'Sharing the opportunities of growth for all' indicator framework

City of Parramatta Baseline Report 2019

Executive Summary

In 2017, Council adopted its Socially Sustainable Parramatta Framework (the Framework). The Framework sets out a new way of working for Council that puts people first and identifies some specific ways that the opportunities of growth can be shared equitably for all people. The Framework is comprised of eight goals that outline what a Socially Sustainable Parramatta looks like in key areas of social, economic and environmental wellbeing. The framework's goals are:

- Children Are Our Future
- Diverse, Affordable Homes for Everyone
- All People Can Learn, Share and Grow
- All People Can Access a Job that Enables them to Live with Dignity and Security
- Green, Inclusive and Safe Places to share
- All People can Live Healthy, Active Lives
- We Trust each Other, are Welcoming, and Feel Good about being here Together
- We Lead by Example

This Indicator Framework has been developed to support the measurement of progress towards these eight goals and to track social sustainability of City of Parramatta over time. The Indicator Framework tells a story that is unique to Parramatta and

delivers on a key action in years 1-2 of the Framework which is to *"Develop measures and targets for evaluating the impact of the Socially Sustainable Parramatta Framework".*

These measures have been developed through collaboration with Council staff, the community, community organisations and the private sector. They include measures of Council's work and the work of others. They will be used to evaluate and monitor the progress of the Framework.

Analysis of our indicators has highlighted that City of Parramatta has great strengths, but despite our strengths, we also face challenges together as a community.

Although our residents believe that City of Parramatta is welcoming of diversity, many people feel they do not belong to the local community.

Willingness from our residents to help a neighbour is high, and we have heard that our residents value the contribution of Council's community capacity building programs in helping them to build their skill and confidence levels. They also enjoy being involved in social groups and utilising our public spaces.

When compared with other local government areas in Western Sydney, it is clear that City of Parramatta has a lower level of disadvantage overall. Our residents are highly skilled, with more than a third of the population holding a

university qualification.

However, we also know that a large proportion of our community believe that City of Parramatta could be doing more to ensure the opportunities of growth are being shared equitably with all people. For instance, almost a quarter of our children are developmentally vulnerable and some residents have told us that they feel they are not satisfied with their overall standard of living.

We have heard that many people are concerned that City of Parramatta does not offer diverse and affordable housing options and that City of Parramatta's green space is significantly lacking in its capacity to service the current population.

As a baseline report, the majority of these indicators reflect that City of Parramatta has a solid foundation to build on in our journey towards social sustainability.

Continued progress towards social sustainability and the future success of our community will rely on the collective work of many stakeholders. Every person, group and organisation has a role to play in ensuring great outcomes for our community.

City of Parramatta Council will continue to use this Indicator Framework as a tool to track progress made over time by Council and the community.

The Indicator Framework

Introduction

City of Parramatta's population is expected to double and reach 443,000 people by 2036.

Parramatta is transforming and our neighbourhoods are changing. Population growth, high-density development and urban renewal are changing the area from a suburban centre into Sydney's Central City: the centre of services, infrastructure and employment for Western Sydney.

Many community members face barriers to participating fully in Parramatta's bright future. Some of these barriers include income inequality, high youth unemployment, digital exclusion, lack of access to green open space, high housing costs, poor physical and mental health status and behaviours, and poor early childhood development outcomes.

We recognise that now is the time to take significant strides to shape a future for our city that all people can share in by putting social sustainability at the heart of our City.

We want everyone in our community to benefit from our City's growth and prosperity.

[1] forecast.id.com.au/parramatta/population-house-holds-dwellings

[2] Page 9, *Socially Sustainable Parramatta Framework*

Contents

Sharing the opportunities of growth with all people

In 2017, Council adopted its Socially Sustainable Parramatta Framework (the Framework). The Framework sets out a new way of working for Council that puts people first and identifies some specific ways that the opportunities of growth can be shared equitably for all people. The Framework applies to our unique and diverse neighbourhoods as well as our CBD. The Framework is comprised of eight goals that outline what a Socially Sustainable Parramatta looks like in key areas of social, economic and environmental wellbeing.

- The Framework's goals are:
- Children are our future
- Diverse, affordable homes for everyone
- All people can learn, share and grow
- All people can access a job that enables them to live with dignity and security
- Green, inclusive and safe places to share
- All people can live healthy active lives
- We trust each other, are welcoming, and feel good about being here together
- We lead by example

The Framework was developed in 2017 in collaboration with our community, stakeholders and Council. The Framework drew on inputs from:

- Community engagement in 2016 (over 9,000 people engaged to develop Council's 'Our Vision and Priorities')
- Results of the Social Wellbeing Survey 2016 (over 600 residents engaged)
- Expert Reference Group (cross-sector team of 6 experts and Western Sydney advocates who acted as a "critical friend" in developing the Framework, brainstorming, testing and refining ideas of the project team)
- City of Parramatta staff (over 70 staff engaged)
- Review of best practice approaches to planning a socially sustainable city (local and international examples)
- Feedback from the community on the draft Framework in April and May 2017 (over 600 members of the general public engaged)

The diagram on the right illustrates the relationship between the eight goals of the *Socially Sustainable Parramatta Framework*.

We lead by example

Children are our future

Diverse, affordable homes for everyone

Green, inclusive and safe places to share

We trust each other, are welcoming, and feel good about being here together

Sharing the opportunities of growth with all

All people can live healthy active lives

All people can learn, share and grow

All people can access a job that enables them to live with dignity and security

A way to measure council and community progress towards social sustainabilty

This Indicator Framework has been developed to support the measurement of Council and community progress towards these eight goals and to track social sustainability in CoP over time. The Indicator Framework delivers on a key action in years 1-2 of the Framework which is to "Develop measures and targets for evaluating the impact of the

Socially Sustainable Parramatta Framework".

These measures have been developed through collaboration with Council staff, the community, non-government organisations and the private sector. The indicators were developed based on internal consultation and research, and consideration of the extensive work already undertaken by

City of Parramatta to inform the Socially Sustainable Parramatta Framework. They are relevant, robust measures, which will help us to:

- Develop a baseline data set to evaluate the Framework
- Monitor and report on progress of the Framework every three years

Our indicators tell a story that is unique to Parramatta

The following table illustrates the structure of the indicators for each goal area:

	Our City	My Life
Subjective	City Sentimewnt Indicator	Self-Rating Sentiment Indicator
Objective	Community Indicator	Self-Reported Life Status Indicator
Council	Council activity and outcome indicators	

This table illustrates the relationship between indicators which Council is accountable for and indicators which the community is accountable for. The indicators are structured around five aspects: Our City (subjective and objective), My Life (subjective and objective) and Council indicators. This results in a set of complementary indicators that measure the community's thoughts and feelings about the progress made towards a certain goal area and the impact that this has on their lives; as well as indicators that

measure Council's contribution towards a certain goal.

While most of the goals have four chosen indicators, some only have three indicators. The difference in the number of indicators for different goal areas reflects Council's efforts to include only the most meaningful and relevant measures.

Council recognises the inherent challenges in capturing, measuring and reporting on social sustainability. Whilst there

is no perfect way to measure the complex set of factors that contribute to social sustainability, Council must find ways to understand and measure how our community is progressing towards becoming more socially sustainable.

These indicators are complementary and create a unique narrative, which will be used to inform our work to ensure that the opportunities of growth are shared equitably with all people.

The indicator framework relies on quality data from a range of sources

We drew on a variety of information sources to collect the data for this report, including:

- Council data
  - Existing data, which is collected and managed by Council teams.
  - Bespoke data, which was commissioned as part of this work.

- 'Our City My Life' survey
  - In 2019, Council conducted a new 'Our City My Life' biennial survey, which is an adapted and revised version of the previous Social Wellbeing Survey, which Council has conducted three times since 2013.

- Other stakeholders
  - Data provided by other organisations with similar objectives of measuring social outcomes.

How will we know we have made a difference?

The eight goals identified as part of the Socially Sustainable Parramatta Framework summarise the key, long-term changes we want to see in our City to make Parramatta a more socially sustainable place.

The purpose of this report is to develop and report on a set of meaningful indicators and measures that evaluate this Framework.

Tracking our progress against these indicators will help us to ensure that all people in Parramatta have access to:

- High quality education
- Employment
- Safe places to live
- Healthy food
- Opportunities to be active
- Great public transport
- Decent and affordable housing
- High quality jobs
- The opportunity to be entrepreneurs
- Participation in community life.

The Framework establishes the baseline data for each indicator and will be measured every two years to enable us to track progress made over time towards a more socially sustainable Parramatta.

Where appropriate, the Indicator Framework establishes targets for measuring the impact of the Socially Sustainable Parramatta Framework.

City of Parramatta Council has a leading role to play

As the central local government for Sydney's Central City, Council is well-placed to be a vocal advocate for our neighbourhoods, our City, and for Western Sydney as a whole.

Working with our community, Council can and should act boldly to build on our community's strengths and tackle our shared challenges. We can be a role model for the change and leadership we want to see in our community.

Many of the factors that cause inequality within City of Parramatta are beyond local government control. It is essential that we work together with our communities, service providers, businesses, not-for-profits and State and Commonwealth governments on shared issues, to coordinate resources, maximise positive social impact and share the responsibility of achieving social sustainability.

This Framework embeds a commitment to social sustainability across City of Parramatta Council, and all the work we do. It is intended to be a tool for decision-making, and to acknowledge shared responsibility for social sustainability across all Council teams.
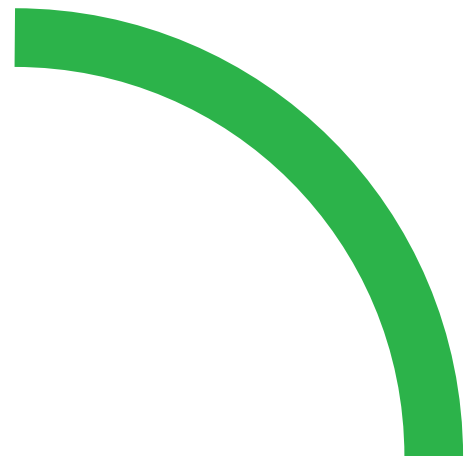
Our indicators for each goal of the Socially Sustainable Parramatta Framework

Children are our future

Work towards ensuring every child in Parramatta is healthy, nurtured, happy and will thrive.

The benefits of growth are being shared equitably with all when there is no opportunity gap between children (0-4 years) from low and high income families.

	Our City	My Life
Subjective	Community sentiment regarding the degree to which the City of Parramatta contributes to thriving children	Percentage of people who feel they are able to provide for the basic needs for their family (e.g. food, clothing)
Objective	Percentage of developmentally vulnerable children across one or more domains according to the AEDC	Percentage of residents living within a 2.5min walk of a park or play space
Council	• Percentage of inclusive play spaces • Number of ECEC Council enrolments for children from a vulnerable background • Percentage of children in Council's ECEC who self-report feeling happy	

Diverse, affordable homes for everyone

Deliver and expand a diverse range of affordable high quality housing that meets the spectrum of housing needs in the community.

The benefits of growth are being shared equitably by all when all Parramatta residents can afford to pay for housing that meets their needs.

	Our City	My Life
Subjective	Community sentiment regarding the degree to which City of Parramatta offers diverse housing options	Percentage of people who feel secure in their housing situation
Objective	Number of people experiencing homelessness per 10,000 people within City of Parramatta LGA (based on the number of people that are counted in Parramatta Homeless Street Count)	Percentage of households living in housing stress (includes rental and mortgage stress)
Council	• Percentage of new residential flat building developments (10 dwellings or above) that are consistent with development control plan (DCP) dwelling mix requirements • Number of affordable rental housing dwellings in Council's Affordable Housing Bank	

All people can learn, share and grow

Facilitate formal and informal learning opportunities at all ages, to help people improve their circumstances, reach their full potential and share their knowledge, creativity and culture.

The benefits of growth will be shared by all when people have equal opportunity to access formal and informal learning opportunities.

	Our City	My Life
Subjective	Community sentiment regarding the degree to which our City provides opportunities for people of all ages to learn and develop skills at any age	Percentage of people who feel they have the opportunity to participate in learning
Objective	Highest level of education	Percentage of people who report whether in the last 12 months they have been actively involved in a social group or activity they have organised
Council	• Library floor space (against CoP benchmark target) • Self-reported community satisfaction with library service provision (whole community survey) • Community facility floor space (against CoP benchmark target)	

All people can access a job that enables them to live with dignity and security

Secure and retain decent jobs and access to enterprise for all Parramatta residents.

The benefits of growth will be shared by all when people have access to the benefits of economic participation.

	Our City	My Life
Subjective	Community sentiment regarding the degree to which our City enables everyone to access a job that allows them to live with dignity and security	Percentage of people who feel they have good job security Percentage of people who report they are satisfied with their job
Objective	Unemployment rate	
Council	• Percentage of people employed by Council living in City of Parramatta LGA • Percentage of spend on local procurement by Council • Amount of money disbursed through grants category- 'Growing social enterprise in Parramatta'	

Green, inclusive and safe places to share

Design, build and maintain public spaces and neighbourhoods that are green, safe and inclusive for all.

The benefits of growth are being shared equitably with all when we design, build and maintain public spaces and neighbourhoods that are green, safe and inclusive for all.

	Our City	My Life
Subjective	Community sentiment regarding the degree to which our City provides safe and inclusive places to play and relax	Percentage of people who feel comfortable in public places in our Local Government Area
Objective	Hectares of green space per 1000 people	Percentage of people who report enjoying a local public place in the last twelve months
Council	• Percentage of residents living within areas zoned for High Density (R4 and B4) that are within a 2.5 minute walk of a park or play space • Annual visitation to Lake Parramatta	

All people can live healthy, active lives

Improve physical and mental health outcomes, starting with groups experiencing disadvantage.

The benefits of growth are being shared equitably with all when there is a closing of the health inequality gap and people are living longer with a greater quality of life, regardless of their socio-economic position

	Our City	My Life
Subjective	Community sentiment regarding the degree to which our City provides facilities for me to live an active life	Residents' self-reported health status (mental and physical health)
Objective	Percentage of Western Sydney Local Health District (WSLHD) residents who are overweight and obese (aged 16 and over)	Percentage of people who know how to access the health services they need in their local community
Council	• Percentage of residents that live within a 5 minute walk of a park or playground • Satisfaction level of School Holiday program and Health Promotion services	

We trust each other, are welcoming and feel good about being here together

Facilitate social connections to foster socially and culturally diverse, inclusive and empowered communities.

The benefits of growth are being shared equitably with all when we are willing to welcome a stranger, whether that be a visitor, a migrant, our neighbour, a co-worker, someone who is vulnerable, or someone who is different to ourselves.children (0-4 years) from low and high income families.

	Our City	My Life
Subjective	Community sentiment regarding the degree to which our City is welcoming of diversity	Percentage of residents who feel they belong to the local community
Objective	Number of Australian Citizenships granted in the City of Parramatta in the last year	Percentage of respondents who have helped a neighbour in the last 12 months
Council	• Our City Your Say membership reflects the diversity of our community demographics (Country of birth) • Skills and confidence levels of participants in community capacity building programs • Percentage of people who rated Council's events 7 or above for overall experience (on a scale of 0 to 10, where 0 is "very poor" and 10 is "very good")	

We lead by example

Improve Council's policies and practices to enable a more socially sustainable City of Parramatta.

The benefits of growth are being shared equitably with all when social responsibility is embedded in the core business strategy of Council, local organisations and businesses, and they consider how their actions affect our people.

	Our City	My Life
Subjective	Community sentiment regarding the degree to which City of Parramatta leads strongly in increasing fairness across our community	Resident satisfaction that Council acts on their behalf
Objective	Percentage of formal votes cast at Local Government elections as a % of enrolments (voting participation)	
Council	• Percentage of Council staff participating in cultural awareness training • Percentage increase in procurement for Aboriginal businesses • Mean score generated from community members who agreed or strongly agreed that 'Council is genuine about listening to residents/businesses'. This is reported as a mean score of 1-5, where 1 = very dissatisfied and 5 = very satisfied	

How to use this document

For each of the eight goal areas detailed in the Framework, this document will provide an overview of the goal; the challenge it responds to; the City's aspirations for the future in relation to the goal; and the indicators together with their bassline result.

A goal: As identified in the Socially Sustainable Parramatta Framework

Goal context, which summarises relevant challenges and opportunities facing our community

An impact statement that describes how we know progress is being made towards sharing the opportunities of growth for all at a community level and how Council will know it is making a difference

Indicator that has been selected to measure progress made toward a goal area (these may be subjective/objective)

Baseline result that presents the most current data available for this indicator, which will become the baseline for this indicator

Footnotes that summarise sources of reference for data collection

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Children are our future

Our goal: Every child in Parramatta is healthy, nurtured, happy and will thrive

The challenge

- A high number of babies and pre-schoolers live in our City and this number will continue to grow
- The developmental vulnerability of children in our City is increasing, with almost 1 in 4 children not school ready (according to the AEDC)
- Inequality exists in our City, with residents of some suburbs experiencing greater disadvantage than others
- High density development is changing the way residents live and experience the City

Our aim

We know we will have achieved our goal when there is no opportunity gap between children (0-4 years) from low and high-income families.

This will lead to more children in our city being healthy, nurtured, happy and thriving.

We will know collectively we are making progress when more children in our community are developmentally 'on track' and 'school ready', and report themselves that they experience more happy days than sad.

Council will know that it is making a difference when more children have easy access to inclusive play spaces and parks, formal and informal learning opportunities, and quality childcare. More of council's critical projects will involve engagement with children and families.

Our indicators

	Our City		My Life	
	Indicator	Baseline Result	Indicator	Baseline Result
Subjective	C1. Community sentiment regarding the degree to which the City of Parramatta contributes to thriving children	60% agree or strongly agree in 2019ᵃ	C3 Percentage of people who feel they are able to provide for the basic needs of their family (e.g. food, clothing)	96% agree or strongly agree in 2019ᵃ
Objective	C.2 Percentage of developmentally vulnerable children across one or more domains according to the AEDC	21.4% in 2018 (24% in 2015)ᵇ	C.4 Percentage of residents living within a 2.5 min walk of a park or play space	49% in 2019ᵇ
Council	C.5 Percentage of inclusive play spaces			1% in 2019ᵇ
	C.6 Number of ECEC Council enrolments for children from a vulnerable background			8 children in 2019ᶜ
	C.7 Percentage of children in Council's ECECs who self-report feeling happy			74% of children in 2019ᵈ

ᵃ City of Parramatta Our City My Life Survey 2019
ᵇ Australian Early Development Census 2018 (AEDC)
ᶜ Council data – GIS Spatial Mapping
ᵈ Council data

Key messages which summarise community and council progress towards a goal of the Framework

Targets which are set to support Council activity and to evaluate the implementation of the Framework

Our indicators tell us that...

Some members of our community have told us that they feel City of Parramatta has more work to do to ensure our children are healthy, nurtured, happy and thriving

Most community members feel they are able to provide for the basic needs of their families

Almost a quarter of our children are developmentally vulnerable

Around half of our residents live within a 2.5min walk of a park or play space

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability...

Children are our future		
Indicator	Target (1-2yr)	Target (2-5yr)
C1. Community sentiment	1-2yr: Increase	2-5yr: Increase
C2. Developmentally vulnerable children	1-2yr: Maintain	2-5yr: Decrease
C3. Basic needs	1-2yr: Maintain or increase	2-5yr: Increase
C4. Within 2.5min walk	1-2yr: Increase	2-5yr: 60%
C5. Inclusive play spaces	1-2yr: Increase	2-5yr: 10%
C6. ECEC enrolments	1-2yr: Increase	2-5yr: 16
C7. Children who self-report feeling happy	1-2yr: Maintain	2-5yr: Increase

2019
Report card -
Socially Sustainable
Parramatta
Framework

Sharing the opportunities of growth for all

The challenge

- Social sustainability is as important to a thriving community as environmental, cultural and economic sustainability

- Social sustainability recognises that a rising tide does not raise all boats. Instead, we need to work as a community to invest in our individual and collective wellbeing, so that all people, including our most vulnerable, can thrive.

- A community is socially sustainable when "the formal and informal processes; systems; structures and relationships actively support the capacity of current and future generations to create healthy and liveable communities. Socially sustainable communities are equitable, diverse, connected and provide a good quality of life" (McKenzie, 2004)

Our aim

To understand progress towards the overarching objective, a set of indicators has been developed for "sharing the opportunities of growth for all".

Our indicators

	Our City		**My Life**	
	Indicator	*Baseline Result*	*Indicator*	*Baseline Result*
Subjective	**S.1.** Community sentiment regarding the degree to which City of Parramatta contributes to the key strategic goal, sharing the opportunities of growth	54% agree or strongly agree in 2019[3]	**S.3** Percentage of the community that are satisfied with their overall standard of living	61% self-reported a 7 or above in a 10 point scale in 2019[1]
Objective	**S.2** SEIFA score (Refers to the Index of Relative Socio-Economic Disadvantage. High scores on the index indicate lack of disadvantage, rather than high advantage)	1,039 SEIFA score of disadvantage in 2016[4] 1,063 SEIFA score of advantage & disadvantage in 2016[2]	**S.4** Dollar amount difference between median weekly household income in City of Parramatta compared to NSW median weekly household income	+$274 For City of Parramatta household's median weekly income when compared with New South Wales[5]

[3] City of Parramatta Our City My Life Survey 2019
[4] ABS Census 2016 & Profile ID
[5] ABS Census 2016 & Social Atlas

Our indicators tell us that...

A large proportion of our community (46%) believe **Council could be doing more to ensure the opportunities of growth are being shared equitably** with all people

Some members of our community (39%) have told us that they are **not satisfied with their overall standard of living**

In comparison to many other Local Government Areas in Western Sydney, **City of Parramatta has a lower level of disadvantage**

There are **more households within City of Parramatta earning low incomes**, than those who earn high incomes

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability...

Sharing the opportunities of growth for all		
Indicator	**Target (1-2yr)**	**Target (2-5yr)**
S1. Community sentiment	1-2yr: Increase	2-5yr: Increase
S2. SEIFA score	1-2yr: Maintain	2-5yr: Maintain
S3. Living standard satisfaction	1-2yr: Increase	2-5yr: Increase
S4. Income equity	Maintain a higher median household income than the NSW median	

Children are our future

Our goal: Every child in Parramatta is healthy, nurtured, happy and will thrive

The challenge

- A high number of babies and pre-schoolers live in our City and this number will continue to grow

- The developmental vulnerability of children in our

- City is increasing, with almost 1 in 4 children not school ready (according to the AEDC)

- Inequality exists in our City, with residents of some suburbs experiencing greater disadvantage than others

- High density development is changing the way residents live and experience the City

Our aim

We know we will have achieved our goal when there is no opportunity gap between children (0-4 years) from low and high-income families.

This will lead to more children in our city being healthy, nurtured, happy and thriving.

We will know collectively we are making progress when more children in our community are developmentally 'on track' and 'school ready', and report themselves that they experience more happy days than sad.

Council will know that it is making a difference when more children have easy access to inclusive play spaces and parks, formal and informal learning opportunities, and quality childcare. More of council's critical projects will involve engagement with children and families.

Our indicators

	Our City		My Life	
	Indicator	*Baseline Result*	*Indicator*	*Baseline Result*
Subjective	**C1.** Community sentiment regarding the degree to which the City of Parramatta contributes to thriving children	60% agree or strongly agree in 2019[6]	**C.3** Percentage of people who feel they are able to provide for the basic needs of their family (e.g. food, clothing)	96% agree or strongly agree in 2019[4]
Objective	**C.2** Percentage of developmentally vulnerable children across one or more domains according to the AEDC	21.4% in 2018 (24% in 2015)[7]	**C.4** Percentage of residents living within a 2.5 min walk of a park or play space	49% in 2019[8]
Council	**C.5** Percentage of inclusive play spaces			1% in 2019[9]
	C.6 Number of ECEC Council enrolments for children from a vulnerable background			8 children in 2019[7]
	C.7 Percentage of children in Council's ECECs who self-report feeling happy			74% of children in 2019[7]

[6.] City of Parramatta Our City My Life Survey 2019
[7.] Australian Early Development Census 2018 (AEDC)
[8.] Council data – GIS Spatial Mapping
[9.] Council data

Our indicators tell us that...

Some members of our community have told us that they feel **City of Parramatta has more work to do to ensure our children are healthy, nurtured, happy and thriving**

Most community members feel they are **able to provide for the basic needs of their families**

Almost a quarter of our children are developmentally vulnerable

Around half of our residents live within a 2.5min walk of a park or play space

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability...

Children are our future		
Indicator	**Target (1-2yr)**	**Target (2-5yr)**
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C4. Within 2.5min walk	1-2yr: Increase	2-5yr: 60%
C5. Inclusive play spaces	1-2yr: Increase	2-5yr: 10%
C6. ECEC enrolments	1-2yr: Increase	2-5yr: 16
C7. Children who self-report feeling happy	1-2yr: Maintain	2-5yr: Increase

Case Study - Ermington possum patch evaluation

Understanding how City of Parramatta contributes to a socially sustainable Parramatta

The benefits of growth are being shared equitably with all when there is no opportunity gap between children (0 – 4yrs) from low and high-income families. This will lead to more children in our city being healthy, nurtured, happy and thriving.

Population forecasts show that the number of babies and pre-schoolers (0-5) residing in CoP is set to increase over the next 20 years. At the same time, one in five children (24% are developmentally vulnerable across one or more of the Australian Early Development Census (AEDC) domains in 2015, compared with 21.5% in 2012.

There is a need to expand access to quality early years learning for our City's children.

In a socially sustainable City of Parramatta, the benefits of growth are being shared equitably with all when there is no opportunity gap between children (0-4yrs) from low and high income families. This will lead to more children in our city being healthy, nurtured, happy and thriving.

AIM: to understand the social value created when children and families, especially those who experience a level of vulnerability, are provided access to quality childcare.

What did we do?

Undertook an evaluation of the services offered by Ermington Possum Patch, 1 of 5 Council owned and operated Early Childhood Education Centres, which included:

- Conducting a literature review.
- Survey instrument for parents and guardians
- Interviews undertaken with key Council staff, Centre staff and a family and child service provider.
- Theory of Change workshop.
- Observation undertaken by Think Impact staff.

Why Ermington Possum Patch?

The Centre was selected for its continued prioritisation of vulnerable families and children with complex needs.

About Ermington Possum Patch:

Services between 50-60 families per year

High number of culturally and linguistically diverse families

Many children's grandparents provide majority of care

One in five families are 'vulnerable'

What did we find?

100% of parents/carers surveyed agreed or strongly agreed that: 'when my family is experiencing difficulties, I know I can approach staff members at Possum Patch for help'

Unique elements of Ermington Possum Patch that contribute to a socially sustainable Parramatta:

- A continued commitment to prioritising access for vulnerable families
- A commitment to supporting children with complex needs
- Providing holistic responses to early childhood development and wellbeing that incorporates a child's social and environmental ecosystem
- Providing indirect role-modelling and dignified support to parents and carers

Ermington Possum Patch enables children to:

Better meet their basic needs
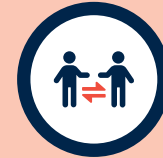
Increase their capacity to form positive relationships

Be better prepared for school

Increase their sense of belonging to community

92% Parent/carer survey respondents strongly agreed that a quality childhood education is important for school readiness

Where to next?

City of Parramatta will continue opportunities for families in our community to access quality early childhood services, including in high growth areas and other areas of need.

For more information call 9806 5327 or email kwearne@cityofparramatta.nsw.gov.au

Diverse, affordable homes for everyone

Our goal: Deliver and expand a diverse range of affordable high quality housing that meets the spectrum of housing needs in the community

The challenge

- Our City is growing rapidly, with 11,000 more dwellings built between 2011 and 2016

- There has been a net loss of three bedroom dwellings between 2011 and 2016, and the average number of people per household continues to increase

- The Greater Sydney

Commission has set housing targets for Parramatta that anticipate significant growth over the next 20 years

- Our community has told us that they are optimistic about growth in our City, but expressed a desire for growth to be well managed and in the right places

- Housing affordability in City of Parramatta is declining and in

2016, 13% of households were experiencing housing stress

- It's harder than ever for young people to afford to purchase their own home

- City of Parramatta lost 21% of its key workers over the ten years leading up to 2016, with many moving westward where median housing prices are lower.

Our aim

We will know we have achieved our goal when all parramatta residents can afford to pay for housing that meets their needs

We will know collectively we are making progress when people feel that they have housing choices and they feel safe and secure in their housing situation. Council will know that it is making a difference when more affordable and appropriate housing is available in the city and people feel they can access what they need in their local community.

Our indicators

	Our City		My Life	
	Indicator	*Baseline Result*	*Indicator*	*Baseline Result*
Subjective	**H.1.** Community sentiment regarding the degree to which City of Parramatta offers diverse housing options	43% agree or strongly agree in 2019[10]	**H.3** Percentage of people who feel secure in their housing situation	85% agree or strongly agree in 2019[8]
Objective	**H.2** Number of people experiencing homelessness per 10,000 people within City of Parramatta LGA (based on the number of people that are counted in Parramatta Homeless Street Count)	16 people experiencing homelessness per 10,000 peple[11]	**H.4** Percentage of households living in housing stress (includes rental and mortgage stress)	13.1% in 2016[12]
Council	**H.5** Percentage of new residential flat building developments (10 dwellings or above) that are consistent with development control plan (DCP) dwelling mix requirements	17% developments with data available were fully compliant with Parramatta's DCP dwelling mix requirements and 34% were within 3% of full compliance in 2017-2018[13]		
	H.6 Number of affordable rental housing dwellings in Council's Affordable Housing Bank	8 in 2019[11]		

[10.] City of Parramatta Our City My Life Survey 2019
[11.] City of Parramatta's Annual Homeless Street Count 2019

[12.] ABS Census 2016 & Profile ID
[13.] Council data

Our indicators tell us that…

Many community members feel that **City of Parramatta does not offer diverse housing options**

A large proportion of community members **feel secure in their housing situation**

The number of people experiencing **homelessness in City of Parramatta is increasing**

Over 1 in 10 of our households are living in housing stress

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability…

Diverse, affordable homes for everyone		
Indicator	**Target (1-2yr)**	**Target (2-5yr)**
H1. Community sentiment	1-2yr: Increase	2-5yr: Increase
H2. Rate of homelessness per 10,000 people	Reduce numbers by 25% by 2025	
H3. Housing security	1-2yr: Maintain or Increase	2-5yr: Maintain or Increase
H4. Housing stress	Equivalent to national average	
H5. Consistency with DCP dwelling mix requirements	1-2yr: Increase	2-5yr: All developments fully compliant with Parramatta's DCP dwelling mix
H6. Council's Affordable Housing bank	1-2yr: 10	2-5yr: 15

All people can learn, share and grow

Our goal: Facilitate and retain formal and informal learning opportunities at all ages, to help people improve their circumstances, reach their full potential and share their knowledge, creativity and culture

The challenge

- City of Parramatta is a generally well educated community and employers have a highly qualified local workforce to draw upon:

    - 37% of people have earned a bachelors degree or higher

- 21% of people have diplomas, advanced diplomas or vocational qualifications

- The City includes many opportunities for learning formally e.g. school, university or TAFE, and informally e.g. library story time or men's sheds

- Despite this, 32% of people have no formal qualifications

- 10% of people don't speak English well or at all

- 9% of people have no internet connection at home

Our aim

We know we have achieved our goal when all people have equal opportunity to access formal and informal learning opportunities.

By enabling and facilitating access to learning, people can improve their circumstances and reach their full potential.

We will know collectively we are making progress by the vibrancy of our community where innovation and creativity are welcomed, the local economy is growing and inclusive, and the population is equipped for jobs of the future.

Council will know that it is making a difference by the increase in internet access across the community, utilisation of learning opportunities and there is an increase in the sharing of local knowledge, creativity and culture.

Our indicators tell us that…

Approximately half of our community feel **they do not have the opportunity to participate in learning**

City of Parramatta's community is highly skilled, with more than a third of the population holding a university qualification

A large proportion of City of Parramatta's community **are involved in social groups**

City of Parramatta currently has a **significant gap in provision of library and learning space and community facility space**

A large proportion of City of Parramatta's community **are involved in social groups**

Our indicators

	Our City		My Life	
	Indicator	**Baseline Result**	**Indicator**	**Baseline Result**
Subjective	**E1.** Community sentiment regarding the degree to which our city provides opportunities for all people of all ages to learn and develop skills	61% agree or strongly agree in 2019[14]	**E.3** Percentage of people who feel they have the opportunity to participate in learning	50% agree or strongly agree in 2019[12]
Objective	**E.2** Highest level of education	58% have a qualification higher than Year 12 in 2016[15]	**E.4** Percentage of people who report whether in the last 12 months they have been actively involved in a social group or activity they have organised	68% in 2019[12] (down marginally from 72% in 2016)
Council	**E.5** Library floor space (against CoP benchmark target)	4,543m² in 2016[16] (provision required based on benchmark for 2016 population = 10,189m²)		
	E.6 Self reported community satisfaction with library service provision (whole community survey)	9 in 10 are very satisfied/satisfied in 2018[14]		
	E.7 Community facility floor space (against CoP benchmark target)	14,930m² in 2016[14] (provision required based on benchmark for 2016 population = 18,400m²)		

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability…

All people can learn, share and grow		
Indicator	**Target (1-2yr)**	**Target (2-5yr)**
E1. Community sentiment	1-2yr: Increase	2-5yr: Increase
E2. Highest level of education	1-2yr: Increase	2-5yr: 68%
E3. Learning opportunities	1-2yr: Increase	2-5yr: Increase
E4. Active involvement in social group	1-2yr: Increase	2-5yr: 75%
E5. Library floor space	1-2yr: Increase	2-5yr: 8,843m²
E6. Community satisfaction	1-2yr: Maintain	2-5yr: Maintain
E7. Community facility floor space	1-2yr: Increase	2-5yr: Increase

[14] City of Parramatta Our City My Life Survey 2019
[15] ABS Census 2016 & Profile ID
[16] Council data

Case Study - Evaluation of three of City of Parramatta Council's digital literacy programs

Understanding how City of Parramatta contributes to a socially sustainable Parramatta

Inequalities in accessing digitial skills and technologies exist both within City of Parramatta and across Greater Sydney. 2016 Census results revealed that 9.4% of City of Parramatta's residents did not have an internet connection, compared to 11.2% in Greater Sydney. These disparities are known as the 'digital divide', which is underpinned by poor levels of digital literacy and limited access to technologies.

AIM: to understand the impact of providing community members with access to free digital literacy programs run by City of Parramatta Council.

What is Digital Literacy?

To be digitally literate is to possess the necessary skills 'to live, learn, and work in a society where communication and access to information is increasingly mediated through digital technologies' (Western Sydney University, 2018). This requires access to devices and the necessary skills to use them. Barriers to digital literacy include:

Physical barriers
- Cost of digital devices
- Limited availability of digital literacy programs
- Mobility issues

Psychological barriers
- Anxiety and embarrassment about the learning process
- Fears relating to digital devices, such as breaking the device or identity theft
- Difficulty with memory

What did we do?

- **Undertook an evaluation** of three digital literacy programs in City of Parramatta
- **Conducted a literature review**
- **Developed a survey** to understand the impact of digital literacy programs on participants (20 respondents)
- **Conducted interviews** with participants, volunteers and library staff
- **Observed** digital literacy classes

Which programs did we evaluate?

- **Computer courses** at Dundas Library (English language) and Parramatta CBD Library (English and Chinese language)
- **Computer drop-in sessions** at Parramatta CBD Library (English and Chinese language)
- **Community Care home-based workshops** for home-bound members of the community

These three programs provide a snapshot of the digital literacy services offered by Council across City of Parramatta Local Government Area (LGA).

The chosen programs target older adults (55+ years), culturally and linguistically diverse (CALD) individuals and home-bound individuals, as these demographic groups are disproportionately affected by digital exclusion.

What did we find?

Improved digital skills

Improved social connections

Increased sense of belonging to community

Improved access to information and learning opportunities

Improved confidence and independence

100% of participants were aged 50-84 years

92% rated their satisfaction with their computer course or drop-in session 7/10 or higher

75% would recommend their digital literacy program to family and their friends

"I have enjoyed this course and now feel confident to connect to the internet and e nter a brave new world with confidence" – Dundas Library participant

The social benefits experienced by participants were often viewed as more significant than the digital literacy outcomes

Our evaluation found that social inclusion was a significant motivating factor for participation in the programs and was a highly valued outcome

How can the positive impacts of Council's digital literacy programs be maximised?

Current operational resource constraints limit the effectiveness of digital literacy programs. There is:

- High demand for digital literacy programs, but limited library resources
- Varying participant skill levels making it difficult to tailor programs to diverse needs
- Lack of development opportunities, making it difficult to progress past a bigger level
- Reliance on a limited number of volunteers

It is noted that participants may not be motivated primarily by digital literacy outcomes, instead, gaining value from the social connections and sense of engagement that stems from the program

Whilst resource-related constraints are more difficult to overcome, the impact of the programs may be maximised through:

- Improving the structure, content, and scope of the programs
- Improving community access to devices and informal digital assistance outside of classes
- Evaluating the purpose and objectives of the program in cases where social inclusion benefits outweigh digital literacy outcomes

Where to next? Council continues to promote digital inclusion through library programs.

All people can access a job that enables them to live with dignity and security

Our goal: All people can access a job that enables them to live with dignity and security

The challenge

- Most people in the community are high income earners and largest population working age adults 25 to 50 who are actively contributing to growth of the local economy (workers, citizens, participants, consumers)

- Some community members experience barriers to economic participation
  - 7% unemployed
  - 10% don't speak English
  - 44% have no tertiary qualifications
  - 7% of young people (15-24 year olds) are neither in education nor employment
  - 4% rely on assistance with daily living due to disability

- Many people rely on cars to access employment

Our aim

We will know we have ahieved our goal when all people have access to the benefits of economic participation.

We will know collectively we are making progress when people can access a diverse range of secure, valued and quality jobs, and assistance is available for those in the community who need additional support to access and keep employment.

Council will know that it is making a difference when more people in the local community can find a secure and quality job within the local government area and a diverse local workforce is valued as an important component of our thriving economy and local business success.

Our indicators

	Our City		My Life	
	Indicator	*Baseline Result*	*Indicator*	*Baseline Result*
Subjective	**J.1** Community sentiment regarding the degree to which our city enables everyone to access a job that allows them to live with dignity and security	42% agree or strongly agree in 2019 [17]	**J.3** Percentage of people who feel they have good job security	67% agree or strongly agree in 2019 [1]
			J.4 Percentage of people who report they are satisfied with their job	68% agree or strongly agree in 2019
Objective	**J.2** Unemployment rate	7.0% in 2016 [18] (Australia -5.0%/NSW - 4.2%/ Greater Sydney - 6.1%)		
Council	**J.5** Percentage of people employed by Council living in City of Parramatta LGA			28% staff live in the LGA in 2019.
	J.6 Percentage of spend on local procurement by Council			5.5% in 2018/19
	J.7 Amount of money disbursed through grants category- 'Growing social enterprise in Parramatta'			$75,000 in 2018 [1]

[17] City of Parramatta Our City My Life Survey 2019
[18] ABS Census 2016/Profile ID

Our indicators tell us that...

A large proportion of City of Parramatta's community **feel that our City could be doing more to enable everyone to access a job that allows them to live with dignity and security**

Many people are satisfied with their job and feel that they have good job security

City of Parramatta's unemployment rate is greater than Greater Sydney and NSW

City of Parramatta relies heavily on procuring goods and services that are based outside of our LGA

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability...

All people can access a job that enables them to live with dignity and security		
Indicator	Target (1-2yr)	Target (2-5yr)
J1. Community sentiment	1-2yr: Increase	2-5yr: Increase
J2. Unemployment rate	Equivalent to or below national average	
J3. Good job security	1-2yr: Increase	2-5yr: Increase
J4. Job satisfaction	1-2yr: Increase	2-5yr: Increase
J5. Employed by Council and live in LGA	1-2yr: Maintain	2-5yr: Maintain or Increase
J6. Local procurement	1-2yr: Increase	2-5yr: 15%
J7. Social enterprise in Parramatta	1-2yr: Maintain	2-5yr: Maintain

Green, inclusive & safe places to share

Our goal: Design, build and maintain public spaces and neighbourhoods that are green, safe and inclusive for all

The challenge

- Population growth, high density development and urban renewal is putting pressure on our shared resources

- Our residents are concerned about the impacts of a growing population, including on the availability of public space

- Protecting and promoting the natural environment is one of our communities' top priorities

- Green spaces are critical to supporting physical and mental health benefits for our community

- There is a gap in provision of open space, which is set to grow

- Residents of CoP are increasingly living in high density which is transforming the way they experience our CBD and neighbourhoods

- Perceptions of safety within Parramatta are poor and safety is a concern for our community

Our aim

We will know we have achieved our goal when we design, build and maintain public spaces and neighbourhoods that are green, safe and inclusive for all.

We will know collectively we are making progress when the use of our public space increases, where every member of our community feels included and safe.

Council will know that it is making a difference when more people can access high quality public space in the right locations. Council's public spaces can provide ecosystem services and diverse offering to meet growing demand and needs of our community.

Our indicators

	Our City		My Life	
	Indicator	*Baseline Result*	*Indicator*	*Baseline Result*
Subjective	**P.1** Our city provides safe and inclusive places to play and relax	62% agree or strongly agree in 2019[19]	**P.3** Percentage of people who feel comfortable in public places in our Local Government Area	77% agree or strongly agree in 2019[17]
Objective	**P.2** Hectares of green space per 1,000 people	1.58ha per 1,000 people[20]	**P.4** Percentage of people who report enjoying a local public place in the last twelve months	75% agree or strongly agree in 2019[17]
Council	**P.5** Percentage of residents living within areas zoned for High Density (R4 & B4) that are within 2.5min walk of a park or play space			52% in 2019[18]
	P.6 Annual visitation to Lake Parramatta			68,775 in 2017/18[18]

[19] City of Parramatta Our City My Life Survey 2019
[20] Council Data

Our indicators tell us that…

Many people feel that **Council could be doing more to ensure our City provides safe and inclusive places to play and relax**

City of Parramatta's provision of green space is significantly **lacking** in its ability to service the current population

A large proportion of City of Parramatta's community **feel comfortable in public places across our LGA**

City of Parramatta's public **spaces are well utilised by our community**

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability…

Green, inclusive & safe places to share		
Indicator	**Target (1-2yr)**	**Target (2-5yr)**
P1. Safe and inclusive places	1-2yr: Increase	2-5yr: Increase
P2. Green space per 10,000 people	1-2yr: Maintain	2-5yr: Maintain
P3. Feel comfortable in LGA	1-2yr: Increase	2-5yr: Increase
P4. People who enjoy a local public place	1-2yr: Increase	2-5yr: 85%
P5. Live in High Density and are within a 2.5min walk of park or playspace	1-2yr: Increase	2-5yr: 60%
P6. Lake Parramatta visitation	1-2yr: Maintain	2-5yr: Maintain

Case Study - Valuing our green places

A Social Return on Investment (SROI) evaluation of parks and sports grounds in City of Parramatta

City of Parramatta provides around 350 beautiful and diverse parks and sports grounds for residents, visitors and workers to enjoy. With the population expected to reach nearly 400.000 by 2036. There will be increased pressure on existing parks, sports grounds and other open spaces in City of Parramatta.

AIM: to understand and quantify the social and economic value created by the parks and sports grounds provided and maintained by Council.

What is an SROI?

A Social Return on Investment (SROI) evaluation provides an indication of cost effectiveness by comparing the investment required to deliver the activities with the value of the outcomes experienced by all beneficiary stakeholders.

The seven principles of Social Return on Investment are:

- Understand what changes
- Involve stakeholders
- Value the things that matter
- Only include what is material
- Do not over-claim
- Be transparent
- Verify results

What did we do?

City of Parramatta Council (Council and Western Sydney Local Health District (WSLHD) commissioned this SROI evaluation to assess the social and economic value created by Council's parks and sports grounds.

The value created for the community was determined based on site evaluations of two sports grounds (Max Ruddock Reserve and Robin Thomas Reserve) and three parks (Jubilee Park. West Epping Park and Ray Park).

The findings of these site-based SROI evaluations were then used to scale the results across all 33 sports grounds 124 local and district parks in City of Parramatta.

Why is green space valuable?

- Access to quality green space is beneficial to health and physical activity
- Accessible and safe green open spaces foster active play, which is associated with physical cognitive and social benefits for children
- Green open space improves social connections and supports the development of vibrant communities by providing communities with a place for activity and opportunities to interact
- Residents in high rise dwellings benefit from the provision of accessible green space

What did we find?

For every dollar invested parks and sports grounds. $10 of social and economic value is experienced by a range of stakeholders over a year.

Input costs = $36,715.326

Outcomes valuation - $366,827.093

For the full report by Council's Social Outcomes team and Western Sydney Local Health District, contact the Customer Contact Centre on 9806 5050.
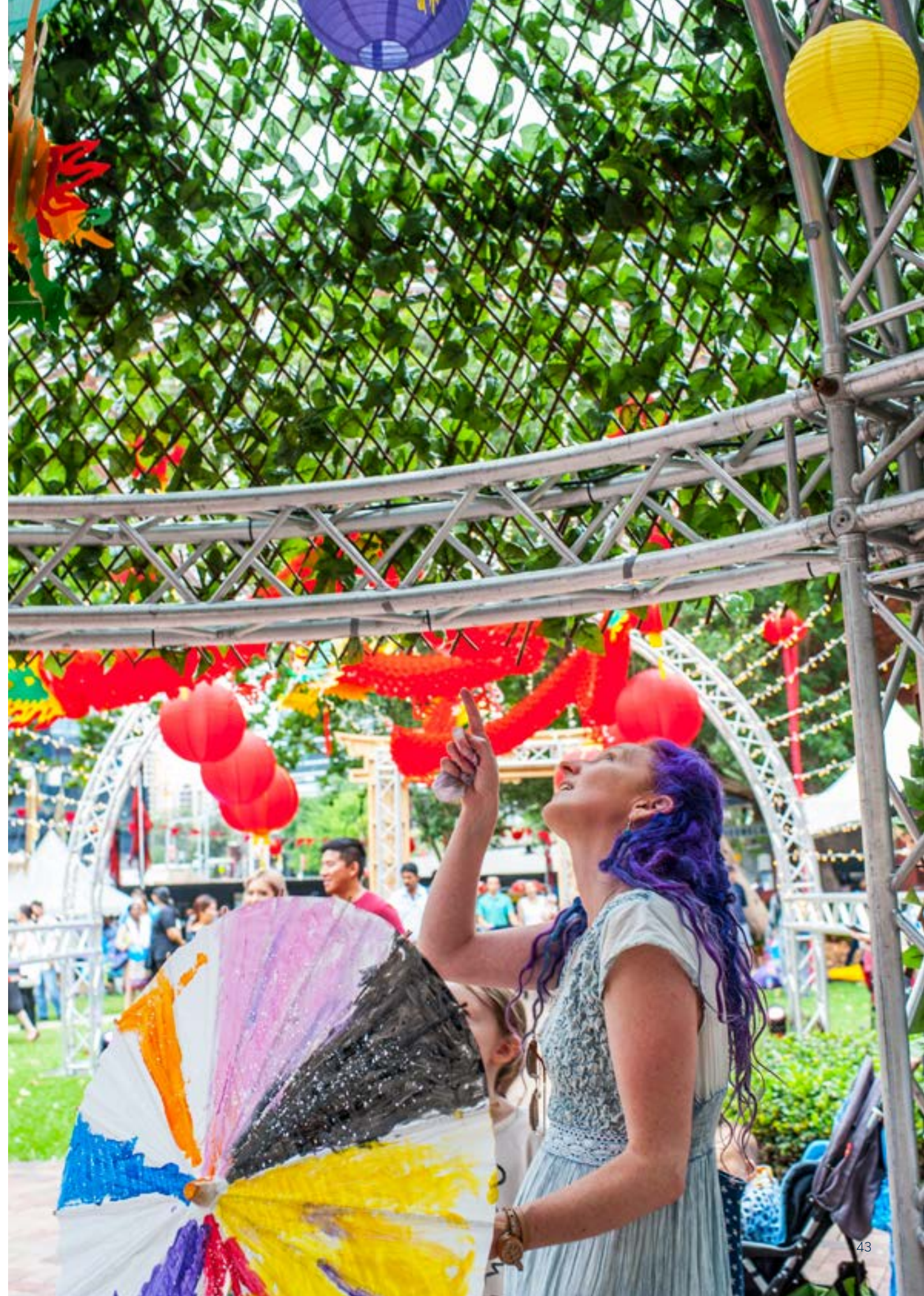
All people can live healthy, active lives

Our goal: Improve physical and mental health outcomes, starting with groups experiencing disadvantage

The challenge

- The physical and mental of health of many people is poor, and worse than some areas in Western Sydney

- 51% of the City's people are overweight

- In 2016, 95% of residents experienced positive emotions in the past few weeks

- 'sometimes' or 'often', with 5% stating this occurred 'rarely' or 'never'. 52% of residents also experienced negative emotions 'sometimes' or 'often'

- Residents are increasingly living in high density which is transforming their lived experience of our CBD and neighbourhoods

- Green spaces are critical to supporting physical and mental health benefits for our community and there is a gap of provision in open space which is set to grow

- Our City is susceptible to the impacts of Climate Change and there are groups within our community that are more vulnerable to these impacts

Our aim

We will know we have achieved our goal when there is a closing of the health inequality gap and people are living longer with a greater quality of life, regardless of their socio-economic position.

We will know collectively we are making progress when our community are informed and empowered to make positive decisions about their health and that they have access to services and infrastructure to support healthy, active living.

Council will know that it is making a difference when we create liveable and healthy neighbourhoods where health risks are minimised for our entire community.

Our indicators

	Our City		My Life	
	Indicator	*Baseline Result*	*Indicator*	*Baseline Result*
Subjective	**A.1** Community sentiment regarding the degree to which our city provides facilities for me to live an active life	68% agree or strongly agree in 2019[21]	**A.3** Resident's self-reported health status (mental and physical health)	54% rate their physical health a 7 or above on a ten point scale in 2019[19] 59% rate their physical health a 7 or above on a ten point scale in 2019[19]
Objective	**A.2** Percentage of Western Sydney Local Health District (WSLHD) residents who are overweight and obese (aged 16 and over)	55% in 2018[22]	**A.4** Percentage of people who know how to access the health services they need in their local community	76% know how to access local health services in 2019[19]
Council	**A.5** Percentage of residents that live within a 5 minute walk of a park or playground	91% in 2019[23]		
	A.6 Satisfaction level of School Holiday program and Health Promotion services	97% satisfied in 2018/19[24]		

21. City of Parramatta Our City My Life Survey 2019
22. Healthstats NSW
23. Council data – GIS Spatial Mapping
24. Council data

Our indicators tell us that…

Most residents agree that City of Parramatta **provides facilities that enable people to live an active life**

Many people feel that **their overall physical and mental health could be improved**

A large proportion of City of Parramatta's community **know how to access local health services**

Nearly all users of Council's School Holiday Program and Health Promotion services are satisfied with this service

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability…

All people can live healthy, active lives		
Indicator	**Target (1–2yr)**	**Target (2–5yr)**
A1. Community sentiment	1–2yr: Increase	2–5yr: Increase
A2. Overweight and obese	1–2yr: Decrease	2–5yr: Decrease
A3. Self-reported health status	1–2yr: Increase	2–5yr: Increase
A4. Access health services	1–2yr: Increase	2–5yr: 85%
A5. Live within 5min walk of a park or playground	1–2yr: Increase	2–5yr: Aspirational target 100%
A6. Satisfaction Level	1–2yr: Maintain	2–5yr: Maintain

We trust each other, are welcoming, and feel good about being here together

> **Our goal:** Facilitate social connections to foster socially and culturally diverse, inclusive and empowered communities

The challenge

- Diversity is our strength

- In the City of Parramatta almost half (46%) of our residents speak a language other than English at home

- 0.7% of our residents are Aboriginal and Torres Strait

Islander, and our neighbouring LGA of Blacktown has the highest number of indigenous people by LGA

- Our residents report that they value diversity and largely feel like they belong, but there is a small, yet significant minority who are lonely and isolated. Maintaining social cohesion

can be challenging and takes concerted effort

- Parramatta is often a first place of residence for new migrants and asylum seekers, and a place of secondary migration for people on humanitarian visas from Fairfield and Liverpool

Our aim

We know we will have achieved our goal when we are willing to welcome a stranger, whether that be a visitor, a migrant, our neighbour, a co-worker, someone who is vulnerable or someone who is different to ourselves.

We will know collectively we are making progress when the community feels they belong, demonstrates a welcoming spirit, participates in decision making and interacts with people every day that reflect the diversity of our community. Council will know that it is making a difference when more people feel pride in their neighbourhood and city, when we value the cultures that have gathered in Parramatta for centuries and when our council workplace reflects the diversity of our community .

Our indicators

	Our City		My Life	
	Indicator	*Baseline Result*	*Indicator*	*Baseline Result*
Subjective	**W.1** Community sentiment regarding the degree to which our city is welcoming of diversity	83% agree or strongly agree in 2019[25]	**W.3** Percentage of residents who feel they belong to the local community	W.3 Percentage of residents who feel they belong to the local community[23]
Objective	**W.2** Number of Australian Citizenships granted in the City of Parramatta in the last year	1,900 in 2018[26]	**W.4** Percentage of respondents who have helped a neighbour in the last twelve months	88% provided some sort of assistance to members of the community that do not live with them in 2019[23]
Council	**W.5** Our City Your Say membership reflects the diversity of our community demographics (Country of Birth)		A variance of 16 percentage points[24]	
	W.6 Skills and confidence levels of participants in community capacity building programs		92% in 2018/19[23]	
	W.7 Percentage of people who rated Council's events 7 or above for overall experience (on a scale of 0 to 10, where 0 is "very poor" and 10 is "very good")		82.5% in 2018/19[24]	

Our indicators tell us that…

Most residents agree that City of Parramatta **is welcoming of diversity**

A significant proportion of our community do not feel that they belong to the local community

City of Parramatta residents are willing to provide assistance to someone who does not live with them

Participants of Council's community capacity building programs find that they **build their skill and confidence levels**

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability…

We trust each other, are welcoming, and feel good about being here together		
Indicator	**Target (1-2yr)**	**Target (2-5yr)**
W1. Community sentiment	1-2yr: Increase	2-5yr: Increase
W2. Australian citizenships	1-2yr: Maintain	2-5yr: Increase
W3. Belonging to local community	1-2yr: Increase	2-5yr: Increase
W4. Helped a neighbour	1-2yr: Increase	2-5yr: Aspirational target 100%
W5. Our City Your Say	1-2yr: Decrease	2-5yr: A variance of 10 percentage points
W6. Skills and confidence levels	1-2yr: Maintain	2-5yr: Maintain or Increase
W7. Council's events	1-2yr: Increase	2-5yr: 85%

We lead by example

The challenge

- Cities that are committed to social sustainability are stronger, more resilient, more productive and more liveable and are places where people want to live

- Major urban renewal is transforming Parramatta. We want everyone in our community to benefit from our City's growth and prosperity, and now is the time to take significant strides to shape a future for our City that all people can share in

- Our community is made up of individuals, organisations and businesses with many different talents, skills and resources. Working collectively, we can achieve so much more than on our own. We can harness our assets to help overcome the wicked problems that exist

- Council is a custodian of our community – our present residents and the people who will choose Parramatta as their home in the future. We are well placed to demonstrate socially responsible business practice and to expect that of others who have a stake in Parramatta. We will all do better when we share the opportunities of growth with all and put people at the heart of what we do, so that everyone has the opportunity to achieve their full potential

Our aim

We know we will have achieved our goal when social responsibility is embedded in the core business strategy of council, local organisations and businesses, and they consider how their actions affect our people

We will know collectively we are making progress when our community is more equitable and democratic, when more diverse points of view, beliefs and values impact decisions and when there is more cross sector collaboration.

Council will know that it is making a difference when it implements policies and practices that reflect a diversity of views, and it delivers current services and infrastructure that support local social life, strengthen the community and boost resident wellbeing.

Our indicators

	Our City		My Life	
	Indicator	*Baseline Result*	*Indicator*	*Baseline Result*
Subjective	**L.1** Community sentiment regarding the degree to which the City of Parramatta leads strongly on increasing fairness across our community	45% agree or strongly agree in 2019[27]	**L.3** Resident satisfaction that Council acts on their behalf	53% agree or strongly agree in 2019[25]
Objective	**L.2** Percentage of formal votes cast at Local Government elections as % enrolments (voting participation)	74.81%[28]		
Council	**L.4** Percentage of Council staff participating in cultural awareness training	23% staff have participated in an ATSI training 2019[29]		
	L.5 Percentage increase in procurement for Aboriginal businesses	+2,630% in 2018/19[27]		
	L.6 Mean score generated from community members who agreed or strongly agreed that 'Council is genuine about listening to residents/ businesses'. This is reported as a mean score of 1-5, where 1= very dissatisfied and 5= very satisfied.	3.29 mean score given by residents in 2019[27] 3.13 mean score given by businesses in 2019[27]		

Our indicators tell us that...

A large proportion of residents feel that Council could improve its ability to lead strongly on increasing fairness across our community

Nearly 1/4 of Council's staff have participated in cultural awareness training

Council could be doing **more** to satisfy residents that Council acts on their behalf

Overall, many residents agree that **Council is genuine about listening** to residents/businesses

Based on these findings, City of Parramatta Council has set the following targets to improve our social sustainability...

We lead by example		
Indicator	**Target (1-2yr)**	**Target (2-5yr)**
L1. Community Sentiment	1-2yr: Increase	2-5yr: Increase
L2. Percentage of formal votes	1-2yr: Increase	2-5yr: Increase
L3. Resident satisfaction	1-2yr: Increase	2-5yr: Increase
L4. Cultural awareness training	1-2yr: Increase	2-5yr: 50% staff participation in ATSI training
L5. Aboriginal procurement	1-2yr: Maintain	2-5yr: Maintain
L6. Confidence that Council is genuine	1-2yr: Increase	2-5yr: Increase

27. City of Parramatta Our City My Life Survey 2019   29. Council data
28. NSW Electoral Commission

So, how are we tracking?

So far, the progress achieved towards the Framework through collaboration, partnerships and the resources of many is positive, but there is more work to be done.

Given that 2019 marks the first year we have identified and collected data for these indicators, it is too early to understand the impact that Council and other non-government organisations have made towards achieving social sustainability.

At this early stage, we know we are already tracking well in the following areas. We also know that we have some significant challenges to face together:

Tracking well areas	Challenges areas
Satisfaction in housing and job security	Income inequality and variable satisfaction in standards of living
Skills of our residents	Developmental vulnerability of our children
Satisfaction with library services	Inclusivity of our spaces, including our play spaces
Utilisation of public spaces	Homelessness
Provision of facilities that enable people to live an active life	Rate of unemployment
How welcoming City of Parramatta is of diversity	Provision of green space to service community needs
Confidence that Council is genuine about listening to residents and businesses	People's sense of belonging within their community

Where to next?

In 2019, the inaugural City of Parramatta 'Our City My Life' survey was completed. This survey is planned to be repeated every 2 years. The data collected through this process, in combination with various other sources, has enabled Council to begin measuring progress in the Socially Sustainable Parramatta Framework's (SSPF) eight goal areas.

This report provides the baseline for Council to track our community's progress towards social sustainability over time.

This 'Sharing the Opportunities of Growth For All' Indicator Framework, draws on the knowledge and experience of many staff from across Council who have a passion for enabling socially sustainable communities. Together with feedback from our community, and our key stakeholders, this document has been a shared effort.

For further information, the following resources are available:

• 'Sharing the Opportunities of All – Socially Sustainable Parramatta Framework'
• City of Parramatta Council's website: cityofparramatta.nsw.gov.au
• City of Parramatta Customer Contact Centre: 9806 5050
• For access to demographic data, log onto: profile.id.com.au/parramatta