being issued to Council officers to ensure that business units are empowered with efficient and effective tools.</p>
<b>A.135</b>	Information Technology	Upgrade systems and applications to support the effective delivery of Council services	On Track	<p>Council is progressing the upgrade of all servers and endpoints to the latest operating systems, accompanied by the transition to updated software application versions across the board. By adopting a strategic approach to software management, Council will stay at the forefront of software advancements, to safeguard the robustness and reliability of information systems, necessary to meet the evolving requirements of our customers.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
<b>A.136</b>	Information Technology	Improve access to information by expanding the use of Geographical Information Systems	On Track	Council has implemented an online GIS system accessible via laptops and mobile devices through both the Council and mobile networks. This system significantly benefits Council's mobile workforce by providing crucial information on the go. Additionally, the GIS system's integration with the Asset Management System offers comprehensive insights into Council resources, aiding in accurate maintenance planning and forecasting.
<b>A.137</b>	Office of General Manager	Seek partnership or funding opportunities that address Council and community needs	On Track	<p>During the reporting period Council executed its final three funding deeds, enabling the delivery of all 11 Western Sydney Infrastructure Grants Program (formally WestInvest) projects valued at over \$110 million.</p> <p>Council also successfully executed a \$500,000 funding agreement with Transport for NSW as part of the Permit Plug Play Program for the delivery of enabling infrastructure to support the delivery of street based events day and night. The program encourages a more vibrant NSW by unlocking more walkable, safer, and activated neighbourhoods.</p> <p>In August 2024, Council also submitted two grant applications for Stream 2 of the NSW Government's Housing Support Program – Community Enabling Infrastructure Stream (CEI) and in November 2024 an application for the Special Entertainment Precinct Kickstarter Program. Council is awaiting the outcome of both applications.</p>
<b>A.138</b>	Community Life	Promote the availability of Schools as Shared Spaces programs and investigate additional options for shared use of school facilities	On Track	<p>Council extended its licence arrangement with Burwood Public School to enable ongoing community use of the two outdoor sports courts on weekends for a further 12 month period.</p> <p>Council also commenced a trial with Burwood Girls High School in relation to Council use of its outdoor sports field during Term 4, 2024 (October to December 2024). The trial involved the delivery of a fathers and daughters physical and social activity program supported by the Football NSW Legacy Program.</p> <p>Council has also prepared and submitted a proposal to Schools Infrastructure NSW and Burwood Girls High School regarding longer term licence arrangements to enable community use of the sports field and outdoor courts at the school for broader community use on weekends.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.139	City Planning	Work with SSROC to champion new sustainable technologies, policies and procedures	On Track	Continued and ongoing involvement with Southern Sydney Regional Organisation of Councils (SSROC) working groups included the Planning Managers Group, the Environmental Planners Group and the Electric Vehicle collaboration group.
A.140	People & Performance	Implement Year 3 actions of the Workforce Management Plan	On Track	Progress on the actions set out in Council's Workforce Management Plan continues with Year 3 actions underway.





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