



CITY OF
PARRAMATTA

COMMUNITY REPORT CARD

Produced for the Annual Report 2022/23



The Community Report Card is a subsection of the Annual Report 2022/23.
➤ Access the full Annual Report on Council's website.

3.01 — How Have We Done This Year?	4
3.02 — 2022/23 Financial Snapshot	5
3.03 — Delivering our Community Strategic Plan Goals	6
3.04 — FAIR	8
3.05 — ACCESSIBLE	12
3.06 — WELCOMING	16
3.07 — GREEN	20
3.08 — THRIVING	24
3.09 — INNOVATIVE	28



Photograph: George Gittany

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.

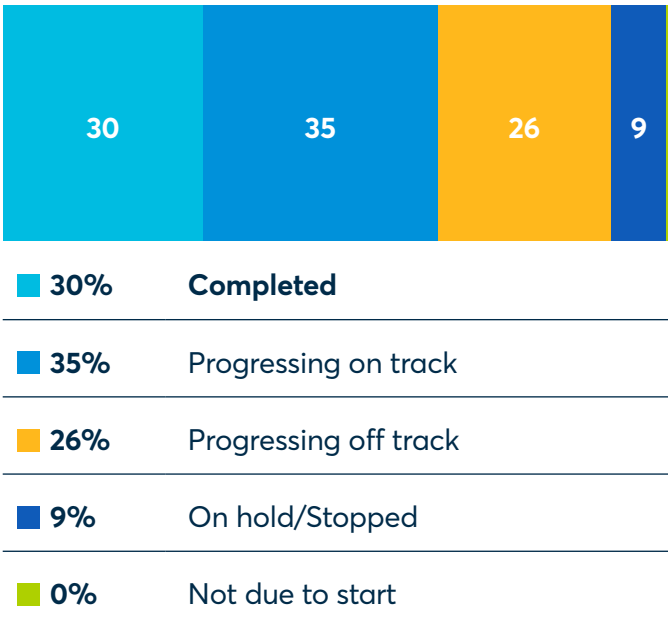
Council’s deliverables in the DPOP fall into two categories:

- 1. Projects that Council has committed to deliver during each year.
- 2. Key performance indicators (KPIs) for Council's ongoing service delivery.

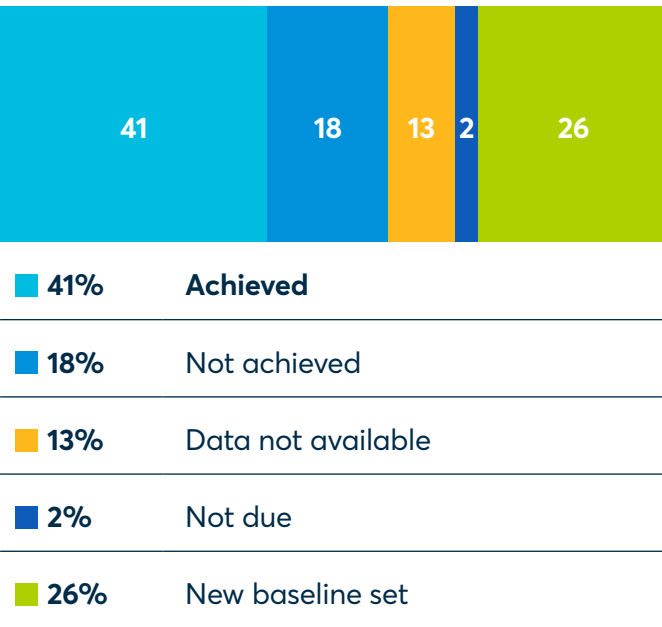
This Community Report Card outlines Council's performance on delivering the projects, KPIs and budgets in the Delivery Program, Operational Plan & Budget in 2022/23.

Full progress reports on Council's Delivery Program can be found on [Council's website](#).

Council's Projects



Council's Key Performance Indicators



A further breakdown of Council's progress can be found on pages 61–84 of this report.

2022/23 FINANCIAL SNAPSHOT

Financial summary for all of Council

\$359.4m Budgeted Income	\$209.1m Budgeted Capital Expenses	\$296.2m Budgeted Operating Expenses
\$416.0m Actual Income	\$166.4m Actual Capital Expenses	\$319.6m Actual Operating Expenses

For every \$100 spent this year Council delivered:



DELIVERING OUR COMMUNITY STRATEGIC PLAN GOALS

The following long-term community goals were developed in 2018 to reflect the community’s aspirations for the City of Parramatta.

In June 2022 Council confirmed its commitment to these goals, and endorsed a refreshed set of strategic actions to help Council, its partners and the community achieve them.



Photograph: Katrina James



3.04

FAIR

We can all benefit from the opportunities our City and neighbourhoods offer.

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.

This section explores how Council has delivered Fair goal activities as presented in our Delivery Program and Operation Plan (DPOP) for 2022/23. Full details can be found in [Council's Q4 Report](#) against the [DPOP](#) on Council's website.



There are 21 projects that aim to deliver on our Fair goal.

Fair Projects



29%	Completed
43%	On Track
9%	Off track
19%	Stopped



Photograph: Mike Bell

Many of Council's community-facing services experienced a significant increase in patronage, signalling a recovery from the impacts of COVID-19 lockdowns and extreme weather of the previous year.

Number of visits to our libraries

21/22

302,468

visits

22/23

799,639

visits

> Council's libraries enhance lifelong learning while access to library collections and events increase:

Digital Literacy

Physical Health

Mental Health

Social Integration

Number of visits and participants in Community Hub programs

347,140

this year

> Council's Community Hub programs provide:

Improved Lifestyle Opportunities

Improved Physical Health

Improved Mental Health

Provision and facilitation of Affordable Housing in the LGA 22/23

419

21/22 - 419 dwellings in the LGA

578

22/23 - 578 dwellings in the LGA

37.95% increase

from last year

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

Overall number of participants of Seniors and Disability program hours

21/22 - Total 13,759	22/23 - Total 28,035
Q1 3,289	Q1 6,790
Q2 2,585	Q2 6,558
Q3 3,536	Q3 7,149
Q4 4,340	Q4 7,538

This is a 104% increase

on the previous year

> Council's aim is to enhance the ability of older people and people with disabilities to live well and more independently.

Number of visits to Aquatic Centre

21/22

58,602

22/23

78,229

34.7% increase

from last year

> Council anticipates that the opening of the Parramatta Aquatic Centre (PAC) in spring 2023 will generate increased visitation to what will be a year-round destination for swimming, fitness and wellness.

> Community Report Card

9

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

PHIVE, 5 Parramatta Square

Officially opened in September 2022, PHIVE Community Hub is a landmark in Parramatta, serving as a vibrant space for learning, collaboration, and connection.

The hub integrates seamlessly with Parramatta Square, offering an urban living room where people can gather and explore. The ground floor provides a welcoming gathering place with a concierge, and exhibition area.

Captivating digital artwork and Indigenous Dharug artefacts are displayed throughout the building, emphasising their cultural significance.

PHIVE offers flexible spaces for collaboration and adaptable furniture arrangements. The boardroom is located beneath the spire, creating a visually striking feature. The building serves as a cultural and civic heart, providing essential community space.

Parramatta Library at PHIVE

Parramatta Library is designed with maximum flexibility to accommodate future uses and evolving roles. Open lounge and study areas face the public square, while collections are located behind them. Meeting rooms and services are positioned closest to the circulation core.

Technology integrated into the furniture enables flexible work and study throughout. The building's flexible and multifunctional nature allows for exhibitions and cultural experiences to be installed across multiple levels. This provides users with the opportunity to engage and interact with cultural heritage displays, exhibitions, and other immersive experiences.

In June 2023, The International Federation of Library Associations and Institutions (IFLA) announced Parramatta Library at PHIVE as one of four global finalists for Public Library of the Year. The award recognises new public libraries offering functional architecture, creative IT solutions and that are strengthening local culture.



Photograph: Mike Bell



Parramatta Aquatic Centre

Completed at the end of 2022/23, the Parramatta Aquatic Centre (PAC) is a jointly-funded project with the NSW State Government. This multipurpose and sustainable facility will provide a new social space for the community, promoting health and wellbeing.

Opening in Spring 2023, the new aquatic and leisure centre covers 40,000 square metres in Parramatta Park. PAC includes a 50m, 10-lane outdoor heated pool with seating, a 25m indoor recreational pool, an indoor learn-to-swim pool, an indoor splash play area, multipurpose community rooms, spa and sauna facilities, fitness centre, café, and up to 180 parking spots.

Active Parramatta

Active Parramatta is an initiative of the City of Parramatta to provide healthy and active opportunities for residents, workers and visitors. Active Parramatta's programs cater to people of all ages, abilities and backgrounds.

Programming includes Mums N Bubs Fitness, and School Holiday Programs - the largest free school holiday program in NSW, with over 6,000 children participating annually.

Meals on Wheels and Volunteer Services

Ensuring that vulnerable members of the Parramatta community have access to healthy, nutritious meals, the City of Parramatta provides a Meals on Wheels service. The service delivers meals to older residents who may be frail, people with disability and their carers, and people recovering from surgery or a chronic illness.

During 2022/23, Meals on Wheels volunteers have contributed more than 2,300 hours supporting participants and delivering more than 24,500 meals. These visits serve to combat inequality within the community and support brighter futures for locals through essential meal packs and a dose of positive, meaningful social interaction.

Other notable initiatives that relate to the Fair goal:

- > Disability and Inclusion Action Plan (DIAP) 2022-2026, endorsed August 2022
- > Updated Council's Diversity, Equity and Inclusion (DEI) Strategy 'We Belong' to foster an inclusive workplace and reflect the aspirations of the City's diverse community
- > Commenced review of Council's Social Sustainability Strategy
- > Commenced development of Council's Affordable Housing Action Plan
- > Completion of \$1.95m refurbished Boronia Grove Community Centre, Epping, including social enterprise café, December 2022

ACCESSIBLE

We can all take part and get to where we want to go.

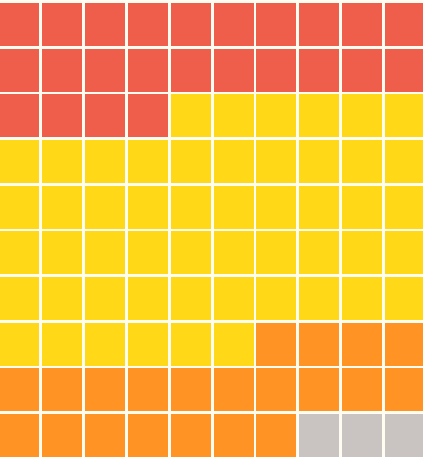
In the City of Parramatta, much like the rest of Sydney, quality and ease of access to other places vary widely depending on where you live. When focusing on the Accessible strategic goal, we consider the location of jobs and opportunities, the structure of transport networks and congestion, as they 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.

Council is committed to safe, accessible, and available infrastructure design and development. Presented below tracks how Council has delivered Accessible goal activities as presented in our Delivery Program and Operation Plan (DPOP) for 2022/23. Full details can be found in [Council's Q4 Report](#) against the [DPOP](#) on Council's website.



There are 29 projects that aim to deliver on our Accessible goal.

Accessible Projects

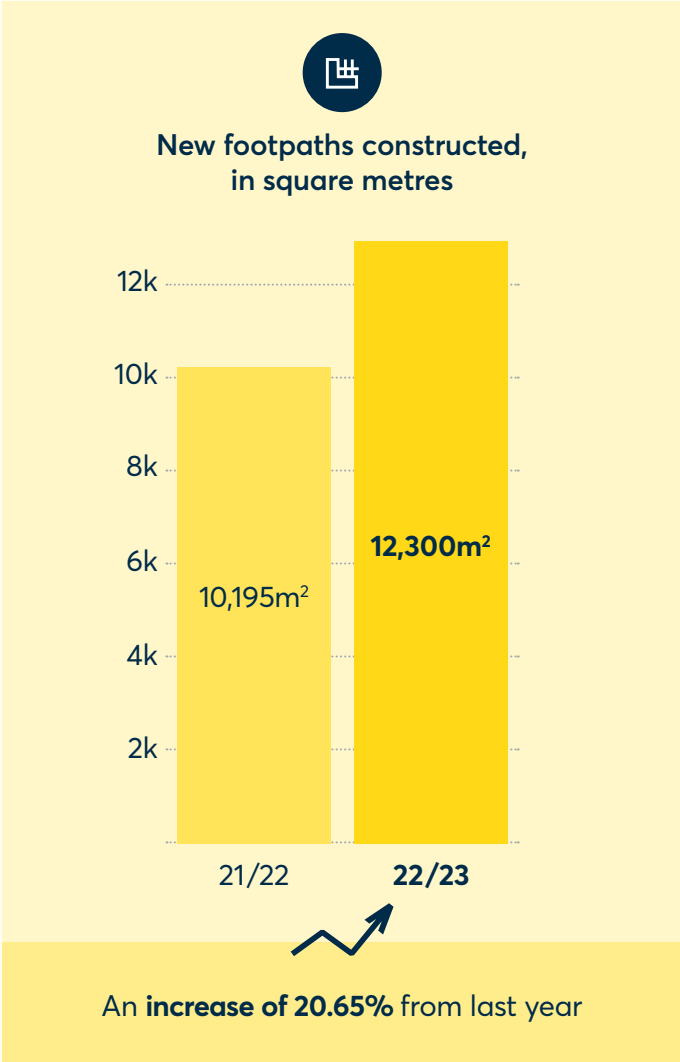
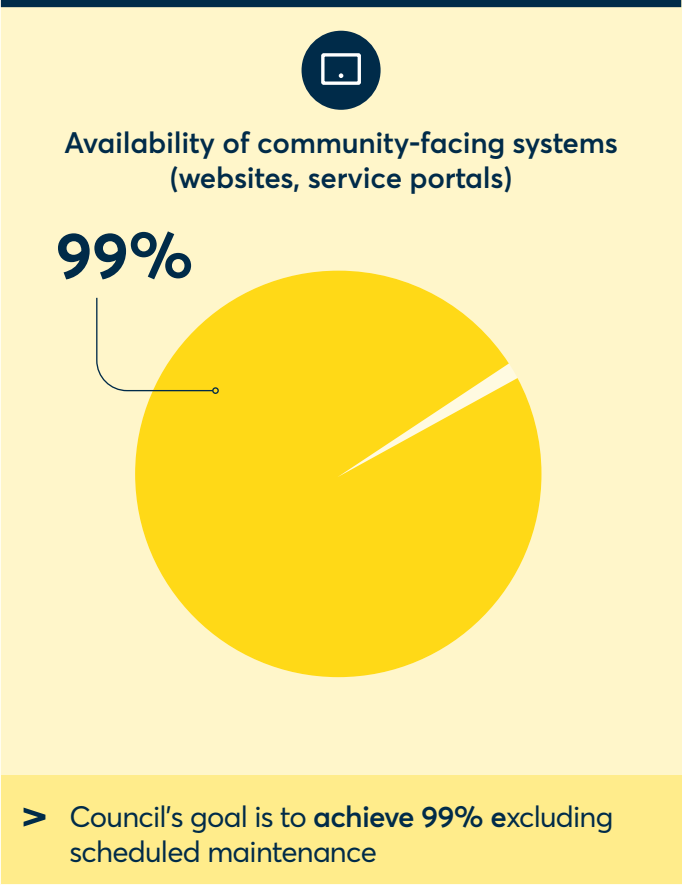
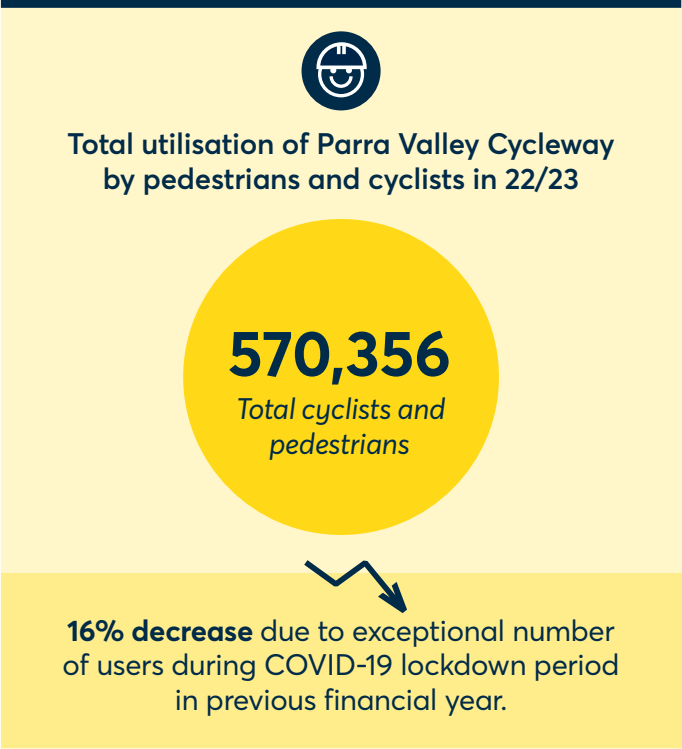


24%	Completed
52%	On Track
21%	Off track
3%	Stopped



Photograph: Jay La Photography

Council prioritises creating safe, accessible, and available infrastructure and information, including transportation options and online engagement tools.



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

Arthur Phillip Park Upgrade (Northmead)

The \$1.2 million Stage 1 reinvigoration of Arthur Phillip Park supports Council's vision for sustainable and vibrant spaces. Upgrades cater to the growing community of children and families in Northmead, Westmead, and North Parramatta.

Stage 1 upgrades to the park introduced new play experiences suitable for different age groups and abilities. The playground offers inclusive accessible play with a soft fall floor, a nature play space, and a half-court basketball area for children and young people.

Additional upgrades include picnic and BBQ areas, seating, water fountains, waste bins, landscaping, tree planting, and an irrigation system, creating a welcoming environment for family gatherings and social activities amidst natural surroundings. Solar pathway lighting and bike parking support sustainable initiatives and visitor safety.

Arthur Phillip Park has become a shared backyard for the community, serving as a versatile space for recreation and leisure.



Photograph: Simon Wood

Good & Bridge Streets Major Streetscape Upgrade (Granville)

This year's \$5.5 million investment for upgrades to Good and Bridge Streets in Granville resulted in enhanced streetscapes, with heritage-themed furniture, cobblestone pavements, and smart street-design elements for a welcoming and safe environment. Part of the NSW State Government's Parramatta Road Urban Amenity Improvement Program, the \$8.5 million major streetscape upgrade was carried out by the City of Parramatta.

Community consultation highlighted a lack of visual appeal, traffic, flora, and lighting on Good and Bridge Streets. The completed upgrades integrate technology for convenience, connectivity, and safety.

They also pay homage to the area's architectural heritage and include widened kerb ramps, a new pedestrian crossing, and the removal of kerb and gutter to improve accessibility.

Smart elements like CCTV, sensors, a digital screen, solar bins, and recharge tables were integrated to monitor improvements and enhance the environment and safety. The upgrades introduced 27 new mature trees, transforming the streetscape into a vibrant green space. The widened pedestrian pavement allows for future activation opportunities.



Photograph: Salty Dingo

Alfred Street Cycleway

Alfred Street in Rosehill is identified as a priority active transport route by Transport for NSW and Council. Delivered in stages, the Alfred Street Pedestrian and Cyclist Upgrade will connect the growing communities of Granville and Rosehill with the M4 Shared Path, Alfred Street Bridge, FS Garside Park and the Parramatta River.

In total the upgrade is worth over \$10M and funded by Council and the NSW Government through the Get NSW Active Program and Parramatta Road Urban Amenity Improvement Program.

This year, a new signalised crossing of Parramatta Road was completed, followed by Stage 1a between Eleanor Street and Gray Street with following stages to open soon. The proposed upgrades include new footpaths, bike path, priority crossings and tree planting along the route to provide improve safety and comfort for pedestrians and cyclists along their journey.

Other notable initiatives that relate to the Accessible goal:

- > **\$5.4m Rydalmere Park Upgrade:** Transformation of two existing sports fields and training equipment, lighting, landscaping and integration of rainwater irrigation system, pedestrian pathway, and improved off-street parking.
- > **\$3.0m Phillip Streetscape Upgrade:** Refresh of existing footpath pavement and parking bay with modern and contemporary granite and cobblestone paving, new street furniture and services installation.
- > **\$2.9m Sturt Park Telopea Upgrade:** Update to landscape including toilet, skate park and picnic facilities.
- > **\$2.1 million for 8.3km of new footpath construction,** as part of Pedestrian Access Mobility Program (PAMP).
- > **\$1.4m Experiment Farm Reserve:** Remediation works due to asbestos.
- > **\$1m Acacia Park Telopea:** Landscaping and park upgrades.
- > **\$1.07m Fitzwilliam Road at Binalong Rd and Reynolds Street Old Toongabbie:** Pedestrian safety and traffic signal upgrades.
- > **\$1.1m Parramatta Road at Marsh Road Clyde:** Pedestrian safety and traffic signal upgrade.
- > **\$0.7m Halvorsen Park:** Installation of a new amenities building, plus landscape improvements (trees, turf, irrigation system, new concrete linking footpath).
- > **\$0.69m Old Kings Foreshore Lighting Upgrade:** Improved lighting along shared pedestrian and cycle path between Marsden Street Weir and O'Connell Street.
- > **\$0.5m Coffey Street and Hilder Road, Ermington between River Road and Tristram Street:** Upgrades to stormwater drainage and roadwork.
- > **\$0.22m Walter Brown Park Playground Upgrade.**

WELCOMING

We foster belonging and celebrate culture and diversity.

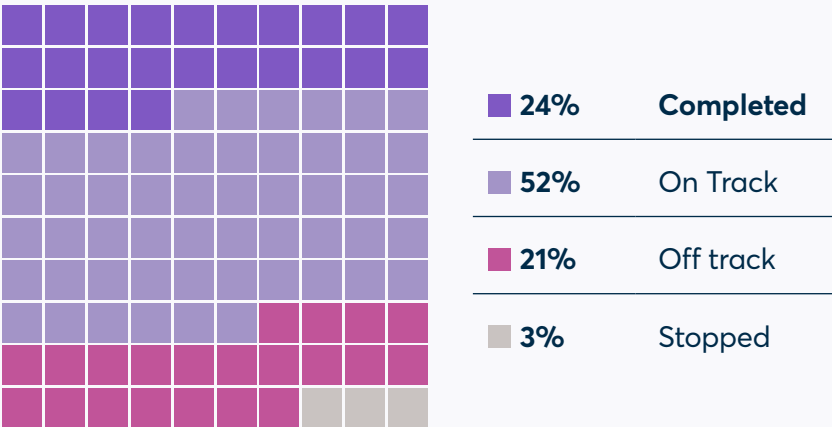
Parramatta has an incredibly rich history, from the Dharug peoples who have inhabited this land for more than 60,000 years, to the recently migrated. Our diversity of cultures and sense of community are our City's greatest strengths, and fundamental to our identity. Our histories are colliding, creating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

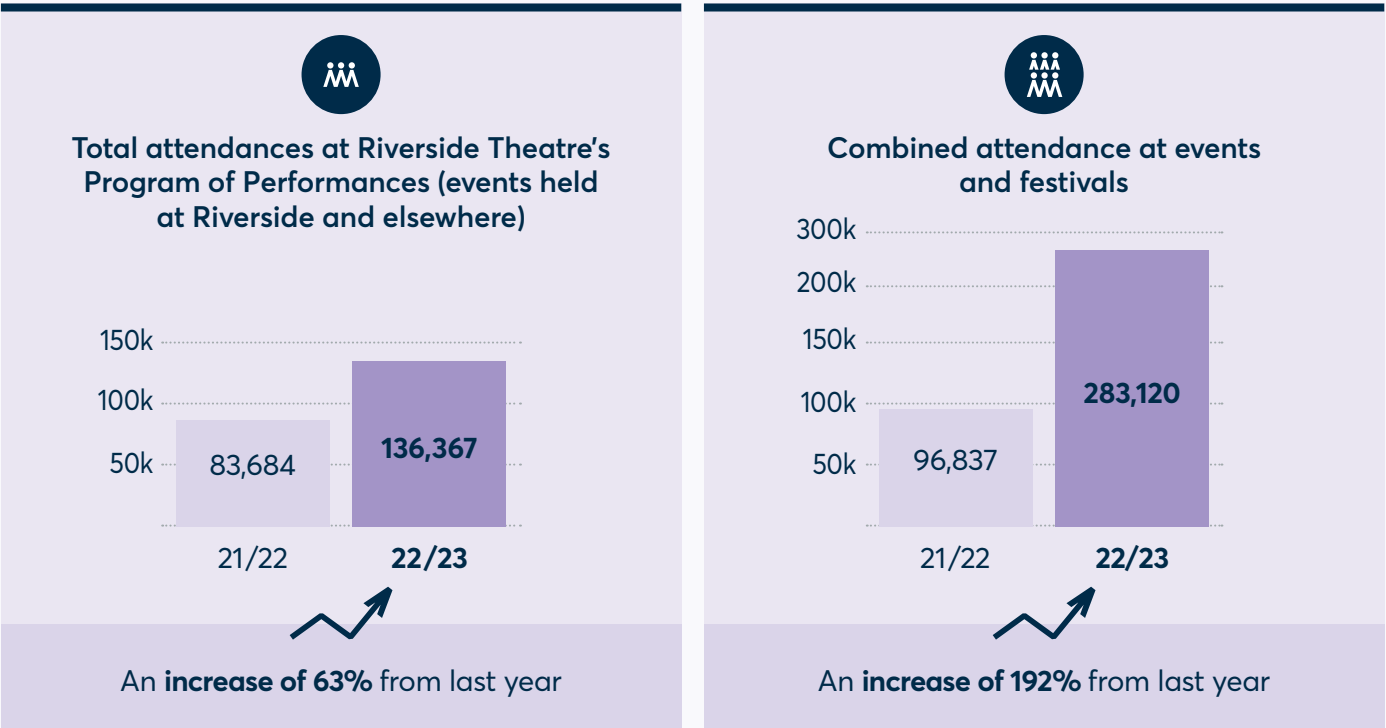
This section explores how Council has delivered Welcoming goal activities as presented in our Delivery Program and Operation Plan (DPOP) for 2022/23. Full details can be found in [Council's Q4 Report](#) against the [DPOP](#) on Council's website.

There are 29 projects that aim to deliver on our Welcoming goal.

Welcoming Projects



Our LGA continues as the centre for creativity, diversity and place making. An increase in active engagement at our arts and cultural venues and programs highlights the value and desire to socialise and celebrate locally.



Council provides opportunities for the community to participate, celebrate and commemorate in the civic, heritage and cultural life of the City.

This includes producing and delivering:

- Events & Festivals
- Civic Events
- Key Event Partnerships
- Community Events Grants

Number of artists supported via cultural programs and projects by Parramatta Artists' Studios.

108

> Council aims to promote the growth of arts and culture and champion the role that culture plays in city building.

Number of art and cultural programs developed and delivered:

56

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

First Nations Strategy & Advisory Committee

Building on the relationships, respect, opportunities, and positive outcomes established in Council's Stretch Reconciliation Action Plan (2017–2020), Council continues to make progress in developing its inaugural First Nations Strategy for 2022/23.

The First Nations Strategy embodies a unique framework specific to the City of Parramatta, demonstrating Council's commitment to the fundamental principles of the Uluru Statement of the Heart: Voice, Makarrata (meaning 'Treaty' in Yolngu), and Truth.

Extensive stakeholder engagement, involving both First Nations and non-First Nations community members, helped shape and focus the First Nations Strategy, for exhibition in September 2023.

The First Nations Advisory Committee played a significant role in shaping the First Nations Strategy. The Committee advises Council on strategic matters and projects, ensuring that the perspectives and concerns of the local First Nations communities, including the Traditional Owners, are considered.

Keeping Place, PHIVE, 5 Parramatta Square

The Aboriginal Keeping Place at PHIVE is a significant cultural facility and one of great significance to Aboriginal communities.

Established in consultation with Dharug Traditional Custodians, it is a place for the safe keeping and custodianship of cultural objects including secret and sacred artefacts, non-sacred cultural material, artworks and knowledge to be conserved and celebrated on Country.

The Keeping Place also provides a safe space for the return of cultural material from museums and other collecting institutions back to Country.

The Dharug Traditional Custodians and First Nations community maintain cultural heritage rights over the Keeping Place.

Parramatta Lanes celebrates 10 years

Over four spectacular nights from 12 to 15 October, Parramatta Lanes attracted more than 70,000 visitors to enjoy the City's playground of Eats Beats and Arts, and the festival's 10th anniversary celebrations.

Parramatta Lanes is Council's premier street festival, with the 2022 event driving a 40% increase in attendance compared to pre-COVID years.

Photograph: Cassandra Hannagan Photography



Community Love: A celebration of the people of Parramatta

The multi-channel "Community Love" campaign spanned five weeks, dedicated to honouring the people of Parramatta and giving voice to their remarkable tales.

Council's approach to this campaign revolved around highlighting the collective narrative, rather than individual accounts, underscoring the notion that the whole surpasses the sum of its parts.

Through this approach, Council infused vitality into the vibrant tapestry woven by the people of Parramatta, showcasing their diversity and liveliness.

By sharing inspiring stories from the City's community, Council brought to life the profound connection between Parramatta's narrative and the individuals who shape it, fostering a strong bond between the brand and the community.

Serving Community Diversity

Parramatta is one of Australia's most diverse and inclusive communities and Council has coordinated and supported a range of events, programs and opportunities to amplify the unique and valued voices of people from the City's LGBTQIA+ communities, including:

- > **Welcome Here** program, delivered in partnership with Woolworths Group, supporting local businesses and services to create and promote safe spaces for the LGBTQIA+ community
- > **Pride in Diversity Greater Western Sydney Summit**
- > **Parramatta Pride Picnic**
- > **Sydney WorldPride:** From 17 February to 5 March 2023, City of Parramatta joined local communities in welcoming the world's largest LGBTQIA+ festival to Australia and coordinated an exciting lineup of events and activities across the CBD

Other notable initiatives that relate to the Welcoming goal:

- > Delivery of Council's Events program - refer to Annual Report, 2.01 Events Timeline, for more details of Council's civic, community and cultural events
- > Creation of The Dharug Circle, Parramatta Square, a sacred space where Dharug people can gather, conduct ceremony and engage in cultural practice, September 2022
- > Commenced review of Council's Cultural Strategy
- > Delivery of public artwork program installations across the City which includes:
 - > Firesticks memorial, in honour of First Nations servicemen and women, Queens Wharf Reserve Parramatta River, July 2022
 - > Place of the Eels, gleaming eight-metre-tall replica vintage bus in Parramatta Square, September 2022

3.07

GREEN

We value and care for 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.

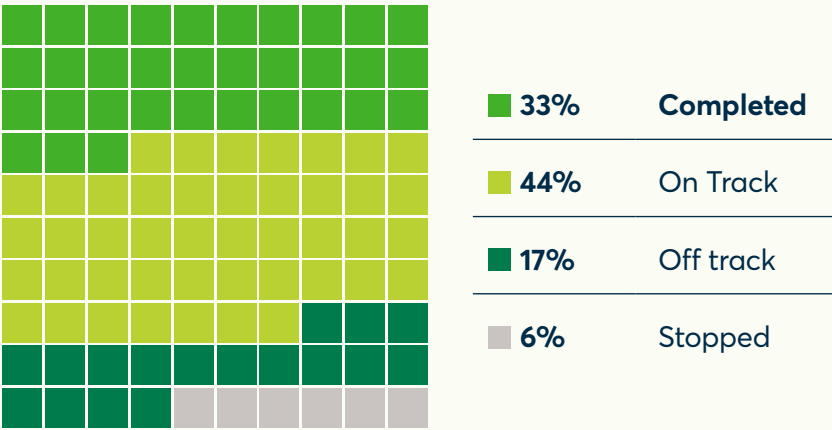
More energy efficient buildings attract significant businesses and investors, and good indoor and outdoor environments contribute to improved wellbeing.

Presented below tracks how Council has delivered Green goal activities as presented in our Delivery Program and Operation Plan (DPOP) for 2022/23. Full details can be found in [Council's Q4 Report](#) against the [DPOP](#) on Council's website.



There are 18 projects that aim to deliver on our Green goal.

Green Projects



Photograph: Simon Wood Photography

The City of Parramatta strengthened leadership in environmental management, achieving Council's first initiatives in sustainable infrastructure and design and prioritising the revitalisation of our natural spaces in partnership with the local community.

Tonnes of carbon emissions generated by Council operations

12,152 tCO₂e (tonnes)

Council has achieved an **11.89% decrease** on the previous year.

Number of street trees planted this year

2,600 in Total

Parramatta Light Rail funding contributed to **1,000 trees planted in Quarter 4.**

Council's remaining carbon emissions include:

- Natural Gas
- Council Fleet
- Supply Chain (Scope 3)

Community Satisfaction with planting of trees in your local area

3.24/5

Combined percentage of streets swept on a regular basis

95%

This is a **significant improvement** on the previous year (84.25%)

Percentage of waste diverted from landfill

Quarter	Percentage
Q1	52%
Q3	54%
Q3	54%
Q4	52%

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

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

Net Zero Leadership

With a commitment to reduce carbon emissions by 60 per cent by 2038, Council led the way with:

- > **PHIVE, 5 Parramatta Square:** one of Australia's leading 6 Green Star, energy and water efficient and carbon neutral buildings.
- > **Parramatta Square:** First Council in Australia to achieve a Carbon Neutral Public Domain at Parramatta Square.
- > First council in Western Sydney, and one of only three Councils in NSW, to obtain Carbon Neutral certification under the Climate Active Standard.
- > **Renewable electricity agreement:** 41% reduction in emissions, achieved through 100% renewable electricity, solar and lighting upgrades.
- > **Smart LED Streetlight Project:** NSW first with upgrading major roads with smart programmed LED streetlights that consider pedestrians, wildlife and traffic.
- > **Solar installations:** installation of solar canopy and panels at Justice Precinct Car Park, PHIVE and Parramatta Aquatic Centre. In total, Council now has solar panels on 20 buildings with a total capacity of 450kW, reducing facilities electricity carbon emissions by 13.5%.
- > **Transitioning all Council vehicles to low emissions:** Council has introduced 35 hybrid passenger vehicles into our fleet; and its first fully battery electric vehicle (EV), as part of Council's commitment to transition its passenger vehicle fleet to low and zero emission vehicles by 2030, with a target of at least 20% EVs.

City for Nature

As a city for nature, Council has worked with partners and the community to give the City a green make-over including:

- > **Greening Parramatta Program:** In partnership with NSW State Government, over 2,600 trees have been planted in streets and parks, prioritising areas vulnerable to urban heat.
- > **Community Tree Champions:** A volunteer program engages residents in tree planting, with 140 Tree Champions fostering community ownership.
- > **Parramatta Light Rail Tree Planting:** In partnership with Transport for NSW, more than 2,500 trees are being planted to replace those removed during the light rail construction. These tree replacements are at a ratio of between 2:1 to 8:1, where between 2 or 8 trees are planted for each tree removed.
- > **National Tree Day:** Council hosts a major tree-planting event, with volunteers planting 10,000 plants each July.



Water is Life

As the Central River City, Council works with partners and community to have water at the heart of decision making, including:

- > **Parramatta River Vision:** Council has endorsed a new vision for Parramatta River as a Central River Parkland, encompassing over 870ha of open space. The vision recognises the river as a vital environmental, social, and cultural asset in Greater Parramatta to Olympic Park. It prioritises waterfront open space, aims for world-class city-shaping outcomes, and encourages collaboration with stakeholders to honour the river as a living entity.
- > **Milson Park Wetlands Masterplan:** In collaboration with Sydney Water, Council is enhancing Finlaysons Creek at Milson Park. The multimillion-dollar upgrade, completed in 2023, includes wetlands, a bioretention basin, pollutant traps, and a stormwater pumping station. These improvements facilitate natural water filtration, removing pollutants such as phosphorus, nitrogen, and suspended solids. Pathways, bridges, seating, and interpretive signage allow the community to enjoy and understand the wetlands' positive impact on water quality.
- > **Parramatta River Catchment Group (PRCG):** Council actively supports the PRCG, an alliance of Councils, government agencies, and community groups. The aim is to make Parramatta River swimmable by 2025 through measures like stormwater runoff improvements, planning controls, litter collection, bank stabilisation, and community engagement.



Photograph: Simon Wood Photography

Other notable initiatives that relate to the Green goal:

- > Council launched the online Disaster Alert Dashboard, a centralised page for the community to access live emergency information and advice, January 2023
- > Commenced review of Council's Environmental Sustainability Strategy.
- > Event celebrations for World Environment Day, May 2023

3.08

THRIVING

We are a nation-leading City with prospering communities and industries.

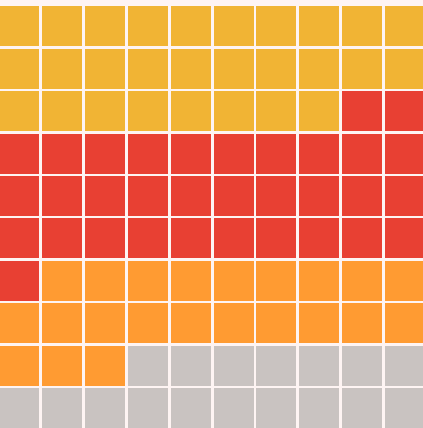
Our Thriving strategic goal recognises that businesses succeed in prosperous communities, and employers benefit when students graduate from school and tertiary education and are equipped with skills for the workforce. Individuals and families can improve their circumstances when they have the training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

Presented below tracks how Council has delivered Thriving goal activities as presented in our Delivery Program and Operation Plan (DPOP) for 2022/23. Full details can be found in [Council's Q4 Report](#) against the [DPOP](#) on Council's website.



There are 36 projects that aim to deliver on our Thriving goal.

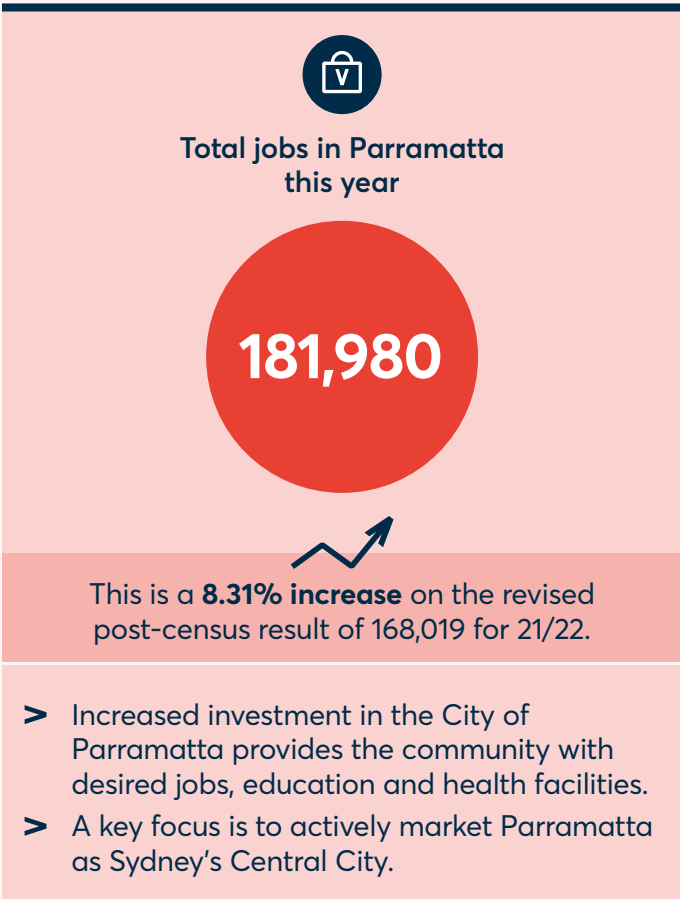
Thriving Projects



28%	Completed
33%	On Track
22%	Off track
17%	Stopped



The City of Parramatta's transformation to a central and global city progresses with successful growth in sustainable economic development through the reactivation of local spaces, collaboration, promotion and strategic investment across the LGA.



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

Parramatta Square

In the mid-1990s Council took a bold decision to invest in a vision to create Parramatta Square as the new beating heart of the city.

Led by City of Parramatta and precinct landholders Charter Hall, AREF and Walker Corporation, the redevelopment of Parramatta Square supports the future economic growth of Parramatta with:

- > A \$138.6m state-of-the-art, sustainable community, cultural and civic hub – PHIVE.
- > 267,000sqm of retail and A-grade office space spread across four towers - the largest commercial development in the nation by lettable area.

The \$3.5 billion rebuild of Parramatta Square, completed in December 2022 is one of the largest urban renewable projects in Australia. The rebuild will support the City's rapidly growing population and confirm the City as an economic powerhouse in Greater Sydney.

The completion of Parramatta Square is a significant milestone in Parramatta's journey, underscoring its growing commercial and social importance in the Western Sydney region.

Investment in Cultural Precincts and Community Spaces

Riverside Theatres Redevelopment Project

Riverside Theatres is the premier performing arts venue in Western Sydney. It is the heart of performance culture in Parramatta, offering live performing arts experiences and a variety of significant community events. Well-established and highly respected both by the local community and the national arts industry, Riverside is a successful cultural and community asset of the City of Parramatta Council.

In December 2022, Council approved a detailed business case to transform the Council-owned-and-operated Riverside Theatres into the centrepiece of Parramatta's revitalised arts and culture precinct.

Council is investing more than \$136m, with \$40m in WestInvest NSW Government funding also secured for the refresh project.

The modernised facility will double capacity to meet the needs of the current and future population of the City and Greater Sydney and is intended to benefit the local community, residents of Western Sydney, Greater Sydney and domestic and international tourists alike.

Parramatta's Night Time Economy - Purple Flag

Parramatta achieved Purple Flag accreditation in May 2023. Purple Flag is an international initiative, that demonstrates the City's CBD meets international standards of excellence in night time vibrancy, diversity and safety.

Purple Flag is a program that recognises night time hubs that are safe, accessible, and diverse, promoting a vibrant after-dark experience for all.

Parramatta's CBD is the first Western Sydney location to earn the Purple Flag accreditation, and only the second in Australia. The accreditation was achieved through a partnership between City of Parramatta, The Office of the 24-Hour Commissioner, and an ongoing working group of local businesses and industry partners.

Through the recognition and celebration of the City's night time offerings and experiences, Parramatta's night time economy is able to build on the initial economic boost the accreditation drives. This helps create a sustained and illustrated track record of economic growth for night-time businesses across all sectors.



WestInvest NSW Government Funding

Under the NSW Government's WestInvest program, almost \$200 million in funding has been announced for projects submitted by the City of Parramatta Council. These projects will transform and meet the future needs of communities across Parramatta, North Parramatta, Westmead,

Granville, Lidcombe, Silverwater, Epping and Carlingford, with a key focus on improving access to outdoor and recreation space and the quality of community and cultural infrastructure across the LGA.



Land Use Planning Harmonisation Framework

A significant milestone for our City was achieved with the completion of the Land Use Planning Harmonisation Framework. This consolidated five sets of planning controls that applied after local government boundary changes in May 2016.

The harmonised Parramatta Development Contributions Plan came into effect from September 2021, the harmonised Parramatta Local Environmental Plan 2023 came into effect from March 2023, and the harmonised Parramatta Development Control Plan 2023 is in effect from September 2023.

Other notable initiatives that relate to the Thriving goal:

- > Advocacy event for Greater Parramatta and Olympic Peninsula (GPOP), with City of Parramatta, Business Western Sydney, Western Sydney Leadership Dialogue and Western Sydney University, June 2023
- > Commenced review of Council's Economic Development Strategy

INNOVATIVE

We champion new ideas to create a better future.

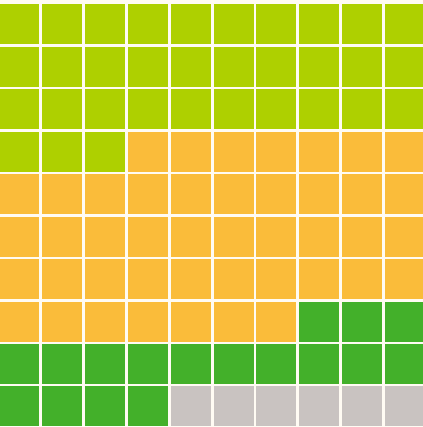
Our Thriving strategic goal recognises that businesses succeed in prosperous communities, and employers' benefit when students graduate from school and tertiary education and are equipped with skills for the workforce. Individuals and families can improve their circumstances when they have the training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

Presented below tracks how Council has delivered Thriving goal activities as presented in our Delivery Program and Operation Plan (DPOP) for 2022/23. Full details can be found in [Council's Q4 Report](#) against the [DPOP](#) on Council's website.



There are 21 projects that aim to deliver on our Innovative goal.

Innovative Projects

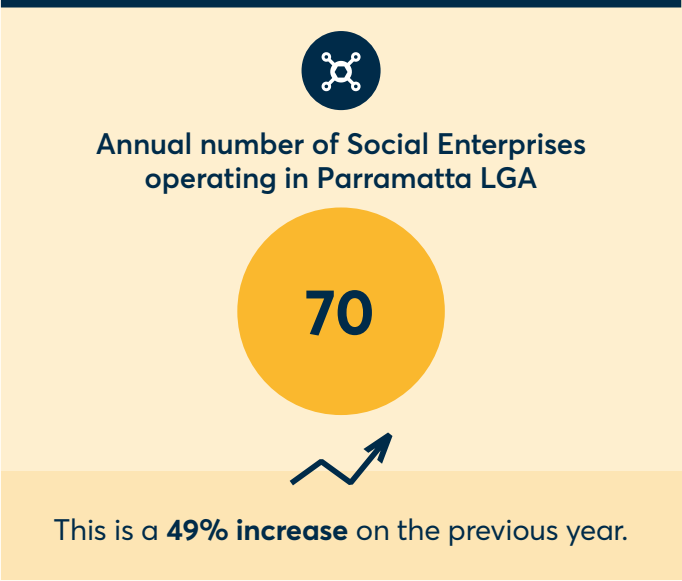


33%	Completed
44%	On Track
17%	Off track
6%	Stopped



Photograph: Simon Wood Photography

Innovation drives all aspects of research and development at Council, to respond to key challenges and work towards a sustainable Smart City with a particular focus on connecting our communities through new technologies, hubs and forums.



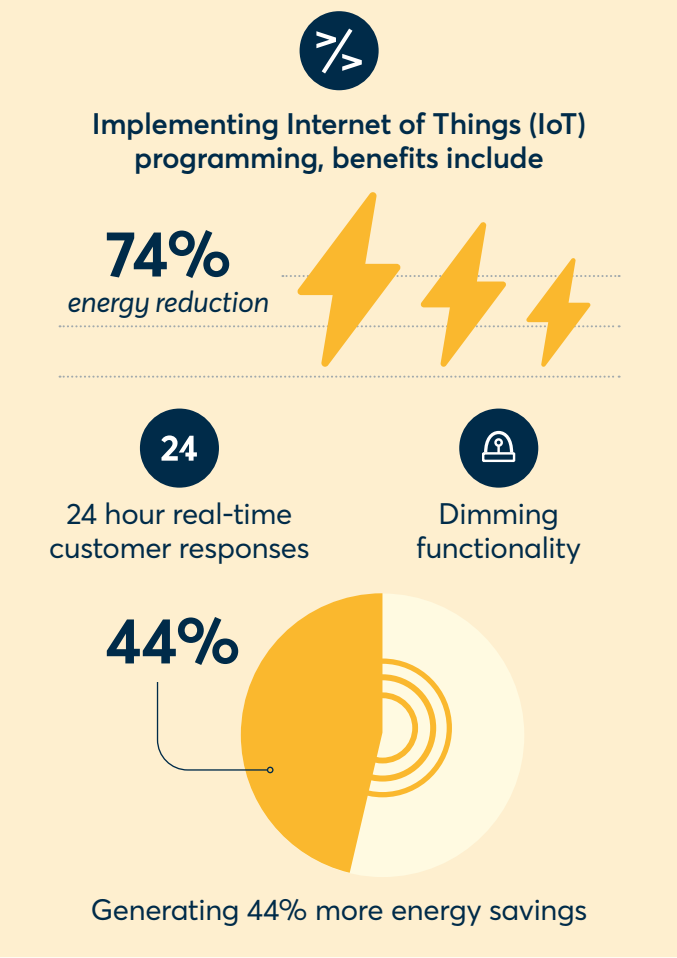
> Council innovates digital engagement by leveraging interactive platforms, employing data-driven insights and incorporating user feedback, we tailor our online presence to address community needs effectively and enhance civic participation.



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



> Council in partnership with Endeavour Energy, implemented the largest major road smart LED lighting and data-driven programming upgrade in NSW, transforming 4,000 lights from an infrastructure asset into a community responsive asset.



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

Social Enterprise World Forum

In September 2022, the City of Parramatta, in collaboration with Start Some Good, coordinated a bus road trip for local social entrepreneurs to attend the Social Enterprise World Forum (SEWF) in Brisbane.

The SEWF is a global gathering that unites thousands of individuals from across the globe with the goal of fostering community, enhancing capacity, and promoting progress within the social enterprise sector.

Council's coordination of the bus trip enabled Parramatta's social entrepreneurs to not only physically attend SEWF, but also establish connections among 43 like-minded people. The road trip experience helped establish camaraderie among the newfound network of entrepreneurs, leading to greater confidence among participants to engage in networking opportunities at SEWF.

All participants agreed that the road trip greatly contributed to their ability to maximise their experience at SEWF.

This initiative was supported with funding from the City of Sydney and Minter Ellison.

Phillip Lane Lighting

Phillip Lane in Parramatta's CBD has been transformed into an inviting shared public space with art and creative lighting.

Thanks to funding from NSW Government, a trial initiative successfully transformed the lane with vibrant furniture, lush plants, enchanting music, and imaginative lighting.

Community feedback led to the selection of the winning concept, 'Burra burawa burring gili' by Cundall Light4.

The lighting design, inspired by the Parramatta River and the burra (eel), gracefully winds through Phillip Lane.

The project received the Mainstream Australia Award for 'Best Main Street Streetscape and Design' in 2023, recognising Council's commitment to innovative initiatives.



Photograph: Brett Boardman



Expansion of Education and Innovation Precincts

In Parramatta, the education and training sector is worth \$1.6 billion and employs more than 11,500 people. Six universities, numerous colleges, and graduate schools call Parramatta home, with more than 25,000 students enrolled across the City's university campuses. The Westmead Health and Innovation District is Australia's largest concentration of health, education, and research facilities with plans to further grow innovation and education opportunities.

Initiatives and projects supporting the education sector in Parramatta include:

- > **The Engineering Innovation Hub**, a collaboration between Western Sydney University and the University of NSW, delivers a world-class hub for learning, research, innovation, and entrepreneurship, and is home to startup incubator LaunchPad which Council supports and works with to build capability.

- > **The Western Sydney Startup Hub (WSSH)** opened in October 2022, providing 1,500sqm of modern co-working spaces with premium amenities and access to a suite of programs and events, to support technology startups, scaleups, small businesses, and corporates. Located in North Parramatta, the WSSH is powered by Spacecubed and supported by the NSW Government.
- > The NSW Department of Planning and Environment's Place Strategy for Westmead which aims to build and expand world-class health, research, education, and innovation at Westmead and North Parramatta with exceptional place outcomes for workers and residents by 2036. The precinct is expected to attract 50,000 jobs to the Westmead precinct by 2036.

Other notable initiatives that relate to the Thriving goal:

- > Council hosted the City's first ever "Youth Debate", for Year 10 and 11 students from local High Schools held at PHIVE Council Chambers, May 2023
- > Council hosted the TedxSydney Youth Event "Future Creators", for five young people to pitch their big idea for the future of the City, held at Riverside Theatres, May 2023
- > Commenced Council's Leadership Strategy, developing capable leaders with a global city mindset to achieve community goals
- > Commenced review of Council's Smart City and Innovation Strategy

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

<p>KOREAN</p> <p>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.</p>	<p>CHINESE</p> <p>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客户服务处, 电话 9806 5050。客户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。</p>
<p>ARABIC</p> <p>إذا كنت بحاجة للمساعدة في ترجمة هذه النشرة, اتصل بـ TIS 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.</p>	<p>HINDI</p> <p>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।</p>

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