



Burwood Inc.1874
Burwood . Burwood Heights . Croydon . Croydon Park . Enfield . Strathfield

Attachments Paper
Burwood Council Meeting
Tuesday, 18 November, 2025
6:00 PM

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Reports to Council

82/25 **Burwood Council Annual Report 2024 - 2025**
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Annual Report 2024–2025





Acknowledgement of Country

Burwood Council acknowledges the Wangal Clan of the Eora Nation, the traditional custodians of the lands in 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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CRC	Community Recycling Centre
DA	Development Application
DIAP	Disability Inclusion Action Plan
EAC	Enfield Aquatic Centre
EPA	Environmental Protection Authority
ERP	Enterprise Resource Planning
LEP	Local Environmental Plan
LGA	Local Government Area
LSPS	Local Strategic Planning Statement
NSW	New South Wales
SMS	Short Message Service

From the Mayor
Cr John Faker



This past year has been an extraordinary one for Burwood, filled with energy, creativity, and connection. Together, we’ve continued to shape our city into Sydney’s cultural playground: a place where people come to experience vibrant food, art, music, and community spirit. Looking forward, we’ll continue investing in the people and places that make Burwood thrive.

Our community has a lot to be proud of. From colourful Teej Festival celebrations in Burwood Park to exciting upgrades and new public spaces across our town centre, we have seen how collaboration and vision can transform our city. Through the Western Sydney Infrastructure Grants (WSIG) program, we are delivering projects that make Burwood an even better place to live, move and gather, from the beginning of the Burwood Culture House to revitalised parks, improved streetscapes and safer, more accessible pathways.

One of the most significant milestones this year has been the adoption of the Burwood North Masterplan and ongoing delivery of the Burwood North Metro station. This uplift and critical transport investment will connect our residents to more opportunities, boost our local economy, and support our growing population. When complete, the Metro will strengthen Burwood as a key hub in Central Sydney and reinforce our commitment to modern, sustainable transport and city building.

This has also been a year where Burwood’s reputation has continued to shine on a global stage. Being recognised as Australia’s coolest neighbourhood and one of the top 20 in the world by Time Out reflects something we have always known, Burwood is a place like no other. Our culture, diverse food scene, late-night economy and welcoming spirit are being recognised beyond our borders, and it is our local businesses, residents and community groups who make this possible.

We are also continuing to invest in the future of our city. Our digital transformation and customer-focused initiatives are improving the way people connect with Council services. Our placemaking programs are bringing our streets and public spaces to life. And our commitment to sustainability, open space improvements and long-term planning ensures we are delivering a modern, resilient and liveable city for generations to come.

Across the city, Council is delivering projects that are shaping the next chapter of Burwood’s story. From revitalised streets and new public spaces to community and cultural facilities, each project reflects our commitment to connection, inclusion, and quality of life. Key planning and consultation activities are underway at the Enfield Aquatic Centre in preparation for its redevelopment into a contemporary, all-ages health and recreation destination.

As we look to the year ahead, there is much to be excited about, from new facilities, major infrastructure progress, and more opportunities for our community to celebrate what makes Burwood special.

These achievements would not have been possible without the dedication of our General Manager and Council staff, the support and involvement of our community, and the leadership of my fellow Councillors. Thank you for your continued commitment and partnership. Together, we are shaping a more vibrant and prosperous Burwood, now and for the future.

From the General Manager
Tommaso Briscese



Reflecting on 2024–2025, Burwood Council is proud to mark a year of progress, innovation, and community connection. Together with our residents, local businesses, and partners, we have delivered transformative projects, improved services, and strengthened Burwood's reputation as one of Sydney’s most vibrant and forward-looking communities.

At the heart of our achievements is a clear commitment to delivering outstanding customer experiences and building a modern, responsive organisation.

Technology and innovation are transforming how we serve our community. AI-driven platforms and new digital tools are making it easier than ever for residents and businesses to connect with Council. This customer-first approach is delivering measurable results, with high levels of satisfaction reported amongst our community.

Our financial position remains strong, with more than \$10 million in external grant funding secured this year, alongside higher returns through sponsorships and property initiatives. Careful resource management and robust partnerships ensure we can continue to deliver ambitious projects while maintaining long-term financial sustainability.

Our people remain our greatest strength. Through the Burwood Forward initiative, staff co-designed our Purpose, Vision, and Values, embedding a culture of team work, curiosity, courage, and excellence across the organisation. This has strengthened collaboration, leadership, and morale, ensuring our workforce is ready to meet the opportunities of a growing and evolving city.

Burwood's creative and cultural identity continues to flourish. The Burwood Art Prize reached new heights with record participation, expanded programming, and increased sponsorships, while the Creative Burwood Strategy mapped over 1,800 cultural assets to guide long-term investment in arts and culture.

Council's commitment to placemaking and the night-time economy has further cemented Burwood's reputation as one of Sydney's most vibrant and forward-looking cities. Progress towards establishing our first Special Entertainment Precinct and gaining Purple Flag accreditation is strengthening our after-dark offering, while initiatives like Fridays @ Ford Lane, the Burwood Youth Festival, and Lunar New Year celebrations have drawn record crowds, contributing more than \$2 million in local economic activity.

Across the city, Council is delivering projects that enhance how people experience Burwood every day. From streetscape upgrades to new community facilities, our focus remains on creating places that are inclusive, functional, and full of life. Construction is also progressing on major city-shaping projects such as our Arts and Culture House and the Burwood Park Inclusive Playspace, which will provide lasting social, cultural, and recreational benefits for generations to come.

I would like to thank the Mayor, Councillors, staff, and our community for their continued dedication and partnership. Together, we are building a Burwood that leads with innovation, creativity, and care; a city we are proud to call home, and one the world continues to discover.

Our Councillors (2024–2028)

The Council was elected in October 2024. The Councillors have been elected to represent the local community and deliver its long-term vision for Burwood.



Cr John Faker
Mayor of Burwood



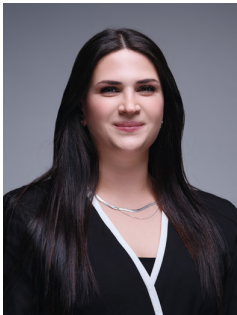
Cr George Mannah
Deputy Mayor



Cr Sukirti Bhatta
Councillor



Cr Alex Yang
Councillor



Cr Pascale Esber
Councillor



Cr David Hull
Councillor



Cr Deyi Wu-Coshott
Councillor

Burwood 2036: The framework

Local councils in NSW are required by legislation to work with their communities to develop a long-term plan for the social, environmental and economic health, sustainability and prosperity of their areas.

Three layers of plans are required under this Integrated Planning model—the Community Strategic Plan, the four-year Delivery Program and annual Operational Plan. The Annual Report is a key reporting mechanism for these plans. This Report is the second Annual Report of the Delivery Program 2022 to 2026 and details the milestones and highlights achieved by Council over the previous 12 months in implementing the Community Strategic Plan.



How to read the Annual Report

The Annual Report outlines Council’s key achievements and statutory responsibilities from 1 July 2024 to 30 June 2025. It is divided into two sections:

Section 1. Our achievements

This section highlights Council’s achievements against objectives in the Operational Plan and Budget 2023-2024. It also provides a summary of Council’s financial performance throughout the financial year.

Section 2. Statutory reporting & information

This section includes reporting requirements prescribed by the *Local Government (General) Regulation 2021*. This includes a summary of Council’s legal proceedings, details of contracts awarded by Council, financial assistance contributions to the community and information relating to the *Government Information (Public Access) Act 2009 (NSW)*.

Our 2036 vision

Burwood is a welcoming community - proud of its past, shaped by its diverse people, and connected to the world..

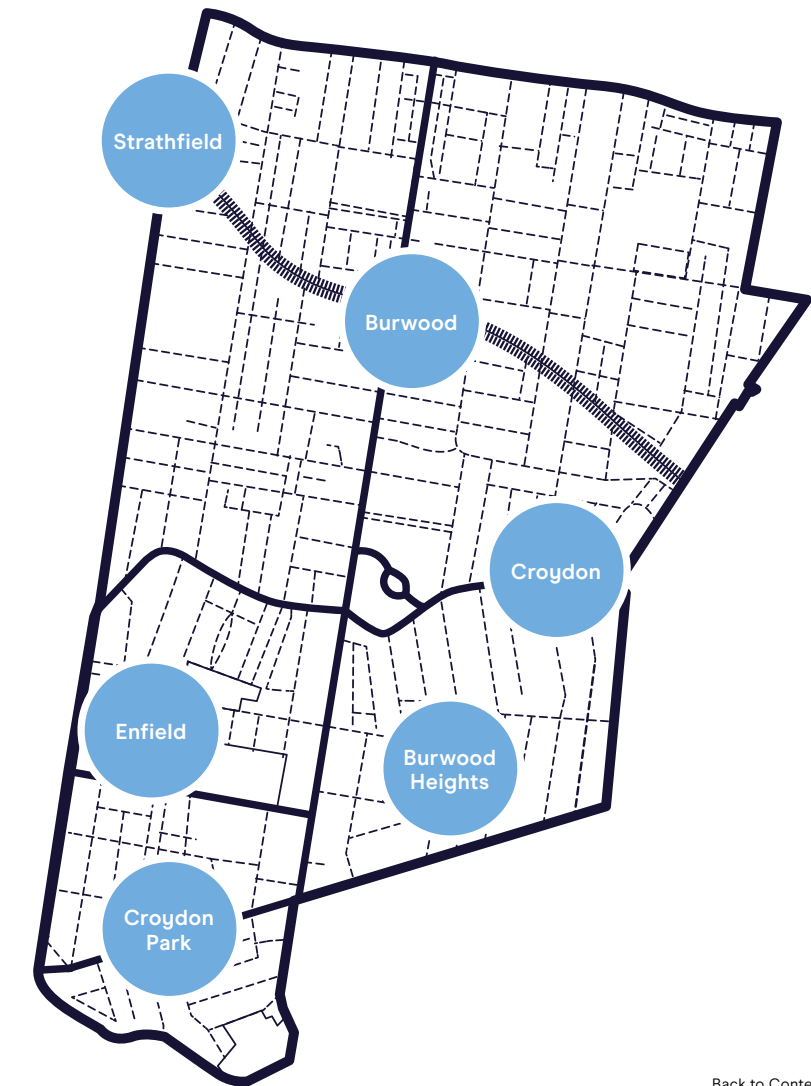
Our Burwood

Burwood is a cultural melting pot of inclusive and diverse communities with a thriving business and retail centre surrounded by historic villages, each with their own distinct character and charm. The Local Government Area (LGA) includes Burwood, Burwood Heights, Croydon Park and Enfield and parts of Croydon and Strathfield.

The quality of life residents enjoy, the central location, local schools and excellent transport infrastructure has made the Burwood LGA an attractive destination for people to live, work and visit.

As the first strategic centre west of the Sydney CBD, Burwood will strengthen its role in Sydney over the next 10 years, attracting new business sectors, higher skilled jobs and a diverse mix of housing.

By 2036 the population of the Burwood LGA is anticipated to nearly double to 73,500.



Implementing the Community Strategic Plan

The Burwood2036 Plan has been shaped by the people who participated in Council’s community engagement activities including the development of the plan in 2021 and early 2022 and the review of the plan in 2024 and 2025. Participants came from diverse cultural and linguistic backgrounds, across all age groups and parts of the Burwood LGA.

We engaged our community in the following ways

Community Satisfaction survey

Council conducts a biennial Community Satisfaction Survey to understand the community’s priorities and satisfaction with Council services, activities and facilities and the overall level of satisfaction with Council’s performance.:

Customer experience surveys

300 community members engaged

Council also undertook in-depth customer experience surveys at the Customer Service Centre, Burwood Library and Community Hub and the Enfield Aquatic Centre to understand customer satisfaction at frontline service locations and identify areas for improvement.

Customer experience surveys were coupled with the expansion of Council’s Mystery Shopper Program across all frontline service areas and the roll out of Council’s customer feedback tool in 2021 to track real-time satisfaction with Council services.

Place based engagement programs and Participate Burwood

1000+ community members engaged

Council also undertook a range of place based community engagement programs to inform the development of key projects, including:

- Burwood Urban Park and Cultural Centre
- Enfield Village Revitalisation Project
- Burwood After Dark
- Comprehensive Local Environment Plan
- Nature Play, Sensory Garden and Pond Upgrade
- Grant Park Inclusive Playground
- Placemaking: Bringing Streets and Public Spaces to Life
- Sustainable Burwood

Towards Burwood2036 Engagement Program

367 community members engaged

The Towards Burwood2036 Engagement Program involved the following activities from July to September 2021:

- Release of the Towards Burwood2036 Issues Paper inviting submissions
- A Towards Burwood2036 online and printed survey delivered to all households in the Burwood Local Government Area
- A series of online conversations and focus groups involving community leaders and advisory group members

Community engagement: review of the Plan in 2024-25

114 community members engaged

The 2024-25 Towards Burwood2036 Engagement Program involved the following activities from November 2024 to March 2025:

- A Towards Burwood2036 online survey
- A series of focus groups involving community leaders and advisory group members.
- A series of drop in sessions and intercept surveys at key places of interest including the Library and Hub, Enfield Aquatic Centre and Burwood Park.



Burwood Council community snapshot



Total population:
43,346



Total households:
16,201

If our community was 100 people...*

 51 are female	 49 are male	 58 were born overseas
 63 speak a language other than English at home	 < 1 is Aboriginal and/or Torres Strait Islander	 72 (15 year olds+) have completed Year 12 or equivalent
 45 rent their home	 5 live with disability	 33 people have Chinese ancestry
 44 are married	-20 17 are younger than 20	60+ 20 are older than 60

* Reference: All statistics are from the Australian Bureau of Statistics 2021 Census of Population and Housing (accessed on the 4/10/2025) <https://www.abs.gov.au/census/find-census-data/quickstats/2021/LGA11300>

Burwood Council community snapshot

cont'd

Housing

- **45.2%** of housing is an apartment or flat in a three storey or higher block, compared to **27.1%** in Greater Sydney.
- **27.4%** of households were made up of couples with children.
- The average household size are **2.6** persons.
- Between 2016-2021 lone person households in Burwood Council increased by 816 household to **21.1%**.

Household expenses

- In 2020/21, household expenditure on utilities was **\$2,903**.
- In 2021, median weekly household income was **\$1,858**.
- **\$500** is the weekly median rent.
- Median monthly mortgage repayments are **\$576**.

Education

- There are **9** primary schools and **5** high schools in the Burwood LGA.
- In Burwood **28.8%** of people were attending an educational institution at the time of the 2021 Census. **5.2%** of the Burwood Council population were in primary school, **5.1%** in secondary school and **14.4%** in a tertiary or technical institution.
- In the Burwood Council area, **72.5%** of people aged over 15 years had completed Year 12 schooling (or equivalent) as of 2021. This percentage is higher than across Greater Sydney.
- A larger percentage of persons attend university who live in Burwood Council (**10.4%**) compared to Australia as a whole (**4.7%**).

Languages

The top 5 languages spoken at home (other than English) by suburb.

Suburb	Population	Top 5 languages (other than English)
Burwood	18,224	Mandarin, Cantonese, Nepali, Vietnamese, Korean
Burwood Heights	1,134	Mandarin, Arabic, Cantonese, Italian, Greek
Croydon	6,481	Mandarin, Cantonese, Italian, Arabic, Greek
Croydon Park	5,967	Italian, Arabic, Mandarin, Cantonese, Greek
Enfield	2,992	Mandarin, Arabic, Cantonese, Italian, Korean
Strathfield	5,423	Nepali, Mandarin, Cantonese, Korean, Arabic

Cultural diversity

57.7% of residents are born overseas. Top responses for country of birth include China (excluding SARs and Taiwan; 18.1%), Nepal (7.6%), India (3.1%), Vietnam (2.7%), and Republic of (South) Korea (2.4%).

Ancestry, top responses	Burwood %	NSW %	Australia %
Chinese	32.8	7.2	5.5
English	10.7	29.8	33.0
Australian	9.6	28.6	29.9
Nepalese	7.4	0.9	0.5
Italian	7.3	3.7	4.4

Volunteering

- Burwood Council holds The *Volunteer of the Year Awards* every year which is an opportunity to say thank you to the endless work that every single volunteer puts into our local community. All nominees are celebrated at a Volunteer Recognition Awards ceremony during National Volunteers Week in May each year.
- Council has referred over **497 volunteers** to external organisations within the Burwood LGA between July 2024 and June 2025.
- **9.7%** of residents over 15 years of age report having volunteered for an organisation or group in the 2021 Census.

Overseas arrivals

Year of arrival in Australia	Number	Burwood %	Greater Sydney %
2011 to 10 August 2021	10,636	45.8	32.8
2001 to 2010	3,710	16.0	21.3
1991 to 2000	2,413	10.4	14.3
1981 to 1990	2,387	10.3	12.8
1971 to 1980	1,432	6.2	7.5
1970 or earlier	2,038	8.8	9.0

Religion

Top 5 religions (ranked by size):*

1. Western (Roman) Catholic (19.4%)
2. Hinduism (10%)
3. Buddhism (7.8%)
4. Anglican (3.5%)
5. Greek Orthodox (2.9%)

* 34.8% of respondents indicated no religion

Age structure

The median age of the Burwood LGA on Census night 2021 was 34 years old.

Age group (years)	Number	Burwood %	Greater Sydney %
Babies and pre-schoolers (0–4)	1,532	3.8	6.0
Primary schoolers (5–11)	2,238	5.6	8.8
Secondary schoolers (12–17)	2,044	5.1	7.1
Tertiary education & independence (18–24)	5,820	14.5	8.8
Young workforce (25–34)	8,805	21.9	15.5
Parents and homebuilders (35–49)	7,262	18.1	21.5
Older workers and pre-retirees (50–59)	4,380	10.9	12.0
Empty nesters and retirees (60–69)	3,578	8.9	9.8
Seniors (70–84)	3,387	8.4	8.7
Elderly aged (85 and over)	1,177	2.9	2.0
Total	40,223		

Population change

- Burwood LGA is projected to grow by **41%** (or 1.7% per year) from 2021–2041; the fastest annual growth rate within Eastern Harbour City.
- The population of Burwood LGA in 2001 was 30,393 and is projected to reach 58,178 by 2041. This is a growth of 91.4% in a space of forty years; almost double.

Source: NSW Department of Planning and Environment



Economic snapshot



\$2.98B

Economy

Value of the Burwood Gross Regional Product*



19,043

Local jobs*

with nearly 1 in 3 residents occupied as Professionals



43,346

Population**

Burwood's population is set to double in the next 10 years.



5,481

Local businesses**

in the Burwood LGA representing 20+ industries



22,834

Employed Residents**



\$744m

Local Sales*

in Construction

* as per National Institute of Economic and Industry Research 2024 data
** as per Australian Bureau of Statistics 2024 data



Section 1. Our achievements

This Annual Report highlights Council's key achievements for the 2024-2025 financial year. Full and detailed reports against each strategic goal in Council's Operational Plan can be found in the Half-Yearly reports on Council's website. The Operational Plan identifies the actions that Council will undertake to support these strategic goals.

The Burwood2036 Community Strategic Plan identifies five themes:

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

1. Inclusive community & culture

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

Community strategic plan outcomes

- 1.1 A welcoming community that cares and looks after each other
- 1.2 A healthy and active lifestyle where people experience a sense of connection and wellbeing



1. Inclusive community & culture



OUR LIBRARY & COMMUNITY HUB

96%

satisfied with their overall library experience

98%

satisfied with their experience with staff

93%

satisfaction with our library collection

97%

feel the library contributes to their personal wellbeing

99%

believe the library is a welcoming space for all

346,441 visits to the library (an increase of 9.6%).
225,921 loans of physical and digital items (increase of 8.6%).
29,835 members (increase of 17.1%).
7,796 new collection items.
595 programs delivered with 11,787 participants.



497

volunteers referred to external organisations



\$60,000

allocated to 16 organisations under Council's Community Grants Program



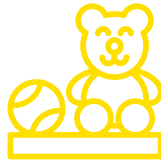
55

events held with 122,532 attendees



27

Mayor's Commendation Award finalists across 7 categories



4,050

families attended the Mobile Playvan



157,855

visitors to the Enfield Aquatic Centre

7,435

Learn to Swim students (32% increase)

12,120

school intensive program bookings

30

school swimming carnivals with 6,272 students

1. Inclusive community & culture

Milestones



Completing Burwood's 150 Year Program

The programs highlights in this financial year include:

- Launch of the Burwood Pictorial History
- Unveiling of new public artworks including the Mayoral Portrait Series and the relocation of the Wilay Mulaa: Spirit of Light installation, featuring 10 handcrafted possum lanterns.
- Special Sesquicentenary Council Meeting featuring live music and elevated cultural elements.
- Local History Initiatives:
 - 9 guided tours/walks
 - 2 main exhibits in the Hub
 - 2 talks, 6 displays in the library, and;
 - 2 book launches, the Burwood Pictorial History and John Johnson's, The Model Suburb: A History of the Malvern Hill Estate.
- Community Partnerships: Church Open Days and concert in honour of renowned Burwood composer Miriam Hyde.

Overall the program successfully energised the local creative economy, generating an estimated local economic impact of \$2 Million+ and an overall social media reach of \$35 Million+, driving repeat visitation to Burwood as a distinctive cultural destination.

Welcoming our new citizens

Four citizenship ceremonies were held and we welcomed 217 new Australian citizens across the year.

Council also received a total of 10 nominees across all categories for Citizen of the Year and Young Citizen of the Year. The winners were:

- Citizen of the Year (aged 26+) - Joints winners: Nicole Yade and Superintendent Christine McDonald
- Young Citizen of the Year (aged 16-26): Aditi Kamath

Supporting our Young People

The year 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.
- 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.
- Implementation of the Burwood Youth Action Plan has commenced with several actions well underway.
- In August 2024, Council delivered a Raising Resilient Teens Mental Health Forum for parents, with 38 parents participating.
- A webpage designed for young people has been developed in collaboration with the Burwood Youth Advisory Group on Council's website, providing links to services for young people in Burwood.
- The Burwood Youth Outreach Program continues to operate in collaboration with Fusion Sydney South during the school term every Thursday at the Burwood Park Community Centre.
- The Learning Hub for Children also ran every Thursday afternoon at Woodstock Community Centre between July and October 2024.

Diversity at the Heart of Our Community

Council advanced delivery of the Multicultural Burwood Strategy.

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.
- An 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 9 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 and Burwood North Metro.
- The Greek Street Fair, delivered in partnership with Saint Nectarios Burwood, also celebrated Burwood's Greek community.

Enfield Aquatic Centre: Growing with Our Community

Success and Recognition

The Enfield Aquatic Centre (EAC) achieved national recognition in 2025, receiving the National Award for Local Government – Workforce and Skills Category for the project Breaking Barriers: Growing the Learn to Swim Workforce.

This initiative tackled a key post-COVID challenge, the national shortage of qualified swimming instructors. By removing barriers such as the upfront training cost, the EAC created new and sustainable pathways into aquatic education roles.

In partnership with Royal Life Saving, the EAC first secured external funding before moving to self-fund instructor training to ensure long-term sustainability. The new recruitment approach, which offers paid training and local job opportunities, has delivered excellent results:

- 20 new instructors onboarded, doubling the instructional team
- 1,800 students enrolled, a 30% increase in Learn to Swim participation

Community Events and Engagement

The EAC hosted a highly successful Australia Day event in January 2025, welcoming the community for a day of free, family-friendly activities including pool inflatables, a children's DJ, roving entertainment, and a community barbecue. Water safety demonstrations and "come and try" aquatic programs further encouraged community engagement and participation.

Throughout the summer period, a series of initiatives supported record visitation levels and promoted inclusivity:

- Free entry for residents aged 55+ every Tuesday in January 2025
- Free entry for children under 16 every Wednesday and Thursday in January 2025
- Free community entry for the Australia Day Pool Party (26 January 2025)
- Extended weekend operating hours throughout January 2025
- Free entry and classes during the Seniors Festival (March 2025)

As a result, the Centre welcomed 156,855 visitors, reaffirming its position as a key community hub for recreation, wellbeing, and social connection.



1. Inclusive community & culture

Health, Fitness and Wellbeing

To promote active and healthy lifestyles, the EAC delivered eight diverse health, fitness, and wellbeing programs throughout 2024/25, contributing to increased participation and visitation. Programs included:

- Aqua Fitness
- Aqua Zumba
- Mums and Bubs
- Fit 4 Life
- Boot Camp
- Pilates
- Culturally and Linguistically Diverse (CALD) Programs
- Adult Squad

Enfield Aquatic Centre Redevelopment

Significant progress was made in planning for the Enfield Aquatic Centre Redevelopment Project, supported through the Western Sydney Infrastructure Grants Program.

The initial community engagement process (23 May – 7 July 2025) achieved record participation, directly involving more than 1,300 people, the highest level of engagement ever recorded for a Burwood Council capital works project.

Engagement activities included:

- Participate Burwood online engagement page – 1,866 views, 1,376 unique visitors and 492 completed surveys.
- Independent Customer Experience Survey (Micromex Research) – 100 existing customers engaged.
- Seven stakeholder interviews with local user groups including Enfield Swim Club, Enfield Life Saving Club and local schools.
- Consultation with Council committees and advisory groups.
- Internal staff briefings.
- Creative artist-led workshops with 115 students from three local schools.
- Twelve community consultation stalls, having engaged over 526 community members.

Extensive communications supported the engagement process, including a letterbox drop to all Burwood LGA households, regular articles in the Community E-News, and sustained social media coverage.

The project remains on track for construction commencement in July 2026.

1. Inclusive community & culture

1. Inclusive community & culture

Highlights



Strengthening Our Community Sector

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.

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.

Council continues to share funding opportunities and support organisations seeking external grants.

- A further seventeen community requests were supported via Mayoral donations.
- Council promoted ClubGRANTS availability and developed new funding priorities and supporting evidence of resources.
- Four capacity building workshops were delivered: Step into Volunteering, Volunteer Essentials, First Aid for Volunteers and Service Providers, and Inclusive Customer Service Training.



Implementing the Burwood Library Strategic Plan

The library continued to successfully implement actions from the Burwood Library Strategic Plan, with highlights including:

- Launching a new collection of borrowable STEM kits, called Discovery Kits.
- A program implemented to trial after hours access, called Library After Dark, delivered during the HSC period.
- New click and collect lockers installed in Unity Place.
- Refurbishment of two studios at the Hub, as well as new programming, with one studio run as an artist's residency.
- New regular programs launched in the Community Hub.
- New digital literacy events were delivered to improve the community's use of digital and online technology.
- The Library and Community Hub also reached a major milestone with 346,441 visits over the year.



Expanding the Legacy of the Burwood Art Prize

The 2025 Burwood Art Prize marked a milestone year, with 475 entries, a 35% increase compared to 2024, and one of the largest finalist exhibitions to date, showcasing 117 works.

A new Small Sculpture category was introduced, attracting 14 talented sculptural finalists.

Council also secured the highest level of sponsorship investment to date, enabling the doubling of the Main Prize to \$20,000.

The opening night welcomed 250 guests, and this year featured our most extensive public program yet, offering 14 diverse community events including workshops, open mic sessions, industry talks, and more throughout the exhibition period.



Connecting Families Through Fun

More than 4,050 families attended the Mobile Playvan in 2024/2025 regularly visiting Woodstock Park, Wangal Park, Henley Park and Burwood Park during school terms.

The service has provided opportunities for children to learn through play and for their parents, grandparents, and carers to connect and socialise. Families attending Mobile Playvan have received support and information about local services to assist them in their parenting journey.

The service has also extended during the year with staff providing opportunities to support our community including:

- Regular support services from Centrelink.
- The employment of a Chinese speaking support worker attending once a month.



Keeping our community water safe

The Enfield Aquatic Centre maintained its strong focus on community safety, achieving outstanding results in its 2024/25 performance assessments.

The Centre achieved a 97% Safety Score and 5-Star Accreditation in the Royal Life Saving Aquatic Facility Safety Assessment, rated as "Exceeds Targets."

These results reflect the EAC's continued commitment to providing safe, high-quality aquatic facilities and programs for all members of the community.

Council's Learn to Swim program remained one of the most popular and valued aquatic services, with 7,453 student bookings delivered throughout 2024/25.

30 School Carnival's were also held at the EAC between July 2024 and June 2025.

Continued recruitment and training initiatives significantly increased the availability of qualified instructors, enabling the introduction of additional classes to meet growing community demand to deliver vital swimming and water safety education at the Centre, ensuring that more children and adults gain essential life-saving skills in the water.

1. Inclusive community & culture

Bringing People Together Through Events

A total of 55 events were delivered in this reporting period, engaging 122,532 attendees, comprising of:

- 37 Council delivered events with 90,332 attendees
- 11 large scale community events and festivals supported by Council with 20,990 attendees
- 7 partnered events with 11,210 attendees

Event highlights include:

Lunar New Year Street Party

Burwood's Lunar New Year Street Party transformed Burwood Road at the doorstep of Chinatown into a lively festival precinct. The event attracted over 30,000 visitors throughout the Chinatown precinct, featuring a vibrant mix of traditional and contemporary performances, cultural activities, music, dance, market stalls, roving performers, and a huge outdoor stage. The event also saw an energetic youth-led dance party under the stars and a sparkling fireworks finale. The event celebrated Burwood's rich cultural diversity and creativity, earning the 2025 NSW Local Government Dougherty Award for Innovation in Special Events.

Greek Street Fair

In November 2024 Greek Street Fair once again brought Railway Parade and Burleigh Street to life in celebration of the feast of Saint Nectarios and Greek culture. The event attracted over 10,000 attendees from Burwood and across Sydney, who came to experience authentic Greek culture, food, dance and live music. This vibrant event was delivered in partnership with the Parish and Community of Saint Nectarios Burwood.

Burwood Summer

Across January, Burwood Summer filled Burwood Park with music, colour, and community spirit. Music by the Pond showcased local talent, while the Global Village World Music Concert, over the Australia Day long weekend, featured guest artists, K-pop and cultural dance workshops, and live performances celebrating Burwood's diversity. The park was filled with energy as families and friends enjoyed the performances, joined in the activities, and embraced the summer atmosphere.



Youth Fest

In May, Youth Fest was elevated into an exciting new festival that put young performers and creatives in the spotlight. Created as part of Youth Week celebrations, and co-designed with Burwood's Youth Advisory Committee, the festival was held at The Pavilion in Burwood Park and launched its first open Expression of Interest for schools and young artists. The event showcased local youth talent, and with over 200 people attending, it was full of energy, pride, and inspiration. Youth Fest is now being developed as a major annual event, laying the foundation for a leading youth celebration in Burwood.

Civic Events

The Citizenship Ceremony during the Australia Day long weekend welcomed new citizens with a community BBQ, First Nations cultural performances, live music, and roving entertainment, creating a warm and celebratory atmosphere.

The Anzac Day service, Burwood's largest memorial event, began with a march from Church Street down Burwood Road to Burwood Park, followed by official proceedings guided by the Burwood Anzac Commemorative Committee (Club Burwood RSL and Sub-branch members). A special Defence Force flyover, organised by the Department of Defence, added a memorable highlight to the service. The event offered a meaningful moment for reflection, connection, and community pride.

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Honouring First Nations and Heritage

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.

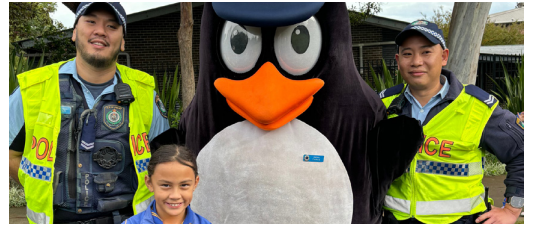
Engagement to inform the Plan included an internal cultural audit, staff and stakeholder interviews, a Yarning Circle, Culture Talks sessions, and co-design workshops. Cultural Awareness Training was delivered to 30 frontline staff and local organisations.

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.



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1. Inclusive community & culture



Our Commitment to Being a Child Safe Organisation

Council's Child Safe Action Plan 2024/25 saw several important actions delivered, including:

- 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 and Review of Council's Complaints Management Policy. This includes complaints relating to children and young people and facility improvements to improve child safety.

Celebrating Those Who Give Back

National Volunteer Week occurred in May 2025 where Council celebrated the wonderful work of our volunteers through Volunteer Recognition Awards.

The ceremony celebrated the outstanding work of our volunteers, including 33 nominations with 100 people attending the event.



2. Places for people

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

Community strategic plan outcomes

- 2.1 An urban environment that maintains and enhances our sense of identity and place
- 2.2 Sustainable, integrated transport, infrastructure and networks support population growth and improve liveability and productivity
- 2.3 Public and open spaces are high quality, welcoming, accessible, shaded, enjoyable places seamlessly connected with their surroundings



119
sensors installed
in public waste bins



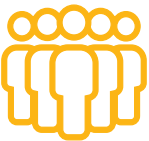
68
referrals to the
Heritage Advisor



51
reports to the Burwood
Local Traffic Committee



3,412
park bookings



80,000+
additional visitors to
Burwood and Croydon
Town Centres through
Burwood Culture Streets
initiative



102
days on average
for a DA to be reviewed



\$500K
of funding secured
for the delivery of
Placemaking Projects



5,554
venue/facilities bookings



245%
of our housing target
approved



48
Clarendon Place laneway
activations enabled

2. Places for people

Milestones

Planning for the future of Burwood

Council adopted the alternate Croydon TOD Masterplan on 29 January 2025, following an extensive two-month community engagement and public consultation period. The alternate Croydon TOD Masterplan proposes approximately 2,433 new dwellings with remaining unmet yields being transferred to the Burwood North Masterplan. This ensures existing residential context is maintained in Croydon, including protecting local heritage.

Engagement on this project from 23 October – 2 December 2024 included:

- 6,000 letters to property owners and tenants
- 12 face-to-face drop-in sessions
- Dedicated session with residents of Lucas Road Heritage Conservation Area
- Door knock surveys
- Online submission portal on Participate Burwood
- 1,400 postcards
- 7 corflute signs in prominent locations
- 3D animation video



Planning for Traffic and Transport

The Walking and Cycling Plan was drafted and placed out on public exhibition. The plan is a strategic document that outlines how Council will improve pedestrian and cycling infrastructure across the Burwood LGA. It identifies key routes, connections, and safety improvements to make walking and cycling more accessible, convenient, and enjoyable for all users. The Plan will be used to guide future traffic and transport planning, support funding applications, and ensure new developments contribute to a safer and more connected active transport network in Burwood.

Places for everyone

The Institute of Public Works and Engineering Australasia (IPWEA) awarded Burwood Council as highly commended within the Inclusivity and Diversity Category for the Grant Park Inclusive Playspace Project. This is the first award by the IPWEA organisation for Burwood, with 5 other projects being shortlisted with nominations across other categories.

Council has been successful in obtaining \$528,000 in funding for the installation of accessible seating and footpath improvements at Wangal Park and Henley Park. Work has also started in April 2025 on the inclusive playground at Burwood Park, which will deliver a range of accessible upgrades to space as well and improving general amenities around the park.

Enhancing our Night-time Economy and Experience

Council has continued to focus on enhancing Burwood's night-time economy. Ongoing Chinatown Night Market road closure activations on Clarendon Place were delivered with Council's support. Consultation has begun with several other businesses on Clarendon Place to support increased participation in the activations.

Other key initiatives designed to enhance Burwood's night-time economy have seen significant progress, including:

- Work commenced on establishing a Special Entertainment Precinct in Burwood following Council endorsement in June 2024 and funding through the State Government is being pursued.
- Council has expressed interest in obtaining Purple Flag accreditation through the Office of the 24 Hour Economy Commissioner (O24HEC), with steps being taken to obtain this accreditation.
- Development of the License to Play Policy continues and will serve as a major enabler for activating night-time economy activities.
- Council was asked to sit on the following two expert panels at the Office of the O24HEC NEON Conference:
 - Developing a Night Time Economy Strategy
 - Establishing a Special Entertainment Precinct

A \$500,000 grant was secured through the State Government's Permit Plug Play Pilot Program, to deliver enabling infrastructure that supports street activation for events, both day and night. Council continues to deliver actions outlined in the Burwood After Dark Strategy, ensuring ongoing support and growth of the local night-time economy across the themes of Place, Connection, Experience and Destination.

2. Places for people



2. Places for people

2. Places for people

Highlights



Croydon Transport Oriented Development

Council successfully advocated to protect heritage areas, resulting in the deferral of Croydon’s inclusion in the Transport Oriented Development (TOD) Program until January 2025. This provided time to undertake a local planning process to address housing and growth needs.

In October 2024, Council resolved to exhibit the draft masterplan for four weeks, later extending the exhibition to December 2024 to enable further community engagement. In response to feedback, four density distribution options were prepared for consideration.

Following the exhibition period, community feedback was reviewed, and the draft masterplan was refined to address key themes and concerns. As resolved by Council in November 2024, additional options were developed based on this input.

In January 2025, Council held an Extraordinary Meeting and unanimously adopted Option 4 as its alternative response to the TOD Program. The adopted option delivers a refined, lower-density masterplan that:

- Increases dwelling capacity north of Croydon Station.
- Incorporates the commercially zoned land known as The Strand.
- Reallocates any unmet dwelling targets to the Burwood North Masterplan area.

The finalised masterplan has been submitted to the Department of Planning, Housing and Infrastructure for review. Council is now preparing updates to the public domain plan, infrastructure costings, a planning proposal for the heritage listing of The Strand, and amendments to the Development Control Plan.

Expanded Community Use of Council Spaces

The use of Council’s facilities and venues continues to grow across the LGA, with a total of 5,554 venue bookings in 2024/25.

Of these bookings:

- 1,663 were for senior, community, and not-for-profit groups.
- 169 students registered and used for studies.
- 2,300 were Council run programs.

There were also 3,412 park bookings, a 16% increase from the previous year.

Wangal Park BBQ Shelter was introduced in July 2024 and has since hosted 54 functions, private events, and social gatherings.



Western Sydney Infrastructure Grant (WSIG) Projects move forward

Council secured over \$110m in funding for 11 transformational community infrastructure projects which will deliver a range of upgrades to parks, community facilities and streetscapes across the LGA. This year has seen significant progress, with highlights including:

- Burwood Culture House: Much of the preliminary work has been completed to pave the way for construction to start towards the end of 2025.
- Enfield Aquatic Centre and Library Pod: A large and wide reaching consultation exercise started in June 2025 to gauge community priorities and feedback for the redevelopment of the facility.
- Henley Park and Russell Reserve Expansion: Project completed, adding an additional 1,600m2 of green space, with a formal opening event taking place in July 2025.
- Works commenced on the Burwood Park Inclusive Play Space, Woodstock Sensory Garden and Henley Park Sports Field Upgrade in April 2025 and are expected to be completed in early 2026.
- Streetscape transformations at Burwood Road, Deane Street, Bells Lane, and Paisley Road are in the initial planning and development stages with work expected to commence in 2026.



2. Places for people

2. Places for people

Major infrastructure projects completed

LGA-wide projects
Stormwater Drainage – CCTV – 10% of the drainage network
Traffic facilitates – Pedestrian Crossing Light Audit – All exiting crossings
Traffic facilitates – Bus Stop DDA Audit – Modification to bus stops to ensure DDA compliance
Parks Improvement – Open space assets condition assessment
Burwood
Road Resurfacing
Nicholson St - Iceton St to Conder St
Railway Pde - Shaftesbury Rd to Burwood Rd
Kerb and Gutter
Brooklyn St - Shaftsbury Rd to Charles St (South Side)
Meryla St Carpark (South Side)
Mary St - George St to Deane St (West Side)
Hornsey Street - Conder St to Stanely St (North Side)
Wentworth Road - Everton Rd to Gladstone St (Both Sides)
Footpaths
Brooklyn Street - Shaftsbury Road to Charles Street (South Side)
Nicholson Street - St Pauls Close to Iceton Street (South Side)
Livingstone St - Burwood Rd to Sym Ave (South Side)
Rowley Street - M't Pleasant Av to Wentworth Road (South Side)
Genders La - West to East (Corner)
Hornsey Street - Stanley Street to Conder Street (North Side)
Stormwater Drainage
Burwood Road - Comer Street to Milton St (Both Sides)
Traffic Facilities

Deane Street Accessible Parking Bay - Deane Street
Town Centre Beautification
Shaftesbury Road - Concrete Road slab replacements
Burwood Park new Flagpoles - Burwood Park
Burwood Park Palm lighting upgrades - Burwood Park
Replacement of 6 seats - Burwood Road between Railway Station and Westfield
Burwood Park Phoenix palm replacement
Croydon
Road Resurfacing
Paisley Road - The Strand to Reed Street
Young Street - Grosvenor Street to Gibbs Street
Kerb and Gutter
Fitzroy Street - Weldon St to Wallace St (North Side)
Cheltenham Road - Parramatta Road to Rostherne Ave (West Side)
Tavistock Street - Intersection of Queen Street (Intersection of Queen St and Tavistock)
Cross Street - Webb St to Brand St (South Side)
Anthony St - Robinson St to Municipal Bdy (North Side)
Traffic facilities
The Strand pavement treatment
Croydon Town Centre shop under awning ball lights installation
Park improvements
Wangal Park - Wayfinding signage
Wangal Park DIAP Seating Installation
Croydon Park
Footpaths
Portland St - Georges River Road to Tullimbar Street
Burwood Rd - Georges River Rd to Launcelot Ave (West Side)
Tangarra St - Blenheim St to Kembla St (North Side)
Tangarra St - Tavistock St to Blenheim St (South Side)
Queen St - Tavistock St to Blenheim St (North Side)

Kerb and Gutter
Burwood Rd - Fifth Ave to Chainage 3868 (West Side)
Stiles St - Mitchell St to End (East Side)
Tangarra Street - Blenheim St to Portland St (South Side)
Violet St - Boyle St to Waratah St (South Side)
Burwood Rd - Georges River Rd to Launcelot Ave (West Side)
Boyle St - Violet St to Kater Pl (West Side)
Burwood Rd - Michell St to No.143 Burwood Rd (West Side)
Traffic facilities
Croydon Park Local Centre under awning ball lights - Brighton Street to Beaufort Street (Replacement of under awning ball lights)
Park improvements
Walsh Ave Reserve - Retaining wall under Shared Path under Punchbowl Rd
Gateway/signage
Burwood Rd / Georges River Rd corner - Gateway streetscape upgrade
Enfield
Road Resurfacing
Mitchell Street - Burwood Rd to Portland St
Baker Street - Ann St to End
Footpaths
Plymouth St - Byer St to Beaumaris St (North Side)
Tennyson St - The Parade to Carlyle St (South Side)
Plymouth St - Beaumaris St to Portland St (South Side)
King St - Wattle St to Coronation Pde (North Side)
Park Improvements

Henley Park Picnic area upgrades - New Shelters with BBQ's

Strathfield
Road Resurfacing
Woodside Ave - Wentworth Rd to The Boulevarde
Sherars Ave - Wentworth Rd to End
Wentworth Road - White Street to Gladstone Street
Kerb and Gutter
Wentworth Rd - Rowley St to Everton Rd (East Side)
Footpaths
The Boulevarde - Jersey Rd to Woodside Ave West (East Side)
Cooper St - Roberts St to Mosely St (South Side)
Cooper St - Roberts St to Mosely St (South Side)
Everton Rd - Wentworth Rd to Railway Ave (South Side)
The Boulevarde - Morwick St to Russell St (East Side)
Everton Rd - Railway Ave to Bend (South Side)
Angel Rd - Wentworth Rd to Emu St (South Side)
Streetscapes
Strathfield Suburb sign - Wentworth Rd near Parramatta Rd
Bollards at Wynne Ave cnr Belmore Street - Southern side of intersection at Belmore Street/Wynne Avenue
Burwood Heights
Kerb and Gutter
Beaufort St - Arthur St to Katyer Place (East Side)
Boyle St - Kater Pl to Arthur St (West Side)

3. 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.

Community strategic plan outcomes

- 3.1 The urban forest and natural environment are maintained, enhanced and connected
- 3.2 People and infrastructure contribute positively to the environment and respond to climate change



3. Sustainable & protected environment



60%
of Council's light fleet are **electric vehicles or hybrids**



19,944
proactive patrols completed



614
health inspections conducted



429
building site complaints investigated



1.2M
household bins collected – 0.09% missed bin rate

9,660

litres of rubbish removed

100+

litter bins emptied each week



1,782
traffic investigations



326T
FOGO material diverted from landfill



10K+
trees audited



795
illegal dumping events investigated



65sqm
of **graffiti** removed from Council property and infrastructure



980
advertising posters removed

3. Sustainable & protected environment

Milestones



A greener Burwood

Council undertook an audit of over 10,000 Council street and open space trees, with the data used to plan future planting, improve active maintenance to treat potential issues before they become more serious and find any gaps or inadequacies across the LGA.

The street tree planting program was completed, with 68 new 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.

Work also started on site at Woodstock Park for a new sensory garden. When finished, it will transform the space into an accessible sensory garden and landscaped area for people of all ages and abilities to rest, connect and play.



Walking and Cycling Strategy

Burwood Council's Walking and Cycling Plan (WCP) has progressed through key stages of development. A draft of the plan has been prepared, with input from internal teams and key external stakeholders. Councillors have been briefed on the plan, which has now been endorsed by Council for public exhibition. The WCP will be placed on public exhibition for a period of 28 days, inviting community feedback. Following this consultation, it is expected to be reported back to Council in August for formal adoption.

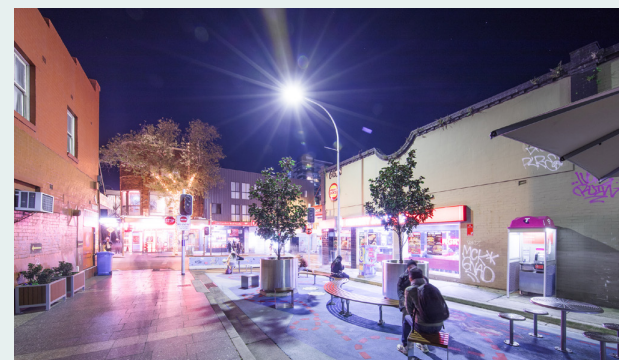


Working together for a sustainable future

Burwood Council continued its formal partnership with the City of Canada Bay in the provision of a Community Recycling Centre where Burwood residents can safely and sustainably dispose of waste not able to be placed in the household yellow lid recycling bin including oil, paint, gas bottles, car and household batteries. The use of the facility is free for Burwood residents, and no booking is required.

Council also funds two other waste collection services including Recycle Smart and The Bower Home Collection:

- Recycle Smart involves the collection of certain household wastes that cannot be recycled through the normal kerbside service such as soft plastics and used clothing directly from the resident's doorstep.
- The Bower provides Burwood residents with a free collection service of used furniture and large home appliances which are then sold at low-cost prices or are donated to asylum seekers and refugees to help them build their new homes.



Upgrading our street lights

An audit of street lighting at all pedestrian crossings has been completed to assess compliance with recently updated standards. Where necessary, lighting designs have been prepared to bring these facilities in line with current Australian Standards, and Council is now working with the network provider to implement the required upgrades.

3. Sustainable & protected environment

Highlights

A more sustainable Burwood

Council's focus on building a sustainable Burwood led to a range of initiatives being undertaken in line with the Sustainable Burwood Strategy including:

- Continuation of the Food Organics and Garden Organics (FOGO) trial to divert organic waste from landfill
- Council's Waste App provides useful features, including a bin collection calendar with reminders and an A–Z guide to help residents understand what items belong in each bin.
- All Council owned buildings and facilities and street lighting are now powered by 100% renewable energy
- Council has actively promoted programs to encourage the community to live more sustainably with the GreenPower program aiming to increase the use of renewable sources of energy in households
- Targeted messaging was sent to residents via Council's social media channels, websites and newsletters were distributed in relation to recycling requirements
- Council promoted and attended the Smart Energy Expo where 500 people viewed and test drove electric cars and e-bikes, witnessed demonstrations of induction cooking, listened to the expert panels and spoke with the many exhibitors both commercial and non-commercial
- Proposal to include the exploration of sustainable building opportunities



4. 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.

Community strategic plan outcomes

- 4.1 A thriving city and centrally located, strategic business and employment hub within Sydney
- 4.2 Safe, clean and activated streets, centres and public places are enjoyed by people day and night



258
artists employed

39
creative sector specialists employed



95%
of capital works program delivered



9.5
customer experience rating for Community Safety



34
new parks and wayfinding signs installed



30
outdoor dining licences issued



\$44K
allocated to 15 businesses for the Shopfront Improvement Program

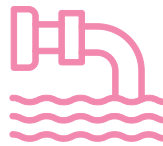


16,000sqm
of road space re-sheeted

1,700m
of kerb and gutter renewed



3,300sqm
of footpath renewed



\$5.7M
of capital works upgrades delivered

4. Vibrant city & villages

4. Vibrant city & villages

Milestones



Our public art program

10 public art projects were delivered over the reporting 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
- Ongoing relocations of the Wilay Mulaa possum sculptures to Burwood Road, Burwood Library and Unity Place.



Place Activation Projects Aligned with Council's Place Management Framework

In October 2024, Council secured \$500,000 for the delivery of the Licence to Play Event Ready Streets initiative as part of Transport for NSW's Permit Plug Play Program. The grant will enable council to streamline processes and deliver enabling infrastructure on Burwood Road, Ford Lane and Clarendon Place including public art, power and permanent road closure equipment.



Development and adoption of Creative Burwood Strategy

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.

Enhancing the Burwood LGA through upgraded infrastructure

A number of key infrastructure projects to improve and expand our parks, open spaces and streets were completed or significantly advanced during 2024/25. These projects included:

- Flockhart Park playground (\$525,000): The Flockhart Park Recreational Upgrades Project included a playground renewal and installation of new fitness equipment along Cooks River. The Design and Construct contract was awarded to Moduplay and the project was delivered within budget and on time.
- Park expansions at Russell Street Reserve and Portland Street (\$820,000): Extending Burwood's green space has been completed with the Russell Street Reserve and Henley Park expansion project. The project team successfully demolished 3 aging, Council owned properties bringing an additional 1600m2 of turfed landscape to the community. Russell Street Reserve was embellished with 2 additional benches and solar powered lighting. The site is now heavily utilised by its neighbours and the Henley Park frontage has been renewed.
- Woodstock Park Sensory Garden (\$1.2m): For the second Sensory Garden within Burwood, the project team ensured the focus of the design remained in line with the heritage site. The design was awarded to Umbaco and the construction to Perfection Landscape Solutions, both new contractors for Burwood. Early during the construction commencement, unexpected asbestos finds were uncovered, and the remediation is expected to commence soon following an adjustment to design levels and review of remediation costs.
- Burwood Park Inclusive playspace and Ancillary works (\$2.4M): Project commenced with a tender process for design, awarded to SALA4D and subsequent tender process for construction, awarded to Growth Civil. Works commenced on 30 April 2025 and progressed well prior to contamination findings below the existing playground being asbestos material. The contamination removal has been controlled, in collaboration with the contractors and funding body.
- Henley Park Sportsfield Upgrade (\$2.7m): Project was awarded to the previous designer of Fields 3 and 4, to ensure a seamless connection between the new and existing irrigation and drainage design. The tender process awarded the project to Neverstop Water who also completed the previous fields. The ancillary works, being the picnic and BBQ area upgrade and new spectator seating, was awarded to Auscape. Both contractors have worked well within the space and we expect the outcome to be of high quality and exceeding the community expectation.

4. Vibrant city & villages



4. Vibrant city & villages

Highlights



Next Stop: Burwood

In this reporting period, Burwood strengthened its reputation as a vibrant destination for culture, creativity and night-time activity, continuing its evolution from a CBD to a Central Experience District.

Council advanced key place and night-time economy initiatives, including progress toward Purple Flag accreditation and the implementation of Burwood's Licence to Play – Event Ready Streets program, delivered in partnership with Transport for NSW. This initiative is already enhancing Burwood Road, Ford Lane and Clarendon Place with new public art, lighting and event infrastructure to support regular activations and outdoor entertainment.

Burwood's leadership in placemaking was recognised at state and national levels, with Council invited to present at the 2024 NEON Forum and 2024 National Placemaking Summit and featured as a best-practice example in the NSW 24-Hour Economy Commissioner's Night-Time Economy Toolkit.

Cultural highlights included the conclusion of the Burwood 150 Years Program, the growth of the Burwood Art Prize (475 entries, 117 finalists), delivery of 10 new public art projects and a record 55 community events engaging over 122,000 people. These initiatives collectively strengthened Burwood's identity as a dynamic cultural and lifestyle destination both day and night.



Burwood recognised as a night-time destination

In March 2025, Burwood Council secured \$195,000 from the NSW Government's Special Entertainment Precinct (SEP) Kick-Start Grant Program to establish the area's first Special Entertainment Precinct (SEP) in the Burwood Town Centre.

The SEP will build on Council's Burwood After Dark strategy, supporting vibrant night markets, live music, busking and extended trading that celebrate local talent and cultural diversity. Centred around Burwood Road, Railway Parade, Conder and Belmore Streets, the precinct will strengthen Burwood's reputation as one of Sydney's most dynamic food and entertainment destinations. The precinct is already home to Burwood Chinatown, Emerald Square and many renowned eateries.

The funding will enable planning, sound management frameworks and community consultation ahead of the precinct's trial phase, set to begin by early 2026.



Our Shopfront Improvement Program

Council's Better Shopfronts strategy saw strong growth, with 18 applications received and 15 projects approved, totaling \$44,703 in funding.

A revised policy, now part of Licence to Play, removes funding caps, encourages co-located business projects and waives fees for approved works, broadening eligibility across more locations. Meanwhile, 284 business inspections improved shopfront compliance and 76 cases were referred for follow-up. Together, these initiatives are delivering more attractive, cohesive and vibrant main streets that reflect Burwood's growing place identity

Keeping Burwood safe

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

- Implementation of the Safer Burwood Plan including the successful Community Safety Expo held in Westfields in March 2025
- Working with community support services including the Police to establish a Domestic Violence Hub for women and families in the Burwood Library and Community Hub
- 100% completion of the year Safe Plan requirements have been implemented
- All active building sites were patrolled on a daily basis along with proactive and reactive patrols to ensure all premises comply with relevant provisions relating to pollution, overgrown vegetation, boarding houses, water drainage and tree activities
- All annual health inspections were completed

A record number of Community Safety Education Programs were promoted via Council's quarterly Education Calendar including:

- Building site management
- Dog issues including unleashed dogs
- Animal registration
- Unattended property
- Scores on Doors Additionally, annual health inspections with business owners provided opportunities for one-to-one education



4. Vibrant city & villages



5. Open & collaborative leadership

5. Open & collaborative leadership

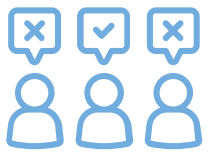
A strong local democracy with an actively engaged community who are listened to, respected and who trust in our leaders.

Community strategic plan outcomes

- 5.1 A well informed community active in civic life, local planning and decision making
- 5.2 Effective, innovative and collaborative leadership is underpinned by open, transparent and responsible governance



12
strategies, policies
and plans adopted
or endorsed



**PARTICIPATE
BURWOOD**

53,580
views
42,509 visits
23,740 visitors
1,951 contributions
1,354 contributors
243 new followers



1.1m+
website page views



**MYSTERY SHOPPING
PROGRAM SCORE**

91% phone calls
96% in person visits



52
e-newsletters emailed to
over 19,000 subscribers



3
printed newsletters
distributed to 17,000+
residents and businesses



128
formal GIPA requests
received



5,463
room and venue
bookings via Bookable
online portal



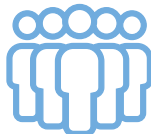
24,926
customer calls answered

1,854
customers served
at Council's Customer
Service Counter with 80%+
served within 5 minutes

11,433
customer actions

1106
webchat users

9,890
emails/online forms via the
Customer Service Centre



1,500+
new WeChat followers



3,266
park and sports field
bookings via online portal

5. Open & collaborative leadership

5. Open & collaborative leadership

Milestones

Using technology to improve service delivery

Council received a \$200,000 NSW Early Adopter Grant from the Department of Planning, Housing and Infrastructure to test Archistar’s AI-powered Property Platform. This initiative is part of broader efforts to streamline development assessment and enhance the customer experience through automation, while enabling staff to work more closely with applicants and deliver better outcomes for the community.

Our review is now in its final stages and council is looking at opportunities for the use of this type of technology with features including:

- An AI chatbot to help staff quickly access site-specific planning controls and constraints, removing the need to manually search planning documents.
- A precinct master planning tool that uses existing data to perform capacity analysis and uplift modelling more efficiently.
- System assessment of application allowing our planning staff to focus on design, outcomes and customer experience.

The technology type aims to further reduce assessment times. Other examples of Council initiatives delivered using AI:

- Council engaged Dynamic Crowd Management (DCM) to provide real-time analytics on audience sentiment, movement, and occupancy levels for the Lunar New Year Street Party.
- Council implemented License Plate Recognition (LPR) software to its handheld devices for parking patrols and trialed LPR vehicle systems.
- Council implemented AI tool developed in house to support efficiencies in the completion of Learn to Swim assessments.

A record number of technology-based programs were delivered at the Library and Community Hub:

- 40 technology based programs were delivered for the community, including a very successful five day VR program during the April school holidays, an AI talk for seniors was held in May 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 be able to access.

Business improvements

Additionally, several important business improvements have been implemented in relation to technology:

- Implemented people and vehicle Smartsensors at Deane Street to collect data on public space usage, supporting informed decision-making.
- Expense Me: Implemented a new system for Credit card management, delivering improvements in speed and accuracy of CC management
- Email rates notices: Implemented a system to allow Customers to subscribe to receive rates notices via email delivering improvements to Customer Experience and savings (\$0.35 email vs \$1.32 printed).
- Adopted the “Use of AI Corporate Practice” which clearly defines and enables appropriate AI use throughout Council.
- Migrated from the legacy Dial Before You Dig (DBYD) platform to the new Before You Dig Australia (BYDA) system, ensuring continuity of service and enhanced automation. The resulting solution automatically completed 3,504 customer requests.
- Completed the implementation of the Australian Cyber Security Centre framework “Essential 8 – Maturity Level 1” to safeguard Council services from Cyber attacks
- Implemented a new SuperSign Cloud system to assist in the management of digital displays, resulting in time savings and faster turnaround for digital displays across Council facilities.
- Implemented a new Library Lockers IT solution to facilitate 24/7 borrowing and returns from the Library collection.
- Implemented a secure physical access solution for Library After Hours Project
- Introduced Smartsheet-based ticketing systems for Procurement and Communications teams.
- Increased GIS utilisation through the deployment of Spatial Systems Application (SSA).



Enhancing the customer experience

The bi-annual Customer Experience Survey was undertaken to ensure customer expectations are attended to in line with service standards – areas included

- Enfield Aquatic Centre – 99%
- Library – 100%
- Customer Service – 91%
- DA Assessment – 86%

The 2025 Mystery Shopping program has been the largest Council wide program since its inception with a total of 110 staff mystery shopped, with 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.

The Customer Experience Strategy 2024 – 2027 was developed through an extensive process of research, data analysis, customer feedback and community engagement.

A number of actions have been completed in the Year 2 action plan including:

- Council’s Mobile Customer Service Team delivered Customer Service pop up stalls at various locations including Burwood Park, The Strand Croydon, Henley Park and at Council events. The team assisted customers with payments, clean up bookings, E-Permits, venue bookings and general enquiries with a total of 61 customers utilising the service.
- A review of our website structure, functionality and content to significantly improve user experience.
- Council adopted a new Complaints Handling Policy to improve efficiency and transparency in the handling of complaints.
- Implement Electronic Parking Permits to improve access and deliver an improved service for issuing of parking permits
- Participated in the 2024 National Local Government Customer Service Network Benchmarking Program
- Conducted a bi-annual Customer Experience Survey undertaken by Micromex to ensure customer expectations are attended to in line with service levels

Strategies, plans and policies

During 2024-25, 12 strategies, policies and plans were adopted including:

- Audit Risk & Improvement Committee (ARIC) Charter
- Community Strategic Plan: Burwood 2036
- Councillor Expenses and Facilities Policy
- Creative Burwood Strategy 2025 – 2035
- Delegations from Council to the General Manager
- Delivery Program 2025 – 2029 and Operational Plan 2025 – 2026
- Economic Development Discussion Paper and Night Time Economy Strategy
- Fees and Charges 2025 – 2026
- Reflect Reconciliation Action Plan 2025 – 2027
- Resourcing Strategy 2025 – 2035
- Swimming Pool Barrier Inspection Program
- Swimming Pool Policy



Highlights

Mayor’s Business Commendation Awards

Planning for the 2025 Awards commenced, set to recognise a record number of businesses across seven categories celebrating their length of service and impact on the Burwood community. Two new categories were introduced this year: Best Shopfront and Food Safety Excellence.

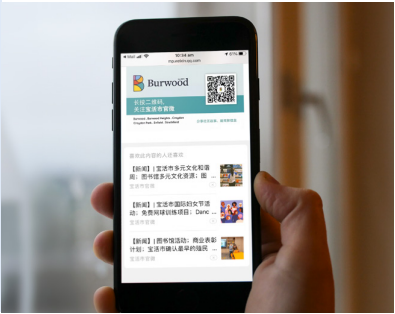
Categories include:



Increasing our reach on social media

Council’s reach across all social media platforms increased again in 2024/25 with notable increases across the following platforms:

- Instagram – 146.1% increase
- Facebook – 48.9% increase
- LinkedIn – 131.2% increase



Awards and Recognition

During 2024/25, Council received recognition as a finalist or winner for multiple awards, including:

Name of Award	Category	Project Name	Outcome
Local Government NSW Excellence Awards 2025	Supporting Local Enterprise	Burwood Culture Streets: activating our streets and our economy	Winner
National Local Government Awards 2025	Workforce and Skills Category	EAC Submission - Making Waves: Growing the Learn to Swim Workforce	Winner
NSW Planning Institute of Australia Awards for Planning Excellence	Stakeholder Engagement	Burwood After Dark Strategy	Winner
The Institute of Public Works and Engineering Australasia	Inclusivity and Diversity Category	Grant Park Inclusive Playspace Project	Winner
Local Government Week Awards - 2025	RH Dougherty Events & Communications Awards - Innovation in special events	Burwood Culture Streets	Finalist
Local Government NSW Excellence Awards 2025	People, Workplace Wellbeing	Burwood Forward: A Staff-Led Journey of Cultural Transformation	Finalist
National Local Government Awards 2025	Addressing Violence against Women and Children	Burwood DV Hub: Transforming Domestic Violence Support	Highly Commended
National Local Government Awards 2025	Arts & Culture	Burwood 150 Years Program: A Celebration of Arts, Culture and Heritage	Highly Commended
NSW Planning Institute of Australia Awards for Planning Excellence	Great Place	Burwood Chinatown: a cultural destination re-imagined for community and commercial success	Commendation Award



Schools as shared spaces

Council continued its ongoing partnership with Schools Infrastructure NSW for the Schools as Shared Spaces Program. The EAC collaborated with the NSW Department of Education to provide accessible swim programs for local schools.

The Disability Inclusion Action Plan

Burwood Council has long been committed to strengthening and maintaining an inclusive and diverse community in which people of all abilities are able to connect, participate and thrive.

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
- Burwood Library introduced a sensory-friendly craft school holiday program and sensory elements in baby and toddler story times

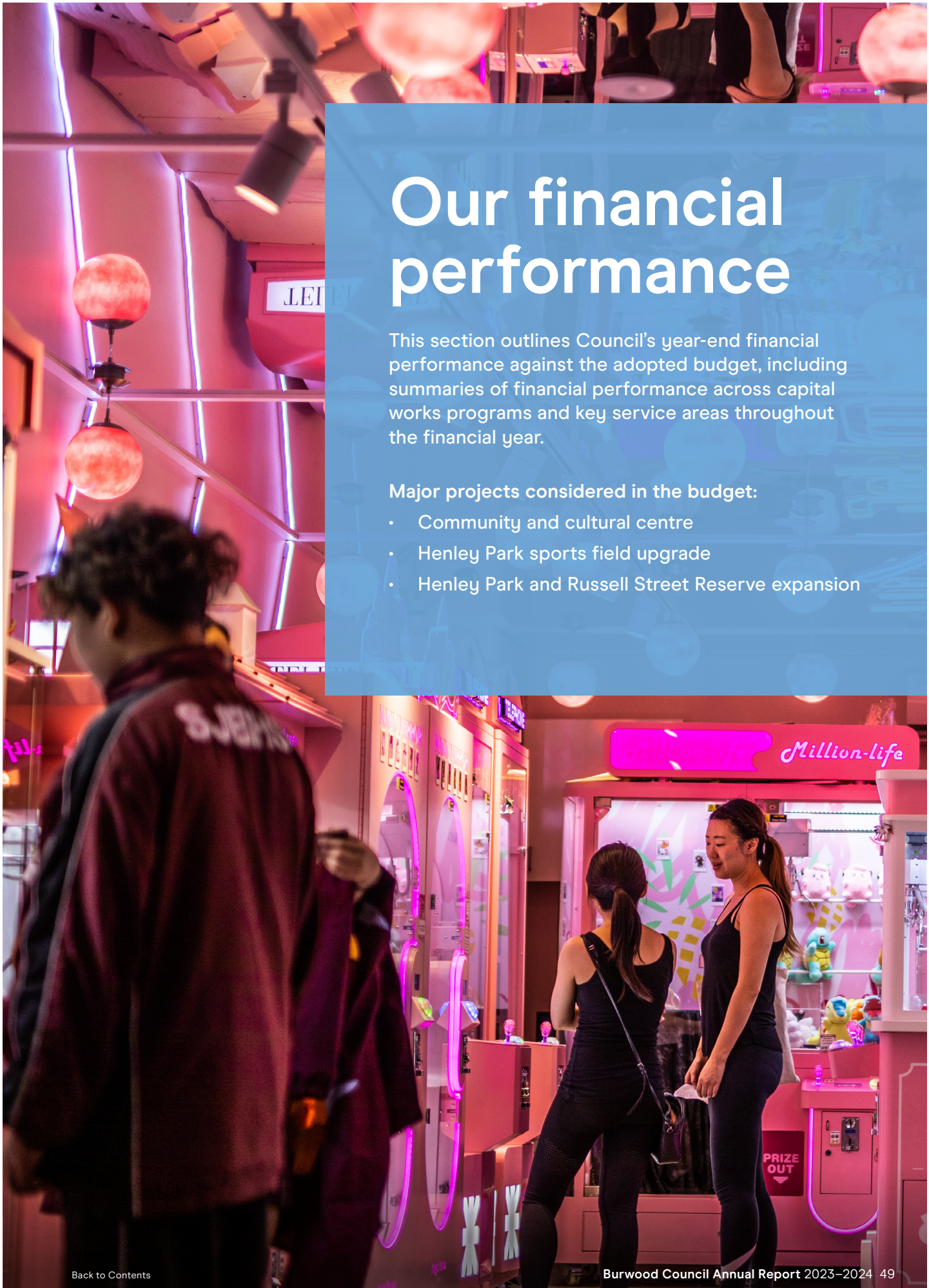


Our financial performance

This section outlines Council's year-end financial performance against the adopted budget, including summaries of financial performance across capital works programs and key service areas throughout the financial year.

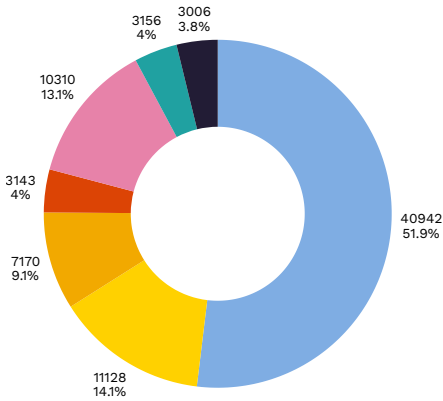
Major projects considered in the budget:

- Community and cultural centre
- Henley Park sports field upgrade
- Henley Park and Russell Street Reserve expansion



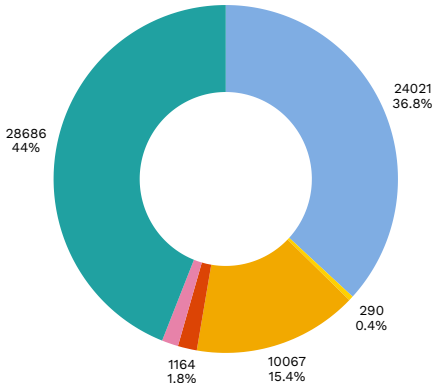
Financial performance

2024–25 total income
\$78.9 million



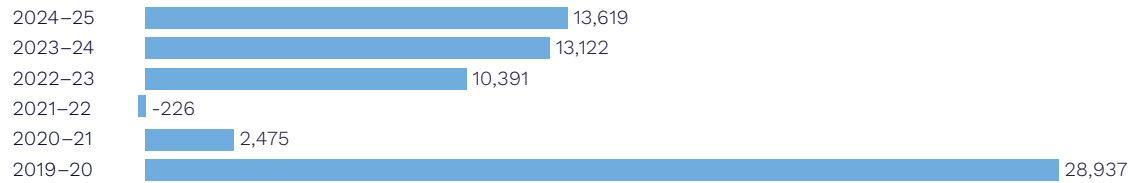
Category	2024–25 \$'000s
Rates & Annual Charges	40,942
User Charges & Fees	11,128
Interest & Investment Income	3,156
Other Revenues	7,170
Other Income	3,006
Grants & Contributions Provided for Operating Purposes	3,143
Grants & Contributions Provided for Capital Purposes	10,310
Total operating revenue	78,885

2024–25 total operating expenses
\$65.2 million

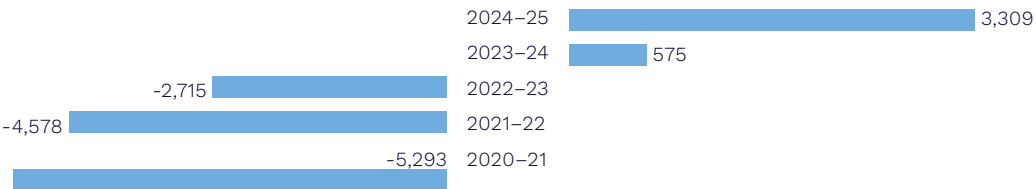


Category	2024–25 \$'000s
Employee Benefits & Oncosts	24,021
Borrowing Costs	290
Materials & Services	28,686
Depreciation & Amortisation	10,067
Net Losses from the Disposal of Assets	1,008
Other Expenses	1,164
Total operating expenses	65,236

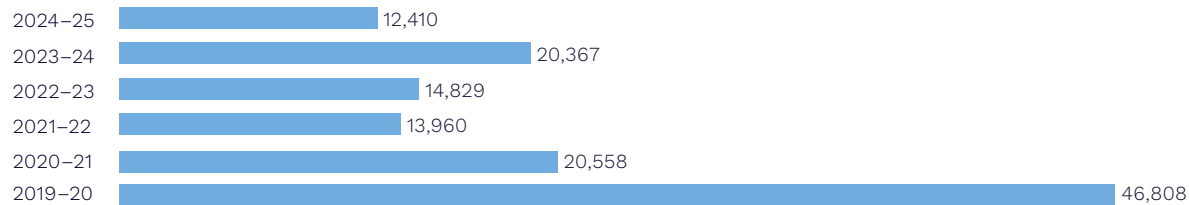
Operating results '000s



Operating result before capital '000s



Capital expenditure '000s



Financial performance

Grant income brought to account during 2024-2025 Financial Year

Grant	Amount \$
Financial Assistance Grants	1,023,934
Bus Route Subsidy	22,515
Carbon Emission Rebate	37,979
Children & Families	84,712
Community and cultural centre	2,517,742
Emergency Service	100,067
Family Leave Subsidy	25,642
Floodplain Management Program	74,771
Information Technology	174,569
Library	123,484
Library Capital Resources Grant	103,315
Local Government Apprentices, Trainees and Cadets Program	103,449
Open Streets Program	150,000
Parramatta Road Urban Amenity Improvement Program	275,850
Permit/Plug/Play Pilot Program	154,902
Recreational - Burwood Park Inclusive Play Space	309,558
Recreational - Enfield Aquatic Centre	445,150
Recreational - Flockhart Park Playground and Fitness	371,854
Recreational - Greening Our City	7,616
Recreational - Henley Park Sports Field Upgrade Project	662,559
Recreational - Park Expansions-Portland & Russell St	636,705
Recreational - Woodstock Park Sensory Garden	172,443
Road Block Grants	87,000
Road Safety Projects	76,565
Road Upgrades	369,843
Roads to Recovery	219,919
Seniors Festival	8,000
Street Lighting Subsidy	80,000
Traffic Facilities	47,000
Vibrant city & villages	135,977
Waste and Recycling	39,148
Total	8,642,269

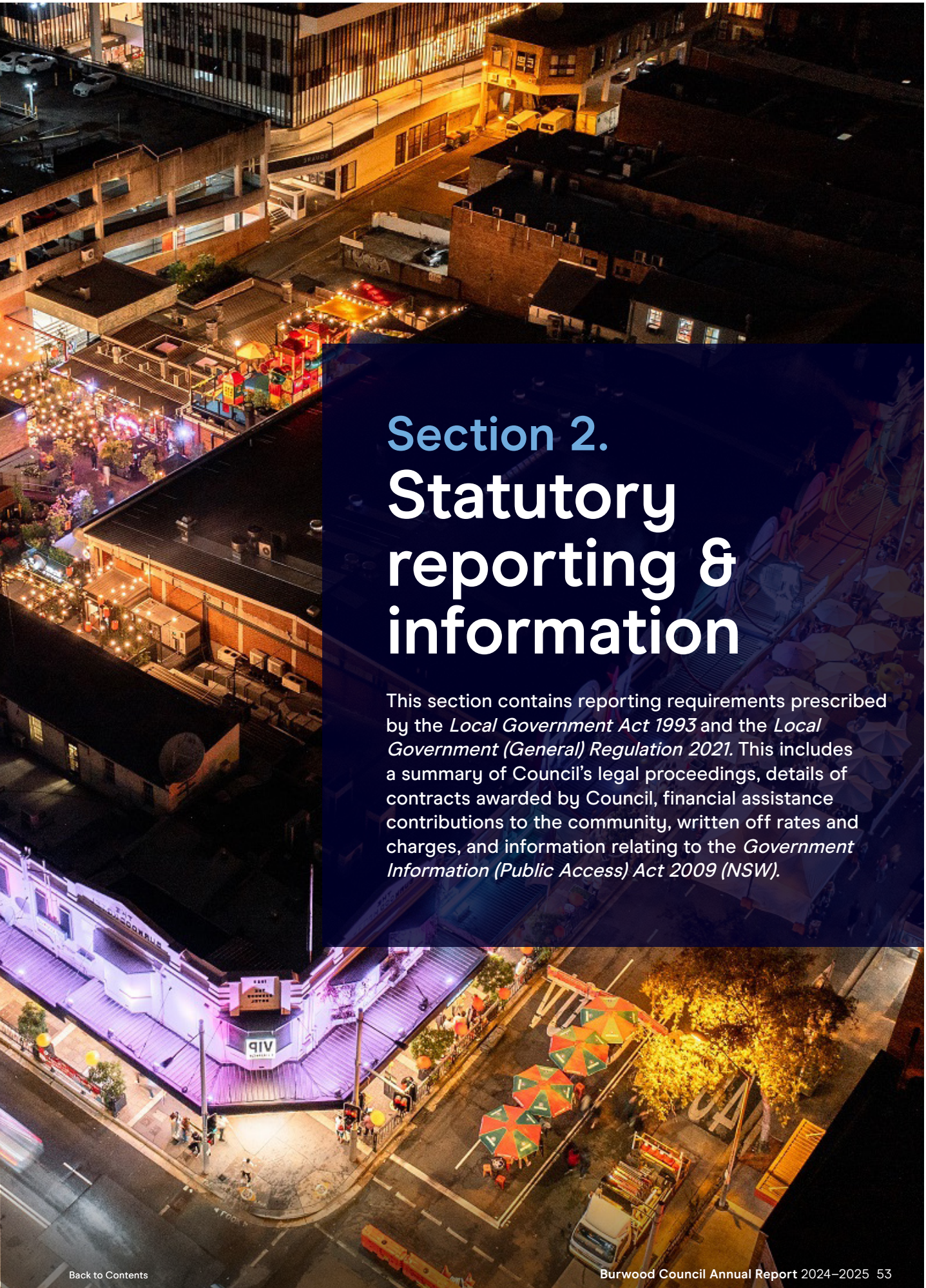
Financial performance

Key financial performance measures

In 2024-25, Council exceeded seven of the eight benchmarks for the NSW Office of Local Government’s key financial performance indicators.

Measure	What this means	Benchmark	2024–25 result
Operating performance ratio	This ratio measures Council's achievement of containing operating expenditure within operating revenue.	> 0.00%	5.15%
Own source operating revenue ratio	This ratio measures fiscal flexibility. It is the degree of reliance on external funding sources such as operating grants and contributions.	> 60.00%	82.76%
Unrestricted current ratio	To assess the adequacy of working capital and its ability to satisfy obligations in the short term for the unrestricted activities of Council.	> 1.50x	3.04x
Debt service cover ratio	This ratio measures the availability of operating cash to service debt including interest, principal and lease payments.	> 2.00x	12.87x
Rates and annual charges outstanding percentage	To assess the impact of uncollected rates and annual charges on Council's liquidity and the adequacy of recovery efforts.	< 5.00%	7.64%
Cash expense cover ratio	This liquidity ratio indicates the number of months a Council can continue paying for its immediate expenses without additional cash inflow.	> 3.00 months	6.92 months
Buildings and infrastructure renewals ratio	To assess the rate at which these assets are being renewed relative to the rate at which they are depreciating.	> 100.00%	121.03%
Asset maintenance ratio	Compares actual vs. required annual asset maintenance. A ratio above 100 indicates Council is investing enough funds to stop the infrastructure backlog growing.	> 100.00%	127.38%

*Source for benchmarks: Code of Accounting Practice and Financial Reporting #26



Section 2. Statutory reporting & information

This section contains reporting requirements prescribed by the *Local Government Act 1993* and the *Local Government (General) Regulation 2021*. This includes a summary of Council’s legal proceedings, details of contracts awarded by Council, financial assistance contributions to the community, written off rates and charges, and information relating to the *Government Information (Public Access) Act 2009 (NSW)*.

Statutory reporting & information

Statutory reporting & information

Councillor payments and facilities

Mayor & Councillors' fees	\$
Mayoral Fee	49,170
Councillors' Fees	152,146
Total	201,316

Expenses & provision of facilities for Mayor & Councillors	
Travelling Expense (Mayoral Vehicle)	18,000
Professional and Skill Development	0
Conferences & Seminars	18,443
Travel Expenses	363
Mayoral Publications (Advertising)	34,569
Mayoral Receptions/Civic Functions	23,887
Grants, Donations	16,559
Telecommunication Expenses	4,521
Printing, Stationery & Postage	3,721
Subscriptions	0
Total	120,036
Total (Mayoral & Councillors' expenses, provision of facilities and council meetings)	321,379

Councillors' Professional Development Program activities conducted for the 2024-2025 period

Councillor professional development activities 2024-2025	Councillors elected December 2021							Councillors elected September 2024						
	Crichton	Cutcher	Esber	Faker	Hull	Mannah	Robinson	Bhatta	Esber	Faker	Hull	Mannah	Wu-Coshott	Yang
Briefing: Affordable Housing (August 2024)	X	X	X				X							
Briefing: Property Matter (August 2024)			X	X	X	X	X							
Councillor Induction Day 1 (October 2024)								X	X		X		X	X
Councillor Induction Day 2 (October 2024)								X	X	X			X	X
Councillor Induction Day 3 (October 2024)								X	X	X	X		X	X
Briefing: Croydon Masterplan (November 2024)								X	X	X	X	X	X	X
Briefing: Community Representatives for Multicultural Advisory Committee (November 2024)								X	X	X	X	X	X	X
Briefing: Housing Delivery Authority (November 2024)								X	X	X	X	X	X	X
Briefing: Engagement for Community Strategic Plan and Delivery Plan Review (November 2024)									X			X	X	X
Induction: ICAC Presentation to Councillors (December 2024)									X	X	X		X	X
Briefing: Croydon TOD Masterplan (December 2024)								X		X	X	X	X	X
Briefing: Croydon TOD Masterplan (January 2025)								X	X	X	X	X	X	X
Course: Understanding Local Government Finances for Councillors (January 2025/June 2025)								X					X	
Course: Audit, Risk and Improvement Committees Training (February 2025)													X	
Briefing: Reconciliation Action Plan (March 2025)								X	X		X		X	
Briefing: Arts and Culture Strategy - Creative Burwood (March 2025)								X	X		X		X	
Briefing: Burwood Culture House (March 2025)								X	X		X		X	
Briefing: Licence to Play (March 2025)								X	X		X		X	
Induction: Council Insurance and Legal Arrangements (April 2025)								X		X		X	X	X
Briefing: Community Strategic Plan and Delivery Program (April 2025)								X				X	X	X
Course: Speed Reading (April 2025)								X						
Workshop: Public Space Vision for Burwood Town Centre (May 2025)								X	X	X			X	
Briefing: Precinct Development (May 2025)								X	X		X	X		X
Refresher: Code of Meeting Practice (May 2025)									X					
Course: Planning 101 for Councillors (May 2025)								X					X	
Workshop: Placemaking Framework (June 2025)								X		X	X		X	X
Briefing: Enfield Aquatic Centre redevelopment project (June 2025)								X	X	X	X	X	X	X
Briefing: Walking and Cycling Plan (June 2025)								X	X	X	X	X	X	X
Conference: National Local Government Association National General Assembly (June 2025)								X					X	X
Conference: Australian Placemaking Conference (June 2025)										X				X

Statutory reporting & information

Statutory reporting & information

Total remuneration of the General Manager and executive staff

	Salary Component	Employer Super / Salary Sacrifice	Non Cash Benefit (Car)	Reportable FBT	Non Cash Benefit (Leave)	Total Package
General Manager	394,110	29,932	12,550	29,905	0	466,497
Executive Staff	1,133,766	139,983	0	38,910	0	1,312,659
	1,527,876	169,915	12,550	68,815	0	1,779,156

Statement of number of persons who performed paid work on Wednesday, 4 December 2024

Type of Employment	Number
Permanent full-time	136
Permanent part-time	18
Casual	21
Fixed-term contract	12
Senior staff	1
Persons engaged under a contract or other arrangement	14
Apprentice/trainee	1

Contracts over \$150,000 signed in 2024-2025

Contract/Project Description	Name of Supplier	Total contract \$ (excluding GST)
Library Resources - Books and DVDs. Shelf ready services	James Bennett Pty Ltd	\$152,454.55
WAN, Internet, Datacentre and Disaster Recovery Site	TPG Network Pty Ltd	\$509,712.00
4-6 Mitchell Street Drainage	Planet Civil Pty Ltd	\$739,022.73
4-6 Mitchell Street Road Resheet	Planet Civil Pty Ltd	\$671,838.85
Procurement of new Case Backhoe	Earthmoving Equipment Australia Pty Limited	\$214,503.21
Henley Park Eastern Boundary Investigations	Tetra Tech Coffey Pty Ltd	\$466,821.00
Mitchell Street Road Re-Sheet	Planet Civil Pty Ltd	\$582,329.20
Henley Park Sportsfield Upgrade	Never Stop Water Harvesting	\$1,181,818.18
Shaftsbury Road, Victoria Street and Waimea Avenue Restoration	EBCON	\$153,281.82
Burwood Road Drainage Upgrade	KJ Civil & Paving PTY Ltd	\$446,125.00
Roads Program	Planet Civil Pty Ltd	\$837,109.00
Enfield Aquatic Centre Redevelopment	Turner & Townsend Pty Ltd	\$919,542.00
Henley Park Sportsfield Upgrade	Never Stop Water Harvesting	\$1,129,373.65
Woodstock Park Sensory Garden	Perfection Landscapes Services Pty Ltd	\$758,009.09
Henley Park Picnic Area Upgrade	Auscape Pty Ltd	\$279,321.00
Clarendon Lane Streetcae Upgrade	EBCON	\$293,076.35
Burwood Rd and Parramatta Rd Restoraitions	civeco	\$186,000.00
Park expansion - Henley Park and Russel St Reserve	Integrated Environmental Pty Ltd	\$479,750.00
Croydon Housing Investigation Area	Ethos Urban	\$213,665.00

External bodies that exercised functions delegated by Council

Council has delegated to the Burwood Local Planning Panel the function of determining any other Application made under Part 4 of the *Environmental Planning and Assessment Act 1979* (including Development Applications, Modification to Development Consent Applications, Review of Determination Applications) or Division 6.7 of the *Environmental Planning and Assessment Act 1979* (Building Information Certificate Applications) that would ordinarily be delegated for determination to a Council Officer, which, in the opinion of either the Burwood Council’s Director City Strategy or Manager City Development, it is considered to be in the public interest to have considered and determined by the Burwood Local Planning Panel.

Partnerships, co-operatives, joint ventures in which Council participated

Council has not participated in any corporations, co-operatives or trusts. However, we are part of CivicRisk Mutual, which is a joint venture supporting shared access to insurance products and risk management support services tailored to local government needs. Council does not have a controlling interest in CivicRisk Mutual.

Works carried out on private land

There were no resolutions to carry out works on private land during 2024-2025.

Public Interest Disclosures (PIDs)

Council has in place a Public Interest Disclosures Policy consistent with the Public Interest Disclosures Act 2022. To promote a ‘speak up’ culture at Council, the PID process was promoted through Council’s internal staff news channels. Customised training, based on content and videos from the NSW Ombudsman, was delivered to all new managers, employees and councillors. Council submitted its annual return to the Ombudsman by the required deadline. The key data from that report is summarised below.

Public interest disclosures made by public officials	Voluntary PIDs	Other PIDs	Purported PIDs
Number of PIDs made by public officials to Council	0	0	0
Number of PIDs made by public officials finalised by Council	0	0	0
Number of PIDs made by other persons to Council	0	0	0



Statutory reporting & information

Government Information (Public Access) (GIPA) Act

Clause 8A: Details of the review carried out by the agency under section 7(3) of the Act during the reporting year and the details of any information made publicly available by the agency as a result of the review

Reviews carried out by the agency	Information made publicly available by the agency
Nil	Nil

Clause 8B: The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications)

Total number of applications received	128
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Clause 8C: The total number of access applications received by the agency during the reporting year that the agency refused either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure)

Number of applications refused	Number	% of Total
Wholly	0	0
Partly	0	0
Total	0	0



Statutory reporting & information

Table A: Number of applications by type of applicant and outcome*

Type of applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with applicant	Refuse to confirm / deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	22	6	0	0	0	0	0	2
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (by legal representative)	8	1	0	0	0	0	0	0
Members of the public (other)	67	6	0	0	0	0	0	18
Total	97	13	0	0	0	0	0	20
% of Total	74.62%	10.00%	0.00%	0.00%	0.00%	0.00%	0.00%	15.38%

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome*

Type of application	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with applicant	Refuse to confirm / deny whether information is held	Application withdrawn
Personal information application*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	97	13	0	0	0	0	0	20
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0
Total	97	13	0	0	0	0	0	20
% of Total	74.62%	10.00%	0.00%	0.00%	0.00%	0.00%	0.00%	15.38%

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Statutory reporting & information

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act

Matters listed in Schedule 1 of the Act	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial Code of Conduct	0
Aboriginal and environmental heritage	0
Information about complaints to Judicial Commission	0
Information about authorised transactions under <i>Electricity Network Assets (Authorised Transactions) Act 2015</i>	0
Information about authorised transactions under <i>Land and Property Information NSW (Authorised Transaction) Act 2016</i>	0

*More than one public interest consideration may apply in relation to a particular access application and if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act

Matters listed in table to Section 14 of the Act	Number of times consideration used*
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timelines

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	99
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	11
Total	111

Statutory reporting & information

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld
Internal review	0	0
Review by Information Commissioner	0	0
Internal review following recommendation under section 93 of Act	0	0
Review by NCAT	0	0
Total	0	0

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see Section 54 of the Act)	0

Table I: Applications transferred to other agencies

	Number of applications for review
Agency-Initiated Transfers	0
Applicant – Initiated Transfers	0

Modern Slavery and Ethical Procurement

Burwood Council is committed to ethical, responsible procurement and ensuring our supply chains are free from modern slavery. We recognise forms of modern slavery such as forced labour, human trafficking, servitude and child labour, and we work to ensure goods and services we procure are sourced with respect for human rights and fair labour standards.

Our approach is guided by the Modern Slavery Act 2018 (Cth) and supported by the Burwood 2036 Community Strategic Plan, Sustainability Strategy and Procurement Policy, reflecting our commitment to integrity, accountability and ethical decision-making.

Our Supply Chain and Procurement Framework

Burwood Council operates a decentralised procurement model, with \$60 million spent annually across a range of goods, services and works. Our supply chain includes construction, facilities management, cleaning and waste services, which are known to carry higher modern slavery risks.

To support ethical and transparent purchasing, Council works with pre-qualified supplier panels including Local Government Procurement (LGP), Procurement Australia and SSROC. These panels require suppliers to meet strict ethical, compliance and sustainability standards, including modern slavery obligations.

Council also uses the VendorPanel system to manage tenders and quotes, ensuring transparency, accountability, and fair supplier engagement across all procurement activities.

Policy and Governance

In early 2025, Council updated its Procurement Policy to strengthen its focus on ethical and socially responsible purchasing. The policy now includes clear requirements around modern slavery and supplier conduct, in line with the Modern Slavery Act 2018 (Cth).

All standard contracts now include modern slavery clauses, requiring suppliers to confirm compliance and, where relevant, provide a Modern Slavery Statement. Council also checks supplier insurances, financial stability and ethical sourcing practices as part of its onboarding process.

These steps reinforce Council’s zero-tolerance approach to exploitative labour practices and ensure modern slavery risks are considered at every stage of procurement.

Looking Ahead

Key priorities for addressing modern slavery risks in the coming year include:

- Strengthening supplier risk assessments and due diligence processes
- Continuing staff capability building in ethical and sustainable procurement
- Collaborating with LGP, SSROC, and Procurement Australia to improve sector-wide reporting and transparency

Through these actions, Council reaffirms its commitment to ethical procurement practices that respect human rights, promote sustainability, and reflect the values of the Burwood community.

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Development contributions and levies

Burwood Local Infrastructure Contribution Plan

Project Description	Project ID (as identified in the CP)	The kind of public amenity or service	Monetary amount expended from development contributions	Value of land dedication	Value of material public benefit provided	Contrib-utions expended to date	Amounts expended temporarily borrowed	Project status	% of cost funded by contrib-utions
Burwood Park Rotunda Electrical Upgrade	PJ00026	Parks & gardens - recreation	\$28,779	\$0	\$0	\$28,779	\$0	Completed	100%
Public Art	PJ01263	Vibrant city & villages	\$187,280	\$0	\$0	\$187,280	\$0	Completed	84%
Burwood Park Flag Poles	PJ01265	Vibrant city & villages	\$35,588	\$0	\$0	\$35,588	\$0	Completed	100%
Shaftesbury Road Burwood	PJ01321	Transport - roads	\$100,000	\$0	\$0	\$100,000	\$0	Completed	61%
Lighting Installation Burwood Park and Burwood Road Burwood	PJ01356	Vibrant city & villages	\$49,466	\$0	\$0	\$49,466	\$0	Completed	100%
Burwood Park - Nature Play	PJ00855	Parks & gardens - recreation	\$47,667	\$0	\$0	\$47,667	\$0	Completed	8%
Burwood Park - Sensory Garden	PJ00856	Parks & gardens - recreation	\$10,998	\$0	\$0	\$10,998	\$0	Completed	67%
Town Centre Property Acquisition	PJ01238	Vibrant city & villages	\$6,150,000	\$0	\$0	\$6,150,000	\$0	Completed	78%
Administration of the plan	PJ01077	Town planning	\$75,000	\$0	\$0	\$75,000	\$0	Ongoing	100%
Total contributions expended									\$6,684,778
Total contributions received									\$1,776,302

Compliance with, and effect of, planning agreements in force

Council has negotiated three (3) Voluntary Planning Agreements, securing the following monetary amounts for the following sites:

Property Address	VPA Amount
5 Belmore Street Burwood	\$1.26 million
3–7 Lyons Street and 18 Parnell Street Strathfield	\$974,750
George Street Burwood	\$828,756

A review of Council's VPA policy has been undertaken and will be presented for Council consideration in July 2025. This updated policy aims to provide more flexibility and enable broader application.

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Financial Assistance

Council's Community Grants Program provided \$60,000 to assist local community organisations and not-for-profit services to work with the community to assist the ongoing work continually carried out by these services.

Recipient	Amount \$
Chinese Australian Services Society Limited	5,000
The Greek Orthodox Parish and Community of Burwood and District Saint Nectarios Limited	3,171
Days for Girls Australia Limited	2,500
Climate Action Burwood-Canada Bay Inc	3,380
Inner West Neighbour Aid	2,000
Lifestart Disability Services Ltd	4,989
Wrap With Love Incorporated	1,000
St. Merkorious Charity Association Inc.	5,000
Narcotics Anonymous	2,340
Chinese Australian Services Society Limited	5,000
Sydney Chinese Drum Art Troupe Incorporated	2,800
Nepalese Hindu Society Of Australia Incorporated	3,000
Asian Women at Work Inc.	5,000
Reverse Garbage Co-Operative Ltd	5,000
St Pauls Anglican Church Burwood	5,000
The Benevolent Society	4,820
Total	60,000

Private swimming pool inspections

During 2024-25, the following certificates were issued:

- Compliance Certificates issued under section 22D of the Swimming Pools Act 1992: 18
- Non-compliance Certificates issued under clause 21 of the Swimming Pools Regulation 2018: 10

Council must also report on the number of inspections of private swimming pools that were in tourist visitor accommodation or in premises with more than two dwellings:

- Tourist and visitor accommodation: NIL
- Premises with more than two dwellings: 2

Stormwater management 2024-2025

Report on activity funded by special rate variation (SRV)	
Levied	301,000
Expenditure	29,000

During 2024-25 an amount of \$29,310 was expended for stormwater services and included works in the following areas:

- Burwood Rd -Comer St to Nicoll Lane

Balance of funds are to be carried over to 2025-26 financial year works

Rates and charges written off during the year

No rates and charges were written off during the 2024/2025 financial year.

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Equal Employment Opportunity (EEO) Statement

Burwood Council is committed to fostering a workplace that is fair, inclusive and equitable. Our goal is to make sure that everyone has the same access to opportunities for employment, growth and learning. We are dedicated to creating a safe and respectful environment where all employees should enjoy equal access to the benefits associated with employment, such as health and wellbeing support and training opportunities.

Our EEO objectives include:

- 1. Create a working environment that is free from discrimination, where employees are treated fairly with respect and dignity
- 2. Boost morale and motivation by instilling confidence in our work practices among employees, ensuring everyone has equal access to employment opportunities within our workplace
- 3. Continuously review employment practices to remain flexible in accommodating the evolving needs of our employees and the workplace
- 4. Maintain all policies and procedures in alignment with legislative requirements
- 5. Ensure equal opportunities for all employees, based on merit
- 6. Provide a safe and productive working environment for all employees
- 7. Ensure all employees consider EEO and diversity principles in undertaking their duties

During the period actions included:

- The Reconciliation Action Plan (RAP) was developed
- Employees are provided access to flexible work provisions including purchased leave and access to rostered days/flex time off
- Promotion of our Employee Assistance Program
- Disability Awareness Training with more than 90 employees attending
- Bullying & Harassment Prevention and Respect at Work training
- Our recruitment practices are guided by merit-based and Equal Employment Opportunity (EEO) principles with reasonable adjustments considered and offered at all stages of the recruitment process
- Reasonable adjustments are provided for staff with new or existing disabilities, including those with non-work-related injuries.
- Return-to-work plans outline the tailored support and actions offered to individuals who may be experiencing challenges, ensuring they can continue to work effectively and safely.

Compliance with Carer’s Recognition Act

Councils considered to be ‘human services agencies’ under the Carers Recognition Act 2010 (CR Act) (provide services directed to carers and/or people being cared for by carers) must report on compliance with the CR Act for the reporting period.

Burwood Council recognises the vital role that carers play in supporting family members, friends and neighbours to live at home and remain connected to their communities. Council’s People & Culture policies ensure that the carers who work within the organisation receive the necessary support they need to carry out their responsibilities.

During the period actions included:

- Council provides assistance to staff who are carers in a variety of ways. This includes flexible access to a variety of leave entitlements where possible including rostered days/flexi time, including at short notice to accommodate requests for carers leave.
- Offers free and confidential access to our Employee Assistance Service provider which includes counselling services and specialist hotline for eldercare and domestic and family violence

Companion Animal Statement

As part of the Office of Local Government (OLG) reporting requirements on Companion Animals, below is a list of activities conducted by Burwood Council in 2024/25 addressing their responsibilities:

- Lodgement of pound data – Burwood Council completes this task on an annual basis and submits the completed form to the OLG on the required date.
- Lodgement of data relating to dog attacks with the OLG – Burwood Council completes this task when an event occurs. Council has also completed procedures to ensure that officers know of their responsibility and the proper process for completion.
- Amount of funding spent relating to companion animal management and activities – Burwood Council has adopted to have a ‘no kill policy’ at its pound. This no kill policy ensures that all animals (excluding feral or dangerous animals) are re-homed. This policy places huge financial strains upon Council’s operating costs. However, registration money and donations from the public help support and continue the management activity. Council also runs two animal registration programs per year (January and August) and four animal responsible ownership programs per year (March, June, September and December).
- Strategies Council has in place to promote and assist the desexing of dogs and cats – Burwood Council, through its no kill policy, ensures that all animals are desexed before they are re-homed. Council also has regular media releases to the public on companion

animal issues.

- Strategies in place to comply with the requirement under section 64 to seek alternatives to euthanasia for unclaimed animals – Burwood Council has a no kill policy that ensures that no companion animal is euthanised, other than for medical reasons.
- Off leash areas provided in the Council area – Burwood Council has five off leash areas located within the municipality. The off leash areas are:
 - Burwood Park 6am – 8am
 - Henley Park (no time restrictions)
 - Blair Park 3pm – 10am and on leash at other times
 - Grant Park 6am – 9pm
 - Sanders Reserve (no time restrictions)
- Detailed financial information on the use of Companion Animals Fund money for the management And control of companion animals in the area – Burwood Council spends all the funds raised by registrations and public donations to support its no kill policy. This policy ensures that animals are re-homed and not euthanised. The costs for operating such a policy is extremely high. However, the benefits far outweigh the costs.
- Dangerous/Restricted Dog Inspections – Council conducts these inspections annually to ensure compliance and a review of Council’s system indicates that there have been no issues reported relating to a breach of the dangerous dog provisions.



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Legal costs – proceedings and services

During 2024-25, Council incurred expenses in the amount of \$786,490 in proceedings taken by, or against it, in accordance with Section 428(e) of the Local Government Act 1993. Details of all legal matters dealt with during 2024-25 are as follows:

Subject	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded / Recovered / Fines \$
District Court - Yunfeng Du		x	Won	3,040	
Land & Environment Court - 1 Ilfracombe Avenue Burwood	x		Won	15,480	
Land & Environment Court - 1 Lea Street Croydon	x		Current	16,099	
Land & Environment Court - 1 Lyons Street Strathfield	x		Won	20,033	
Land & Environment Court - 17/31 Tangarra Street Croydon Park	x		Won	4,890	
Land & Environment Court - 18-20 Boundary Street Croydon and 19 Grosvenor Street Croydon		x	Settled 23 October 2024	8,332	
Land & Environment Court - 19 Stanley Street Burwood		x	Settled 4 November 2024	8,841	
Land & Environment Court - 19-25 Stanley Street Burwood		x	Settled 4 November 2024	6,110	
Land & Environment Court - 2 Culdees Road Burwood Heights	x		Won	2,024	
Land & Environment Court - 22 Austin Avenue Croydon	x		Won	14,129	
Land & Environment Court - 27-33 Everton Road Strathfield		x	Current	6,100	
Land & Environment Court - 2A Appian Way Burwood		x	Dismissed 13 August 2024	1,316	
Land & Environment Court - 31 Wentworth Road Strathfield	x		Withdrawn order complied	760	
Land & Environment Court - 35 Young Street Croydon	x		Current	37,362	
Land & Environment Court - 36 Oxford Street Burwood	x		Current	55,278	
Land & Environment Court - 40-44 Claremont Road Burwood Heights			Settled 21 Jan 2025	17,083	
Land & Environment Court - 48 Fitzroy Street Burwood	x		Current	41,067	
Land & Environment Court - 50-52 Belmore Street Burwood		x	Won	2,229	
Land & Environment Court - 55 Croydon Avenue Croydon		x	Discontinued	3,732	

Subject	Proceedings by Burwood Council	Proceedings against Burwood Council	Results	Costs \$	Costs Awarded / Recovered / Fines \$
Land & Environment Court - 68-72 Railway Parade Burwood and 2-10 Oxford Street Burwood	x		Won	857	
Land & Environment Court - 8 Railway Parade Burwood	x		Withdrawn order complied	1,805	
Local Court - 105-115 Liverpool Road Burwood	x		Won	2,088	
Local Court - 185F Burwood Road Burwood		x	Won	4,203	
Local Court - 19A Cheltenham Road Croydon	x		Won	1,400	921
Local Court - 211A Burwood Road Burwood	x		Won		12,130
Local Court - 47 Conder Street Burwood		x	Won	2,380	23,000
Local Court - 50-52 Belmore Street Burwood		x	Won	2,625	
Local Court - Grant Park Shelley Street Enfield	x		won	4,379	
Local Court - Kuttuly TY Pty Ltd		x	Won	1,368	2,255
Local Court - Lucky 168 Investment Pty Ltd		x	Won	1,174	
Local Court - Melinda Seeto Realty Pty Ltd		x	Won	1,296	3,109
Local Court - Railway Crescent Burwood		x	Won	3,865	1,250
Local Court - Sandbox Collective Pty Ltd		x	Won	90	
Local Court - Shop 2 38-40 Railway Parade Burwood	x		Won		7,160
Supreme Court - 13 Appian Way Burwood		x	Result varied by issue	6,901	
Supreme Court - 4 Mitchell Street Enfield		x	Current	106,767	
Sub total				405,102	49,825

Legal Services

Debt Recovery Actions	79,884	79,169
Enforcement - Animal, Environment, Parking & Traffic		114,049
Health Orders		95,039
Legal Advice - Council Contractual Obligations	229,576	20,000
Legal Advice - Miscellaneous Matters	23,610	
Voluntary Planning Agreements	48,318	
Sub total	381,388	308,257
Grand total	786,490	358,082

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Internal audit and risk management attestation statement for the 2024–2025 financial year for Burwood Council

I am of the opinion that Burwood Council has an audit, risk and improvement committee, risk management framework and internal audit function that operate in compliance with the following requirements except as may be otherwise provided below:

Audit, risk and improvement committee

Requirement	Compliance
1. Burwood Council has appointed an audit, risk and improvement committee that comprises of an independent chairperson and at least two independent members (section 428A of the Local Government Act 1993, section 216C of the Local Government (General) Regulation 2021).	Compliant
2. The chairperson and all members of Burwood Council's audit, risk and improvement committee meet the relevant independence and eligibility criteria prescribed under the Local Government (General) Regulation 2021 and have not exceeded the membership term limits prescribed under the Regulation (sections 216D, 216E, 216F, 216G of the Local Government (General) Regulation 2021).	Compliant
3. Burwood Council has adopted terms of reference for its audit, risk and improvement committee that are informed by the model terms of reference approved by the Departmental Chief Executive of the Office of Local Government and the committee operates in accordance with the terms of reference (section 216K of the Local Government (General) Regulation 2021).	Compliant
4. Burwood Council provides the audit, risk and improvement committee with direct and unrestricted access to the general manager and other senior management and the information and resources necessary to exercise its functions (section 216L of the Local Government (General) Regulation 2021).	Compliant
5. Burwood Council's audit, risk and improvement committee exercises its functions in accordance with a four-year strategic work plan that has been endorsed by the governing body and an annual work plan that has been developed in consultation with the governing body and senior management (Core requirement 1 of the Office of Local Government's Guidelines for Risk Management and Internal Audit for Local Government in NSW).	Partially compliant
6. Burwood Council's audit, risk and improvement committee provides the governing body with an annual assessment each year, and a strategic assessment each council term of the matters listed in section 428A of the Local Government Act 1993 reviewed during that term (Core requirement 1 of the Office of Local Government's Guidelines for Risk Management and Internal Audit for Local Government in NSW).	Partially compliant
7. The governing body of Burwood Council reviews the effectiveness of the audit, risk and improvement committee at least once each council term (Core requirement 1 of the Office of Local Government's Guidelines for Risk Management and Internal Audit for Local Government in NSW).	Partially compliant

Membership

The chairperson and membership of the audit, risk and improvement committee are:

Membership Role	Name	Commenced	Until
Chairperson	Simone Schwarz	1 October 2024	30 September 2028
Independent member	Rochelle Davis	1 October 2024	30 September 2028
Independent member	Chris Weber	1 October 2024	16 February 2027
Non-voting councillor member	Deyi Wu-Coshott	26 November 2024	8 September 2028

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Risk Management

Requirement	Compliance
8. Burwood Council has adopted a risk management framework that is consistent with current Australian risk management standard and that is appropriate for the Burwood Council's risks (section 216S of the Local Government (General) Regulation 2021).	Compliant
9. Burwood Council's audit, risk and improvement committee reviews the implementation of its risk management framework and provides a strategic assessment of its effectiveness to the governing body each council term (section 216S of the Local Government (General) Regulation 2021).	Compliant

Internal Audit

Requirement	Compliance
10. Burwood Council has an internal audit function that reviews the council's operations and risk management and control activities (section 216O of the Local Government (General) Regulation 2021).	Compliant
11. Burwood Council's internal audit function reports to the audit, risk and improvement committee on internal audit matters (sections 216M, 216P and 216R of the Local Government (General) Regulation 2021).	Compliant
12. Burwood Council's internal audit function is independent and internal audit activities are not subject to direction by the Burwood Council (section 216P of the Local Government (General) Regulation 2021).	Compliant
13. Burwood Council has adopted an internal audit charter that is informed by the model internal audit charter approved by the Departmental Chief Executive of the Office of Local Government and the internal audit function operates in accordance with the charter (section 216O of the Local Government (General) Regulation 2021).	Compliant
14. Burwood Council has appointed a member of staff to direct and coordinate internal audit activities or is part of a shared arrangement where a participating Burwood Council has appointed a staff member to direct and coordinate internal audit activities for all participating councils (section 216P of the Local Government (General) Regulation 2021).	Compliant
15. Internal audit activities are conducted in accordance with the International Professional Practices Framework (Core requirement 3 of the Office of Local Government's Guidelines for Risk Management and Internal Audit for Local Government in NSW).	Compliant
16. Burwood Council provides the internal audit function with direct and unrestricted access to staff, the audit, risk and improvement committee, and the information and resources necessary to undertake internal audit activities (section 216P of the Local Government (General) Regulation 2021).	Compliant
17. Burwood Council's internal audit function undertakes internal audit activities in accordance with a four-year strategic work plan that has been endorsed by the governing body and an annual work plan that has been developed in consultation with the governing body and senior management (Core requirement 3 of the Office of Local Government's Guidelines for Risk Management and Internal Audit for Local Government in NSW).	Partially compliant
18. Burwood Council's audit, risk and improvement committee reviews the effectiveness of the internal audit function and reports the outcome of the review to the governing body each council term (section 216R of the Local Government (General) Regulation 2021).	Partially compliant

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Non-compliance with the *Local Government (General) Regulation 2021*

I advise that Burwood Council is partially compliant with the following requirements prescribed under the *Local Government (General) Regulation 2021* with respect to the operation of its audit, risk and improvement committee, risk management, internal audit processes:

Non-compliance	Reason	Alternative measures being implemented	How the alternative measures achieve equivalent outcomes
Item 5	Partial compliance – The ARIC works to a four-year strategic work plan and an annual plan developed with senior	The plans are regularly reviewed by the ARIC and are referenced in the ARIC annual report to the governing body.	The plans are in place, are effective and relevant for Burwood Council, and guide the work of the ARIC.
Item 6	Partial compliance – The ARIC provides an annual assessment to Council. The once-per-term strategic assessment has not yet fallen due.	The ARIC Chair attends the council meeting when the annual ARIC report is tabled and is available for questions from councillors. The strategic assessment is scheduled for the 2026–2027 and will be	Meanwhile, Council is kept informed of ARIC performance.
Item 7	Partial compliance – the ARIC reports annually to the elected body on its work. The once-per-term external assessment has not yet fallen due.	The once-per-term external assessment of the ARIC is scheduled for 2026–2027 and will be reported to and considered by the elected	Meanwhile, the ARIC Chair continues to report annually to the elected body and is available for questions.
Item 17	Partial compliance – The Internal Audit function works to a four-year strategic work plan and an annual plan, which are oversighted by the ARIC. Delivery against those plans is reported to the governing body, but the plans have not been	The plans are regularly reviewed by the ARIC, are referred to in the ARIC annual report to the governing body. The plans will be reported to the governing body for formal endorsement in late 2025.	The plans are in place, are effective and relevant for Burwood Council, and guide the work of the ARIC.
Item 18	Partial compliance – the annual ARIC report to the elected body includes the activities and effectiveness of the Internal Audit Function. The once per term strategic review of the function has not yet fallen due.	The ARIC Chair attends the council meeting when the annual ARIC report is tabled and is available for questions from councillors. The strategic review is scheduled for the 2026–2027 and will be reported to the elected body	Meanwhile, the ARIC Chair continues to report annually to the elected body and is available for questions.

These processes, including the alternative measures implemented, demonstrate that Burwood Council has established and maintained frameworks, systems, processes and procedures for appropriately managing audit and risk within Burwood Council.

Tommaso Briscese
General Manager
Date: 20/10/2025

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