



Community Consultation Report

Community Strategic Plan Delivery Program and Operational Plan Asset Management Strategy

June 2018

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1. Executive summary

This document provides an overview of the community and stakeholder activities, consultation and feedback that occurred in relation to City of Parramatta's Community Strategic Plan 2018 - 2038, Delivery Program 2018 – 2021 and Operational Plan 2018/19.

During 2017 and 2018, City of Parramatta undertook extensive engagement across the Local Government Area (LGA) to develop the Community Strategic Plan, Delivery Program and Operational Plan. The engagement also contributed to shaping the associated Integrated Planning and Reporting documents including the Asset Management Strategy.

Feedback from both internal and external stakeholders was sought at key stages to help shape the planning documents.

Key stages:

- ***Phase One - Challenges, opportunities and confirming priorities***
- ***Phase Two (a) - Draft Strategic Objectives (goals) and Strategies***
- ***Phase Two (b) - Asset Management Service Levels***
- ***Phase Three - Public Exhibition (Community Strategic Plan; Delivery Program and Operational Plan).***

More than 50,000 diverse stakeholders encompassing community members, all levels of government, business, arts, academia and community services worked together to establish strategic goals and objectives, along with clear priorities for action in our City. The engagement process built not only awareness of good governance in decision-making but also the capacity for critical thinking. It enabled the collaborative development of solutions to the challenges facing the City of Parramatta during a period of transformation and growth.

2. Background

Following the 12 May 2016 Local Government proclamation, the Department of Premier and Cabinet provided guidance to transitioning councils. Identified as a transitioning council, City of Parramatta was required to develop a Statement of Vision and Priorities for the new LGA. The document was to provide direction for the preparation of the Operational Plan and budget for 2017-18 and serve as a starting point for the development of the new Community Strategic Plan which transitioning councils were required to produce by June 2018.

The Statement of Vision and Priorities can be accessed at Appendix A.

3. Consultation objectives

Overarching objectives were designed to ensure engagement would:

- confirm the community's vision for Parramatta and views on challenges and opportunities
- identify long-term community objectives to achieve the community's vision
- test objectives and strategies and stakeholder priorities and aspirations
- ensure stakeholders are informed of Council's financial plans and asset management
- provide opportunities for participating in decision-making processes
- raise awareness of the IP&R process - its purpose and components
- set priorities for the Council term
- identify community levels of service and validate satisfactory conditions of assets.

4. Engagement approach

To ensure Council, stakeholders and the local community were informed about City of Parramatta's new Community Strategic Plan, Delivery Program and Operational Plan, a range of communication tools and techniques were used to promote the project and seek feedback. The approach set out how Council proposed to carry out consultation to ensure it was transparent, accessible and targeted.

City of Parramatta's 2017 Community Engagement Strategy (with a charter and actions based on the of social justice principles of equity, access, participation and rights) was applied as the blueprint for how to involve the community and stakeholders. An Integrated Planning & Reporting (IP&R) Engagement and Communications Strategy was then developed to provide a tailored approach to engagement, supported by the IAP2 Spectrum for Public Participation.

City of Parramatta's Community Engagement Charter is at Appendix B. The IP&R engagement timeline by stakeholder segment is at Appendix C.

Both strategies were applied to guide the design of a robust mix of qualitative engagement and quantitative processes. Diverse stakeholders, including culturally and linguistically diverse communities, Council reference groups and new residents were targeted.

Various levels of participation were offered to stakeholders as the challenges and opportunities facing the City of Parramatta were identified. Additional opportunities were provided to confirm the strategic framework and comment on the draft plans.

Surveys and community pop-up consultation events were conducted along with deliberative workshops and face to face meetings. The surveys, both randomly selected and targeted, provided a mix of stakeholder views.

Stakeholders were primarily engaged in qualitative activities due to their expertise and ability to influence broad, structural change. Representatives from Government, business, academia, community services and the arts participated in a collaborative workshop to review the draft strategic objectives and strategies within the Community Strategic Plan.

Over 18 months, Council raised awareness of the Integrated Planning and Reporting engagement and planning process and encouraged participation through a number of platforms, activities and channels. A robust process facilitated open discussions and encouraged all participants to share their views. Collectively, insights and opinions were used to create a comprehensive understanding of the opportunities open to the City of Parramatta in its future as well as to identify challenges facing the community, stakeholders and other affected parties.

Engagement outcomes provided responses across a spectrum of views, expertise, experience and interest, which proved extremely valuable in developing the Community Strategic Plan, Delivery Program and Operational Plan.

5. Consultation snapshot

The various consultation activities used to raise awareness about the documents at key stages are captured below:

Phase One – Challenges, opportunities and confirming priorities

- online survey
- community workshop

Phase Two (a) - Draft Strategic Objectives and Strategic Goals

- community information sessions
- stakeholder workshop

Phase Two (b) - Asset Management Service Levels

- community & stakeholder focus groups
- telephone survey

Phase Three - Public Exhibition (draft Community Strategic Plan; Delivery Program and Operational Plan).

- exhibition materials on display
- online feedback form.

6. Methodology

Community and stakeholder workshops

Council held two workshops to consult directly with the community and key stakeholders as the plans were developed. Summary reports from the workshops can be accessed at Appendix D.

The first community workshop was held on 22 July 2017 and facilitated by Elton Consulting. The focus of this workshop, promoted as 'The Big Conversation', was to seek ideas on the future of the City over the next 20 years and identify Parramatta's top challenges and opportunities. Participants were recruited via an online survey with a representative sample of residents from within the LGA invited to attend the workshop. Approximately 70 community members attended this event.

A second workshop was facilitated by KJA. Held on 17 November 2017, this invitation-only workshop sought feedback from City of Parramatta's key stakeholders about the draft strategic objectives and strategies. Attendees were asked to provide input on how their organisations could contribute to ensure the needs and priorities of local communities were met.

Community and stakeholder focus groups

As part of its work around the asset management consultation, Council held five focus groups during February 2018, attracting 41 residents and 13 stakeholders. Facilitated by Cred Consulting, focus groups were asked their views on asset service delivery and asset related costs. Resident participants were recruited via an initial telephone survey. Stakeholder participants were invited by Council.

Online Surveys

Council conducted two online surveys during the development of the Community Strategic Plan and Delivery Program/Operational plan. Feedback helped to finalise the plans and ensured the needs of the local community and stakeholders were considered.

The first survey, conducted in June 2017, asked about the challenges and priorities for Parramatta's future and attracted 700 responses. The second, completed by 1,200 people, was conducted in November 2017 and asked for feedback on the draft strategic objectives and strategies for the Community Strategic Plan.

Community information sessions

During the development of the draft documents Council held eight community information sessions, attracting more than 300 attendees.

- Ermington Markets by the River – 4 November 2017
- Constitution Hill Library – 9 November 2017
- Epping shops – 11 November 2017
- Harris Park shops – 11 November 2017
- Loy Krathong Thai Water Festival – 11 November 2017
- Newington Market Place – 16 November 2017
- Dundas Library – 21 November 2017
- Carlingford Court – 23 November 2017.

Note: The information session scheduled for 6 November 2017 did not take place as the host event, North Rocks Markets, was cancelled due to wet weather.

These open events allowed members of the public to view copies of the documents and information boards, which displayed information about the project in an accessible and informative way.

Visitors to the pop-ups could also talk with staff from Council's Strategy and Engagement business units and find out how they could provide formal feedback on the Community Strategic Plan and Delivery Program/Operational Plan.

Telephone Survey

Council conducted a telephone survey during January and February 2018 to consult residents on its Asset Management Framework. The survey reached 455 residents. A number of these residents opted to receive an asset information pack, with 300 telephone interviews held with residents after they had reviewed the pack.

Public Exhibitions

The draft **Community Strategic Plan** was released on 16 April 2018 and was publicly exhibited until the 13 May 2018.

The draft **Delivery Program and Operational Plan** was released on 15 May 2018 and was publicly exhibited until the 18 June 2018.

The documents were exhibited at the following locations:

- Council's Customer Service Centre
- Council's Visitor and Heritage Information Centre
- Parramatta Library
- Constitution Hill Branch Library
- Carlingford Hill Branch Library
- Dundas Branch Library
- Epping Branch Library
- Ermington Branch Library
- Newington Library.

Raising public awareness

The exhibitions provided an opportunity for Council, the community and stakeholders to offer feedback on the draft plans in a phased manner. Exhibition dates and venues were promoted using:

- **media releases**, distributed to a range of media outlets
- **printed advertisements** in newspapers including the Parramatta Advertiser, Hills Shire Times, Northern District Times, Auburn Review, Epoch Times, El Telegraph, The Sydney Korean Herald
- **infographics** reporting back on what the community said including a budget snapshot
- **A4 postcards distributed** to more than 80,000 households across the LGA
- **community pop-up information sessions** (eight across the LGA)
- **project boards** with information about the public exhibition periods and how to get involved published in five languages: English, Simplified Chinese, Hindi, Korean and Arabic
- **written notification** of the exhibitions to neighbouring Councils, local MP's, relevant agencies and key stakeholders.

To view samples of the community engagement collateral, see Appendix E.

Exhibition packages

The following documents were publicly exhibited online for the **Community Strategic Plan**:

- complete plan
- summary paper:
 - English translation
 - Simplified Chinese translation
 - Arabic translation
 - Korean translation
- report back infographic (see Appendix F)

The following documents were publicly exhibited online for the **Delivery Program and Operational Plan**:

- complete plans
- segmented plans:
 - Part 1 and 2 - Overview and activities
 - Part 3 - Budget
 - Part 4 - Fees and charges

- summary papers:
 - English translation
 - Simplified Chinese translation
 - Arabic translation
 - Korean translation
- Budget snapshot infographic (see Appendix F).

Feedback forms to collect community input were provided at the public exhibition venues.

Online/digital engagement

- **City of Parramatta website updates** including dedicated On Exhibition web pages with feedback forms
- **videos** captioned and shared on social media, YouTube and Council's website
- **Kids' Say** dedicated online digital engagement web page
- **Social media** advertising campaign including translated ads into Simplified Chinese, Korean, Hindi and Arabic
- **tweets** via the City of Parramatta's Twitter account
- **facebook (FB)** updates via the City of Parramatta's FB account and Our City Your Say FB account
- **email notifications** to subscribers at key milestones, sent to residents, stakeholders, young people and community groups who were either registered to Council's community panel or participated at some stage of the consultation period e.g. had attended a workshop.

Social media promotion

A social media campaign consisting of paid and organic advertising, targeting City of Parramatta Facebook users to promote engagement activities and public exhibitions.

The **Community Strategic Plan** public exhibition campaign reached 22,800 social media users and had an engagement of 12,500 (Facebook likes/reactions; shares and website click throughs).

The **Delivery Program and Operational Plan** public exhibition campaign reached 51,839 social media users and had an engagement of 2,596 (likes, comments, shares, website clicks and video views).

To view the social media campaign ads, see Appendix G.

Providing feedback

The community, stakeholders and staff could provide feedback by:

- completing online and printed surveys
- completing a printed 'conversation card'
- participating in face-to-face conversations at pop-ups and workshops
- posting comments and ideas on social media
- calling Council through the Customer Contact Centre
- providing formal written feedback online or by mailing written submissions.

To view samples of the community feedback, see Appendix H.

7. Summary of consultation findings: Community Strategic Plan

The key issues arising from the Community Strategic Plan consultations were:

- managing the growth of the city, and concern of overdevelopment
- traffic congestion, access to public transport and parking
- protecting our natural environment, and encouraging energy and water efficiency
- protection of built heritage, and recognition of Indigenous heritage.

8. Summary of consultation findings: Delivery Program and Operational Plan

The key issues arising from the Delivery Program and Operational Plan exhibition were:

- advocating for improved and expanded public transport
- protecting green spaces
- ensuring community services and facilities match population growth
- improving amenity and infrastructure
- investment across all areas of the LGA, and concern for equity and distribution of resources.

9. Summary of consultation findings: Asset Management

The key issues from the Asset Management consultation were:

- Acknowledgement that a growing population and an ageing asset portfolio means strategic planning and resource allocation is important to balance organisational capabilities with the needs of a rapidly changing LGA.
- Overall, residents were satisfied with the quality of community assets. Two-thirds stated they were 'satisfied' or 'very satisfied'. However, with ten times more residents selecting 'satisfied' than 'very satisfied', there is some room to fine-tune asset delivery. Notably, with only 9% of residents selecting a 'dissatisfied' rating, there isn't a need for drastic change.

The engagement activity also confirmed the value of community consultation for Council. More than 300 telephone participants advised they were more satisfied with Council after participating in the consultation.

Appendix A: Statement of Vision and Priorities

To view the Statement of Vision and Priorities, [click here](#).

Appendix B: City of Parramatta's Community Engagement Charter

The principles from Council's Community Engagement Charter were applied to guide the approach to the consultation activities.

Building relationships	We act in an honest, open and respectful way at all times to build strong relationships, partnerships and trust with our stakeholders
Right to be involved	We believe that our stakeholders have a right to be involved in decisions that affect them
Clarity of purpose	We are clear about why and how we are engaging with our stakeholders
Accessible and inclusive	We provide a range of engagement activities to ensure that the broadest possible range of stakeholders have the opportunity to participate
Timely	We engage early on and provide sufficient time for stakeholders to provide input
Tailored	We use a range of engagement and communication methods that suit the purpose of engagement and the range of stakeholders involved
Coordinated	We work and collaborate across Council to ensure our engagement activities are coordinated
Transparent	We make our decisions in an open and transparent way and provide feedback to our stakeholders in order to explain our decisions and let them know how their input has influenced the outcome
Learning from practice	We evaluate our engagement activities and learn from the feedback that has been provided to us.

(source: City of Parramatta, IP&R Community Engagement Strategy)

Appendix C: IP&R engagement timeline by stakeholder segment

Stakeholder	Engagement Level	Timeframe & Phases	Proposed Methodology
Lord Mayor & Councillors	Inform-Empower	Oct 2017 – Jun 2018	Workshops, briefings, mechanisms to participate in community & stakeholder engagement events
Executive Team & Leadership Team	Inform-Collaborate	Jun 2017 – Jun 2018	Face to face meetings, briefings & workshops
Council's Advisory Committees	Inform-Consult-Involve	Jun 2017	Consultation with FCRC & LRAC
New City of Parramatta Committees	Inform-Consult-Involve	Oct 2017 – Jun 2018	Consultation with e.g. <ul style="list-style-type: none"> ▪ ATSI Committee ▪ Access Advisory Committee ▪ Heritage Committee ▪ Cycling Committee
Residents	Inform-Empower	Jun 2017 – Jun 2018	Community workshops, pop-up kiosks, online & print surveys building on previous consultations. May be some integration with other consultations.
Businesses	Consult	Jun 2017 – Jun 2018	Online surveys, letters, workshops & briefings
Council staff	Inform-Collaborate	Jun 2017 – Jun 2018	Online surveys, workshops & face-to-face meetings
Young people	Inform-Collaborate	Nov 2017 – Jun 2018	Creative worksheets, online engagement, letters to schools
Government departments and agencies with MOU	Consult-Collaborate	Jun 2017 – Jun 2018	One-on-one meetings, online surveys, letters, workshops & briefings
Other Government departments & agencies, Service Providers, Not for Profits	Consult-Involve	Jun 2017 – Jun 2018	One-on-one meetings, online surveys, letters, workshops & briefings
Local Universities	Consult-Involve	Jun 2017 – Jun 2018	One-on-one meetings, online survey, workshops & briefings
Workers	Consult-Involve	Jun 2017 – Jun 2018	Pop-up kiosks & online surveys
Unions	Consult-Involve	Jun 2017 – Jun 2018	Communications & meetings
Students	Consult-Involve	Jun 2017 – Jun 2018	Pop-up kiosks & online surveys
Visitors	Consult-Involve	Jun 2017 – Jun 2018	Pop-up kiosks & online surveys
Administrator	Inform-Empower	To Sept 2017	Meetings & briefings

(source: City of Parramatta, IP&R Community Engagement Strategy)

Appendix D: Community and stakeholder workshop reports

To view The Big Conversation workshop report, [click here](#).

To view the Stakeholder Workshop report, [click here](#).

Appendix E: Community Engagement Collateral

Information session display boards

COMMUNITY STRATEGIC PLAN

OVER THE LAST 18 MONTHS WE'VE CONSULTED WITH YOU ABOUT YOUR PRIORITIES AND ASPIRATIONS FOR THE FUTURE.

YOU'VE TOLD US THAT:

- A sense of community is very important, as are our green spaces, heritage and local jobs.
- You like the unique cultural and sporting activities and experiences that our City offers.
- You're concerned about transport, parking and traffic management.
- You want to see growth managed so the benefits of development are shared.
- You want more communication and engagement from your Council.
- You want the City of Parramatta to be a vibrant, dynamic and creative place at the centre of Sydney.

City of Parramatta's draft Community Strategic Plan provides a roadmap for achieving these aspirations.

WE'RE DEVELOPING A COMMUNITY STRATEGIC PLAN

As part of the Community Strategic Plan, Council has drafted six high-level strategic objectives to reflect your aspirations for the City of Parramatta for the next 20 years.

We have also drafted strategies - the ways to achieve these strategic objectives.

ARE WE ON THE RIGHT TRACK?

READ THE DRAFT STRATEGIC OBJECTIVES AND STRATEGIES AND HAVE YOUR SAY.

- What, if anything, would you change?
- Is there anything missing?

For more information visit our website at yourparramatta.nsw.gov.au/yourparramatta or call our Customer Contact Centre on 9806 5050.

WE WANT YOUR FEEDBACK

TO SUPPORT THE COMMUNITY STRATEGIC PLAN, CITY OF PARRAMATTA IS ALSO PREPARING OUR:

3-YEAR DELIVERY PROGRAM

The Delivery Program turns the strategic goals from the Community Strategic Plan into actions. It is the point where we make a commitment to the Community Strategic Plan, and act upon those issues that are within our area of responsibility.

1-YEAR OPERATIONAL PLAN

The Operational Plan outlines the detail of the Delivery Program. It identifies individual projects and activities, budgets, rates, fees and charges to achieve the commitments made in the Delivery Program.

WHERE SHOULD WE FOCUS OUR ACTIVITIES IN THE NEXT 3 YEARS?

ARE WE ON THE RIGHT TRACK?

Read the draft strategic objectives and strategies, think about the Delivery Program and Operational Plan and have your say.

Fill out a conversation card or go online and take our survey.

For more information visit our website at yourparramatta.nsw.gov.au/yourparramatta or call our Customer Contact Centre on 9806 5050.

نريد أن نسمع رأيك

لقد علمنا أن أولوية المجتمع لخطط الإستراتيجية الجديدة، هي جعل مدينة Parramatta مكاناً يجمع بين الطبيعة، العمل، التعليم، والترفيه.

كيف التمسك بخطتك؟

سواء كان هذا الخطط جزءاً من خطة الإستراتيجية الجديدة، مثل الإسكان، التعليم، الترفيه، العمل، أو غيرها من المجالات.

نريد أن نعرف ما هي أولوياتك، وما هي المجالات التي نحتاج أن نركز عليها، وما هي المجالات التي نحتاج أن نبتعد عنها.

30 نوفمبر 2018

لقد علمنا أن أولوية المجتمع لخطط الإستراتيجية الجديدة، هي جعل مدينة Parramatta مكاناً يجمع بين الطبيعة، العمل، التعليم، والترفيه.

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30 نوفمبر 2018

Letter box flyer

Let's positively shape the Parramatta of tomorrow.

YOUR VISION. YOUR VOICE. YOUR IDEAS. YOUR PARRAMATTA.

HAVE YOUR SAY

We're preparing a draft Community Strategic Plan.

To ensure we're on the right path, we're checking in to see if your priorities and ideas for the next 20 years are represented.

We would also like to know what you think Council should be focusing on for the next three years.

HELP SHAPE THE PLAN BY:

- Visiting one of our community pop-up sessions in November
- Completing a feedback survey online or at your local library from 3 November 2017

To find out pop-up dates, locations and times turn over. For a current schedule of pop-up sessions, visit our website at cityofparramatta.nsw.gov.au/yourparramatta or call our Customer Contact Centre on 9806 5050.

COMMUNITY POP-UP LOCATIONS:

Saturday 4 November
10am - 12 midday
at Emington Markets by the River, Halvorsen Park

Sunday 5 November
9am - 11am
North Rocks Markets Royal Institute for Deaf and Blind Children, North Rocks

Thursday 9 November
3pm - 6pm
Constitution Hill Branch Library (Clover Shopping Centre)

Saturday 11 November
8.30am - 10.30am
Epping Town Centre, Rawson Street, Epping

Saturday 11 November
10am - 12pm
Harris Park, cnr Wigram & Marion Streets

Saturday 11 November
10am - 12pm
Loy Krabong Thai Water Festival (Parramatta River Foreshore)

Thursday 16 November
4pm - 6pm
Newington Shops, Newington Shopping Area

For more information and a current schedule of pop-up sessions visit www.cityofparramatta.nsw.gov.au/yourparramatta

ARABIC

إذا كنت بحاجة للمساعدة في ترجمة هذه النشرة اتصل بـ 15 على الرقم 131 450 أو اطلب صورة النشرة بملء عنك خدمة بالي Parramatta على الرقم 9806 5050 من الإثنين إلى الجمعة الساعة 8:30 صباحاً 5:00 مساءً

HINDI

यदि आपको यह सूचना-पत्र समझने में सहायता चाहिए तो कृपया 15 को 131 450 पर फोन करें और हमसे सहायता के लिए संपर्क करें। यादवराज शर्मा को 9806 5050 पर फोन करें। यह सेवा सोमवार से बुधवार, सुबह 8:30 बजे से रात 5:00 तक उपलब्ध है।

CHINESE

如果你需要翻译协助或浏览新闻简报，请联系 TIS，电话 131 450，要求他们代表你拨打或打印会议记录并联系。电话 9806 5050，服务时间为星期一至星期五，上午 8:30 至下午 5:00。

KOREAN

본 소식지와 관련해 문의 지원이 필요하신 경우, TIS (131 450)에 전화하여 Parramatta Customer Service (9806 5050)를 통해 질문과 요구사항을 문의하십시오. 업무시간은 월요일에서 금요일 오전 8시 30분부터 오후 5시까지입니다.

For non-English speakers, phone interpretation services are available by TIS National on 931 456.

Exhibition webpages

Home Discover Contact the Lord Mayor Riverside Theatre

CITY OF PARRAMATTA CONTACT US

LIVING & COMMUNITY RECREATION & ENVIRONMENT BUSINESS & DEVELOPMENT COUNCIL

DRAFT COMMUNITY STRATEGIC PLAN 2018-2038

ON EXHIBITION / 16 APR 2018

YOUR NEW COMMUNITY STRATEGIC PLAN

The City of Parramatta is inviting comments on the draft Community Strategic Plan. This plan guides how we will be achieving your vision for your city over the next 20 years.

[Read more](#)

Home Discover Contact the Lord Mayor Riverside Theatre

CITY OF PARRAMATTA CONTACT US

LIVING & COMMUNITY RECREATION & ENVIRONMENT BUSINESS & DEVELOPMENT COUNCIL

DELIVERING PARRAMATTA'S FUTURE

The City of Parramatta is inviting comments on the draft Delivery Program 2018-2021 and Operational Plan 2018/19.

[Read more](#)

Lord Mayor's column in local papers

WELCOME

Parramatta is now home to some of Sydney's biggest summer events each year. Tens-of-thousands of visitors have descended on our City to enjoy wonderful festivals such as our New Year's Eve celebration, Australia Day, Lunar New Year and the world's biggest short film festival, Tropfest. Thank you to everyone who helped make these events such a success.

Council has recently launched a new and improved Discover Parramatta website to help visitors and local residents discover all the delights on offer. We are blessed with a wealth of great restaurants and cafes, beautiful parks and reserves, and unique heritage. The discoverparramatta.com site is now the perfect place to learn about all these attractions, and many more.

2018 will be another big year for Parramatta. We can expect to see significant progress, with transformational projects such as Parramatta Square and the State Government's Western Sydney Stadium development. Work is also scheduled to begin on the Parramatta Light Rail network and final plans will be developed in preparation for construction of Parramatta's new aquatic leisure centre. It's an exciting time for our City.

A very important part of Council's ongoing planning to guide the growth of our City is its Community Strategic Plan. This will set out a roadmap for achieving our community vision for the future, and inform all of Council's other plans and policies. The draft plan will be on public exhibition following extensive public consultation during its development, and I encourage everyone to have their say and help shape our City.

Finally, Anzac Day on 25 April will be part of the commemorations to mark a century since the end of World War I. Anzac Day Dawn Services in our Local Government Areas are organised by the RSL, who do a wonderful job. I thank them for their efforts, and urge everyone to take some time to reflect on the sacrifices of our service personnel, past and present. 2019 also marks the 125th anniversary of Parramatta's own Royal NSW Lancers regiment. Our City is very proud of its connection with the Lancers and I congratulate them on their anniversary.

Lord Mayor
Councillor Andrew Wilson



BE INFORMED AND HAVE YOUR SAY

Find out what our plans are for shaping Parramatta's future

In April, City of Parramatta will be placing the plans for our community on public exhibition. These plans shape how we will be achieving your vision - for your city - and your comments are vital to ensure we share the same vision.

The Community Strategic Plan

2018-2038 outlines the community's main priorities and aspirations for the City of Parramatta for the next 20 years. It is also the highest level of plan prepared by Council.

The Delivery Program 2018-2021, Operational Plan and Budget 2018/19 and Resourcing Strategy detail shorter-term budget, actions and activities which will be required to help deliver

the long-term aspirations of our Community Strategic Plan.

The community is encouraged to take the time to read these plans or watch our videos to gain a holistic picture about what Council's plans are and how we intend to achieve them.

A well-connected community supports better planning and outcomes, building trust and mutual support.

Copies of the plans will be made available on Council's website, at Council's administration office and library branches. For more information visit our website cityofparramatta.nsw.gov.au/yourparramatta or call Customer Contact Centre on 9508 5050.

The vision for our City is for it to be:

- **FAIR** We can all benefit from the opportunities our City offers.
- **ACCESSIBLE** We can all get to where we want to go.
- **GREEN** We care for and enjoy our environment.
- **WELCOMING** We celebrate culture and diversity - past, present and future.
- **THRIVING** We benefit from having a thriving CBD and local centres.
- **INNOVATIVE** We collaborate and employ new ideas to create a better future.

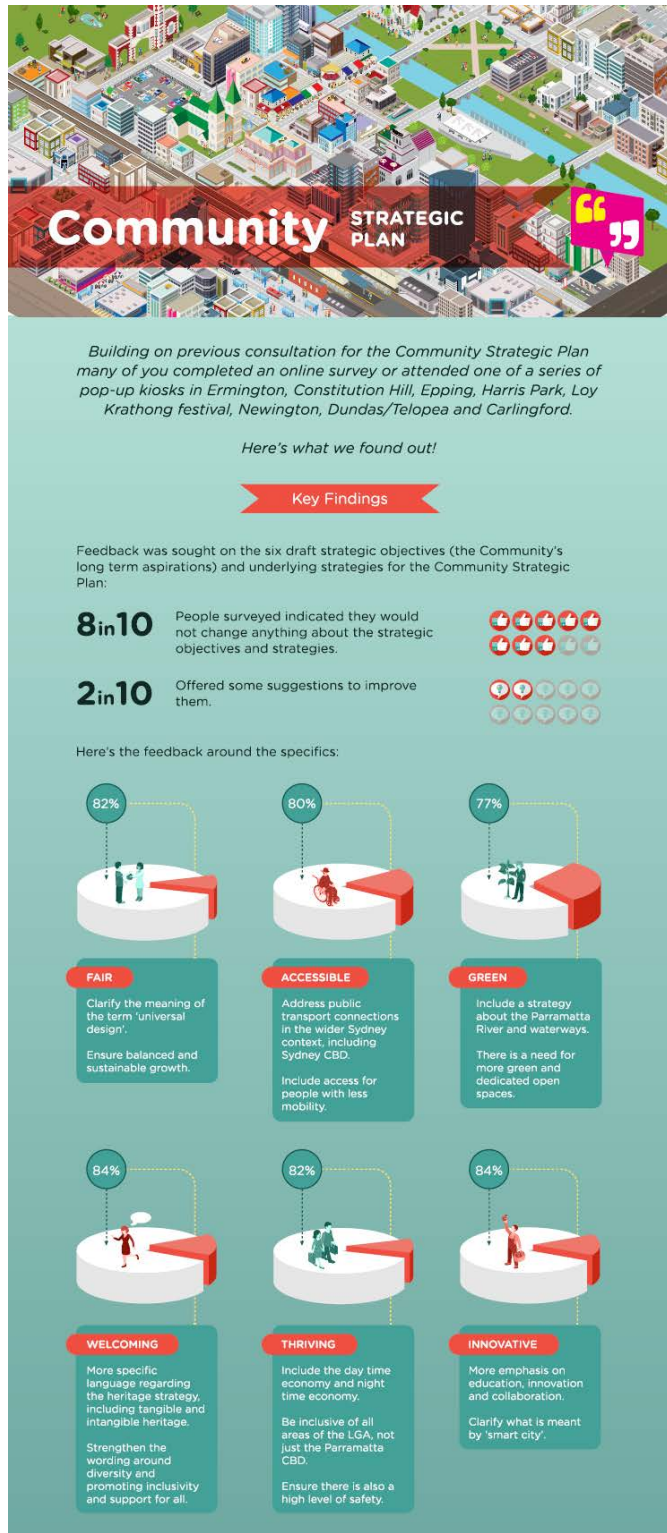
DRAFT COMMUNITY STRATEGIC PLAN
MARCH/APRIL 2018

DRAFT DELIVERY & OPERATIONAL PLAN
MARCH/APRIL 2018

DRAFT RESOURCING STRATEGY
MARCH/APRIL 2018

Appendix F: Summary infographics

Phase Two (a) - Draft Strategic Objectives (goals) and Strategies – Consultation summary



Budget Snapshot

Council's budget provides an overview of our financial estimates for the term of the Delivery Program 2018 - 2021 and Operational Plan 2018/19.

OUR BUDGET

THE OPERATIONAL RESULT

includes all operational income, expenditure and depreciation

THE CAPITAL RESULT

includes capital income and expenditure for capital projects

FUNDING MOVEMENTS

includes funding allocated to and from restricted cash reserves during the financial year

THE RATES SECTION

details the rates levied to the community

Combined, these 4 components project balanced budgets over the 3-year budget period. These projections highlight that Council is ensuring it is not spending beyond its funding capacity.

FOR EVERY \$100 CITY OF PARRAMATTA COUNCIL SPENDS

\$26
Major Works & Construction

\$16
Parks, Recreation & Culture

\$10
Maintaining Roads, Footpaths & Drains

\$10
Governance & Financial Management

\$8
Library & Community Services

\$8
Engineering & Traffic

\$7
Planning & Development

\$7
Waste Management

\$4
Environmental Sustainability

\$4
Trades & Fleet Management

A KEY FINANCIAL STRATEGY

Council will strive to return to a surplus based on 2% of revenue.

THE BUDGET PROJECTIONS

How much City of Parramatta spends on the local government area.

In 2018/19 Council is budgeting for a surplus of \$1.9m which is 0.7% of revenue. Council will develop strategies in future years in order to meet the 2% target.

	2018/19	2019/20	2020/21
Operational expenditure (including depreciation)	\$259,124	\$260,958	\$270,280
Capital expenditure	\$187,897	\$210,919	\$85,317
TOTAL	\$447,021	\$471,877	\$355,597



CITY OF PARRAMATTA

Go to: cityofparramatta.nsw.gov.au/about-parramatta/news/on-exhibition/your-plan

Appendix G: Social Media

Community Strategic Plan public exhibition

**Our City, Your Say Parramatta**
Published by Ourcity Yoursay [?] · 18 April at 11:40 · *


Calling out for final comments on the City's draft 20-year Community Strategic Plan! Want to know how you could submit your feedback? Visit City of Parramatta's webpage now!
<https://www.cityofparramatta.nsw.gov.au/.../your-new-communit...>




291 people reached

Boost Post

Delivery Program and Operational Plan public exhibition

**City of Parramatta**
4,281 followers
1h

Pool and bike plans, road and pedestrian strategies, green spaces, park masterplans, arts and culture, heritage, safety and security, precinct pla ...see more



Delivering Parramatta's Future | City of Parramatta
cityofparramatta.nsw.gov.au

2 Likes

Like Comment Share

Appendix H: Community Feedback Collateral

Have Your Say 'Conversation Card'

HAVE YOUR SAY

COMMUNITY STRATEGIC PLAN.

PLEASE READ OUR DRAFT STRATEGIC OBJECTIVES AND STRATEGIES
These are long term goals that the community have told us are important.

Q1. What (if anything) would you change?

Q2. Is there anything missing?

Q3. Where should Council focus its activities in the next three years?

Let's positively shape the
Parramatta of tomorrow.

CITY OF PARRAMATTA

Q4. How did you hear about this pop-up? *(please tick)*

☐ Letterbox flyer ☐ Passing by
☐ Newspaper ☐ Other

Q5. What suburb/postcode do you live in?

Q6. What is your connection to the City of Parramatta? *(please tick)*

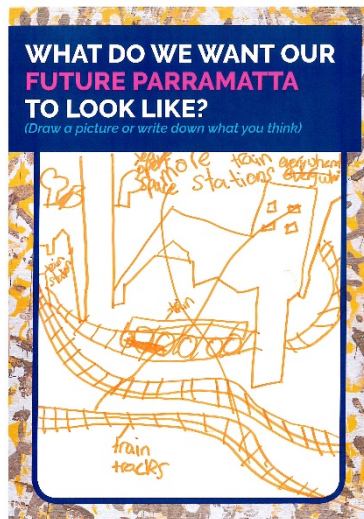
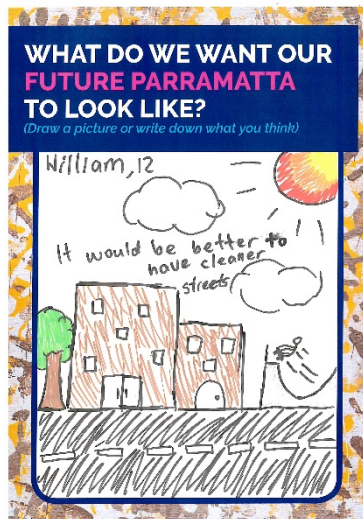
☐ Resident ☐ Student
☐ Worker ☐ Business Owner
☐ Visitor ☐ Other
☐ City of Parramatta Staff

Q7. Is there anything else you want to say?

Thank you! For more information visit:
cityofparramatta.nsw.gov.au/yourparramatta

CITY OF PARRAMATTA

Kids' Say Cards



Youth Forum Feedback Cards

