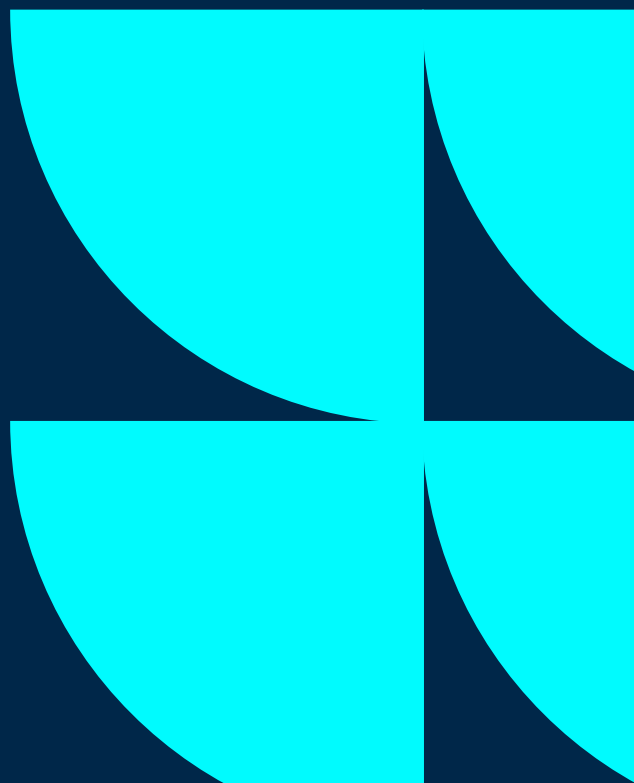


Community Report Card

Produced for the Annual Report 21/22



The Community Report Card is a subsection of the Annual Report 21/22.

[Access the full Annual Report on Council's website.](#)

3.01 — How have we done this year?	04
3.02 — 2021/22 financial snapshot	05
3.03 — Delivering our Community Strategic Plan goals	06
3.04 — Fair	08
3.05 — Accessible	12
3.06 — Green	16
3.07 — Welcoming	20
3.08 — Thriving	24
3.09 — Innovative	28

3.01

How have we done this year?

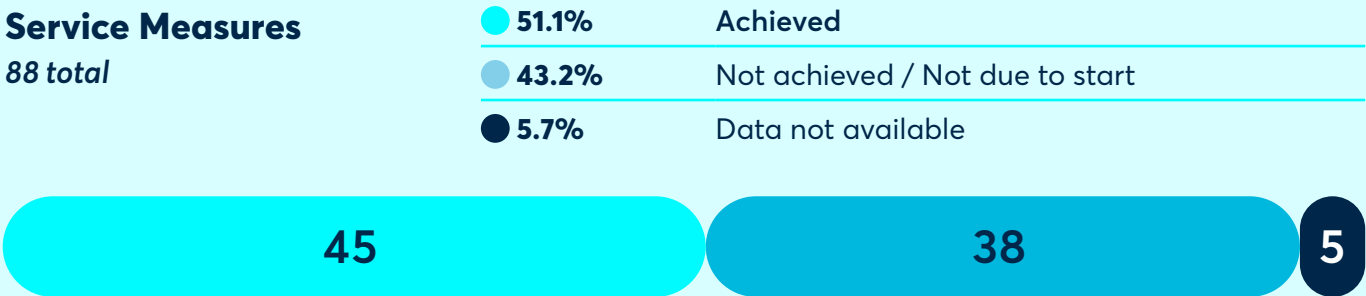
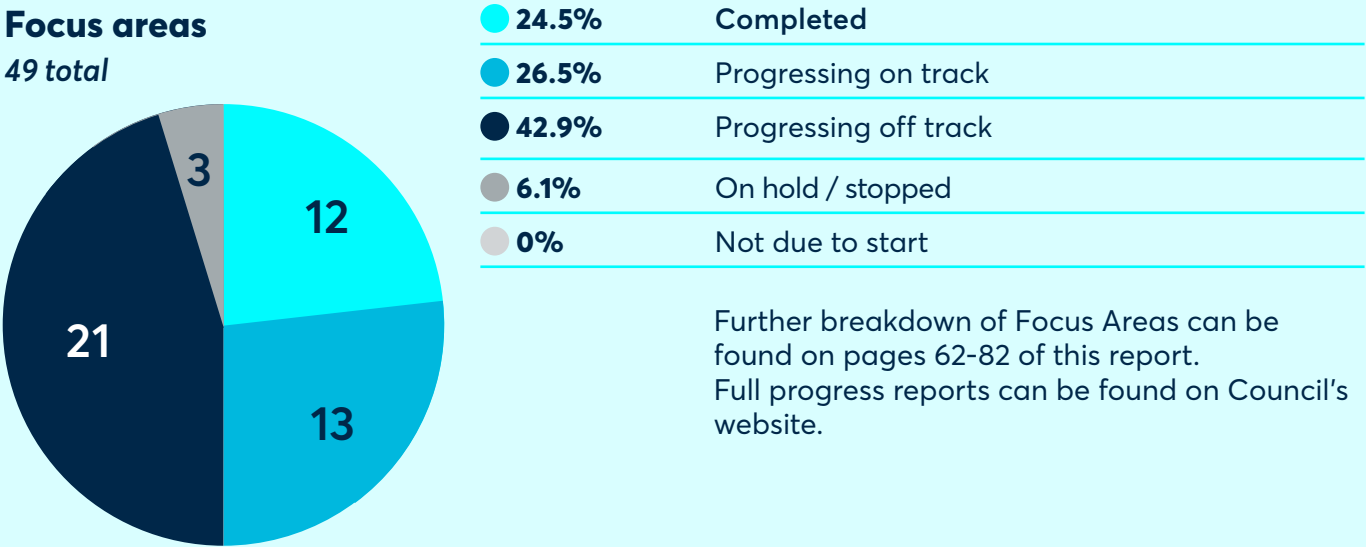
Each Council term, Council develops a Delivery Program outlining its four year commitments to the community, to support the long-term goals of our Community Strategic Plan. The Delivery Program is combined with a corresponding Operational Plan & Budget (the 'DPOP'), which spells out the key deliverables and budgets for each financial year.

Council's deliverables in the DPOP fall into two categories:

- Focus Areas** are the time-bound projects that Council has committed to deliver during each year.
- Service Measures** are the key performance indicators for Council's ongoing service delivery.

This Community Report Card outlines Council's performance on delivering the Focus Areas, Service Measures and budgets in the Delivery Program, Operational Plan & Budget in 2021/22.

Full progress reports on Council's Delivery Program can be found on Council's website.



3.02

Financial snapshot 2021/22

Financial Summary for all of Council

\$334.7m Budgeted Income	\$311.7m Budgeted Capital Expenses	\$289.1m Budgeted Operating Expenses
\$405.7m Actual Income	\$237.5m Actual Capital Expenses	\$280.8m Actual Operating Expenses

For every \$100 spent this year, Council delivered:



3.03

Delivering our Community Strategic Plan goals



We can all benefit from the opportunities our City offers

1. Invest in services and facilities for our growing community
2. Advocate for affordable and diverse housing choices
3. Support people to live active and healthy lives
4. Ensure everyone has access to education and learning opportunities
5. Empower communities to be strong and resilient by building individual and community capability
6. Engage and consult the community in decision-making
7. Deliver effective, responsible, ethical leadership and decision making, reflective of community needs and aspirations



We can all get to where we want to go

1. Design our City so that it is usable by people of all ages and abilities
2. Improve public transport to and from Parramatta CBD, our local centres, neighbourhoods and the greater Sydney Region
3. Make our City more enjoyable and safe for walking and cycling
4. Provide and upgrade roads and improve safety for all users
5. Manage traffic congestion and access to parking



We care and enjoy our environment

1. Protect and enhance our natural environment
2. Improve our River and waterways
3. Keep our City clean
4. Provide green spaces for recreation, relaxation and enjoyment
5. Prepare for and lessen the impacts of extreme weather conditions
6. Promote energy and water efficiency, renewable energy sources, and reduce emissions and waste



We celebrate culture and diversity – past, present and future

1. Acknowledge the Dharug peoples as the traditional custodians of this land and make Parramatta a leading City of Reconciliation
2. Promote the growth of arts and culture and champion the role that culture plays in city-building
3. Respect, protect and celebrate our shared living histories of Parramatta and embrace our heritage
4. Recognise that Parramatta has always been a gathering place and our diversity is our strength



We benefit from having a thriving CBD and local centres

1. Accelerate local jobs growth and support people in finding employment
2. Attract public and private investment to our City and support the growth and prosperity of local business
3. Plan and deliver a vibrant, attractive and safe CBD and local centres
4. Ensure Parramatta has a thriving day and night-time economy



We collaborate and champion new ideas to celebrate a better future

1. Engage in strategic planning and implant innovative solutions to manage the growth of our City
2. Support collaboration and partnerships to deliver key outcomes for our City
3. Embrace technology, creativity and innovation to solve complex problems and improve our City
4. Attract leading research, education and training facilities to Parramatta
5. Manage the City's assets and financial resources in a responsible manner to provide the best possible services for the community

The following long-term community goals were developed to reflect the community's aspirations for the City of Parramatta from 2018 to 2022. In June 2022 Council reviewed and refreshed these goals to better align with contemporary priorities and impacts.

This section outlines the Community Strategic Plan goals as endorsed in 2018, and Council's progress in achieving them in the 2021/22 Financial Year.

3.04

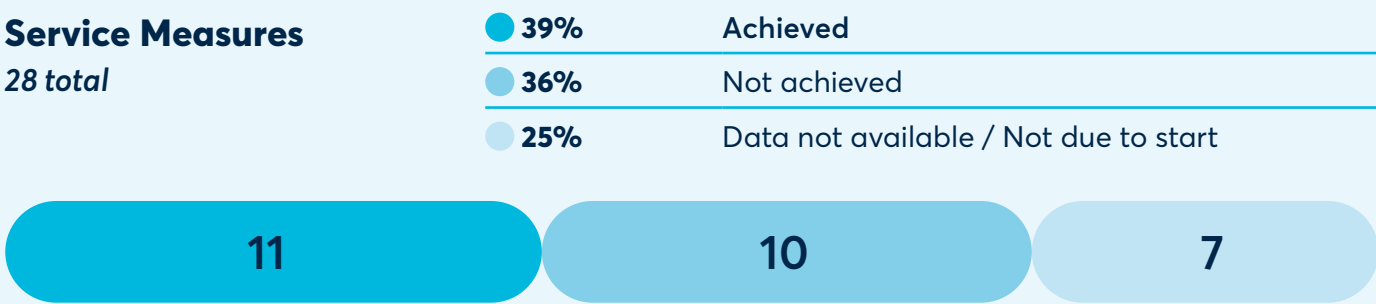
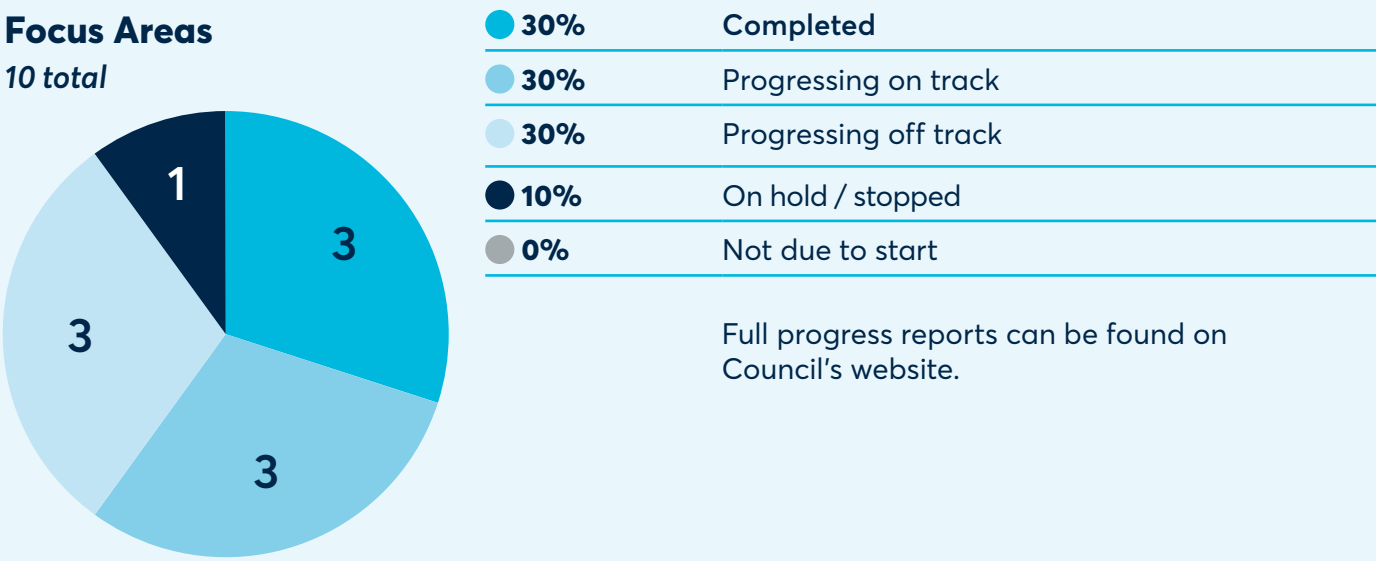
Fair

We can all benefit from the opportunities our City offers

The City of Parramatta is growing, and although growth brings some challenges, it also brings many opportunities. When focusing on the Fair strategic goal, we want everyone in our community to benefit from our City's growth

and prosperity. The intensity of growth and investment in the City of Parramatta creates many opportunities for a new and more diverse mix of high-quality housing, jobs and infrastructure.

The graphs below track how Council has performed on its Fair goal activities as presented in our Delivery Program & Operational Plan 2021/22. Full details can be found in Council's Q4 Report against the Delivery Program on Council's website.



Although we were affected by both COVID-19 lockdowns and extreme weather, Council's community facing services were still able to deliver functions across our communities:

Council's libraries aim to enhance lifelong learning, with access to library collections and events:

digital literacy

physical health

mental health

social integration

Number of visits to our libraries:

302,468 visits

19.5%

This is a 19.5% decrease on the previous year due to COVID-19 restrictions.

However, our community has started to **return to our libraries**. We anticipate the opening of the library at PHIVE will create interest and drive increased usage.

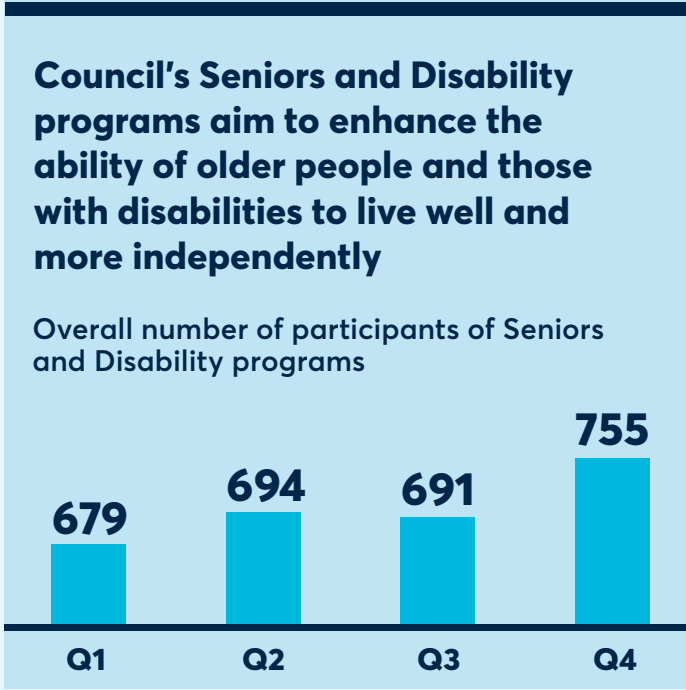
Council's Community Hub programs aim to provide improved:

- lifestyle opportunities
- physical health
- mental health

Number of participants in Council's Community Hub programs

7,449 participants this year

COVID-19 restrictions had limited Community Hub programming to online delivery for the first half of the financial year.



Council aims to support and facilitate community well-being and meet community's needs, which includes housing

Provision and facilitation of Affordable Housing in the LGA

362
2020/21

419 dwellings in the LGA
2021/22

16%

This is a 16% increase from last year.

With consideration of COVID-19 lockdowns in late 2021 affecting every aspect of project delivery, Council was committed to ensuring critical infrastructure was on track and ready for the community.

Read more about these projects, and a selection of further initiatives that support the Fair strategic goal:

PHIVE

PHIVE is Council's new flagship community, cultural and civic facility. The integrated community offering at PHIVE will see a diverse range of community facilities including a state-of-the-art city branch library, community meeting rooms, event and exhibition spaces, café, and Council Chambers. Building works for PHIVE have now been completed and the relocation of Parramatta Library and other services to the new facility is currently in progress. PHIVE officially opened in September 2022.

Parramatta Town Hall

The Parramatta Town Hall (7PS) project will transform the heritage listed building into a modern and accessible facility whilst celebrating its heritage features. The upgrade will provide facilities for conferences, functions, events, and a new retail offering. Parramatta Town

Hall refurbishment works have increased in scope and new Development Applications have been approved. The expected completion is the end of 2024.

Parramatta Aquatic Centre

Located within the Mays Hill Precinct of Parramatta Park, Parramatta Aquatic Centre reflects Council's vision for a multipurpose, sustainable and smart project. The team has designed a facility that is more than a swimming facility. It will be a new form of social space for the community – a place to gather with family and friends, swim and play, and enhance the community's health and wellbeing.

Parramatta Aquatic Centre will feature:

- ▶ A 50m outdoor pool and landscaped leisure area
- ▶ A 25m indoor pool
- ▶ A dedicated learn to swim pool and water play area
- ▶ A full-sized wellness centre with a modern gym and program rooms
- ▶ Sauna, steam and spa facilities
- ▶ A large café
- ▶ 186 parking spaces

The centre is more than halfway into construction and set to open in 2023.

Council's open space and recreational strategic plans

The Sportsground Strategy and Action Plan (SSAP) was formally adopted by Council in May 2022. The SSAP provides a detailed roadmap for the provision of Council's sportsground network to meet existing and future community needs.

The SSAP was developed to complement and deliver on the strategic directions in Council's Community Infrastructure Strategy (CIS), through provision of detailed recommendations that will be used by Council to increase the number of sporting fields available to the community and prioritise and guide the equitable resourcing of sportsground upgrades across the City. Implementing the recommendations will support our growing community to live active and healthy lives.

In addition, Council's Parks and Open Spaces team are set to develop an Open Spaces & Recreation Plan by June 2025.

Epping Library, Leisure and Learning Centre (LLC)

This year, Council updated the Epping Leisure and Learning Centre, and Epping Library to create additional rooms and community meeting spaces.

The upgrades to Epping Leisure and Learning Centre included installing operable walls to the main hall so that the space can be divided into smaller rooms as needed, building a new entrance foyer, upgrading the toilets to compliant standards and adding new audio-visual equipment.

The upgrades to Epping Library include reconfiguration of the internal layout to better meet current and future community needs. The toilets at Epping Library were upgraded to comply with current standards. The works were undertaken during the 2021/22 Christmas and school holiday period to minimise disruptions to library and community centre users. All the works were completed by February 2022.



Brodie Street Shops Public Domain upgrade

The Brodie Street, Rydalmere local centre upgrade were completed by Council as part of its Better Neighbourhoods Program (BNP). The BNP is an integrated program that works to upgrade and activate local centres, for the long-term social, environmental and economic sustainability of our neighbourhoods.

Works included:

- ▶ new granite paving
- ▶ bespoke street furniture
- ▶ wider footpaths to accommodate more outdoor dining
- ▶ new mature trees and native garden beds
- ▶ a bold, 40 metre mural on the building façade, by Australian artist Claire Foxton, featuring native Australian plants and animals.

Since the completion of the upgrades, a number of new shops have moved into the site, decreasing vacancy and increasing the vibrancy of the area.

Other notable initiatives that relate to the Fair goal:

- ▶ 2022 Annual Community Grants Program
- ▶ City of Parramatta International Women's Day Campaign
- ▶ Epping Family Fun Day
- ▶ \$10,000 Council donation to the NSW Floods Appeal
- ▶ Peggy Womersley Reserve (Kingsdene Oval), Carlingford (Demolition and construction of new Sporting Pavilion)
- ▶ Purchase and planning of 9 Wentworth Street Parramatta - Council's new corporate office
- ▶ Epping Town Centre Activation Program
- ▶ City of Parramatta's 2022 Australia Day Citizen of the Year Awards
- ▶ Boronia Grove Community Centre Upgrade

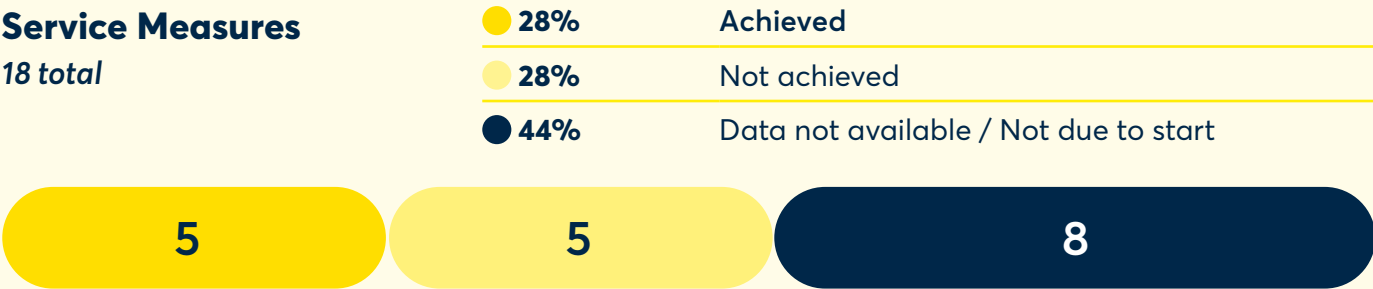
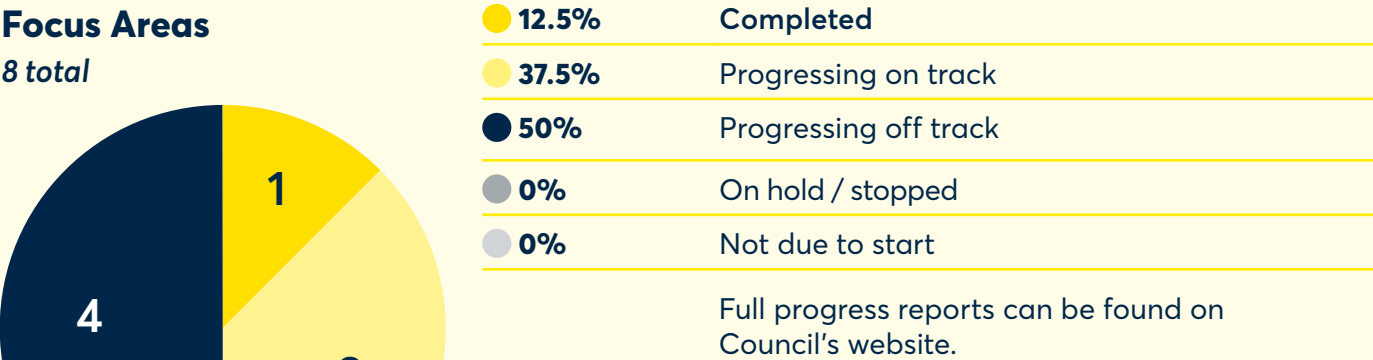
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Accessible

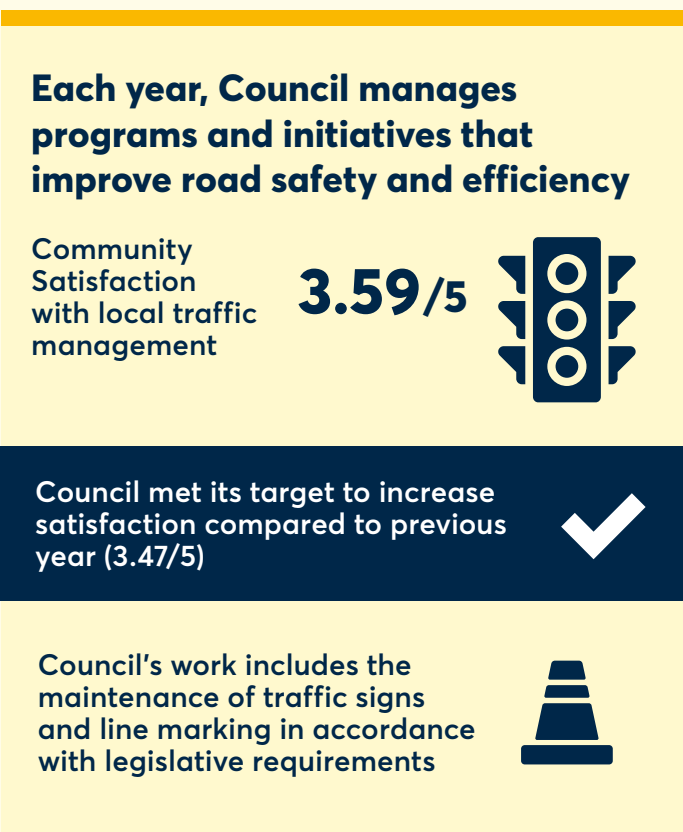
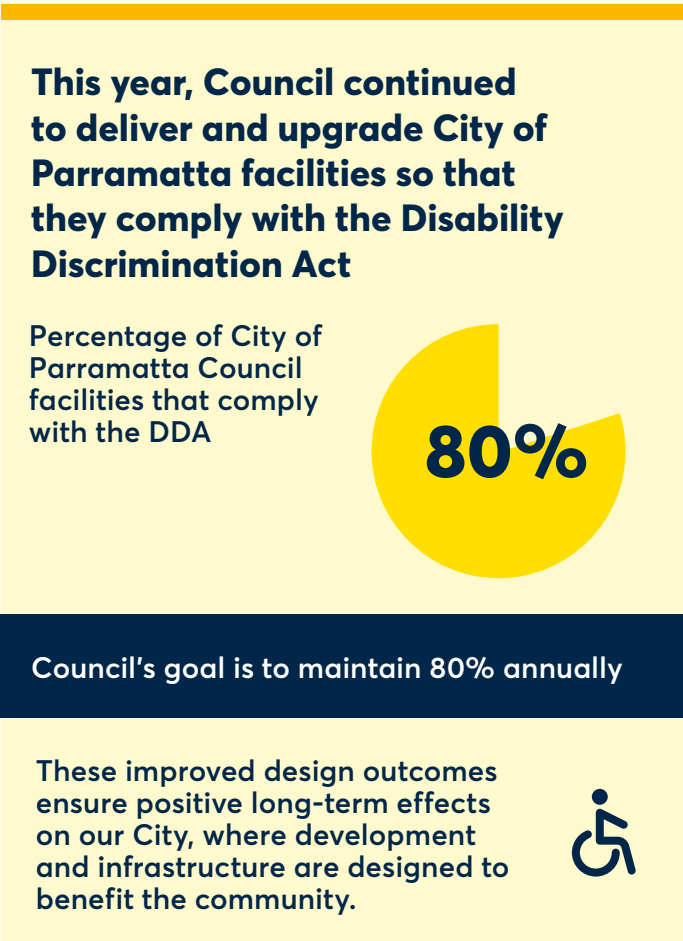
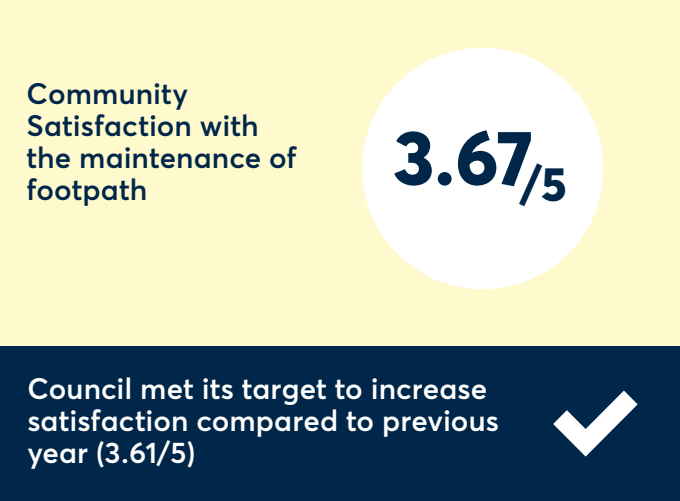
We can all get to where we want to go

In the City of Parramatta, much like the rest of Sydney, quality and ease of access to other places vary widely depending on where you live. When focusing on the Accessible strategic goal, we consider the location of jobs and opportunities, the structure of transport networks and congestion, as they all influence the time it takes to travel between places. Better accessibility is life-changing for some residents, such as people with a disability, the less mobile and even people pushing prams, while also benefiting the wider community.

The graphs below track how Council has performed on its Accessible goal activities as presented in our Delivery Program & Operational Plan 2021/22. Full details can be found in Council's Q4 Report against the Delivery Program on Council's website.



While the lockdowns had major impacts on our communities, more of our community members utilised Council facilities and amenities, reinforcing the need to design our places to be safe and accessible.



As our Disability Inclusion Action Plan reached its conclusion, this year Council prioritised delivery of a new Plan to be adopted in 2022. Integrated transport and safety also continue to be priorities for our City, so that our City is accessible to all abilities, ages and cultural backgrounds.

Read more about these projects, and a selection of further initiatives that belong to the Accessible strategic goal:

Disability Inclusion Action Plan

Council, in consultation with the community, has developed the new draft Disability Inclusion Action Plan (DIAP) 2022 - 2026 around four themes:

- ▶ Developing positive community attitudes and behaviours
- ▶ Creating liveable communities
- ▶ Supporting access to meaningful employment; and
- ▶ Improving access to services through better systems and processes.

The Draft DIAP has been finalised with the public exhibition period concluded on 21/06/2022. A Council Report was presented and approved on 08/08/2022. Next steps include the development of an Outcomes

Framework, Communications Plan and commencement of implementation. Business as usual actions continue with an increased focus on continuous improvement.

Parramatta Light Rail

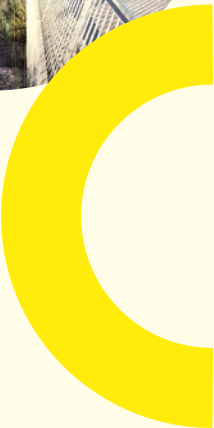
As a link between the City's ever-growing residential, employment, cultural and educational districts, Parramatta Light Rail (PLR Stage 1) will provide enormous economic benefits to the city through the delivery of investments and jobs. Furthermore, PLR Stage 1 will assist in precinct renewal creating an enjoyable and more free-flowing circulation of people, knowledge, and resources within Greater Parramatta. PLR Stage 1 will also cut travel times to improve the quality of life for thousands of people who commute in and out of, and around, Parramatta every day.

Delivered by the NSW Government as of June 2022, main infrastructure construction is nearing completion with rail operations scheduled for 2024. Council will continue to work with the NSW Government to assess the best outcomes for the community throughout the process, including stop locations, heritage and design as the project moves

into planning PLR Stage 2, connecting Stage 1 to Center St via Ermington, Melrose Park and Wentworth Point.

Central City Parkway

The Central City Parkway pilot project has received funding through the 2022 Department of Planning and Environment, Places to Play program. The project is planned for delivery in the 23/24 financial year and will seek to deliver new adventure play and youth facilities for our Granville and Rosehill communities.



Road Safety Traffic Project

There were 19 pedestrian and traffic related construction projects scheduled for 2021/22. Most of these projects related to pedestrian safety around schools and were funded by the Federal government. The most common project type was raised pedestrian crossings. These projects will encourage walking and improve safety. The projects involved Council undertaking design, consulting with the community, obtaining relevant approvals and undertaking procurement for construction by contractors. Of the 19 projects, one had commencement of construction delayed due to delays in obtaining external approvals. Completion is now due to commence before the end of 2022.



Integrated Transport Plan for Parramatta CBD

An Integrated Transport Plan (ITP) for the Parramatta CBD was developed by Council to assess the impacts of the Parramatta CBD Planning Proposal, and to identify improvements for roads, public transport, and walking and cycling facilities required to support its implementation. The ITP was approved by Council in July 2021 and submitted to the NSW Department of Planning and Environment in August to support the finalisation of the CBD Planning Proposal. Council is implementing the actions identified in the ITP.

Other notable initiatives that relate to the Accessible goal:

- ▶ Good and Bridge Street Construction and Alfred St Cycleway Stage 1 – Parramatta Road Urban Amenity Improvement Program
- ▶ Design Newington Reserve Field and Pavilion Upgrade
- ▶ Civic Link Design phase
- ▶ Milson Park Masterplan
- ▶ Warami - NAIDOC Burramatta Day at Parramatta Park
- ▶ Alfred Street Bridge – construction
- ▶ North Rocks Road at Alkira Road, Carlingford - Road widening and traffic signal installation
- ▶ Parramatta Light Rail Stage 1
- ▶ Finalisation of CBD Parking Strategy
- ▶ Compulsory acquisition of Horwood Place by Sydney Metro
- ▶ Hill Road Upgrades
- ▶ Sydney Metro West Construction

3.06

Green

We care for and enjoy our environment

When focusing on the Green strategic goal, close attention was paid in particular to how unique the City of Parramatta is in its surroundings.

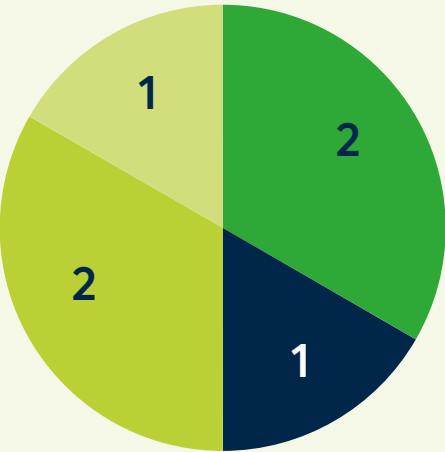
Maintaining a healthy bushland and river not only provides habitat for plants and animals, but also makes our City a more enjoyable place to live, rest

and recreate. Caring for our environment helps contribute to a liveable city and improves sustainability and productivity.

More energy efficient buildings attract significant businesses and investors, and good indoor and outdoor environments contribute to improved wellbeing.

The graphs below track how Council has performed on its Green goal activities as presented in our Delivery Program & Operational Plan 2021/22. Full details can be found in Council's Q4 Report against the Delivery Program on Council's website.

Focus Areas
6 total



33.5%	Completed
16.5%	Progressing on track
33.5%	Progressing off track
16.5%	On hold / stopped
0%	Not due to start

Full progress reports can be found on Council's website.

Service Measures
14 total

28.5%	Achieved
28.5%	Not achieved
43%	Data not available / Not due to start



Council has taken a stronger role in on-the-ground initiatives and service-based approaches to meet community environmental concerns and needs, setting the stage for council leadership in the coming years:

Council aims to be carbon neutral by 2022

Tonnes of carbon emissions generated by Council operations

13,792 tCO₂e (tonnes)

This is a 2.5% decrease on the previous year, excluding supply chain emissions

13,792 tCO₂e includes

natural gas

council fleet

electricity for council assets

street lighting

Council aims to provide open space and natural area assets that meet community expectation

Number of street trees planted this year

4,060

This is a 212.3% increase in trees planted from last year

Community Satisfaction with planting of trees in their local area

3.71/5

Council met its target to sustain or improve on satisfaction compared to previous year (3.71/5)

To help our environment, Council aims to provide high quality, efficient and reliable domestic and commercial waste services managed in a sustainable way

Percentage of waste diverted from landfill

Quarter	Percentage
Q1	52%
Q2	54%
Q3	57%
Q4	53%

Council met its goal to divert a minimum of 50% of waste from landfill each quarter

With the conclusion of the Environmental Sustainability Strategy, Council has been presented with new opportunities to increase our ability for greater environmental leadership in developing a resilient City. In practice, this has led to transformations and agreements on many of our open and green spaces such as Boronia and Milson Park which have undergone transformation in the previous year.

Read more about these projects, and a selection of further initiatives that belong to the Green strategic goal:

Environmental Sustainability Strategy Progress Report

Council has recently finalised its Environmental Sustainability Progress Report 2017-21. The progress report provides a summary of progress against the 2017 Environmental Sustainability strategy action plan as well as providing a list of key achievements. For further detail, the progress report can be found on Council’s website.

Some key initiatives currently underway across the Local Government Area (LGA) include new tree planting under the Greening Parramatta and Parramatta Light Rail Tree Offset programs, and street lighting upgrades across the LGA to install smarter and more

energy efficient lighting. Communities across the LGA will be seeing these projects roll out through 2022 and into 2023.

Schools Infrastructure Agreement

Council renewed its 12-month Memorandum of Understanding with School Infrastructure NSW (SINSW) in May 2022. In the December school holidays of 2021, Council co-piloted the first Share Our Space program with the support of the Cleansing Team in City Assets and Operations. City Strategy continues to work actively with SINSW on opportunities to increase community access to school infrastructure open space and facilities.

Boronia Park Amenities Upgrade

City of Parramatta Council is upgrading the sports pavilion building and associated landscape works at Boronia Park Epping. These upgrades include new amenities for community use as well as access improvements for all peoples and landscaping works.

The 2021/22 financial year posed several significant challenges in delivering the new sports pavilion at Boronia Park Epping, mainly due to the original contractor going into liquidation in November 2021. Council has engaged a new contractor to complete the project with construction commencing in June 2022. It is anticipated that construction will be completed in February 2023.



Community Recycling Facilities

Council has been exploring the opportunity of establishing a permanent drop-off Community Recycling Centre (CRC) in partnership with the NSW Environment Protection Authority (EPA). This facility will provide the community with additional recycling and disposal options for common household problem waste such as paints, gas bottles and batteries.

Council had engaged a consultant to model several options relating to the establishment of a CRC, including a cost benefit analysis on each of these scenarios. Council is reviewing the recommendations to consider next steps, Council anticipates the facility to be completed by 2024.



Milson Park Master Plan – Stage 1

Milson Park’s local waterway and public reserve are currently being transformed into a flourishing wetland and much-needed community space under a partnership between Sydney Water and Council.

The project includes two wetlands, a bioretention basin, the planting of 40,000 native plants, a new 60 metre span bridge, a shared pedestrian and cycle path, nature play and fitness equipment.

Given the substantial rain events this year, construction has been delayed. However, construction work is now well on the way to completion. The new pedestrian bridge has been installed and construction of the pathway is close to completion. Work on wetland is also almost complete. Construction of the playground and fitness equipment will commence shortly, with the project expected to be completed in October/November 2022.

Other notable initiatives that relate to the Green goal:

- ▶ Design Newington Reserve Field and Pavilion Upgrade
- ▶ Zen Energy partnership
- ▶ Waste Collection Community Engagement Program
- ▶ Draft Electric Vehicle Charging Guidelines
- ▶ Rydalmere Field 1 & 2 Upgrades

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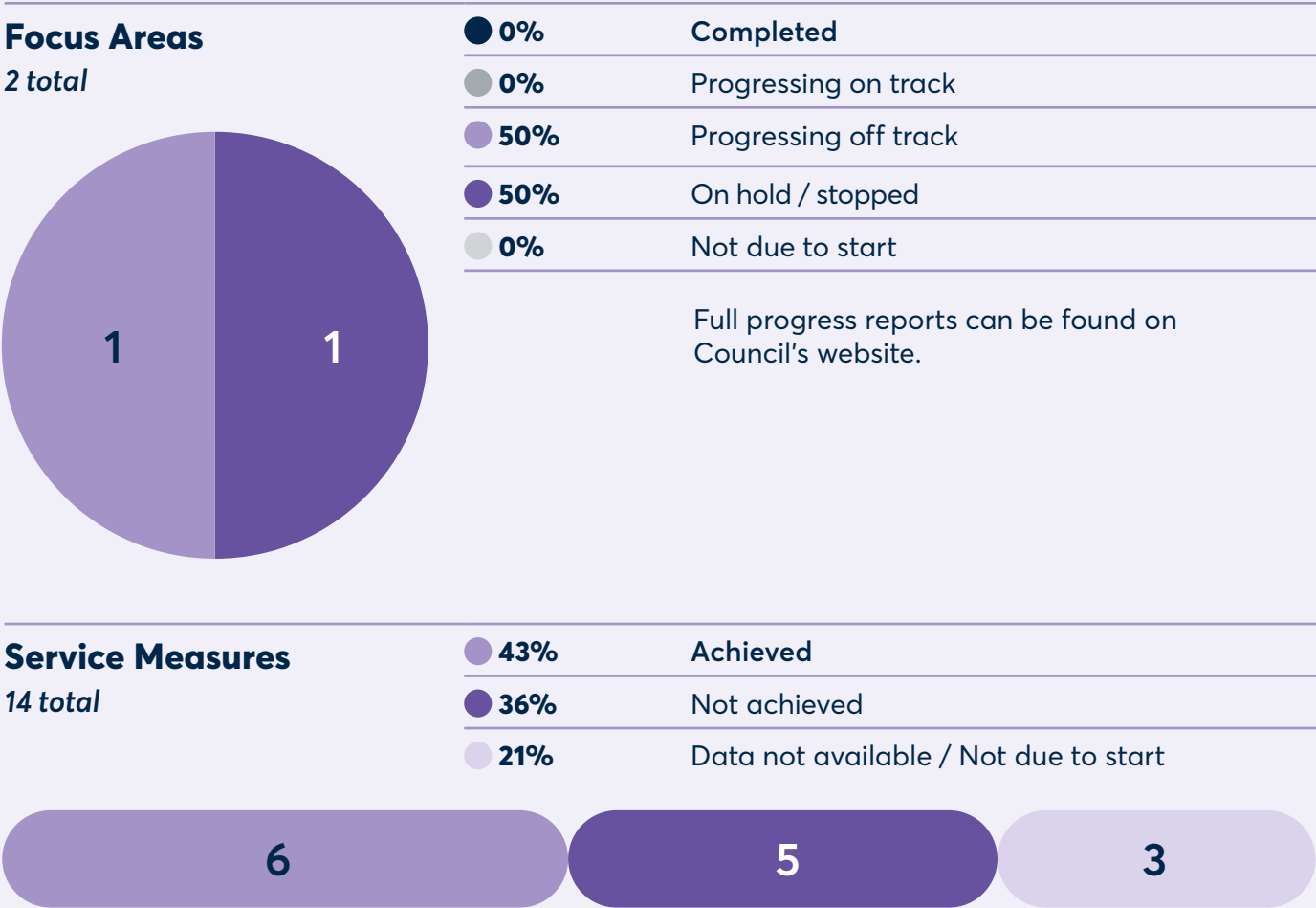
Welcoming

We celebrate culture and diversity
– past present and future

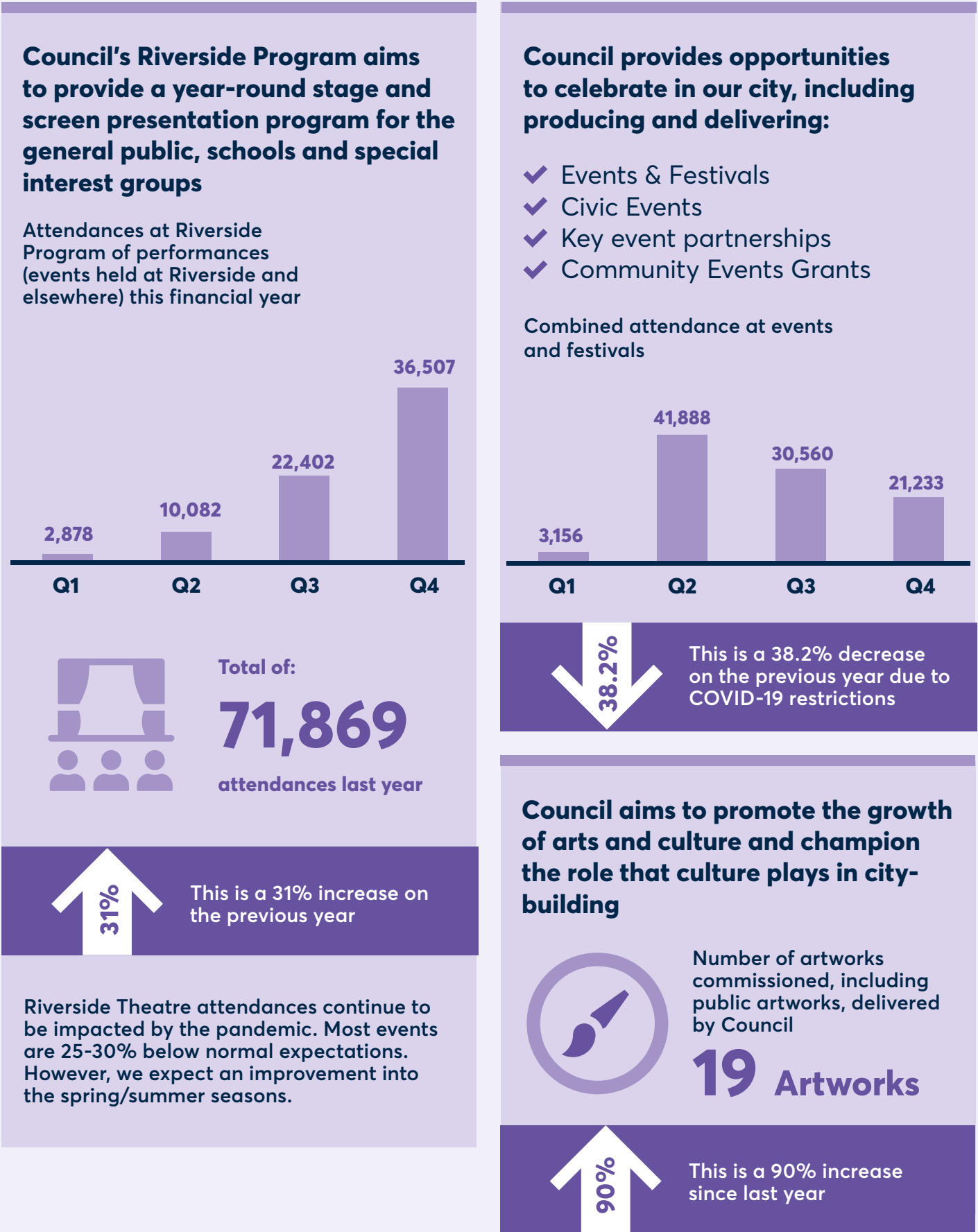
Parramatta has an incredibly rich history, from the Dharug peoples who have inhabited this land for more than 60,000 years, to the recently migrated. Our diversity of cultures and sense of community are our City's greatest strengths, and fundamental to our identity.

Our histories are colliding, creating a new, global city. Over the next 20 years, through our Welcoming strategic goal, our City will continue to generate a strong sense of place, invite creativity, stimulate prosperity and celebrate our diversity.

The graphs below track how Council has performed on its Welcoming goal activities as presented in our Delivery Program & Operational Plan 2021/22. Full details can be found in Council's Q4 Report against the Delivery Program on Council's website.



Resilience has been a critical strength for our LGA's services and events. A noticeable bounce back has been unfolding, and events are returning to capacities recorded before the COVID-19 lockdowns:



With the completion of Council's Stretch Reconciliation Action Plan, priority is now placed in elevating and realising the voices and aspirations of our First Nations communities. The first step is being developed through Council's First Nations Strategy, where our First Nations communities lead and shape Council's vision for a welcoming city. To carry this out Council is well supported by many of its services including Riverside Theatres, Parramatta Artists' Studios and our Social and Community Services.

Read more about these projects, and a selection of further initiatives that belong to the Welcoming strategic goal:



First Nations Strategy

Following the successful implementation of the Stretch Reconciliation Action Plan 2017-2020, Council is developing a First Nations Strategy that will elevate the voices, aspirations and self-determination of our First Nations residents and communities, including the Dharug Traditional Owners.

Building on the outcomes and impact of the Stretch RAP, the actions and targets within the First Nations Strategy will be co-designed with our First Nations community and include best practice engagement and evidence-based approaches. The Strategy will also embed reconciliation and celebrate the rich, diverse and significant contribution of First Nations peoples have and continue to make to Parramatta, Australia and beyond.

The development of the First Nations Strategy was impacted by the delayed Council elections and the subsequent establishment of the First Nations Advisory Committee. However, the delay has resulted in the development of a more appropriate and timely stakeholder engagement plan. The project end date is currently forecast to be March 2023.

Riverside Theatres

After a few challenging years for the arts, it has been fantastic to welcome audiences back to Riverside Theatres. Since reopening in November 2021, Riverside has attracted audiences back to enjoy live performances and events, including a successful Sydney Festival season, an exciting contemporary music program in conjunction with the NSW Government's Great Southern Nights Festival, and several successful musical theatre productions.

Riverside's National Theatre of Parramatta (NToP) has continued to advocate for and develop Western Sydney creatives through capacity-building programs, including True West and Creative Futures. Throughout the year, NToP had critical successes with their production of Guards at The Taj, directed and performed with local cast and creatives, proudly spotlighting Parramatta's vibrant artistic community.

Riverside Theatres' Education program is one of the country's leading presenters for work for children and young people. Since January 2022, it has welcomed over 10,000 school students to the theatre, many of whom had returned after a hiatus of two years, and others who had experienced their very first live performance.

Parramatta Artist Studios & Cultural Services

Over the past year, Parramatta Artists' Studios and Cultural Services team delivered programs that encouraged local artists and community to make and share culture in Parramatta. Project highlights include 'Parramatta by Foot' and 'Stepping Through Epping', that presented artworks in the public spaces of Ermington, Newington, Harris Park, Rydalmere and Epping, bringing art to our community. In particular, artist Nadia Odum's artwork 'Roll' made of recycled pipes and plastic balls saw hundreds of children interacting with this playful and colourful work.

The 'PAS Open' program provided artists time and space to develop new work through artist residencies enabling them to develop new work and connect with our community through creative workshops. This program was supported in partnership with Sydney Opera House, Powerhouse Museum and Wentworth Point Community Centre and Library within our artist's studios at Rydalmere.

Council also progressed key public art commissions inspired by our community telling unique local stories. One fabrication was the 'Place of the Eels', a new artwork for Parramatta Square, one of three announced artworks for Parramatta Square.

Social and Community Services

Across the Social and Community Services portfolio we offer a range of programming options. While the content of these programs is based on regularly assessed community and customer needs, we always look for opportunities to embed the objectives and goals of Council's commitment to First Nations communities and people with disability in our work.

Two particular highlights in this regard are the First Nations and Reconciliation content within our quality early childhood development programs in our childcare services and in the provision of universally accessible options in our School Holiday and other Recreation programs. These programs have had strong success in demonstrating that Council celebrates the unique culture of our First Nations community and is open, inclusive and welcoming of all people across our services.

Other notable initiatives that relate to the Welcoming goal:

- ▶ Parramatta Nights
- ▶ Riverside Theatre Dubbo Championship Wrestling
- ▶ Warami Festival
- ▶ City of Parramatta Year of the Tiger Lunar new Year Festival
- ▶ Parramatta Christmas in the Park
- ▶ Parramatta's New Years Eve Fireworks
- ▶ Make Music Day
- ▶ ANZAC Day
- ▶ Australian Citizenship Ceremonies



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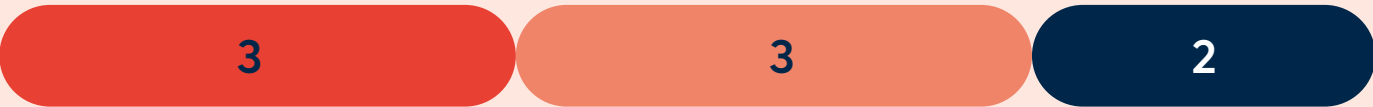
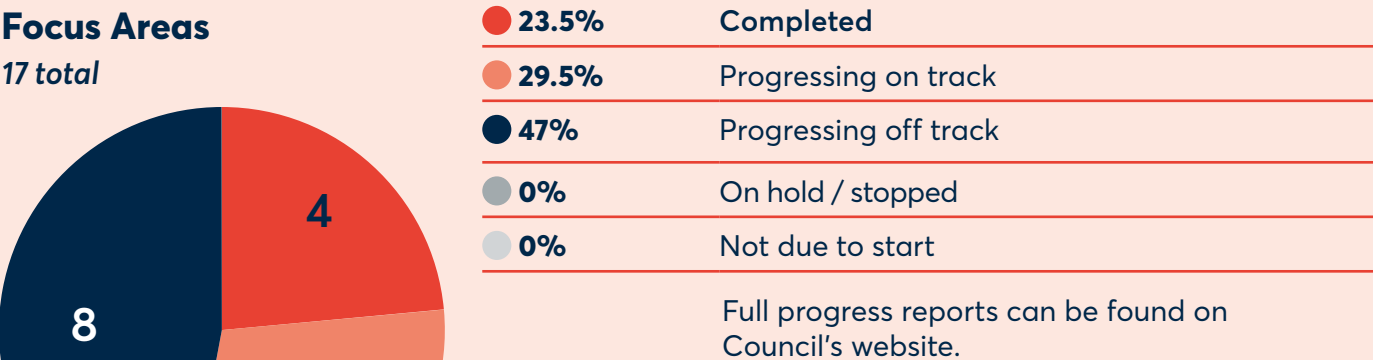
Thriving

We benefit from having a thriving CBD and local centres

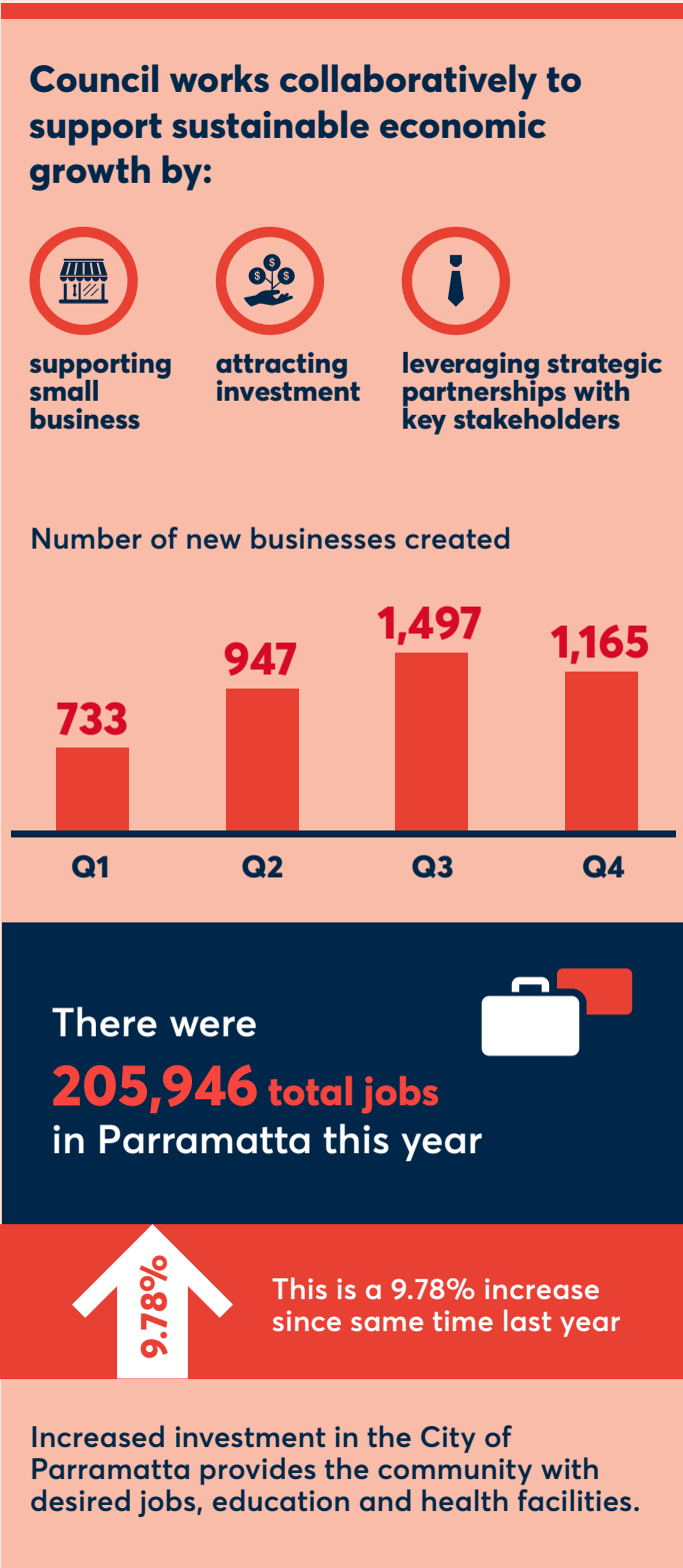
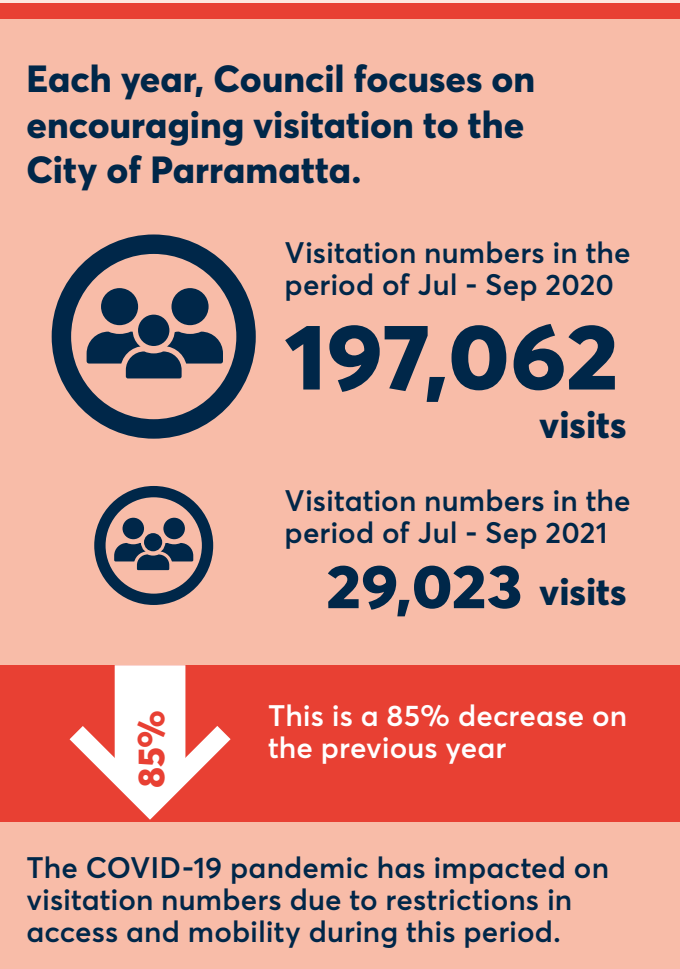
Our Thriving strategic goal recognises that businesses succeed in prosperous communities, and employers benefit when students graduate from school and tertiary education are equipped with skills for the workforce. Individuals and families can

improve their circumstances when they have the training to access jobs that enable them to live with dignity and security. Being able to work close to home further promotes a better quality of life.

Council has performed on its Thriving goal activities as presented in our Delivery Program & Operational Plan 2021/22. Full details can be found in Council's Q4 Report against the Delivery Program on Council's website.



The City of Parramatta remains to be Sydney's premier location for jobs, businesses and growth. Although we saw some difficulty, we continued to attract more and more people and businesses into our City.



For Parramatta to be a nationally significant hub for industry, business, productivity and employment, Council has worked with partners and stakeholders across our wards to deliver the best outcomes for our residents, workers, and visitors. In delivering on these outcomes, Council has progressed a number of projects which stimulate 24-hour economies to thrive, revitalise areas to be fit for purpose and plan new projects which can attract new and exciting opportunities.

Read more about these projects, and a selection of further initiatives that belong to the Thriving strategic goal:

Lennox Bridge Carpark Development

Through the development of the 'Lennox' high rise residential project, Council has entered into a project delivery agreement with the developers. The agreement has required the developer to design, procure and deliver the southern precinct public domain works.

- Current works include:
- ▶ south bank foreshore works
 - ▶ a boardwalk
 - ▶ public colonnade
 - ▶ landscaping
 - ▶ lighting and seating

In addition, the agreement has required the developer to provide streetscape works, in proximity to the development on Church and Marsden Street, Oyster and Freemasons Arm lanes.

NSW Government Telopea Precinct Masterplan - Acacia Park & Sturt Park upgrade

As an important asset for our local community, Sturt Park underwent a number of upgrades to make it safer, better connected and state of the art. As of July 2022, our local community can now enjoy and access:

- ▶ New park frontage and entry sign upgrade;
- ▶ New shade tree planting;
- ▶ Expansion and upgrade of the existing skate park;
- ▶ New amphitheatre terracing and informal stage;
- ▶ Replacement of playground;
- ▶ New recreational circuit path;
- ▶ New family picnic settings;
- ▶ New common kickabout area;
- ▶ New sports field posts for informal play;
- ▶ New amenities block;
- ▶ New playground with challenging nature play;
- ▶ New flying fox; and
- ▶ New multi-use court for informal recreation.

These upgrades are funded by the NSW Government through its Precinct Support Scheme.

Charles Street Square

Transformation of Charles Street Square, the river gateway to our city centre, is well underway. Jointly funded by City of Parramatta and the NSW Government, the construction contract has been awarded and works commenced February 2022.

Nearby, plans for an upgrade to the footbridge over Charles Street weir, to link the new Escarpment Boardwalk, received funding support from the NSW Government. Design services are being procured. Further west, at the Old Kings Foreshore, archaeological investigations are complete, and installation of the new public lighting for this popular pedestrian and cycling route has commenced.



Civic Link Framework Plan

The Civic Link will be a new pedestrianised public space that connects public life from Parramatta Square at the heart of Parramatta CBD, to the River. The Civic Link Framework Plan, endorsed in 2017, outlines Council's vision to create generous spaces for people, support a vibrant nighttime city, provide cool green connections through the CBD, and be a place to celebrate culture.

In 2021, Council exhibited the Civic Link Special Area within the Draft City Centre Development Control Plan (DCP). The Draft DCP includes objectives for the corridor and is currently being finalised.

Civic Link will be delivered by State Government partners and the City of Parramatta. The City is currently preparing a design brief to set priorities and guide the delivery of the Civic Link by Parramatta Powerhouse, Parramatta Light Rail and Sydney Metro West.

Late Night Trading Development Control Plan

City of Parramatta Council recognises that late night trading businesses are a crucial part of our economy and contribute many benefits to residents including exposure to local food and beverage cultural activities, live music, social gatherings and events.

The Late Night Trading Development Control Plan will assist in the city's transition to a true late night center by facilitating a greater mix of things to see, do and explore while meeting the emerging needs of our communities.

The realisation of the Late Night Trading DCP resulted in 73 submissions received. These submissions will inform the finalisation of the document.

Other notable initiatives that relate to the Thriving goal:

- ▶ Parramatta Christmas Markets
- ▶ Live Data Dashboard for Parramatta Nights Campaign
- ▶ Epping Town Centre upgrades
- ▶ Return to Office Campaign
- ▶ Go Local digital Campaign
- ▶ EducateAt alliance Lets Meet at Campus Campaign
- ▶ 6 & 8 Parramatta Square development



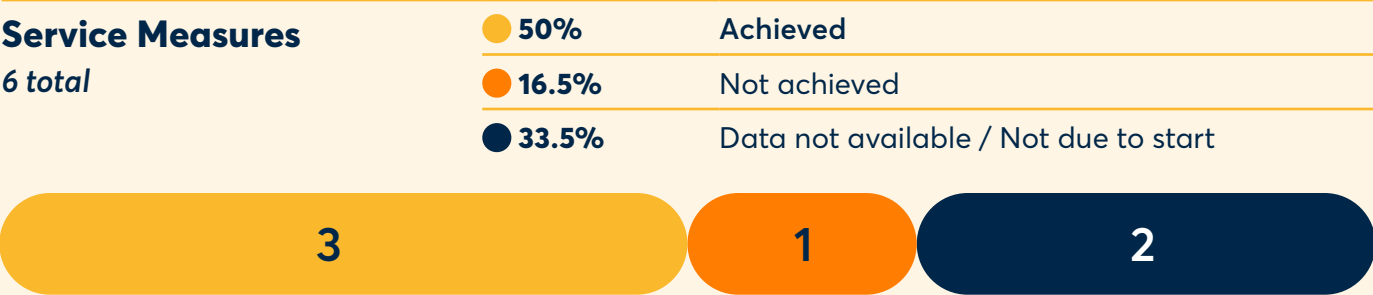
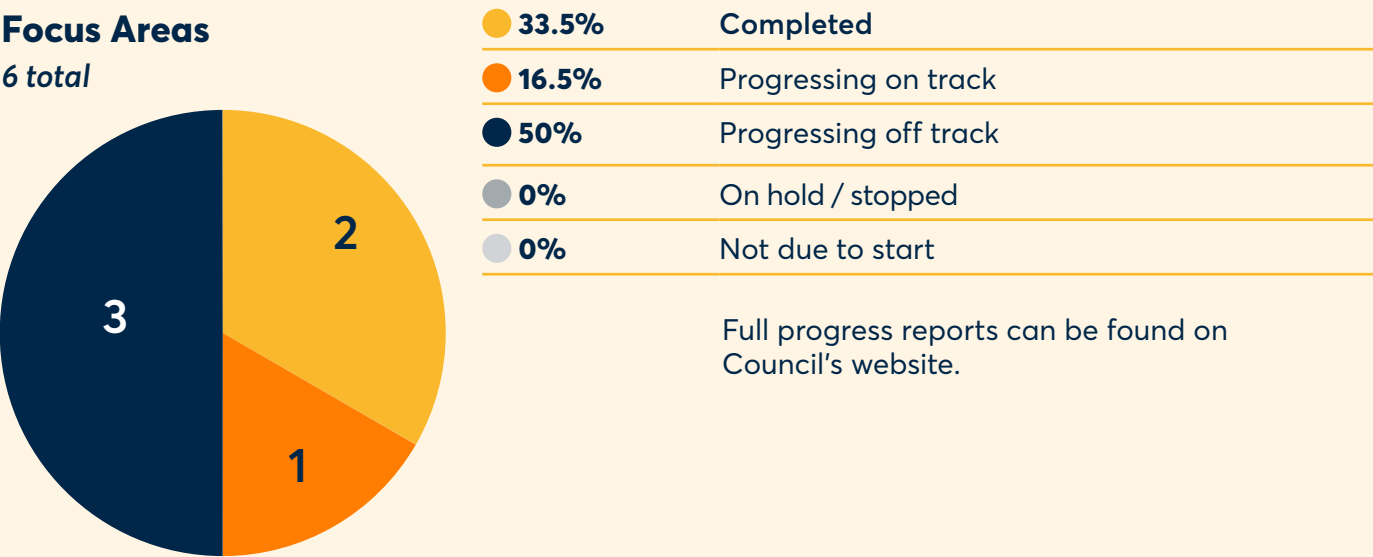
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Innovative

We collaborate and champion new ideas to celebrate a better future

With the scale of transformation that Parramatta is undergoing, managing growth is one of the top concerns for our community. Focusing on our Innovative strategic goal meant understanding that the future of Parramatta is much more than bricks and mortar – it includes best practice in city design, technology, creativity and connectivity. It is not simply about growth: it is about becoming smarter. Inspired by some of the world’s greatest cities, Parramatta will leverage the foundations of good urban planning.

The graphs below track how Council has performed on its Innovative goal activities as presented in our Delivery Program & Operational Plan 2021/22. Full details can be found in Council’s Q4 Report against the Delivery Program on Council’s website.



As the Central City, we’ve launched a number of great initiatives. Innovation is constantly embedded across every aspect of the work our City is committed to:

Annual number of Social Enterprises operating in Parramatta LGA

47

This is an increase from 45 last year.

The Growing Social Enterprise in Parramatta Grant and the annual Pitch for Good Parramatta / Parramatch campaign have been **significant contributors to the growth in the number of social enterprises operating in the LGA.**

In total there have been **59 social enterprises** that have operated in Parramatta since 2016 (This total number includes social enterprises are currently operating, plus those that have closed, relocated or stopped working in our LGA)

Council aims to ensure it is financially sustainable and provides transparent, value for money services, according to the priorities of the community

Community satisfaction with value for money provided in return for rates paid

3.59/5

Council met its annual target of 3.55/5

Council aims to work collaboratively to support sustainable economic growth by supporting small business, attracting investment, and leveraging strategic partnerships with key stakeholders

Percentage of existing strategic partners that are satisfied with Council

100%

Council met its annual target of 75%

To support digital engagement, Council focuses on:

- ✓ The delivery of Research & Collection Management
- ✓ The visitor information centre
- ✓ Tourism industry Product Development
- ✓ Visitor Services programs

Digital engagement with City of Parramatta’s cultural heritage resources

Q1	Q2	Q3	Q4
85,975	289,561	351,848	214,774

As our City continues to evolve, we have adopted new and innovative methods and technologies to assist us. This has been reflected across Council's areas, from efficiencies in the ways we plan our city, the processes in which we better support vulnerable people in our community to the way we understand how Parramatta River floods. All of these come together to enable Parramatta to be a Smart City.

Read more about these projects, and a selection of further initiatives that belong to the Innovative strategic goal:

LEP DCP Harmonisation

The formation of the new City of Parramatta Local Government Area (LGA) from former council areas, has meant that different planning controls currently apply to different parts of the LGA.

Council is reviewing its multiple land use plans to establish a single Local Environment Plan, Development Control Plan and Development Contributions Plan, resulting in a clear and more consistent set of planning controls for the whole LGA.

A major project milestone was achieved in July 2021 when Council approved the final Draft Local Environment Plan for the State Government to complete their assessment. Another milestone was the finalisation of the Parramatta (Outside CBD) Development Contributions Plan in September 2021.

The third component – being a consolidated Development Control Plan - was momentarily delayed, however work has since recommenced.

CBD Planning Proposal

To strategically manage the growth and changes to the Parramatta CBD Council has been undertaking a major review of its planning framework.

The Parramatta CBD Planning Proposal is a key element of this framework that will amend the planning controls in Parramatta Local Environment Plan (LEP) 2011. The intent of the changes is to strengthen the economic function of the Parramatta CBD and its role in providing necessary housing, employment, recreation and cultural opportunities.

Major project milestones were achieved in June 2021 when Council approved the final draft plan, and then in June 2022 when the State Government completed its assessment. The changes to the LEP planning controls for the Parramatta CBD come into effect in mid-October 2022.

Domestic and Family Violence Action Plan

The Prevention of Domestic and Family Violence Action Plan was finalised and endorsed by Council on March 21, 2022. Implementation of the Plan has commenced, including finalising the Outcomes Measurement Framework and Governance structure.



Parramatta River Flood Study

The Parramatta River flood study will update Council's existing flood information and will allow further understanding of the impacts of flooding within the LGA. This is important to manage flood risks within the floodplain, enhance public safety, plan for emergencies and meet obligations under the NSW Flood Prone Land Policy.

A detailed review and update of the hydrological model has been undertaken and a 2D hydraulic flood model has been created. The new hydraulic model includes details of changes across the LGA such as the Parramatta Light Rail together with Council's pit and pipe network. The flood model is currently being reviewed to ensure accuracy before the draft results are mapped and community consultation undertaken.

Smart City Strategy

The City of Parramatta is going through unprecedented change and transformation. This presents an opportunity to use rapidly evolving technology to deliver improvements to our lives.

Council has been working on transforming Parramatta into a 'Smart City' since 2009, creating new solutions to address challenges such as flooding, urban heat, and impacts of development. A new Smart City and Innovation Strategy is in the process of being drafted, which will guide Council in its delivery of future initiatives.

Early consultation was undertaken with the community to provide information about the project, obtain feedback and involve them in the journey of drafting the Strategy. This consultation received more than 330 pieces of feedback from interviews, surveys, group discussions, workshops and pop-up events.



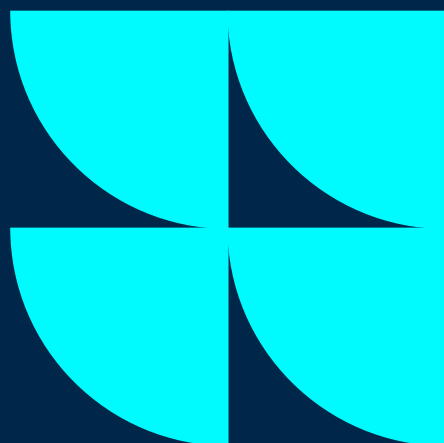
Other notable initiatives that relate to the Innovative goal:

- Sydney University Planning in North Parramatta
- Digital Reactivation of Riverside Theatres
- Powerhouse Parramatta Development
- Digital City Audio Tour development
- Good and Bridge Street construction – Parramatta Road Urban Amenity Improvement Program
- Smart Streetlighting Infrastructure network development

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📞 For non-English speakers, phone interpretation services are available via TIS National on 131 450.

KOREAN	CHINESE
본 소식지와 관련해 통역 지원이 필요하신 경우, TIS (131 450)에 전화하여 Parramatta Customer Service (9806 5050)를 연결해 달라고 요청하시면 됩니다. 업무시간은 월요일에서 금요일, 오전 8시 30분부터 오후 5시까지입니다.	如果你需要翻译协助阅读这份新闻简报, 请联系 TIS, 电话131 450, 要求他们代表你接通巴拉玛打市议会顾客服务处, 电话 9806 5050。顾客服务处的工作时间是每星期一至星期五, 上午8:30至下午5:00。
ARABIC	HINDI
إذا كنت بحاجة للمساعدة في ترجمة هذه النشرة. اتصل بـTIS على الرقم 131 450 واطلب منهم الاتصال نيابة عنك بخدمة زبائن باراماتا على الرقم 9806 5050 من الإثنين إلى الجمعة بين الساعة 8:30 صباحاً و 5:00 مساءً.	यदि आपको यह सूचना-पत्र समझने में सहायता चाहिए तो कृपया TIS को 131 450 पर फ़ोन करें और उनसे कहें कि आपकी तरफ़ से पैरामाटा कस्टमर सर्विस को 9806 5050 पर फ़ोन करें। यह सेवा सोमवार से शुक्रवार, सुबह 8.30 बजे से शाम 5.00 तक उपलब्ध है।



**Community
Report Card
2021/22**



**CITY OF
PARRAMATTA**

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