

ORDINARY MEETING

Late Items

Notice is hereby given that a meeting of the Council of Burwood will be held in the Council Chamber, 2 Conder Street, Burwood on Tuesday 13 August 2024 at 6:00 PM.

Tommaso Briscese
General Manager

Agenda

For an Ordinary Meeting of Burwood Council to be held in the Conference Room, Level 1, 2 Conder Street, Burwood on Tuesday 13 August 2024 immediately after the Public Forum commencing at 6.00pm.

1. Reports to Council

(Item 52/24) Celebrating Council's Success (End of Term – 2021 to 2024)..... 3

Reports to Council

(Item 52/24) Celebrating Council's Success (End of Term – 2021 to 2024)

File No: 24/31314

Report by Director People & Performance

Summary

The current Council was elected in December 2021 and throughout the term have delivered a number of significant achievements for the Burwood community. The document attached to this report, 'Celebrating Council's Success (End of Term – 2021 to 2024)' has been prepared to recognise the outstanding commitment and dedication of Council during the last term.

Operational Plan Objective

C.11.1 - Conduct Council business with transparency, accountability, compliance and probity that ensures community confidence in decision making.

Background

Burwood's current Councillors were elected in December 2021 and since that time have demonstrated strong commitment and dedication to the Burwood community and the organisation.

The elected Council is as follows:

- Cr John Faker – Mayor of Burwood
- Cr George Mannah – Deputy Mayor
- Cr Heather Crichton
- Cr Ned Cutcher
- Cr Pascale Esber
- Cr David Hull
- Cr Hugo Robinson

It is important to note that the current Councillors were elected during the COVID-19 pandemic and have been integral to driving and supporting Council's recovery efforts for the resident and business communities of Burwood. Despite the challenges that the COVID-19 pandemic presented, the Council has delivered a number of notable achievements across the five key strategies highlighted in our Community Strategic Plan – Burwood2036, namely:

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

During the Council term key achievements have included:

2021/2022

- Burwood Cares and the Burwood Bounce Back Program (Winner of the 2022 NSW Local Government Excellence Awards for Supporting Local Enterprise)
- Opening of the \$5.4 million upgrade of the Enfield Aquatic Centre including a new programs pool, refreshed splash park and extended car park
- The inaugural Mayor's Commendation Awards were held celebrating Burwood's business community

2022/2023

- \$96 million secured to fund 11 transformative projects through the NSW Government's Western Sydney Infrastructure Grant Program (formerly WestInvest)
- Opening of the Grant Park Inclusive Play Space (Winner of the 2023 NSW Local Government Excellence Awards for the Asset and Infrastructure category)
- The development application for the Burwood Park Arts and Cultural Centre was approved
- Burwood appeared on Channel 7's Sydney Weekender with more than 200,000 viewers

2023/2024

- Celebrating 150 Years of Burwood with a program of activities including a Special Sesquicentenary Council Meeting and the Burwood Street Party which attracted 20,000 attendees and was the Winner of the 2024 Local Government NSW RH Dougherty Events and Communications Award for Innovation in Special Events
- Adoption of the Burwood North Masterplan
- Official opening of the new Burwood Park Nature Playground, Sensory Garden and Pond

For further information, an overview of the collective achievements of Council throughout the term can be found in the attached document – 'Celebrating Council's Success – End of Term (2021 to 2024)'.

Consultation

Nil required.

Planning or Policy Implications

No Planning or Policy implications.

Financial Implications

No Financial implications.

Conclusion

This report aims to recognise and celebrate the efforts and achievements reached by Mayor, Councillors and staff over the last three years.

Recommendation(s)

That:

1. Council receive and note the 'Celebrating Council's Success (End of Term – 2021 to 2024)' document.
2. The document be placed on Council's website.

Attachments

- 1 [📎](#) Celebrating Council's Success - End of Term Achievements 2021-2024

Celebrating Council's Success

End of Term Achievements
2021 – 2024



Burwood
Inc. 1874

Burwood
150 years
of history
and vitality
BURWOOD & DISTRICT
HISTORICAL SOCIETY



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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Message from The Mayor, John Faker



As we reflect on the achievements of Burwood Council over the past term, I am filled with immense pride and gratitude for the collective efforts that have driven our success from 2021 to 2024. This term has been a testament to the power of collaboration, innovation, and dedication to our community's wellbeing and future.

Over the past 3 years, Burwood has redefined itself as the City of Transformation; a vibrant multicultural hub, energised by our growing night-time economy and strong arts and cultural scene. We have solidified our reputation as Sydney's Cultural Playground, defined by our diversity of people, liveable places, and progressive ideas.

I extend my heartfelt thanks to my fellow Councillors. Vision, leadership, and unwavering commitment to serving our residents have been the cornerstone of our achievements. Together, we have navigated challenges and seized opportunities, always with the best interests of our community at heart.

I also wish to express my appreciation to our General Manager, Executive Team and all staff for their strategic guidance and steadfast support, crucial in translating our vision into tangible outcomes.

Together, we have accomplished significant milestones, from transformative infrastructure projects and innovative public space initiatives to enhanced community services and sustainability efforts. These achievements reflect our collective passion and commitment to making Burwood a better place for all.

As we look ahead, I am confident that the strong foundation we have built will continue to support our aspirations and drive further success. It has been an honour and a privilege to serve alongside you.

Message from The General Manager, Tommaso Briscese



As we conclude this remarkable term, I would like to extend my sincere gratitude to everyone who has contributed to our collective success from 2021 to 2024. It has been a privilege to work alongside such a dedicated and passionate team committed to making Burwood a thriving and vibrant community.

The leadership and strategic direction from the Mayor and Councillors have been instrumental in guiding our efforts and ensuring that our initiatives align with the community's needs and aspirations.

I also thank our talented and hardworking staff for their dedication, professionalism, and relentless pursuit of excellence. Their efforts, whether in planning, service delivery, or community engagement, have made a significant impact on the lives of our residents.

I would also like to acknowledge the support and engagement of our community members. Their feedback, participation, and enthusiasm have been invaluable in shaping our projects and initiatives. Together, we have created a community that is inclusive, vibrant, and forward-thinking.

Over the past term, we have achieved significant milestones, including the successful implementation of major infrastructure projects, the activation of public spaces, and the enhancement of community services, with one of the highest community satisfaction scores in the greater metro area.

Burwood continues to stand strong as a modern and forward-thinking Council. As we prepare for the arrival of the Sydney Metro, the transformation of the Burwood North Precinct and ongoing economic growth, Burwood is poised as a key player in global Sydney.

I am confident that the strong foundation we have established will continue to propel us toward even greater achievements.

150 Years of Burwood 1874–2024

150
Years of Burwood
1874–2024

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

The year-long celebrations have so far included:

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

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

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

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



Floating handmade lanterns to mark 150 years of Burwood



Burwood Street Party



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

Burwood Cares

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

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



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

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

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

The program was delivered across five streams:

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

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

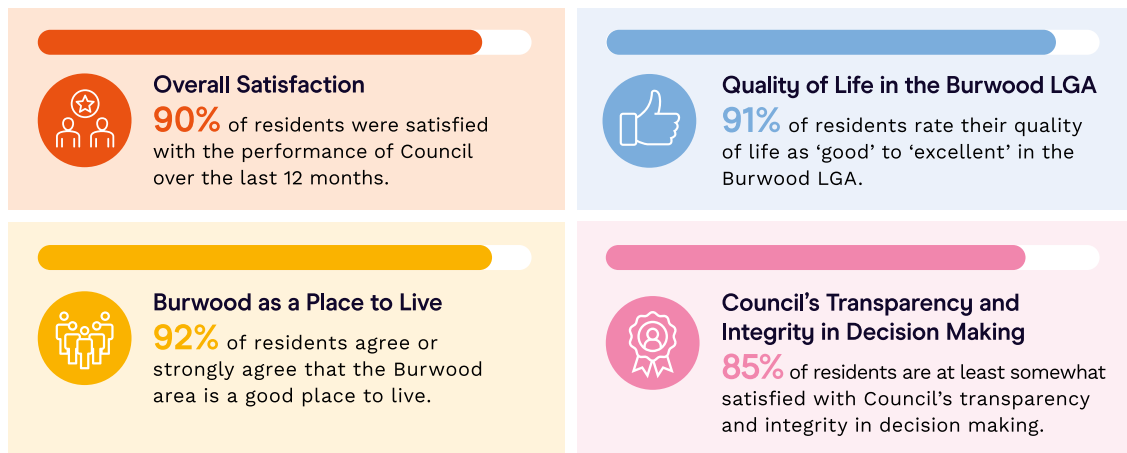
- Over \$1M in financial relief measures
- 21% increase in activations and events
- 150% increase in Council's engagement with local businesses
- A focus on hard hit industries
- 60% increase in visitation on Burwood Road
- 30% increase in sales turnover for participating businesses
- One hour increase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

Customer Experience

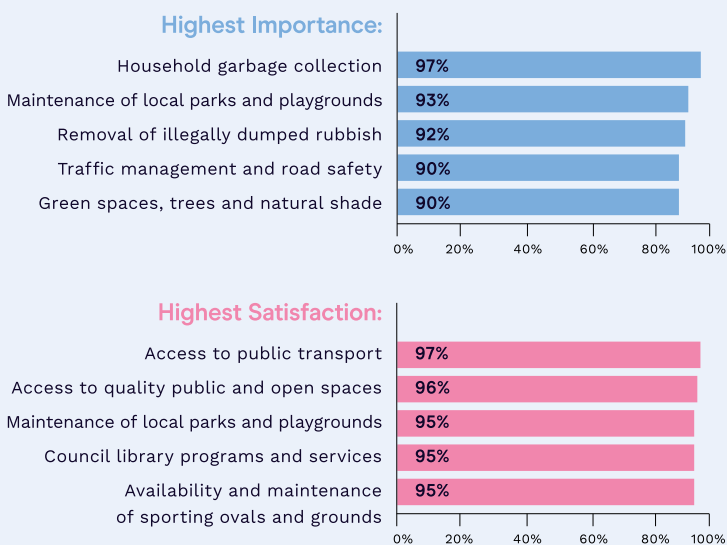
Council continued to set the standard for customer experience among Sydney councils over the term. Council has achieved an enviable community satisfaction score of 90% or higher over the past 5 years, unmatched by other councils in NSW. We have also introduced a real-time customer feedback system, expanded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



Customer Satisfaction Survey Results, 2023



Importance AND Satisfaction – Highest Rated Services/Facilities



6



Mystery Shopping Program Signals Ongoing Excellence

94% for phone interactions

(up from 90% in the previous year)

96% for in person visits

(up from 93% in the previous year)

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

December 2023 saw Council achieve outstanding National Benchmarking Results



Nationally for WebChat handle time



Nationally for efficiency in processing bookings



Nationally for efficiency in processing parking permits



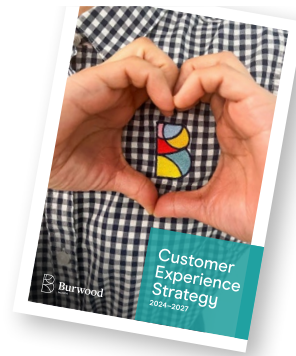
For high staff retention for a Metropolitan Council



Nationally for phone handle time

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

Customer Experience Strategy



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

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

Over the term our Customer Experience Team sustained high performance:



81,086
calls taken



12,557
venue bookings



4,067
face-to-face
customers served



6,157
park bookings



43,644
customer actions

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



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



Policies, Strategies & Plans

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

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

Civic Leadership

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

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



People & Place

Arts and Culture

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

Burwood Art Prize

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

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

Public Art

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

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

Events

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

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

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



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Library and Community Hub

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

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

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

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



Enfield Aquatic Centre

The Enfield Aquatic Centre has gone from strength to strength with a 149% increase in visitation since 21/22.

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

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

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

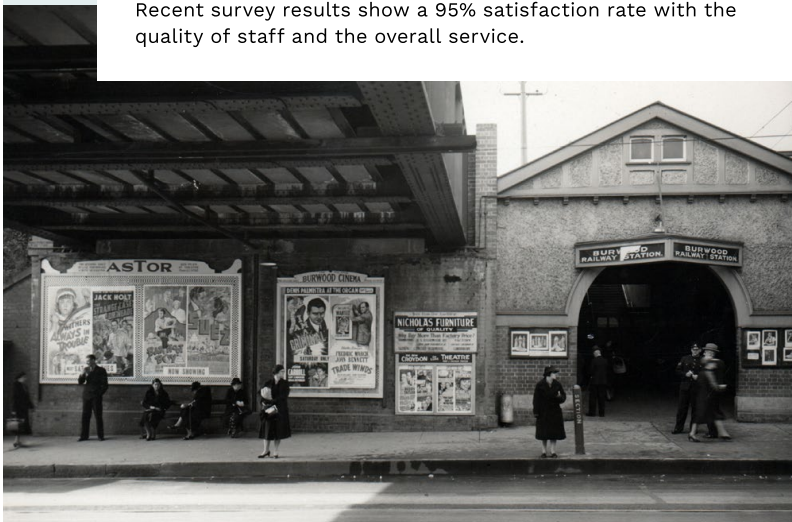




Mobile Play Van

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

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



Heritage

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

Other key highlights included:

- Prepared endorsement of three planning proposals for group heritage listing, including the Appian Way, Central Reserve and Public Domain, heritage property groups located in Strathfield and Burwood, and seven electricity substations across the LGA
- 100 Years of the Burwood Memorial Arch Photo Exhibition
- Adoption of changes to the Burwood DCP to preserve the subdivision character of Heritage Conservation Areas
- Heritage Walks
- 19 heritage wayfinding signs installed
- Digitisation of the Local Heritage Collection

Community Safety

During the term we revamped our Compliance and Enforcement Service, rebranding it as the 'Community Safety' Team to emphasise a customer-centric approach. Staff titles were updated from Compliance Investigation Officers to Community Safety Officers. New uniforms and vehicles also reflect a modern approachable image.

Our rebranded service has achieved a CX Score of 9.1 (up from 7.1 in the previous year) and an average mystery shopping score of 94%.

The service delivers annually:

- 40,000+ proactive patrols, including expanded late night patrols
- Investigates 4000+ complaints
- Numerous community safety education programs
- Ongoing engagement with businesses to improve environmental health outcomes and the amenity of our Town Centre and neighbourhood centres



Communications and Community Engagement



Participate Burwood

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

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

Performance summary



90,838
Views



8,238
Contributions



67,429
Visits



4,463
Contributors



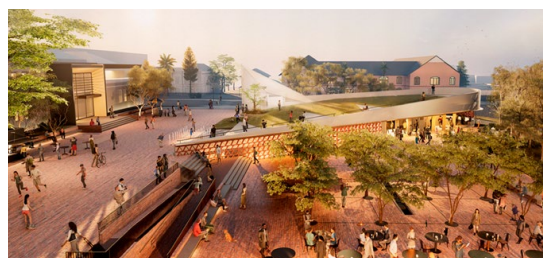
41,231
Visitors



427
Followers



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



Burwood Urban Park, Arts & Cultural Centre

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



Burwood North

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



Burwood After Dark

Over 400 participants and 40 businesses were engaged through:

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



TOD SEPP

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

Social Media & Communications



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

Council

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

Mayor

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

Newsletters

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

Website

- An average of 902,489 page views per year



Placemaking

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

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

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

Key placemaking highlights include:



Burwood on Sydney Weekender

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



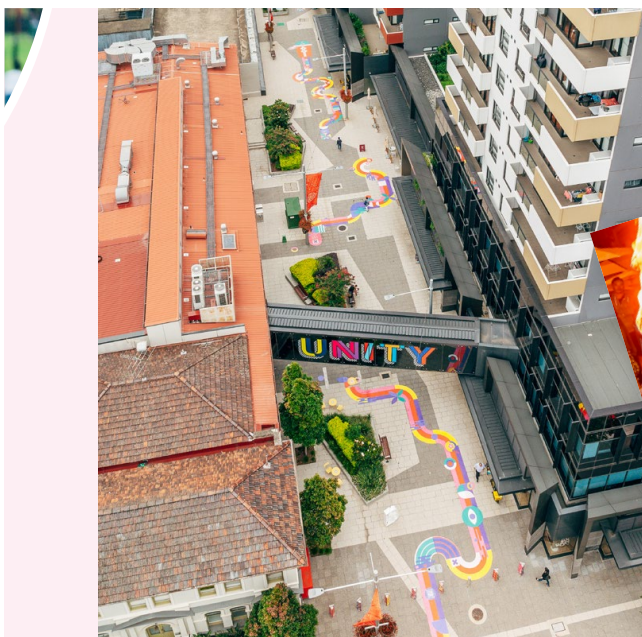
Revitalise Event and Evening Workshop

Over 100 international and national place experts in attendance.



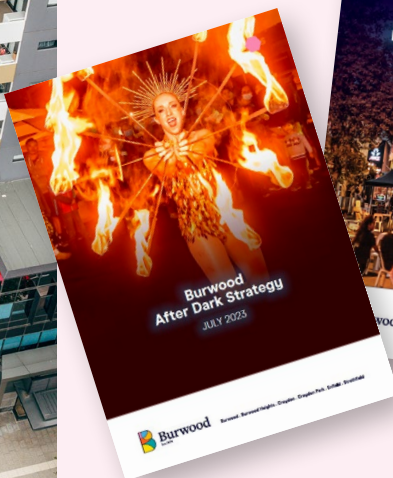
Visit from the NSW 24-Hour Economy Commissioner, Michael Rodrigues





Unity Place Rainbow River

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



'Burwood After Dark' Strategy

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



Sydney Guide

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

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



Burwood Unplugged

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

Clarendon Place Laneway Activations

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

The 12-month trial, which has now been extended into 24/25 resulted in:

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



Urban Growth and Development

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



Burwood North: A Visionary Masterplan for the Future

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

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

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



389
DAs received



Over \$1B
in construction value
for approved DAs

The New Home for Arts and Culture in Burwood

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

Integrated with a major mixed development of office and retail space and over 100 dwellings, the Centre will create new facilities for arts, cultural and community use, and a new park and public open space within the Burwood Town Centre.



Business Recognition and Support



Mayor's Business Commendation Awards

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

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

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



Shopfront Improvement Program

Council has supported 20 businesses with over \$55,000 in funding as part of the Shopfront Improvement Program.

The program supports business to improve the appearance of their shopfront improving local economic development and community safety and enhancing the overall appearance of the local area.



Burwood Business Expo

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

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



Burwood Chamber of Commerce

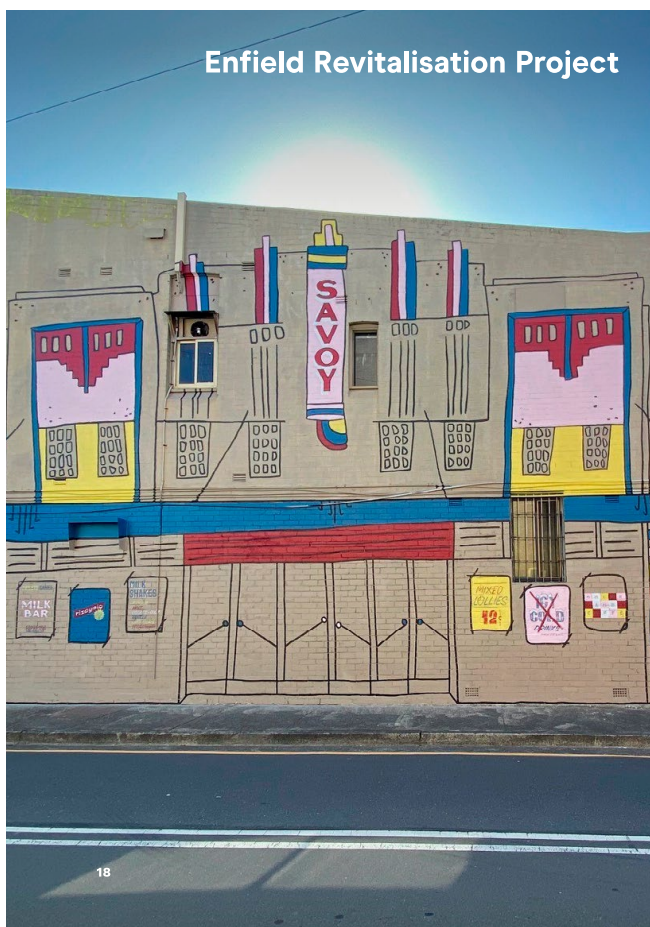
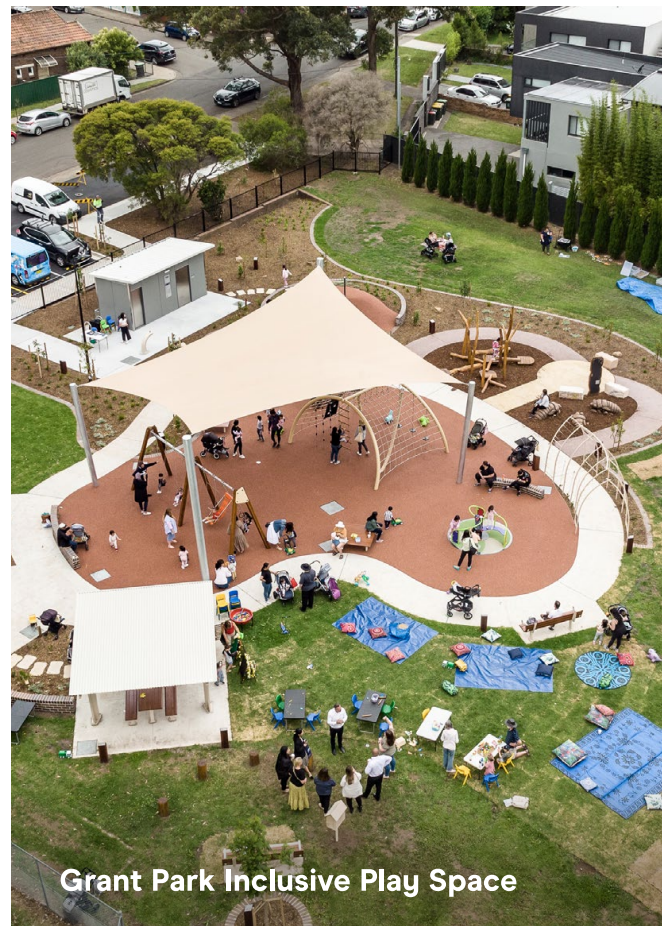
As part of its COVID recovery initiatives, Council reactivated the Burwood Chamber of Commerce, providing six months of dedicated support. This partnership delivered a series of business support programs, including the Burwood Business Expo, workshops, newsletters, and subsidies on facility hire for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

Connecting with Community

Citizenship Ceremonies

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





Other major projects included:

- Grant Park Multipurpose Courts & Car Park Extension
- Croydon Gateway
- Deane Street Transformation Project
- Martin Reserve Upgrade
- Burwood Urban Park, Arts and Cultural Centre received Development Assessment consent and reached 70% detailed design phase
- Street Blades – Phase 1 and 2
- Everton Road Pocket Park
- Willee and Wyatt Playground Upgrades
- Jackson Park Playground Upgrade
- Strathfield Beautification Project
- Coronation Parade Gateway Sign
- Railway Parade Beautification
- Burwood Road Beautification

Capital Works Program

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

Waste & Cleansing

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

Columns Des Burwood
by artist Nadia Odum (2022)
on Deane Street Burwood

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Western Sydney Infrastructure Grants Program (formerly WestInvest)

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

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

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



Community Facilities



\$50M

Burwood Urban Park Arts and Cultural Centre

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

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

\$53M

Enfield Aquatic Centre Redevelopment & Library Pod

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

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

Parks



\$2.4M

Burwood Park Inclusive Play Space

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

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

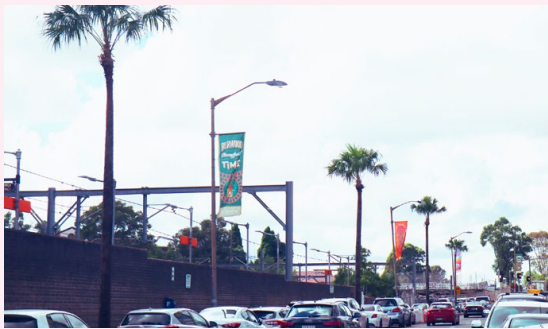


\$1.1M

Woodstock Sensory Garden

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

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



Streetscapes



\$3.9M

Paisley Road Beautification

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

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



\$12.6M

Burwood Main Street & Deane Street Precinct Transformation

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

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



\$2.4M

Strathfield Placemaking Project

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

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



\$2.7M

Henley Park Sports Field Upgrade

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

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



\$814K

Henley Park and Russell Street Reserve Expansion

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

- Demolition of existing properties
- Expanded park (additional 1,450m² of green open space)



Sustainability

Greening Burwood

- Over 1,800 trees planted
- Nearly 10,000 shrubs and plants

FOGO Trial

- 459 tonnes of FOGO collected

Paving the Way

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

This innovative project called 'Paving the Way', was brokered through SSROC, by Burwood's Mayor and SSROC President, Cr John Faker, and is now considered best practice for councils nationwide to create a closed-loop market for recycled materials.

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

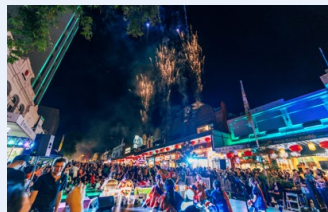
Other Sustainability Initiatives

- Sustainable Burwood Strategy endorsed
- 100% renewable energy at all Council facilities
- Smart Energy Expo
- 40% of Councils light fleet are either EVs or Hybrids
- Funding agreement with EPA through SSROC Shared Community Recycling Centre Education with Canada Bay
- EV Charging Station Rollout
- All street lights in the LGA on local roads have been upgraded to LEDs

Recognition & Awards

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

Key highlights include:



2024 Local Government Week Awards – LG NSW

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



NSW Local Government Excellence Awards

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

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

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



2023 Australian Institute of Landscape Architects (AILA) NSW Awards

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



Australian Street Art Awards

Gold Winner: Best Entrant Art – 'The Last Lion' (Burwood Chinatown) (2022)

Grant Funding Received

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



Cr John Faker
Mayor of Burwood



Cr George Mannah
Deputy Mayor



Cr Heather Crichton
Councillor



Cr Ned Cutcher
Councillor



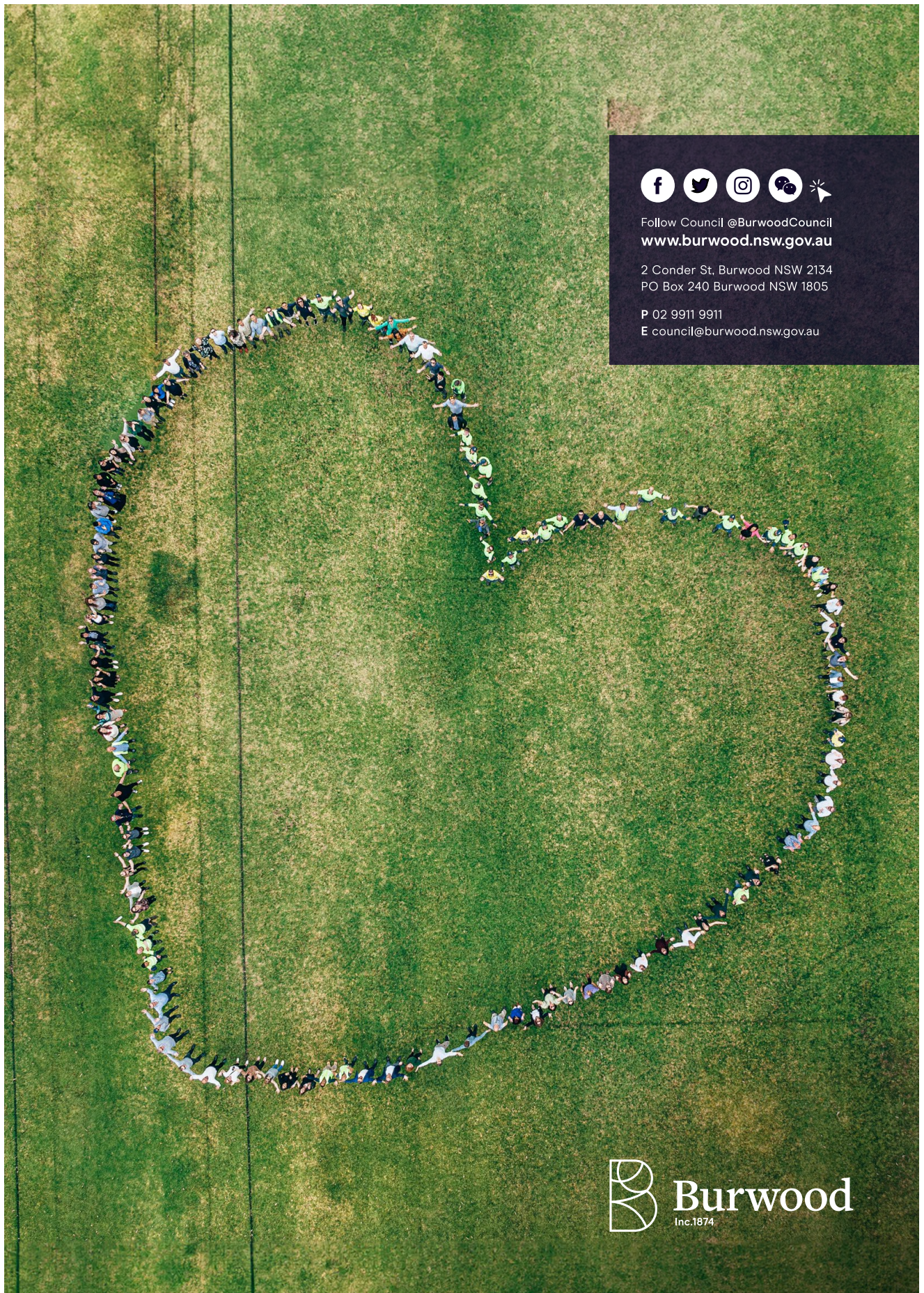
Cr Pascale Esber
Councillor



Cr David Hull
Councillor



Cr Hugo Robinson
Councillor



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