



Burwood
Inc.1874

Half Yearly Report
June 2024


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.

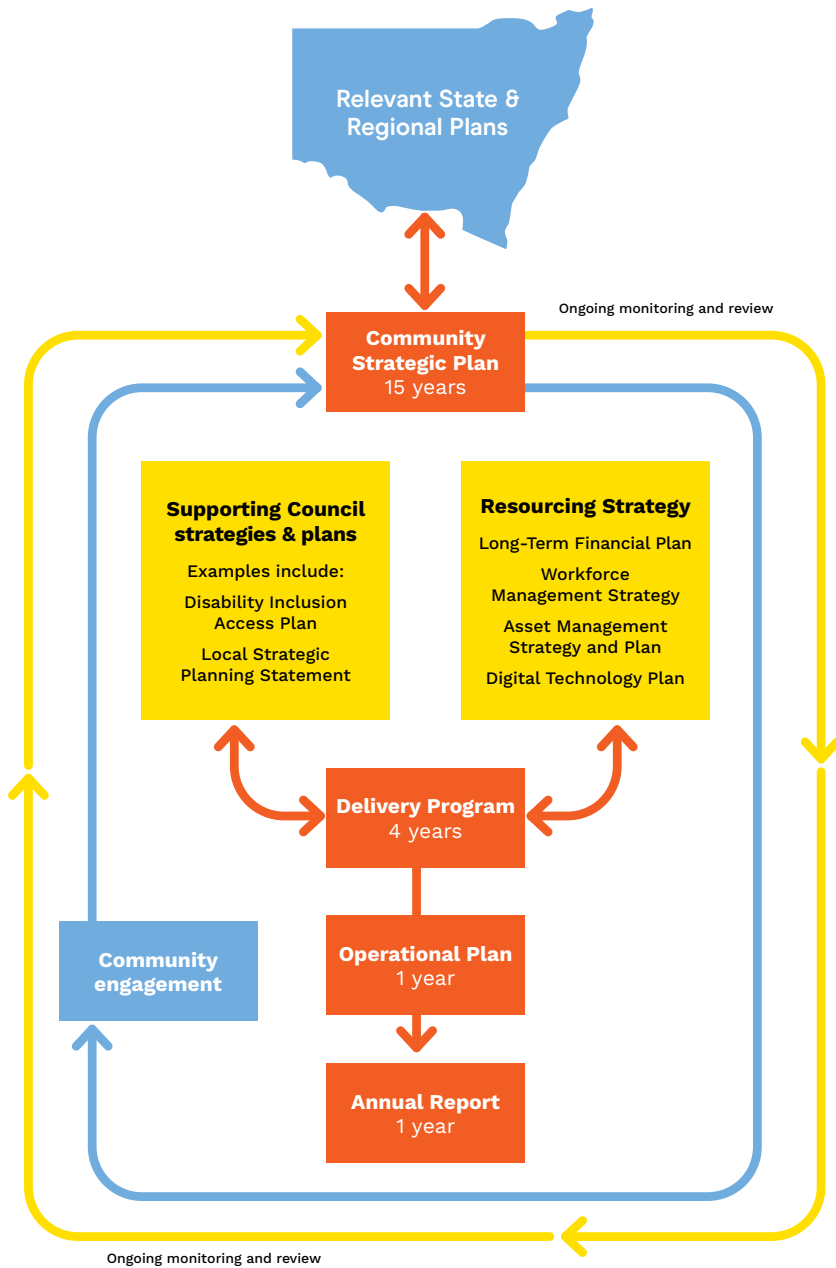
This Half-Yearly Report is the final report for the Operational Plan Financial Year 2023/2024.

It provides the community with a summary of how Council has responded in the second half of the 2023/2024 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 135 actions incorporated under these themes and found in the Operational Plan 2023/2024.



Measuring our success

Completed	An action has been completed during the reporting period	70 actions completed
On track	The action is on track for completion as scheduled	57 actions on track
Monitor	The action is underway, but may not be completed in time or it has been postponed	6 actions being monitored
Not due to start	The action is not due to start during the reporting period	2 actions not due to start

Our highlights



Collaborating with our Young People

Following extensive youth led engagement, the four-year Youth Action Plan was adopted by Council in February 2024.

Implementation of Year One actions have commenced including:

- Youth-led planning and delivery for Youth Week;
- Engagement with young people on major projects including Burwood North; and
- Delivery of mental health first aid training to parents and carers

The Youth Action Plan was recognised as a 'Finalist' at the Local Government Excellence Awards in May 2024.



Celebrating 150 Years of Burwood

Burwood's sesquicentenary celebrations are underway and there have involved a wide range of activities for the community to date, including:

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



Celebrating Burwood's Business Community

The Mayor's Business Commendation Awards were held in May 2024 where 16 commendations were awarded to Burwood businesses across five categories. Winners included:



Logans Pianos
Sahara by the Park



Lithium Bicycle
Tomato Art
King Tea Burwood



Patisceria Mancuso



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



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



Celebrating our Diverse Community

In April 2024, Council adopted the Multicultural Burwood Strategy 2024–2028 that was developed following consultation with the CALD Communities Forum. Year One actions are underway including the formation of the Burwood Strathfield Multicultural Forum comprising of 40 community organisations across the region.

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



Welcoming Burwood's Newest Citizens

Two citizenship ceremonies were held between January and June 2024.

The Australia Day Citizenship Ceremony saw 89 new citizens welcomed to Burwood and a further nine citizens welcomed in March 2024.



Our Commitment to Reconciliation

The development of Council's Reconciliation Action Plan (RAP) has now commenced with the establishment of an internal RAP working group and the engagement of First Nations consultants, Yarnup.

Community engagement with First Nations elders and key stakeholders is underway.



Supporting the Community Sector

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

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

The Success of the Burwood Art Prize Continues

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

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

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



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



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



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



Burwood Citizen of the Year Awards

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

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

- **Citizen of Year (aged 26+):** Rosemary King
- **Young Citizen of the Year (aged 16 to 25):** Rose Palmer
- **Sportsperson of the Year:** Danny Silvestri
- **Environmental Citizen of the Year:** Billie Ayling

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



Celebrating our Invaluable Volunteers

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

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



Ongoing Usage of Facilities and Parks and Open Spaces

Our facilities and parks and open spaces continue to be well utilised by our community with total booking numbers as follow:

- 2,574 uses of community facilities such as the Community Hub and Woodstock
- 1,617 uses of parks and open spaces such as Henley Park and Flockhart Park
- Woodstock Artisan market held in February 2024

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

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

Our Strategies/Policies/Plans

During the reporting period a number of key strategies, policies and plans were developed including:

- Multicultural Strategy 2024–2028
 - Youth Action Plan
 - Community Facilities and Open Space Strategy addendum
 - Placemaking Framework
 - Data Breach Policy
 - Customer Experience Strategy 2024–2027
- Investment and Visitation Prospectus



Keeping Burwood Safe

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

- Commencement of the implementation of the Safer Burwood Plan including the successful Community Safety Expo held in Burwood Park in March 2024
- Working with community support services including the Police to establish a Domestic Violence Hub for women and families in the Burwood Library and Community Hub
- 95% of actions in Council's Child Safe Plan have been implemented

Mobile Play Van zooms!

An estimated 2,300 families attended the mobile play van during the reporting period with recent Service Participants Survey results showing a 95% satisfaction rate for both quality of staff and the service.

In addition to the 'play' component of the service, the staff have also introduced a number of other activities to support our community including:

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

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

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

The WSIG projects include:

COMMUNITY FACILITIES



Burwood Urban Park Arts and Cultural Centre \$50M

Enfield Aquatic Centre Redevelopment \$52.4M

Library Pod \$800K

PARKS



Woodstock Sensory Garden \$1.1M

Henley Park Sports Field Upgrade \$2.7M

Burwood Park Inclusive Play Space \$2.4M

Henley Park and Russell Reserve Expansion \$814K

STREETSCAPES



Deane Street Precinct Transformation \$3.9M

Strathfield Place Making Project \$2.1M

Burwood Main Street Transformation \$6.6M

Paisley Road Beautification \$3.9M



Enfield Aquatic Centre (EAC) – a much loved community asset

The success of the EAC continued reaching key milestones such as:

- The goal of 100,000 visitors during 2023/2024 was surpassed with a total of 152,710 visitors attending the Centre
- The Royal Life Saving Aquatic Facility Safety Assessment Audit was completed in February with the EAC exceeding its targets and achieving a safety score of 92% and a 5-star accreditation score of 91%
- Our learn-to-swim program remained strong and the success of our recruitment and training initiatives resulted in 16 new staff being on-boarded to the Learn to Swim team
- Eight health, fitness and wellbeing programs were delivered boosting visitation
- New initiatives were introduced including the ‘Cool Down in January’ initiative

Our Public Art Program

The delivery of our public art program continued with both temporary and permanent commissions, including:

- Light a Lantern Installation across Burwood Pond
- Wilay Mulaa: Spirit of Light in Burwood Park
- ANZAC Day crosses installation in Burwood Park
- Back in Black: AC/DC Mural
- ‘People of Burwood’ installation across public bench seats

New banner artworks were also commissioned including the 150 Years of Burwood banners.





Delivering Events for our Community

During the reporting period, Council's commitment to the delivery of community and civic events continued with:

- ANZAC Day Tribute
- National Servicemen's Memorial Service
- Lunar New Year
- Harmony Day
- Seniors Festival
- An expanded Community Safety Expo
- New events celebrating 150 Years of Burwood including 'Light a Lantern' and the official opening of the Burwood Park Pond, Nature Play and Sensory Garden, the launch of Wilay Mulaa: Spirit of Light and the highly successful Burwood Street Party, which attracted over 20,000 attendees



Using Technology to Improve Service Delivery

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

- The first phase of the new Enterprise Resource Planning (ERP) system was successfully implemented
- 100 sensors were installed in public waste bins across the Burwood LGA to optimise waste collection
- A new process manager platform was implemented to ensure Council captures and streamlines complex business processes to improve efficiencies and effectiveness
- A new Human Resource Information System (HRIS) was implemented to improve and streamline all stages of the employee lifecycle

In addition to the above, Council has created an internal Artificial Intelligence (AI) Working Group to explore other smart technology applications.



Planning for the Future of the Burwood LGA

The excitement of planning for the Burwood LGA's future continued with the Burwood North Precinct Masterplan being endorsed by Council in May 2024.

The Masterplan establishes the Vision for the Precinct and is a significant milestone resulting from two years of intensive strategy work and extensive community engagement.



Creating Places for People

Council's commitment to creating great places for people continued during the reporting period with key activities being implemented including:

- Council finalised Burwood's inaugural Placemaking Framework and formed the Burwood Place Management Committee in June 2024.
- In June 2024, Council secured \$150,000 in funding to deliver Burwood Culture Streets as part of the State Government's Open Streets Program.
- Keith Smith Park Transformation – Council's ongoing asset upgrade program saw Keith Smith Park in Croydon receive a facelift with a new playground, a new footpath and new accessible seating, bubbler, bin and signage.
- Council successfully secured \$650,000 of grant funding through the NSW Government Infrastructure Grants to upgrade Flockhart Park which will see a new inclusive playground, water bubblers, fitness equipment and a new shade structure installed
- Council's partnership with Burwood Chinatown has successfully implemented the fortnightly closure of Clarendon Place to cars, creating an active pedestrian space for people with the program being extended into 2024–25.

The New Home for Arts and Culture in Burwood

The Urban Park, Arts & Cultural Centre is in full swing with 70% of detailed design having been completed by June 2024 and construction due to commence in the first half of 2025 subject to the Burwood Place development program.

This exciting project will transform the existing carpark in front of the Burwood Library into a vibrant hub, supporting the transformation of Burwood as a cultural and events destination.



A Green and Sustainable Burwood

- Council planted an additional 164 trees in parks and 3,393sqm of ground cover as a result of successfully attaining grant funding from Local Government NSW
- Street tree and park tree inventories have now been completed as a result of successful grant funding with the inventory being placed in Council's asset management system to assist with successfully maintaining this important asset
- The Food Organics and Garden Organics (FOGO) trial was extended for a further six months aiming to divert organic waste from landfill

Reaching our Community

Council continues to increase our reach with the community via various communication channels with increases in the following areas:

- 10% increase in the open rate of the weekly Community Council updates, special communications from the Mayor of Burwood and business e-newsletters
- 50% increase in Facebook reach and a 5.3% increase in followers
- 36.1% increase in Instagram followers
- 19.8% increase in LinkedIn followers
- 73.4% increase in WeChat followers

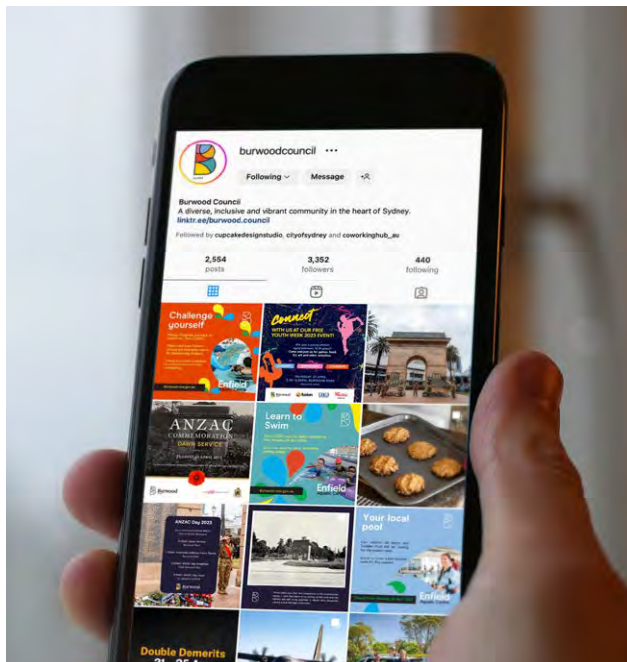
Additionally, 137 projects were exhibited on Participate Burwood with 34,347 views by 15,868 visitors.



Our Commitment to Customer Experience

Council's commitment to continually enhancing our customer experience continued with:

- The adoption of the inaugural Customer Experience Strategy 2024–2027 which was recognised as a 'Finalist' at the Local Government Excellence Awards in May 2024
- 1,032 customers were served at the Customer Service counter with 81.3% served within five minutes
- 11,054 calls taken by our Customer Service team with 82.57% answered in less than 40 seconds
- 494 Webchats responded
- 33 new staff members participated in the Call Centre Experience
- An overall Customer Experience Score (CX) of 8.1 based on 6,500 rating was received
- The Mystery Shopping Program resulted in an overall score of 94% for phone calls and 96% for in-person visits







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
A.1	Community & Culture	Coordinate Council's Volunteer Program and initiatives to support and recognise volunteering in the community	On Track	<p>The Council's Volunteering Program recruits volunteers for community programs and local organisations. From January to June 2024, 218 volunteers were referred to external groups in the Burwood LGA.</p> <p>The Volunteer Recognition Awards Ceremony was held on 24 May 2024 during National Volunteer Week. There were 21 nominations and 80 attendees, all celebrating the outstanding work of our volunteers.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
A.2	Office of General Manager	Deliver annual awards programs that recognise local community and business achievements	On Track	<p>The Mayor's Business Commendation Awards took place on 29 May 2024 with over 55 community members and business owners in attendance. 16 commendations were awarded across five categories.</p> <p>On 26 January 2024, Council hosted its Australia Day Citizenship Ceremony. The event saw 89 new citizens welcomed to Burwood, as well as the announcement of the 2024 Local Citizen and Young Citizen of the Year.</p> <p>This year Council also introduced two new categories: Sportsperson of the Year and Environmental Citizen of the Year, in addition to Citizen of the Year (aged 26+) and Young Citizen of the Year (aged 16 to 25).</p> <p>Council received eight nominations. Winners were announced on 26 January 2024 at Council's Australia Day Citizenship Ceremony. The winners of these awards will be invited to participate and represent the Burwood community at various events and initiatives throughout 2024.</p>
A.3	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	Completed	<p>Council promoted the availability of Club Grants funding and has coordinated the meeting date and circulated information for the Club Grants assessment panel meeting scheduled for July 2024.</p> <p>Six grant information sessions were held with community groups over the Community Grants application period with translators provided on request. Council received 39 applications for funding.</p> <p>A Community Grants Presentation was held in June 2024 to acknowledge successful applicants and their projects.</p> <p>The total funding pool of \$55,000 was awarded to 12 organisations to deliver new community projects under the Council's Community Grants Program in June 2024.</p> <p>Council implemented the online SmartyGrants system for the first time to streamline the application and assessment process.</p> <p>Additionally, Council continues to distribute information on availability of funding from Federal and State Government as well as other sources, and to deliver initiatives to strengthen the community's capacity to apply for funding.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.4	Community & Culture	Implement the Disability Inclusion Action Plan 2022–2025	Completed	<p>Actions from the Disability Inclusion Action Plan (DIAP) continue to be implemented across Council to improve accessibility and inclusion and raise awareness of issues impacting people with disability. This includes the provision of inclusive community programs, introducing disability outreach services from Burwood Library to assist carers and people with disability access services, identifying disability awareness training for all Council staff and working with the disability sector to increase capacity.</p> <p>The Disability Inclusion Advisory Panel meets bi-monthly and remains active and involved in providing feedback on Council facilities and major projects and engaging with Council staff to ensure people with disability, carers and their families are provided the opportunity to engage on issues impacting them.</p>
A.5	Community & Culture	Implement the Multicultural Strategy	Completed	<p>Council adopted the Multicultural Burwood Strategy in April 2024 following extensive community engagement. Several Year One actions have been completed, including the Burwood Strathfield Multicultural Network, which is comprised of 40 community organisations across the region. The Network is a key focus for addressing areas of sector development identified in the Strategy.</p> <p>Council has delivered a Harmony Day event in Burwood Park in collaboration with 20 culturally diverse community groups and the Multicultural Advisory Committee. Utilisation of language interpreters is increasing at community events and workshops, with interpreters engaged for Council’s Seniors Week Expo and Community Grant Information Sessions. Promotional material for Council community programs and local services has been translated into key community languages where possible, and a bilingual worker attends the Mobile Play Van monthly.</p>
A.6	Community & Culture	Undertake initiatives that address homelessness and the needs of rough sleepers across the Burwood LGA	Completed	<p>Council continues to implement a Homelessness Protocol and facilitate a regular Rough Sleepers meeting with internal and external staff. This ensures rough sleepers are identified and offered support and opportunities for housing and health services, and Police and Council staff are aware of any safety and health issues relating to the community.</p> <p>On 19 February 2024 Council coordinated the NSW Homelessness Count for the Burwood, Strathfield and Canada Bay LGAs in partnership with NSW Department of Communities and Justice to locate rough sleepers in the area.</p> <p>Council is also currently collating information from local emergency relief and food security service providers to identify demand, gaps in service and ways to deliver information and services to vulnerable communities.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
A.7	Community & Culture	Develop and implement the Youth Action Plan	On Track	<p>The Youth Action Plan (YAP) was adopted by Council in February 2024 for implementation over four years. It was recognised as a 'Finalist' at the Local Government Excellence Awards in May 2024.</p> <p>Since adoption, Council has initiated several actions identified in the Plan including walking tours of Burwood and Council with international students, youth-led planning and delivery for Youth Week, engagement with young people on major projects including Burwood North, facilitation of anti-racism strategies within local high schools and delivery of mental health first aid training to parents and carers.</p> <p>Council continues to develop collaborative partnerships to create initiatives that deliver youth outreach and other services, promoting wellbeing and connection within the youth sector.</p>
A.8	Community & Culture	Implement social research program to identify and address existing and emerging community needs	Completed	<p>Council undertook several research initiatives to support key organisational projects addressing emerging needs and opportunities. This included examining recent trends in crime and community safety to inform the Safer Burwood Plan and conducting extensive research into the needs and priorities of local young people to support the development of the Burwood Youth Action Plan. As well as research into food insecurity and cost of living impacts.</p> <p>Additionally, an audit of Burwood's cultural assets has been completed to inform the development of Council's Cultural 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 January 2024 to 30 June 2024 included:</p> <ul style="list-style-type: none"> Burwood Park Community Centre (339) Fitzroy Hall (398) Woodstock (573) George Street Centre (258) The Community Hub (830) Henley Park Community Centre (4) Henley Park (105) Conference Room (132) <p>The Woodstock Artisan market was successfully held on 25 February 2024.</p> <p>The sports field usage from 1 January 2024 to 30 June 2024 included:</p> <ul style="list-style-type: none"> Blair Park (161) Burwood Park (62) Woodstock Park (22) Flockhart Park (202) Grant Park (48) Wangal Park (44) Henley Park (1078)
A.10	Customer Experience & Business Improvement	Conduct Community Facilities and Park Survey	Completed	<p>The community facilities and park survey was emailed to hirers and placed on Council's website for comment from the 13 May 2024 to 11 June 2024.</p> <p>The survey identified that:</p> <ul style="list-style-type: none"> 42% of hirers are using the venues for training 85% are satisfied with the booking process 100% are satisfied with accessibility; and 28% visited the facility weekly.
A.11	Community & Culture	Review and update Community Facilities and Open Space Strategy	Completed	<p>An addendum to Council's current Community Facilities and Open Space Strategy was prepared to give consideration and respond to the anticipated growth linked to the Burwood North Masterplan. This addendum will assist Council to understand the future needs and demands for community facilities and will assist in the development of Council's Infrastructure Contributions Framework.</p>

Support community resilience initiatives to adapt to changing circumstances

Action Code	Responsible Officer Unit	Action	Status	Comments
A.12	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>This action was completed in the previous reporting period as outlined below.</p> <p>In October 2023, Council partnered with the Burwood Chamber of Commerce to deliver The Burwood Business Expo, a free business event as part of NSW Small Business Month (SBM).</p> <p>Over 100 businesses and 20 stall holders attended to hear industry leaders deliver presentations on consumer engagement and digital marketing, equipping local businesses with tools to help increase their patronage and reach across the Burwood LGA and Greater Sydney, with a particular focus on efficient and budget-friendly resources and strategies.</p> <p>As part of SBM, Council subsidised the cost of facility hire for small business owners looking to utilise Council-owned facilities across the LGA from 1 to 31 October 2023 in an effort to increase access to local working and meeting spaces for small businesses.</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>

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.13	Community & Culture	Deliver initiatives that recognise and respect First Nations' history and ongoing culture	Completed	<p>Council continued its commitment to engaging First Nations artists for key public art projects across the Local Government Area including the first artwork to be displayed on the Burwood Nest at Burwood Park.</p> <p>Council has commenced the development of a Reconciliation Action Plan (RAP), which will be completed in 2024. To date, this has involved the establishment of an internal RAP Working Group and the engagement of Aboriginal consultants, Yarnnup, to provide cultural advice and support.</p> <p>The process has included the analysis of demographic data, review of Council policies and procedures, completion and analysis of an internal cultural audit and the delivery of two cultural awareness/RAP alignment workshops attended by Council's Leadership Teams and RAP Working Group members (a total of 28 staff). Stakeholder and community engagement, including in-depth interviews with First Nations elders and key stakeholders, remains underway.</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
A.14	Library & Community Hub	Implement the Burwood Library Strategic Plan	Completed	<p>The Customer Experience program was embedded this year, with staff modelling best customer service practices. A major software upgrade was completed, leading to an improved catalogue experience.</p> <p>An annual library customer survey conducted in May/June 2024 found that 95% of users felt welcome and safe using the library and 90% considered the library an important part of their lives.</p> <p>New census data was used to adjust collection budgets.</p> <p>Significant work was undertaken for the sesquicentenary celebrations including the publication of the Burwood Pictorial History and the upload of digital images of the celebrations to the online archive for community access. As part of the celebrations, new library cards, bookmarks, postcards and book bags were introduced.</p> <p>Staff have been assessed for training opportunities in digital literacy and training has commenced to upskill the team.</p>
A.15	Library & Community Hub	Deliver initiatives that promote and improve access to local heritage	Completed	<p>Burwood Library has delivered a variety of local heritage offerings throughout the year to support access to the collection and promote the LGA's history. Library displays included "Brickworks in Burwood", "Centenary of Enfield Swimming Pool", "Burwood Villa" and "Sesquicentenary of Burwood Council Incorporation". As part of the sesquicentenary celebrations, an exhibition titled "Resilience Captured" showcased images from the NSW State Library collection depicting New Guinea refugees who found safety in Burwood during WWII.</p> <p>Five historical walks were conducted covering the history of Enfield, St. Thomas Church, Croydon (two walks) and Burwood.</p> <p>The Local Heritage Librarian also delivered three talks during the year including:</p> <ul style="list-style-type: none"> • A popular session on researching the history of one's home • A presentation for seniors at St. Thomas Church; and • A discussion on the "Resilience Captured" exhibition for the Burwood and District Family History Group

Action Code	Responsible Officer Unit	Action	Status	Comments
A.16	Library & Community Hub	Activate the Community Hub with a range of opportunities that foster belonging and wellbeing	Completed	<p>The library has delivered a wide range of successful opportunities that have activated the space. Highlights over the past six months have been the public programming for the Burwood Art Prize, the “Resilience Captured” exhibition showcasing images of New Guinea refugees during WWII in Burwood and Lunar New Year programming.</p> <p>During the reporting period, the Library delivered a total of 246 programs with 4,611 participants, many of these programs taking place in Community Hub spaces.</p> <p>The Community Hub is often busy with students, both high school and university, throughout the day and we are seeing more work-from-home locals using the space for work purposes.</p>
A.17	Community & Culture	Deliver community programs to promote health, wellbeing and creativity across a range of Council venues	Completed	<p>Council staff worked together with local groups and organisations to provide a diverse range of community programs and activities. These included:</p> <ul style="list-style-type: none"> • Fitter & Stronger • Line Dancing • Chinese Art Classes • Chinese Line Dancing • Chinese Traditional Dancing • Zumba Classes • Women & Girls Self Defence • DanceMoves for Seniors • Junior Multi-Sport Program • Earthbeats Music Early Childhood Program • Generation Connection • Sewing Bee Club • Digital Photography Club • Burwood Walkers • Go4Fun Program • Dance Classes for Individuals with a Disability • Stitch it, don't Ditch it • Yarn & Wander through our Parks • Seniors Computer Club • Generation Connection <p>These initiatives took place in various community centres and parks throughout the LGA.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.18	Community & Culture	Deliver Council's Mobile Play Van Service in community spaces	Completed	<p>Mobile Play Van continued to provide a high quality service to an estimated 2,300 families in this reporting period.</p> <p>Improved promotional material has enhanced community engagement with the service, as has the employment of a Chinese speaking support worker once per month to reach non-English speaking carers.</p> <p>The Mobile Play Van continues to improve with a 95% satisfaction rate reported for both staff and the service in a recent Service Participant Survey (delivered in English and Chinese).</p> <p>The introduction of regular service support visits from Centrelink has added value and proven to be highly successful.</p> <p>Mobile Play Van staff facilitated engagement on Burwood North Masterplan and key Council projects.</p> <p>Staff continued to enhance their skills through training in Mental Health First Aid, active participation in the Child and Family Interagency and Council's Child Safe Working Group.</p>
A.19	Community Life	Western Sydney Infrastructure Grants (WSIG) Program – undertake planning and design for the delivery of the Enfield Aquatic Centre redevelopment project	On Track	<p>Following ongoing negotiations with the funding body, Council has submitted the funding deed for the Enfield Aquatic Centre Upgrade project and is awaiting its formal execution by the NSW Government prior to formally commencing on the project.</p> <p>Council has structured its project activities to ensure due diligence is undertaken before reaching detailed design.</p> <p>The project is expected to formally commence in August 2024 following the execution of the grant funding deed.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.20	Enfield Aquatic Centre	Operate and expand Council's Learn to Swim Program	Completed	<p>A total of 338 program classes were available in Term 1 2024 with a total of 1,511 student bookings and an overall booking capacity of 91%, which exceeded our highest number of enrolments since the pandemic.</p> <p>In Term 1 the Enfield Aquatic Centre (EAC) operated a Culturally and Linguistically Diverse program funded by Royal Life Saving that 27 adult beginner students from the Burwood LGA participated in.</p> <p>In Term 2 2024 the number of classes available totalled 334, with a slight decrease of enrolment numbers due to the off-peak season of 1,378 students with an overall booking capacity of 83%.</p> <p>Recruitment and training initiatives conducted assisted with increasing staff availability and facilitating program growth with 16 staff members recently being on-boarded to the Learn to Swim team.</p>
A.21	Enfield Aquatic Centre	Develop a range of new health, fitness and wellbeing programs to drive visitation	Completed	<p>The EAC delivered eight health, fitness and wellbeing programs that have boosted visitation. These programs included:</p> <ul style="list-style-type: none"> • Aqua Fitness • Aqua Zumba • Mums and Bubs • Fit 4 Life • Boot Camp • Pilates • CALD Specific Programs • Adult Squad <p>The Centre exceeded its annual visitation goal of 100,000 visitors in 2023/24, reaching a total of 152,710 visitors.</p> <p>New events and initiatives also increased visitation, such as the 90th-anniversary celebration event, Seniors Festival, Australia Day open days and the 'Cool Down in January' initiative which offered a range of free entry incentives and discount days.</p>
A.22	Enfield Aquatic Centre	Undertake Royal Life Saving Aquatic Facility Safety Assessment (AFSA) Audit Program	Completed	<p>The Royal Life Saving Aquatic Facility Safety Assessment (AFSA) Audit was completed on 7 February 2024. Council exceeded its targets achieving a safety score of 92% and a 5 star accreditation score of 91%.</p>

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.23	Community Safety	Coordinate Council's CCTV Program	Completed	Council actioned six CCTV applications within the service level timeframe over the six month period. All CCTV applications dealt with crime offences as listed in the Code of Practice and assisted Police with their investigations.
A.24	Community & Culture	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 through collaborative partnerships with NSW Police (Burwood PAC), Emergency Services and the community sector.</p> <p>Key initiatives to date include the well-received Community Safety Expo which was held in Burwood Park in March 2024 and a highly interactive experience for the community with all areas of policing and emergency services.</p> <p>Council was also integral in facilitating the establishment of a Domestic Violence Hub for women and families seeking support in the Burwood Library and Community Hub. The initiative brings together a range of community support services, financial information, Police and legal advice in one space.</p>
A.25	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 delivery of the Child Safe Action Plan.</p> <p>Over 95% of actions have been implemented with the remaining actions in progress.</p> <p>Key outcomes in this reporting period are the development of compulsory online staff training on Child Safety Awareness and reporting responsibilities, the implementation of Child Risk Assessment Guidelines and automated notifications for staff credentials including Working with Children Checks.</p>

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
A.26	Community & Culture	Deliver Council's ongoing program of civic and community ceremonies and events that celebrate local community and culture	Completed	<p>Council successfully delivered a number of civic events and commemorative ceremonies over the period including:</p> <ul style="list-style-type: none"> • ANZAC Day (2,000 attendees) • The National Serviceman's Memorial Service (30 attendees) • Four Citizenship Ceremonies including a larger scale ceremony encompassing the Australia Day Awards in Burwood Park (500 attendees) <p>Other civic events included the Mayor's Commendation Awards, the Community Grants Presentation Ceremony and the Burwood Volunteer Awards.</p>
A.27	Community & Culture	Support external partners to deliver community events	Completed	<p>In 2023/2024, Council delivered 12 partnered events through formalised partnership arrangements. Partnered events engaged 18,630 attendees, 78 artists/performers, 312 commercial/community vendors with an overall estimated economic impact of \$776,888. Some of the highlights included the TVB Anywhere Moon Festival, Greek Street Fair and the Lunar New Year Festival.</p> <p>In 2023/2024, Council also hosted an additional 10 community run events in public spaces through external hirer arrangements, predominantly Burwood Park. Community run events attracted an overall estimated 9,500 attendees. Some of the highlights included the Nepalese Teej Festival, Chinese Family Spring Festival, St Josephs' Christmas Celebration and the Festival of Holi Colours.</p>
A.28	Community & Culture	Undertake events and activities which celebrate Burwood's Sesquicentenary	Completed	<p>Key events delivered to date include:</p> <ul style="list-style-type: none"> • Light a Lantern: this event involved the release of 150 handmade lanterns on the pond by the community, featuring 92 performers and attended by over 1,000 community members • Official Opening of Burwood Park Pond, Nature Play, Sensory Garden, and Burwood Nest held on 28 March 2024. This event celebrated the opening of new community infrastructure • Launch of Wilay Mulaa: Spirit of Light: this new artwork commission by Wiradjuri artist Nathan Peckham and artist Nicholas Tory was launched in Burwood Park on 6 April 2024 • Burwood Street Party: attracting 20,000 visitors, this event involved a 150-metre road closure, 396 performers/artists, vintage cars, night markets, an open-air dance party and a fireworks display. A highlight was the new AC/DC Medley commissioned by Council. The event generated a local economic impact of \$942,823 and had a social media reach of over 1 million

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 where 135 residents received their citizenship.</p> <p>On 26 January 2024, Council hosted its Australia Day Citizenship Ceremony. The event saw 89 new citizens welcomed to Burwood.</p> <p>Council also held one Citizenship Ceremony on 21 March 2024 where 46 residents received their Citizenship.</p>
A.30	Community & Culture	Deliver Council's ongoing program of community events that celebrate local community and culture	Completed	<p>In 2023/24, Council delivered 31 community events engaging 32,678 attendees, supporting 1,058 artists/performers and 100 commercial/community vendors with an overall estimated economic impact of \$1,225,270.</p> <p>The Burwood Summer Program was a new initiative, spanning from December 2023 to February 2024, and delivered a series of immersive experiences to activate Burwood Park with 352 diverse artists engaged and over 5,000 attendees.</p> <p>Other key events delivered over the last six months included: Lunar New Year, Harmony Day, Seniors Festival, an expanded Community Safety Expo alongside a large volume of new events celebrating 150 years of Burwood, including 'Light a Lantern,' the official Opening of Burwood Park Pond, Nature Play and Sensory Garden, the launch of Wilay Mulaa and the highly successful Burwood Street Party, which attracted over 20,000 attendees.</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.

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
A.31	City Development	Provide efficient, timely development assessment services, including pre-DA support	On Track	<p>The team has focused on fast-tracking minor applications and developing processes to ensure that large-scale applications are determined promptly and efficiently.</p> <p>All delegated development applications over 100 days have been determined in the last three months.</p> <p>Additionally, the team concentrated on clearing all old, unprocessed applications over a period of 100 days.</p> <p>To assist in this effort, Council has successfully received a grant from the NSW Government to implement AI technology into the planning assessment framework.</p>
A.32	City Planning	Planning Proposal for the Burwood North Precinct endorsed by Council	On Track	<p>Council, at its meeting on 21 May 2024, endorsed the Burwood North Precinct Masterplan. Work has already commenced on the preparation of the Planning Proposal for the implementation of the Burwood North Precinct Masterplan. This work will be ongoing in 2024/2025.</p>
A.33	City Planning	Undertake a comprehensive review of the Development Control Plan (DCP) 2013 and prepare a user friendly and interactive DCP	On Track	<p>Work has commenced on the review of the Burwood DCP. This work will be ongoing throughout 2024.</p>
A.34	City Planning	Review and update the Burwood Contributions Plan to facilitate appropriate delivery of infrastructure	On Track	<p>A comprehensive review of the Infrastructure Contributions Framework, including a review of the existing Voluntary Planning Agreement framework, has commenced and will be ongoing over the next 12 months.</p> <p>This review will also include the development of a new framework for the Burwood North Precinct and will be exhibited concurrently with any future Planning Proposal for the Burwood North Precinct.</p>
A.35	City Development	Ensure that design excellence is assessed as part of the development application process	Completed	<p>The Burwood Design Review panel continues to be a key component in the design excellence provision. Several applications have also gone to the regional design review panel and Council has been a key participant.</p>

Protect our unique built heritage and maintain or enhance local character

Action Code	Responsible Officer Unit	Action	Status	Comments
A.36	City Planning	Undertake a heritage assessment of all development applications relating to heritage items or conservation	Monitor	A heritage assessment of all development application on heritage listed sites and within heritage conservation areas is completed. This is ongoing.
A.37	City Planning	Revise and update the comprehensive DCP heritage provisions and develop an applicant information pack	On Track	Work has commenced to review the objectives and provisions relating to heritage items, including the identification and update of inventory sheets and a review of the Heritage Conservation Areas (HCAs), including the classification of properties within each conservation area and preparation of guidelines for all HCAs. This work will be ongoing.
A.38	City Planning	Undertake a heritage assessment of existing building stock to identify and update the register of contributory or heritage items	On Track	A Request for Quotation (RFQ) has been prepared to commence the review of the categorisation of all properties in Heritage Conservation Areas (HCA).



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	Implement Affordable Housing Policy	On Track	<p>Preparation for the Affordable Housing Scheme has begun.</p> <p>Additionally, the NSW Government has recently implemented several policy reforms in this area and is considering further updates, which may affect the implementation of Council's Affordable Housing Policy.</p> <p>Depending on the proposed changes by the State Government, the Burwood Affordable Housing Scheme will commence implementation as part of the Burwood North Precinct.</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
A.40	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 and pedestrian facilities.</p> <p>Additionally, locations are identified by staff based upon Centre for Road Safety accident data.</p> <p>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 22 reports presented across meetings of the Burwood Local Traffic Committee held between February 2024 and June 2024.</p>
A.41	Traffic & Transport	Identify black spots based on accident history and apply for grant funding for facility upgrades	Completed	<p>A review of crash data for local unclassified roads under the care of Council did not identify any locations for black spot grant funding which met the requirement of the grant for the 2024/25 financial year. Council will continue to fund minor road safety upgrades such as pedestrian crossings, pedestrian refuges, speed cushions and raised thresholds.</p>
A.42	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.</p> <p>There were 16 referrals completed in relation to traffic and parking for developments during this period.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.43	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. The Capital Works Program is imported into SmartSheets which Council uses to track and monitor progress of design and delivery of projects. Preventative maintenance programs have also been developed based on condition and are tracked and monitored through SmartSheets.</p> <p>Council has also undertaken the new condition audit of its road, footpath, kerb and gutter and line marking assets. This new condition data has been imported in Council's Asset Management System and assisted in updating Council's Asset Management Strategy and Plan which forms part of Council's Resourcing Strategy. This new condition data has also been used to undertake the revaluation of Council's Transport and Drainage Assets and was used to prepare Capital Works Programs for the 2024/25 financial year.</p>
A.44	Design & Assets	Undertake CCTV camera inspections of Council's drainage network	On Track	<p>A location plan has been prepared for the next CCTV survey of Council's drainage network. The procurement process is complete, a contractor has been engaged and the survey is currently in progress.</p>
A.45	Property	Implement preventative maintenance program for Council's property assets	Completed	<p>Council's new Property Maintenance reporting tool has proven highly effective, recording a total of 1,859 maintenance requests in the period, with over 1,500 being completed at the time of writing. The tool has been a great success, allowing for better tracking and improved customer service.</p> <p>A Trades Panel was established to streamline electrical, plumbing and general maintenance services. This has been instrumental in supporting the delivery of Council's building assets preventative maintenance schedule. To further enhance asset management, a condition assessment of Council's community facilities, admin operational facilities, investment properties, and park amenities buildings will be conducted in the next financial year.</p>
A.46	Operations	Undertake annual planned preventative maintenance program for civil infrastructure assets	Completed	<p>A Preventative Footpath Renewals Program has been developed in the Civil Infrastructure area to undertake programmed maintenance works. These works are scheduled throughout the financial year and programs updated in SmartSheets. In the 2023/2024 financial year, over 450m² of footpath maintenance works were completed through this program.</p>

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
A.47	City Planning	Develop and implement strategies to support the growth of the Burwood Town Centre and Burwood North including responding to the new Sydney Metro Station	Monitor	<p>The Burwood North Precinct Masterplan was endorsed by the Council on 21 May 2024. The Masterplan outlines opportunities for the delivery of approximately 8,000 new dwellings and 24,900m² of open space within the precinct.</p> <p>In support of the Masterplan's development, a series of strategies and reviews were conducted, including land use surveys, geotechnical review, contamination review, probity plan, landscape analysis, public domain analysis, transport study, stormwater and flood study, utilities analysis, sustainability statement, economic feasibility analysis, heritage review, development of First Nations design principles, and urban design and planning analysis.</p> <p>To implement the adopted Masterplan, further strategies will need to be finalised, including:</p> <ul style="list-style-type: none"> • Transport Strategy for Burwood North • Landscape and Public Domain Strategy for Burwood North • Voluntary Planning Agreements Policy • Affordable Housing Contributions Scheme • Capital Works Schedule to inform the Infrastructure Contributions Plan • Infrastructure Contributions Plan • Development Control Plan for Burwood North Precinct <p>These efforts will form part of the implementation phase of the Burwood North Precinct Masterplan.</p>
A.48	Traffic & Transport	Commence implementation of recommendations of the Traffic & Transport Study	Completed	<p>The Traffic & 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, Western Sydney Infrastructure Grant Program (formerly WestInvest) and the Draft Active Transport Plan.</p>
A.49	Traffic & Transport	Implement actions of Parking Strategy Review 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. The expansion of the Burwood Town Centre will be considered as the Burwood North Precinct Masterplan continues to take shape.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.50	Traffic & Transport	Undertake Active Transport Study to improve mode share of sustainable transport access and connections to neighbouring residential areas, facilities and open spaces	On Track	Preparation of the Active Transport Plan has commenced including internal and external stakeholder consultation. 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.
A.51	Traffic & Transport	Develop and implement Pedestrian Access and Mobility Plan (PAMP) for Burwood Town Centre including access and connections to neighbouring residential areas, facilities and open spaces	On Track	The Pedestrian Access and Mobility Plan (PAMP) has been incorporated into the Active Transport Plan and will include changes proposed to the Burwood Town Centre via the expansion resulting from the Burwood North Precinct Masterplan as well as the Burwood North Metro West Station which will be located at the intersection of Burwood Road and Parramatta Road.

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

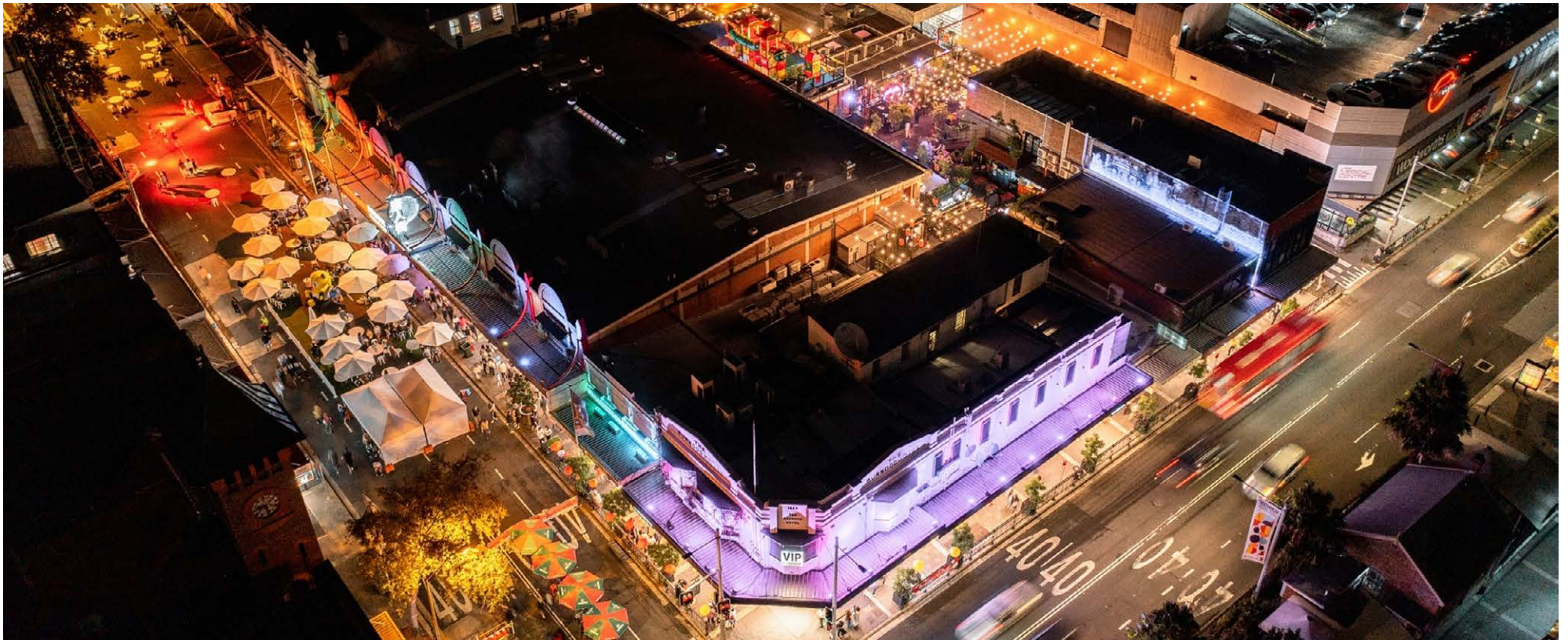
Plan and deliver quality public spaces and open spaces that fulfil and support diverse community needs and lifestyles

Action Code	Responsible Officer Unit	Action	Status	Comments
A.52	Information Technology	Evaluate and adopt smart city technologies to improve service delivery	Completed	<p>During the reporting period, more than 100 sensors have been installed in public waste bins across Burwood LGA to optimise waste collection. The sensors monitor the fill level and send real-time data to the Waste & Cleansing team, enabling the team to plan efficient routes and schedules for waste collection, saving time, fuel and other resources.</p> <p>Council is exploring other applications of smart technology and Artificial Intelligence (AI) to enhance its services and outcomes.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.53	Property	Burwood Urban Park Arts and Cultural Centre	On Track	<p>The Urban Park, Arts & Cultural Centre project is progressing well with 70% of the detailed design phase completed.</p> <p>The construction phase for this project is anticipated to commence in the first half of 2025, subject to the Burwood Place development program.</p>
A.54	City Strategy	Initiate community consultation and identify options in line with the Burleigh Street Masterplan for Council properties in the precinct	On Track	<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.</p> <p>However, due to increased property ownership and funding constraints, the masterplan was not exhibited, and updates have not progressed.</p>
A.55	Office of General Manager	Deliver place activation projects aligned with Council's Place Management Framework	On Track	<p>Burwood's Inaugural Placemaking Framework was finalised in June 2024, alongside the formation of the Burwood Place Management Committee.</p> <p>Council's draft Licence to Play Policy was endorsed in June 2024 for public exhibition. 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>Council also presented its Draft Visitation and Investment Prospectus.</p> <p>In June 2024 Council secured \$150,000 for the delivery of Burwood Culture Streets as part of the State Government's Open Streets Program.</p>
A.56	Office of General Manager	Coordinate the delivery of the Western Sydney Infrastructure Grants (WSIG) Program including reporting and the ongoing monitoring and evaluation of projects	On Track	<p>Planning continues to be underway for the delivery of the WSIG Program (formerly WestInvest). This includes the preparation of communication and stakeholder engagement plans.</p> <p>Currently, Council has executed all eight funding deeds for projects in the Local Government Allocation round, and is awaiting the receipt of funding deeds from the Department of Premier and Cabinet for three Community Competitive Round Projects, at which time formal delivery will commence.</p>
A.57	Community Life	Western Sydney Infrastructure Grant Program Project – installation of Library Pod in Henley Park	On Track	<p>Planning continues for the delivery of the WSIG Program (formerly WestInvest). Preliminary research has been undertaken for the Library Pod project, however, detailed planning will commence upon receipt of the executed funding deed for the Enfield Aquatic Centre Upgrade as the projects will be delivered concurrently given their close proximity.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.58	Design & Assets	Implement Masterplans for major parks and reserves	On Track	<p>Construction of the Burwood Park Pond, Sensory Garden and Nature Play project has been completed. The pond and sensory garden opened to the public in December 2023 and the Nature Play was opened to the public in February 2024.</p> <p>Council was successful in a grant application under the NSW Government Infrastructure Grants for Flockhart Park Playground and Outdoor Fitness Stations. A contractor has been engaged for the design and construction of this project and the design is currently underway.</p> <p>Funding deeds have been signed by the State Government for the design and delivery of the WSIG funded projects in Burwood Park, Henley Park and Woodstock Park. Preliminary works are underway for these projects.</p>
A.59	City Assets	Western Sydney Infrastructure Grant Program Project – Henley Park Sports field upgrade including renewal of turf and spectator seating	On Track	The deed of agreement has been signed and project governance has been established. Preliminary site investigations and scoping for the design consultant commenced in June 2024.
A.60	City Assets	Western Sydney Infrastructure Grant Program Project – Burwood Park Inclusive Play Space Project – new inclusive play space, Exeloo, new bbqs	On Track	The deed of agreement has been signed and project governance has been established. Preliminary site investigations and scoping for the design consultant commenced in June 2024.
A.61	City Assets	Western Sydney Infrastructure Grant Program Project – Woodstock Park Sensory Garden Project – new landscaping, removal of playground and new seating	On Track	The deed of agreement has been signed and project governance has been established. Preliminary site investigations and survey was undertaken in June 2024. Community consultation will commence in July 2024.
A.62	City Assets	Western Sydney Infrastructure Grant Program Project – park expansions at Portland/ Shelley/Russell – new green open space/park	On Track	The deed of agreement has been signed and project governance has been established. Site investigations and surveys are underway, and community engagement was undertaken in June 2024.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.63	Office of General Manager	Coordinate the provision of stakeholder engagement, interagency collaboration and communication for the delivery of the Western Sydney Infrastructure Grant (WSIG) Program	On Track	<p>Planning continues to be underway for the delivery of the Western Sydney Infrastructure Grant Program (formally WestInvest). This includes the preparation of communication and stakeholder engagement plans as well as the submission of Project Detail and Installment Forms, to inform the development of funding deeds.</p> <p>Community consultation has already commenced on a number of projects including the Burwood Park Inclusive Playspace and Amenities Upgrade, Woodstock Park Sensory Garden Project and Park Expansion Projects – Strathfield and Enfield.</p> <p>Ongoing engagement continues to be undertaken by Council with the Department of Premier and Cabinet as well as regular monthly meetings with the consortium of Councils participating in WSIG program.</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
A.64	Operations	Undertake scheduled maintenance program for parks, reserves, playgrounds, sports fields and open spaces	On Track	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.
A.65	Design & Assets	Implement the Street Tree Management Strategy	Completed	The Street Tree Masterplan has been completed and Council has planted a further 100 street trees in optimal locations to enhance the urban tree canopy and reduce the overall temperature of the urban environment. Council was successful in its grant application from Local Government NSW for the Burwood Open Space Canopy Enhancement Project, resulting in the planting of an additional 164 trees in parks and 3,393sqm of ground covers. Following a successful grant application, Council completed a street tree inventory and has now also completed a park tree inventory. This data has been imported into Council's GIS system and will be integrated into the Asset Management System to assist with the maintenance management of these Council assets.



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
A.66	City Planning	Implement the 'big moves' identified in the Sustainable Burwood Strategy including new initiatives to reduce, reuse and recycle waste	On Track	<p>This work is ongoing.</p> <p>Reduce, reuse & recycle: the FOGO (Food Organics Garden Organics) trial has been extended for a further six months and 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 is now powered by 100% renewable energy, which aligns with our commitment to reducing carbon emissions, working towards net zero.</p> <p>Green infrastructure: Council was successful in obtaining grant funding to plant ground cover, shrubs and trees in parks across the Burwood LGA. This initiative not only enhances the natural beauty of our parks, but also contributes to environmental conservation and biodiversity.</p> <p>Community led participation: Council has actively promoted programs to encourage the community to live more sustainably including the GreenPower program, which aims to increase the use of renewable energy sources in households.</p>
A.67	City Planning	Investigate the provision of vehicle charging stations across the LGA, including the introduction of new planning controls to encourage electric charging infrastructure	Monitor	<p>As part of the NSW Government Drive Electric kerbside charging grants, Council has been negotiating with two providers who were successful in securing funding.</p> <p>A process of review is currently being undertaken before a commitment is made to enter into any agreement.</p>

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.68	City Planning	Identify opportunities to encourage the provision of new public open space, urban spaces or other landscape features such as rooftop gardens that contribute to the greening and amenity of the Burwood LGA	On Track	<p>The Burwood North Precinct Masterplan was endorsed by Council at its meeting on 21 May 2024. The Masterplan establishes a legible green and blue network through the precinct to provide a high level of amenity, sense of place, and connection to Country. The Masterplan identifies opportunities for the delivery of approximately 8,000 dwellings.</p> <p>The amended Masterplan results in a 40% increase in open space within the Precinct from 17,800m² (exhibited Masterplan) to 24,900m² (post exhibition amended Masterplan).</p> <p>In addition, a review of the Burwood DCP will be undertaken to identify opportunities for increased landscaping and greening in private developments, along with encouraging better use of rooftops.</p>
A.69	Community Safety	Respond to and address complaints relating to building non-compliance	Completed	<p>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.</p> <p>In 2023/24, Community Safety investigated 446 complaints relating to building sites and undertook 13,468 proactive patrols of building sites.</p>
A.70	City Planning	Work with developers to promote sustainable development	On Track	<p>Sustainable building opportunities continue to be implemented through Council's Development Control Plan (DCP) and the recently updated BASIX provisions.</p> <p>Further opportunities are being explored through the Burwood North Masterplan and the Croydon Investigation area.</p> <p>This work is ongoing.</p>

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
A.71	City Planning	Evaluate the results of the current FOGO (Food and Garden Organics) trial and investigate service expansion based on evaluation results	Monitor	<p>An extended FOGO trial has been undertaken and an audit of both the FOGO (green lid bin) and general waste (red lid bins) was undertaken in April 2024.</p> <p>A further report on the FOGO trial extension will be presented to Council following receipt of the audit report. This report will also include options for roll-out of the FOGO to further areas in the LGA.</p>
A.72	Operations	Deliver scheduled domestic kerbside waste and recycling collection service	Completed	Every residential property receives regular waste and recycling services. Council collects over 27,000 residential bins weekly. Business waste services have ceased, and businesses now arrange their own private waste collection.
A.73	Operations	Deliver booked and scheduled household waste collection clean up service	On Track	Council continues to provide ongoing waste collection and clean-up services. Over 2,800 scheduled bulk household collections were undertaken during the 2023/2024 period.
A.74	Operations	Deliver litter management/removal service for major parks	On Track	Litter management and removal is provided at Council parks with over 100 litter bins emptied each week.
A.75	City Planning	Utilise bin audit data to provide information encouraging correct recycling practices	Completed	<p>Regular bin audits are undertaken to understand the behaviours of residents with respect to the use of the recycling bin. Council staff follow-up with the household to ensure that the residents are educated as to what they can and cannot put in the yellow lid recycling bins.</p> <p>Council also provides targeted messaging to residents via our social media channels, website updates and newsletters, to reiterate exactly what can and cannot be recycled in the kerbside collection service.</p> <p>Education is ongoing.</p>





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.

A 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
A.76	Office of General Manager	Undertake marketing and promotional campaigns that promote Burwood as a destination and support local business	Completed	<ul style="list-style-type: none"> The Mayor's Business Commendation Awards took place on 29 May 2024 with over 55 community members and business owners in attendance. 16 commendations were awarded across all five categories. Key note speaker Shaun Christie-David, CEO of PlateitForward, attended, attracting a cross-section of business and community members interested in hearing about Burwood's destination qualities and the potential to establish social enterprises in the local area. Lucas Hazelton from Service NSW also shared State Government support services available. Through a coordinated effort, Council launched a large-scale media campaign to promote the 150 Year Burwood Street Party. Drawing 20,000 visitors and an overall social media reach of over 1 million. In June 2024, Council completed the development of a new Investment and Visitation Prospectus, providing a cohesive picture of the Burwood Town Centre's potential.
A.77	Community Life	Coordinate the Shopfront Improvement and Enforcement Programs	On Track	<p>During the reporting period, Council received eight applications for the Shopfront Improvement Program, four of which were approved, with the remaining four pending approval following the receipt of further documentation or details to determine eligibility.</p> <p>The total funding approved for 2023/24 was \$10,650*. The total value, including pending applications is \$22,150.</p> <p>A total pool of funding of \$50,000 was available for eligible projects in 2023/24.</p> <p>Council also delivered two targeted programs aimed at resolving issues with roller shutters and air conditioning units.</p> <p>Council completed the roller shutter program, facilitating the installation of two new shutters.</p> <p>155 air conditioners were also installed along Burwood Road, with only 47 air conditioners still requiring action, Council is looking to resolve these via the Shopfront Improvement Program.</p> <p>Staff have commenced discussions with shop owners and some works have already commenced to address these matters.</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
A.78	Office of General Manager	Undertake research and consult with stakeholders to deliver business support programs	On Track	<p>In June 2024, Council completed the development of a new Investment and Visitation Prospectus, providing a cohesive picture of the Burwood Town Centre's potential, a key tool in promoting Council as a desirable location for investment and business development. Informing its preparation was consultation with the Chamber of Commerce and key industry groups operating both inside and outside of the Burwood LGA.</p> <p>In addition, Council continues to disseminate digital Local and State Government business support information to over 1,400 businesses through regular business e-newsletters.</p>
A.79	Office of General Manager	Undertake initiatives that support new economic growth in the Burwood North Precinct and Burwood Town Centre	On Track	<p>In May 2024, Council officially adopted the Burwood North Precinct Masterplan, marking a significant milestone in what is the result of two years of intensive strategy work that included technical studies, planning, urban design and extensive community consultation.</p> <p>In June 2024, Council completed the development of a new Investment and Visitation Prospectus. The Prospectus is an important step for Council as it provides a cohesive picture of the Burwood Town Centre's potential. The document will be crucial in helping to attract potential investors and businesses, and will be a key tool in promoting Council as a desirable location for investment and business development.</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
A.80	Office of General Manager	Implement activities or initiatives that enhance Burwood's night time economy	On Track	<p>Planning has commenced for the delivery of Year One actions relating to the Burwood After Dark Strategy.</p> <p>Over the past 12 months, Burwood Council, in partnership with Burwood Chinatown, has implemented the fortnightly closure of Clarendon Place to cars, creating an active pedestrian space for people. Underpinned by the program's success over the past 12 months, Council has committed to extending the closures on a fortnightly basis in 2024–25.</p> <p>Council was recognised as a finalist for two awards at the 2024 Local Government Excellence Awards relating to the support of local businesses and advancement of local economic development opportunities in Burwood:</p> <ul style="list-style-type: none"> • Burwood After Dark: Trailblazing Strategy Leads to Innovation in Night Time Economy (Innovative Leadership) • Clarendon Place Laneway Transformation: Roadway Reimagined for Community and Commercial Success (Supporting Local Enterprise)
A.81	Community & Culture	Develop a Sponsorship Prospectus to support the growth of large-scale festivals and events	Completed	<p>During the period, Council secured \$35,500 in sponsorship funding in support of its events program, specifically towards Christmas decorations and activations, the Burwood Summer Program, Burwood Art Prize and Burwood Street Party.</p> <p>A range of sponsorship opportunities have been identified and developed as a component of Council's new Investment Prospectus, which was presented to Councillors in June 2024. The prospectus will be implemented to support the growth of the 2024/25 events program.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.82	Community & Culture	Implement Council's public art program to enhance and foster local identity and activate public spaces	Completed	<p>In 2023/24, Council delivered 17 public art projects employing 22 artists to deliver both temporary and permanent commissions, including:</p> <ul style="list-style-type: none"> • Burwood Bus Depot Mural • Scholar Seats in Luke Avenue Reserve • Burwood Nest in Burwood Park • Light a Lantern Installation across Burwood Pond • Wilay Mulaa: Spirit of Light in Burwood Park • ANZAC Day crosses installation in Burwood Park • Back in Black: AC/DC Mural • 'People of Burwood' installation across public bench seats • The Strand Bin Wraps • Wangal Park Toilet Block <p>Additionally, four new banner artworks were commissioned, engaging seven artists. One new hoarding artwork, titled "Burwood Art Prize Compilation Work," was commissioned, and three hoarding artworks were installed on Burwood Road, Sydney Metro Site, and the Holdmark Burwood Place Site.</p>
A.83	City Planning	Facilitate the delivery of public art through private development	On Track	Public art opportunities continue to be implemented through Council's Public Art Policy and Development Control Plan. Further public art opportunities are being explored through the Burwood North Masterplan in addition to consideration in the alternative Croydon TOD investigation area.
A.84	Community & Culture	Develop and coordinate diverse arts and cultural programs including the Burwood Art Prize	Completed	<p>Council received 283 entries for the 2024 Burwood Art Prize, displaying its highest number of finalists to date with 96 artworks selected. The Burwood Art Prize opening night was also the largest ever, with over 260 guests in attendance. Over the four-week exhibition period, nine public programs were delivered to attract visitation and engagement.</p> <p>Council secured sponsorship from Crowne Plaza Burwood in support of the People's Choice Award and the Art Bar event, which took place at the exhibition's closure.</p> <p>The Burwood Art Prize exhibition was open to the public in the Community Hub space from 27 May to 23 June 2024, accompanied by nine public programs designed for people of all ages, backgrounds and abilities.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.85	Community & Culture	Develop the Burwood Cultural Plan	On Track	<p>Council has completed an extensive audit and mapping of Burwood’s unique local arts and cultural assets across the Burwood LGA. This has involved an analysis of a range of data sources, desktop analysis, community and stakeholder engagement as well as physical visiting and mapping arts and cultural infrastructure and assets across 40 categories related to the Arts and Cultural Sector, Arts and Cultural Economy and Arts and Cultural Infrastructure.</p> <p>These findings have been used to prepare a ‘State of Arts & Culture in Burwood Snapshot’.</p> <p>A comprehensive community and stakeholder engagement program has been developed and will commence in July 2024, aligned with other arts and cultural events to seek additional community feedback and inform the completion of the Cultural Plan.</p>
A.86	Office of General Manager	Western Sydney Infrastructure Grants (WSIG) Program – Burwood Main Street Transformation project	On Track	<p>Planning continues to be underway for the delivery of the WSIG Program (formerly WestInvest). This includes the preparation of tender documentation and communication and stakeholder engagement plans.</p> <p>In February 2024, Council successfully executed the Burwood Main Street Transformation Project Deed of Agreement with the State Government. Formal delivery will commence in 2024/2025.</p>
A.87	Office of General Manager	Western Sydney Infrastructure Grants (WSIG) Program – Deane Street Transformation/ Shared Zone Project (Burwood Town Centre revitalisation)	On Track	<p>Planning continues to be underway for the delivery of the WSIG Program (formerly WestInvest). This includes the preparation of tender documentation and communication and stakeholder engagement plans.</p> <p>In February 2024, Council successfully executed the Deane Street Precinct Transformation Project Deed of Agreement with the State Government. Formal delivery will commence in 2024/2025.</p>
A.88	City Assets	Western Sydney Infrastructure Grants (WSIG) Program Project – Paisley Road	Not Due to Start	<p>Burwood Council is awaiting the signed deeds of agreement for the WSIG Program (formerly WestInvest) funding to commence this project.</p>
A.89	Office of General Manager	Western Sydney Infrastructure Grants (WSIG) Program – Strathfield Placemaking Project (Strathfield Precinct Transformation)	On Track	<p>Planning continues to be underway for the delivery of the WSIG Program (formerly WestInvest). This includes the preparation of tender documentation and communication and stakeholder engagement plans.</p> <p>Council successfully executed the Strathfield Placemaking Project Deed of Agreement with the State Government. Formal delivery will commence in 2024/2025.</p>



Action Code	Responsible Officer Unit	Action	Status	Comments
A.90	Operations	Implement scheduled program of sweeping of streets, Council car parks, commercial and town centres	Completed	Council undertakes daily street sweeping of CBD areas and sweeps every street in the LGA every three weeks. Car parks are swept and litter picked at least weekly.
A.91	Operations	Undertake mowing of verges for residents who are pensioners with a qualifying medical condition	Completed	Scheduled mowing is planned and programmed for residents who are pensioners with a qualifying medical condition. New residents are added to the maintenance schedule as approved. Mowing is scheduled every eight weeks.
A.92	Operations	Deliver the Safe and Clean Program across key town centre locations	On Track	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.



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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.93	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.
A.94	Community Safety	Undertake scheduled and responsive inspections of cooling towers, water systems, food, health, beauty and cosmetic premises to identify and respond to risks	Completed	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.
A.95	Community Safety	Conduct regulatory inspections of health (pollution-land/water/noise/air), overgrown vegetation, boarding houses, water drainage and tree regulatory functions	Completed	<p>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.</p> <p>Council's Community Safety Team do take regulatory action when required to address any breaches of legislation.</p>
A.96	Community Safety	Deliver campaigns and provide initiatives to support the health of food premises	Completed	<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"> • Building Site Management • Dog Issues including Unleashed Dogs • Animal Registration • Food Safety • Unattended Property • Roadway Activities including Outdoor Eating • Boarding Houses • Hair, Skin & Beauty Salons • Scores on Doors • Cooling Towers <p>Ongoing one-on-one education was provided to individual business owners during Council's annual Health Inspection Program.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.97	Traffic & Transport	Undertake road safety campaigns and run targeted programs and initiatives to promote safety around schools and town centres, pedestrian and cycling safety	Completed	<p>Several Road Safety Programs are conducted each year with the aim of reducing accidents and educating the public on road rules and behaviour improvements including:</p> <ul style="list-style-type: none"> • #OnTheRoad: A social media engagement program featuring targeted posts every Monday highlighting local areas of concern • Slow Down Campaign: Focuses on streets with a high percentage of speed-related accidents • Child Safety Restraint Check Program: Offers free installation and checks of child seats by qualified installers. Child restraint fitting days were held monthly from August 2023 to June 2024 • Graduated Licensing Scheme: Workshops designed to educate parents and carers accompanying new learner drivers. Workshops were held online in November 2023 and March 2024 • Safety Around Schools Program: Weekly email outreach and school newsletter engagement. Regular visits to local school pick-up and drop-off zones to ensure a safe road environment.
A.98	Community Safety	Provide information and relevant campaigns to raise community awareness of companion animal responsibilities	Completed	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.
A.99	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 regulations.
A.100	Operations	Deliver services to address illegal dumping and graffiti in public spaces	On Track	<p>Council continues to deliver programs aimed at reducing and managing illegal dumping and graffiti.</p> <p>During this period, 65m² of graffiti was removed from Council property and infrastructure.</p> <p>Abandoned trolleys in public spaces are collected through respective commercial shops.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.101	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>The Burwood LGA is divided into zones, allowing the civil maintenance teams to inspect, clear blockages, and undertake necessary drainage works.</p> <p>Pits in high catchment areas are cleaned monthly according to the set schedule.</p>
A.102	Property	Undertake review of Council's cleaning services for its facilities and amenities and implement new service model	On Track	<p>Following a thorough review of the cleaning arrangements for Council's park amenities, at its meeting of 26 March 2024, Council resolved to outsource the services to DSS Facilities Pty Ltd. The transition to the new cleaning provider was successfully completed in May 2024 and has proven to be highly successful.</p> <p>Positive feedback has been received regarding the new delivery model, which has resulted in improvements to both the management and cleanliness of park amenities.</p>







Open & collaborative leadership



A strong local democracy with an actively engaged community who are listened to, respected and who trust in our leaders experiences and interesting places that are attractive, active and welcoming.

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.103	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, 51 e-newsletters were emailed to over 19,000 subscribers, including weekly Community Council updates, special communications from the Mayor of Burwood and Business e-newsletters, with an average open rate of 34% (an increase of 10% compared to last year).</p> <p>Facebook had a reach of 207.5K with 50% increase. Instagram has also increased by 49% with 59,800 reach, and LinkedIn over 110,800.</p> <p>Facebook received 395 new followers, up by 5.3% from last year and Instagram 1,285 new followers, up by 36.1%. LinkedIn has also seen an increase of 19.8% in followers over the past 12 months.</p> <p>Council's multicultural communications also continues to expand with WeChat growing to over 2,601 followers, an increase of 73.4%.</p> <p>Council's website received 902,489 page views and Council's e-newsletter subscribers increased from 12,000 to 19,000 this financial year.</p> <p>Four printed newsletters were also distributed to over 17,000 residents and businesses across the LGA.</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
A.104	People & Performance	Undertake corporate planning and reporting	On Track	<ul style="list-style-type: none"> All corporate planning and reporting requirements for the period have been completed. During the reporting period, the following corporate planning reports or plans were submitted to Council: Half-yearly report; Delivery Program (Year 3); Operational Plan 2024–2025; Budget 2024–2025 (contained within the Delivery Program 2022–2026) Draft Fees and Charges 2024–2025; and Updated Resourcing Strategy including the updated Long-Term Financial Plan.
A.105	Governance & Risk	Ensure all public information is accessible and made available in a timely manner	On Track	<p>The following instruments were created or remade between January and June 2024 and recorded in the Governance Instrument Register:</p> <ul style="list-style-type: none"> Customer Experience Strategy 2024–2027 Data Breach Policy EEO and Diversity Management Plan Multicultural Burwood Strategy 2024–2028 Prevention of Workplace Bullying & Harassment Corporate Practice Salary System Corporate Practice Secondary Employment Corporate Practice Work Health & Safety (WHS) Corporate Practice Statement WHS Heavy Vehicle Corporate Practice WHS Management of Heavy Vehicles Procedure <p>98% of GIPAA requests were determined in accordance with statutory requirements. 52 formal and 79 informal requests were completed in the reporting period. This is a significant increase of 34% on the prior period.</p> <p>In addition, 23 applications were withdrawn during the period and seven applications were either in progress or ‘on hold’ pending outstanding applicant compliance action, at the end of the period.</p>

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.106	Office of General Manager	Undertake comprehensive community engagement programs to seek community input on Council projects, operations, initiatives and major decisions	On Track	<p>Council exhibited 137 projects on Participate Burwood that attracted 34,347 views by 15,868 visitors. There have been 1,355 project contributions by 986 contributors and 193 new followers.</p> <p>Council implemented an extensive community engagement program to inform the Burwood North Precinct Masterplan, including over 20 face-to-face community consultation sessions, 51 online survey responses and a number of all staff briefings for internal Council teams.</p> <p>Averaging 3x posts a week, online audiences are consistently encouraged to provide feedback and participate in engagement activities with Council on major projects.</p> <p>Council has commenced the delivery of Community Engagement Strategy actions with a focus on partnering with our community, strengthening Council's approach, educating and empowering and building trust.</p>
A.107	Community & Culture	Facilitate interagency networks and advisory committees to provide opportunities for collaboration and participation	Completed	<p>Council's advisory committees continued to contribute to key initiatives.</p> <p>The Multicultural Advisory Committee has collaborated on the development of the Multicultural Burwood Strategy and planning for Harmony Day 2024.</p> <p>Council's Disability Inclusion Advisory Panel meets bi-monthly and has provided input into signage in parks, the Draft Burwood North Masterplan, the implementation of the Disability Inclusion Action Plan and International Day of People with Disability events.</p> <p>The Burwood Youth Advisory Group has a renewed focus with the development of Council's Youth Action Plan and also participated in the engagement for the Burwood North Masterplan.</p> <p>All Committees have been involved in the development of key Council plans and strategies including the Safer Burwood Plan and Customer Experience Strategy.</p>
A.108	Finance	Comply with financial management responsibilities to promote transparency and accountability	Completed	<p>In accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines, a review of the March 2024 Budget was undertaken and submitted to the May 2024 Council meeting.</p> <p>In addition, the 2024 to 2025 Draft Estimates of Income and Expenditure commenced in December 2023 and completed by May 2024.</p> <p>The 2024-25 Budget, and Fees and Charges were adopted at the June 2024 Council Meeting.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.109	Finance	Implement and monitor appropriate investment strategies and prepare monthly investment reports	Completed	<p>Council has developed an Investment Strategy and Investment Policy through a third party Investment Advisor.</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.</p> <p>Council staff ensured that these invested funds are in secure financial instruments. Staff ensured that Council were made aware of Invested Funds through a monthly report tabled at Council meetings in accordance with legislative requirements.</p>
A.110	Property	Manage Council's property portfolio to optimise financial returns from Council owned properties	On Track	<p>A review of Council's Land Register has been completed and is now available to view on Council's website.</p> <p>The review of Council's Lease Register is regularly reviewed to ensure effective and efficient management of increases across Council's property portfolio.</p> <p>An additional 580sqm has been secured for lease within Council's Elsie Street investment property. Additionally, implementation of an alternate income generating opportunity from property related activities has been completed, with the marketing of the Elsie Street commercial and retail car spaces via the Parkhound platform.</p> <p>A review of Council's property portfolio in relation to land and use classifications is due to commence, aimed at optimising financial returns from Council owned properties.</p>
A.111	Property	Explore opportunities for the long-term accommodation of Council's Operations Centre	Not Due to Start	Due to the impacts of additional projects needing to be delivered as part of the Western Sydney Infrastructure Grant Program, a strategic decision has been made to review and reschedule this activity in alignment with all other Council priorities.
A.112	Governance & Risk	Sustain the Audit Risk and Improvement Committee (ARIC) to provide independent oversight and support continuous improvement	On Track	ARIC meetings were convened in February and June 2024. A four-year forward meeting and reporting program was approved by the ARIC in February 2024 and will guide the future work of the ARIC.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.113	Governance & Risk	Fully embed new internal audit function arrangements as per Internal Audit Charter	On Track	The Internal Audit function is now fully embedded, with responsibilities well-established, reporting and monitoring requirements in place, and a full four-year forward program of internal audits scheduled and actively underway.
A.114	Governance & Risk	Deliver a program of internal audits	On Track	<p>Between January and June 2024, internal audits on Fire Safety, Pool Safety Compliance and Procedures and Light Fleet Management were completed.</p> <p>In February 2024, the ARIC adopted a four-year internal audit strategic plan to guide the priorities of the Internal Audit function.</p> <p>The ARIC also oversaw Council's progress in implementing recommendations from previous internal audits, aimed at improving processes and reducing risk.</p>
A.115	Governance & Risk	Develop a Records Management Strategy based on insights from Records Management Assessment Tool analysis	Monitor	<p>Loss of key specialist personnel and focus on restoration on operating capacity has severely constrained ability to significantly progress work on this deliverable. The deliverable has been recommitted to the 2024–25 Delivery Program and Operational Plan.</p> <p>Meanwhile, workplace transformation imperatives with database content management and authority controls has been progressing and will address some key aspects of what is being mapped out in the Records Management Strategy blueprint.</p>
A.116	Governance & Risk	Records digitisation program refreshed and continuously improved in conjunction with management of commercial off-site storage arrangements	Monitor	Loss of key specialist personnel and focus on restoration on operating capacity has severely constrained ability to significantly progress work on this deliverable. The deliverable has been reframed and recommitted to the 2024–25 Delivery Program and Operational Plan with a target date for completion of December 2024.
A.117	Governance & Risk	Review and implement improvements to Council's Risk Management Framework	On Track	Updating of Council's Risk Management Framework is in progress. A fresh review of strategic risks and risk appetite is set to be completed in the coming period.
A.118	Governance & Risk	Introduction of new Public Interest Disclosures Act compliance regime	Completed	Regime design, implementation and training of officers across the organisation were completed on schedule by the end of March 2024, in accordance with statutory requirements for the revised regime.



Action Code	Responsible Officer Unit	Action	Status	Comments
A.119	Governance & Risk	Review and update framework for management and control of delegations and authorisations	On Track	The review and management of the assignment of powers have been enhanced with significant process improvements. A comprehensive review of delegations and authorisations was conducted, resulting in a significant number of important updates. Future introduction of purpose designed Compliance, Risk and Governance software is expected to deliver significant efficiencies and improvements in currency of information.
A.120	Governance & Risk	Revitalisation of legislative compliance framework	On Track	<p>While the Legislative Compliance Framework has been formally adopted, work on implementing and embedding the framework across all business units has been delayed. Establishing manual registers continues but has been a slow process while other headline projects across Council have had to take priority.</p> <p>A number of recent internal audits have highlighted compliance areas for high priority attention. Momentum is continuing to build with additions to framework instruments accordingly.</p> <p>Introduction of purpose designed Compliance, Risk and Governance software will bring significant efficiencies and improvements in control/access of content and help to further accelerate population of critical content.</p>
A.121	Procurement	Undertake internal procurement audits and spot checks to monitor efficiency and compliance	Completed	<p>Whilst spot checks have continued, the implementation of a new Enterprise Resource Planning (ERP) system inclusive of a new Procurement business process has limited auditing activities.</p> <p>The new ERP system is set to facilitate Council's future procurement auditing requirements by simplifying and speeding up audits.</p>
A.122	Governance & Risk	Deliver a progressive and accountable framework to support the elected body of Council and individual councillors	On Track	<p>Five ordinary meetings of council and one extraordinary meeting of council were convened from January to June 2024.</p> <p>19 councillor briefings were delivered via eight sessions from January to June 2024.</p> <p>Councillor briefing sessions were key mechanisms for supporting councillor professional development. In addition, the Mayor and Deputy Mayor attended the Australasian Placemaking Conference.</p>
A.123	Governance & Risk	Deliver a progressive and accountable framework to support the Burwood Local Planning Panel	On Track	Interim arrangements to extend terms of appointment of members to the Panel were put into place to cover the period January to June 2024. This need arose from a NSW DHPI (Department of Housing Planning and Infrastructure) delay in refreshing its pool of eligible experts for earlier Panel appointment. There was sufficient business for the Panel to convene meetings, in accordance with Ministerial Directions, in May and June 2024.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.124	Procurement	Carry out procurement training including refresher training to ensure Council's procurement activities are efficient and effective	Completed	The implementation of the new Enterprise Resource Planning (ERP) system necessitated training of all staff that conduct procurement activities and over 70 staff members received training during the period. Ultimately, this investment in training enabled a seamless transition to the new system and enhanced Council's ability to effectively manage procurement activities.
A.125	Information Technology	Develop and adopt Cyber Security Framework in line with NSW Cyber Security Policy	Completed	<p>During the period Council developed a detailed plan to respond to cyberattacks and protect IT systems, following the guidelines of Cyber Security NSW.</p> <p>Council has also taken various preventative steps to improve IT security, such as regular checking for vulnerabilities, training staff to increase cyber security awareness, and regularly updating IT infrastructure components.</p> <p>Council has received regular and timely reports from Cyber Security NSW, proactively addressing any potential issues identified.</p>



Deliver innovation and excellence in customer experience and service delivery

Action Code	Responsible Officer Unit	Action	Status	Comments
A.126	Customer Experience & Business Improvement	Ensure Council service standards reflect community expectations and customers are attended to in line with service standards	On Track	<p>During the period of 1 January 2024 to 11 June 2024 the number of customers served at the Customer Service counter was a total of 1,032 with 81.3% being served within five minutes.</p> <p>The number of calls handled by Customer Service was a total of 11,054 with 82.57% answered in less than 40 seconds.</p> <p>The number of Webchats handled by Customer Service was 494 and the Call Centre Experience was provided to 33 new staff during this period of time.</p>
A.127	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	<p>Customer feedback devices and a feedback mechanism on staff email signatures provide a voice for the customer and a benchmark for Council to measure the customer experience.</p> <p>During the period Council received an overall Customer Experience Score (CX) of 8.1 based on 6,500 ratings across the organisation.</p>
A.128	Customer Experience & Business Improvement	Conduct Mystery Shopping Program across Council	Completed	<p>A comprehensive Mystery Shopping Program across Council was conducted in 2023/24. Council created a customer focused survey for phone calls and in person visits.</p> <p>Shoppers were engaged to either call or visit nominated divisions and complete a questionnaire to provide feedback on their experience.</p> <p>A total of 94 mystery shopping interactions were conducted with an overall score of 94% for phone calls and 96% for in person visits.</p>
A.129	Customer Experience & Business Improvement	Finalise Customer Experience Strategy and commence implementation	Completed	<p>Council's first Customer Experience Strategy 2024 – 2027 was adopted on 13 February 2024, which includes a total of 42 actions across four goals. All of the Year One Actions have been completed including the creation of a new Customer Experience Charter. The Strategy was recognised as a 'Finalist' at the Local Government Excellence Awards in May 2024.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.130	Customer Experience & Business Improvement	Implement service review program as per the schedule to deliver improved services and efficiencies	Completed	<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.</p> <p>Over 20 staff from across Council participated in both on-site and online training and workshops to become Process Manager Champions. The objective of the Champions is to gather and document diverse business processes from different areas of the organisation, which will later be reviewed and improved to drive an enhanced customer experience.</p>
A.131	Information Technology	Implement Council's Digital Strategy	Completed	<p>The first phase of the new Enterprise Resource Planning (ERP) software platform was successfully completed in the reporting period. Council used Process Manager software to document and analyse existing business processes and identify areas for improvement, streamlining internal workflows. The second phase of the ERP project, aimed at delivering further improvements, is in progress and is expected to be completed in the 2024–25 financial year.</p> <p>A new Human Resource Information System (HRIS) platform has been implemented in the reporting period. This new platform has significantly improved and streamlined all stages of the employee lifecycle.</p>

Build and maintain strong partnerships and advocate on behalf of the community

Action Code	Responsible Officer Unit	Action	Status	Comments
A.132	Office of General Manager	Seek funding opportunities that address Council and community needs	On Track	<p>During the reporting period, Council's total grant income was \$9,849,635 million.</p> <p>Council executed eight funding deeds and progressed with the submission of three project detail and instalment forms to enable the delivery of the Western Sydney Infrastructure Grant Program (formerly WestInvest) during the reporting period.</p>
A.133	Community Life	Investigate additional options for shared use of school facilities	On Track	<p>Council continued to meet with Schools Infrastructure NSW on a bi-monthly basis over the period to highlight growth projections for the Burwood Local Government Area, particularly aligned with the adoption of the Burwood North Masterplan and implications anticipated as a result of the TOD SEPP Program and its potential impacts on Croydon.</p> <p>Council's license agreement with Schools Infrastructure NSW continued over the period to enable ongoing community use of the multipurpose courts at Burwood Public School on weekends. Council also commenced the delivery of free children's sporting programs at the site on weekends to encourage greater participation in sport.</p> <p>Croydon Public School and Croydon Park Public School continued to participate in the Schools as Shared Spaces Program on weekends as well as during the Autumn and Winter School Holidays. This was promoted via Council's social media and e-news channels.</p>
A.134	City Planning	Work with SSROC to champion new sustainable technologies, policies and procedures	On Track	<p>Work has commenced on initiatives to support the delivery of the Sustainable Burwood Strategy. The FOGO trial extension has been implemented to assist with the target of halving the amount of organic waste sent to landfill by 2030. This work will be ongoing in 2024. Work has also commenced on reviewing location for EV charger installation across the LGA.</p>
A.135	People & Performance	Implement Year 2 actions of the Workforce Management Plan	On Track	<p>Work continues on completing the actions from the Workforce Management Plan with a number of key items having been completed.</p>





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