

ORDINARY MEETING

Notice is hereby given that a meeting of the Council of Burwood will be held in the Conference Room, 2 Conder Street, Burwood on Monday 23 June 2025 at 6:00 PM to consider the matters contained in the attached Agenda.

The public gallery will be open for those wishing to observe the meeting. In addition, an opportunity to observe the meeting via audio visual link will also be made available.

Public Forum

A public forum will be held at 6:00pm, prior to the commencement of the meeting, to allow members of the public to make oral submissions about an item on the Agenda for the meeting. The opportunity will also be provided to speak via audio visual link.

Anyone wishing to address Council during the public forum will need to register by 2:00pm on the day of the meeting. A person wishing to speak must indicate the item of business on the Agenda they wish to speak on and whether they wish to speak 'for' or 'against' the item. Registrations to speak can be lodged on [Council's website](#).

The Council Meeting will commence immediately after the conclusion of the Public Forum.

Tommaso Briscese
General Manager

Councillors



Cr John Faker
Mayor
9911 9916
mayor@burwood.nsw.gov.au



Cr George Mannah
Deputy Mayor
0428 363 826
george.mannah@burwood.nsw.gov.au



Cr Sukirti Bhatta
0499 811 652
sukirti.bhatta@burwood.nsw.gov.au



Cr Pascale Esber
0428 459 667
pascale.esber@burwood.nsw.gov.au



Cr David Hull
0428 369 269
david.hull@burwood.nsw.gov.au



Cr Alex Yang
0482 933 247
alex.yang@burwood.nsw.gov.au



Cr Deyi Wu
0484 123 988
deyi.wu@burwood.nsw.gov.au

Council meeting room

General
Manager

Mayor

Cr
Mannah

Cr Bhatta

Cr Yang

Cr Esber

Cr Wu

Cr Hull

Public gallery

Agenda

For an Ordinary Meeting of Burwood Council to be held in the Conference Room, Level 1, 2 Conder Street, Burwood on Monday 23 June 2025 immediately after the Public Forum commencing at 6.00pm.

1. Prayer

Lord, we humbly beseech thee to vouchsafe thy blessing on this Council, direct and prosper its deliberations for the advancement of this area and the true welfare of its people. Amen.

2. Acknowledgement of Country

3. Statement of Ethical Obligations

4. Recording of Meeting

5. Apologies

6. Declarations of Interest

7. Declaration of Political Donations

8. Confirmation of Minutes

Minutes of the Council Meeting held on Tuesday, 20 May 2025, copies of which were previously circulated to all councillors be hereby confirmed as a true and correct record.

9. Mayoral Minutes

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13. Confidential Items

(Item 36/25)	Outcome of Property Acquisition
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That above item be considered in Closed Session to the exclusion of the press and public in accordance with Section 10A(2) (c) (d) of the Local Government Act, 1993, as the matter involves information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business; AND commercial information of a confidential nature that would, if disclosed (i) prejudice the commercial position of the person who supplied it; or (ii) confer a commercial advantage on a competitor of the Council; or (iii) reveal a trade secret.

14. Conclusion of the Meeting

Reports to Council

(Item 28/25) Integrated Planning and Reporting Documents – For Adoption

File No: 25/27484

Report by Director People & Performance

Summary

At the Ordinary Meeting of Council held on 20 May 2025, Council resolved to place its Draft Integrated Planning and Reporting (IP&R) documents on public exhibition for feedback from the community. The public exhibition period has concluded and this report seeks Council's adoption of the:

- *Draft Community Strategic Plan – Burwood 2036;*
- *Draft Delivery Program 2025-2029 and Draft Operational Plan 2025-2026;*
- *Draft Fees & Charges 2025-2026; and*
- *Draft Resourcing Strategy 2026-35.*

Operational Plan Objective

2.1.3 Ensure transparency and accountability in decision making.

Background

In accordance with the *Local Government Act (1993)*, the Integrated Planning and Reporting (IP&R) is a framework that each Council in NSW must implement to ensure long term planning for the area is based on community aspirations, priorities and needs along with sound data and information. The framework (shown on the following page) requires Council to have in place a cascading set of plans for the community and Council that translates community aspirations and priorities into action.

Introduced in 2010, the IP&R framework enables NSW councils to draw their various plans together, to understand how they interact and inform one another, and get the maximum benefit by planning holistically for the future.

Every council must review their Community Strategic Plan before 30 June in the year following an ordinary election of Council. In line with this requirement, Council commenced the review of its IP&R documents in 2024 in preparation for the newly elected Council.

Proposal

The public exhibition period has now concluded and the following documents are now submitted to Council for adoption:

- *Draft Community Strategic Plan – Burwood 2036;*
- *Draft Delivery Program 2025-2029 and Draft Operational Plan 2025-2026;*
- *Draft Fees & Charges 2025-2026; and*
- *Draft Resourcing Strategy 2026-35.*

Consultation

Council's draft Integrated Planning and Reporting documents were placed on public exhibition for a period of 28 days from Wednesday 21 May 2025 to Tuesday 17 June 2025.

During the public exhibition period the documents were made available to the community for comment via Council's online engagement platform, Participate Burwood. There was a total of 241 views of the project page by a total of 133 unique visitors. Council also utilised its social media and e-newsletter channels to promote the documents during the public exhibition period. No submissions were received during the exhibition period.

Planning or Policy Implications

The requirements for IP&R are set out in the *Local Government Act 1993* (the Act) and the *Local Government (General) Regulation 2021* (the Regulation).

The IP&R Guidelines issued by the Office of Local Government explain what councils need to do to ensure they comply with their planning and reporting requirements set out in the Act and have been utilised by Council to develop our Draft IP&R documents.

The revised *Delivery Program 2022-2026* and *Operational Plan 2023-2024* form key corporate planning and policy documents for Council. These documents set out the principal activities, actions and targets that Council commits to delivering over their respective timeframes to achieve the long term strategic directions set out in Council's Community Strategic Plan, Burwood2036. Changes to these documents by way of addition or deletion of activities can only be made via Council resolution and all other plans of Council must link to the IP&R framework and associated documents.

Progress on these important plans will be reported to Council and the community through Council's reporting framework consisting of the *State of the City Report* detailing performance against the Community Strategic Plan and Delivery Program; and six monthly and annual reports on the Operational Plan, clearly outlining to the community the extent to which Council is delivering on its integrated plans.

Councils are also required to review their Community Engagement Strategy within three months of the ordinary elections to ensure compliance with Integrated Planning and Reporting (IP&R) legislation. Council conducted this review in November 2025. The review provides an opportunity to consider elements of best practice and incorporate improvements identified since the Strategy's last development. The review found that the current Community Engagement Strategy is meeting legislative requirements and also features elements of the Integrated Planning and Reporting (IP&R) Handbook's 'good', 'better' and 'best' practice.

Financial Implications

In accordance with the Integrated Planning and Reporting Guidelines for Local Government in NSW (2021), the Draft Long-Term Financial Plan must be used to inform decision making during the preparation and finalisation of the Community Strategic Plan and the development of the Delivery Program. In preparing the *Draft Long-Term Financial Plan 2025 - 2035*, *Draft Budget 2025/35*, *Statement of Revenue Policy* and *Draft Fees and Charges 2025/26*, due regard has been given to promoting the financial sustainability of Council.

Budget

During the public exhibition, a number of matters have come to light that required consideration as part of the finalisation of the 2025/26 Budget and Fees and Charges.

Rates

During the exhibition process a number of necessary supplementary rates were processed, which has resulted in minor changes to the proposed rates for 2025/26.

The exhibited estimated Rate Yield for 2025-2026 with the IPART - Rate Peg increase of 7.6% and proposed rates are shown in the following table:

Exhibited 2025/2026 RATING STRUCTURE WITH +7.6% IPART Rate Peg and Other Mandatory Adjustments						
RATE TYPE	CATEGORY	TOTAL NUMBER OF ASSESSMENTS	RATE IN THE DOLLAR	NUMBER MIN. RATE ASSESSMENTS	MINIMUM RATE \$	NOTIONAL YIELD \$
Ordinary	Residential	10,600*	0.00110838	4,709*	\$1,299.37	\$18,885,530
Ordinary	Business A	444*	0.00215712	164*	\$1,420.92	\$1,964,546
Ordinary	Business B	41	0.00318608	3	\$1,420.92	\$724,895
Ordinary	Business C	29	0.00318201	2	\$1,420.92	\$587,182
Ordinary	Business D	42	0.00723609	4	\$1,817.72	\$3,249,194
Ordinary	Residential Town Centre	3,821	0.00075054	3,787	\$1,657.03	\$6,531,099
Ordinary	Town Centre - Minor Business	484	0.00256837	302	\$1,817.72	\$2,250,852
Total		15,461		8,971		\$34,193,298

*Pursuant to Section 518B of the *NSW Local Government Act 1993* inter alia land valuations carrying a Mixed Development Apportionment Factor (MDAF) are rated proportionally between Ordinary – Residential and Ordinary – Business A minimum/ad-valorem rates according to the MDAF percentages supplied by the NSW Valuer General.

The revised estimated Rate Yield for 2025-2026 with the IPART - Rate Peg increase of 7.6% and proposed rates are shown in the following table:

Revised 2025/2026 RATING STRUCTURE WITH +7.6% IPART Rate Peg and Other Mandatory Adjustments						
RATE TYPE	CATEGORY	TOTAL NUMBER OF ASSESSMENTS	RATE IN THE DOLLAR	NUMBER MIN. RATE ASSESSMENTS	MINIMUM RATE \$	NOTIONAL YIELD \$
Ordinary	Residential	10,645*	0.00110837	4,771*	\$1,299.37	\$18,918,087
Ordinary	Business A	449*	0.00215846	170*	\$1,420.92	\$1,932,215
Ordinary	Business B	41	0.00318608	3	\$1,420.92	\$724,895
Ordinary	Business C	29	0.00318201	2	\$1,420.92	\$587,182
Ordinary	Business D	42	0.00723609	4	\$1,817.72	\$3,249,194
Ordinary	Residential Town Centre	3,850	0.00075055	3,810	\$1,657.03	\$6,588,638
Ordinary	Town Centre - Minor Business	484	0.00256837	302	\$1,817.72	\$2,250,852
Total		15,540		9,062		\$34,251,063

*Pursuant to Section 518B of the *NSW Local Government Act 1993* inter alia land valuations carrying a Mixed Development Apportionment Factor (MDAF) are rated proportionally between Ordinary – Residential and Ordinary – Business A minimum/ad-valorem rates according to the MDAF percentages supplied by the NSW Valuer General.

Fees and Charges

During the exhibition process a number of minor changes to the fees and charges were proposed following further research and comparative analysis with industry averages.

Ref	Description	Exhibited	Proposed 25/25 Fee
0168	Damage Deposit Less than \$50,000	\$1,028.00	\$1,000.00
0169	Damage Deposit Between \$50,001 to \$100,000	\$2,056.00	\$2,000.00
0170	Damage Deposit Between \$100,001 to \$150,000	\$3,084.00	\$3,000.00
0171	Damage Deposit Between \$150,001 to \$200,000	\$4,112.00	\$4,000.00
0172	Damage Deposit Between \$200,001 to \$500,000	\$6,168.00	\$6,000.00
0173	Damage Deposit Between \$500,001 to \$1,000,000	\$8,224.00	\$8,000.00
0174	For demolition (only) applications – the damage deposit will be a set fee	\$5,140.00	\$5,000.00
0606	Burwood Park Community Centre – Function Hire Hourly rate - minimum 4 hours including preparation time	\$125.00	\$130.00
0089	Construction Works Zone – Erection and removal of signage	\$1,740.00	\$850.00
New Fee	Permit to Stand - Permit to stand plant (per plant per day) for single dwelling, dual occupancy or granny flat developments in R1, R2 or R3 Zones	New	\$275.00
0093	Permit to Stand - Permit to stand plant (per plant per day) for all other development types	\$565.00	\$565.00
New Fee	Footpath Closure - Partial footpath (per m2 per week or part thereof) for single dwelling, dual occupancy or granny flat developments in R1, R2 or R3 Zones	New	\$20.00
1051	Footpath Closure - Partial footpath (per m2 per week or part thereof) for all other development types	\$38.50	\$38.50
1060	Partial Road Closures - Length of partial road closure (m) 0-20 for single dwelling, dual occupancy or granny flat developments in R1, R2 or R3 Zones	\$185.00	\$185.00
New Fee	Community Hub – Storage Lockers	New	\$250.00

These changes have been incorporated into the attachment documents.

Conclusion

The *Community Strategic Plan – Burwood 2036* and the associated IP&R documents included with this report reflect the current vision, aspirations and priorities of our community. Together the documents will form the primary corporate planning and policy documents of Council and set out the long term strategic directions, strategies, principal activities, actions and targets that Council commits to delivering over their respective timeframes.

This report now recommends that Council adopt the following documents following the conclusion of the public exhibition period: *Community Strategic Plan – Burwood 2036; Delivery Program 2025-2029 and Draft Operational Plan 2025-2026; Fees & Charges 2025-2026; and Resourcing Strategy 2026-35.*

Recommendation(s)

That Council adopt the:

1. *Community Strategic Plan: Burwood 2036*
2. *Delivery Program 2025-2029 and Draft Operational Plan 2025-2026, incorporating the Budget 2025-2026 and Statement of Revenue Policy 2025-2026*
3. *Resourcing Strategy 2025-35*
4. *Schedule of Fees and Charges 2025-2026*
5. *That Council note the proposed changes to the documents, including the Delivery Program 2025-2029 and Operational Plan 2025-2026 incorporating the Budget 2025-26 and Statement of Revenue Policy 2025-26 and Schedule of Fees and Charges*
6. *Council make and levy the following Rates and Annual Charges for 2025/26:*

a. *Rates*

2025/2026 RATING STRUCTURE WITH +7.6% IPART Rate Peg and Other Mandatory Adjustments						
RATE TYPE	CATEGORY	TOTAL NUMBER OF ASSESSMENTS	RATE IN THE DOLLAR	NUMBER MIN. RATE ASSESSMENTS	MINIMUM RATE \$	NOTIONAL YIELD \$
Ordinary	Residential	10,645*	0.00110837	4,771*	\$1,299.37	\$18,918,087
Ordinary	Business A	449*	0.00215846	170*	\$1,420.92	\$1,932,215
Ordinary	Business B	41	0.00318608	3	\$1,420.92	\$724,895
Ordinary	Business C	29	0.00318201	2	\$1,420.92	\$587,182
Ordinary	Business D	42	0.00723609	4	\$1,817.72	\$3,249,194
Ordinary	Residential Town Centre	3,850	0.00075055	3,810	\$1,657.03	\$6,588,638
Ordinary	Town Centre - Minor Business	484	0.00256837	302	\$1,817.72	\$2,250,852
Total		15,540		9,062		\$34,251,063

b. *Domestic Waste*

A Residential Waste Management Service Availability Charges (Residential Waste Charge or Res Strata Waste Charge) in accordance with Section 496 of the Local Government Act 1993 for 2025-2026 of \$604.00 as per Schedule of Fees and Charges.

c. *Stormwater*

A Stormwater Management Service Charges (Stormwater Management Service Charge) in accordance with Section 496A of the Local Government Act 1993 and Clauses 125A and 125AA of Local Government (General) Regulation 2005, as denoted in the 2025-2026 Schedule of Fees and Charges document.

d. *Interest on Overdue Rates and Charges*

That Council adopt the maximum rate of interest payable on overdue rates and charges as determined by the Minister being 10.5% p.a.

7. *Authority be delegated to the General Manager to approve any minor editorial and document design corrections prior to publication.*

Attachments – see separate Attachments Paper

- 1⇒ Draft Fees and Charges
- 2⇒ Draft Burwood Community Strategic Plan: Burwood 2036
- 3⇒ Draft Burwood Delivery Program 2025 - 2029 and Operational Plan 2025 - 2026
- 4⇒ Draft Burwood Resourcing Strategy - May 2025

(Item 29/25) Draft Creative Burwood Strategy 2025–2035 – For Adoption

File No: 25/20494

Report by Director Community Life

Summary

The *Draft Creative Burwood Strategy 2025-2035* has been developed to guide Council's planning for arts and cultural programs, events and infrastructure over the next decade.

Following public exhibition, the Draft Strategy is now submitted to Council for adoption. During the exhibition period, eight submissions from the community were received. Create NSW and Sound NSW also provided feedback on the Draft Strategy.

Operational Plan Objective

A.83 Develop and implement the Burwood Cultural Plan.

Background

The *Draft Creative Burwood Strategy 2025 - 2035* provides a roadmap to strengthen Burwood's reputation as Sydney's Cultural Playground and a leading destination for distinct and dynamic creative experiences.

The preparation of the Draft Strategy was based on an extensive research and community engagement process. A detailed overview of this work, along with the Draft Strategy, were presented to the Ordinary Council Meeting on 25 March 2025 and were endorsed for public exhibition.

Proposal

The Draft Strategy identifies three priority focus areas to strategically guide Council's work over the next ten years, including:

FOCUS AREA 1: Cultural Infrastructure
FOCUS AREA 2: Creative Economy and Practice
FOCUS AREA 3: Creative Experiences and Stories.

The Action Plan outlines a total of 47 strategic actions that Council will implement from July 2025 to June 2035, working collaboratively with other levels of government, community, business partners and the local creative sector.

Following a period of public exhibition, this report now recommends that Council formally adopt the *Draft Creative Burwood Strategy 2025-2035*.

Consultation

Following endorsement by Council at its meeting held on 25 March 2025, the Draft Strategy was placed on public exhibition for an extended period of 50 days (from 26 March to 14 May 2025).

During the exhibition period, the following community engagement activities were undertaken:

- The Draft Strategy was made available on Council's Participate Burwood online engagement platform.
- The Draft Strategy was distributed to key stakeholders who participated in the development of the Strategy and the Creative Burwood Portrait Series, Create NSW, Sound NSW, Council's Advisory Committee members, and through community and creative networks.

- The public exhibition period was promoted via Council's social media channels and e-newsletter.
- The Draft Strategy, opportunities for feedback or creative participation opportunities were also promoted at the Burwood Culture Talks event held on 12 May 2025.

During the public exhibition period, 286 people interacted with the Participate Burwood page with 82 downloads of the Draft Strategy, 51 downloads of the Creative Burwood Snapshot and 29 downloads of the Engagement Report.

Eight (8) submissions were received from the community during the exhibition period. The key themes outlined in the submissions and Council's responses are summarised below:

Key points of submission	Council's response
<p>Submission 1:</p> <ul style="list-style-type: none"> • Supports the Draft Strategy and actions that help to build a cohesive and inclusive community in Burwood, celebrating our cultural diversity. • Highlights the negative impact of recent political discourse targeting migrants and the importance of countering this by strengthening social connections and promoting unity. • Values the role of arts in community building. 	<p>The Creative Burwood Strategy 2025–2035 outlines several actions aimed at promoting cultural unity and harmony within the community. <i>Focus Area 3: Creative Experiences and Stories</i> emphasises the importance of enriching the community by sharing diverse cultural narratives, supporting cross-cultural connection and providing opportunities for all residents to engage in the arts.</p>
<p>Submission 2:</p> <ul style="list-style-type: none"> • Commends the Strategy as a great way to build community spirit through the arts. • Reflects on Burwood's changes since 1995 and sees that the <i>Creative Burwood Strategy</i> can play a key role in promoting cultural unity and harmony. 	
<p>Submission 3:</p> <ul style="list-style-type: none"> • Raises concern about the use of AI-generated content by Council, such as voiceovers. • Advocates for policy that supports human creatives, particularly local voice artists, and recommends that Council explicitly exclude AI-generated creative services in its communications and productions. 	<p>Council notes the concerns about the use of AI-generated content in creative practice and acknowledges the value of our local creative workforce, including voice artists.</p> <p>The Draft Strategy recognises evolving technologies and AI as a key trend - "rapidly changing the way art is created and experienced" (see page 12) - and commits under <i>Focus Area 2: Creative Economy and Practice</i> to actions that both support innovation and enhance artists' digital skills as well as protect artists' rights and jobs.</p> <p>Council has recently developed a Corporate Practice for the Use of AI to guide responsible AI use. Council will continue to engage local artists and consider ways to ensure responsible use of technology in cultural initiatives in an ongoing manner.</p>

Key points of submission	Council's response
<p>Submission 4:</p> <ul style="list-style-type: none"> • Supports the Draft Strategy and emphasises the need for a coordinated marketing and promotion plan. • Stresses the importance of including all nationalities and promoting understanding between cultures. • Notes that arts and cultural activities can also have positive economic impacts for local businesses. 	<p>Council currently has comprehensive marketing and promotions plans for each of our cultural initiatives.</p> <p>For example, our recent Lunar New Year Street Party achieved a social media reach of 1,080,889 because of a sophisticated social media strategy.</p> <p>Council acknowledges the positive social and economic impact of arts and culture. For example, the aforementioned event engaged 147 performers, artists and events contractors, attracted over 32,000 people, and generated an estimated \$948,878 impact on the local area economy.</p> <p>These considerations will inform ongoing planning during the implementation of the Strategy.</p>
<p>Submission 5:</p> <ul style="list-style-type: none"> • Highlights the long-standing cultural and social contribution of St Paul's Church. • Emphasises the importance of respecting all cultures and fostering community through music, care services, and inclusive religious and cultural practices. • Supports the Draft Strategy as a means to further strengthen community cohesion and shared identity. 	<p>Council recognises the longstanding contribution of St Paul's Anglican Church and similar organisations to Burwood's cultural life and will continue to promote and partner with our community throughout the delivery phase of the Strategy.</p>
<p>Submission 6:</p> <p>Proposes a range of new initiatives to enhance creativity and engagement, including:</p> <ul style="list-style-type: none"> • Signature events (e.g. creativity festival, cultural performances) • Community awards (e.g. "Creative Contribution Award") • A creator database • A creative incubation fund • Aims to build a sustainable and collaborative creative ecosystem in Burwood. 	<p>Council currently provides several community recognition awards, including Burwood Art Prize, Citizen of the Year Awards, Volunteer Recognition Awards, Business Awards, and Mayor's Commendation Awards. These initiatives celebrate and acknowledge the contributions of individuals and groups across various fields.</p> <p>During the development of the Draft Strategy, Council established a growing creative database to support local creators and enhance collaboration. The proposed initiatives align closely with existing actions in the Draft Strategy, specifically Actions 2.3.1, 2.3.3 and 2.2.3 and will be considered during the implementation phase of the Strategy.</p>
<p>Submission 7:</p> <ul style="list-style-type: none"> • Calls for greater inclusion of Australian cultural traditions in the Strategy (e.g. Australia Day, Easter and Christmas), suggesting these are underrepresented compared to other cultures. 	<p>Council is committed to celebrating both the cultural diversity of Burwood and the shared traditions that form part of the broader Australian cultural landscape.</p> <p>All Burwood events are open and inclusive for everyone.</p> <p>To enhance recognition of Australian traditions, Council has resolved to host weekend-long Australia Day celebrations and develop a communications campaign to reflect and promote our shared Australian values.</p>

Key points of submission	Council's response
	<p>During community engagement for the Draft Strategy, residents consistently highlighted Burwood's cultural diversity as one of its greatest strengths. Council remains dedicated to celebrating this diversity while also acknowledging and incorporating other shared Australian traditions into our approach.</p>
<p>Submission 8:</p> <p>Supports the Draft Strategy and provides suggestions for consideration:</p> <ul style="list-style-type: none"> • Reconsider use of AC/DC image on the Strategy cover due to sensitivities around recent demolition of the Young family home. • Proposes a new "Long Way to the Top Award" - a prize recognising emerging heavy metal/rock bands in Australia to celebrate and honour the AC/DC legacy. • Reconsider "Cultural Playground" in Vision. Suggests changing the term "Cultural Playground" to something more inclusive of the broad demographic that the Strategy seeks to engage. • Concerns sustaining long-term cultural infrastructure and highlights the need to explore regional partnerships and external funding opportunities. • Emphasises the need for a detailed implementation framework, measurable targets, and realistic funding plans. • Recommends renaming "Burwood Culture House" through community consultation. • Suggests greater emphasis on literature and proposes a Burwood Writer's Prize named after Eleanor Dark. 	<p>Council remains committed to celebrating AC/DC's deep connection to Burwood. As part of the 150 Years of Burwood Program (2024), several initiatives honoured this legacy, including:</p> <ul style="list-style-type: none"> • The Back in Black Mural (featured on the Draft Strategy's front cover) • A 300-strong AC/DC Choir Medley at the Burwood Street Party • Extensive research of the Young family's history, published in the <i>Burwood Pictorial History Book</i>. <p>A range of other significant initiatives are planned to honour AC/DC over the coming years.</p> <p>The term '<i>Cultural Playground</i>' was developed based on engagement data with over 1,021 contributions and direct input from community members at Burwood Culture Talks (October 2024).</p> <p>Burwood Council has a strong track record of securing significant state government funding and sponsorship to support arts and cultural initiatives.</p> <p>Council continues to instigate regional collaboration, partnerships, and external funding avenues to support sustainable infrastructure growth and long-term viability.</p> <p>As the Draft Strategy spans ten years, it has been written to ensure that it can remain adaptable and flexible to emerging opportunities over this period. As per Council's normal practice, a detailed implementation plan will outline key actions, roles and responsibilities, and budgets with annual integration into Council's operational plans and delivery programs. Progress will be monitored through ongoing evaluation of key projects and against the extensive baseline data developed in 2024 during the Cultural Audit.</p> <p>The working title for the Burwood Culture House was Burwood Urban Park, Arts, and Cultural Centre, with the current name developed through a range of engagement and branding exercises. Council is currently undertaking consultation regarding commemorative naming of spaces within the facility.</p> <p>Council has recently honoured Eleanor Dark's literary legacy through its <i>150 Years of Burwood Program</i>, including recognition in the <i>Pictorial History</i> and the <i>People of Burwood's Past</i> public art project. Commemorative naming of spaces within Burwood Culture House is also under consideration.</p>

Key points of submission	Council's response
	<p>While Council does not currently offer a local literary award, its ongoing arts support provides pathways for writers through state and national literary prizes, including:</p> <ul style="list-style-type: none"> • NSW Literary Awards (State Library of NSW) • NSW Premier's Literary Awards (Australia's longest-running literary prize) • Miles Franklin Literary Award, Prime Minister's Literary Awards, and the Stella Prize. <p>Burwood Library also actively fosters literary engagement through:</p> <ul style="list-style-type: none"> • Storytime, reading challenges and school holiday programs • Promotion of major literary awards via displays and curated lists • Participation in Book Week, NAIDOC Week, and Library and Information Week • Indyreads digital platform, offering access to Australian and international titles. <p>Council remains committed to expanding literary opportunities and ensuring Burwood thrives as a cultural hub.</p>

Create NSW and Sound NSW also provided feedback on the Draft Strategy. Both agencies expressed strong support for the Draft Strategy and willingness for continued collaboration with Council in relation to cultural infrastructure, programming and industry support. Their key feedback included:

- Support for the inclusion of music, creative residency space and efforts to increase rehearsal and performance spaces for musicians; recognition of the strategic importance of Burwood Culture House; support for the inclusion of First Nations-led projects and consultation; actions to improve access to venues, including partnerships with the private and property sectors; and the inclusion of creative residencies and pathways for emerging artists.
- Consideration for the importance of First Nations-led projects, stories, storytellers and audiences in arts, music, and cultural projects and ongoing consultation with cultural authorities and local communities.
- The need for ongoing advocacy for increased access, training and career pathways for diverse and underrepresented artists, including First Nations artists, CALD artists and artists with disabilities; and expanding affordable, long-term, fit-for-purpose creative production and performance spaces and live music venues to meet growing demand.
- Encouragement for ongoing investment in arts and culture to support the evolving needs of the community.

The feedback received during the public exhibition period aligns with existing actions in the *Draft Creative Burwood Strategy* and will be considered during the implementation of the ten-year plan. As a result, no changes have been made to the *Draft Creative Burwood Strategy 2025 – 2035*.

Planning or Policy Implications

The Draft Strategy has been developed to address action 'A.83: Develop and implement the Burwood Cultural Plan' outlined in Council's *Operational Plan 2024 - 2025*.

An implementation plan will be developed for the ten-year life of the Strategy and key actions will be incorporated annually into Council's operational plans to ensure their delivery. Council will monitor implementation, regularly review and measure the outcomes of activities through Council's Integrated Planning and Reporting framework.

The Draft Strategy sits within a broader strategic context and considers the input and interconnection with cultural policies and strategies at local, state and federal government levels. Other Council strategies and policies that align with actions in the Draft Strategy include: *Burwood After Dark*, *Multicultural Burwood*, *Safer Burwood*, *Reconciliation Action Plan*, *Library Strategic Plan*, *Youth Action Plan*, *Community Facilities and Open Space Strategy*, *Property Strategy*, *Licence to Play* and *Public Art Policy*.

It also has strong synergies with the NSW Government's *Creative Communities: Arts, Culture and Creative Industries* (2024-2033), *24-hour Economy Strategy*, *Visitor Economy Strategy 2030*, *NSW Music Strategy*, and *Cultural Infrastructure Plan 2025+*. At the Federal level, it aligns with *Revive: A place for every story, a story for every place* (2023 – 2028).

Financial Implications

Funding for the implementation of the Draft Strategy has been factored into the *Draft Operational Plan 2025/2026* budget and will be budgeted for in subsequent years. Council will also continue to proactively seek funding and partnerships to support the delivery of actions.

Council has a strong track record in securing external funding through sponsorship and government grants for arts and cultural initiatives. In recent years, Council has secured substantial funds through the Parramatta Road Urban Amenity Improvement Program (PRUAIP), Western Sydney Infrastructure Grants Program, Open Streets Program, Multicultural NSW, and the Live Music Office to extend its arts and cultural initiatives.

Conclusion

Council has publicly exhibited the *Draft Creative Burwood Strategy 2025 – 2035*. The feedback received during the public exhibition period aligns with existing actions in the Draft Strategy and will be considered during its implementation. Subsequently, the Draft Strategy (included under Attachment 1) is now recommended for adoption without amendment.

The *Draft Creative Burwood Strategy* is a whole-of-Council plan, which sets our long-term vision and provides direction for Council in planning for cultural infrastructure, programs and events over the next ten years. It builds on Burwood's rich cultural assets and responds to the key priorities identified through an extensive research and engagement program.

Recommendation

That Council adopts the *Draft Creative Burwood Strategy 2025 – 2035* (included under Attachment 1).

Attachments – See separate Attachments Paper

1 ➡ Draft Creative Burwood Strategy 2025 - 2035

(Item 30/25) Draft Burwood Reflect Reconciliation Action Plan 2025 - 2026 - For Adoption

File No: 25/20493

Report by Director Community Life

Summary

The Draft Burwood Reflect Reconciliation Action Plan (RAP) 2025-2026 has been developed to guide Council in strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians for the benefit of the whole community.

Following public exhibition, the Draft RAP is now submitted to Council for adoption. During the exhibition period, five submissions were received. Reconciliation Australia has also provided feedback and conditional endorsement of the amended Plan.

Operational Plan Objective

A.11 Finalise and implement the Reconciliation Action Plan.

Background

The Draft Burwood Reflect Reconciliation Action Plan (RAP) 2025-2026 is Council's first RAP and has been developed through a process of research, cultural awareness training, relationship-building and stakeholder consultations carried out from February 2024 to May 2025.

Proposal

The Draft RAP has been developed using Reconciliation Australia's Framework and focuses on key actions to build relationships, respect and meaningful opportunities over the next 18 months.

Following endorsement by Council at its meeting held on 25 March 2025, the Draft RAP was placed on public exhibition for a period of 35 days, from 26 March to 29 April 2025. During this period, five community submissions were received, along with feedback from Reconciliation Australia. This input led to minor text amendments to the Draft RAP.

This report now recommends that Council formally adopt the *Draft Burwood Reflect Reconciliation Action Plan 2025–2026*.

Consultation

The Draft RAP was placed on public exhibition from 26 March to 29 April 2025. During the exhibition period, the following community engagement activities were undertaken:

- The Draft RAP was made available on the Participate Burwood online engagement platform.
- The Draft RAP was distributed to Council's Advisory Committee members, RAP Working Group members and key stakeholders who participated in the development of the Plan.
- The public exhibition period was promoted via Council's social media channels and Council e-newsletter.
- The Draft RAP was also distributed through community networks and at interagency meetings.

During the public exhibition period, 167 people interacted with the Participate Burwood page, with 51 downloads of the Draft RAP and 14 downloads of the Engagement Report.

Five (5) submissions were received during the exhibition period. The key points outlined in the submissions and Council's responses are summarised below.

Key points of submission	Council response
<p>Submission 1:</p> <ul style="list-style-type: none"> • Supportive of Council developing the Draft Reconciliation Action Plan, describing it as well-researched, inclusive and a hopeful addition to Council's vision. • Recommended focusing on achievable priorities rather than attempting to deliver all actions at once. • Suggested engaging with other non-Indigenous community groups in the Local Government Area to strengthen community connections and support. 	<p>The suggestion to focus on achievable priorities is noted and aligns with Council's approach.</p> <p>A Reflect Reconciliation Action Plan (RAP) is intended to be implemented over an 18-month period, in accordance with Reconciliation Australia's recommended timeframe.</p> <p>Timelines for each action have been developed in consultation with relevant Council officers and have been incorporated into the Operational Plan 2025/26 for delivery.</p> <p>In line with Actions 1.1.1, 1.3.2 and 2.1.5, Council will continue to identify and build relationships with both Aboriginal and Torres Strait Islander stakeholders and local community groups throughout the RAP implementation.</p> <p>No changes were made to the Draft RAP as a result of the submission.</p>
<p>Submission 2: (from ANTaR Inner West Local Reconciliation Group)</p> <ul style="list-style-type: none"> • Strongly supports Council's Reflect RAP as an important first step in recognising First Nations peoples and histories, particularly the Wangal clan. • Emphasised the importance of First Nations storytelling and education being led by Aboriginal and Torres Strait Islanders, and where possible by Wangal people. • Highlighted the importance of building cultural awareness and understanding to foster greater respect for First Nations protocols. • Advocated for community-led events to amplify First Nations voices. • Emphasised that cultural safety and visibility are essential to the success of the RAP. • Supportive of collaboration with neighbouring councils to share resources and promote consistency across the region. • Offered ongoing support and partnership. 	<p>In line with good practice, Council shares the commitment to ensuring First Nations-led storytelling, education, and cultural expression, and acknowledges the importance of cultural safety, visibility, and community-led events throughout the RAP journey.</p> <p>The establishment of an Aboriginal and Torres Strait Islander Advisory Panel (Action 1.1.3) will play a key role in supporting this commitment, alongside Actions 3.2.2 and 3.2.3, which focus on continuing to engage Aboriginal and/or Torres Strait Islander artists, community members, Elders and creatives in the delivery of Council's community and cultural projects and events.</p> <p>Cultural awareness training was a key part of developing the Draft RAP, with over 50 Council staff and community members participating. Ongoing training and learning will continue through Actions 2.1.3, 2.1.4, and 2.1.5.</p> <p>The development of the Draft Burwood RAP Plan involved actively consulting with neighbouring councils and Council will continue to collaborate with neighbouring councils to implement key initiatives.</p> <p>No changes were made to the Draft RAP as a result of the submission. Council welcomes ANTaR Inner West's offer of continued support as we implement the Plan.</p>

Key points of submission	Council response
<p>Submission 3:</p> <ul style="list-style-type: none"> Emphasised the importance of reconciliation being inclusive and equitable for all Australians. Expressed concern that the Reflect RAP should not be perceived as favouring Aboriginal and Torres Strait Islander peoples over others. Advocated for a 'balanced' recognition of Australia's full history, including the contributions of post-colonial migrants to the nation's development. Suggested reconciliation should involve mutual acknowledgment and respect for diverse historical experiences. 	<p>Council acknowledges the emphasis on inclusivity and mutual respect in reconciliation.</p> <p>The Reflect Reconciliation Action Plan aims to build understanding, relationships, and respect as well as ensure opportunities are available to all.</p> <p>Council recognises and values the many contributions made by all communities to the development of modern Australia and sees reconciliation as a shared journey that includes acknowledging diverse histories and fostering unity through respect and dialogue.</p> <p>This commitment to inclusivity is reflected not only in the Reflect RAP but also through related strategies and actions, such as the <i>Multicultural Burwood Strategy</i> and <i>Creative Burwood Strategy</i>, which celebrate the diverse identities and voices within our community.</p> <p>No changes were made to the Draft RAP as a result of the submission.</p>
<p>Submission 4:</p> <ul style="list-style-type: none"> Supported the overall direction of the Reflect RAP. Acknowledged the value of recognising Aboriginal and Torres Strait Islander peoples and heritage, while recommending that Acknowledgements of Country remain meaningful and not overused to avoid audience disengagement. Suggested exploring a dual name for Burwood to reflect its Aboriginal heritage, subject to appropriate consultation. 	<p>Council recognises the importance of ensuring Acknowledgements of Country remain respectful and meaningful and will continue to consider how these are delivered in planning future events and activities to maintain engagement.</p> <p>The idea of exploring a dual name for Burwood is noted but has not been incorporated within the Draft RAP as further consultation would be required given the significance of this exercise.</p>
<p>Submission 5:</p> <ul style="list-style-type: none"> Expressed strong support for the RAP and highlighted existing Burwood Library initiatives, such as Aboriginal and Torres Strait Islander themed story-times. Suggested the RAP also acknowledge the ongoing and easily identifiable collection of Aboriginal resources, including picture books, toys and resources such as puzzles, cards and board games in the Library. 	<p>Council has updated the 'Our Activities' section in the Draft Plan (page 17) to reflect the Library's Aboriginal and Torres Strait Islander collections and the ongoing availability of themed picture books, toys, puzzles and other educational resources.</p>

Reconciliation Australia also provided feedback, resulting in the following key amendments made to the Draft Plan:

- Minor wording updates to ensure more culturally appropriate language, such as the consistent use of “Aboriginal and Torres Strait Islander peoples, histories and cultures.”
- Additional content outlining Council’s core business (page 10), and further detail about the Reconciliation Working Group and proposed Aboriginal and Torres Strait Islander Advisory Panel (page 26).
- Further information on the community engagement process undertaken to develop the Draft Plan, including reference to the Engagement Report.
- Inclusion of photo permissions and appropriate credits for all images featured in the RAP.

Planning or Policy Implications

This is the first *Reconciliation Action Plan* for Burwood Council. The Draft RAP has been developed to address action ‘A.11 Finalise and implement the Reconciliation Action Plan’ included in Council’s *Operational Plan 2024 - 2025*.

It also assists in achieving actions identified in Council’s Community Strategic Plan *Burwood 2036*, specifically Strategy 1.1.4: ‘Acknowledge, respect and engage First Nations peoples, their cultures and heritages’.

Other relevant strategies that align with actions in the Draft RAP include the *Multicultural Burwood Strategy 2023-2026*, the *Draft Creative Burwood Strategy 2025-2035*, *Resourcing Strategy*, *Burwood Local Strategic Planning Statement (2020)*, *Public Art Policy (2021)* and *Burwood North Masterplan (2023)*.

Key actions in the Plan will be incorporated annually into Council’s *Operational Plan* to ensure their delivery. Council will also monitor implementation, regularly review and measure outcomes of activities through Council’s existing Integrated Planning and Reporting framework.

Each organisation that has a RAP also reports annually on their performance against key targets to Reconciliation Australia. This tracks and measures the broader impact of the RAP program across Australia.

Financial Implications

The majority of actions outlined in the Draft RAP will be delivered utilising existing resources and funding. Funding for the implementation of the Plan has been factored into the *Draft Operational Plan 2025/2026* budget.

Council will also continue to proactively seek external grant funding and partnerships to support the delivery of actions.

Conclusion

Council has publicly exhibited the *Burwood Reflect Reconciliation Action Plan (RAP) 2025 - 2026*. The Draft RAP has been amended with minor text changes post exhibition and is now recommended for adoption. The amended Plan has been conditionally endorsed by Reconciliation Australia.

Recommendation(s)

That Council:

1. Adopts the *Draft Burwood Reflect Reconciliation Action Plan 2025 - 2026* (included under Attachment 1).
2. Submits a copy of the adopted Plan to Reconciliation Australia.

Attachments – See separate Attachments Paper

- 1 ➡ Draft Burwood Reflect Reconciliation Action Plan 2025 - 2027

(Item 31/25) Draft Burwood Walking and Cycling Plan - Endorsement for Public Exhibition

File No: 24/48170

Report by Director City Assets

Summary

The Draft Burwood Walking and Cycling Plan (WCP) aims to provide a long-term strategy and action plan for the provision of pedestrian and cycling infrastructure and programs that are prioritised and provides the greatest benefit to the community.

A draft WCP has been prepared for public exhibition in order to receive feedback from stakeholders and the community.

Operational Plan Objective

C.4.2 Plan for a city that is safe, accessible and easy to get to and move around in.

Background

Burwood is identified as a major centre by the NSW Government and is set to grow significantly in the next 25 years, taking advantage of the area's strong local economy and transport infrastructure. Burwood Council is committed not only to managing the area's growth but to ensuring that Burwood remains an exciting and vibrant place to live, work and visit.

As part of Burwood Council's vision to reimagine streets as places for people, Council commissioned a study to prepare an LGA wide WCP, which incorporates elements of active transport strategy and Pedestrian Access Management Plan (PAMP) to provide a holistic plan for improvements and opportunities for both walking and cycling.

Proposal

The objectives of this strategy are:

- To provide a network of safe, convenient, and connected pedestrian and cycle routes that will encourage people to walk and ride.
- To facilitate improvements in the level of pedestrian and cyclist access, particularly in areas of high pedestrian/cyclist concentration.
- To reduce pedestrian/cyclist access severance and enhance safe and convenient crossing opportunities on main roads.
- To identify and resolve pedestrian/cyclist crash clusters.
- To facilitate improvements in the level of personal mobility and safety for pedestrians with disabilities and older persons through the provision of pedestrian infrastructure and facilities that cater to the needs of all users.
- To provide links with other transport services to achieve an integrated land use and transport network of facilities that comply with the best technical standards.
- To ensure pedestrian and cyclist facilities in the Burwood Local Government Area (LGA) are aligned with those implemented throughout NSW.
- To ensure that pedestrian/cyclist facilities remain appropriate and relevant to the surrounding land uses.
- To ensure adequate end-of-trip facilities (parking, lockers, water etc.) have been provided where appropriate.

The proposed projects, programs and policy actions that follow from the WCP's findings have been prioritised to short, medium and long term timeframes and presented in the attached Draft WCP.

Consultation

Consultation has been undertaken with internal Council stakeholders, external technical stakeholders, community members and active transport groups. The consultation undertaken to date is summarised below.

Internal Visioning Workshop

A Visioning Workshop was held with Council during the WCP development phase. The purpose of the workshop was to understand and develop Council's desires for active transport across Burwood LGA. The workshop provided a forum for understanding and determining Council's prioritised objectives and appetite for change.

External Stakeholder Engagement

Technical stakeholders, including Transport for NSW (TfNSW), were engaged to gain insights into their planning initiatives within the Burwood LGA and the current status of their work.

In addition, user groups such as Bicycle NSW, Canada Bay Bicycle User Group, and Walk Sydney were engaged to gather their perspectives on walking and cycling issues specific to the Burwood LGA and opportunities for improvement.

Community Engagement

Community engagement was conducted using two methods, an online survey and an online mapping platform, which were open from 14 February 2024 to 17 March 2024. The surveys were conducted to gather community opinions regarding the current state of walking and cycling in the LGA and how it may be improved. These were conducted through:

- Online Survey: Obtain valuable insights from the community on the current usage and barriers to walking and cycling, and the potential changes that can be made to improve the experience of these travel modes.
- Online Mapping: Understand location-specific walking and cycling needs of respondents. In total there were 93 online survey respondents and 103 online mapping respondents, with some of the key comments highlighted on the page across.

Once endorsed by Council, the Draft WCP will be placed on public exhibition to the residents and businesses of Burwood. The feedback from public exhibition will be collated and incorporated into the final WCP to be reported back to Council for adoption.

Planning or Policy Implications

The WCP has been developed in conjunction with relevant planning and policy documents and in accordance with State Acts and regulations. The relevant policies and Acts have been outlined within the attached Draft WCP.

Financial Implications

There are no financial implications associated with this report.

Recommendations

1. That Council endorse for the Draft Burwood Walking and Cycling Plan for public exhibition for a minimum period of 28 days.
2. That the General Manager bring a report back to Council for the formal adoption of the Burwood Walking and Cycling Plan following consideration of the outcome of the public exhibition period.

Attachments – See separate Attachments Paper

1⇒ Draft Burwood Walking and Cycling Plan

(Item 32/25) Draft 2025 Fraud and Corruption Control Policy - Endorsement for Public Exhibition

File No: 25/26394

Report by Director Corporate Services

Summary

The purpose of this report is to provide Council with the opportunity to review the draft Fraud and Corruption Control Policy ('Draft Policy') and consider placing it on public exhibition.

Operational Plan Objective

A.117 Review and implement improvements to Council's Risk Management Framework

Background

The current Burwood Council Fraud and Corruption Prevention Policy was adopted by Council on 25 August 2020. It is based on Australian Standard 8001-2008 and on the *Fraud Control Improvement Kit* released by the NSW Audit Office in 2015.

In 2021, a new Australian Standard, AS 8001-2021, was released that contains significant updates to provide guidance to organisations in relation to fraud and corruption prevention. These include:

- updated definitions for 'fraud' and 'corruption', which have been broadened to include conduct that may not necessarily be illegal or a breach of the criminal law, but can still have negative consequences for the organisation;
- the introduction of a Fraud and Corruption Control System (FCCS) instead of a Fraud and Corruption Control Plan – recognising that fraud and corruption works within a broader and often integrated system;
- more emphasis on the foundations of the fraud and corruption control system and an introduction of the concept of an 'Information Security Management System';
- more emphasis on information security and computer security incident handling including the concept of 'Digital Evidence First Response';
- the requirement for an organisation to consider the impact of a fraud and corruption event on third parties; and
- recognising that an investigation may not always uncover all the perpetrators or obtain enough evidence for police, regulators or prosecution but that disruption of the activity may be an adequate response as it helps ensure that the activity doesn't continue.

Proposal

ICAC noted in its 2021 publication *Advice on developing a fraud and corruption control policy*, that:

'A policy's main purpose is to set the basic approach to controlling fraud and corruption, rather than specifying detailed controls and behavioural expectations...For this reason, a policy is usually a relatively short document.'

In accordance with this advice, the Draft Policy attached to this report has been reduced from 16 pages to 5 pages and all of the detailed controls and responsibilities have been updated to align with AS8001-2021 and transferred to a new internal document, the Fraud and Corruption Control System.

The Draft Policy includes a statement by the General Manager, an expanded policy statement, and updated definitions to align with the definitions in AS8001-2021.

Consultation

The Draft Policy has been reviewed and endorsed by the Audit, Risk and Improvement Committee. The Independent Commission Against Corruption (ICAC) is also reviewing the policy.

Consultation has also been undertaken with internal stakeholders in May and June 2025. Once endorsed by Council, the Draft Policy will be placed on public exhibition to the residents and businesses of Burwood. The feedback from public exhibition and ICAC, if any, will be collated and incorporated into the final Draft Policy to be reported back to Council for adoption at either the July or August 2025 Council meeting.

Planning or Policy Implications

The Draft Policy has been developed with reference to the template released by the ICAC. The relevant documents are outlined within the attached Draft Policy.

Financial Implications

No financial implications.

Conclusion

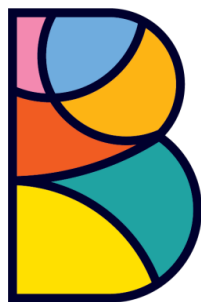
An effective fraud and corruption prevention framework at Burwood Council supports community confidence in ethical decision-making Council. The draft policy proposed for public exhibition is a key component underpinning this framework.

Recommendation(s)

1. That Council endorse the Draft Fraud and Corruption Control Policy for public exhibition for a minimum period of 28 days.
2. That the General Manager bring a report back to Council for the formal adoption of the Fraud and Corruption Control Policy following consideration of the outcome of the public exhibition period.

Attachments

- 1 [DRAFT 2025 Fraud and Corruption Control Policy](#)



Burwood Inc.1874

Burwood . Burwood Heights . Croydon . Croydon Park . Enfield . Strathfield

FRAUD AND CORRUPTION CONTROL POLICY

PO Box 240, BURWOOD NSW 1805
2 Conder Street, BURWOOD NSW 2134
Phone: 9911-9911 Fax: 9911-9900
Email: council@burwood.nsw.gov.au
Website: www.burwood.nsw.gov.au

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DRAFT

Statement by the General Manager

It is important for every person who works at Burwood Council to understand that fraud and corruption control is a shared responsibility. Fraud and corruption can pose significant risks to the operation, reputation and culture of our organisation and everyone has a role to play in supporting our culture of ethical behaviour and integrity.

Burwood Council takes the risk of fraud and corruption seriously. We understand that effective fraud and corruption control is essential for maintaining public trust and for protecting public resources. By implementing a robust policy, enhancing transparency, and promoting accountability, we can make it less likely that fraud and corruption will occur.

Burwood Council has a zero tolerance approach to fraud and corruption. This policy is part of a system of measures to prevent, detect and investigate suspected wrongdoing and it applies to us all.

Purpose

To clearly state the commitment by Burwood Council to the prevention, detection, investigation and reporting of fraud and corruption.

Scope

This Policy applies to Council officials and third parties that engage with Council.

Policy Statement

1. Burwood Council is committed to a culture of good governance and ethical behaviour. It will not tolerate fraudulent or corrupt conduct by its Councillors and employees or by any contractor, consultant, volunteer or third party. Burwood Council is committed to the:
 - development and maintenance of a sound ethical culture supported by appropriate policies, procedures and strategies that prevent fraudulent and corrupt behaviour;
 - regular conduct and review of fraud and corruption risk assessments to identify circumstances in which fraud and corruption could occur;
 - implementation of fraud and corruption prevention and mitigation procedures in day to day operations;
 - use of formal procedures for the investigation of allegations of corrupt and fraudulent behaviour; maintenance of processes and procedures that encourage ethical business dealings with tenderers, suppliers, consultants and contractors; and
 - ongoing education and training of all Council officers and Councillors in relation to their obligations in combating dishonest and fraudulent behaviour.
2. In accepting its responsibility for good governance, Council will set the example for accountability, integrity and transparency in the provision of services to the community, and the management of Council as an organisation. For that reason, Council is committed to:
 - minimising the opportunities for fraudulent or corrupt conduct by Councillors, employees, members of the public, contractors, consultants, volunteers and third parties;
 - detecting, investigating and disciplining/prosecuting fraudulent or corrupt conduct; and
 - reporting fraudulent or corrupt conduct to the Independent Commission Against Corruption (ICAC) and the NSW Police where appropriate.
3. Council's commitment to preventing fraudulent or corrupt activity, and avoiding or managing conflicts of interests, will be addressed through implementing appropriate auditing systems to deter and identify corrupt activities. This approach will be supported by the implementation of Council's Fraud and Corruption Control System.

4. All Council officials have an obligation to report suspected fraud or corrupt conduct as soon as possible through Council's internal reporting mechanisms. Staff are encouraged to report serious wrongdoing as a Public Interest Disclosure - refer to Council's Public Interest Disclosures Policy for more information.
5. Council's complaints management process also provides a mechanism for members of the public to report suspected fraud and corruption. Additionally, an online corruption report form contained on Council's website also facilitates reporting of suspected fraud and corruption by the public.
6. All reports of alleged fraud and corruption received by Council will be investigated and, where appropriate, reported to the ICAC, the NSW Police or relevant external agency. Guidelines for the investigation of alleged fraud and corruption are set out in Council's Codes of Conduct and Procedures for the Administration of the Codes of Conduct.

Definitions

Council Official

An individual who carries out public official functions on behalf of Council or acts in the capacity of a public official. For the purpose of this System, the Mayor, Councillors, employees, members of Council committees and delegates of Council are Council Officials.

Fraud - is defined in Australian Standard AS8001-2021: Fraud and Corruption Control, as:

Dishonest activity causing actual or potential gain or loss to any person or organisation including theft of moneys or other property by persons internal and/or external to the organisation and/or where deception is used at the time, immediately before or immediately following the activity.

Examples of fraud include (but are not limited to):

- theft and/or misappropriation of Burwood Council revenue in any form including cash, cheques, money order or electronic funds transfer;
- unauthorised removal of equipment, parts, software, and office supplies from Burwood Council premises;
- deliberate over-ordering of materials or services to allow a proportion to be used for personal purposes;
- submission of fraudulent applications for reimbursement;
- payment of fictitious employees or suppliers;
- falsification of time records;
- damage, destruction or falsification of documents for the purpose of material gain; and
- failure to disclose a conflict of interest in the performance of duties as a Councillor, employee, volunteer or contractor of Burwood Council.

Corruption - is defined in Australian Standard AS8001-2021: Fraud and Corruption Control, as:

Dishonest activity in which a person associated with an organisation (e.g. director, executive, manager, employee or contractor) acts contrary to the interests of the organisation and abuses their position of trust in order to achieve personal advantage or advantage for another person or organisation. This can also involve corrupt conduct by the organisation, or a person purporting to act on behalf of and in the interests of the organisation, in order to secure some form of improper advantage for the organisation either directly or indirectly.

Related Information/Glossary

This Policy has been developed with reference to:

Fraud and Corruption Control Policy

- Australian Standard 8001-2021 Fraud and corruption controls;
- *Public Interest Disclosures Act 2022*;
- *Independent Commission Against Corruption Act 1988*
- ICAC Corruption Prevention Publications – “Advice on developing a fraud and corruption control policy”, 11 January 2021

This Policy should also be read in conjunction with Burwood Council's Codes of Conduct.

Review

The Policy is reviewed every two years, or earlier, if significant new information, legislative or organisational change warrants an update

Contact

Manager Governance & Risk

(Item 33/25) Draft 2025 Complaints Management Policy and Procedure - Endorsement for Public Exhibition

File No: 25/26392

Report by Director Corporate Services

Summary

The purpose of this report is to provide Council with the opportunity to review the draft Complaints Management Policy and Procedure ('Draft Policy') and consider placing it on public exhibition.

Operational Plan Objective

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

Background

In addition to the Operation Plan objective above, action 2.5 of Burwood Council's Customer Experience Strategy 2024-27 is to 'Conduct a review of our Complaints Management Policy to improve efficiency and transparency in the handling of complaints'.

The current Complaints Management Policy was approved by Council on 27 August 2019 and incorporates both the policy statements and the high-level procedures for managing complaints that are received by Council. The policy was designed for use by the public and includes advice enabling complaints to be received and timelines associated with responses.

Subsequent to the approval of this policy, the NSW Ombudsman has released updated guidelines for the management of complaints.

Proposal

The current policy has been rewritten to update references, simplify language and ensure that the way in which Council will deal with complaints is clear and transparent. The Draft Policy also now aligns with the 67-page *Effective Complaint Management Guidelines* issued by NSW Ombudsman in November 2024. Those guidelines, in turn, adopt Standards Australia's Guidelines for Complaint Management in Organizations (AS 10002:2022), incorporating the six principles for effective complaint management and the three-tier escalation process.

Consultation

The Draft Policy has been reviewed and endorsed by the Audit, Risk and Improvement Committee.

Consultation has been undertaken with internal stakeholders in May and June 2025. Once endorsed by Council, the Draft Policy will be placed on public exhibition to the residents and businesses of Burwood. The feedback from public exhibition will be collated and incorporated into the final Draft Policy to be reported back to Council for adoption at either the July or August 2025 Council meeting.

Planning or Policy Implications

The Draft Policy has been developed in accordance with relevant Australian Standard and NSW Ombudsman's Guidelines. The relevant documents are outlined within the attached Draft Policy.

Financial Implications

No financial implications.

Conclusion

Burwood Council endeavours to provide the highest level of customer service in its delivery of services and management of public funds. Council is committed to addressing and resolving enquiries and complaints, improving customer service delivery and increasing customer satisfaction. Having in place a contemporary complaints management policy and procedure that aligns with best practice will support ongoing high-level service delivery.

Recommendations

1. That Council endorse the Draft Complaints Management Policy and Procedure for public exhibition for a minimum period of 28 days.
2. That the General Manager bring a report back to Council for the formal adoption of the Complaints Management Policy and Procedure following consideration of the outcome of the public exhibition period.

Attachments

- 1 [↓](#) DRAFT 2025 Complaints Management Policy and Procedure



Burwood
Inc.1874

COMPLAINTS MANAGEMENT POLICY AND PROCEDURE

PO Box 240, BURWOOD NSW 1805
2 Conder Street, BURWOOD NSW 2134
Phone: 9911 9911
Email: council@burwood.nsw.gov.au
Website: www.burwood.nsw.gov.au

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Complaints Management Policy and Procedure

1. Introduction

Burwood Council (Council) endeavours to provide the highest level of customer service in its delivery of services and management of public funds. Council is committed to addressing and resolving enquiries and complaints, improving customer service delivery and increasing customer satisfaction.

The primary purpose of complaint management is to address issues and improve systems. Council is committed to being reflective, self-critical and innovative in relation to complaints management and welcomes opportunities to continuously improve programs and services.

2. Purpose

This policy is intended to ensure that Council handles complaints fairly, efficiently and effectively.

Our intention is to manage complaints in a way that:

- increases public confidence in our administrative processes and service delivery;
- enables us to respond to issues raised by people making complaints in a timely and cost-effective way; and
- provides information that can be used by us to deliver improvements to our services, employees and complaint handling.

3. Scope

The Policy applies to all Council officials, contractors and volunteers who deal with customers, members of the public, other agencies, service providers, community organisations or other members of staff.

4. Responsibilities

All employees are empowered to resolve complaints quickly and informally.

Council officials will:

- follow Council's Complaints Management Policy.

The General Manager will:

- ensure that the necessary systems, policies and procedures are in place for effective complaint management.

The Manager Customer Experience & Business Improvement will:

- report on complaint handling to the General Manager and Executive.

5. Principles

Everyone has the right to make a complaint.

Effective complaints management benefits the organisation in the following ways:

- promotes active citizenship by providing clearly communicated mechanisms for the community to have input into service delivery and improvement
- provides valuable feedback on Council's performance
- allows Council to identify areas, processes or skills that need improvement
- gives Council a second chance to serve, satisfy or clarify issues for dissatisfied customers

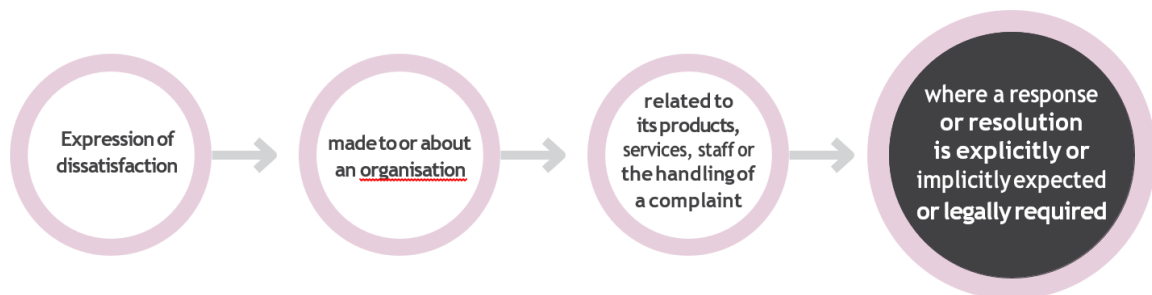
Complaints Management Policy and Procedure

This policy is based on the 6 principles for effective complaint management suggested by the NSW Ombudsman's Effective Complaint Handling Guidelines (2024) and the Australian Standard 10002:2022, Guidelines for complaint management in organisations.



6. Definitions

What is a Complaint?



Examples of a complaints are:

- failure to achieve specified standards of service
- delay in responding
- behaviour or attitude of employees
- withdrawal or reduction of service
- content on Council's online channels (including third party comments) that is defamatory

Term	Meaning
Complaint Management System	All policies, procedures, practices, council officials, hardware and software used in the management of complaints
Council officials	Councillors, employees, administrators, council committee members, delegates of council
Dispute	An unresolved complaint escalated either within or outside of our organisation
Employee	All members of the staff of Council including permanent (whether full-time or part-time), temporary, casual staff and apprentices
Feedback	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, services or complaint handling where a response is not explicitly or implicitly expected or legally required

Complaints Management Policy and Procedure

Service request	A service request includes: <ul style="list-style-type: none">▪ requests for the provision of works, services or assistance▪ routine enquiries about Council's business▪ reports of failure by a third party to comply with laws regulated by Council▪ requests for information or explanation of policies, procedures and decisions
Grievance	A clear formal written statement by an individual employee about another employee or a work-related problem
Policy	A statement of Council's position on an issue
Procedure	A statement of instruction that sets out how a policy will be implemented and by whom
Public interest disclosure	A report about wrongdoing made by a public official in New South Wales that meets the requirements of the <i>Public Interest Disclosures Act 2022</i>

7. Exceptions

This policy does not apply in circumstance where there is legislation covering the making of a complaint. For example:

- The making of a public interest disclosure under the *Public Interest Disclosures Act 2022*
- The making of applications for internal review of alleged breaches of privacy under the *Privacy and Personal Information Act 1998*
- The making of applications for access to information under the *Government Information (Public Access) Act 2009* (GIPA Act)

Information on the procedures above is available from Council's website, or at Council's Customer Services Centre.

What is Not Considered a Complaint?

Burwood Council will not consider the following as a complaint:

- service requests or a second request for service received within the service level timeframe
- complaints about Council's policies or procedures when Council is following its legal duties
- an appeal or objection to a standard Council procedure or policy e.g. objection to a development application, comments on a policy on public exhibition
- employee grievances
- privacy complaints
- data breaches
- statutory review complaints
- responses to requests for feedback about the standard of our service provision
- reports of problems or wrongdoing merely intended to bring a problem to our notice with no expectation of a response (see definition of 'feedback')
- those considered frivolous, vexatious or not made in good faith or concerning a trivial matter
- a matter where an adequate remedy or right of appeal exists, whether or not the complainant uses the remedy or right of appeal
- a matter that is subject to an existing mediation process
- private neighbourhood disputes
- matters awaiting determination by the Council

Complaints Management Policy and Procedure

- matters already under investigation by the Minister for Local Government, the Independent Commission Against Corruption, the NSW Ombudsman's office, a Minister of the Crown or Government Department or the NSW Police Force
- a matter before a court or tribunal
- the appointment or dismissal of any employee or an industrial or disciplinary issue
- the actions or conduct of private individuals, not contracted by Council
- a matter where the complainant declines or refuses to provide further information deemed necessary for action to be taken
- where it involves threats made against Council
- a decision, recommendation, act or omission which is more than one-year-old

Anonymous Complaints

Council encourages complainants to provide full contact information when lodging complaints.

In the event of an anonymous complaint, Council will determine whether the complaint will be considered depending upon the seriousness of the complaint, and provided there is sufficient information in the complaint to enable consideration.

An anonymous complainant cannot be provided with reasons for any decision made about their complaint.

8. Confidentiality

It is important to maintain the confidentiality of complaints and complainants. Any disclosure or use of personally identifiable information will adhere to NSW Government privacy laws and ethical obligations. Only relevant information will be used to manage a complaint or address a system issue raised in a complaint, and personal information will be shared with staff only on a need-to-know basis.

Council will take all care that reporting of complaints about Council activities will not result in the complainant experiencing any form of victimisation or retribution as a result of the complaint.

9. Safeguards Against Victimisation and Retribution

Allegations of victimisation and retribution as a result of lodging a complaint will be investigated, if substantiated. If a community member experiences such behaviour they should lodge a complaint with the General Manager.

10. Lodging a Complaint

When lodging a complaint, complainants should include details such as name, address and contact number, together with a brief description of the complaint.

Complaints may be lodged with Council:

- In Person
By attending Council's Customer Service Centre located at 2 Conder Street Burwood. The Customer Service Centre is open 8.30am–4.45pm Monday to Friday.
- By Telephone
Direct to Council's Customer Service Centre on (02) 9911 9911.

Complaints Management Policy and Procedure

- In Writing
 - Email: council@burwood.nsw.gov.au
 - Post: PO Box 240, BURWOOD NSW 1805
 - Website: <https://www.burwood.nsw.gov.au/Our-Council/Report-an-issue>
- To a Councillor

Complaints can be made to Councillors of Burwood Council. In these circumstances it will be the responsibility of the Councillor to ensure the matter is notified to the General Manager as soon as practicable after having received the complaint.
- To the Mayor

Complaints may be made to the Mayor of Burwood Council. The Mayor's office will direct the complaint to the relevant business unit manager for review.

Upon receipt of a complaint, the procedure as outlined in Section 13 of this Policy will be followed.

Where a complainant raises their complaint with the Council official who provided the service or who dealt with the issue, and the complaint is of a minor nature it should be able to be resolved immediately.

Where the complaint cannot be immediately resolved, it must be registered as a complaint in Council's document management system and referred to the business unit manager.

11. Assistance with Lodging a Complaint

Council is committed to ensuring complainants are not disadvantaged and will provide assistance to any person who wishes to make a complaint.

Should an interpreter be required, Council will provide a language aide staff member or arrange for an interpreter through the Telephone Interpreter Service (TIS).

12. Service Standards

Burwood Council aims to address and finalise all complaints within the following specified timeframes:

- record the complaint in Council's electronic document management system on the day of receipt
- acknowledge the complaint within two working days by phone or email
- finalise the response to the complainant within 10 working days of receiving the complaint
- if further information is required, then the complainant will be informed of it within 10 working days.

All actions undertaken will be recorded in Council's electronic document management system

13. Complaint Handling Process

Level 1 – Initial Complaints Handling

Where a complaint is received by Customer Service or by the Business Information team, it will be registered and referred to the responsible business unit manager.

The business unit manager is responsible for determining whether to delegate the response to the complainant to the appropriate supervisor or to retain responsibility for managing the complaint. All

Complaints Management Policy and Procedure

complaint handling must be undertaken in accordance with the service standards set out in Section 12 of this policy.

Contractors conducting work on behalf of Burwood Council are required to report complaints regarding any aspects of their work to their Contract Administrator. All actions must be recorded by the Contract Administrator in Council's electronic document management system and copied to their Manager.

Level 2 – Escalation

If the complainant remains unsatisfied after speaking to or corresponding with the Council official who delivered the service or who dealt with the issue, or if they feel uncomfortable approaching the official, then they may request an internal review. The internal review will be conducted by the line manager of the Council official who provided the Level 1 complaint response.

A complaint that requires internal review or investigation is classified as a Level Two complaint.

If the review or investigation is going to take longer than 10 working days, the Council employee to whom the matter has been escalated must inform the person making the complaint of the new timeline and keep them updated on the progress.

The relevant Council employee must advise the person who made the complaint of the outcome in writing (email or letter) and will include:

- the outcome of the complaint and any action taken
- the reason/s for the decision
- the remedy or resolution proposed or put in place, and
- any options for review that may be available to the complainant, such as an external review or appeal

The relevant Council employee is responsible for recording the complaint review or investigation, outcome and response in Council's electronic document management system.

Level 3 – External Review

In circumstances where these internal processes are unable to resolve a complaint or satisfy the complainant, Council will recommend the complainant refer their complaint to an appropriate external agency for review. Such agencies may include the NSW Ombudsman's Office, the Independent Commission Against Corruption, the Office of Local Government or the Office of the Information and Privacy Commissioner.

Agency	Nature of Complaint
NSW Ombudsman Level 24, 580 George Street, SYDNEY NSW 2000 Phone: 02 9286 1000 or 1800 451 524 https://www.ombo.nsw.gov.au/make-a-complaint	Unfair, unlawful or unreasonable conduct Unfair or flawed policies or procedures Unreasonable delays Failure to give reasons for a decision Failure to act on complaints Failure to manage conflicts of interest
The Office of Local Government Locked Bag 3015, NOWRA NSW 2541 Phone: 02 4428 4100 Email: olg@olg.nsw.gov.au	Pecuniary interest matters

Complaints Management Policy and Procedure

Agency	Nature of Complaint
The Independent Commission Against Corruption GPO Box 500, SYDNEY NSW 2001 Phone: 02 8281 5999 or 1800 463 909 Email: icac@icac.nsw.gov.au	Matters concerning corrupt conduct, which is defined as dishonest or partial exercise of any official functions by a public official. The General Manager is required to report all reasonable suspicions of corrupt conduct to the ICAC.
Anti-Discrimination NSW Locked Bag 5000, Parramatta NSW 2124 Phone: 02 9268 5544 or 1800 670 812 complaintsadb@justice.nsw.gov.au	Matters in relation to discrimination, sexual harassment, vilification or victimisation
Information and Privacy Commission NSW GPO Box 7011 SYDNEY NSW 2001 Free call phone: 1800 472 679 Email: ipcinfo@ipc.nsw.gov.au	Breaches of the <i>Government Information (Public Access) Act 2009</i> (GIPA Act) Breaches of the Health Records and Information Privacy Act 2002 (HRIP Act) Breaches of the <i>Privacy and Personal Information Protection Act 1998</i> (PPIP Act)
NSW Department of Communities and Justice Community Services Enquiry, Feedback and Complaints Unit Phone: 1800 000 164 Email: complaints@facs.nsw.gov.au	Matters relating to child protection

Complaints about Council officials

All complaints about Council officials will be referred to the:

- relevant business unit manager;
- Director, if the complaint is about a business unit manager; or
- General Manager, if the complaint is about a Director.

Section 15 contains the procedures for managing complaints about the General Manager, Councillors or the Mayor.

14. Remedies

Remedies may include:

- an apology where Council has made a mistake or where a Council official's comments or behaviour have offended the complainant
- provision of the desired service
- a refund of overcharged or incorrectly charged fees or charges
- provision of more information about Council's policies and/or the decision making process, including regular progress updates
- a commitment to investigate and/or review Council procedures or practices where a complaint is justified
- recommendation to refer the complaint to an external body where Council cannot resolve the matter to the satisfaction of the complainant

15. Special Complaints

Complaints Concerning the Mayor and Councillors

Complaints concerning the Mayor and Councillors of Burwood Council will be managed in accordance with Council's Code of Conduct for Councillors and will be referred in the first instance to the General Manager.

Complaints Management Policy and Procedure

The General Manager will assess the complaint in accordance with Council's Code of Conduct for Councillors to determine if the complaint is to be referred to Council's Conduct Review Panel. Any matter referred to the Conduct Review Panel will be managed in accordance with Council's Procedures for the Administration of the Codes of Conduct.

Complaints Concerning the General Manager

Complaints concerning the General Manager will be managed in accordance with Council's Code of Conduct for Council Staff and will be referred in the first instance to the Mayor.

The Mayor will assess the complaint in accordance with Council's Code of Conduct for Council Staff to determine if the complaint is to be referred to Council's Conduct Reviewer/Review Committee. Any matter referred to the Conduct Review Panel will be managed in accordance with Council's Procedures for the Administration of the Codes of Conduct.

Complaints Concerning Corrupt Conduct

Complaints concerning allegations of corrupt conduct (as defined by Sections 7, 8 and 9 of the *Independent Commission Against Corruption Act 1988*) will be referred immediately and directly to the General Manager.

Where there is reasonable suspicion that corrupt conduct is or may be involved, a report will be forwarded to the ICAC.

Under Section 11 of the *Independent Commission Against Corruption Act 1988*, the General Manager must report to the Independent Commission Against Corruption in circumstances where there is reasonable suspicion that corruption in any form has occurred within Council.

Complaints Concerning Child Protection

Council is committed to the safety and wellbeing of children and young people. Complaints involving children, including allegations of abuse, neglect or inappropriate conduct by Council staff, contractors or volunteers will be promptly assessed and managed by appropriately trained staff in accordance with legislative requirements. Where required, Council will report such matters to the NSW Department of Communities and Justice, NSW Police, and/or the NSW Ombudsman in accordance with mandatory reporting and reportable conduct obligations.

A complaint can also be made to the Community Services Enquiry, Feedback and Complaints Unit of the Department of Communities and Justice.

Complaints Concerning Pecuniary Interests

Complaints concerning pecuniary interest matters are required to be assessed and investigated by the Deputy Secretary of the NSW Office of Local Government.

All complaints relating to pecuniary interest matters will be forwarded to the General Manager for referral to the Deputy Secretary of the NSW Office of Local Government.

Complaints Concerning Public Interest Disclosures

All complaints made that are public interest disclosures will be managed in accordance with Council's Public Interest Disclosures Policy.

Complaints Concerning Defamation

Where a complaint relates to content on Burwood Council's online channels (including third party comments) and alleges that it is defamatory, Council will act within 7 days of the complaint being

Complaints Management Policy and Procedure

made (e.g. by removing the material) to meet legislative obligations. The complainant should be advised of the removal as soon as possible.

16. Unreasonable Complainant Conduct

We are committed to being accessible and responsive to all people who approach us with complaints. At the same time, our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible;
- the health, safety and security of our employees; and
- our ability to allocate resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our employees to do the same in accordance with this policy.

Examples of unreasonable complainant conduct includes:

- Unreasonable persistence
- Unreasonable demands
- Unreasonable absence of cooperation
- Unreasonable arguments
- Unreasonable behaviours

We follow the guidance of the NSW Ombudsman on what constitutes unreasonable complainant conduct and how to respond to it.

Should Council decide not to investigate a complaint, the complainant will be advised of the reason for the decision.

Malicious, Frivolous and Vexatious Complaints

Burwood Council will take no further action on the complaint if, following investigation, it is found that the complaint:

- was made maliciously to damage a person's career, reputation or livelihood
- is of trivial and superficial nature
- is not supported by any evidence and made primarily for the purpose of causing annoyance

A decision to take no further action on the complaint will be made by the General Manager and the complainant will be informed in writing of such decision.

Council management may, at its discretion, seek legal advice with respect to the implications of the suspected vexatious or malicious complaints.

17. Monitoring

All complaints will be entered into Council's electronic document management system to allow for reporting and trend analysis. This enables an assessment of whether issues are systemic or recurring, and can enable steps to be implemented to improve processes and reduce further complaints.

18. Reporting

On a monthly basis the Manager Customer Experience & Business Improvement will provide reports to the Executive on complaints received and subsequent follow-up.

Complaints Management Policy and Procedure

19. Implementation

To ensure this policy is implemented effectively, Council will employ a variety of strategies involving awareness, education and training. These strategies will be aimed at all Council officials and the community and will include:

- presentations and information sessions for Councillors
- training on complaints handling for staff as part of induction and training programs
- specific training for Managers on how to analyse and respond to complaint types, to promote a culture of continuous improvement
- periodic information for the community using various communication channels, such as the Mayoral Column, Council's newsletters and similar channels
- use of Council website to promote policy and procedures and to lodge complaints

20. Related Information/Glossary

- *Australian Standard ISO 10002:2022, Guidelines for complaint management in organisations*
- Burwood Council *Child Safety and Wellbeing Policy*
- Burwood Council *Public Interest Disclosures Policy*
- Burwood Council *Codes of Conduct* and the *Procedures for Administration of the Code of Conduct*
- Burwood Council *Privacy Management Plan*
- Burwood Council *Child Safety and Wellbeing Policy*
- *Child Protection (Working with Children) Act 2012*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Children's Guardian Act 2019*
- *Civil Liability Act 2002*
- *Government Information (Public Access) Act 2009*
- *Independent Commission Against Corruption Act 1988*
- *Local Government Act 1993*
- *NSW Ombudsman's Effective Complaint Handling Guidelines (2025)*
- *Ombudsman Act 1974*
- *Privacy and Personal Information Protection Act 1998*
- *Public Interest Disclosures Act 2022*

21. Review

The Manager Customer Experience & Business Improvement will conduct a review of Council's Complaints Management Policy every two years to ensure the processes are responsive and appropriate in addressing issues raised by complainants. This review, along with any findings and recommendations, will form the basis of a report to Council.

22. Contact

Manager Customer Experience & Business Improvement – 9911 9911

(Item 34/25) NSW Local Government Remuneration Tribunal - 2025 Determination on Fees for Councillors

File No: 25/27599

Report by Director Corporate Services

Summary

This report provides advice on the determination made by the Local Government Remuneration Tribunal, under sections 239 and 241 of the *NSW Local Government Act*, on annual fees payable to Mayors and Councillors in 2025–26. Council needs to resolve its position on payment of fees in accordance with the parameters set under legislation and the Tribunal determination.

Operational Plan Objective

P.49 Ensure transparency and accountability in decision making

Background

1. Pursuant to sections 239 and 241 of the *NSW Local Government Act 1993*, the NSW Local Government Remuneration Tribunal makes an annual determination on maximum and minimum fees payable to councillors / members and mayors / chairpersons of general purpose councils and county councils. The details are promulgated via the *Local Government Remuneration Tribunal: Annual Report and Determination* a copy of which is attached to this report.
2. The Tribunal normally delivers its determinations by April of each year so as to provide sufficient time for councils to factor details into finalisation of budget planning for the coming financial year. This year's annual report and determination was made on 17 April 2025 and promulgated by the Office of Local Government via Council Circular 25-10 issued on 21 May 2025. The Determination appears as Attachment 1 to this report.
3. The Tribunal determined a 3% per annum increase in the minimum and maximum fees applicable to each category of council could take effect from 1 July 2025.
4. In line with Section 239 of the *NSW Local Government Act 1993*, the Tribunal is required to determine the remuneration categories of councils and mayoral offices at least once every 3 years. The Tribunal conducted such a review as part of its 2023 determination deliberations and is not expected to undertake such a review again until 2026.
5. Allocations of most councils within current categories were confirmed, following review of submissions received. Burwood Council continues to be classified as falling within the 'Metropolitan Small' category.
6. Once again, various submissions were received by the Tribunal on the value of work performed by councillors and the reduction of remuneration in real terms over recent years given inflationary pressures. These submissions did not persuade the Tribunal to go beyond the 3% figure. Attention was also drawn by the Tribunal to the legislative constraints within which the Tribunal operates e.g. it does not have the power to establish a fixed mandatory fee.
7. The Tribunal noted that it considered economic data including the Consumer Price Index, Wage Price Index, full-time adult average weekly ordinary time earnings, NSW Public Sector increases, and NSW Local Government State Award increases. It also considered the Base Cost Change model used by IPART in setting the rate peg for 2025–26.

Remuneration for Burwood Mayor and Councillors

8. In line with its categorisation as a General Purpose Council of a 'Metropolitan Small' area, the determination by the Tribunal on annual fees for this category effective from 1 July 2025 is as follows:

Category	Councillor / Member Annual Fee		Mayor / Chairperson Annual Fee	
	Minimum	Maximum	Minimum	Maximum
Metropolitan Small	\$10,530.00	\$23,220.00	\$22,420.00	\$50,650.00

9. Section 249 (2) of the *NSW Local Government Act 1993* stipulates that payment of a mayoral fee is in addition to the fee paid to the incumbent in their councillor capacity.
10. As in preceding years, Council resolved in 2024 to set mayoral and councillor fees at the maximum levels permitted.
11. If a councillor is absent (with or without the leave of Council) from its ordinary meetings for any period of more than 3 months, payment will not be made for the period in excess of the 3 months of absence. This is a requirement under section 254A of the *Local Government Act 1993*. That section of the Act also permits Council to make determinations to reduce or withhold payment of the annual fee for any period up to 3 months for which the councillor is absent from ordinary meetings of Council, with or without leave.
12. In accordance with section 404 of the *Local Government (General) Regulation 2021*, written requests by councillors may be made to the General Manager to have their remuneration payments reduced or stopped at any time, where the payment of the annual fee will adversely affect the councillor's entitlement to a pension, benefit or allowance under any legislation of the Commonwealth, a Territory or a State. It is each councillor's responsibility to reconcile their receipts with the Australian Taxation Office (ATO) and determine whether continuation of fee payments in part or full may adversely affect that entitlement.

Financial Implications

Sufficient allowance has already been made in the 2025–26 budget to accommodate the maximum permissible fees determined for that period by the Tribunal and consequent superannuation payments in accordance with provisions of the *NSW Local Government Act 1993*.

Conclusion

Council needs to resolve its position in relation to fees payable to the Mayor and Councillors for the 2025–26 year.

Recommendation(s)

That Council confirm the setting of mayoral and councillor annual fees for the period 1 July 2025 to 30 June 2026 at the maximum permissible levels, being \$50,650.00 and \$23,220.00 respectively.

Attachments

- 1 [Local Government Remuneration Tribunal 2025 Annual Determination](#)

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Local Government
Remuneration Tribunal

Annual Determination

Report and determination
under sections 239 and 241 of the
Local Government Act 1993

17 April 2025



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Executive Summary

The *Local Government Act 1993* (LG Act) requires the Local Government Remuneration Tribunal (the Tribunal) to report to the Minister for Local Government by 1 May each year on its determination of categories of councils and the maximum and minimum amounts of fees to be paid to mayors, councillors, as well as chairpersons and members of county councils.

Categories

Section 239 of the LG Act requires the Tribunal to determine the categories of councils and mayoral offices at least once every 3 years. A review of categories was last carried out by the Tribunal in 2023.

The Tribunal will next consider the model, the criteria for each group, and the allocation of councils in the 2026 review.

The criteria for each category is published in Appendix 1 of the Determination and remains unchanged from 2023.

It should be noted that **the Tribunal determined that one Council - Mid Coast Council – would be re-categorised from a Regional Centre to Regional Strategic Area from 1 July 2025** as a result of meeting the criteria at Appendix 1.

Fees

The Tribunal has determined a **3%** per annum increase in the minimum and maximum fees applicable to each category from **1 July 2025**.

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Section 1 – Introduction

Background

1. Section 239 of the LG Act requires the Tribunal to determine the categories of councils and mayoral offices at least once every 3 years. The Tribunal last undertook a comprehensive review of the categories and the allocation of councils into each of those categories in 2023.
2. The Tribunal will next conduct a full review of the categories and the allocation of councils as required by the LG Act in the 2026 Annual Review.
3. Section 241 of the LG Act provides that the Tribunal determine the minimum and maximum amount of fees to be paid to mayors and councillors of councils, as well as chairpersons and members of county councils for each of the categories determined under s.239.
4. The Tribunal can also determine that a council be re-categorised into a different category, existing or new, with a higher range of fees.
5. The Tribunal's Annual Determination takes effect from 1 July each year.

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Section 2 – 2024 Determination

2024 Annual Determination

6. In 2024, the Tribunal received 19 written submissions, which included two requests for re-categorisation.
7. The Tribunal found that the current allocation of the councils remained appropriate, with the exceptions outlined below.
8. The Tribunal closely reviewed population and data relating to council operations in the 2024 Annual Determination process to ensure categorisation of councils was consistent with the criteria.
9. For reasons explained at paragraphs 35-39 of the Local Government Annual Determination 2024, Hilltops Council and Muswellbrook Shire Council were reclassified as Regional Rural Councils.
10. The Tribunal determined that fees would increase by 3.75% for the minimum and maximum fees applicable to each category from 1 July 2024.

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Section 3 – 2025 Review

2025 Annual Review process

11. The Tribunal's 2025 Annual Review commenced in October 2024, when it wrote to all councils inviting submissions regarding fees. The Tribunal noted that it is only required to review the categories every three years and will next consider the model, the criteria applicable to each category and the allocation of councils in the 2026 Annual Review.
12. The invitation noted that it is expected that submissions are endorsed by respective councils.
13. The Tribunal also wrote to the President of Local Government NSW (LGNSW) inviting a submission.
14. The Tribunal received 16 written submissions from individual councils and one submission from LGNSW.
15. The Tribunal acknowledges and thanks all parties for their submissions.

Submissions Received – Requests for Re-categorisation

16. Seven of the 16 council submissions received requested re-categorisation or changes to current category criteria.
17. LGNSW also advocated for changes to factors affecting categorisation of councils.
18. Berrigan, City of Parramatta, Gilgandra Shire, Lake Macquarie City, City of Ryde, City of Sydney and Blacktown put forward cases for re-

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categorisation, or changes to category criteria, and the creation of new categories, for the Tribunal's consideration.

Requests for Re-classification

19. **Berrigan Shire Council** requested re-categorisation from Rural to Rural Large, despite acknowledging that they do not meet all the benchmarks in the criteria for this category.
20. The criteria for Rural Large is outlined at Appendix 1 of the 2024 Annual Determination, page 38 which states:

“Councils categorised as Rural Large will have a residential population greater than 10,000, and a councillor to resident ratio of at least 1 to 1200.

Other features may include:

- *one or two significant townships combined with a considerable dispersed population spread over a large area and a long distance from a major regional centre*
- *a limited range of services, facilities and employment opportunities compared to Regional Rural councils*
- *local economies based on agricultural/resource industries.”*

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21. Council's submission states they are currently at 86% of the population target threshold and 90% of the representation ratio but are meeting other criteria benchmarks.
22. Given that Council does not currently satisfy the population and ratio thresholds specified for Rural Large, the Tribunal is not persuaded to include Berrigan Shire Council in Rural Large at this time.
23. **City of Parramatta Council** requested that it be re-categorised to the highest category of general purpose councils, Principal CBD, in order to recognise its size, rate of growth, economic and global influence, operational budget, and strategic and geographical importance.
24. Council put forward a similar case for re-categorisation as part of the 2024 annual determination process, which was unsuccessful. In addition to the reasons put forth in paragraph 20 of the 2024 annual determination, the Council has included the following reasons for its re-categorisation request:
 - A local economy that has more than 30% of Australia's top 500 companies with offices in Parramatta, and estimated public and private investments in the next 5 years of \$20 billion
 - It is estimated by 2050 that Parramatta will be a city with a population of more than 500,000 people
 - The expected accessibility of the City, being a 'gateway to Sydney' with more people expected to live west of Parramatta than to its

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east by 2050, and being accessible by 2.3 million people within 45 minutes

- Key infrastructure in Parramatta, including but not limited to the Parramatta PHIVE, Commbank Stadium, the new Parramatta Light Rail, the Westmead Institute for Medical Research, Sydney Olympic Park and construction of Powerhouse Parramatta
- Expansion of education and innovation precincts, with Parramatta's education and training sector being valued at \$1.6 billion, and
- Significant operating and capital works budget of \$607 million, including multiple town centres, and sports and cultural hubs.

25. The Council also argues that a re-classification would reflect the additional skills and abilities that representing a growth council requires.
26. The City of Parramatta notes that the number of electors that each councillor represents is higher than the City of Sydney's. The submission states that the elected councillors represent more than 125,000 enrolled electors, compared to City of Sydney's elected councillors representing 45,891 enrolled electors.
27. Parramatta was classified as a Major CBD, following the 2017 Annual Determination. The Tribunal had found that Parramatta Council was significantly different from other large metropolitan councils on the basis of its secondary CBD status, as recognised by the State Government, at paragraph 21 of the 2017 annual determination. As a result, the

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description of Major CBD has remained specific to the City of Parramatta. Similarly, the Principal CBD criteria remained specific to the City of Sydney, since its inception in 2017.

28. Given the specific nature of both Major CBD and Principal CBD categories, the City of Parramatta's request for re-categorisation will require a change in the categories' criteria. As stated above, the Tribunal is not considering the criteria applicable to each category in the 2025 Annual Review process. The Tribunal will next consider the categories and criteria as part of the 2026 Annual Review process.
29. **Gilgandra Shire Council's** submission requests that it be re-categorised from Rural to Rural Large. Gilgandra Shire Council's case to be included in Rural Large category is based on two main points. The first point being Council offers a diverse range of services, and secondly these services result in higher levels of accountability and responsibilities for councillors.
30. Council submits it offers a diverse range of services over and above traditional local government services, which includes being the primary service provider for the community in the aged care and disability services. These include:
 - Age care and disabilities services
 - Meals on wheels and community transport
 - Home care package delivery
 - Operation of a villa retirement village
 - Indigenous specific residential age care facility

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- Residential aged care nursing home
 - Supported employment service for adults with intellectual disabilities
 - Special disability accommodation properties for adults with intellectual disabilities
 - Supported Living Services through the National Disability Insurance Scheme, and
 - Day activities centre to support clients with unique challenges.
31. The submission notes these services not only entail a higher level of accountability and responsibility from Council (due to changes in the regulatory environment) but also generate larger revenue and employment opportunities that is comparable to a Rural Large category.
32. Council further submits that when assessing categories to place councils in, the Tribunal should also give due consideration to other factors than those outlined in the s.240 of the LG Act, such as services provided; financial responsibility; scale of operation; and number of employees.
33. While the Tribunal notes Council's request, it does not satisfy the population and ratio thresholds specified for the category of Rural Large. Further, the changes to criteria suggested would require a change in categories, which is not being considered this year. For these reasons, the Tribunal is not persuaded to include Gilgandra Shire Council in Rural Large at this time.

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34. Similar to last year, **Lake Macquarie City Council** requested that it be re-categorised from Regional Strategic Area to Major Strategic Area. Council also advocated for the population threshold of Regional Strategic Area be adjusted from its current threshold of 300,000 down to 200,000.
35. Council argues that its population, scale and output of council operations is significantly greater than other councils categorised as Regional Strategic Area, and more aligns with the Central Coast, as the council classified as a 'Major Strategic Area'.
36. Lake Macquarie City Council's request for re-categorisation is based on the following:
- Lake Macquarie being the second largest non-metropolitan council by population in NSW, with a larger population than Newcastle and Wollongong, which are classified as Major Regional Cities.
 - A population density that is 'significantly larger' than other Regional Strategic Areas and supported by 5 precincts in the Lake Macquarie LGA that have been identified for inclusion in the NSW Government Transport Oriented Development Program, which aims to encourage housing development near transport hubs, and are argued to lead to population growth near the hubs; and
 - A Gross Regional Product that is comparable to those of Major Strategic Areas and Major Regional City, rather than other Regional Strategic Areas.

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37. Council provided population data to support its case for the population threshold of Regional Strategic Area to be adjusted from its current threshold of 300,000 down to 200,000. The data was also provided as justification for its claim of a 'significant disparity within the Regional Strategic Area category' between Lake Macquarie and other councils:
- Lake Macquarie: 219,249 residents, 24,769 non-residents
 - Shoalhaven: 108,895 residents, 4,632 non-residents
 - Tweed: 98,967 residents, 7,755 non-residents
 - Maitland: 95,958 residents, 15,305 non-residents
38. As stated in paragraph 28 of the 2024 Annual Determination, all categories were determined by extensive evidence examined and considered by the Tribunal. It was determined that the population threshold for the Major Strategic Area was appropriate. As a result, the Tribunal is currently not persuaded to modify the criteria for the Major Strategic Area.
39. **City of Ryde Council** provided a submission requesting it be re-classified from its existing category of Metropolitan Large to Metropolitan Major. Council's case to be re-classified includes:
- The LGA having an area of 40.651 km², 16 suburbs, 3 wards, a population of 135,000 residents and over 54,000 rateable properties within its boundaries
 - A local economy that consists of 92,000 local jobs, 14,300 businesses and a gross regional product of \$19.2 billion

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- An innovation district within its west ward that has a long history of investment from all tiers of government, ultimately contributing \$13.6 billion annually to the NSW economy
 - Future growth opportunities linked to the Governments Transport Oriented Development Accelerated Precincts, which Macquarie Park is identified as, that will bring increased housing, amenities and job retention, and
 - Plans to build 2 new schools, 11,600 new homes, the redevelopment of Ryde Hospital and bringing together a range of organisations to create a fully integrated academic health sciences centre at Macquarie University Hospital.
40. As stated in Council's own submission, currently it does not satisfy the population threshold criteria required for Metropolitan Major. Accordingly, the Tribunal is not persuaded at this time to include City of Ryde in the category of Metropolitan Major.
41. The Tribunal also notes **Wollondilly Council's** submission confirming its adopted position to remain classified as a Regional Centre.
42. The Tribunal acknowledges each of the Council's requests for re-categorisation. Whilst the Tribunal has not been persuaded at this time to grant these requests, any council that provides a submission in the 2026 annual review, which includes a request for re-categorisation, will of course be considered.

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Requests for New Classifications

43. The **City of Sydney** Council requested the Tribunal change the classification name from Principal CBD to the previously used term “Principal City”.
44. The category “Principal City” was last used in the 2016 Determination. It was changed to Principal CBD in 2017 as a result of a review of categories. This review was undertaken in the context of Local Government reform, and council amalgamations, reducing the number of councils from 152 to 128.
45. Council’s submission outlines the history of boundary changes, including its expansion of the City of Sydney as a consideration in reverting to the 2016 category name.
46. Sydney City Council contends that reverting to the category term “Principal City” recognises that the council’s significance and contribution extends beyond the Sydney CBD.
47. The Tribunal notes the City of Sydney’s request would constitute modification to the category of “Principal CBD”. As stated above, the category “Principal CBD” is specific to City of Sydney and the Tribunal is not considering changes to the criteria applicable to each category in the 2025 Annual Review.
48. **Blacktown Council** requested re-categorisation from its current category of Metropolitan Major to a newly created category of “Metropolitan Major – High Growth”.

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49. Council's case to be re-categorised to a newly created category is based on the following:
- Council asserts that it is the largest and one of the fastest growing local government areas in NSW, and
 - It undertakes several transformational projects, including projects funded from NSW Government and Western Sydney Infrastructure Grants.
50. Further, Council submits that the category of Metropolitan Major fails to account for the transformational nature of projects undertaken by Council, including the economic and strategic impacts for NSW, and impact on its local government area (LGA), which results in attracting new residents and people to the LGA.
51. The Tribunal notes that a new category, Metropolitan Major, was introduced in 2023, to address generally the issues raised in the current submission.
52. As explained in the Tribunal's letter inviting submissions, the Tribunal is required to review the categories at least once every three years. The Tribunal will next consider the model, the criteria applicable to each category and the allocation of councils in the 2026 Annual Review process.
53. As such, the Tribunal is not persuaded at this time to create a new category.

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54. **LGNSW** submitted that the Tribunal should, as part of its determination for the categorisation of councils, consider the demographic and economic shifts impacting the complexity of council operations, and the communities that councils serve.
55. The LGNSW submission provides examples of recent demographic shifts the Tribunal should consider, as factors affecting categorisation of councils, including:
- The NSW Government's Transport Oriented Development Program, where the resulting accelerated growth drastically increases demands on the strategic and infrastructure planning functions of councils affected
 - The Renewable Energy Zones, which drive tens of billions of dollars of investment in rural and regional LGAs, and creates additional impacts in said councils, including population growth and growing infrastructure for transport and utilities, or
 - The Renewable Energy Planning Framework, which includes benefit sharing guidelines for councils to ensure their communities share the benefits of the project and require additional responsibility and management from affected councils.
56. Section 240 of the LG Act notes that the Tribunal is to determine categories for councils and mayoral offices according to prescribed matters. One such matter is the 'nature and extent of the development of areas', which could reasonably be accepted to include the items listed by LGNSW.

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57. However, this matter would also require a change to the categories' criteria, in order to identify areas of high development. As stated above, the Tribunal is not considering any modifications to the categories as part of the 2025 Annual Review process. However, the Tribunal will consider proposed modifications to categories as part of the 2026 Annual Review process.

Reclassification due to population thresholds

58. As was the case last year, the Tribunal reviewed applicable data as part of this review, to determine if any councils have met relevant benchmarks, therefore requiring a move in category.
59. The Tribunal identified that **Mid-Coast Council** met the population benchmark to be considered a Regional Strategic Area. As a result, Mid-Coast Council will be classified as a Regional Strategic Area in the 2025 Annual Determination.
60. The Tribunal will continue to monitor and review applicable data to ensure categorisation of councils remain consistent with the current criteria.

Submissions Received – Remuneration Structure

61. The current state of the remuneration structure continues to be a key issue of concern raised in submissions. A significant number of submissions received provide commentary on the structure, including examples of how it could be improved. These are addressed in the points below.

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Fees for Deputy Mayors

62. The issue of fees for deputy mayors was once again raised.
63. Three submissions asserted that the position of deputy mayor should attract its own distinct independent fee, beyond the fee provided for in s.249(5) of the LG Act.
64. The Tribunal dealt with this issue in its 2024 Annual Determination at paragraph 53-55. It was noted that the Tribunal lacked the powers to implement changes to the fee structure that would include a distinct independent fee for the position of deputy mayor.
65. There has been no change to the legislation to permit such a change. Therefore, the Tribunal is currently unable to introduce a remuneration structure that would include a distinct independent fee for the position of deputy mayor.

Changes to the role of Mayors and Councillors

66. It was suggested that the current remuneration structure is not fit for purpose as it no longer recognises the roles and responsibilities required of councillors and mayors.
67. Multiple submissions, including the LGNSW's submission, highlighted how the role of the councillor and mayor have changed over the past 9 years. Submissions identified a variety of factors that have impacted the roles of councillors and mayors, including the impact of NSW Government

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priorities and investments, and amendments to the LG Act (e.g. via the *Local Government Amendment (Governance and Planning) Bill 2016*).

68. It has been suggested that these changes have impacted the volume, nature and workload of the role, whilst remuneration has not been increased accordingly.
69. The recent submissions to the Tribunal, along with its own observations, highlight that the role of mayor in civic leadership, advocacy and representation has become more complex and demanding – an issue that must be addressed.
70. Community expectations are increasing on the mayor from both the council and the community to be seen and immediately present during times of natural disasters, major events or crisis.
71. Additionally, the disparity in the council categorisation between the annual fees for councillors and the mayor needs to be more consistent, so as not to be seen to be devaluing the role of mayor in some circumstances.
72. The Tribunal is not suggesting a fundamental review of the role of mayors and notes that people that enter local government representation do so from a sense of civic service, rather than remuneration.
73. However, the Tribunal has a statutory function, and not unlike the governing body of a council, mayors and councillors, its role, responsibility and functions are clear. The same can be said in relation to the clear functions of the general manager of a council.

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74. As previously stated, many of the matters raised in both council and LGNSW submissions are beyond the remit of the Tribunal, and to a degree, were addressed in the 2023 determination.

Regional and Rural mayors and councillors

75. Several submissions, including LGNSW, also raised concerns regarding the inadequacy of the remuneration structure, for rural and regional councils.
76. Specifically, that the remuneration provided to regional and rural councillors does not reflect the significant stressors that regional and rural councils in NSW face and that consideration should be given to the additional demands placed on mayors and councillors in rural and regional councils.
77. One submission suggested that fees for rural councils should be commensurate with fees for regional and metropolitan councils – arguing that mayors and councillors, regardless of their location, are required to possess a wide range of skills and knowledge.

Fees set by councils

78. Submissions received by the Tribunal regarding the current state of the remuneration framework raised concerns about councils setting their own fees, asserting that it could potentially be seen as a conflict of interest.

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79. It was suggested that a possible solution would be for the Tribunal to determine a fixed annual fee for mayors and councillors.
80. Whilst the Tribunal acknowledges and understands the concern raised, as explained in the 2024 Annual Determination at paragraph 68-69, such a change to the framework, to determine a fixed annual fee for mayors and councillors, would require legislative change.
81. As there has been no changes to the legislative scheme, it is not within the Tribunal's remit to determine a fixed annual fee for mayor and councillors' remuneration.

Request for a Review of the Remuneration Structure

82. For the reasons outlined above, several submissions suggested the Tribunal undertake a comprehensive review of the framework.
83. One submission went so far as to request the Tribunal recommend to the Minister for Local Government that a comprehensive review of the framework and LG Act be undertaken. Others suggested the Tribunal actively seek a referral from the Minister to undertake such a review.
84. The LG Act does not specify that the Tribunal is able to carry out a comprehensive review of the framework. As such, it is not within the Tribunal's remit to undertake such a review, unless such a function is conferred or imposed on it by the Minister, as per s.238(2) of the LG Act.
85. Should such a function be conferred on the Tribunal, it will of course carry out its functions and undertake a review.

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Section 4 – 2025 Fees

Submissions – 2025 Fees

86. LGNSW's submission to the Tribunal advocated for an increase in the minimum and maximum fees payable to mayors and councillors of at least 4%, to:

- Assist in reversing the fee erosion which occurred under the previous NSW Public Sector Wages Policy
- Mitigate economic pressures and the rising cost of living
- Ensure councillors and mayors receive fair and reasonable remuneration for the work they perform, and
- Address historic undervaluation of the work performed by elected representative in local government in NSW.

87. Economic data provided to the Tribunal by LGNSW to support their claim for an increase of at least 4% included:

- An annual Consumer Price Index (CPI) increase of 3.8% for the 12 months to June 2024
- The Fair Work Commission (FWC) awarding a 3.75% increase to the minimum pay for modern awards, and increasing the national minimum wage to \$915.90, as well as the FWC's comments regarding the growing cost of living and deterioration of disposable income, and
- The rate peg for the 2025-26 financial year being between 3.6%-5.1%.

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88. LGNSW also noted that the annual wage review, state wage case, award increases and the Independent Pricing and Regulatory Tribunal all had a clear theme on the increasing financial pressures on councils and its officers, which warrant increases in revenue and wages.
89. During its meeting with the Tribunal and assessors, LGNSW asserted that the current fees paid to mayors and councillors do not reflect their responsibilities. Nor do the current level of fees contribute to attracting a diverse range of candidates to stand for local government elections.
90. LGNSW also raised the issue of superannuation. It was contended that the payment of superannuation be mandated. Current arrangements require that a council pass a resolution at an open meeting to make such payments.
91. Four submissions received from individual councils directly addressed the issue of quantum increase to the minimum and maximum fees. These submissions sought an increase ranging from 3% to 10%.
92. The City of Sydney Council notes in its submission that it was not seeking an increase in fees payable for the Lord Mayor of Sydney.
93. The Tribunal is empowered under the s.241 of the LG Act to set minimum and maximum fees payable. It is then up to council to fix payment of annual fees for the mayor as outlined in s.249 of the LG Act.
94. It was suggested that the current fees, particularly in rural and remote communities, do not recognise or value the role of mayor and councillor,

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with fees set at a level that is commensurate to unqualified or inexperienced personnel.

95. The Tribunal was provided with a number of examples to demonstrate the financial impact, by way of lost wages, under the current fee rates.
96. Furthermore, 4 submissions compared the remuneration for NSW mayors and councillors with mayors and councillors in Victoria and Queensland as well as state Members of Parliament. The figures were provided to the Tribunal to demonstrate that the remuneration for NSW mayors and councillors is lower than all comparison examples provided.
97. It was also asserted that the low level of fees set for mayors and councillors devalues the importance and responsibility of the roles, diminishing the work undertaken on behalf of the community and is a significant barrier as to why people do not run for council.

“If councillors were paid a full-time wage I would have run again. Nothing surer.”

98. Another submission suggested that fees need to reflect the part-time or full-time nature of the work carried out by mayors and councillors. The setting of fees at such a rate would appropriately recognise and value this important work, whilst also mitigating any financial loss incurred by those members of the community elected to carry out these critical functions.
99. Nine submissions supported an increase, whilst not making a direct comment on the quantum. Other submissions advocated for remuneration to be set at a level that:

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- Is in line with responsibilities and challenges councillors' face
- Reflects the public profile and exposure of the role
- Reflects the growing complexity of the role
- Reduces the gap between minimum and maximum fees for each category
- Accounts for the rising cost of living challenges
- Reflects the commitment, accountability, workload, skills and knowledge required to perform the role of councillor and mayor regardless of location
- Establishes and maintains parity with mayors and councillors in other States and Territories
- Is 'determined outside of council so as councillors are not determining their own payments', and
- Overcomes economic barriers that prevent diverse members of the community from participating as a mayor or councillor.

Fee Increase

100. The Tribunal considered a range of factors in determining the amount to increase minimum and maximum fees payable to councillors and mayors. This included a wide range of economic data such as:

- Consumer Price Index for the 12 months to December each year
- Wage Price Index for the 12 months to December each year

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- Full-time average weekly ordinary time earnings for the 12 months to November each year
- NSW Public Sector Salaries increases
- Local Government State Award increases
- IPART Rate Peg Base Cost Change
- Public Service Senior Executive remuneration determinations, by the Statutory and Other Offices Remuneration Tribunal, and
- State Members of Parliament Basic Salary remuneration determinations by the Parliamentary Remuneration Tribunal.

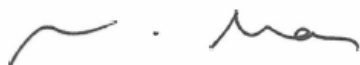
101. On this occasion the Tribunal has determined that a **3%** increase will apply to the minimum and maximum fees applicable to existing categories.

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Conclusion

102. The Tribunal's determination has been made with the assistance of the Assessors, Ms Kylie Yates and Mr Brett Whitworth.
103. Determination 1 sets out the allocation of councils into each of the categories as per s.239 of the LG Act.
104. Determination 2 sets out the minimum and maximum fees paid to councillors and mayors and chairpersons of county councils as per s.241 of the LG Act.
105. The Tribunal acknowledges and thanks the Remuneration Tribunal secretariat for its excellent research and support to facilitate the successful completion the 2025 Annual Determination.



Viv May PSM

Local Government Remuneration Tribunal

Dated 17 April 2025

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Section 5 – Determinations

Determination No. 1 – Allocation of councils into each of the categories as per section 239 of the LG Act effective 1 July 2025

General Purpose Councils – Metropolitan

Principal CBD (1)

- Sydney

Major CBD (1)

- Parramatta

Metropolitan Major (2)

- Blacktown
- Canterbury-Bankstown

Metropolitan Large (10)

- Bayside
- Cumberland
- Fairfield
- Inner West
- Liverpool
- Northern Beaches
- Penrith
- Ryde
- Sutherland

- The Hills

Metropolitan Medium (8)

- Campbelltown
- Camden
- Georges River
- Hornsby
- Ku-ring-gai
- North Sydney
- Randwick
- Willoughby

Metropolitan Small (8)

- Burwood
- Canada Bay
- Hunters Hill
- Lane Cove
- Mosman
- Strathfield
- Waverley
- Woollahra

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General Purpose Councils - Non-Metropolitan

Major Regional City (2)

- Newcastle
- Wollongong

Major Strategic Area (1)

- Central Coast

Regional Centre (22)

- Albury
- Armidale
- Ballina
- Bathurst
- Blue Mountains
- Byron
- Cessnock
- Clarence Valley
- Coffs Harbour
- Dubbo
- Eurobodella

Regional Strategic Area(5)

- Lake Macquarie
- Maitland
- Mid-Coast
- Shoalhaven
- Tweed
- Hawkesbury
- Lismore
- Orange
- Port Macquarie-Hastings
- Port Stephens
- Queanbeyan-Palerang
- Shellharbour
- Tamworth
- Wagga Wagga
- Wingecarribee
- Wollondilly

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Regional Rural (14)

- Bega
- Broken Hill
- Goulburn Mulwaree
- Griffith
- Hilltops
- Kempsey
- Kiama
- Lithgow
- Mid-Western
- Muswellbrook
- Nambucca
- Richmond Valleys
- Singleton
- Snowy Monaro

Rural Large (16)

- Bellingen
- Cabonne
- Cootamundra-Gundagai
- Cowra
- Federation
- Greater Hume
- Gunnedah
- Inverell
- Leeton
- Moree Plains
- Murray River
- Narrabri
- Parkes
- Snowy Valleys
- Upper Hunter
- Yass

Rural (38)

- Balranald
- Berrigan
- Bland
- Blayney
- Bogan
- Bourke
- Brewarrina
- Carrathool
- Central Darling
- Cobar
- Coolamon
- Coonamble
- Dungog
- Edward River

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- Forbes
- Gilgandra
- Glen Innes Severn
- Gwydir
- Hay
- Junee
- Kyogle
- Lachlan
- Liverpool Plains
- Lockhart
- Murrumbidgee
- Narrandera
- Narromine
- Oberon
- Temora
- Tenterfield
- Upper Lachlan
- Uralla
- Walcha
- Walgett
- Warren
- Warrumbungle
- Weddin
- Wentworth

County Councils

Water (4)

- Central Tablelands
- Goldenfields Water
- Riverina Water
- Rous

Other (6)

- Castlereagh-Macquarie
- Central Murray
- Hawkesbury River
- New England Tablelands
- Upper Hunter
- Upper Macquarie

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Determination No. 2 - Fees for Councillors and Mayors as per section 241 of the LG Act effective from 1 July 2025

The annual fees to be paid in each of the categories to Councillors, Mayors, Members, and Chairpersons of County Councils effective on and from 1 July 2024 as per section 241 of the *Local Government Act 1993* are determined as follows:

Table 4: Fees for General Purpose and County Councils

General Purpose Councils – Metropolitan

Councillor/Member Annual Fee (\$) effective 1 July 2025

Category	Minimum	Maximum
Principal CBD	31,640	46,420
Major CBD	21,120	39,100
Metropolitan Major	21,120	36,970
Metropolitan Large	21,120	34,820
Metropolitan Medium	15,830	29,550
Metropolitan Small	10,530	23,220

Mayor/Chairperson Additional Fee* (\$) effective 1 July 2025

Category	Minimum	Maximum
Principal CBD	193,650	254,810
Major CBD	44,840	126,320
Metropolitan Major	44,840	114,300
Metropolitan Large	44,840	101,470

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Metropolitan Medium	33,630	78,480
Metropolitan Small	22,420	50,650

General Purpose Councils - Non-Metropolitan

Councillor/Member Annual Fee (\$) effective 1 July 2025

Category	Minimum	Maximum
Major Regional City	21,120	36,690
Major Strategic Area	21,120	36,690
Regional Strategic Area	21,120	34,820
Regional Centre	15,830	27,860
Regional Rural	10,530	23,220
Rural Large	10,530	18,890
Rural	10,530	13,930

Mayor/Chairperson Additional Fee* (\$) effective 1 July 2025

Category	Minimum	Maximum
Major Regional City	44,840	114,300
Major Strategic Area	44,840	114,300
Regional Strategic Area	44,840	101,470
Regional Centre	32,940	68,800
Regional Rural	22,420	50,680
Rural Large	16,820	40,530
Rural	11,210	30,390

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County Councils**Councillor/Member Annual Fee (\$) effective 1 July 2025**

Category	Minimum	Maximum
Water	2,090	11,620
Other	2,090	6,930

Mayor/Chairperson Additional Fee* (\$) effective 1 July 2025

Category	Minimum	Maximum
Water	4,490	19,080
Other	4,490	12,670

*This fee must be paid in addition to the fee paid to the Mayor/Chairperson as a Councillor/Member (s.249(2)).



Viv May PSM

Local Government Remuneration Tribunal

Dated: 17 April 2025

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Appendices

Appendix 1 Criteria that apply to categories

Principal CBD

The Council of the City of Sydney (the City of Sydney) is the principal central business district (CBD) in the Sydney Metropolitan area. The City of Sydney is home to Sydney's primary commercial office district with the largest concentration of businesses and retailers in Sydney. The City of Sydney's sphere of economic influence is the greatest of any local government area in Australia.

The CBD is also host to some of the city's most significant transport infrastructure including Central Station, Circular Quay and International Overseas Passenger Terminal. Sydney is recognised globally with its iconic harbour setting and the City of Sydney is host to the city's historical, cultural and ceremonial precincts. The City of Sydney attracts significant visitor numbers and is home to 60 per cent of metropolitan Sydney's hotels.

The role of Lord Mayor of the City of Sydney has significant prominence reflecting the CBD's importance as home to the country's major business centres and public facilities of state and national importance. The Lord Mayor's responsibilities in developing and maintaining relationships with stakeholders, including other councils, state and federal governments, community and business groups, and the media are considered greater than other mayoral roles in NSW.

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Major CBD

The Council of the City of Parramatta (City of Parramatta) is the economic capital of Greater Western Sydney and the geographic and demographic centre of Greater Sydney. Parramatta is the second largest economy in NSW (after Sydney CBD) and the sixth largest in Australia.

As a secondary CBD to metropolitan Sydney the Parramatta local government area is a major provider of business and government services with a significant number of organisations relocating their head offices to Parramatta. Public administration and safety have been a growth sector for Parramatta as the State Government has promoted a policy of moving government agencies westward to support economic development beyond the Sydney CBD.

The City of Parramatta provides a broad range of regional services across the Sydney Metropolitan area with a significant transport hub and hospital and educational facilities. The City of Parramatta is home to the Westmead Health and Medical Research precinct which represents the largest concentration of hospital and health services in Australia, servicing Western Sydney and providing other specialised services for the rest of NSW.

The City of Parramatta is also home to a significant number of cultural and sporting facilities (including Sydney Olympic Park) which draw significant domestic and international visitors to the region.

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Metropolitan Major

Councils categorised Metropolitan Major will typically have a minimum residential population of 400,000.

Councils may also be categorised Metropolitan Major if their residential population combined with their non-resident working population exceeds 400,000. To satisfy this criteria the non-resident working population must exceed 50,000.

Other features may include:

- total operating revenue exceeding \$300M per annum
- the provision of significant regional services to greater Sydney including, but not limited to, major education, health, retail, sports, other recreation and cultural facilities
- significant industrial, commercial and residential centres and development corridors
- high population growth.

Councils categorised as Metropolitan Major will have a sphere of economic influence and provide regional services considered to be greater than those of other metropolitan councils.

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Metropolitan Large

Councils categorised as Metropolitan Large will typically have a minimum residential population of 200,000.

Councils may also be categorised as Metropolitan Large if their residential population combined with their non-resident working population exceeds 200,000. To satisfy this criteria the non-resident working population must exceed 50,000.

Other features may include:

- total operating revenue exceeding \$200M per annum
- the provision of significant regional services to greater Sydney including, but not limited to, major education, health, retail, sports, other recreation and cultural facilities
- significant industrial, commercial and residential centres and development corridors
- high population growth.

Councils categorised as Metropolitan Large will have a sphere of economic influence and provide regional services considered to be greater than those of other metropolitan councils.

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Metropolitan Medium

Councils categorised as Metropolitan Medium will typically have a minimum residential population of 100,000.

Councils may also be categorised as Metropolitan Medium if their residential population combined with their non-resident working population exceeds 100,000. To satisfy this criteria the non-resident working population must exceed 50,000.

Other features may include:

- total operating revenue exceeding \$100M per annum
- services to greater Sydney including, but not limited to, major education, health, retail, sports, other recreation and cultural facilities
- industrial, commercial and residential centres and development corridors
- high population growth.

The sphere of economic influence, the scale of council operations and the extent of regional servicing would be below that of Metropolitan Large councils.

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Metropolitan Small

Councils categorised as Metropolitan Small will typically have a residential population less than 100,000.

Other features which distinguish them from other metropolitan councils include:

- total operating revenue less than \$150M per annum.

While these councils may include some of the facilities and characteristics of both Metropolitan Large and Metropolitan Medium councils the overall sphere of economic influence, the scale of council operations and the extent of regional servicing would be below that of Metropolitan Medium councils.

Major Regional City

Newcastle City Council and Wollongong City Councils are categorised as Major Regional City. These councils:

- are metropolitan in nature with major residential, commercial and industrial areas
- typically host government departments, major tertiary education and health facilities and incorporate high density commercial and residential development

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- provide a full range of higher order services and activities along with arts, culture, recreation, sporting and entertainment facilities to service the wider community and broader region
- have significant transport and freight infrastructure servicing international markets, the capital city and regional areas
- have significant natural and man-made assets to support diverse economic activity, trade and future investment
- typically contain ventures which have a broader State and national focus which impact upon the operations of the council.

Major Strategic Area

Councils categorised as Major Strategic Area will have a minimum population of 300,000. To satisfy this criteria the non-resident working population can be included.

Other features may include:

- health services, tertiary education services and major regional airports which service the surrounding and wider regional community
- a full range of high-order services including business, office and retail uses with arts, culture, recreation and entertainment centres
- total operating revenue exceeding \$250M per annum

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- significant visitor numbers to established tourism ventures and major events that attract state and national attention
- a proximity to Sydney which generates economic opportunities.

Currently, only Central Coast Council meets the criteria to be categorised as a Major Strategic Area. Its population, predicted population growth, and scale of the Council's operations warrant that it be differentiated from other non-metropolitan councils. Central Coast Council is also a significant contributor to the regional economy associated with proximity to and connections with Sydney and the Hunter Region.

Regional Strategic Area

Councils categorised as Regional Strategic Area are differentiated from councils in the Regional Centre category on the basis of their significant population and will typically have a residential population above 100,000. To satisfy this criteria the non-resident working population can be included.

Other features may include:

- health services, tertiary education services and major regional airports which service the surrounding and wider regional community
- a full range of high-order services including business, office and retail uses with arts, culture, recreation and entertainment centres
- total operating revenue exceeding \$250M per annum

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- significant visitor numbers to established tourism ventures and major events that attract state and national attention
- a proximity to Sydney which generates economic opportunities.

Currently, only Lake Macquarie Council meets the criteria to be categorised as a Regional Strategic Area. Its population and overall scale of council operations will be greater than Regional Centre councils.

Regional Centre

Councils categorised as Regional Centre will typically have a minimum residential population of 40,000. To satisfy this criteria the non-resident working population can be included.

Other features may include:

- a large city or town providing a significant proportion of the region's housing and employment
- health services, tertiary education services and major regional airports which service the surrounding and wider regional community
- a full range of high-order services including business, office and retail uses with arts, culture, recreation and entertainment centres
- total operating revenue exceeding \$100M per annum
- the highest rates of population growth in regional NSW

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- significant visitor numbers to established tourism ventures and major events that attract state and national attention
- a proximity to Sydney which generates economic opportunities.

Councils in the category of Regional Centre are often considered the geographic centre of the region providing services to their immediate and wider catchment communities.

Regional Rural

Councils categorised as Regional Rural will typically have a minimum residential population of 20,000. To satisfy this criteria the non-resident working population can be included.

Other features may include:

- a large urban population existing alongside a traditional farming sector, and are surrounded by smaller towns and villages
- health services, tertiary education services and regional airports which service a regional community
- a broad range of industries including agricultural, educational, health, professional, government and retail services
- large visitor numbers to established tourism ventures and events.

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Councils in the category of Regional Rural provide a degree of regional servicing below that of a Regional Centre.

Rural Large

Councils categorised as Rural Large will have a residential population greater than 10,000, and a councillor to resident ratio of at least 1 to 1200.

Other features may include:

- one or two significant townships combined with a considerable dispersed population spread over a large area and a long distance from a major regional centre
- a limited range of services, facilities and employment opportunities compared to Regional Rural councils
- local economies based on agricultural/resource industries.

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Rural

Councils categorised as Rural will typically have a residential population less than 10,000.

County Councils - Water

County councils that provide water and/or sewerage functions with a joint approach in planning and installing large water reticulation and sewerage systems.

County Councils - Other

County councils that administer, control and eradicate declared noxious weeds as a specified Local Control Authority under the Biosecurity Act 2015.

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(Item 35/25) Investment Report as at 30 April 2025 and 31 May 2025

File No: 25/28150

Report by Director Corporate Services

Summary

In accordance with Clause 212 of the *Local Government (General) Regulation 2005*, this report details all money that Council has invested under Section 625 of the *Local Government Act 1993*.

Operational Plan Objective

A.103 Implement and monitor appropriate investment strategies and prepare monthly investment reports.

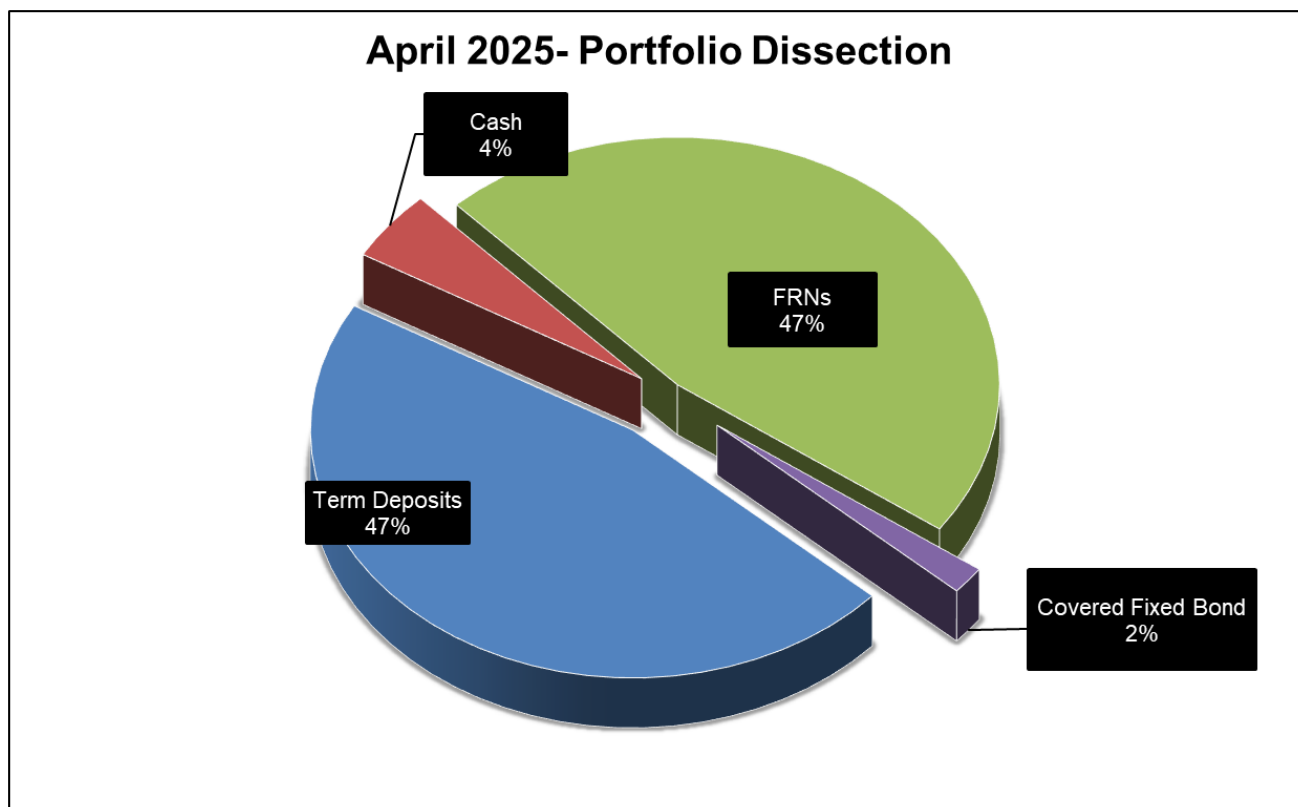
Background

As provided for in Clause 212 of the *Local Government (General) Regulation 2005*, a report listing Council's investments must be presented to Council.

Council's investments are made up of a number of direct investments, some of which are managed or advised by external agencies.

Investment Portfolio

Council has a diversified investment portfolio and has a number of direct investments in term deposits. Its investment portfolio as at 30 April 2025 is:



As at 30 April 2025 Council held the following term deposits:

Purchase Date	Financial Institution	Principal Amount	Interest Rate	Investment Days	Maturity Date
27 Jun 24	NAB	3,000,000	5.50%	364	26 Jun 25
22 Aug 24	NAB	4,000,000	5.00%	365	22 Aug 25
12 Dec 24	SunCorp	3,000,000	5.13%	242	11 Aug 25
21 Feb 25	Westpace	4,000,000	4.81%	367	23 Feb 26
18 Mar 25	SunCorp	4,000,000	4.80%	272	15 Dec 25
27 Mar 25	SunCorp	4,000,000	4.80%	242	24 Nov 25
27 Mar 25	SunCorp	4,000,000	4.80%	257	09 Dec 25
	Total	26,000,000			

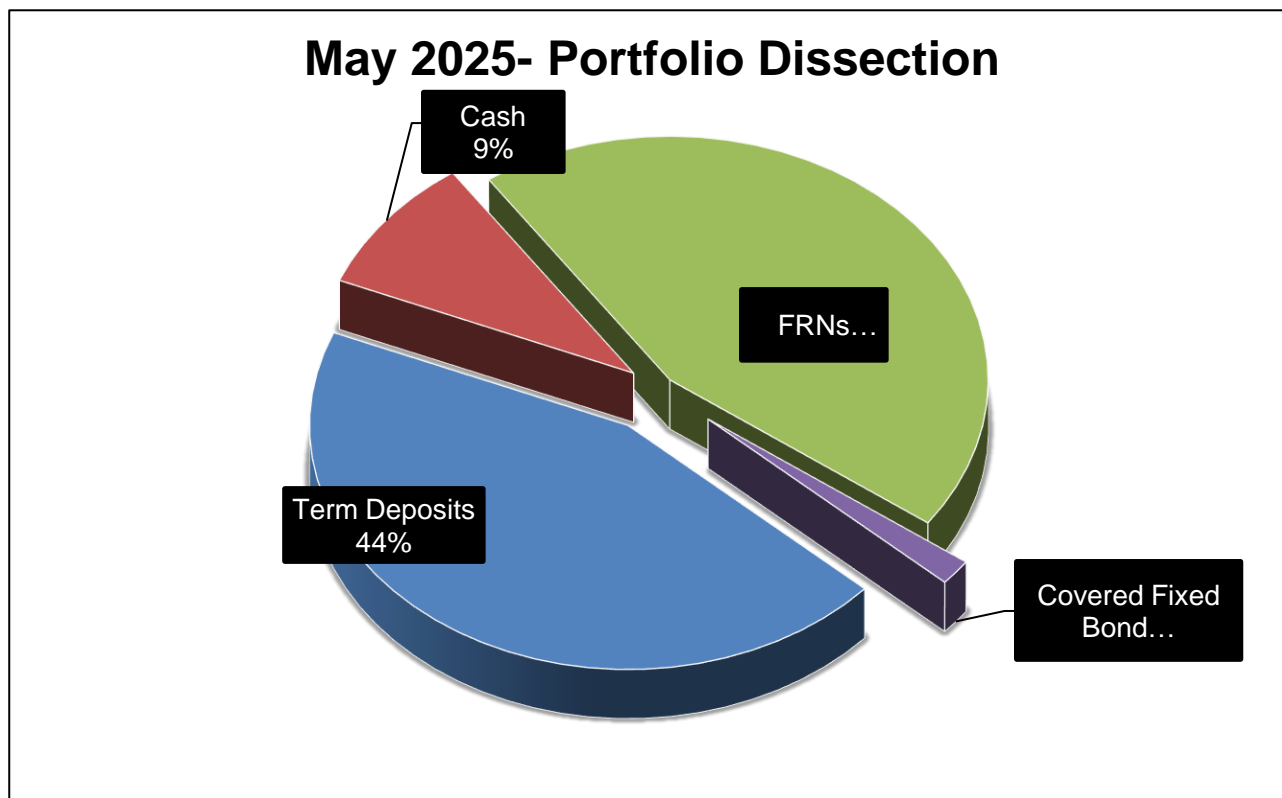
As at 30 April 2025 Council held the following covered fixed bonds:

Purchase Date	Financial Institution	Principal Amount	Interest Rate	Investment Days	Maturity Date
17 Oct 22	SunCorp	1,000,000	4.85%	1,096	17 Oct 25
	Total	1,000,000			

As at 30 April 2025 Council held the following Floating Rate Notes:

Purchase Date	Financial Institution	Principal Amount	Current Coupon Rate	Investment Days	Maturity Date
16 Jun 21	MyState Bank Ltd	2,500,000	4.7637%	1,461	16 Jun 25
24 Aug 21	National Australia Bank	1,500,000	4.5387%	1,826	24 Aug 26
11 Aug 22	Westpac	1,800,000	4.9944%	1,096	11 Aug 25
18 Aug 22	Commonwealth Bank of Australia	2,400,000	5.1891%	1,826	18 Aug 27
13 Oct 22	MyState Bank Ltd	1,500,000	5.3478%	1,096	13 Oct 25
17 Oct 22	Suncorp-Metway Limited	800,000	4.8884%	1,096	17 Oct 25
07 Nov 22	Sumitomo Mitsui Banking Sydney	2,000,000	5.3100%	1,096	07 Nov 25
13 Jan 23	Commonwealth Bank of Australia	3,000,000	5.1978%	1,826	13 Jan 28
19 Jan 23	Rabobank U.A Australia Branch	1,500,000	5.1322%	1,826	19 Jan 28
10 Feb 23	Newcastle Permanent Building Society	1,000,000	5.2030%	1,461	10 Feb 27
03 Mar 23	HSBC Sydney Branch	2,000,000	5.1653%	1,827	03 Mar 28
16 Mar 23	United Overseas Bank Sydney	2,000,000	4.8437%	1,096	16 Mar 26
18 May 23	Suncorp-Metway Limited	1,500,000	5.2191%	1,096	18 May 26
16 Jun 23	QPCU Limited T/A QBANK	2,750,000	5.8137%	1,096	16 Jun 26
	Total	26,250,000			

Its investment portfolio as at 31 May 2025 is:



As at 31 May 2025 Council held the following term deposits:

Purchase Date	Financial Institution	Principal Amount	Interest Rate	Investment Days	Maturity Date
27 Jun 24	NAB	3,000,000	5.50%	364	26 Jun 25
22 Aug 24	NAB	4,000,000	5.00%	365	22 Aug 25
12 Dec 24	SunCorp	3,000,000	5.13%	242	11 Aug 25
21 Feb 25	Westpace	4,000,000	4.81%	367	23 Feb 26
18 Mar 25	SunCorp	4,000,000	4.80%	272	15 Dec 25
27 Mar 25	SunCorp	4,000,000	4.80%	242	24 Nov 25
27 Mar 25	SunCorp	4,000,000	4.80%	257	09 Dec 25
	Total	26,000,000			

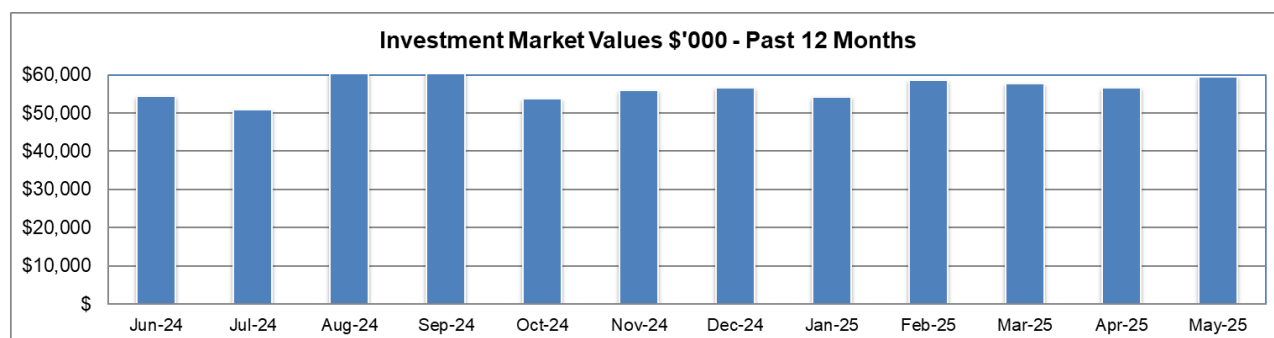
As at 31 May 2025 Council held the following covered fixed bonds

Purchase Date	Financial Institution	Principal Amount	Interest Rate	Investment Days	Maturity Date
17 Oct 22	SunCorp	1,000,000	4.85%	1,096	17 Oct 25
	Total	1,000,000			

As at 31 May 2025 Council held the following Floating Rate Notes:

Purchase Date	Financial Institution	Principal Amount	Current Coupon Rate	Investment Days	Maturity Date
16 Jun 21	MyState Bank Ltd	2,500,000	4.7637%	1,461	16 Jun 25
24 Aug 21	National Australia Bank	1,500,000	4.1195%	1,826	24 Aug 26
11 Aug 22	Westpac	1,800,000	4.6003%	1,096	11 Aug 25
18 Aug 22	Commonwealth Bank of Australia	2,400,000	4.8276%	1,826	18 Aug 27
13 Oct 22	MyState Bank Ltd	1,500,000	5.3478%	1,096	13 Oct 25
17 Oct 22	Suncorp-Metway Limited	800,000	4.8884%	1,096	17 Oct 25
07 Nov 22	Sumitomo Mitsui Banking Sydney	2,000,000	4.9291%	1,096	07 Nov 25
13 Jan 23	Commonwealth Bank of Australia	3,000,000	5.1978%	1,826	13 Jan 28
19 Jan 23	Rabobank U.A Australia Branch	1,500,000	5.1322%	1,826	19 Jan 28
10 Feb 23	Newcastle Permanent Building Society	1,000,000	4.8003%	1,461	10 Feb 27
03 Mar 23	HSBC Sydney Branch	2,000,000	5.1653%	1,827	03 Mar 28
16 Mar 23	United Overseas Bank Sydney	2,000,000	4.8437%	1,096	16 Mar 26
18 May 23	Suncorp-Metway Limited	1,500,000	4.8576%	1,096	18 May 26
16 Jun 23	QPCU Limited T/A QBANK	2,750,000	5.8137%	1,096	16 Jun 26
	Total	26,250,000			

The following graph highlights Council's investment balances for the past 12 months:



Council's investment portfolio is recognised at market value and some of its investments are based on the midpoint valuations of the underlying assets and are subject to market conditions that occur over the month.

Council's investment balances as at reporting date are detailed in Attachment 1 & 2. Definitions on the types of investments are detailed in Attachment 3.

Investment Performance and Market Commentary

At the Reserve Bank of Australia (RBA) meeting on the 20 May 2025, the Board decided to lower the official cash rate to 3.85 per cent. According to the Statement by the Reserve Bank board "...Inflation has fallen substantially since the peak in 2022, as higher interest rates have been working to bring aggregate demand and supply closer towards balance. Data on inflation for the March quarter provided further evidence that inflation continues to ease. At 2.9 per cent, annual trimmed mean inflation was below 3 per cent for the first time since 2021 and headline inflation, at 2.4 per cent, remained within the target band of 2–3 per cent. Staff forecasts released today project that while headline inflation is likely to rise over the coming year to around the top of the band as temporary factors unwind, underlying inflation is now expected to be around the midpoint of the 2–3 per cent range throughout much of the forecast period.

Uncertainty in the world economy has increased over the past three months and volatility in financial markets rose sharply for a time. While recent announcements on tariffs have resulted in a rebound in financial market prices, there is still considerable uncertainty about the final scope of

the tariffs and policy responses in other countries. Geopolitical uncertainties also remain pronounced. These developments are expected to have an adverse effect on global economic activity, particularly if households and firms delay expenditure pending greater clarity on the outlook. This has also contributed to a weaker outlook for growth, employment and inflation in Australia. That said, world trade policy is changing rapidly, thereby making the central forecasts subject to considerable uncertainty.

Setting aside overseas developments, private domestic demand appears to have been recovering, real household incomes have picked up and there has been an easing in some measures of financial stress. However, businesses in some sectors continue to report that weakness in demand makes it difficult to pass on cost increases to final prices.

At the same time, a range of indicators suggest that labour market conditions remain tight. Employment is continuing to grow, measures of labour underutilisation are at relatively low rates and business surveys and liaison suggest that availability of labour is still a constraint for a range of employers. Looking through quarterly volatility, wages growth has softened over the past year or so but productivity growth has not picked up and growth in unit labour costs remains high.

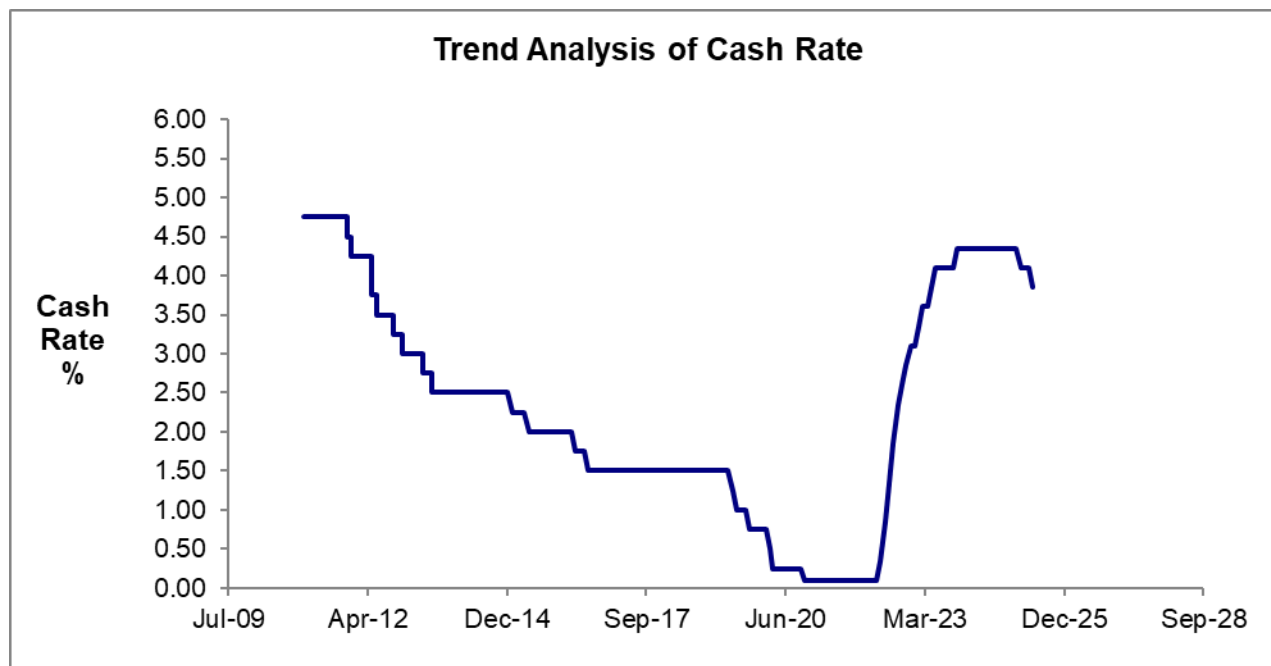
There are uncertainties about the outlook for domestic economic activity and inflation stemming from both domestic and international developments. While the central projection is for growth in household consumption to continue to increase as real incomes rise, recent data suggest that the pick-up will be a little slower than was expected three months ago. There is a risk that any pick-up in consumption is even slower than this, resulting in continued subdued growth in aggregate demand and a sharper deterioration in the labour market than currently expected. Alternatively, labour market outcomes may prove stronger than expected, given the signal from a range of leading indicators.

More broadly, there are uncertainties regarding the lags in the effect of monetary policy and how firms' pricing decisions and wages will respond to the demand environment and weak productivity outcomes while conditions in the labour market remain tight.

The Board judged that the risks to inflation have become more balanced. Inflation is in the target band and upside risks appear to have diminished as international developments are expected to weigh on the economy. With inflation expected to remain around target, the Board therefore judged that an easing in monetary policy at this meeting was appropriate. The Board assesses that this move will make monetary policy somewhat less restrictive. It nevertheless remains cautious about the outlook, particularly given the heightened level of uncertainty about both aggregate demand and supply. The Board considered a severe downside scenario and noted that monetary policy is well placed to respond decisively to international developments if they were to have material implications for activity and inflation in Australia.

The Board will be attentive to the data and the evolving assessment of risks to guide its decisions. In doing so, it will pay close attention to developments in the global economy and financial markets, trends in domestic demand, and the outlook for inflation and the labour market. The Board is focused on its mandate to deliver price stability and full employment and will do what it considers necessary to achieve that outcome."

The following graph provides information on the current RBA monetary policy:



Recommendation(s)

1. That the investment report for 30 April 2025 and 31 May 2025 be received and endorsed.
2. That the Certificate of the Responsible Accounting Officer be received and noted.

Attachments

- 1 [Investment Register April 2025](#)
- 2 [Investment Register May 2025](#)
- 3 [Investment Types](#)

Item Number 35/25 - Attachment 1

Investment Register April 2025

BURWOOD COUNCIL INVESTMENT PORTFOLIO as at 30 April 2025

Investment Adviser	Issuer	ADI or N-ADI	Investment Name	Type	Rating S&P	Invested Amount	Market Value as at 28/02/2025	Market Value as at 31/03/2025	Market Value as at Reporting Date	% of Total Invested
Fixed Income										4.60
ncil	Commonwealth Bank	ADI	Operating Account	Cash	AA-	1,084,986	9,413,975	835,090	1,084,986	1.92
ncil	Commonwealth Bank	ADI	Cash Deposit Account	At Call	AA-	0	-	-	-	0.00
ncil	Commonwealth Bank	ADI	Online Saver	At Call	AA-	1,510,926	3,075,650	2,986,787	1,510,926	2.67
ncil	AMP Bank Limited	ADI	AMP Business Saver	At Call	BBB-	1,282	1,277	1,280	1,282	0.00
ncil	AMP Bank Limited	ADI	AMP Notice Account	Notice 30 days	BBB-	3,912	3,882	3,897	3,912	0.01
Fixed Income - Less than Three Months										-
Fixed Income - Longer than Three Months										46.70
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	3,000,000	3,032,888	3,045,959	3,058,608	5.40
ncil	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	3,000,000	3,111,205	3,125,219	3,138,781	5.55
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	-	4,161,271	-	-	0.00
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	4,000,000	-	4,002,104	4,017,885	7.10
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	4,000,000	-	4,002,104	4,017,885	7.10
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	4,000,000	-	4,006,838	4,022,619	7.11
ncil	Westpac Banking Corporation Ltd	ADI	Westpac Banking Corporation Ltd	Term Deposit	AA-	4,000,000	4,003,690	4,020,031	4,035,844	7.13
ncil	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	4,000,000	4,104,110	4,121,096	4,137,534	7.31
Fixed Income - Covered Fixed Bond										1.78
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Covered Fixed Bond (4.85%) Semi Annual	AA-	1,000,000	1,020,700	1,023,860	1,005,390	1.78
Fixed Income - Floating Rate Notes										46.93
ncil	MyState Bank Ltd	ADI	MyState Bank Ltd	Floating Rate Notes (90 day BBSW +65 bps)	BBB	2,500,000	2,525,200	2,503,800	2,514,200	4.44
ncil	National Australia Bank	ADI	National Australia Bank	Floating Rate Notes (90 day BBSW +41 bps)	AA-	1,500,000	1,500,135	1,505,520	1,510,320	2.67
ncil	Westpac Banking Corporation Ltd	ADI	Westpac Banking Corporation Ltd	Floating Rate Notes (90 day BBSW +80 bps)	AA-	1,800,000	1,808,352	1,815,138	1,821,438	3.22
ncil	Commonwealth Bank of Australia	ADI	Commonwealth Bank of Australia	Floating Rate Notes (90 day BBSW +102 bps)	AA-	2,400,000	2,428,272	2,436,312	2,442,768	4.32
ncil	MyState Bank Ltd	ADI	MyState Bank Ltd	Floating Rate Notes (90 day BBSW +130 bps)	BBB	1,500,000	1,515,300	1,521,630	1,506,765	2.66
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Covered Floating Bond (90 day BBSW +88 bps)	AA-	800,000	807,288	810,376	802,904	1.42
ncil	Sumitomo Mitsui Banking Corporation Sydney	ADI	Sumitomo Mitsui Banking Corporation Sydney	Floating Rate Notes (90 day BBSW +110 bps)	A	2,000,000	2,015,980	2,023,560	2,030,540	3.59
ncil	Commonwealth Bank of Australia	ADI	Commonwealth Bank of Australia	Floating Rate Notes (90 day BBSW +112 bps)	AA-	3,000,000	3,063,450	3,073,380	3,039,900	5.37
ncil	Rabobank U.A Australia Branch	ADI	Rabobank U.A Australia Branch	Floating Rate Notes (90 day BBSW mid + 118 bps)	A	1,500,000	1,525,470	1,533,780	1,519,230	2.68
ncil	Newcastle Permanent Building Society	ADI	Newcastle Permanent Building Society	Floating Rate Notes (90 day BBSW +138 bps)	BBB	1,000,000	1,003,630	1,007,380	1,008,600	1.78
ncil	The Hongkong and Shanghai Banking Corporation Limited Sydney Branch	ADI	The Hongkong and Shanghai Banking Corporation Limited Sydney Branch	Floating Rate Notes (90 day BBSW +105 bps)	AA-	2,000,000	2,045,220	2,025,360	2,029,460	3.59
ncil	United Overseas Bank Ltd Sydney Branch	ADI	United Overseas Bank Ltd Sydney Branch	Floating Rate Notes (90 day BBSW +73 bps)	AA-	2,000,000	2,027,660	2,009,280	2,016,380	3.56
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Covered Floating Bond (90 day BBSW +105 bps)	AA-	1,500,000	1,513,110	1,518,630	1,523,625	2.69
ncil	QPCU Limited T/A QBANK	ADI	QPCU Limited T/A QBANK	Floating Rate Notes (90 day BBSW +170 bps)	BBB-	2,750,000	2,815,010	2,782,780	2,791,800	4.93
Grand Total						55,851,106	58,522,725	57,741,191	56,593,583	100.00

Credit Ratings	
AAA	Extremely strong capacity to meet financial commitments Highest Rating
AA	Very strong capacity to meet financial commitments.
A	Strong capacity to meet financial commitments but somewhat susceptible to adverse economic conditions and changes in circumstances.
BBB	Adequate capacity to meet financial commitments, but more subject to adverse economic conditions.
CCC	Currently vulnerable and dependent on favourable business, financial and economic conditions to meet financial commitments
D	Payment default on financial commitments
+	Means that a rating may be raised
-	Means that a rating may be lowered

Certificate of Responsible Accounting Officer

I hereby certify that the investments listed have been made in accordance with Section 625 of the Local Government Act 1993, Clause 212 of the Local Government (General) Regulation 2005 and Council's Investment Policies at the time of their placement.



Sarah Seaman

Finance Manager

Item Number 35/25 - Attachment 2

Investment Register May 2025

BURWOOD COUNCIL INVESTMENT PORTFOLIO as at 31 May 2025

Investment Adviser	Issuer	ADI or N-ADI	Investment Name	Type	Rating S&P	Invested Amount	Market Value as at 31/03/2025	Market Value as at 30/04/2025	Market Value as at Reporting Date	% of Total Invested
h										9.15
ncil	Commonwealth Bank	ADI	Operating Account	Cash	AA-	3,923,003	835,090	1,084,986	3,923,003	6.59
ncil	Commonwealth Bank	ADI	Cash Deposit Account	At Call	AA-	0	-	-	-	0.00
ncil	Commonwealth Bank	ADI	Online Saver	At Call	AA-	1,519,252	2,986,787	1,510,928	1,519,252	2.55
ncil	AMP Bank Limited	ADI	AMP Business Saver	At Call	BBB-	1,285	1,280	1,282	1,285	0.00
ncil	AMP Bank Limited	ADI	AMP Notice Account	Notice 30 days	BBB-	3,928	3,897	3,912	3,928	0.01
m Deposits - Less than Three Months										-
										0.00
m Deposits - Longer than Three Months										44.55
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	3,000,000	3,045,959	3,058,608	3,071,679	5.16
ncil	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	3,000,000	3,125,219	3,138,781	3,152,795	5.29
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	-	-	-	-	0.00
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	4,000,000	4,002,104	4,017,885	4,034,192	6.77
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	4,000,000	4,002,104	4,017,885	4,034,192	6.77
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Term Deposit	AA-	4,000,000	4,006,838	4,022,619	4,038,926	6.78
ncil	Westpac Banking Corporation Ltd	ADI	Westpac Banking Corporation Ltd	Term Deposit	AA-	4,000,000	4,020,031	4,035,844	4,052,185	6.80
ncil	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	4,000,000	4,121,096	4,137,534	4,154,521	6.97
m Deposits - Covered Fixed Bond										1.69
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Covered Fixed Bond (4.85%) Semi Annual	AA-	1,000,000	1,023,860	1,005,390	1,008,460	1.69
ating Rate Notes										44.61
ncil	MyState Bank Ltd	ADI	MyState Bank Ltd	Floating Rate Notes (90 day BBSW +65 bps)	BBB	2,500,000	2,503,800	2,514,200	2,524,750	4.24
ncil	National Australia Bank	ADI	National Australia Bank	Floating Rate Notes (90 day BBSW +41 bps)	AA-	1,500,000	1,505,520	1,510,320	1,500,765	2.52
ncil	Westpac Banking Corporation Ltd	ADI	Westpac Banking Corporation Ltd	Floating Rate Notes (90 day BBSW +80 bps)	AA-	1,800,000	1,815,138	1,821,438	1,806,246	3.03
ncil	Commonwealth Bank of Australia	ADI	Commonwealth Bank of Australia	Floating Rate Notes (90 day BBSW +102 bps)	AA-	2,400,000	2,436,312	2,442,768	2,428,752	4.08
ncil	MyState Bank Ltd	ADI	MyState Bank Ltd	Floating Rate Notes (90 day BBSW +130 bps)	BBB	1,500,000	1,521,630	1,506,765	1,514,160	2.54
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Covered Floating Bond (90 day BBSW +88 bps)	AA-	800,000	810,376	802,904	806,336	1.35
ncil	Sumitomo Mitsui Banking Corporation Sydney	ADI	Sumitomo Mitsui Banking Corporation Sydney	Floating Rate Notes (90 day BBSW +110 bps)	A	2,000,000	2,023,560	2,030,540	2,013,480	3.38
ncil	Commonwealth Bank of Australia	ADI	Commonwealth Bank of Australia	Floating Rate Notes (90 day BBSW +112 bps)	AA-	3,000,000	3,073,380	3,039,900	3,060,090	5.14
ncil	Rabobank U.A Australia Branch	ADI	Rabobank U.A Australia Branch	Floating Rate Notes (90 day BBSW mid + 118 bps)	A	1,500,000	1,533,780	1,519,230	1,524,675	2.56
ncil	Newcastle Permanent Building Society	ADI	Newcastle Permanent Building Society	Floating Rate Notes (90 day BBSW +138 bps)	BBB	1,000,000	1,007,380	1,008,600	1,002,760	1.68
ncil	The Hongkong and Shanghai Banking Corporation Limited Sydney Branch	ADI	The Hongkong and Shanghai Banking Corporation Limited Sydney Branch	Floating Rate Notes (90 day BBSW +105 bps)	AA-	2,000,000	2,025,360	2,029,460	2,043,420	3.43
ncil	United Overseas Bank Ltd Sydney Branch	ADI	United Overseas Bank Ltd Sydney Branch	Floating Rate Notes (90 day BBSW +73 bps)	AA-	2,000,000	2,009,280	2,016,380	2,024,180	3.40
ncil	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Covered Floating Bond (90 day BBSW +105 bps)	AA-	1,500,000	1,518,630	1,523,625	1,510,680	2.54
ncil	QPCU Limited T/A QBANK	ADI	QPCU Limited T/A QBANK	Floating Rate Notes (90 day BBSW +170 bps)	BBB-	2,750,000	2,782,780	2,791,800	2,811,408	4.72
nd Total						58,697,468	57,741,191	56,593,583	59,566,119	100.00

Credit Ratings	
AAA	Extremely strong capacity to meet financial commitments Highest Rating
AA	Very strong capacity to meet financial commitments.
A	Strong capacity to meet financial commitments but somewhat susceptible to adverse economic conditions and changes in circumstances.
BBB	Adequate capacity to meet financial commitments, but more subject to adverse economic conditions.
CCC	Currently vulnerable and dependent on favourable business, financial and economic conditions to meet financial commitments
D	Payment default on financial commitments
+	Means that a rating may be raised
-	Means that a rating may be lowered

Certificate of Responsible Accounting Officer

I hereby certify that the investments listed have been made in accordance with Section 625 of the Local Government Act 1993, Clause 212 of the Local Government (General) Regulation 2005 and Council's Investment Policies at the time of their placement.



Sarah Seaman

Finance Manager

Investment Types

Types of Investments

Council's investment portfolio consists of the following types of investment:

1. **Cash and Deposits at Call** – Cash and Deposits at Call accounts are a flexible savings facility providing a competitive rate of interest for funds which are at call (available within 24hours). These accounts enable us to control Council's cashflows along with council's General Fund Bank account. Interest rates are updated in accordance with movements in market rates.

The following investments are classified as Cash and Deposits at Call:

- Commonwealth Bank of Australia – Online Saver AA-
- Commonwealth Bank of Australia – Operating Account AA-
- AMP Business Saver and Notice – At Call/Notice BBB-

2. **Floating Rate Notes (FRN)** - FRNs are a contractual obligation whereby the issuer has an obligation to pay the investor an interest coupon payment which is based on a margin above bank bill. The risk to the investor is the ability of the issuer to meet the obligation.

FRNs are either sub-debt or senior-debt which means that they are guaranteed by the bank that issues them with sub-debt notes rated a notch lower than the bank itself. The reason for this is that the hierarchy for payments of debt in event of default is:

1. Term Deposits
2. Global Fixed Income Deposits
3. Senior Debt
4. Subordinated Debt
5. Hybrids
6. Preference shares
7. Equity holders

In the case of default, the purchaser of subordinated debt is not paid until the senior debt holders are paid in full. Subordinated debt is therefore more risky than senior debt.

Reports of Committees

(Item RC6/25) Burwood Local Traffic Committee - June 2025

File No: 25/28157

Report by Director City Assets

Summary

Attached are the Minutes of the Burwood Local Traffic Committee meeting of June 2025. The Minutes are hereby submitted to the Ordinary Council Meeting for consideration and adoption by Council.

Operational Plan Objective

C.4.1 Plan and manage transport infrastructure to meet current and future community needs
A.40 Investigate traffic hot spots and implement solutions such as pedestrian refuges, roundabouts or traffic calming devices.

Recommendations

That the minutes of the Burwood Local Traffic Committee of May 2025 be noted and the recommendations of the Committee as detailed below be adopted as a resolution of the Council.

(Item LTC19/25) Paisley Road, Croydon - Christmas in Croydon

Recommendation

That Council approve the closure of seven parking spaces on Paisley Road between Paisley Lane and the cul-de-sac between 8.00am on Friday 5th December to 10.00am on Sunday 6th December to support the Christmas in Croydon event.

(Item LTC20/25) Ford Lane, Burwood - Fridays @ Ford Lane

Recommendation

That Council approve the temporary road closure of Ford Lane between 10.00am to midnight on the following dates:

- Friday 29th August
- Friday 26th September
- Friday 31st October
- Friday 28th November

(Item LTC21/25) Wilga Street, Burwood - Changes to Parking Restrictions

Recommendation

That Council approve the extension of the timed 'No Parking' restrictions in front of 11-15 Wilga Street from 'No Parking 10am – 6pm Sat – Sun' to 'No Parking 9am - 7pm Mon - Sun'.

(Item LTC22/25) Driveway Delineation Lines - Croydon

Recommendation

That Council approves the installation of driveway delineation lines on driveways fronting King Edward Street, Wychbury Avenue, Alexandra Avenue and Monash Parade, excluding 20 Wychbury Avenue.

(Item LTC23/25) Burwood Road and Wilga Street, Burwood - Installation of new Metered parking restrictions**Recommendation**

1. That Council approve the installation of '2P Metered 9am- 10pm Mon – Sun and Public Holidays' parking restrictions and a new parking meter along the western side of Burwood Road between Wilga Street and Meryla Street.
2. That Council approve the installation of '2P Metered 9am- 10pm Mon – Sun and Public Holidays Permit Holders Excepted Area 3' parking restrictions and new parking meters along the northern side of Wilga Street.

(Item LTC24/25) Mitchell Street, Enfield - Mobility Parking Space**Recommendation**

That Council approve the installation of a mobility parking space and corresponding signage on the northern side of Mitchell Street opposite 45 Mitchell St, Enfield.

(Item LTC25/25) Conder Street, Burwood - New Mobility and Short Term parking restrictions**Recommendations**

1. That Council approve the installation of a 7.8m long Mobility Parking space on the eastern side of Conder Street including all associated signs and linemarkings.
2. That Council approve the installation of a 6.0m long '1/4P 9am – 7pm' parking space on the eastern side of Conder Street.

(Item LTC26/25) Extension of On-Street Meter Parking Restrictions Hours**Recommendation**

1. That Council approve making the extended restriction hours (9am–10pm Monday to Sunday including Public Holidays) permanent in the existing trial area.
2. That Council monitor all '2P Meter' on-street metered parking areas within the Burwood and Strathfield town centres for potential expansion of extended restriction hours in the future.

Attachments

- 1 [↓](#) Burwood Local Traffic Committee Agenda - 10.06.2025
- 2 [↓](#) Burwood Local Traffic Committee Minutes - 10.06.2025



NOTICE OF BURWOOD LOCAL TRAFFIC COMMITTEE MEETING

The June 2025 meeting of the Burwood Local Traffic Committee will be held electronically with the agenda emailed to members for review. The minutes from the May 2025 meeting have also been emailed to members for confirmation. All comments are required to be returned to Council by close of business 10 June 2025

Tommaso Briscese
General Manager

2 Conder Street Burwood NSW 2134, PO Box 240 Burwood NSW 1805
phone: 9911 9911 facsimile: 9911 9900
email: council@burwood.nsw.gov.au
website: www.burwood.nsw.gov.au

Agenda

1. Acknowledgement of Country

Council acknowledges the Wangal people of the Eora Nation who are the traditional custodians of this land. Council also pays respect to their elders, both past and present, and extends that respect to other First Nations People who may be present.

2. Apologies

3. Confirmation of Minutes

That the Minutes of the Burwood Local Traffic Committee held on Thursday, 1 May 2025, as circulated, be confirmed and signed as a true record of the proceeding of the meeting.

4. General Business

(Item LTC19/25)	Paisley Road, Croydon - Christmas in Croydon	3
(Item LTC20/25)	Ford Lane, Burwood - Fridays @ Ford Lane	6
(Item LTC21/25)	Wilga Street, Burwood - Changes to Parking Restrictions	9
(Item LTC22/25)	Driveway Delineation Lines - Croydon.....	11
(Item LTC23/25)	Burwood Road and Wilga Street, Burwood - Installation of new Metered parking restrictions	13
(Item LTC24/25)	Mitchell Street, Enfield - Mobility Parking Space	16
(Item LTC25/25)	Conder Street, Burwood - New Mobility and Short Term parking restrictions.....	18
(Item LTC26/25)	Extension of On-Street Meter Parking Restrictions Hours	21

General Business

(Item LTC19/25) Paisley Road, Croydon - Christmas in Croydon

File No: 25/21980

Report by Traffic Engineer

Background

Council's Community & Culture Team is proposing the implementation of a road closure of the section of Paisley Road between Paisley Lane and the cul-de-sac to create a temporary public square to support 'Christmas in Croydon' activation involving live music and engagement. This event will support the local economy, community cultural life and increased opportunities for social interaction.

Proposal

The event date is Saturday 6th December 2025. To allow for bump in and bump out logistics the closure will commence from the day prior at 8.00am on Friday 5th December and will re-open on Sunday 7th December by 10.00am.

The running time of the event is to be confirmed. However, the approximate times are:

- Session 1: 9.00am – 11.00am
- Session 2: 5.00pm to 9.00pm

This event will involve the closure of seven parking spaces including two accessible parking bays. The current parking restrictions include four spaces with '2P 8am – 6pm Monday – Friday, 8am – 1pm Sat' and one space is 'No Parking 6am – 7pm Monday – Friday'.

The event is classified as a Class 3 special event. A Traffic Guidance Scheme plan has been developed for this event and is attached to the report.



Consultation

The street activation will have a comprehensive marketing campaign promoted through Council's social media pages, community newsletters, website, digital screens and street banners.

Detailed consultation will also be undertaken with all local businesses on The Strand and nearby residents prior to event commencement.

Financial Implications

The event and associated traffic costs will be fully funded from the 2025/26 Council Events budget.

Recommendation

That Council approve the closure of seven parking spaces on Paisley Road between Paisley Lane and the cul-de-sac between 8.00am on Friday 5th December to 10.00am on Sunday 6th December to support the Christmas in Croydon event.

Attachments

- 1 TGS - Paisley Road, Croydon

TGS - Paisley Road, Croydon

www.invarion.com

MANIFEST

	X 1
	X 1
	X 1
	X 2
	X 4
	X 5

NOTES:

1) TRAFFIC CONES TO BE PLACED NEXT TO ADVANCED WARNING SIGNS.

DRAWN BY: CRAIG HUNTER	TCT 0015830		<input checked="" type="checkbox"/> CLOSURE <input type="checkbox"/> ROLLING BLOCK <input type="checkbox"/> JUNE MERGE <input type="checkbox"/> DETOUR <input type="checkbox"/> PEDESTRIAN <input type="checkbox"/> BARRICADE <input type="checkbox"/> BUS PLAN <input type="checkbox"/> TAMP <input type="checkbox"/> CONTRA FLOW <input type="checkbox"/> PORTABLE SIGNS <input type="checkbox"/> STORAGE PLAN	PROJECT: Christmas in Croydon	APPROVAL REQUIRED:	EVENT TIMES: 0900 - 1100 & 1700 - 2100	PLAN No: CIC-1A	
APPROVED BY: KIERAN CATO	TCT 0040880			CLIENT: Burwood Council	LOCAL <input checked="" type="checkbox"/>	SET UP: 30min	VARIANT: (A)	
<p><small>POLICY: Cato Location Services P/L do not accept responsibility of any traffic guidance scheme if the traffic management is not implemented by Cato Location Services P/L.</small></p> <p>CA+O</p> <p><small>1. THIS TRAFFIC GUIDANCE SCHEME HAS BEEN DRAWN IN ACCORDANCE WITH AS 1162.3 AND 'TRAFFIC CONTROL WORKSITES' MANUAL VET.1.</small></p> <p><small>2. SIGNS & DEVICES ARE TO BE PLACED IN ACCORDANCE WITH THIS TGS. MODIFICATION MAY BE MADE BY PERSONS HOLDING A RMS 'PRACTICE' QUALIFICATION ONLY.</small></p> <p><small>3. ALL SIGNS AND DEVICES USED MUST COMPLY WITH AUSTRALIA STANDARD AS1742.3</small></p> <p><small>4. THIS DOCUMENT IS COPYRIGHT / PROPERTY OF CATO LOGISTICS PTY LTD. THIS DRAWING SHALL ONLY BE USED FOR THE PURPOSE FOR WHICH IT IS INTENDED. UNAUTHORISED USE OF THIS DRAWING IS PROHIBITED.</small></p>				LOCATION: Paisley Road, Croydon	STATE <input type="checkbox"/>	CLOSURE IN: 0500 FRI 5th	TYPE: TGS	
				CONTACT: Luke Stigter	PHONE: 0418 844 550	INSW <input type="checkbox"/>	CLOSURE OUT: 0800 MON 8th	REV: 0.0
				ORIGINAL SIZE: A4 LANDSCAPE	COUNCIL: Burwood Council / Inner West Council	OTHER <input type="checkbox"/>	PACK DOWN: 30min	EVENT DATES: 05/12/2025 TILL 08/12/2025
							TGS DATE: 13/05/2025	

(Item LTC20/25) Ford Lane, Burwood - Fridays @ Ford Lane

File No: 25/21988

Report by Traffic Engineer

Background

Council has received funding as part of the Permit Plug Play Pilot Program to deliver a series of events at Ford Lane in Burwood's Town Centre area, located just off Railway Parade.

The events will feature live music, art and pop-up food experiences, transforming the underutilised service lane way to a vibrant activated streetscape becoming a dynamic cultural hub. The events will be known as Fridays @ Ford Lane.

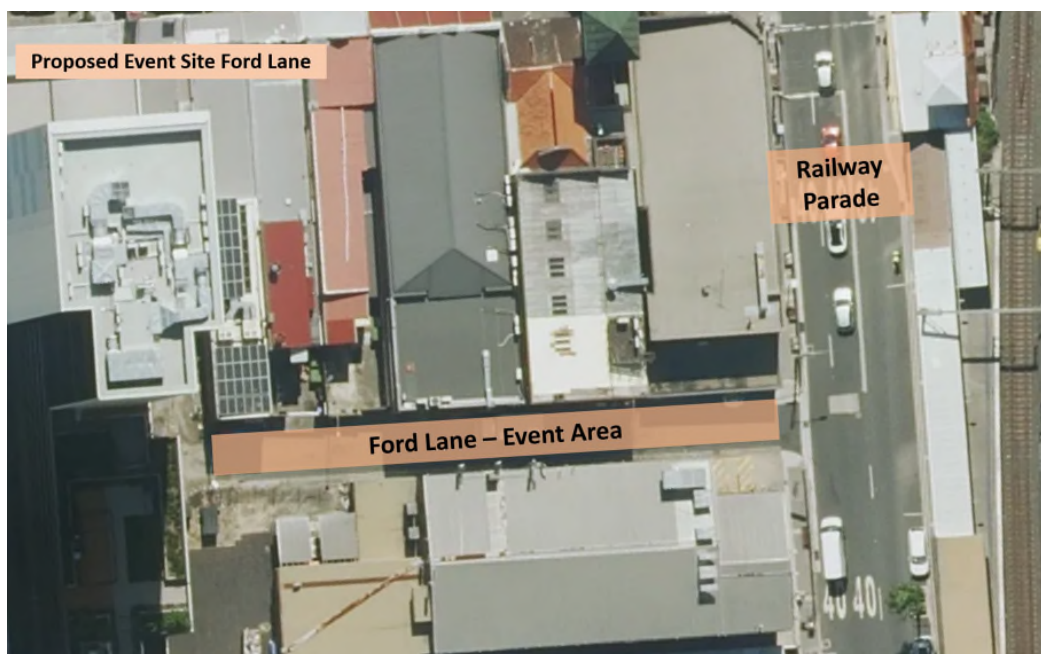
Proposal

The event will involve the closure of Ford Lane from Railway Parade to its southern terminus on the following dates:

- Activation 1: Friday 29th August
- Activation 2: Friday 26th September
- Activation 3: Friday 31st October
- Activation 4: Friday 28th November

The events will be held between 7.00pm to 9.00pm. To allow for bump in and bump out logistics the lane closure will commence from 10.00am and will re-open at midnight.

The event is classified as a Class 3 special event. A Traffic Guidance Scheme Plan has been developed for the event and is attached to the report.



In addition to the closure of Ford Lane, 16 parking spaces in the nearby Elizabeth Street car park are also requested to be closed off on the event dates. This area will be used for performers

parking including a dressing room area and portaloos will also be made available for event attendees.

Consultation

Businesses directly affected by the lane closure will be notified in person, including details about the timing of the closure and the associated event.

Residents along Railway Parade and Burleigh Street will receive notifications of the lane closure, along with detailed information about the event, including the potential for increased foot traffic and noise.

St Nectarios Church in Burwood will also be advised of the event dates to avoid any conflicts with planned special services.

Financial Implications

The events will be fully funded from the Permit Plug Play Pilot Program grant.

Recommendation

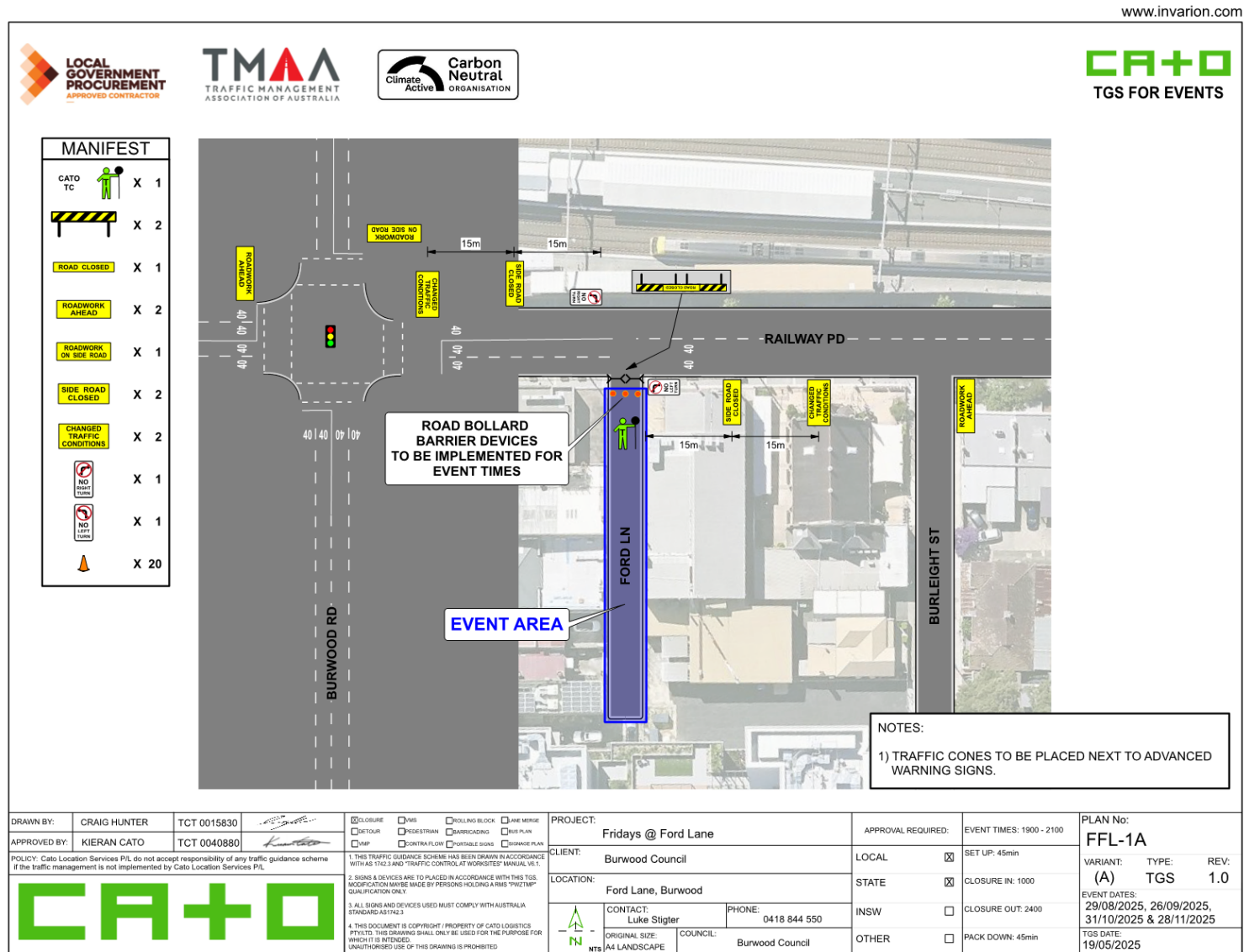
That Council approve the temporary road closure of Ford Lane between 10.00am to midnight on the following dates:

- Friday 29th August
- Friday 26th September
- Friday 31st October
- Friday 28th November

Attachments

- 1 TGS - Ford Lane, Burwood

TGS - Ford Lane, Burwood



(Item LTC21/25) Wilga Street, Burwood - Changes to Parking Restrictions

File No: 25/22868

Report by Traffic Engineer

Summary

In order to address increased traffic flows and congestion in and around Burwood Westfield Shopping Centre, it is proposed to extend the timed 'No Parking' restrictions in front of 11-15 Wilga Street from 'No Parking 10am – 6pm Sat – Sun' to 'No Parking 9am - 7pm Mon - Sun'.

Background

Wilga Street is a two way, four lane road at its western end from Burwood Road to Webbs Lane, narrowing to three lanes as you head east towards Shaftesbury Road. It provides 15 parking spaces on the northern side from 9 to 25 Wilga St, with the current parking restrictions being '1P 8.00am – 6.00pm Monday – Friday, 8.00am – 1.00pm Saturday, Permit Holders Excepted Area 3'. There are further 'No Parking 10am – 6pm Sat – Sun' restrictions outside 11-15 Wilga Street.

Westfield have two exits along Wilga Street, one midblock and the other towards the Shaftesbury Road end. The majority of customers were found using the exit nearest to Shaftesbury Road with the common turning movement being right into Wilga Street. Given the close proximity of the traffic signals and taking into account the existing parking lane, traffic congestion was found to be frequent. Refer to map below.



Proposal

It is proposed to extend the timed restrictions in front of 11-15 Wilga Street to 'No Parking 9.00am – 7.00pm Mon- Sun'. Parking outside of this period will be unrestricted parking.



Consultation

Consultation was undertaken with 131 residents in the vicinity of the proposed changes. Two responses were received, both as representatives of the strata committee of 11-15 Wilga Street.

Both responses were against the proposal citing that furniture removal vehicles regularly service 11-15 Wilga Street and surrounding buildings. Removal of on-street parking in front of the property will necessitate the use of the paved driveway as a loading spot which will cause damage to the pavers, and will also obstruct access for residents and visitors to the underground carpark.

While the on-street parking directly fronting the site will not be available during the peak times, the 'No Parking' restrictions will still allow for drop off of passengers or goods under NSW Road Rules provided that the driver stays with the vehicle and is not stopped for more than two minutes. It is noted that there are still 12 remaining on-street parking spaces in this area including parking directly fronting the neighbouring property to the west which can be used for larger deliveries.

Financial Implications

The proposed changes will cost approximately \$500.00 and be funded from the 2025/6 Traffic Facilities budget.

Recommendation

That Council approve the extension of the timed 'No Parking' restrictions in front of 11-15 Wilga Street from 'No Parking 10am – 6pm Sat – Sun' to 'No Parking 9am - 7pm Mon - Sun'.

Attachments

There are no attachments for this report.

(Item LTC22/25) Driveway Delineation Lines - Croydon

File No: 25/22880

Report by Traffic Engineer

Summary

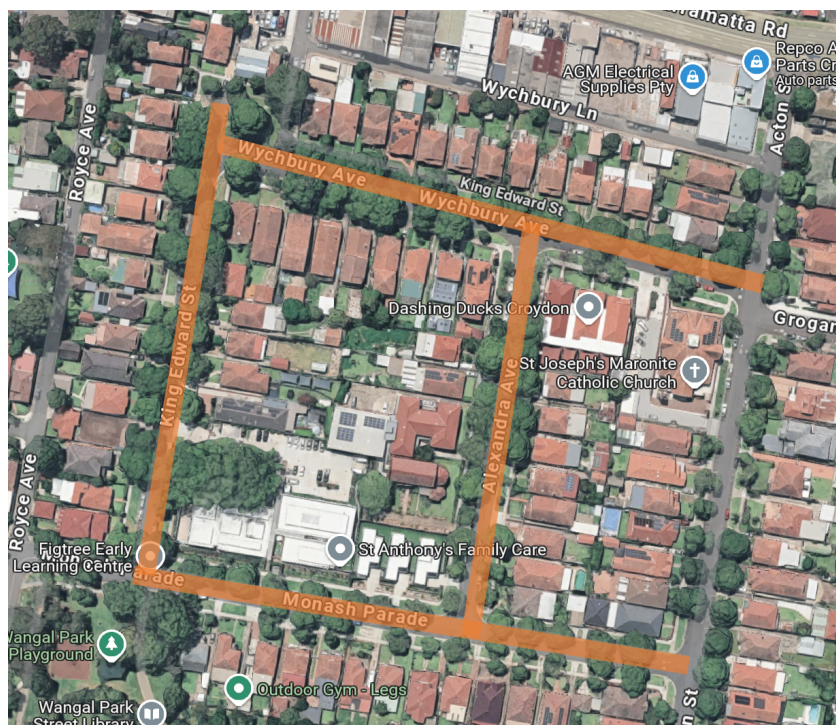
In order to address parking concerns along King Edward Street, Wychbury Avenue, Alexandra Avenue and Monash Parade, Council is proposing the installation of driveway delineation lines on the aforementioned streets.

Proposal

Council is proposing the installation of driveway delineation lines on driveways fronting King Edward Street, Wychbury Avenue, Alexandra Avenue and Monash Parade. A total of 50 driveways have been identified.

These lines, painted approximately 0.5 meters from driveway wings, are used to mark the start and end of vehicular crossing to discourage motorists from parking too close or across driveways. These lines serve as a visual aid only and have no legal standing, meaning they cannot be enforced by law.

Ordinarily this services is provided upon application and payment of a one-off fee of \$459. In locations where Council has opted to proactively install driveway delineation lines at no cost to residents, any ongoing maintenance or re-painting due to fading will not be provided by Council.



Consultation

Consultation was undertaken with 60 residents with properties along King Edward Street, Wychbury Avenue, Alexandra Avenue and Monash Parade. 9 responses were received - 7 positive, 1 neutral and 1 strongly against. The property of the resident strongly against the proposal will be excluded from the programmed works.

Financial Implications

The proposed delineation lines will cost \$6,500+GST and be funded from the 2025/6 Traffic Facilities Budget.

Recommendation

That Council approves the installation of driveway delineation lines on driveways fronting King Edward Street, Wychbury Avenue, Alexandra Avenue and Monash Parade, excluding 20 Wychbury Avenue.

Attachments

There are no attachments for this report.

(Item LTC23/25) Burwood Road and Wilga Street, Burwood - Installation of new Metered parking restrictions

File No: 25/23000

Report by Manager Traffic & Transport

Summary

This report outlines a proposal to introduce metered parking along the western side of Burwood Road between Wilga Street and Meryla Street and on the north side of Wilga Street, with the aim to improve vehicle turnover and compliance with parking restrictions in an area experiencing high demand for parking within the Burwood Town Centre.

Background

Burwood Road is the main commercial street within the Burwood Town Centre, with consistently high demand for on-street parking due to the concentration of retail, dining, and transport services. Wilga Street is heavily utilised as a connection between Burwood Road and Shaftesbury Road, as well as motorists accessing the Westfield carpark.

The current parking restrictions along the western side of Burwood Road and north side of Wilga Street are as per the markup below.



Proposal

It is proposed to install a new meters within the existing timed parking zone on Burwood Road and Wilga Street.

The current '2P 8am–6pm Mon–Fri, 8am–1pm Sat and Public Holidays' restrictions on Burwood Road is proposed to be converted to '2P Meter 9am- 10pm Mon – Sun and Public Holidays' in line with the adjacent metered on-street parking areas.

The current '1P 8am-6pm Mon-Fri, 8am-1m Sat Permit Holders Excepted Area 3' restrictions on Wilga Street is proposed to be converted to '2P Meter 9am-10pm Mon-Sun and Public Holidays Permit Holders Excepted Area 3'.



This is expected to enhance compliance, support regular turnover and improve access to parking spaces for the wider community.

This proposal aligns with the objectives of the Burwood Public Parking Strategy which aims to encourage parking turnover and ensure short to medium term parking is readily available.

Consultation

Adjacent properties will be notified ahead of the changes made to the parking restrictions. Residents which are a part of Council's Permit Parking Scheme are provided with parking permits that exempt them from adhering to the signposted regulations. These permits allow residents to park without time limitations, ensuring that they have convenient and reliable access to parking near their homes.

For residents who are not eligible for parking permits, they are typically part of developments that include off-street parking facilities. These developments are designed to accommodate the parking needs of their residents internally, thereby reducing the reliance on on-street parking. As a result, these residents will not be impacted by the changes to the '2P Meter' on-street parking restrictions, as they have designated parking spaces within their residential complexes.

Financial Implications

Council's Library Car Park is scheduled to be closed to the public for the construction of the Burwood Urban Park Arts and Cultural Centre. The existing parking meter from the car park will be relocated to Burwood Road at the time of the car park closure. As such no new parking meter will be required to be purchased for this location. The cost to relocate the parking meter will be funded from the 2025/26 Parking Operations budget.

The cost to install a new parking meter in Wilga Street, along with ongoing hosting and maintenance services, is based on the current contract with Orikan Group Pty Ltd, which commenced in April 2024 and remains in effect until May 2028. Specific costs have not been

included in this report due to commercial-in-confidence considerations. Funding for these expenses has been confirmed from the 2025/26 Car Parking Operations budget.

Recommendation

1. That Council approve the installation of '2P Metered 9am- 10pm Mon – Sun and Public Holidays' parking restrictions and a new parking meter along the western side of Burwood Road between Wilga Street and Meryla Street.
2. That Council approve the installation of '2P Metered 9am- 10pm Mon – Sun and Public Holidays Permit Holders Excepted Area 3' parking restrictions and new parking meters along the northern side of Wilga Street.

Attachments

There are no attachments for this report.

(Item LTC24/25) Mitchell Street, Enfield - Mobility Parking Space

File No: 25/25429

Report by Traffic Engineer

Summary

Council is seeking to introduce a Mobility Parking Space on the northern side of Mitchell Street opposite 45 Mitchell St, Enfield.

Background

Mitchell Street is an unclassified collector road running east west from Coronation Parade to Burwood Road. Mobility parking is located within Portland Street adjacent to Henley Park and the Enfield Aquatic Centre, however no mobility parking is present along Mitchell Street adjacent to the park. As such representatives of the Burwood Disability Inclusion Advisory Panel have requested the addition of a mobility parking space to service users of Henley Park and surrounds.

Proposal

It is proposed to a Mobility Parking Space on the northern side of Mitchell Street opposite 45 Mitchell St, Enfield. The space will be adjacent to the service driveway which also provides access to the connecting footpath. The proposal will result in the loss of one unrestricted parking space.



Consultation

Given the parking space is located directly fronting Henley Park and will be available for use by any user with a Mobility Parking permit, no consultation was undertaken as part of this proposal.

Financial Implications

It is estimated that the cost of works to install the posts and signs will be \$400.00 and will be funded from the 2025/26 Traffic Facilities budget.

Recommendation

That Council approve the installation of a mobility parking space and corresponding signage on the northern side of Mitchell Street opposite 45 Mitchell St, Enfield.

Attachments

There are no attachments for this report.

(Item LTC25/25) Conder Street, Burwood - New Mobility and Short Term parking restrictions

File No: 25/25713

Report by Manager Traffic & Transport

Summary

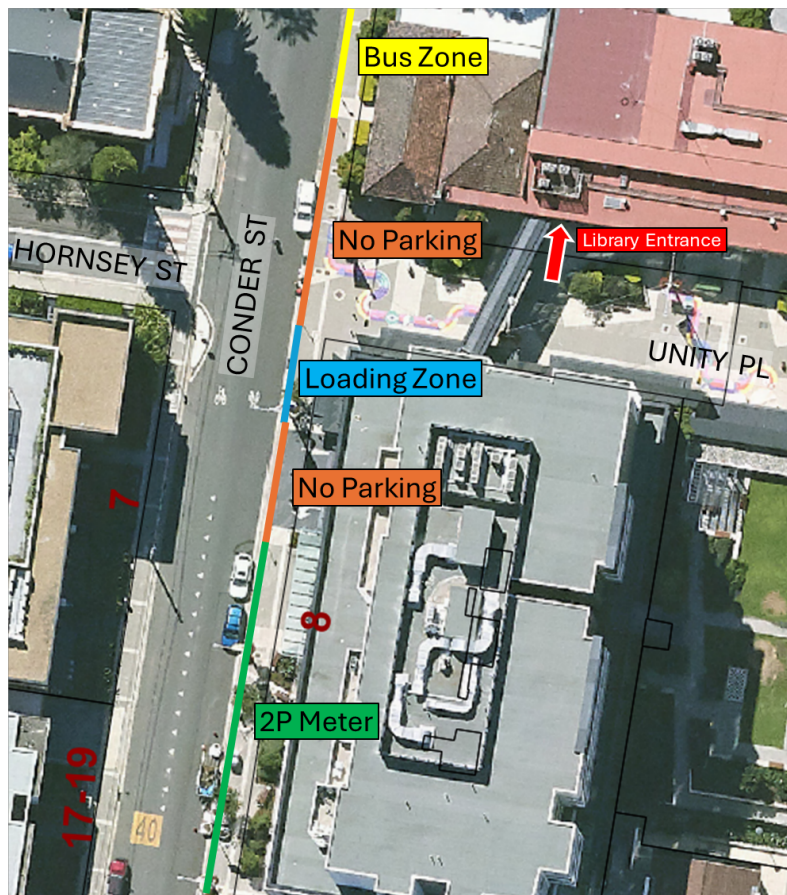
Due to the upcoming closure of the Burwood Library Car park as part of the development of the Burwood Urban Park Arts and Cultural Centre it is proposed to relocate one of the two existing Mobility Parking spaces from the Library Car Park to the frontage of 8 Conder Street. It is also proposed to introduce one short-term (15-minute) parking space in front of 8 Conder St.

Background

The Library Car Park currently provides 57 off-street parking spaces, including two Mobility Parking spaces to support visits to the library and nearby facilities. As part of Council's plans to deliver the Burwood Urban Park Arts and Cultural Centre (BUPAC), the Library Car Park is scheduled to be closed permanently.

To ensure ongoing access for people with limited mobility and retain a convenient short-term parking option for the community, an alternative location for these spaces is required.

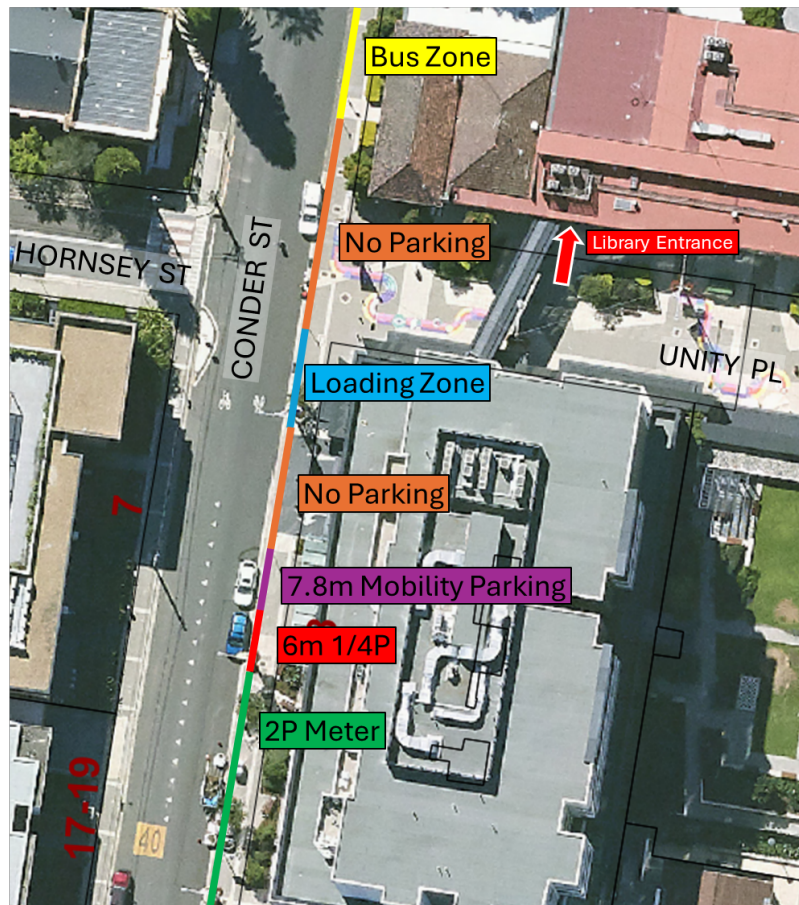
The eastern side of Conder Street currently has a combination of different parking restrictions including a 'Bus Zone', 'No Parking', 'Loading Zone' and '2P Meter 9am – 7pm Mon – Sat and Public Holidays' as shown below.



Proposal

It is proposed to relocate one of the Mobility Parking spaces to Conder Street, in the current '2P Meter' area and in close proximity to the library entrance in Unity Lane. A new '1/4P 9am – 7pm' parking space is also proposed to be installed on Conder Street, to maintain convenient, short-term access for drop-offs, quick visits, and library returns.

The mobility parking bay will be installed in accordance with AS2890.5 with a length of 7.8m and include a kerb ramp to provide access to the footpath. The 1/4P parking space will be installed with a length of 6.0 metres.



The need for a second Mobility Parking space in the vicinity of the Library Car Park will be considered based upon demand and usage of the relocated parking space.

Consultation

Pending approval by Council, notification will be undertaken with affected stakeholders prior to the changes being made.

Financial Implications

The cost of signage and line marking is estimated to cost \$1,100 will be funded from the 2025/26 Traffic Facilities budget. The cost for the installation of the kerb ramp is estimated at \$7,000 and will be funded from the 2025/26 Traffic Facilities Capital Works budget.

Recommendations

1. That Council approve the installation of a 7.8m long Mobility Parking space on the eastern side of Conder Street including all associated signs and linemarkings.
2. That Council approve the installation of a 6.0m long '1/4P 9am – 7pm' parking space on the eastern side of Conder Street.

Attachments

There are no attachments for this report.

(Item LTC26/25) Extension of On-Street Meter Parking Restrictions Hours

File No: 25/26314

Report by Manager Traffic & Transport

Summary

This report provides an update on the six-month trial of the '2P Meter' on-street parking restrictions extension in part of the Burwood Town Centre. The trial extended parking restrictions from '9am–7pm Monday to Saturday including Public Holidays' to '9am–10pm Monday to Sunday including Public Holidays'.

Background

Council approved a six-month trial of extended on-street parking restrictions within selected streets around the George Street car park, including George Street, Elsie Street, Gloucester Avenue, Victoria Street and Park Avenue. The purpose was to address increased demand for visitor parking during evenings and weekends, and to better align on-street restrictions with those of nearby off-street parking facilities.



Prior to the trial, on-street parking operated from 9am to 7pm Monday to Saturday including Public Holidays, while off-street parking continued until 10pm seven days a week. This inconsistency often led to congestion, confusion, and inefficient use of available parking resources.

The trial was implemented for a six-month period commencing 21 November 2024. The extended parking restrictions have been well received and have supported the intended goals of improving parking availability and turnover during evenings and weekends. The consistent operating hours between on-street and off-street parking have helped reduce confusion for visitors and contributed to a more accessible and user-friendly parking environment. The extension has also supported the vitality of the town centre by improving access to businesses and services during busy trading periods. No issues have been raised regarding the change, and the overall response from the community has been positive.

Proposal

Given the successful outcomes of the trial, it is proposed that the extended '2P Meter 9am to 10pm Monday to Sunday including Public Holidays' parking restrictions be made permanent in the trial area.

Outside of the original trial area, the streets with existing '2P Metered' parking restrictions in the Burwood and Strathfield Town Centres are shown in the map below and include, Comer Street, Meryla Street, George Street, Mary Street, Deane Street, Railway Parade, Conder Street, Belmore Street, Burleigh Street, Livingstone Street, Clarence Street, Everton Road, Parnell Street, Lyons Street.

It is proposed that these on-street metered parking areas within the Burwood and Strathfield town centres be monitored for potential expansion of extended parking metered hours in the future.



Consultation

Properties within the trial area were notified of the changes in October 2024. Only two responses were received during the trial period which were against the extension, noting that the changes would make it more difficult for residents who require on-street parking to secure a parking space.

The extended '2P Meter' restrictions were aimed primarily at managing Town Centre visitor parking demand. Residents within the trial area which are a part of Council's Permit Parking Scheme are provided with parking permits that exempt them from adhering to the signposted regulations. These permits allow residents to park without time limitations, ensuring that they have convenient and reliable access to parking near their homes.

For residents who are not eligible for parking permits, they are typically part of developments that include off-street parking facilities. These developments are designed to accommodate the parking needs of their residents internally, thereby reducing the reliance on on-street parking. As a result, these residents will not be impacted by the changes to the '2P Meter' on-street parking restrictions, as they have designated parking spaces within their residential complexes.

Financial Implications

The parking tariffs will remain consistent with Council's 2024/25 Fees and Charges, being \$4.70 per hour between 9am and 7pm, and \$3.00 per hour between 7pm and 10pm, Monday to Sunday.

Recommendation

1. That Council approve making the extended restriction hours (9am–10pm Monday to Sunday including Public Holidays) permanent in the existing trial area.
2. That Council monitor all '2P Meter' on-street metered parking areas within the Burwood and Strathfield town centres for potential expansion of extended restriction hours in the future.

Attachments

There are no attachments for this report.



BURWOOD LOCAL TRAFFIC COMMITTEE

MINUTES OF THE MEETING OF THE BURWOOD LOCAL TRAFFIC COMMITTEE held at the ELECTRONICALLY on Thursday 5 June 2025 commencing at 9:00 AM.

Attendance

Cr John Faker (Mayor) Chairperson
Mr German Barragan, Transport for NSW
Ms Fiona McCulloch, representative for State Member for Strathfield
Mr Michael Pruss, Transit Systems
Mr Michael Takla, Transit Systems
Snr Constable Germaine Grant, NSW Police Service
Mr George El Kazzi, Director City Assets
Mr Roberto di Federico, Manager Traffic and Transport
Mr Jeremy Tinslay, Traffic Engineer

Apologies

There were no apologies.

Declarations of Interest

There were no declarations of interests by Panel Members.

Confirmation of Minutes

That the minutes of the ordinary meeting of the Burwood Local Traffic Committee held on Thursday 1 May 2025, as circulated, be confirmed and signed as a true record of the proceedings of the meeting.

General Business

(Item LTC19/25) Paisley Road, Croydon - Christmas in Croydon

File No: 25/21980

Background

Council's Community & Culture Team is proposing the implementation of a road closure of the section of Paisley Road between Paisley Lane and the cul-de-sac to create a temporary public square to support 'Christmas in Croydon' activation involving live music and engagement. This event will support the local economy, community cultural life and increased opportunities for social interaction.

Recommendation

That Council approve the closure of seven parking spaces on Paisley Road between Paisley Lane and the cul-de-sac between 8.00am on Friday 5th December to 10.00am on Sunday 6th December to support the Christmas in Croydon event.

TfNSW Comment

The event has a minor localised impact on the network and to the non-event community and therefore, the event aligns with the characteristics of a Class 4 event under the SETMP Guidelines. Consider changing the event class for future similar events at this location.

Council Response

Noted for future events.

(Item LTC20/25) Ford Lane, Burwood - Fridays @ Ford Lane

File No: 25/21988

Background

Council has received funding as part of the Permit Plug Play Pilot Program to deliver a series of events at Ford Lane in Burwood's Town Centre area, located just off Railway Parade.

The events will feature live music, art and pop-up food experiences, transforming the underutilised service lane way to a vibrant activated streetscape becoming a dynamic cultural hub. The events will be known as Fridays @ Ford Lane.

TfNSW Comment

The event has a minor localised impact on the network and to the non-event community and therefore, the event aligns with the characteristics of a Class 4 event under the SETMP Guidelines. Consider changing the event class for future similar events at this location.

Council Response

Noted for future events.

Recommendation

That Council approve the temporary road closure of Ford Lane between 10.00am to midnight on the following dates:

- Friday 29th August
- Friday 26th September

- Friday 31st October
- Friday 28th November

(Item LTC21/25) Wilga Street, Burwood - Changes to Parking Restrictions

File No: 25/22868

Summary

In order to address increased traffic flows and congestion in and around Burwood Westfield Shopping Centre, it is proposed to extend the timed 'No Parking' restrictions in front of 11-15 Wilga Street from 'No Parking 10am – 6pm Sat – Sun' to 'No Parking 9am - 7pm Mon - Sun'.

Recommendation

That Council approve the extension of the timed 'No Parking' restrictions in front of 11-15 Wilga Street from 'No Parking 10am – 6pm Sat – Sun' to 'No Parking 9am - 7pm Mon - Sun'.

(Item LTC22/25) Driveway Delineation Lines - Croydon

File No: 25/22880

Summary

In order to address parking concerns along King Edward Street, Wychbury Avenue, Alexandra Avenue and Monash Parade, Council is proposing the installation of driveway delineation lines on the aforementioned streets.

Recommendation

That Council approves the installation of driveway delineation lines on driveways fronting King Edward Street, Wychbury Avenue, Alexandra Avenue and Monash Parade, excluding 20 Wychbury Avenue.

(Item LTC23/25) Burwood Road and Wilga Street, Burwood - Installation of new Metered parking restrictions

File No: 25/23000

Summary

This report outlines a proposal to introduce metered parking along the western side of Burwood Road between Wilga Street and Meryla Street and on the north side of Wilga Street, with the aim to improve vehicle turnover and compliance with parking restrictions in an area experiencing high demand for parking within the Burwood Town Centre.

Recommendation

1. That Council approve the installation of '2P Metered 9am- 10pm Mon – Sun and Public Holidays' parking restrictions and a new parking meter along the western

- side of Burwood Road between Wilga Street and Meryla Street.
2. That Council approve the installation of '2P Metered 9am- 10pm Mon – Sun and Public Holidays Permit Holders Excepted Area 3' parking restrictions and new parking meters along the northern side of Wilga Street.

(Item LTC24/25) Mitchell Street, Enfield - Mobility Parking Space

File No: 25/25429

Summary

Council is seeking to introduce a Mobility Parking Space on the northern side of Mitchell Street opposite 45 Mitchell St, Enfield.

TfNSW Comment

The proposed disabled car space design does not appear to comply with the Australian Standards requirements Council may consider future provision of on street disabled car spaces in line with the Australian Standard

Council Response

It is noted that a dedicated kerb ramp has not been provided and that this will be assessed after installation to determine if it is required.

Recommendation

That Council approve the installation of a mobility parking space and corresponding signage on the northern side of Mitchell Street opposite 45 Mitchell St, Enfield.

(Item LTC25/25) Conder Street, Burwood - New Mobility and Short Term parking restrictions

File No: 25/25713

Summary

Due to the upcoming closure of the Burwood Library Car park as part of the development of the Burwood Urban Park Arts and Cultural Centre it is proposed to relocate one of the two existing Mobility Parking spaces from the Library Car Park to the frontage of 8 Conder Street. It is also proposed to introduce one short-term (15-minute) parking space in front of 8 Conder St .

TfNSW Comment

Parking demand appears to be high at this location, Council may consider implementing time restrictions to the proposed on-street disabled parking space to ensure that equitable access to the space is provided, in line with TfNSW TD - Time Restricted Disability Parking Signage.

Council Response

Noted for future consideration.

Recommendations

1. That Council approve the installation of a 7.8m long Mobility Parking space on the eastern side of Conder Street including all associated signs and linemarkings.
2. That Council approve the installation of a 6.0m long '1/4P 9am – 7pm' parking space on the eastern side of Conder Street.

(Item LTC26/25) Extension of On-Street Meter Parking Restrictions Hours

File No: 25/26314

Summary

This report provides an update on the six-month trial of the '2P Meter' on-street parking restrictions extension in part of the Burwood Town Centre. The trial extended parking restrictions from '9am–7pm Monday to Saturday including Public Holidays' to '9am–10pm Monday to Sunday including Public Holidays'.

Recommendation

1. That Council approve making the extended restriction hours (9am–10pm Monday to Sunday including Public Holidays) permanent in the existing trial area.
2. That Council monitor all '2P Meter' on-street metered parking areas within the Burwood and Strathfield town centres for potential expansion of extended restriction hours in the future.

Notices of Motion

(Item NM3/25) Strengthening International Relations with Nepal

File No: 25/28518

Notice of Motion by Councillor Sukirti Bhatta

Summary

Burwood has a rich and diverse cultural heritage, shaped by both long-established and emerging communities. In recent years, the Nepalese community has become the fastest growing cultural group within the Burwood Local Government Area (LGA). According to the 2021 Census, 7.6% of Burwood residents (3,060 people) were born in Nepal - well above the 1.1% average for Greater Sydney. This significant demographic presence reflects the increasing importance of the Nepalese community in shaping the cultural and social fabric of Burwood.

Since 2022, major Nepalese festivals and cultural events have relocated to Burwood, and several Nepalese community organisations have established their base in the area to better serve and connect with local residents. These developments reflect Burwood's growing role as a hub for the Nepalese diaspora in Sydney.

Recent discussions with community members, Nepalese community organisations and the Hon. Consul of Nepal to NSW, have expressed interest in developing closer ties between Burwood and Nepal, particularly with Kathmandu Metropolitan City.

As Nepal's capital and largest city, Kathmandu is the political, economic and cultural centre of the country. Like Burwood, it is a vibrant and densely populated urban centre where diverse communities converge, small businesses thrive, community and cultural life is valued, and a strong sense of place is balanced with the need for urban growth. Kathmandu Valley is also a UNESCO World Heritage Site, internationally recognised for its commitment to heritage preservation as reflected in its seven monument zones. With Burwood's own emphasis on heritage protection, there is further potential for mutual learning and collaboration.

These shared values and characteristics provide a strong basis for exploring collaboration opportunities or a potential Sister City relationship. Such a connection could foster mutual understanding, cultural exchange, economic opportunities and community engagement for the benefit of our residents.

This motion also reflects the aspirations embedded in Burwood's recently revised 2036 Community Strategic Plan vision: *"Global Spirit. Local Heart. Burwood is a welcoming community – proud of its past, shaped by its diverse people, and connected to the world."*

Operational Plan Objective

- C.1.1 Support and deliver initiatives that encourage social inclusion and community connections.
- C.11.4 Build and maintain strong partnerships and advocate on behalf of the community.

Councillor Sukirti Bhatta to move:

That Council:

1. Investigate collaboration opportunities and the feasibility of a potential Sister City relationship with the Kathmandu Metropolitan City, Nepal, including an assessment of potential benefits, alignment with Council's strategic objectives and relevant policies, and resource implications.
2. Consult with relevant stakeholders, including Council's Multicultural Advisory Committee, community groups, businesses and educational institutions to gauge support and identify collaboration opportunities.

3. Prepare a report outlining the findings and recommendations for Council's consideration at a future meeting.

Council officer's comments:

Council has a [Sister/Friendship Cities and Overseas Delegations Policy](#), which was last reviewed and adopted on 27 July 2015. The Policy outlines the objectives of Council's Sister and Friendship City Program and provides a framework for initiating and managing international relationships.

The current Policy notes that Council has two formal Sister City Relationships and eight Friendship City Relationships, all of which were endorsed by Council between 2002 and 2012 and have not been active for some time. No prior relationships have been established with cities in Nepal.

In addition to assessing opportunities for collaboration with Kathmandu Metropolitan City, this Notice of Motion presents an opportunity for Council to review and update its current Policy and reassess the status and relevance of its existing (but not active) international relationships. Given the Policy's age, a revision is warranted to ensure alignment with contemporary best practice, current strategic objectives, and legislative changes, including the Foreign Arrangements Scheme introduced under the *Foreign Relations Act 2020*.

Research, consultation with relevant stakeholders and a report for Council's consideration can be developed utilising existing resources.

[Recommendation\(s\)](#)

That Council:

1. Investigate collaboration opportunities and the feasibility of a potential Sister City relationship with the Kathmandu Metropolitan City, Nepal, including an assessment of potential benefits, alignment with Council's strategic objectives and relevant policies, and resource implications.
2. Consult with relevant stakeholders, including Council's Multicultural Advisory Committee, community groups, businesses and educational institutions to gauge support and identify collaboration opportunities.
3. Prepare a report outlining the findings and recommendations for Council's consideration at a future meeting.

Attachments

There are no attachments for this report.

(Item NM4/25) Supporting Culturally and Linguistically Diverse Food Businesses in Burwood

File No: 25/28229

Notice of Motion by Councillor Alex Yang

Summary

Burwood has rapidly evolved into a renowned dining destination, attracting visitors from across Sydney and beyond. Celebrated for its diverse and authentic cuisine, Burwood is now home to hundreds of food-based businesses that reflect the rich cultural diversity of our community.

Council plays an important role in regulating our local food businesses by conducting regular inspections to ensure compliance with NSW Food Authority guidelines and legislation. I understand that Council already takes a very proactive approach by maintaining a regular presence within our businesses to ensure everyone's safety, whilst continuing to support the growth of Burwood as a renowned food destination. Council's participation in the NSW Scores on Doors program further demonstrates our commitment to excellence in food safety.

Despite these existing efforts, I have received representation indicating that some new restaurant owners, particularly those from culturally and linguistically diverse backgrounds, may face challenges in navigating Australia's food safety regulations. This is often compounded by language barriers and limited familiarity with local compliance requirements.

To address these challenges, I propose that Council explore opportunities to develop an expanded multi-lingual education and support program for local food-based businesses. Such an initiative would assist business owners in meeting the highest standards of compliance, while positioning Burwood as a dining destination of excellence.

Operational Plan Objective

A.92 Undertake scheduled and responsive inspections of cooling towers, water systems, food, health, beauty and cosmetic premises to identify and respond to risks.

A.94 Deliver campaigns and provide initiatives to support the health of food premises.

Councillor Alex Yang to move:

That Council:

Prepares a report outlining a plan for an expanded multi-lingual food safety education and support program for local businesses, including budget considerations, possible partnerships with multicultural organisations and business support networks, and reports back to Council by August 2025.

Council officer's comments:

Council celebrates the rapid growth and increasing reputation of Burwood as a premier dining destination.

Council officers undertake food inspections to protect public health and ensure food prepared by local food-based businesses is safe, hygienic and complies with legislative requirements. Under the *Food Act 2003 (NSW)* and the *Australia New Zealand Food Standards Code*, Council is authorised as an enforcement agency and is responsible for monitoring and regulating local food businesses.

As noted, Council takes a proactive approach to food safety through scheduled inspections, compliance education initiatives and participation in the NSW Scores on Doors program.

In 2024/25, Council has completed a total of 403 annual inspections of food premises. In cases where food safety standards are not met Council may take enforcement action, including issuing improvement notices, fines or closure orders. These inspections also serve to educate food business operators, promote best practice and support compliance. In addition to scheduled inspections, Council is also required to investigate and respond to all food safety complaints received by members of the public.

Currently, multi-lingual education and support is provided to local businesses in several ways. For example, translated information is provided directly to the business at the site of the inspection, especially for any issues identified. Information is also provided in the electronic inspection report in the language of the business. Council has previously delivered face to face education talks to local businesses in community languages and can offer these at any time with interpreter support.

Council officers can develop an expanded multi-lingual education and support program for local businesses and prepare a report within the requested timeframe. This initiative does align with Council's *Operational Plan* objectives, adopted actions within the *Burwood Multicultural Strategy* and could further strengthen our engagement with the local business community.

Recommendation(s)

That Council prepares a report outlining a plan for an expanded multi-lingual education and support program for local businesses, including budget considerations, possible partnerships with multicultural organisations and business support networks, and reports back to Council by August 2025.

Attachments

There are no attachments for this report.

(Item NM5/25) Offering Residential 240L Waste Services

File No: 25/27815

Notice of Motion by Councillor George Mannah

Summary

With the increasing cost of living and the housing shortage across Sydney, many families are choosing to build secondary dwellings or renovate existing homes to accommodate their children and aging parents.

In some instances, families are in need of additional waste disposal capacity and are applying to Council for additional bins.

Council currently provides households with a 120 Litre Waste bin, a 240 Litre recycling bin and a 240 Litre green waste bin. Council's current practice and exhibited Fees and Charges allow residential properties to apply for a second 120 Litre Bin for \$916. However, Residential Flat Buildings would be able to apply for an additional 240 Litre waste bin for \$1,069. The cost difference for the additional bin capacity appears disproportionate.

Whilst I recognise the need to reduce household waste generation and waste going to landfill, it is important that Council supports the needs of changing households during current economic pressures.

I also note that providing households with an additional 120 Litre bin takes additional space, both within properties and on the kerbside during bin collection day.

I would therefore propose that Council's current secondary bin allocation and exhibited Fees and Charges be amended to allow residential properties to request that their 120 Litre Waste bin be substituted by a single 240 Litre Waste bin, rather than limiting them to requesting an additional 120 Litre Waste bin. I also propose that the fee be reviewed and redistributed between residential properties and residential flat buildings.

Operational Plan Objective

1.1 A welcoming community that cares and looks after each other

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

Councillor George Mannah to move that:

1. Residential properties be permitted to apply for increased waste bin capacity in the form of a single 240 Litre bin, rather than having to request a second 120 Litre waste bin.
2. Staff review the 2025/26 Fees and Charges for increased waste bin capacity provided to residential properties compared with residential flat buildings

Council officer's comments:

Under the Council current fees and charges the only option available for single unit dwellings that require a larger waste service is to request an additional 120 Litre waste bin. This has been the long-standing practice of Burwood Council.

240 Litre waste bins are available within the current fees and charges structure. However, these are currently limited to multi-unit dwellings (flats, larger building with multiple occupancies).

A review of the practices of neighbouring councils indicates a range of services are provided, with some councils providing a single 240 Litre option in place of the option for a second 120 Litre bin.

The Fees charged by each council also vary. It is also noted some councils have fully implemented FOGO, which affects waste collection practices.

Replacing the option of a second 120 Litre bin with an increased bin size of 240 Litre could provide some benefits, including limiting the number of bins on the kerb during collection time, reduced repairs and maintenance costs, as well as reduced lift costs.

A review of the fees for the increased waste capacity would need to take into consideration the additional bin costs, waste disposal and lift rate (charge to empty bins).

Recommendation(s)

That:

1. Residential properties be permitted to apply for increased waste bin capacity in the form of a single 240 Litre bin, rather than having to request a second 120 Litre waste bin.
2. Staff review the 2025/26 Fees and Charges for increased waste bin capacity provided to residential properties compared with residential flat buildings

Attachments

There are no attachments for this report.