



TOWARDS BURWOOD 2036

COMMUNITY STRATEGIC PLAN ISSUES PAPER

July 2021



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INTRODUCTION

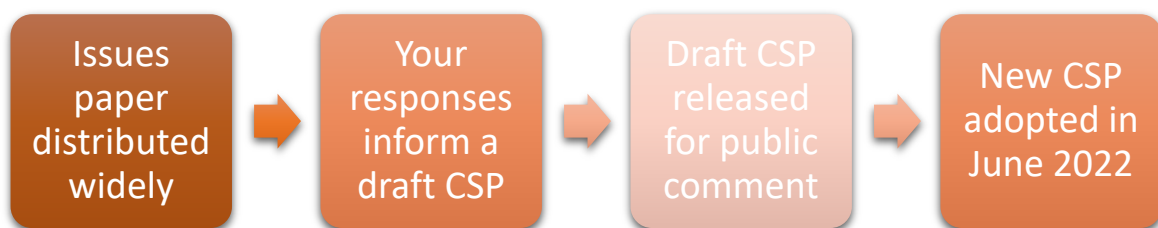
All Councils in NSW are required to prepare a Community Strategic Plan (CSP) to define the local community's vision and aspirations for the future. This paper aims to scope the issues which should be included into the new Burwood CSP.

By 2036 the population of the Burwood local government area is anticipated to nearly double to 73,500. This means over 32,000 more people will require housing, transport, schools, healthcare, services, leisure opportunities and green and open spaces.

Knowing that there are some significant changes ahead, we need to think carefully about how we want Burwood to evolve in the future. The paper outlines some high level and important issues for the Burwood local government area. It aims to put forward:

- Community priorities for making Burwood a better place
- Issues that have emerged from recent Council and community initiatives
- Issues of most relevance and importance
- A framework that will inform more detailed action plans and future initiatives
- All aspects of community life, not just those within Council's control
- Current Council activities and strategies for each issue
- A set of priorities that Council can deliver in partnership with other stakeholders.

The process will be as follows:



Underpinning our current and future planning processes are a set of social justice principles outlined below:

- **Equity** – involving fairness in decision making, prioritising and allocation of resources, particularly for those in need.
- **Access** – having fair access to services, resources and opportunities to improve quality of life.
- **Participation** – maximise opportunities to genuinely participate in decision making.
- **Rights** – equal rights established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life.

Bringing life to these principles, we are committed to gaining feedback on our new strategic directions. At the end of the paper is an invitation to comment, and we outline a number of ways you can get involved: making a written submission and addressing the questions posed within this paper, taking a survey to express your priorities for the future of Burwood, or attending an event to discuss these issues.

Revisiting our Directions

Burwood 2030 aimed to ensure the diversity and prosperity of Burwood is embraced and celebrated into the future. As the community's 20 year plan it provides a blueprint of Council's activities and set clear directions for the future of Burwood.

The plan was the culmination of a broad program of consultation activities with the community, Council staff, government and other stakeholders in 2009, 2010, 2013, 2017 and 2018. Throughout the program of consultation activities a vision for the future of Burwood was developed. The community's current long term vision for Burwood is:

A well connected, innovative, sustainable and safe community that embraces and celebrates its diversity

This community vision sets a clear overarching objective for the implementation of strategic goals in Burwood2030.

Does this statement still reflect the Burwood you would like to see in the future?

All Councils in NSW are required to report regularly to the community on all levels of their integrated plans. These reports include:

- Progress reports at least every 6 months on the principal activities in the Delivery Program
- An annual report which includes the achievement of Council in implementing the Delivery Program
- An end-of-term report detailing Council's progress in implementing the Community Strategic Plan during the 4-year term

Burwood Council's reporting on the progress of Burwood 2036 will be based on a set of indicators which will provide regular evidence of changes in priority areas within the plan.

How will we measure success towards achieving the Burwood you would like to see in the future?
What do you think would indicate that we are heading in the right direction?

Establishing Priorities

This paper aims to describe issues which have emerged from our current and previous work with the community. It suggests some community aspirations about what is needed to shape the future of Burwood to 2036:

Community and Culture

1. We have access to high quality community services that meet our diverse and changing needs
2. We value and promote the arts and local culture
3. We enjoy high quality open space and recreation facilities
4. We are a proud and inclusive community that celebrates diversity

Planning and Development

5. As our city grows we improve our infrastructure and public amenity
6. Our city is supported by a range of transport options
7. Our city is easy to get around
8. We live in housing that suits our diverse needs

Sustainability and Environment

9. Our city is becoming greener with more trees, landscaping and improved biodiversity
10. We are reducing the environmental impact and volume of our domestic and commercial waste
11. We are resilient and adaptable as our climate changes
12. We are promoting energy efficiency and the use of renewable energy

Vibrant City and Villages

13. Our local businesses are supported and encouraged to grow
14. Our CBD and local villages are thriving and appealing to visitors
15. Our community is safe for residents, workers and visitors
16. We preserve and protect the built heritage of Burwood

Civic Leadership

17. Our decision-making is transparent and accountable
18. We are a well-informed and engaged community, and we participate in decisions that affect us
19. We work in partnership with important government and community stakeholders
20. Our Council is innovative in improving our services

Please read through the following pages which describe some of the context and current initiatives for each of these priorities.

Do you think that this list of priorities describes the most important issues for the future of Burwood?

UNDERSTANDING OUR ISSUES

COMMUNITY AND CULTURE

1. We have access to high quality community services that meet our diverse and changing needs

Context

- Community services offer support to vulnerable residents and families. The range and nature of these services needs to change to reflect community demographics and social trends.
- There are 59 community facilities owned by a range of providers in the Burwood LGA. Council owns 10 community facilities including one aquatic centre, five community centres, three early education centres and a library.
- Burwood has a relatively young population, however the family aged group is below the average for Greater Sydney. Burwood LGA has the lowest socio-economic index and the lowest average income of the small metropolitan councils in Sydney.
- Community services need to adjust over time to provide support to the most vulnerable people in the community.

Council Services

- Support for people with a disability
- Support for older residents
- Council library services
- Programs and activities for young people, children and their families
- Community centres and facilities

Council Strategies

- Community Facilities and Open Space Strategy
- Disability Access and Inclusion Plan
- Youth Plan
- Aging Strategy

Issues

- Are there adequate community services in the Burwood community?
- Do you and the people around you have adequate access to community services?

2. We value and promote the arts and local culture

Context

- Public art, cultural projects and activities, and including cultural themes within public infrastructure and availability of shared creative spaces, all play a major role in how a place is perceived by locals and visitors.
- Visible, high-quality, creative and artistic expression highlights the positive elements of an area.
- Enhancing the unique character of Burwood through a range of creative cultural experiences and with the development of creative industries will encourage increased community connections, a deepening sense of local identity and a stronger sense of belonging.

Council Services

- Burwood Library and Community Hub
- Cultural festivals and events
- Community centres
- Public art
- Burwood Art Prize

Council Strategies

- Cultural Plan
- Public Art Policy
- Development Control Plan

Issues

- What kinds of support is needed to promote the arts and culture in Burwood?

3. We enjoy high quality open space and recreation facilities

Context

- Recreation facilities and open space play a significant role in the livability of Burwood LGA. There is 375,983m² of open space for recreation across 29 parks in the Burwood LGA, equaling 10m² per person.
- Comparatively, the amount of open space per person across the LGA is significantly lower than neighbouring Canada Bay LGA (27m² pp), Inner West LGA (16.8m² pp), and Canterbury Bankstown LGA (22.5m²). There are 29 parks within Burwood Local Government Area (LGA). A Generic Plan of Management applies to 23 of these, with the remaining 6 being covered by specific Plans of Management.
- An important issue is the availability and maintenance of sporting ovals, grounds and facilities, and the pressure on existing facilities increases with a growing population. Active and passive recreation opportunities need to be provided for different community needs. Council runs an aquatic centre which has a range of services and activities available for the community, including pools for recreational swimming, a splash park and learn to swim classes.
- Increasing density and decreasing backyard sizes mean that in urban environments there is a growing trend to exercising dogs out of the home with an increased need for off-leash dog parks.
- All of Council parks, reserves and new playground equipment are designed to be accessed by people living with a disability or impairment.

Council Services

- Parks and playgrounds
- Sporting ovals, grounds and facilities
- Pet control
- Enfield Aquatic Centre (swimming pool)

Council Strategies

- Community Facilities and Open Space Strategy
- Companion Animal Management Plan
- Parks Plans of Management

Issues

- Do you enjoy access to your local parks and sporting facilities?
- What kinds of improvements would you like to see?

4. We are a proud and inclusive community that celebrates diversity

Issues

- Burwood's population is highly multicultural. The number of people born overseas has increased 38% from 2006 to 2016, with 57% of the population born overseas in 2016.
- The Burwood town centre has many areas where over 80% of the population were born overseas. In 2016, the top five countries of overseas birth were China, India, Nepal, South Korea and Italy.

Council Services

- Support for various cultural festivals including the Moon and Burwood Festivals
- Library resources for CALD communities
- Multicultural and Youth Advisory Committee

Council Strategies

- Multicultural Strategy
- Cultural Plan

Issues

- Do you experience language and cultural barriers?
- Do you feel there is adequate access to community services for people from other cultures?
- Do people from other cultures have adequate opportunities to participate in civic life in Burwood?

PLANNING AND DEVELOPMENT

5. As our city grows we improve our infrastructure and public amenity

Context <ul style="list-style-type: none"> • Good design and public amenity will be a benchmark of future development. We will work to achieve excellent urban design, more housing choices, and user-friendly, enjoyable and attractive public spaces and streetscapes. Council creates planning frameworks that ensure we can maintain, enhance and cultivate the unique character and identity of local public places. • We can focus new development in the town centres to preserve the current character of the suburban streets as dormitory areas. • Pressure on open space as a result of development can be addressed in innovative ways by the creation of alternative recreation spaces such as with the establishment of rooftop and community gardens or pocket parks. • Current and future infrastructure needs to be upgraded to meet the needs of a growing population. We need to maintain the quality and usability of our current roads, drains, footpaths etc. but we also need to plan for new infrastructure. 	
Council Services <ul style="list-style-type: none"> • Development control • Strategic land-use planning • Heritage preservation 	Council Strategies <ul style="list-style-type: none"> • Local Strategic Planning Statement • Local Housing Strategy • Urban Design Strategy and Masterplan • Local Environmental Plan • Development Control Plan
Issues <ul style="list-style-type: none"> • What do you think is important in maintaining the design and amenity of Burwood as it grows? 	

6. Our city is supported by a range of transport options

Context <ul style="list-style-type: none"> • Council has identified a need for the redevelopment of the Burwood Train Station as well as planning for the Sydney Metro West project which includes a station at Burwood North. • Other transport infrastructure such as ride share, car sharing and other emerging modes can complement public transport and help residents to easily and quickly connect to jobs, services and recreational opportunities. • More public transport, walking and cycling options need to be provided to improve connections from south of the LGA to a future Burwood North Metro station along the Sydney Metro West line. • Proposed development in the Parramatta Road Corridor will also generate demand for new and improved infrastructure. 	
Council Services <ul style="list-style-type: none"> • Maintaining local roads, footpaths and cycleways • Public transport advocacy • Working with State Government agencies on major transport projects 	Council Strategies <ul style="list-style-type: none"> • Local Strategic Planning Statement • Asset Management Strategy • Traffic and Transport Study
Issues	

- Do you have adequate access to public transport?
- What kind of additional transport infrastructure do you think is important in the future?

7. Our city is easy to get around

Context

- Traffic hot spots require a range of solutions such as pedestrian refuges, roundabouts or traffic calming devices.
- On street parking is either restricted or unrestricted, with Burwood town centre having mostly restricted parking. Council operates six car parks which all require tickets.
- Privately owned paid parking is also available around the Burwood town centre and Westfield Shopping Centre.
- Council is exploring a number of options to improve parking turnover, decrease traffic generated by circulating vehicles searching for parking and address the impact of high parking demand in residential streets. Residents are provided with discounted access to parking stations, and a parking app will indicate available spaces to reduce congestion and inconvenience.
- Council is also committed to improving disability access through an ongoing program of footpath improvements and other initiatives

Council Services

- Traffic management
- Parking facilities and regulation
- Road and pedestrian safety
- Disability access and improvements

Council Strategies

- Local Strategic Planning Statement
- Traffic and Transport Study
- Disability Inclusion Action Plan

Issues

- Where are the hot spots in terms of congestion and parking?
- What is needed to improve the flow of movement and traffic around Burwood?

8. We live in housing that suits our diverse needs

Context

- Burwood Council has historically been a suburban area with predominately separate housing. While much of the LGA still has this character, higher-density housing development has been changing the profile of the average dwelling and the average household in the Burwood LGA. The many apartments built in the Burwood Town Centre between 2011-2016 saw local demographics shift to reflect the profile of apartment residents.
- Rising land value and property prices affect local affordability, and this may be exacerbated by improvements to the amenity and quality of the area.
- The Burwood LGA contains a diversity of household types, and the number of households of every type is growing. While group households are particularly common in the Burwood Town Centre, and couples with children are more common elsewhere, there are households of all types occupying each kind of dwelling (including families living in apartments).
- The 0–5 year NSW government housing supply target for Burwood is 2,600 dwellings. Council has recently amended the LEP and is on track to achieve this target.

Council Services

- Development control
- Strategic land-use planning

Council Strategies

- Local Strategic Planning Statement
- Local Housing Strategy
- Urban Design Strategy and Masterplan
- Local Environmental Plan
- Development Control Plan

Issues

- Do you have access to housing in Burwood that suits your needs?
- Do you think housing demand will change in Burwood in the future?

SUSTAINABILITY AND ENVIRONMENT

9. Our city is becoming greener with more trees, landscaping and improved biodiversity

Context <ul style="list-style-type: none"> Green infrastructure is the network of green spaces that support sustainable communities, including parks and open spaces, urban tree canopy and green ground cover and waterways. The urban tree canopy is under pressure and it will be important to ensure it is maintained and enhanced to support sustainable and livable neighbourhoods, particularly as temperatures potentially become hotter. An immediate priority will be to increase tree plantings in parks and streets and extend the urban tree canopy across all parts of the LGA. The Greater Sydney Green Grid will provide cool, green links to support walking, cycling and community access to open space across Sydney resulting in a healthier urban environment, improved community access to recreation and exercise, encouraging social interaction and supporting walking and cycling connections. 	
Council Services <ul style="list-style-type: none"> Tree management Maintaining parks and open space 	Council Strategies <ul style="list-style-type: none"> Community Facilities and Open Space Strategy Local Strategic Planning Statement Sustainability Strategy Street Tree Management Strategy Parks Plans of Management
Issues <ul style="list-style-type: none"> What kinds of measures do you think are needed to enhance green infrastructure in Burwood? 	

10. We are reducing the environmental impact and volume of our domestic and commercial waste

Context <ul style="list-style-type: none"> The NSW Government is promoting the transition to a circular economy over the next 20 years. This means we will minimise what we throw away and use and reuse our resources efficiently, making them as productive as possible. We will end up with less waste, less emissions, less harm to our environment and more jobs. The move will boost innovation and help drive our economy. Council aims to promote and encourage the diversion of waste to landfill by providing a comprehensive recycling service and a range of waste collection services. Council continues to provide educational resources about recycling and is developing further promotional material for delivery to the community. Burwood Council's road network of approximately 91 lineal kms is swept over a three week sweeping cycle with an additional sweeping cycle implemented following the domestic waste collection by the second afternoon sweeping cycle. 	
Council Services <ul style="list-style-type: none"> Waste and recycling collections Garden organics and mattress collections Town centre and street cleaning Removal of illegally dumped materials 	Council Strategies <ul style="list-style-type: none"> Sustainability Strategy
Issues	

- Do you have any good ideas for reducing the impact and volume of our local waste?

11. We are resilient and adaptable as our climate changes

Context

- Sydney is currently impacted by a changing climate, and the community faces the accumulated impacts of multiple shocks and stresses. The science and data clearly predict climate variability, leading to extreme weather events, including storms and heatwaves to continue, which will impact on our community into the future.
- We need to keep our open space, lawns, gardens, and trees watered and maintained, and we also need to be providing cool outdoor infrastructure for the community to keep cool in summer.
- Council can plant more trees to improve amenity and provide cool shade in public spaces.

Council Services

- Building management
- Environmental education
- Strategic planning

Council Strategies

- Sustainability Strategy
- Local Strategic Planning Statement

Issues

- How can we create a cooler environment for Burwood residents?
- How do you think our changing climate will affect life in Burwood?

12. We are promoting energy efficiency and the use of renewable energy

Context

- According to the Climate of the Nation Report 2020, 68% believe Australia should have a national net-zero emissions target and 59% would prefer investment in renewables, with solar being the preferred option.
- Reducing emissions at a national, state and local level through energy efficiency, uptake of renewable energy and identifying a pathway to net zero emissions is a critically important component in addressing climate challenges.
- Council invests in green and renewable energy initiatives across council facilities. New fitouts include motion activated lighting, smart energy monitoring devices etc.
- Council also works with developers to promote sustainable developments, and to ensure planning promotes environmentally sustainable development to reduce adverse impacts on the environment

Council Services

- Building management
- Environmental education
- Strategic planning

Council Strategies

- Sustainability Action Plan
- Local Strategic Planning Statement

Issues

- Do you have any good ideas for reducing local greenhouse gas emissions?
- How can we improve our energy efficiency and use of renewable energy?

VIBRANT CITY AND VILLAGES

13. Our local businesses are supported and encouraged to grow

Context <ul style="list-style-type: none"> The Burwood town centre has been classified by the NSW Government as a Strategic Centre due to its location along major transport corridors and its strong local economy. It is an attractive commercial centre with low vacancy rates due to its location midway between the Sydney and Parramatta CBDs. Key employment sectors include retail, property and business services, health and social assistance, education and training. The town centre's restaurants, cafés and entertainment venues attract locals and visitors, which makes the night-time economy an important component of Burwood's productivity that needs to be strengthened and diversified. Sustainable jobs growth needs to occur through expansion in a range of sectors – the retail and hospitality sectors can grow alongside new and diverse businesses into the future. 	
Council Services <ul style="list-style-type: none"> Business support Economic development Events and festivals 'Burwood Cares' program 	Council Strategies <ul style="list-style-type: none"> Local Strategic Planning Statement Employment and Investment Strategy
Issues <ul style="list-style-type: none"> What are the most important factors affecting the growth of the local economy? What more can be done locally to support local businesses? 	

14. Our CBD and local villages are thriving and appealing to visitors

Context <ul style="list-style-type: none"> The LGA has two major shopping centres - the Burwood Town Centre shopping strip and Westfield Burwood Shopping Centre, with a smaller centre at Burwood Plaza. In addition to the Burwood town centre, the LGA has additional local centres that provide retail and urban services to the community. These include the Strathfield town centre with a mix of retail and local businesses clustered around the Strathfield station and the retail strip located along Croydon train station. The area west of the LGA where Liverpool Road meets The Boulevard in Enfield and Strathfield, and the Croyden Park shopping strip along Georges River Road, are two other commercial centres that can be strengthened. Growing our night time economy will bring vibrancy and energy into our shopping precincts and city streets. Council has initiated a range of public art projects to beautify the town centre and create a stronger sense of place. Council also has an active program of graffiti removal and street cleansing to create a clean and welcoming environment 	
Council Services <ul style="list-style-type: none"> Public art programs Town centre capital works Safe and clean team 	Council Strategies <ul style="list-style-type: none"> Local Strategic Planning Statement Employment and Investment Strategy Burwood Town Centre Masterplan

<ul style="list-style-type: none"> • Graffiti clean-ups 	<ul style="list-style-type: none"> • Public Art Policy • Cultural Plan • Graffiti Management Plan
Issues <ul style="list-style-type: none"> • What is needed in the town centre to make it more attractive and appealing? • What is needed in the local villages around Burwood to make them more attractive and appealing? 	

15. Our community is safe for residents, workers and visitors

Context <ul style="list-style-type: none"> • Enhancing health and safety within the town centres and also in neighbourhoods is a high priority for people living in Burwood. • Council works closely with the NSW Police to identify crime activity and trends. Crime statistics in the LGA are low and CCTV placement has assisted Police in reducing crime. • Burwood Women's Domestic Violence and Burwood Community Welfare Services work together to provide support. • Enhancing street lighting, increase visibility and promoting activities in and around town centres at night promotes a safe night-time environment. 	
Council Services <ul style="list-style-type: none"> • Community safety programs and projects • Management of illegal dumping, vandalism, graffiti and abandoned trolleys • Place activation and design solutions • Health inspection program 	Council Strategies <ul style="list-style-type: none"> • Community Safety and Crime Prevention Plan • Shopfront Improvement Program Policy
Issues <ul style="list-style-type: none"> • Do you feel safe in Burwood? If not, which are the locations or times when you feel unsafe? • What needs to be done to make Burwood a safer place? 	

16. We preserve and protect the built heritage of Burwood

Context <ul style="list-style-type: none"> • Burwood's rich cultural heritage includes numerous places that have unique and special built, archaeological, Aboriginal cultural and heritage significance. • The Burwood DCP already guides the character of specific places – such as the Burwood town centre, local and neighbourhood centres, and heritage conservation areas. • The consideration of existing and desired future local character is a critical component to managing anticipated change for the next 20 years. • Eight areas have been identified for further investigation of their existing and emerging character, and the subsequent development of controls to guide that character. They are: <ul style="list-style-type: none"> • Burwood Road Spine • Deane Street Precinct • Burwood/Concord Precinct – Parramatta Road Corridor • Cooper Street – Southern Side • Burleigh Street and Surrounds

<ul style="list-style-type: none"> • Livingstone Street • Clarence and Church Streets Precinct • Hornsey Street Historic Precinct. 	
<i>Council Services</i> <ul style="list-style-type: none"> • Heritage conservation areas • Heritage registers 	<i>Council Strategies</i> <ul style="list-style-type: none"> • Cultural Plan • Development Control Plan • Local character statements
<i>Issues</i> <ul style="list-style-type: none"> • What kinds of heritage locations, places and buildings do you value and want to protect in Burwood? 	

CIVIC LEADERSHIP

17. Our decision-making is transparent and accountable

Context <ul style="list-style-type: none"> • Council's community satisfaction survey results show that transparent and accountable decision-making is one of the key issues of importance for the community. • Burwood Council has adopted a Code of Conduct which sets out standards for Council officials. Council is also committed to upholding public access to documents and information principles. Meetings of Council are open to the public and community attendance and participation is welcome. • The Audit, Risk and Improvement Committee provides independent assurance and assistance to Burwood Council in the effective discharge of its responsibilities for risk management, internal controls, governance, internal audits, organisational performance and external accountabilities. 	
Council Services <ul style="list-style-type: none"> • Governance • Audit, Risk and Improvement Committee • Opportunities to contribute to Council's decision-making process • Public policy register 	Council Strategies <ul style="list-style-type: none"> • Code of Conduct • Audit, Risk and Improvement Committee Charter
Issues <ul style="list-style-type: none"> • Do you believe that local government decisions are transparent and accountable? 	

18. We are a well-informed and engaged community, and we participate in decisions that affect us

Context <ul style="list-style-type: none"> • Effective community engagement improves standards, services, initiatives, builds trust and better outcomes for the Community. • Burwood Council is committed to engaging with the Community and providing people with the opportunity to have a say and be involved Council decisions and actions. 	
Council Services <p>Community Education Programs Partnerships with and support for community organisations and groups Opportunities for volunteers and volunteering</p>	Council Strategies <p>Community Engagement Strategy Community Participation Plan</p>
Issues <ul style="list-style-type: none"> • Are you satisfied with your level of engagement in decisions that affect you and your community? 	

19. We work in partnership with important government and community stakeholders

Context

The growth of the inner west region will provide many opportunities for local councils to provide regional solutions to emerging challenges that will benefit the community. It is important that local councils in the region work together to ensure that we're all on the same page.

The NSW Government has identified Burwood as a strategic centre in the Inner West region due to our strong local economy and excellent transport infrastructure. Council also need to work with the state and federal governments on a range of key initiatives to advocate for the best outcomes for our local community.

Council continues to review and progress grant and funding opportunities and partnerships with Government departments.

Council Services

- Advocacy on community needs
- Southern Sydney Region Organisation of Councils
- Council participation in interagencies and regional forums

Council Strategies

- Local Strategic Planning Statement

Issues

- Do you see benefits from government working in partnership with Burwood Council?
- Who are the other key players who can advance the future of Burwood?

20. Our Council is innovative in improving our services

Context

A smart city uses information and communication technologies to increase operational efficiency, share information with the public and improve both the quality of government services and citizen welfare. For example a new parking app is being introduced to indicate available parking spaces within the city centre, to reduce congestion and inconvenience.

Burwood needs to implement smart city initiatives, particularly those initiatives that are directed toward achieving greater efficiency and achieving greater sustainability in light of a growing population and more people using the available facilities and services.

Council is exploring new approaches to guide asset management and efficient resource management, improved service delivery and planning using new and emerging technologies to enable Burwood to transition into a smart city.

Council continues to Identify and implement technology that will enhance and improve customer experience.

Council Services

- Information Technology

Council Strategies

- IT Strategy
- Smart City Strategy

Issues

- Do you have any new ideas for better local service delivery?
- Can you think of new ways that technology might improve local services?

GETTING INVOLVED

You are invited to make written comments or submissions addressing any or all of the questions in this paper.

Online submissions

Please email us at council@burwood.nsw.gov.au with a subject line 'Community Strategic Plan submission'

Mailed submissions

PO Box 240
Burwood NSW 1805

Submissions must be received by 29 August 2021

Survey

If you would like to complete our survey, please go to bit.ly/burwood2036survey