



Burwood^{Inc.1874}
Burwood . Burwood Heights . Croydon . Croydon Park . Enfield . Strathfield

Attachments Excluded from Agenda
Burwood Council Meeting
Tuesday, 23 September, 2025
6:00 PM

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Reports to Council

65/25 **Half Yearly Report – January to June 2025**

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Acknowledgement of Country

We acknowledge the Wangal Clan of the Eora Nation, the traditional custodians of the lands on which the Burwood Local Government Area is located. We pay our respects to their elders past, present and emerging. We acknowledge and respect their cultural heritage, beliefs and ongoing relationship with the land.

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Introduction

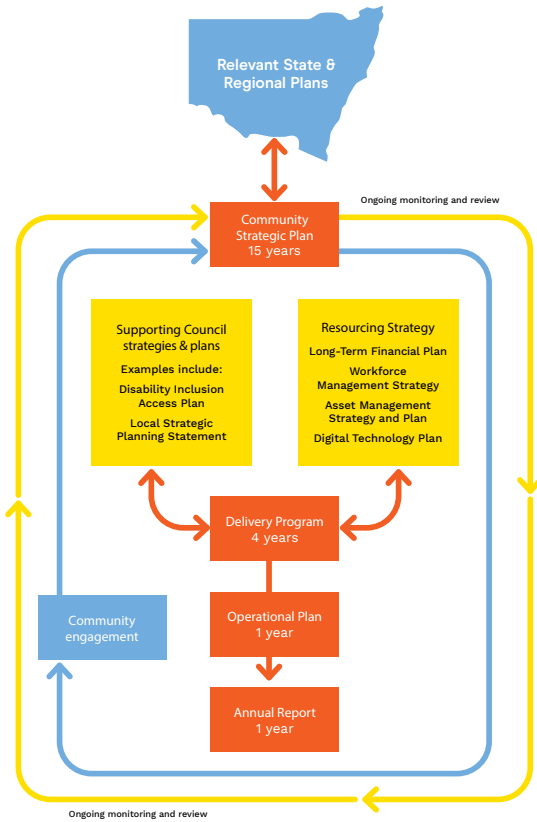
The integrated planning and reporting process

This Half-Yearly Report is part of Council's Integrated Planning and Reporting framework, designed to provide our community with clear, accessible and transparent updates on our progress.

Covering the first half of 2025, this report shows how Council has been delivering on the strategic goals, objectives, and actions set out in the 2022–2026 Delivery Program. The report reflects on achievements, challenges and progress across 140 actions, grouped under five key themes:

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

This report is not just numbers and progress, it's about sharing the story of how Council is working with our community to build a more connected, sustainable, and vibrant Burwood.



Measuring our success

Completed	An action has been completed during the reporting period	124 actions completed
On track	The action is on track for completion as scheduled	13 actions on track
Not due to start	The action is not due to start during the reporting period	3 actions not due to start
Monitor	The action is underway, but may not be completed in time or it has been postponed	0 actions being monitored

Our highlights

This report showcases Burwood's continued momentum across key strategic areas, including cultural development, infrastructure investment, inclusive service delivery, and the positioning of Burwood as a thriving destination, day and night. Key highlights from this reporting period include:

- Creative & Cultural Leadership**
Adopted the Creative Burwood Strategy, mapping over 1,800 cultural assets. Successfully delivered the 2025 Burwood Art Prize, achieving record community participation.
- Major Community Events**
Hosted the Lunar New Year Street Party, attracting over 30,000 visitors with cultural performances, markets, and fireworks.
- Customer & Community Satisfaction**
Achieved over 91% customer satisfaction, enhanced digital services, and engaged more than 6,000 residents through feedback and service ratings.
- Inclusive Infrastructure Investment**
Made significant progress on \$110 million Western Sydney Infrastructure Grant projects, including park upgrades, aquatic facility enhancements, and planning for the new Burwood Culture House.
- Street Tree Planting**
Council continued to deliver its street tree planting program, adding 68 new trees in carefully selected locations to strengthen the urban tree canopy and reduce heat in the local environment.
- Night-Time Economy Transformation**
Secured funding to establish Burwood's first Special Entertainment Precinct, positioning Burwood as one of Sydney's safest and most vibrant night-time destinations.
- Destination Burwood**
Developed a new Investment and Visitation Prospectus, presenting a cohesive vision for the Burwood Town Centre.
- Placemaking**
Prepared Burwood's inaugural Placemaking Framework and established the Burwood Place Management Committee in June 2025.
- Community Support in Action**
Awarded \$60,000 to 16 organisations under the Community Grants Program, supporting community projects that are expected to benefit approximately 8,500 residents.
- Library Innovation**
Extended service access with the Library After Dark trial and launched 24/7 Unity Place Lockers, supporting flexible and inclusive library access for all.



A Thriving Night-Time Economy

It's an exciting time to be in Burwood, as our night-time economy transforms into one of Sydney's most dynamic and safe destinations. Key highlights from the first half of 2025 include:

- Secured \$195,000 in grant funding for the development of Burwood's first Special Entertainment Precinct, designed to support local nightlife and entertainment activities
- Pursued Purple Flag accreditation, submitting a registration of interest to the State Government in an effort to continue positioning Burwood as a recognised safe and vibrant night-time destination
- Secured \$500,000 in State Government funding to deliver event-ready laneways and streets through the Permit Plug Play Pilot Program.
- Endorsed Licence to Play Policy: an innovative, enabling approach to placemaking that will reduce red tape and simplify activation opportunities for businesses and the community.
- Recognised by the Office of 24 Hour Economy Commissioner as a best-practice case study for innovative approaches to growing the night-time economy and recognised in Destination NSW media and marketing as a Sydney ICON in Night Time Economy

These initiatives are creating exciting new opportunities for the community and industry to come together after dark.



Arts, Culture and Connection

Burwood is fast emerging as the cultural heart of Sydney's Inner West. In the first half of 2025, Council proudly:

- Adopted the Burwood Reflect Reconciliation Action Plan, strengthening our commitment to respect and reconciliation
- Launched the Creative Burwood Strategy, mapping more than 1,800 cultural assets across our community
- Delivered the Burwood Art Prize 2025, which attracted a record 475 entries, and featured 3 prizes collectively worth \$25,000. Over 200 attendees were welcomed on opening night

Together, these initiatives are positioning Burwood as a creative capital where culture and community thrive.

Enhancing Community Spaces and Infrastructure

Street trees
Council continued to deliver its street tree planting program, adding 68 new trees in carefully selected locations to strengthen the urban tree canopy and reduce heat in the local environment. Four new palm trees were also planted in Burwood Park.

Road infrastructure
Design and upgrade works were guided by Council's Capital Works Program for transport infrastructure, prepared using the Assetic Predictor model and supported by new condition data captured for transport assets.

Drainage network
A CCTV survey of Council's stormwater assets was undertaken. Reports have been received and reviewed, with the data successfully integrated into Council's Asset Management and GIS system.





Celebrating Youth

The beginning of 2025 saw a strong focus on celebrating and empowering young people in our community.

- Burwood Youth Festival: In collaboration with the Burwood Youth Advisory Group, the festival welcomed 600 people and featured performances from 70 young local performers
- Youth Banners: As part of International Women's Day and Youth Week, 3 Burwood Girls High School students showcased their digital artwork on banners across the LGA, gaining recognition and visibility for their creativity
- Blair Park Mural: 8 students from Burwood Girls High School worked with a professional artist, Christina Huynh, to co-design a mural on the Blair Park water tank, leaving a lasting piece of public art while gaining real-world experience in creative careers



Citizenship Ceremonies

The first half of 2025 has been a significant time for our community, with 3 citizenship ceremonies welcoming 154 new Australians.

Council is honoured to share in this meaningful milestone, marking each individual's official place in Australia's story and celebrating the rich diversity they bring to Burwood.

Financial Sustainability & Revenue

Council remains committed to long-term financial sustainability, balancing local growth with strong fiscal responsibility. Council has delivered the following achievements in the reporting period:

- Diverse revenue streams: Strong performance across parking meters, parking stations, and road permits has supported Council's income base
- Investment income has also remained solid, with interest earnings performing well and rental income from investment properties supported by strong commercial tenants
- Restoration works: These projects have provided a consistent and steady stream of income, contributing to Council's overall financial resilience

Through these measures, Council is ensuring a stable financial foundation to support future investment in services, facilities, and community infrastructure.

Events That Inspire & Connect

In January 2025, Burwood Road came alive for the Lunar New Year Street Party, drawing over 30,000 visitors to the main street and Chinatown precinct. The day featured traditional and modern performances, market stalls, roving entertainers, and a main stage program, ending with a youth-led dance party and fireworks finale. The event celebrated Burwood's cultural diversity and earned the 2025 NSW Dougherty Award for Innovation in Special Events.



Burwood Summer

The Burwood Summer series brought music and community spirit to Burwood Park throughout January.

Highlights included Music by the Pond, showcasing local artists, and the Global Village World Music Concert over the Australia Day weekend, with live performances, dance workshops, and family activities celebrating multiculturalism and summer in Burwood.

ANZAC Day
Burwood's largest memorial event, the ANZAC Day service, began with a march to Burwood Park and official proceedings led by the Burwood ANZAC Commemorative Committee.

A special Defence Force flyover added a memorable tribute. The service offered a powerful moment of reflection and community pride.



Customer & Community experience

Burwood Council remains committed to delivering high-quality, accessible, and responsive services to our community Meeting residents where they are. Highlights include:

- Delivery of 4 Customer Service pop-ups across the LGA, making it easier for residents to access support locally
- High satisfaction results: Achieved 91.22% satisfaction for phone interactions and 96.76% satisfaction for in-person interactions through the mystery shopping program
- Improving accessibility: Optimised Council's website with improved search functionality, greater accessibility, and streamlined processes, reducing 125 online forms to 85.

Listening to our community: The 2025 Customer Experience Survey recorded outstanding satisfaction scores:

- 91% Customer Service
- 100% Library
- 99% Enfield Aquatic Centre
- 86% City Development

Organisation-wide excellence: Council achieved an overall Customer Experience Score of 8.2, based on 6,075 community ratings.



Community support in action

In June 2025, Council awarded \$60,000 to 16 organisations under the Community Grants Program, supporting community projects that are expected to benefit approximately 8,500 residents.

To further strengthen local capacity, a new Grant Support Program was launched, with 32 organisations accessing tailored support, including a grant writing workshop, information sessions, advisory desks, and individual feedback for unsuccessful applicants.

In addition, 17 community requests were supported through Mayoral donations. Council also promoted the availability of ClubGRANTS, developed new funding priorities and supporting evidence resources, and coordinated the upcoming assessment panel meeting.



Recognising our volunteers

Council's Volunteering Program continues to strengthen local organisations by connecting them with dedicated community volunteers. From January to June 2025:

- 221 volunteers were referred to external organisations across the Burwood LGA
- Two Volunteer Information Sessions were delivered
- The annual Volunteer Recognition Awards celebrated the outstanding contributions of volunteers across the community
- Council also delivered four capacity-building workshops: Step into Volunteering, Volunteer Essentials, First Aid for Volunteers and Service Providers, and Inclusive Customer Service Training



Bringing people together

Between January and June 2025, Council partnered with local groups and organisations to deliver 54 community programs and activities across community centres and parks in the Burwood LGA.

These programs spanned fitness, cultural, creative, and social activities, and included:

- Health & Wellbeing: Fitter & Stronger, Zumba, Living Longer Living Stronger, Burwood Walkers, DanceMoves for Seniors, Ballet for Seniors
- Cultural & Creative: Chinese Art and Cultural Dance Classes, Earthbeats Early Childhood Music, Sewing Bee Club, Photography Club, Paper Quilling, Mosaic Crochet, Kids Lion Dancing
- Inclusive Activities: Inclusive dance classes, Go4Fun, Stitch It Don't Ditch It, Colour Blast – All Cricket Program
- Community Connections: Line Dancing, various hobby and creative workshops

Our spaces, your places

Council's community facilities continued to be well-used by local residents, organisations, and groups, providing spaces for connection, events, and recreation.

The Venues and Community Hub had 2,738 bookings over the reporting period, with the Parks collectively receiving 1,830.

These strong booking numbers highlight the important role Council's facilities play in supporting community life, offering accessible spaces for cultural, social, and recreational activities across the Burwood LGA.



Burwood Library



During the reporting period our Library had 71,097 customers visiting, with 111,408 items loaned out.

Burwood Library continues to be one of the most valued community assets, providing access to knowledge, resources, and spaces for connection.

- Unity Place Lockers (launched January 2025): Secure, user-friendly lockers now allow members to collect and return items outside normal hours. Funded by the NSW State Library Local Priority Grant
- Library After Dark Trial (Oct 2024 – Apr 2025): Burwood Library stayed open until midnight on weekdays. As a result, members could access books, computers, Wi-Fi, and study spaces for an additional 644 extra hours, during unstaffed times. Evaluation is underway to assess future plans
- Studio Upgrades at The Hub: Both studios were refurbished with improved soundproofing and functionality
 - Studio 1: Equipped with technology for digital content creation programs in music, photography, videography, and digital art
 - Studio 2: Trialled as a Creative Residency for 8 artists working across various disciplines (e.g. digital art, theatre, music)

Strategic priorities in action

In June 2025, Council adopted the Creative Burwood Strategy, informed by extensive research, cultural asset mapping, and over 1,020 community contributions gathered through Culture Talks, Streets, Walks, Experiences, and an open Cultural Call Out.

Highlights included hosting a second Burwood Culture Talks event in March, bringing together 30+ local creatives for networking, studio tours, and creative spotlight sessions. Council also supported three community-led projects through the Community Grants Program, with four projects funded for 2024–25.

Reconciliation Action Plan (RAP)

Council adopted the Reflect Reconciliation Action Plan in June 2025, co-designed with input from Aboriginal consultants YarnUp and informed by staff, stakeholder, and community engagement.

Key initiatives delivered included:

- Reconciliation Week activities and intercultural engagement
- Cultural Awareness Training for 30 frontline staff and local organisations
- Children's programming and expanded First Nations resources at Burwood Library

Disability Inclusion Action Plan

Council delivered a range of initiatives to enhance inclusion and accessibility:

- A regional Disability Employment Forum with 100+ attendees and a pre-employment horticulture course
- Inclusive Customer Service and Business Communication training workshops
- Quarterly meetings of the Disability Inclusion Advisory Panel, guiding major projects including Burwood Park Inclusive Playspace, Woodstock Sensory Garden, and the Enfield Aquatic Centre upgrade
- Secured a \$528,952 grant for accessible infrastructure at Henley Park
- Ongoing weekly inclusive dance classes and sensory-friendly programs at Burwood Library
- Supported three community-led disability initiatives through the Community Grants Program

Multicultural Burwood

Council advanced delivery of the Multicultural Burwood Strategy, strengthening intercultural connections and celebrating diversity. Achievements included:

- Intercultural events, such as Aboriginal Elders connecting with Korean seniors during Reconciliation Week
- A Harmony Week Connecting Communities lunch with 60+ culturally and linguistically diverse (CALD) individuals and faith leaders
- 20+ cultural celebrations delivered or supported across the Burwood LGA
- A two-day Employment Expo, linking 200 job seekers with services and workshops
- Three bilingual cyber safety workshops for Korean, Mandarin, and Nepalese speakers
- A civic education program for 120 English language students
- Four multicultural community projects supported through Council's Grants Program, with nine funded in 2024–25
- Regular meetings of the Multicultural Advisory Committee, advising on major initiatives including the Community Strategic Plan review, Burwood Culture House, Enfield Aquatic Centre, Metro North Master Plan, and the Creative Burwood Strategy

Burwood Youth Action Plan 2024–2027

Council made strong progress on its Youth Action Plan, delivering programs to support and empower young people. Key achievements included:

- Expanding Youth Week 2025 into a three-hour weekend event co-designed with the Youth Advisory Group, featuring local youth performers
- A Blair Park mural co-created with Burwood Girls students, with student artworks also featured in Youth Week and International Women's Day banners
- Continuation of the weekly Youth Outreach Program, including a monthly trial at Burwood Croydon Uniting Church
- Grants support for a 10-week program helping 12 young adults with disability build independent living skills
- Two additional youth-focused projects funded in 2024–25
- Three Youth Advisory Group meetings, contributing to the Youth Festival and providing input into the Enfield Aquatic Centre and Burwood Culture House
- A new Family Hub pilot launched in June 2025 at Burwood Library and Community Hub, connecting families with local services

Social Research and Emerging Community Needs

Council continued to implement its Homelessness Protocol, ensuring people experiencing homelessness are identified early and connected with housing and health supports. Between January and June 2025:

- 21 cases were flagged and addressed through coordinated multi-agency responses
- Council worked closely with NSW Health, Homes NSW, NSW DCJ, Police, and assertive outreach providers to deliver wraparound support
- Training was delivered to frontline staff to improve identification and referral pathways
- On 24 February 2025, Council coordinated the NSW Homelessness Street Count for Burwood, Strathfield, and Canada Bay LGAs in collaboration with NSW DCJ, contributing to state-wide monitoring and response efforts



Western Sydney Infrastructure Grant Progress

The reporting period saw key progress made across the 11 Western Sydney Infrastructure Grant (WSIG) projects, that will collectively see over \$110 million targeted towards upgrading and expanding community focused spaces and infrastructure across Burwood.

Highlights for this six-month period include:

- Completion of work on our first project, expanding existing green space at both Portland and Russell Streets
- The start of construction for the projects at Woodstock, Henley and Burwood Parks
- An extensive community consultation exercise for the renovation and upgrade of the Enfield Aquatic Centre, which included 12 face-to-face sessions across the Local Government Area and a dedicated webpage specific to the project, including an online community survey which saw over 1,300 unique page views
- Extensive legal, contractual and procurement work has taken place to allow site establishment for Burwood Culture House in the later part of 2025

The remaining projects are in earlier phases of development but have continued to move forward, with the months ahead likely to see key initiation and planning milestones reached.

How we engaged with you

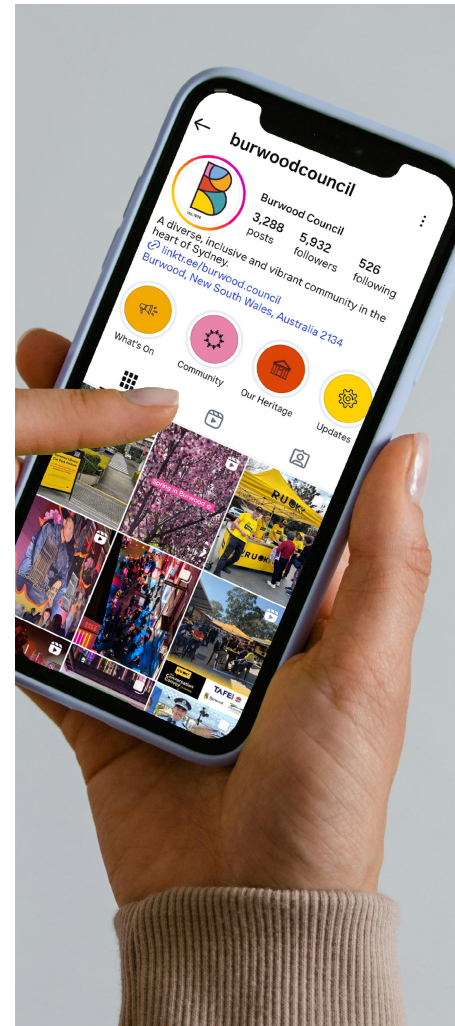
During the reporting period, Council's Participate Burwood website attracted 29,860 views from 12,734 visitors. There were 940 project contributions submitted by 757 contributors, and the platform gained 107 new followers, while Council's main website had 593,629 views in the first half of 2025.

Instagram reach grew significantly, increasing to 138,500 from 59,800, a rise of 131%. Facebook reach also expanded from 207,000 to 276,000 (+33%).

Follower growth remained strong across all platforms, with Instagram gaining 882 new followers, and Facebook 250.

In addition to digital engagement, 2 printed newsletters were distributed to more than 17,000 residents and businesses across the local government area.

Council's multicultural communications continue to strengthen, with WeChat followers increasing from 3,000 to 3,487. This growth supports ongoing efforts to ensure the diverse community remains connected and engaged.



Providing Essential Aquatic Services to Our Community

The Enfield Aquatic Centre (EAC) continues to be one of Burwood's most valued facilities, providing programs and services that engage all ages and abilities.

The Learn to Swim program remains highly popular, with 878 program classes delivered and 2,930 student bookings in the first half of 2025. Recruitment and training initiatives have boosted the number of qualified Swim Instructors to more than 40, allowing Council to expand classes and improve access for the community.

As part of the Western Sydney Infrastructure Grants Program, planning and design for the Enfield Aquatic Centre redevelopment project has progressed significantly. From 23 May to 7 July 2025, Council undertook one of its most extensive community engagement processes on record, directly involving more than 1,300 people. This included online

surveys, stakeholder interviews, advisory group consultations, creative workshops with local students, and 12 community stalls that drew over 500 participants.

Established programs such as Learn to Swim, Squads, School and Holiday Intensives, Pilates, Aqua Fitness and Aqua Zumba remain popular, while four new programs were introduced: Squads Holiday Intensives, Squads Weekend Sessions, a new Preschool Learn to Swim program, and a special holiday fitness schedule. These new additions ensure that the Centre continues to meet the needs of a growing and active community.

Mobile Playvan magic

The Mobile Play Van service continued to be heavily supported by our community with 63 sessions delivered to an estimated 1,886 families and a total number of 5,106 people attending in the first half of 2025.

A Chinese speaking support worker attended eight sessions to engage with non-English speaking carers. Additionally, regular support visits from Centrelink and collaborations with Community Action for Better Living (CABL) and the community information hub provided families with access to information and support services.





Inclusive community & culture



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

Inclusive community & culture cont'd

A welcoming community that cares and looks after each other

Support and deliver initiatives that encourage social inclusion and community connections

Action Code	Responsible Officer Unit	Action	Status	Comments
A.1	Community & Culture	Coordinate Council's Volunteer Program and initiatives to support and recognise volunteering in the community	Completed	Council's Volunteering Program supports local organisations by connecting them with community volunteers. From January to June 2025, Council referred 221 volunteers to external organisations across the Burwood LGA. During this period, two Volunteer Information Sessions were held, along with the Volunteer Recognition Awards to celebrate the contributions of local volunteers.
A.2	Place Management &Communication	Deliver annual awards programs that recognise local community and business achievements	Completed	<p>On 26 January 2025, Council hosted its Australia Day Citizenship Ceremony. The event saw over 70 new citizens welcomed to Burwood, as well as the announcement of the 2025 Local Citizen and Young Citizen of the Year.</p> <p>Nicole Yade, CEO of the Women and Girls Emergency Centre and Detective Superintendent Christine McDonald were awarded 2025 Burwood Citizens of the Year. Aditi Kamath, a dedicated volunteer and Burwood Youth Advisory Group member since 2021 was awarded Young Burwood Citizen of the Year, The winners of these awards will be invited to participate and represent the Burwood community at various events and initiatives throughout 2025.</p> <p>Planning has commenced for the Mayor's Business Commendation Awards to be held in 2025. Council will be appealing to eligible businesses in five categories honouring their long-serving and social contribution to Burwood.</p> <p>Consideration is also being given to the introduction of new categories in line with Council's strategic priorities.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.3	Community & Culture	Deliver capacity building and funding initiatives to support the community sector, including the annual Community Grants, Club Grants and the Councillor's Donation Programs	Completed	<p>In June 2025, \$60,000 was awarded to 16 organisations under Council's Community Grants Program to deliver community projects benefiting approximately 8,500 residents.</p> <p>A new Grant Support Program was launched, with 32 organisations accessing tailored support, including a grant writing workshop, information sessions, advisory desks, and feedback for unsuccessful applicants.</p> <p>Council continues to share funding opportunities and support organisations seeking external grants.</p> <p>Seventeen community requests were supported via Mayoral donations.</p> <p>Council promoted ClubGRANTS availability, developed new funding priorities and supporting evidence resources, and coordinated the upcoming assessment panel meeting scheduled for July.</p> <p>Four capacity building workshops were delivered: Step into Volunteering, Volunteer Essentials, First Aid for Volunteers and Service Providers, and Inclusive Customer Service Training.</p>
A.4	Community & Culture	Implement the Disability Inclusion Action Plan 2022-2025	Completed	<p>Council implemented a range of Disability Inclusion Action Plan actions during the period.</p> <p>Key achievements included:</p> <ul style="list-style-type: none">• A regional Disability Employment Forum attracting 100+ attendees, and a pre-employment horticulture course supported residents with disability.• Inclusive Customer Service and Business Communication training workshops were delivered to enhance sector-wide awareness.• The Disability Inclusion Advisory Panel met quarterly, guiding major projects including Burwood Park Inclusive Playspace, Woodstock Sensory Garden, and Enfield Aquatic Centre upgrade.• A \$528,952 grant was also secured for accessible infrastructure at Henley Park.• Weekly dance classes were held for people with disability.• Burwood Library introduced a sensory-friendly craft school holiday program and sensory elements in baby and toddler story times.• Three community-led disability support initiatives were delivered through Council's Community Grants Program funding.

Inclusive community & culture cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.5	Community & Culture	Implement the Multicultural Burwood Strategy 2024-2028	Completed	<p>Implementation of the Multicultural Burwood Strategy 2024-2028 is well underway, with key highlights including:</p> <ul style="list-style-type: none">Three bilingual cyber safety workshops for Korean, Mandarin, and Nepalese speakers;Inter-cultural events connecting Aboriginal elders with Korean seniors during Reconciliation Week; a 'Connecting Communities' lunch with 60+ CALD and faith leaders during Harmony Week and over 20 cultural celebrations showcasing Burwood's diversity were delivered or supported.A two-day employment expo connected 200 job seekers with support services and workshops.A civic education program was delivered to 120 English language students.Four community-led projects supporting multicultural communities were supported through Council's Community Grants Program, with nine projects funded for 2024-25.The Multicultural Advisory Committee met bi-monthly, advising Council on community initiatives, the Community Strategic Plan review, Burwood Culture House, Enfield Aquatic Centre, Metro North Master Plan and Creative Burwood.
A.6	Community & Culture	Undertake initiatives that address homelessness and the needs of rough sleepers across the Burwood LGA	Completed	<p>Council continued to implement its Homelessness Protocol to ensure rough sleepers are identified and connected with appropriate housing and health supports. During the reporting period, 21 flags were raised, prompting coordinated responses. Council worked closely with key partners including NSW Health, Homes NSW, NSW DCJ, NSW Police and assertive outreach providers to address emerging issues and strengthen wraparound support for those experiencing homelessness.</p> <p>Frontline staff received training on the protocol to improve identification and referral pathways.</p> <p>On 24 February 2025, Council coordinated the NSW Homelessness Street Count for Burwood, Strathfield, and Canada Bay LGAs in collaboration with NSW DCJ, contributing to state-wide efforts to monitor and respond to homelessness.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.7	Community & Culture	Implement the Burwood Youth Action Plan 2024 to 2027	Completed	<p>Council implemented a range of Youth Action Plan actions during the period.</p> <p>Youth Week 2025 was expanded to a 3-hour weekend event co-designed by the Burwood Youth Advisory Group, featuring local youth performers.</p> <p>Burwood Girls students co-created a mural in Blair Park and student artworks were used for Youth Week and International Women's Day banners.</p> <p>The Youth Outreach Program continued weekly, with a monthly outreach trial at Burwood Croydon Uniting Church from March 2025.</p> <p>Council's Community Grants funded a 10-week program supporting 12 young adults with disability to develop independent living skills. Two youth-focused projects were funded for 2024-25.</p> <p>The Youth Advisory Group met three times, focusing on the Youth Festival and planning for the Enfield Aquatic Centre upgrade and Burwood Culture House.</p> <p>In June 2025, Council partnered with local services to pilot a Family Hub at Burwood Library and Community Hub, supporting family engagement with local services.</p>



Inclusive community & culture cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.8	Community & Culture	Implement social research program to identify and address existing and emerging community needs	Completed	<p>Council continued to advance its social research program to better identify and respond to community needs. An audit of cultural and creative assets, supported by extensive engagement, informed the development of the Creative Burwood Strategy and the Creative Burwood Snapshot. Findings from community research also guided funding priorities for Council's Community Grants and ClubGRANTS programs.</p> <p>Ongoing research focuses on understanding the needs of key groups. For seniors, this includes service provider consultation, a healthy ageing focus group in partnership with NSW Health, and mapping of local programs. Research into children and families has commenced with demographic analysis, local profiling, and early service mapping. Council has also initiated preliminary consultation with community sector stakeholders to identify emerging priorities and guide future planning.</p>

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.9	Customer Experience & Business Improvement	Manage the allocation and use of community facilities, venues, parks and sports fields	Completed	<p>Community Facilities usage from 1 January 2025 to 30 June 2025 included the following booking numbers: Burwood Park Community Centre (364), Fitzroy Hall (452), Woodstock (513), George Street Centre (290), The Community Hub (837), Henley Park Community Centre (7) and the Conference Room (135).</p> <p>Sports field usage from 1 January 2025 to 30 June 2025 included the following booking numbers: Blair Park (235), Burwood Park (64), Woodstock Park (22), Flockhart Park (199), Grant Park (28), Wangal Park (53), and Henley Park (918).</p>

Support community resilience initiatives to adapt to changing circumstances

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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.11	Community & Culture	Finalise and implement the Reconciliation Action Plan	Completed	<p>Council adopted the Burwood Reflect Reconciliation Action Plan in June 2025. The RAP was developed through research, relationship-building, cultural awareness training, and stakeholder consultation. The RAP was co-designed by a cross-directorate Working Group with support from Aboriginal consultants, YarnnUp.</p> <p>Engagement to inform the Plan included an internal cultural audit, staff and stakeholder interviews, a Yarning Circle, Culture Talks sessions, and co-design workshops. Cultural Awareness Training was delivered to 30 frontline staff and local organisations.</p> <p>Key initiatives delivered as part of the RAP included Reconciliation Week activities, intercultural engagement events, children's programming, and expansion of First Nations resources at Burwood Library.</p>

Inclusive community & culture cont'd



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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.12	Library & Community Hub	Implement the Burwood Library Strategic Plan	Completed	<p>In January 2025, the library introduced the new Unity Place Lockers, designed to meet the growing needs of our community. These secure, user-friendly lockers allow library members to collect reservations and return items outside regular operating hours. The project was made possible through funding from the NSW State Library Local Priority Grant.</p> <p>Running from October 2024 to April 2025, the Library After Dark trial extended Burwood Library's hours until midnight on weekdays leading to an additional 644 opening hours during this period. The service allowed eligible library members to use facilities including books, computers, Wi-Fi, and study spaces during unstaffed hours. Council staff are currently conducting a comprehensive evaluation of the program's usage patterns, community feedback, and operational considerations to determine the future of the initiative.</p>
A.13	Library & Community Hub	Deliver initiatives that promote and improve access to local heritage	Completed	<p>The library has delivered two history walks over this period: "Unearth the History of Conder Street" and the St Thomas Cemetery Walk (in collaboration with local community members).</p> <p>One exhibit in the Community Hub was delivered featuring contemporary photographs of the Malvern Hill Estate by Nat Hughes. The photos were taken to complement John Johnson's book "The Model Suburb: A History of the Malvern Hill Estate". A book launch was held during May for this book release and was very well received.</p> <p>One talk was held, the topic being: "The Lost Grand Homes of Burwood: The Story of CANFORD". Three smaller displays were held in the library, on the History of Croquet in Burwood, ANZAC Day and the History of the Malvern Hill Estate. The Local Heritage Librarian researched 81 enquiries over this period.</p>

Half Yearly Report - January to December 2025

Inclusive community & culture cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.14	Library & Community Hub	Activate the Community Hub with a range of opportunities that foster belonging and wellbeing	Completed	<p>Three new regular community-driven programs have started in the Community Hub that are community driven, with community members approaching the library wanting to find more ways to connect with others. These include a Chinese Games Meet-Up, a Burwood Board Game Club and the Makers Circle - a space for creatives to meet and learn new crafts together.</p> <p>The Burwood Art Prize saw our biggest public programming offering, with zine workshops, open mics, industry talks, art workshops and more offered over the period.</p> <p>During Seniors Festival, the Hub hosted an event designed to bring seniors together to share their memories of life in Burwood. These stories were recorded and will be made available through the library catalogue.</p>
A.15	Library & Community Hub	Increased opportunities to access diverse technologies through programs and experiences	Completed	<p>Two studios in the Hub have undergone refurbishment, leading to the studios being better soundproofed and fit for purpose.</p> <p>Studio 1 has been fitted out with technology and equipment to provide pathways to learn about digital content creation in music, photography, videography and digital art through various programs.</p> <p>Studio 2 has been trialled as a Creative Residency to support artists with a place to make their art. This trial allows eight artists free access to the studio, with artists working across disciplines such as composing, digital art, theatre design and music.</p> <p>A very successful five-day Virtual Reality program was delivered during the April school holidays. An AI talk for seniors was held in May that was very successful, with the aim to demystify AI and encourage exploration. A further AI talk was held in Korean on Chat GPT. All programs provide access to different or cost-prohibitive technologies that the community might not otherwise have access to.</p>
A.16	Community & Culture	Deliver community programs to promote health, wellbeing and creativity across a range of Council venues	Completed	<p>Council staff partnered with local groups and organisations to deliver 54 community programs and activities across the local government area, held in community centres and parks. Programs included a wide range of offerings such as Fitter & Stronger, Line Dancing, Chinese Art and Cultural Dance Classes, Zumba, Living Longer Living Stronger, Earthbeats Early Childhood Music, Sewing Bee Club, Photography Club, Stitch It, Don't Ditch It, Go4Fun, inclusive dance classes, Burwood Walkers, DanceMoves for Seniors, Ballet for Seniors, Paper Quilling and Mosaic Crochet Workshops, Kids Lion Dancing, and the Colour Blast - All Cricket Program.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.17	Community & Culture	Deliver Council's Mobile Play Van Service in community spaces	Completed	<p>Council's Mobile PlayVan Service continued to provide a high-quality service with 132 sessions delivered to an estimated 4,056 families and a total number of 10,226 people attending. A Chinese speaking support worker attended 16 sessions to engage with non-English speaking carers. Regular support visits from Centrelink and collaborations with CABL and Community Information Hub provided families with access to information and support services. Promotional material continues to enhance community engagement with the service.</p>
A.18	Enfield Aquatic Centre	Western Sydney Infrastructure Grants (WSIG) Program project – undertake planning and design for the delivery of the Enfield Aquatic Centre (EAC) redevelopment project	Completed	<p>The initial community engagement phase for the project was completed, involving 1,300+ people. Engagement activities included:</p> <ul style="list-style-type: none">• Participate Burwood page, attracting 1,866 views, 1,376 unique visitors, resulting in 492 completed surveys.• An independent Customer Experience Survey, by Micromex Research, engaging 100 existing customers.• Seven key stakeholder interviews with user groups, such as Enfield Swim Club, Enfield Life Saving Club, onsite swim schools and local primary schools.• Consultation meetings with Council committees and advisory groups.• Internal staff briefing sessions.• Creative artist-led workshops engaging 115 students from 3 local schools.• 12 community consultation stalls attracting participation from over 526 community members. <p>Council also undertook extensive communications including a letterbox drop to all households in the Burwood LGA, regular articles in the Community E-News and sustained social media coverage throughout the period.</p>
A.19	Enfield Aquatic Centre	Operate and expand Council's Learn to Swim Program	Completed	<p>In Term 1 2025, a record 438 program classes were offered, with 1,635 student bookings and an overall booking capacity of 77.41%.</p> <p>In Term 2 2025, the number of available classes increased to 440, with a total of 1295 student bookings.</p> <p>Growth within the Programs team, supported by our ongoing recruitment initiatives, continues to have a positive impact on bookings. Over 40 instructors are now delivering essential swimming and water safety programs to the local community.</p>

Inclusive community & culture cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.20	Enfield Aquatic Centre	Deliver a range of health, fitness and wellbeing programs to drive visitation	Completed	<div>The Centre has maintained 8 existing programs and introduced 4 new programs to expand options and drive greater visitations.</div> <div>Existing programs:</div> <ul style="list-style-type: none">Learn to SwimSquadsHoliday Intensive ProgramSchool Intensive ProgramRoyal Life CALD Program- Term 1 2025PilatesAqua FitnessAqua Zumba <div>New Programs:</div> <ul style="list-style-type: none">Squads Holiday IntensivesSquads Weekend SessionsNew Preschool Program for Learn to SwimSpecial Holiday Fitness Schedules (Term 1 and Term 2 2025)
A.21	Enfield Aquatic Centre	Undertake Royal Life Saving Aquatic Facility Safety Assessment (AFSA) Audit Program	Completed	The Enfield Aquatic Centre achieved 5-Star Accreditation in their Aquatic Facility Safety Assessment Audit conducted by Royal Life Saving Australia with an outstanding 97% accreditation score and 97% safety score.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.22	Enfield Aquatic Centre	Increase visitations through a range of incentives for the local community	Completed	<div>A variety of incentives were delivered to engage the local community and increase visitations throughout the period including:</div> <ul style="list-style-type: none">Free entry for residents with disability (Wednesdays in December 2024);Free entry for residents 55+ (Tuesdays in January 2025);Free entry for children under 16 (Wednesdays and Thursdays in January 2025);Free entry for local residents for the Australia Day Pool Party (26 January 2025);Extended weekend operating hours (January 2025); andSeniors Festival - free entry and classes (March 2025).

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

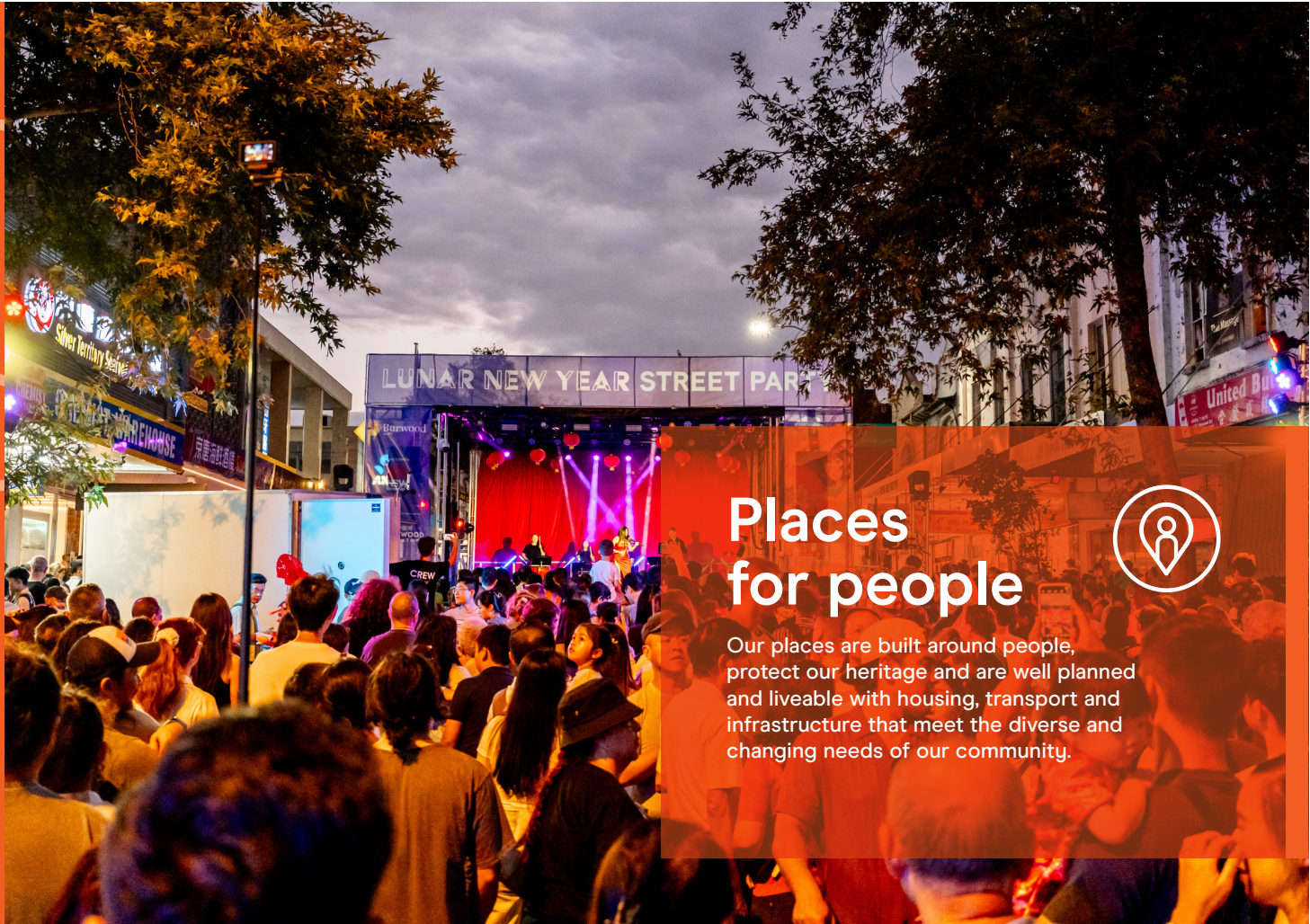
Action Code	Responsible Officer Unit	Action	Status	Comments
A.23	Community Safety	Coordinate Council's CCTV Program	Completed	Council has actioned all CCTV applications within the service level time frame. All CCTV applications dealt with crime offences as listed in the Code of Practice and assisted Police with their investigations.
A.24	Community Safety	Implement initiatives from the Community Safety Plan that improves safety in partnership with NSW Police	Completed	The Safer Burwood Plan identifies a broad range of targeted initiatives by Council and through collaborative partnerships with NSW Police (Burwood LAC), Emergency Services and the community sector. During the period, Council played an integral role in the establishment of a Domestic Violence Hub for women and families seeking support in the Burwood Library and Community Hub. The Domestic Violence Hub brings together a range of community support services, financial information, NSW Police and legal advice in one space on a fortnightly basis. All actions in the Safer Burwood Plan have been completed for the period.

Half Yearly Report - January to December 2025

Inclusive community & culture cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.25	Community & Culture	Implement the Child Safe Standards to become a child safe organisation	Completed	<p>90% of the Child Safe Action Plan 2024/2025 actions have been completed with the remaining 10% currently underway. Achievements to date include:</p> <ul style="list-style-type: none">• An improved system implemented to track all Working with Children Checks.• Child Safety and Wellbeing Policy and obligations incorporated into corporate documents and Council's recruitment and onboarding processes.• Development of a new Children in the Library and Community Hub Corporate Practice 2024• Strengthening child safety provisions in Council's booking process through changes to the Community Facilities and Parks Hire Terms and Conditions; Review of Council's Complaints Management Policy including complaints relating to children and young people; and facility improvements to improve child safety.
A.26	Community & Culture	Deliver Council's ongoing program of civic community ceremonies and events that celebrate local community and culture	Completed	<p>Community events delivered to date include Burwood Culture Streets a 2 week long activation showcasing local arts and culture on Burwood Road (funded by Transport for NSW), a highly successful and expanded Greek Street Fair in partnership with St Necatarios Church, International Day for People with Disability event in Burwood Park, Christmas in Croydon - a weekend long activation (funded by Transport for NSW), Carols in the Park including the Cambridge Markets, Burwood Summer including four Music by the Pond Sessions and the Global Village Music Concert, 4 Citizenship Ceremonies including Australia Day, Lunar New Year Street Party (funded by Transport for NSW), Harmony Day event and the Burwood Youth Festival.</p> <p>Civic Events delivered to date include the Special Sesquicentenary Meeting of Council, the Sandakan Memorial Service, Remembrance Day, ANZAC Day, NASHOS and Greek National Day.</p>
A.27	Community & Culture	Support external partners to deliver community events	Completed	<p>The Events Team has worked with external organisations to provide event planning and delivery support to promote safety and high levels of community engagement for community run events.</p> <p>The following external large scale events were supported in the reporting period: New Impressions Lunar New Year Event (February 2025), Nepalese Holi Festival (March 2025), Vesak Day (May 2025) and Nepalese Youth Festival (May 2025).</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.28	Community & Culture	Undertake events and activities which celebrate Burwood's Sesquicentenary	Completed	<p>Council successfully delivered the final scheduled events and activities celebrating Burwood's Sesquicentenary. This included the Special Council Meeting held on Wednesday 24 July 2024; the completion and distribution of the Burwood Pictorial History publication; a curated Local Studies Exhibition showcasing the Grand Homes of Burwood; and guided history tours led by Burwood Library. The Open Churches Program featured St Thomas' Anglican Church in Enfield and Saint Nectarios Church in Burwood. Additionally, a Miriam Hyde Tribute Concert was held at St Paul's Anglican Church, Burwood, on Sunday 6 October 2024.</p>
A.29	Place Management &Communication	Deliver regular citizenship ceremonies	Completed	<p>Burwood Council places great importance on Australian citizenship. Council hosts ceremonies for local residents who have been approved to become Australian citizens by the Department of Home Affairs.</p> <p>During the reporting period (January 2025 - June 2025) Council held two Citizenship Ceremonies where 89 residents received their citizenship.</p> <p>On 26 January 2025, Council hosted its Australia Day Citizenship Ceremony. The event saw 61 new citizens welcomed to Burwood.</p> <p>Council also held one Citizenship Ceremony on 11 April where 28 residents received their Citizenship.</p>



Places for people



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

Places for people cont'd

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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.30	City Development	Provide efficient, timely development assessment services, including pre-DA support	Completed	In the past 12 months end to end development assessment timeframes have been reduced by approximately 50% from 193 days to 104 days. This is within the 115 days mandated by the Department. This has been achieved through several initiatives including streamlining DA assessment processes of lodgement, allocation, standard template reports, mentoring and developing staff, adopting AI and new technologies where possible and a major restructure that aligned staff skills with roles
A.31	City Planning	Complete Planning Proposal for Gateway Determination including DCP, Public Domain Plan and Infrastructure Plan for Burwood North	Completed	Council evaluated site-specific submissions in March 2025, and submitted all documentation to Department of Planning, Housing and Infrastructure in June 2025 for consideration of adopting The Burwood North Masterplan.
A.32	City Planning	Prepare a scoping report to Council which includes a program of review of the planning framework, including a review of the LSPS, Local Housing Strategy and a comprehensive review of the Burwood LEP 2012 and Comprehensive DCP in order to respond to State led planning policies	Not Due to Start	Preparation of a scoping report for DCP Review is scheduled for consideration in late 2025. The Department of Planning, Housing and Infrastructure is currently reviewing LSPS Framework.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.33	City Planning	Review and update the Burwood Contributions Plan to facilitate appropriate delivery of infrastructure	Completed	<p>An update to Council's Development Contributions Plan to incorporate a Section 7.11 component and provide clarity on the use of funds to assist with administration has been completed, with a new policy adopted and implemented.</p> <p>A Development Contributions Audit has also been finalised, and response actions have been implemented, including a review of contribution payments.</p> <p>A final project plan, resource allocation, and commencement of the strategy review will be initiated in the 2025/26 financial year.</p>
A.34	City Planning	Investigate and prepare options that facilitate the delivery of additional capacity for mid-rise housing in appropriate locations across the LGA	Completed	<p>A series of programs are currently underway to increase housing capacity across the local government area. These include the adoption of the alternate Croydon TOD program in January 2025. Council is also implementing the NSW Government's Low and Mid-Rise Housing SEPP, along with the introduction of the 30% affordable housing bonus scheme under SEPP Housing.</p> <p>In addition, the Housing Delivery Authority's combined State Significant Development Application (SSDA)/Housing Delivery Area (HDA) process is being progressed to further support housing delivery. In line with the Council resolution of May 2025, Council is also progressing work on a precinct plan and a State Significant Development Application (SSDA) for the Burleigh Street Precinct.</p> <p>A specific review and program for mid-rise housing in appropriate locations across the LGA is yet to commence.</p>
A.35	City Planning	Investigate and prepare options that respond to State Government Transport Oriented Development (TOD) SEPP Program	Completed	<p>On 29 January 2025, Burwood Council held an Extraordinary Council Meeting to determine Council's final submission to the NSW Government regarding the NSW Transport-Oriented Development (TOD) Program for Croydon. Council unanimously resolved to adopt Option 4 (as noted in the Council resolution of 29 January 2025) as its alternate response to the NSW Government's TOD program.</p> <p>The adopted option is a refined, lower-density masterplan that increases dwelling capacity under the planning controls to the north of Croydon Station. It also includes the E1 commercially zoned land immediately to the south, known as The Strand, while redistributing any unmet dwelling capacity targets to the adopted Burwood North Masterplan area.</p> <p>The Burwood North Masterplan has been submitted to the Department of Planning, Housing and Infrastructure, and Council is currently awaiting its finalisation. Council is also updating the public domain plan, infrastructure costings, and Development Control Plan (DCP) amendments.</p>

Places for people cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.36	City Planning	Work closely with neighbouring Councils on cross boundary planning issues to ensure Burwood's interests are communicated	Completed	Council collaborated with Strathfield Council on Strathfield Town Centre Masterplan and liaised with Inner West Council on the preparation of Croydon TOD Masterplan.
A.37	City Development	Ensure that design excellence is assessed as part of the development application process	Completed	Council remains committed to championing design excellence by increasing the involvement of the Design Advisory Panel and through the provisions of the Burwood LEP. Staff have also attended several on-site training events, workshops and talks on design excellence. These efforts have enhanced Council's ability to assess design excellence for Council applications, Regional Planning Panel applications and State Significant Development Applications (SSDAs).

Protect our unique built heritage and maintain or enhance local character

Action Code	Responsible Officer Unit	Action	Status	Comments
A.38	City Development	Undertake a heritage assessment of all development applications relating to heritage items or conservation	Completed	<p>Council continues to support the retention and maintenance of heritage within the local government area while balancing the need to create additional housing and meet development demands. To support this, Council currently engages an on-staff heritage advisor to assist with the assessment of relevant applications.</p> <p>To further improve efficiency, Council has obtained additional delegations from the Local Planning Panel, enabling minor heritage applications to be determined under delegation. This approach has significantly sped up assessment times while ensuring heritage values continue to be carefully considered.</p>

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.39	City Planning	Complete Affordable Housing Strategy for inclusion in future comprehensive LEP review	Not Due to Start	A comprehensive review and development of an affordable housing strategy is planned but has not yet commenced. However, provisions are in place to deliver affordable housing through the Housing SEPP, and the Croydon and Burwood North Masterplans

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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.40	Traffic & Transport	Investigate traffic hot spots and implement solutions such as pedestrian refuges, roundabouts or traffic calming devices	Completed	Investigations are undertaken for all requests received for traffic calming devices, parking improvements or pedestrian facilities. In addition, staff identify potential locations for improvements based on accident data provided by the Centre for Road Safety. Proposed locations are presented to the Burwood Local Traffic Committee before being reported to a Council Meeting for adoption. Between July 2024 and June 2025, 51 reports were presented across monthly committee meetings.
A.41	Traffic & Transport	Identify black spots based on accident history and where eligible apply for grant funding for facility upgrades	Completed	<p>A review of crash data for local unclassified roads under the care of Council has been undertaken in conjunction with a Senior Road Safety Engineer from Transport for NSW. The review did not identify any locations for black spot grant funding which met the requirement of the grant for the 2025/26 financial year.</p> <p>Council will continue to review revised crash data as it becomes available, whilst also funding minor road safety upgrades such as pedestrian crossings, pedestrian refuges, speed cushions and raised thresholds.</p>

Places for people cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.42	Traffic & Transport	Undertake a review of parking provisions for required development applications	Completed	All major development applications are referred to Council's Traffic Engineers for review. The assessment of these applications includes ensuring that provisions of off-street parking for motor vehicles and bicycles meets Council's Development Control Plan or relevant State Environmental Planning Policy, and confirming all design standards for parking areas are met. During the period, 42 referrals were completed in relation to traffic and parking for developments.
A.43	Design & Assets	Undertake design and upgrade of road infrastructure to improve performance, lifecycle and accessibility	Completed	The Capital Works Program for transport infrastructure was prepared using the Assetic Predictor model which included the new condition data captured for the transport assets. The Capital Works program is imported into Smartsheets, enabling Council to track and monitor the progress of project design and delivery. Preventative maintenance programs have been developed based on asset condition and are tracked and monitored through smartsheets also.
A.44	Design & Assets	Undertake CCTV camera inspections of Council's drainage network	Completed	A 10% CCTV survey of Councils Stormwater assets has been completed. The reports have been received and reviewed, and the data has been imported into Councils Asset Management and GIS System.
A.45	Property	Undertake review of the condition of Council's building assets	Completed	Council's building asset condition assessment approach has been reviewed and refined. Minor improvements to Council's preventative maintenance schedule are currently underway to enhance asset performance and operational efficiency. Preventative maintenance programs continue to be implemented across Council's building assets portfolio, with condition assessments scheduled for completion in the 2025/2026 financial year.

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.46	City Planning	Review and update Development Contributions and VPA Frameworks to respond to State and Local Planning initiatives which increase density in the LGA	Completed	<p>An update to Council's Development Contributions Plan to incorporate a Section 7.11 component and provide clarity on the use of funds to assist with administration has been completed, with a new policy adopted and implemented.</p> <p>A Development Contributions Audit has also been finalised, and response actions have been implemented, including a review of contribution payments. A final project plan, resource allocation, and commencement of the strategy review will be initiated in the 2025/2026 financial year.</p> <p>A new draft Voluntary Planning Agreement (VPA) policy has been prepared, which included an audit and liaison with ICAC and legal advisors to ensure the policy is fit for purpose and meets current legislative requirements. The draft VPA policy will be reported to Council in Quarter 1 of the 2025/2026 financial year.</p>
A.47	Traffic & Transport	Continue implementation of recommendations of the Traffic & Transport Study	Completed	<p>The Traffic & Transport Study has been finalised and consulted with internal stakeholders as well as Transport for NSW. The study will be used to guide Council in its decision making process moving forward with direct input into areas such as the Works Schedules for the Section 7.12 Contributions Plans, WestInvest Projects and the Draft Active Transport Plan.</p> <p>Actions which have commenced include investigation of alternative cycle routes to and around the Burwood Town Centre and development of a Local Government Area-wide Bike Plan as part of the Draft Walking and Cycling Plan, planning of footpath widening along Burwood Road as part of WestInvest projects, and investigations into necessary upgrades along Shaftesbury Road to designate this as a primary north-south route for general and freight traffic—helping to divert vehicles away from Burwood Road.</p>

Half Yearly Report - January to December 2025

Places for people cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.48	Traffic & Transport	Undertake review of Parking Strategy and continue to investigate parking initiatives to alleviate traffic congestion	Completed	<p>A review of the Burwood Public Parking Strategy has commenced. A draft strategy has been prepared and consultation commenced with internal stakeholders. The strategy will look at several actions to improve parking turnover, decrease traffic generated by circulating vehicles searching for parking and address the impact of high parking demand in residential streets.</p> <p>The expansion of the Burwood Town Centre will be considered as the Burwood North Masterplan continues to take shape, as well as outcomes of the Croydon Transport Orientated Development area.</p>
A.49	Traffic & Transport	Identify and apply for grant funding to implement actions of Active Transport Study	Completed	<p>Preparation of the Walking and Cycling Plan has commenced including internal and external stakeholder consultation. The plan combines aspects of Pedestrian Access Management Plan and Cycleway Plan to enhance the mode share of sustainable transport and improve connections to nearby residential areas, amenities, and open space. Grant applications were submitted for pedestrian and cycling projects via the Get NSW Active grant however Council was unsuccessful. Council will continue to seek grant funding wherever possible.</p>

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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.50	Information Technology	Explore AI and automation opportunities	Completed	<p>Council is expanding the deployment of people and vehicle counting sensors across the Burwood LGA to gather valuable insights into the utilisation patterns of Council amenities, thereby supporting informed and strategic decision-making. Council is also at the forefront of piloting artificial intelligence (AI) platforms to streamline the online assessment of development applications during both submission and approval stages. These innovative solutions are expected to simplify and expedite the development application process while ensuring full compliance with all relevant guidelines and regulatory requirements. Additionally, Council has adopted the "Use of AI Corporate Practice" to facilitate the effective adoption of AI technologies at Burwood Council.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.51	Property	Western Sydney Infrastructure Grants (WSIG) Project – Burwood Urban Park, Arts and Cultural Centre	On Track	<p>The detailed design stage of The Culture House project has been successfully completed, and construction is to commence in the 2025/2026 financial year, with contractor documentation currently being finalised.</p>
A.52	City Planning	Review and update Burleigh Street Masterplan to identify precinct scope and housing development opportunities	On Track	<p>Following the Council resolution in May 2025, Council is also progressing work on a precinct plan and a State Significant Development Application (SSDA) for the Burleigh Street Precinct.</p>
A.53	Place Management & Communication	Deliver place activation projects aligned with Council's Place Management Framework	Completed	<p>Burwood's Inaugural Placemaking Framework launched alongside the formation of the Burwood Place Management Committee in June 2025.</p> <p>Council's Licence to Play Policy was endorsed by Council in March 2025. The Policy represents an innovative and enabling approach to placemaking in Burwood, cutting red tape and streamlining activation opportunities for businesses and community.</p> <p>A new Visitation and Investment Prospectus was finalised and work commenced on Burwood's first Public Space Vision and Action Plan.</p> <p>\$500,000 in funding was secured from Transport NSW as part of the Permit Plug Play Pilot Program for the delivery of enabling infrastructure on Burwood Road, Ford Lane and Clarendon Place, as well as planning for events at Ford Lane.</p> <p>Council received a further \$195,000 for the establishment of its first Special Entertainment Precinct.</p> <p>Council has continued to enable the ongoing closures of Clarendon Place to support the activation of the Burwood Chinatown Night Market.</p>
A.54	Place Management & Communication	Coordinate the delivery of the WSIG program including reporting and the ongoing monitoring and evaluation of projects	Completed	<p>Quarterly reporting, project monitoring and evaluation work remains ongoing with all reports on-track.</p>

Places for people cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.55	Property	WSIG Project – installation of Library Pod in Henley Park	On Track	The Library Pod project continues to align with the EAC Redevelopment project delivery, with key consultants now onboard and the procurement phase still underway. The project architect is engaged and actively working on concept design development. Community engagement sessions are planned for June and July 2025, with community feedback to inform the design process and ensure the facility meets community needs and expectations.
A.56	Design & Assets	Implement Masterplans for major parks and reserves	Completed	Construction is underway for the WestInvest funded projects in Burwood Park, Henley Park and Woodstock Park. Council submitted a grant application to the Office of Responsible Gambling Club Grants for the upgrade of Walsh Ave Reserve Playground. Although the application was unsuccessful, Council will proceed with the project using its own funds and is currently in the procurement stage. Council was successful in securing a \$528,000 Crown Grant for accessible seating upgrades at Henley Park. Completed projects include DIAP seating at Wangal Park, wetland plant management and wayfinding signage, and a retaining wall under the road bridge at Walsh Ave Reserve
A.57	Major Capital Works & Projects	WSIG Project – Henley Park Sports Field upgrade including renewal of turf and spectator seating	Completed	The project is currently in the construction phase. Works completed to date include topsoil removal, installation of irrigation, and installation of the main drainage line for the sports field.
A.58	Major Capital Works & Projects	WSIG project – Burwood Park Inclusive Play Space Project – new inclusive play space, Exeloo, BBQs	On Track	A contractor has been engaged, and works are underway on site. The project is expected to be completed by end of 2025.
A.59	Major Capital Works & Projects	WSIG Project – Woodstock Park Sensory Garden Project – new landscaping, removal of playground and new seating	On Track	Construction works have commenced with a contractor engaged. The project is expected to be completed by end of 2025.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.60	Major Capital Works & Projects	WSIG Project – park expansions at Portland/ Shelley/Russell – New Green Open Space/park	Completed	Construction works are complete. An official opening of the new space is scheduled to take place on 19 July 2025.
A.61	Major Capital Works & Projects	Flockhart Park playground and exercise equipment	Completed	The Flockhart Park Playground and exercise equipment project has been completed.
A.62	Place Management & Communication	Coordinate the provision of stakeholder engagement, interagency collaboration and communication for the delivery of the WSIG program	Completed	Community engagement for baseline measurements has been completed for all active projects. A number of plans have been submitted to the funding for approval, with others currently in development due for submission by the end of June/early July 2025. Consultation commenced on a number of projects including the Enfield Aquatic Centre Redevelopment.





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Sustainable & protected environment

We work together to protect our natural resources and assets to ensure that our impact on the environment is reduced so we and future generations can live in a clean and sustainable environment.

Sustainable 8 protected environment cont'd

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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.63	Operations	Undertake scheduled maintenance program for parks, reserves, playgrounds, sports fields and open spaces	Completed	Council continues to deliver a scheduled maintenance program across major parks including Burwood Park, Henley Park, Wangal Park, Blair Park and, Flockhart Park. Maintenance is undertaken on a consistent cycle, including fortnightly servicing of six sports fields, a three-week cycle for 22 parks and reserves and 28 open spaces, and weekly checks for 23 playgrounds.
A.64	Design & Assets	Implement the Street Tree Management Strategy	Completed	Council has completed the street tree planting program, with 68 new street trees planted in carefully selected locations to enhance the urban tree canopy and help reduce heat in the local environment. In addition, four new palm trees were planted in Burwood Park.



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

Deliver efficiency and innovation in the use of resources

Action Code	Responsible Officer Unit	Action	Status	Comments
A.65	City Planning	Implement the 'big moves' identified in the Sustainable Burwood Strategy including new initiatives to reduce, reuse and recycle waste	Completed	Council commenced promotion of sustainability through FOGO door knock surveys and a customer service questionnaire. Council is working with Envirocom on actions from the Waste Education Plan. Council has also provided feedback on the EPA's draft Waste and Circular Infrastructure Plan.
A.66	City Planning	Investigate the provision of vehicle charging stations across the LGA, including the introduction of new planning controls to encourage electric charging infrastructure	Completed	Council currently has several publicly accessible EV chargers across the LGA. Conditions of consent on new developments are being applied, requiring the installation of EV chargers within development sites. Additionally, an EV grant program from the NSW Government has selected and approved sites across the LGA. Commercial terms have been negotiated for further installation sites with regulatory approvals now being processed. Planning controls for EV stations in public spaces have already been incorporated into the State Environmental Planning Policy (SEPP) for Infrastructure and Transport.

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

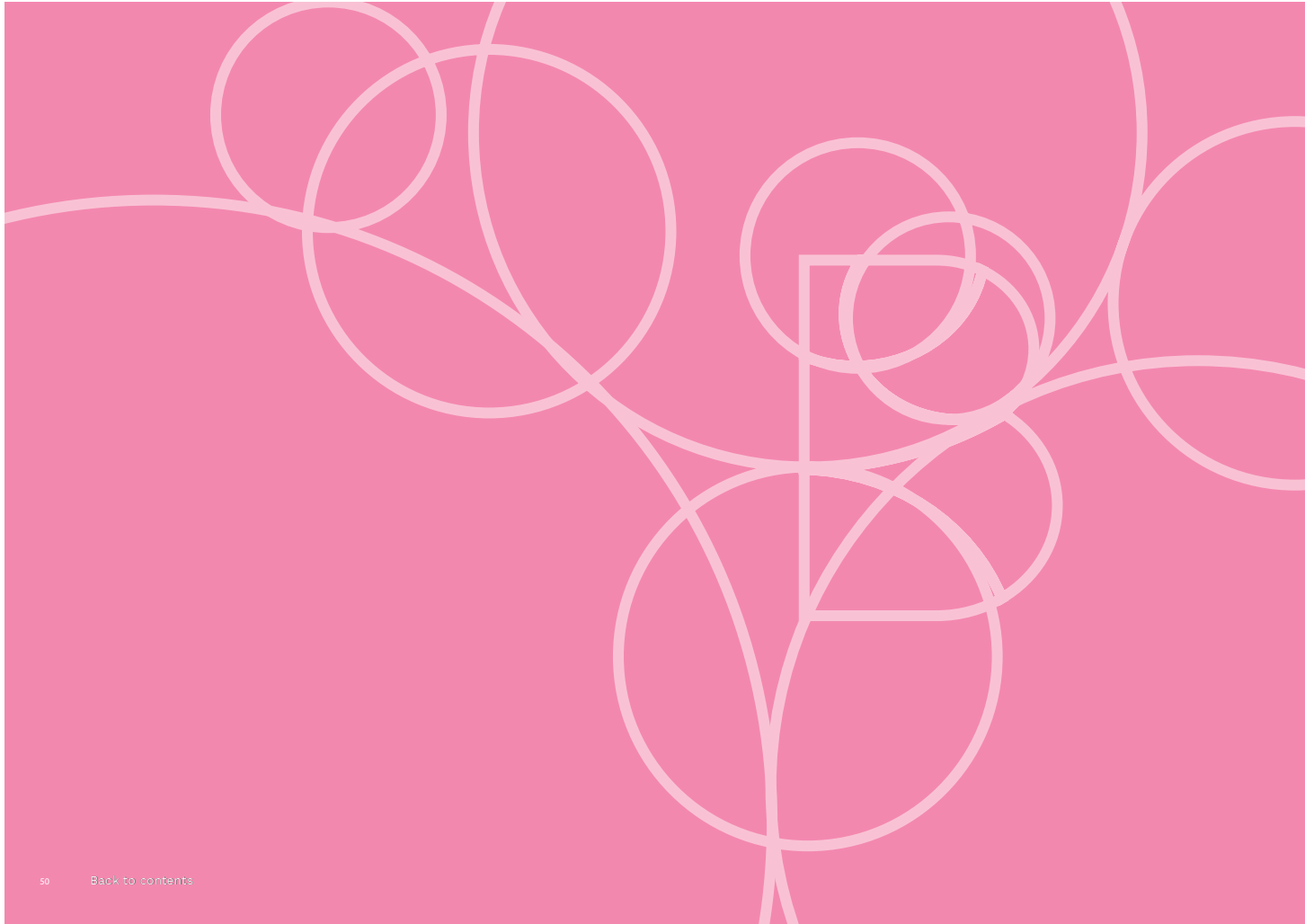
Action Code	Responsible Officer Unit	Action	Status	Comments
A.67	City Planning	Investigate opportunity to develop a Public Spaces Strategy for the LGA	On Track	In the 2025/26 financial year, Council will commence a full review of the Development Contributions Plan and supporting strategies, in line with the Development Contributions Audit and the need for infrastructure to respond to future increases in density. Following the completion of the infrastructure needs strategies, Council will prepare a public domain plan and manual. In the meantime a broader Public Space Vision and Action Plan is being developed by Council.
A.68	Community Safety	Respond to and address complaints relating to building non-compliance	Completed	Council's Community Safety and City Development Team investigated all complaints related to building development works to ensure that building sites are compliant with regulations.

Sustainable 8 protected environment cont'd

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.69	City Planning	Evaluate the results of the current FOGO (Food and Garden Organics) trial and investigate service expansion based on evaluation results	On Track	NSW legislation released in early 2025 mandates the rollout of FOGO by 1 July 2030. The trial area is continuing and options are currently being reviewed. A report will be presented to Council by the end of Quarter 2 in the 2025/26 financial year.
A.70	Operations	Deliver scheduled domestic kerbside waste and recycling collection service	Completed	Every residential premises is provided with a regular scheduled waste and recycling service. Council collected over 852,800 residential bins during the reporting period with less than 0.01% missed collections reported to Council. Waste is collected weekly and recycling is collected fortnightly.
A.71	Operations	Deliver booked and scheduled household waste collection clean up service	Completed	Council continues to deliver regular waste collection clean up services. During the reporting period 2664 collections were completed, including 1632 internal booked collections, 840 mattress collections, and 192 scheduled bulk waste collections.
A.72	Operations	Deliver litter management / removal service for major parks	Completed	Litter management and removal is provided at Council's major parks with 720 litter bins emptied each month.
A.73	City Planning	Utilise bin audit data to provide information encouraging correct recycling practices	On Track	A bin audit of FOGO bins, funded by the EPA, and a separate audit of recycling bins, delivered as part of Envirocom's Waste Education Plan actions, are scheduled for completion in Quarter 1 of the 2025/26 financial year.





Vibrant city & villages



Our business and entertainment precincts are economically sustainable and prosperous where residents, workers and visitors enjoy diverse retail, dining and entertainment experiences and interesting places that are attractive, active and welcoming.

Vibrant city & villages cont'd

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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.74	PlaceManagement &Communication	Undertake marketing and promotional campaigns that promote Burwood as a destination and support local business	Completed	<p>Through a coordinated effort, Council launched a large-scale media campaign to promote Lunar New Year with key media agencies: Concrete Playground and Timeout garnering over 740,000 impressions and over 311 clicks to Council's website from each campaign respectively.</p> <p>Council also formed a Partnership with Destination NSW to feature local businesses in Burwood Chinatown on Weekend Sunrise's "JT Travels NSW". Burwood was also featured in Destination NSW's landmark Feel New Campaign.</p> <p>A new Investment and Visitation Prospectus was developed, providing a cohesive picture of the Burwood Town Centre's potential. Planning has commenced for the official launch.</p>
A.75	Community Life	Coordinate the Shopfront Improvement and Enforcement Programs	Completed	<p>Eighteen applications have been received and reviewed for the Shopfront Improvement Program, with fifteen approved. Funding has been released for nine successfully completed projects. Additionally, two applications were formally withdrawn, and four are pending completion of works before the end of the financial year.</p>

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.76	PlaceManagement &Communication	Undertake research and consult with stakeholders to deliver business support programs	Completed	<p>In June 2025, Council completed and produced a new Investment and Visitation Prospectus, providing a cohesive picture of the Burwood Town Centre's potential, a key tool in promoting Council as a desirable location for investment and business development. Informing its preparation was consultation with the Chamber of Commerce and key industry groups operating both inside and outside of the Burwood LGA.</p> <p>In addition, Council continues to disseminate digital Local and State Government business support information to over 1,400 businesses through regular business e-newsletters and face to face engagement.</p> <p>On 25 October 2024, Council hosted a free networking event at the Burwood Library and Hub as part of NSW Small Business Month, attracting over 50 local business owners. Planning has commenced for the Mayor's Business Commendation Awards and Small Business Month event to be held in October 2025, which will include guest speakers and support information for local business.</p>
A.77	PlaceManagement &Communication	Undertake initiatives that support new economic growth in the Burwood North Precinct and Burwood Town Centre	Completed	<p>Council has prioritised initiatives that enhance the economic vitality of the Burwood North Precinct and Town Centre by encouraging mixed-use developments, targeted sector growth and the diversification of commercial offerings.</p> <p>A key focus has been expanding the night-time economy, with initiatives supporting extended trading hours, cultural and entertainment spaces, and safety enhancements like improved lighting and pedestrian-friendly streetscapes.</p> <p>The closure of Clarendon Place to cars continues to enable the thriving Chinatown Night Markets, strengthening the precinct's cultural and economic appeal. The establishment of Burwood's first Special Entertainment Precinct will further support and diversify the local economy after dark.</p> <p>Collaboration with stakeholders continues to drive investment in growth industries, while smart technology improvements are enhancing accessibility and visitor experiences, ensuring Burwood's regional significance and appeal.</p>

Vibrant city & villages cont'd



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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.78	PlaceManagement &Communication	Implement activities or initiatives that enhance Burwood's night time economy	Completed	<p>Work continues to be underway for the delivery of year two actions relating to the Burwood After Dark Strategy, including place audits and the roll out of new lighting infrastructure.</p> <p>Council has continued to enable the fortnightly closure of Clarendon Place to cars, creating an active pedestrian space for people. Underpinned by its success, Council is introducing a new initiative called Bookable Streets, to enable the commercial hire of the laneway.</p> <p>Council received recognition at the Planning Institute of Australia (PIA) Awards, winning in the Stakeholder Engagement category for the Burwood After Dark Strategy</p> <p>Council secured \$195,000 in funding from the State Government for the establishment of Councils first Special Entertainment Precinct (SEP). Planning has commenced on the development of a new precinct management plan for the designated area, where council will set trading hours and sound conditions to encourage live performance and support vibrant going-out precincts.</p>
A.79	Community & Culture	Develop Sponsorship Prospectus to support the growth of large-scale festivals and events	Completed	<p>The Sponsorship Prospectus was prepared and promoted via the Participate Burwood platform. To date, Council has secured a record \$92,380 in sponsorship to support community events and initiatives, including:</p> <ul style="list-style-type: none">• Club Burwood RSL: \$15,000 for the Burwood Park and Railway Parade Christmas Trees and \$5000 for Burwood Summer• Crowne Plaza Burwood Sydney: \$5000 for Christmas Carols in Burwood Park and \$5000 for Street Tree Festive Lighting on Burwood Road• Holdmark: \$30,000 for the 'Bloom' Lighting Installation in Burwood Park Pond• Burwood Chinatown: \$17,380 and Emerald Square \$5,000 for the Lunar New Year Street Party 2025• Anson: \$10,000 for the Burwood Art Prize.

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Half Yearly Report - January to December 2025

Vibrant city 8 villages cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.80	Community & Culture	Implement Council's public art program to enhance and foster local identity and activate public spaces	Completed	<p>Ten public art projects were delivered over the period including: Burwood Mayors Portrait series in the Conference Room, Uniting Church Mural, Burwood Park Replacement Mural, The Happy Next in Burwood Park, Bloom in Burwood Park Pond, Christmas in Croydon windows at The Strand, Greek Street Fair Pop Up Murals along Ford Lane, Burwood Girls Water Tank Mural in Blair Park, ANZAC Day Crosses Installation in Burwood Park and ongoing relocations of the Wilay Mulaa possum sculptures to Burwood Road, Burwood Library and Unity Place.</p> <p>Five murals for the Ford Lane Transformation Project are well underway, including two accompanying lighting installations.</p> <p>Three new banner artworks were commissioned, including: Walking Together, Culture Connects Banners, 2025 Youth Banners with Burwood Girls High School, Next Stop Burwood Banners with artist Amy Wong. A range of new artworks on hoardings were delivered as part of the Creative Hoarding Program.</p>
A.81	City Development	Facilitate the delivery of public art through private development	Completed	<p>Council's ongoing commitment to public art on hoardings has been demonstrated with new artwork installed on the prominent Burwood Place development site. By working directly with developers Council has been able to mitigate the visual impacts of construction sites and bring art to the wider community.</p>
A.82	Community & Culture	Develop and coordinate diverse arts and cultural programs including the Burwood Art Prize	Completed	<p>In 2025 Council delivered a significantly expanded Burwood Art Prize, achieving a 35% increase in entries (over 400, up from nearly 300 in 2024) and coordinating one of the largest exhibitions to date, showcasing 117 finalist works. Council introduced a new small sculpture category resulting in 14 sculptural finalists, developed a custom 30-second animated video to communicate the new annual theme and delivery of 14 public programs. The Opening Night event attracted a record 250 attendees, marking the largest launch in the Prize's history.</p>
A.83	Community & Culture	Develop and implement the Burwood Cultural Plan	Completed	<p>In June 2025, Burwood Council adopted the Creative Burwood. Guided by a cultural audit identifying over 1,800 assets and documented in the Creative Burwood Snapshot, the process celebrated the people, places and stories that define Burwood. The Strategy was shaped through extensive community and stakeholder engagement with over 1,000 contributions gathered through diverse creative engagements, including a Creative Portrait series, Culture Talks, Streets, Walks, and Experiences, as well as an open Cultural Call Out.</p> <p>Council also hosted a second 'Burwood Culture Talks' event in March 2025, bringing together 30+ local creatives for networking, studio tours, and creative spotlight sessions. Three community-led projects using arts and cultural activities were supported through Council's Community Grants Program, with 4 projects funded for 2024–25.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.84	Place Management & Communication	Western Sydney Infrastructure Grant (WSIG) Program – Burwood Main Street Transformation project	Completed	<p>A Project Management Consultant has been appointed to lead the delivery of the project. The project inception meeting took place in July 2025. Preparation for Community consultation is almost complete, and this process is expected to begin in September 2025.</p>
A.85	Place Management & Communication	WSIG – Deane Street Transformation/Shared Zone Project (Burwood Town Centre revitalisation)	Completed	<p>A Project Management Consultant has been appointed to lead the delivery of the project. The project inception meeting took place in July 2025. Preparation for Community consultation is almost complete, and this process is expected to begin in September 2025.</p>
A.86	Major Capital Works & Projects	WSIG Project – Paisley Road	Completed	<p>A design consultant has been engaged to develop a detailed design and tender documentation.</p>
A.87	Place Management & Communication	WSIG – Strathfield Place-Making Project (Strathfield Precinct Transformation)	Completed	<p>A Project Management Consultant has been appointed to lead the delivery of the project. The project inception meeting took place in July 2025. Preparation for Community consultation is almost complete, and this process is expected to begin in September 2025.</p>
A.88	Operations	Implement scheduled program of sweeping of streets, Council car parks, commercial and town centres	Completed	<p>Council undertakes daily street sweeping of CBD areas. Local streets are swept on a three-week cycle, with 1500 streets swept per quarter. Car parks are swept and litter picked weekly. In total, 6000 streets and carpark swept in the period.</p>
A.89	Operations	Undertake mowing of verges for residents who are pensioners/ with a qualifying medical condition	Completed	<p>Council provides scheduled mowing services for eligible residents who are pensioners or with a qualifying medical condition. New residents are also added to the maintenance schedule upon approval. Mowing is carried out on an eight-week cycle, with approximately 745 nature strips maintained as part of each cycle.</p>

Vibrant city & villages cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.90	Operations	Deliver the Safe and Clean Program across key town centre locations	Completed	<p>The Safe and Clean Service continues to be delivered in the Burwood CBD and surrounding satellite shopping centres, including Strathfield, Croydon, Enfield and Croydon Park Business Districts.</p> <p>On a quarterly basis, the service achieves:</p> <ul style="list-style-type: none">• 4800 instances of street litter collection• 184 posters removed• 3600 small spills cleaned• 1050 shopping trolleys collected• 2100 graffiti removals• 15,120 bins wiped down

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.91	Community Safety	Carry out a regular program of inspections of development sites to ensure compliance with safe and sustainable practices	Completed	All building sites were patrolled daily during the period. All building sites are monitored and enforced against all provisions to ensure compliance with the legislative requirements
A.92	Community Safety	Undertake scheduled and responsive inspections of cooling towers, water systems, food, health, beauty and cosmetic premises to identify and respond to risks	Completed	Council's Environmental Health Team have inspected and regulated all activities under their delegations including food premises, Boarding Houses, Restricted Premises, Underground Petroleum Storage Systems, Cooling Towers, Hair Salons, Beauty Salons and Skin Penetration businesses. These inspections are conducted at least annually and upon any complaint. More than 614 inspections were conducted during the period.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.93	Community Safety	Conduct regulatory inspections of health (pollution-land/water/air/noise), overgrown vegetation, boarding houses, water drainage and tree regulatory functions	Completed	Council's Community Safety Team conduct proactive and reactive patrols of the LGA to ensure that all premises are complying with the relevant provisions relating to pollution matters (land/water/air and noise), overgrown vegetation, boarding houses, water drainage and tree activities.
A.94	Community Safety	Deliver campaigns and provide initiatives to support the health of food premises	Completed	Boarding Houses, Hair, Skin & Beauty Salons, Scores on Doors, and Cooling Towers. Ongoing one on one education was provided to individual business owners during the annual Health Inspection Program.
A.95	Traffic & Transport	Undertake road safety campaigns and run targeted programs and initiatives to promote safety around schools and town centres, pedestrian and cycling safety	Completed	<p>Several Road Safety Programs are run each year with an aim of reducing accidents & educating the public on road rules & behaviour improvements. These programs include:</p> <ul style="list-style-type: none">• #OnTheRoad – A social media engagement program with targeted posts each Monday on local areas of concern.• Slow Down Campaign - Targets streets which have a percentage of recorded accidents which were contributed to speed.• Child Safety Restraint Check Program - Provides free installation and checks of any child seats by a qualified installer. Child restraint fitting days were run each month from August 2024 to June 2025.• Graduated Licensing Scheme – Workshops designed to support learner drivers and their supervising parents or carers. Workshops were held online in November and March.• Safety Around Schools program - Includes weekly email outreach and engagement through school newsletters, along with regular visits to school pick-up and drop-off zones to promote a safer road environment around schools.

Vibrant city 8 villages cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.96	Community Safety	Provide information and relevant campaigns to raise community awareness of companion animal responsibilities	Completed	Council's Community Safety Team conduct educational programs throughout the year to ensure that all companion animal owners are aware of the provisions relating to responsible pet ownership.
A.97	Community Safety	Undertake compliance inspections on dangerous and restricted dogs	Completed	Dangerous and restricted dog inspections are conducted annually to ensure that they are complying with the provisions. All annual inspections ensure that dog owners have complied with the Companion Animals Act.
A.98	Operations	Deliver services to address illegal dumping and graffiti in public spaces	Completed	Council continues to deliver programs to reduce and manage illegal dumping, graffiti and abandoned trolleys in public spaces. Abandoned trolleys are collected in coordination with the relevant commercial retailers. Between January and June 2025, 75 square metres of graffiti were removed from Council-owned property and infrastructure.
A.99	Operations	Maintain and clean the stormwater drainage network and clear blocked pits	Completed	Council's Civil Maintenance team is continuously cleaning and maintaining the drainage networks across the Burwood LGA. The area has been divided into zones for the civil team to inspect, clear blockages and undertake necessary drainage works. Pits in high catchment areas are cleaned monthly in accordance with the Smart Sheet schedule. Between January and June 2025, 350 lineal metres of drainage lines and 400 pits were cleaned and maintained. In addition, Council's four Gross Pollutant Traps (GPTs) are serviced on a six-monthly cycle.





Open & collaborative leadership



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

Open & collaborative leadership cont'd

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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.100	PlaceManagement &Communication	Utilise a range of channels and new forms of communication to keep our community informed and enhance Council's reach and reputation including information drop-in sessions, online surveys, Mayoral street meetings and focus groups	Completed	<p>During the reporting period, Council's engagement platform Participate Burwood attracted significant participation with 29,860 views from 12,734 visitors. There were 940 project contributions submitted by 757 contributors, and the platform gained 107 new followers. Council's website garnered 593,629 views. 25 e-newsletters were emailed to over 10,000 subscribers. Facebook impressions increased to 790,125, representing a 171% rise, while reach grew to 594,446, an increase of 236%. Instagram impressions rose to 643,518, up 342% and reach climbed to 386,871, a 289% improvement. The platform also gained 1,040 new followers, marking a 29% increase.</p> <p>Two printed newsletters were distributed to more than 17,000 residents and businesses across the local government area. Council's multicultural communications continue to strengthen, with WeChat followers increasing from 3,000 to 3,487. This growth supports ongoing efforts to ensure the diverse community remains connected and engaged.</p>

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

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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.101	People & Performance	Undertake corporate planning and reporting	Completed	<p>All corporate planning and reporting requirements for the period have been completed. During the reporting period, the following corporate planning reports or plans were submitted to Council:</p> <p>Half-yearly report;</p> <ul style="list-style-type: none">• Updated Community Strategic Plan – Burwood 2036;• Delivery Program 2025-2029 and Draft Operational Plan 2025-2026;• Fees & Charges 2025-2026; and• Resourcing Strategy 2026-35. <p>On Monday 23 June 2025 Council officially adopted the new suite of Integrated Planning and Reporting (IP&R) documents that will guide Burwood's direction over the coming decade.</p>
A.102	Governance & Risk	Ensure all public information is accessible and made available in a timely manner	On Track	<p>Work has progressed well on the policy review program, with a focus on high-risk policy areas and those required to be reviewed within 12 months of an election. GIPA volumes remained high and completion rates were impacted by staffing. 65 formal and 68 informal GIPA requests were received with 92% and 88%, respectively, completed within 20 working days.</p>

Open & collaborative leadership cont'd



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

Action Code	Responsible Officer Unit	Action	Status	Comments
A.103	PlaceManagement &Communication	Undertake comprehensive community engagement programs to seek community input on Council projects, operations, initiatives and major decisions	Completed	<p>During the reporting period, Council exhibited 55 projects on Participate Burwood that attracted 31,505 views by 14,989 visitors. There have been 1,030 project contributions by 834 contributors and 112 new followers.</p> <p>Averaging 5x posts a week, online audiences are consistently encouraged to provide feedback and participate in engagement activities with Council on major projects.</p> <p>Council has continued the delivery of Community Engagement Strategy actions with a focus on partnering with our community, strengthening Council's approach, educating and empowering and building trust.</p> <p>Council has delivered a number of engagement programs associated with the delivery of the Western Sydney Infrastructure Grants Program.</p>
A.104	Community & Culture	Facilitate interagency networks and advisory committees to provide opportunities for collaboration and participation	Completed	<p>Council delivered or supported 25 interagency, advisory groups, and initiatives.</p> <p>Council's Multicultural, Youth and Disability Inclusion advisory groups guided key strategies and projects including review of the Community Strategic Plan, Burwood Culture House, Metro North Master Plan, Creative Burwood, All Abilities Playground, Sensory Garden, and Enfield Aquatic Centre Upgrade. The Burwood Youth Advisory Group collaborated to deliver the 2025 Youth Festival.</p> <p>The Burwood Region Child and Family Interagency engaged 60 sector workers - key initiatives focused on population health trends, domestic violence, and disability awareness. Council also led or contributed to regional networks on multiculturalism, dementia, elder abuse, and volunteer coordination. Key partnerships included: Seniors Expo involving 27 organisations; World Elder Abuse Awareness Roundtable with Faith Leaders; healthy ageing, gambling harm, and school readiness projects with Sydney Local Health District.</p>
A.105	Finance	Comply with financial management responsibilities to promote transparency and accountability	Completed	<p>Council has successfully prepared the Annual Budget along with the Long Term Financial Plan for 2025-26.</p>

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Half Yearly Report - January to December 2025

Open & collaborative leadership cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.106	Finance	Implement and monitor appropriate investment strategies and prepare monthly investment reports	Completed	<p>Council has developed an Investment Strategy and Investment Policy through a third-party Investment Advisor and investments are regularly reviewed for effectiveness.</p> <p>Council invests surplus funds with various financial institutions during the year. These invested funds have been receiving at least 0.25 basis points above the RBA official rate at the time of investing.</p> <p>Finance staff ensured that all invested funds are in secure financial instruments and that Council were made aware of invested funds through a monthly report tabled at Council meetings in accordance with legislative requirements.</p>
A.107	Property	Manage Council's property portfolio to optimise financial returns from Council owned properties	Completed	<p>The property portfolio has achieved near-complete occupancy and generated significant revenue growth through strategic lease negotiations and the creation of new innovative revenue streams. Several strategic property acquisitions have been investigated during the reporting period, with a key strategic landholding in Burwood currently being pursued.</p>
A.108	Governance & Risk	Sustain the Audit Risk and Improvement Committee (ARIC) to provide independent oversight and support continuous improvement	Completed	<p>The Audit Risk and Improvement Committee met twice between January and June 2025 and fully met the requirements of it's Charter.</p>
A.109	Governance & Risk	Fully embed new internal audit function arrangements as per Internal Audit Charter	Completed	<p>The ARIC met on two occasions between January and June and considered business in accordance with the agreed work plan. An internal audit program and a strategic plan consisting of a 4-year rolling plan of internal audits remains in place, although unplanned staffing shortages have impacted progress in early 2025. A refresh of the risk management framework is almost finalised and the General Manager will be able to attest to compliance, with minor exceptions, as at 30 June 2025.</p>

Action Code	Responsible Officer Unit	Action	Status	Comments
A.110	Governance & Risk	Deliver a program of internal audits	On Track	<p>The annual Cyber Security audit was completed. Unplanned staffing shortages impacted the delivery of additional internal audits; however, future audits are being planned for the capital works program, WHS management and volunteer management.</p> <p>The RMAT audit run by State Records NSW is no longer run every year, meaning it was not required to be completed in 2025, as originally planned. The next RMAT is expected in March 2026.</p>
A.111	Governance & Risk	Develop a Records Management Strategy based on insights from Records Management Assessment Tool analysis	Completed	<p>A new Records Management Strategy, centered on achieving excellence in the function, has been successfully completed. The resulting plan includes five work streams aimed at generating efficiencies and improvements to service delivery.</p>
A.112	Governance & Risk	Records digitisation program refreshed and continuously improved in conjunction with management of commercial off-site storage arrangements	Completed	<p>As part of Council's new Records Management Strategy, a five-year 5 digitisation program has commenced, with progress to be tracked in coming financial years.</p>
A.113	Governance & Risk	Review and implement improvements to Council's Risk Management Framework	Completed	<p>Council's Risk Management Framework was revised and adopted by the Executive Team following endorsement by the Audit Risk and Improvement Committee. Overarching Policy and Risk Appetite Statement to be reported to Council in July 2025 for formal adoption of those components.</p>
A.114	Governance & Risk	Review and update framework for management and control of delegations and authorisations	On Track	<p>Delegations were routinely reviewed and the Delegations Register updated in response to organisational and legislative changes throughout the year. A number of "housekeeping" reviews were conducted for individual teams to ensure delegations remain relevant and accurate.</p>
A.115	Governance & Risk	Revitalisation of legislative compliance framework	Not due to Start	<p>This task has been rescheduled to be carried out in the 2025-26 financial year in line with the roll out of an online system.</p>

Open & collaborative leadership cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.116	Governance & Risk	Review of incident and claims management business processes	On Track	The review of claims processes is ongoing, with several paper forms being reviewed and updated, retired or turned into e-forms. However, completion of the review has been impacted by unplanned staff changes and shortages. The key officers involved in claims processes have collaborated to share knowledge, clarify responsibilities, identify process improvements and develop strategies for addressing high claims areas.
A.117	Governance & Risk	Fraud and corruption prevention framework reviewed	Completed	The Fraud and Corruption Policy was successfully revised, with a new Fraud and Corruption Control System developed and an implementation plan prepared. Feedback was sought and received from both Council's Audit Risk and Improvement Committee as well as ICAC. The framework was tabled at the June 2025 Council meeting for endorsement of the public exhibition stage and will be reported back to Council in July 2025 for formal adoption.
A.118	Governance & Risk	Complaints management framework reviewed	Completed	The Complaints Management Framework has been successfully reviewed, with a new policy and supporting procedures presented at the June 2025 Council Meeting for approval to proceed to public exhibition. Following the exhibition period, the final documents will be presented for adoption at the July 2025 Council Meeting. Key staff have been trained, and an implementation plan has been developed to support the rollout of the updated framework.
A.119	Procurement	Undertake internal procurement audits and spot checks to monitor efficiency and compliance	Completed	Regular audits of Council's procurement activities were conducted throughout the period with several minor issues identified and corrected, including the improvement of business processes when necessary.
A.120	Governance & Risk	Deliver a progressive and accountable framework to support the elected body of Council and individual councillors	Completed	Local Government Elections and onboarding activities were successfully completed. Five ordinary meetings and two extraordinary meetings were held. Seven Councillor briefings sessions were held, covering 13 topics. Councillor professional development activities are ongoing.
A.121	Governance & Risk	Deliver a progressive and accountable framework to support the Burwood Local Planning Panel	Completed	The Burwood Local Planning Panel met four times between January and June 2025 and achieved 100% compliance with directions.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.122	Procurement	Carry out procurement training including refresher training to ensure Council's procurement activities are efficient and effective	Completed	Initial and refresher procurement training was delivered in line with NSW Local Government procurement guidelines to ensure compliance with legislative requirements and Council's internal policies. Council-wide procurement capability was further developed by delivering practical, role-specific training to 69 staff, including the use of procurement systems, Procurement Corporate Practice and procedures.
A.123	Information Technology	Implement Cyber Security Mitigation Strategies and security controls in line with Essential 8 Maturity Level 1	Completed	Council has deployed advanced security solutions, including vulnerability scanning, application whitelisting, Privileged Access Management (PAM), and Security Information and Event Management (SIEM) systems. A comprehensive assessment of Council's security standards and processes has been conducted against the Australian Cyber Security Centre (ACSC) Essential Eight Maturity Level 1 benchmarks. Identified gaps have been addressed with the objective of achieving compliance with Maturity Level 1, thereby ensuring that Council's infrastructure remains robust and resilient against cyber threats. A detailed assessment of all implemented controls is scheduled for the 2025-26 financial year.

Deliver innovation and excellence in customer experience and service delivery

Action Code	Responsible Officer Unit	Action	Status	Comments
A.124	Customer Experience & Business Improvement	Ensure Council service standards reflect community expectations and customers are attended to in line with service standards	Completed	<p>During the period from 1 January 2025 to 19 June 2025, the number of customers served at the Customer Service counter was a total of 677 with 85.38% being served within 3 minutes.</p> <p>The number of calls handled by Customer Service was a total of 13,513 with 85.60% answered in less than 40 seconds.</p> <p>The number of Web Chats handled by Customer Service was 533 and the Call Centre Experience was provided to 24 new staff during this period.</p>

Half Yearly Report - January to December 2025

Open 6 collaborative leadership cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.125	Customer Experience & Business Improvement	Monitor and report on Customer Feedback Program to track real-time satisfaction with Council services including Enfield Aquatic Centre	Completed	Customer feedback devices and a feedback mechanism on staff email signatures provides an ongoing voice for the customer and a benchmark for Council to measure customer experience. During the period of 1 January 2025 to 19 June 2025 Council received an overall Customer Experience Score (CX) of 8.2 based on 6075 ratings across the organisation.
A.126	Customer Experience & Business Improvement	Conduct Mystery Shopping Program across Council	Completed	The 2025 Mystery Shopping program has been the largest Council wide program since its inception with a total of 110 staff mystery shopped - 90 telephone and 20 in person visits. Council achieved the combined overall score of 91% phone calls and 96% in person visits. This was the first time 15 managers were included in the mystery shopping program.
A.127	Customer Experience & Business Improvement	Deliver pop up Customer Experience stalls to reach customers who do not ordinarily interact with Council and increase knowledge of Council services	Completed	Council's Mobile Customer Service Team delivered 4 Customer Service pop up stalls over the last 6 months at various locations including Burwood Park, The Strand Croydon, Henley Park and at Council events. The team assisted customers with payments, clean up bookings, E-Permits, venue bookings and general enquiries.
A.128	Information Technology	Implement digital customer experience enhancements	Completed	A comprehensive review and upgrade of digital displays at all Council sites has been completed. Council has implemented a state-of-the-art, cloud-based digital signage solution to streamline the management of displays across all locations. Further service enhancements are planned for introduction in the upcoming financial year 2025-26.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.129	Information Technology	Introduce automation to improve customer response times and reduce human error	Completed	Council has implemented an automated system to manage customer enquiries received through the "Before You Dig Australia" (BYDA) platform, facilitating timely email responses and providing access to copies of these replies via the BYDA website. This enhancement has streamlined communication and enhanced transparency for customers seeking information on underground infrastructure. Council has introduced an option for ratepayers to opt in to receive rates notices via email, supporting a more efficient, cost-effective and sustainable service delivery.
A.130	Customer Experience & Business Improvement	Implement the Customer Experience Strategy	Completed	The Customer Experience Strategy 2024 - 2027 was developed through an extensive process of research, data analysis, customer feedback and community engagement. During the period 10 actions have been completed in the Year 2 Action Plan, including the biannual Customer Experience Survey for Customer Service, Enfield Aquatic Centre, Library and City Development.
A.131	Customer Experience & Business Improvement	Implement service review program as per the schedule to deliver improved services and efficiencies	Completed	An initial review of the Burwood Council website has been conducted with a comprehensive discovery phase. The discovery phase involved setting up meaningful analytics, analysing how users engaged with the site, interviewing a range of stakeholders, and observing how both staff and the community navigate and interact with the website in order to build an optimisation roadmap. The review is now progressing with optimising Burwood Council's website to enhance user experience, accessibility, and overall performance. An initial service review of Council Community Programs has commenced in relation to the costs/benefits of Council run community programs in hireable spaces. The Library After Dark trial was completed in April 2025, a review is underway to determine the most cost effective model for the delivery of this program into the future.
A.132	Procurement	Review and streamline procurement business processes, forms and templates	Completed	The implementation of a new Procurement IT system has delivered streamlined business processes and created significant efficiencies across the organisation. The creation of updated training materials and the onboarding of all users, particularly through role-specific training, ensured staff were equipped to adopt new processes confidently.

Open & collaborative leadership cont'd

Action Code	Responsible Officer Unit	Action	Status	Comments
A.133	Information Technology	Rationalise and integrate the information systems used in the delivery of Council services	On Track	Council is in the process of implementing a purpose-built online Enterprise Resource Planning (ERP) solution, incorporating advanced artificial intelligence capabilities. This innovative system is designed to enhance Council's service delivery by integrating seamlessly with key applications, including the Geographic Information System, Document Management System, Asset Management System, and the NSW Planning Portal. Through this integration, Council aims to streamline operations, enabling faster and more efficient service delivery. The solution is set to improve customer interactions and contribute to a significantly enhanced overall customer experience.
A.134	Information Technology	Maintain Council's IT Hardware to support the effective delivery of Council services	Completed	As part of the Technology Device Refresh project, Council has procured and deployed advanced hardware, including laptops, mobile devices, and a range of accessories, to its users. These tools enable our teams to perform their duties with enhanced efficiency and effectiveness, while also enabling teams to utilise the latest technological innovations.
A.135	Information Technology	Upgrade systems and applications to support the effective delivery of Council services	Completed	Council has completed the upgrade of all servers and endpoints to supported operating systems, alongside the implementation of updated versions of software applications across all platforms. By adopting this strategic approach to software management, Council is firmly positioned to remain at the forefront of technological advancements.
A.136	Information Technology	Improve access to information by expanding the use of Geographical Information Systems	Completed	Council has implemented a new online Geographic Information System (GIS), integrated with Council's Asset Management System, to provide a comprehensive view of infrastructure assets across the Burwood Local Government Area. This integration supports accurate maintenance planning and improved forecasting capabilities. Further enhancements, including additional system integration and nightly data updates, now enable the display of colour-coded condition scores for footpaths, roads, and kerb lines within the asset map. This visual representation offers clear and accessible insights into the condition of Council assets, aiding in more informed decision-making and resource allocation.

Action Code	Responsible Officer Unit	Action	Status	Comments
A.137	PlaceManagement &Communication	Seek partnership or funding opportunities that address Council and community needs	Completed	<p>During the reporting period Council successfully executed a \$500,000 funding agreement with Transport NSW as part of the Permit Plug Play Program for the delivery of enabling infrastructure to support the delivery of street based events day and night. The program encourages a more vibrant NSW by unlocking more walkable, safer, and activated neighbourhoods,</p> <p>Council also secured \$195,000 in funding as part of the Special Entertainment Precinct Kickstarter Program for strategic planning activities, preparing acoustic criteria and undertaking community engagement. Council's SEP will be bounded by Burwood Road, Ford Lane, Railway Parade, Conder Street and Belmore Street.</p> <p>Council has also expressed interest in participating in the Purple Flag Program, an international accreditation which recognises precincts that achieve high standards of excellence in managing their night-time economy, and is currently awaiting the outcome.</p>
A.138	Community Life	Promote the availability of Schools as Shared Spaces programs and investigate additional options for shared use of school facilities	Completed	Council continues to provide weekend public access to the sports courts at Burwood Public School under an extended License Agreement and is exploring a further two-year extension to maintain this access. Council is also assessing the feasibility of securing community use of outdoor sports facilities at Burwood Girls High School. Preliminary advice from Schools Infrastructure NSW indicates significant works and funding by Council would be required, and an initial assessment of scope, cost, and licensing fees is underway to determine the viability of this option.
A.139	City Planning	Work with SSROC to champion new sustainable technologies, policies and procedures	Completed	Council continues to work with SSROC working groups including the Planning Managers Group, the Environmental Planners Group and the EV Collaboration Group.
A.140	People & Performance	Implement Year 3 actions of the Workforce Management Plan	Completed	Progress on the actions set out in Council's Workforce Management Plan continues. On 23 June 2025 Council adopted the new suite of Integrated Planning and Reporting (IP&R) documents that will guide Burwood's direction over the coming decade. This included a new Workforce Management Plan 2025 - 2029 as part of the Resourcing Strategy 2025 - 2035.



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