

State of our City Report 2021-2024



**CITY OF
PARRAMATTA**

TABLE OF CONTENTS

1 INTRODUCTION

Recognition of and commitment to the Dharug people	7
Purpose and context of report	8
Councillor information	10
Highlights from term	12

2 OUR TERM IN REVIEW

Our Community Strategic Plan goals	16
FAIR	18
Our progress towards our community outcomes	19
Spotlight projects	21
ACCESSIBLE	22
Our progress towards our community outcomes	23
Spotlight projects	24
WELCOMING	26
Our progress towards our community outcomes	27
Spotlight projects	29
GREEN	30
Our progress towards our community outcomes	31
Spotlight projects	33
THRIVING	34
Our progress towards our community outcomes	35
Spotlight projects	37
INNOVATIVE	38
Our progress towards our community outcomes	39
Spotlight projects	41
Where we are headed	43



1.00 INTRODUCTION

1.01 — Recognition of and commitment to the Dharug people	7
1.02 — Purpose and context of report	8
1.03 — Councillor information	10
1.04 — Highlights from term	12



Parramatta Aquatic Centre



1.01

Recognition of and commitment to the Dharug people

Wadyiman Barramada gulbanga naadyi Barramadagal Dharug Ngurrayin, badu, burra barramadagal dharug yurayin.

City of Parramatta recognises the Dharug People as First Australians, peoples of the oldest continuous living culture in the world.

For more than 60,000 years, Parramatta has been home to the Baramadagal and other Dharug peoples, the Traditional Owners of the land we call the City of Parramatta today. The Baramadagal and other Dharug peoples have cared for and nurtured the habitat, land, and waters for thousands of generations, and maintain an ongoing connection to Parramatta and its surrounding areas.

As a community, we can learn from the resilience and community spirit of First Nations people to best ensure a sustainable City for all. Parramatta has always been an important meeting place for the First Nations people, particularly the Parramatta River, which has provided life and vitality since the beginning of time (The Dreaming).

The name Parramatta is derived from the word Baramada/Burramatta or 'place where the eels lie down' (breeding location for eels within the Parramatta River). City of Parramatta recognises the significance of this area for all First Nations people as a site of early contact between the

First Australians and European Colonists, and Parramatta remains an important meeting place for the First Nations community.

First Nations people continue to play a vital role in the ecological, economic, social and cultural life of Parramatta, while maintaining a distinct culture built on the principles of Caring for Country, the primacy of family, and the dignity and governance of Elders.

At City of Parramatta, we aspire to a future where the cultures, histories and rights of all First Nations people are understood, recognised, and respected by all Australians. City of Parramatta is committed to playing an active role in making this future a reality. City of Parramatta is proud to acknowledge the ongoing stewardship of Country by Dharug and other First Nations people and to celebrate their enduring wisdom, strength, and resilience.

Always Was, Always Will Be, Aboriginal Land.

1.02

Purpose and context of report

Under the *Local Government Act (Planning & Reporting) 2009 (NSW)*, councils are required to take a rigorous approach to strategic and financial planning.

The Integrated Planning and Reporting (IP&R) framework is used by Council to connect various strategic plans, enabling closer collaboration between Council, the community, and our partners to achieve a shared vision and committed action.

Council's **2021-2024 State of our City** report details the progress towards the actions in the **Community Strategic Plan 2018-2038: *Butbutt yura barra ngurra***, at the end of the Council term.

What is the Community Strategic Plan?

The Community Strategic Plan is the highest level of plan that Council prepares and is developed through extensive consultation with the community to inform the strategic direction of the City. It identifies our long-term vision, goals and aspirations for the future, and strategic actions for achieving these goals.

This report covers a shorter time period than the usual Council term of four years due to the COVID-19 pandemic postponing the September 2020 elections to December 2021. It is the second review of the Community Strategic Plan since its endorsement in 2018 and will inform the next review due in 2025.



OUR INTEGRATED PLANNING AND REPORTING FRAMEWORK



1.03

Councillor information

At elections, residents and non-residents (businesses and landowners) elect fifteen Councillors (three per ward) to the five wards of Parramatta. The Lord Mayor and Deputy Lord Mayor are then elected by the Councillors.

This Council term saw three Lord Mayors (Councillor Donna Davis, Councillor Sameer Pandey, and Councillor Pierre Esber) and two Councillors resign during the term (Councillor Donna Davis and Councillor Dan Siviero).



Councillor
Pierre Esber
Lord Mayor
25 Sep 2023 - 13 Sep 2024
(End of Term)



Councillor
Michelle Garrard



Councillor
Kellie Darley

Dundas Ward



Councillor
Sameer Pandey
Lord Mayor
22 May - 25 Sep 2023
Deputy Lord Mayor
10 Jan 2022 - 22 May 2023



Councillor
Henry Green



Councillor
Phil Bradley

Parramatta Ward



Councillor
Donna Davis MP
Lord Mayor
10 Jan 2022 - 22 May 2023
Resigned from her role as a Councillor for the City of Parramatta on 23 Jan 2024



Councillor
Cameron MacLean
Deputy Lord Mayor
13 Jun - 25 Sep 2023



Councillor
Lorraine Wearne

Epping Ward



Councillor
Dr Patricia Prociv
Deputy Lord Mayor
25 Sep 2023 - 13 Sep 2024
(End of Term)



Councillor
Paul Noack



Councillor
Dan Siviero
Resigned from his role as a Councillor for the City of Parramatta on 14 Jun 2024

Rosehill Ward



Councillor
Ange Humphries



Councillor
Georgina Valjak



Councillor
Donna Wang

North Rocks Ward

Highlights from the term

Transforming our CBD

This Council term began as Australia was starting to reopen its borders to a post-pandemic world, and in the three years since then Parramatta's landscape has rapidly changed. Long term aspirations for the City have come to fruition as the CBD has been transformed with the opening of Parramatta Square, and key

community infrastructure including PHIVE and the Parramatta Aquatic Centre. How we enter the City has changed with the completion of the Westmead to Carlingford light rail, and the upgraded Charles Street Square as the entry to Parramatta via the river.



Parramatta Square

The redevelopment completed in 2022 consists of six new buildings, 6000 square metres of public space, and installation of two public art sculptures.



Parramatta Town Hall

Reopened in December 2023 as a premier events space.



PHIVE

September 2022 saw the opening of a six-level community, cultural, and civic hub including a two-level library in Parramatta Square.



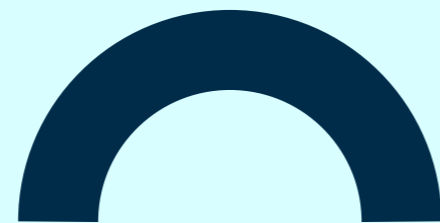
Charles Street Square

The \$12.9 million upgrade to the entry to Parramatta via the Parramatta Quay ferry wharf was opened in November 2023.



Parramatta Aquatic Centre

After the closure of the Parramatta War Memorial Swimming Centre in 2017 due to the site being developed into Parramatta Stadium by the State Government, the \$88.6 million PAC opened in September 2023 and includes indoor and outdoor swimming areas, as well as a health and wellness centre.



Across the local government area

The City of Parramatta is a diverse region with a range of community needs and infrastructure requirements across the LGA. This Council term has seen a continued commitment to improving our parks, sportsgrounds, community centres and road networks through medium to large-scale projects such as The Better Neighbourhoods

Program, Epping Library upgrade and Alfred Street Bridge. The relocation of the Parramatta Artist Studios has promoted the expansion of creative and cultural production outside the CBD. Key partnerships projects such as the Milson Park redevelopment at Westmead and the Parramatta Light Rail is working towards an accessible, sustainable and well-connected City.



Parramatta Artists Studios Granville

Opened in May 2024 and features 12 artist studios and a multipurpose programming space.



Parramatta Light Rail Stage 1

Delivered by the NSW Government, connects Westmead to Carlingford via Parramatta CBD and Camellia with 16 light rail stops.



Alfred Street Bridge

Opened in October 2023, the 200 metre active transport bridge connects James Ruse Drive and the Gasworks Bridge.



Epping Library upgrade

Reopened in February 2022, the upgrade created additional rooms and community meeting spaces.



Milson Park

Redeveloped in partnership with Sydney Water, the Westmead park re-opened in May 2024 with over 40,000 native plants, recreational facilities, artificial wetlands, active transport network, and improved stormwater drainage.



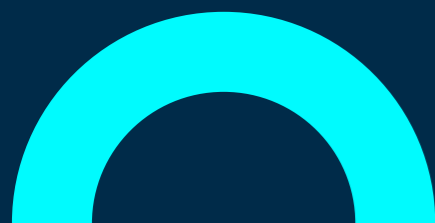
Improving Our Neighbourhoods

Parks and streetscape upgrades have been completed at sites across the LGA such as Epping Town Centre, the Chisholm Centre in Winston Hills, Don Moore Reserve and Ermington's Stamford Ave shops to promote vibrant town centres through rejuvenation, activation and accessibility.

2.00

Our term in review

2.01	Our Community Strategic Plan goals	16
2.02	FAIR	18
	Our progress towards our community outcomes	19
	Spotlight projects	21
2.03	ACCESSIBLE	22
	Our progress towards our community outcomes	23
	Spotlight projects	24
2.04	WELCOMING	26
	Our progress towards our community outcomes	27
	Spotlight projects	29
2.05	GREEN	30
	Our progress towards our community outcomes	31
	Spotlight projects	33
2.06	THRIVING	34
	Our progress towards our community outcomes	35
	Spotlight projects	37
2.07	INNOVATIVE	38
	Our progress towards our community outcomes	39
	Spotlight projects	41
2.08	Where we are headed	43



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.



FAIR

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



ACCESSIBLE

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



WELCOMING

We foster belonging and celebrate culture and diversity.



GREEN

We value and care for our environment.



THRIVING

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



INNOVATIVE

We champion new ideas to create a better future.



How is the City tracking?

This report reflects on 19 city-wide indicators across the six CSP goals:



ON TRACK - 15:

Indicator is moving in the right direction or has achieved its target

WATCH - 2:

Indicator has not moved towards its target, but is stable

NOT ON TRACK - 2:

Indicator has moved in the wrong direction against its target

2.02 FAIR

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

As the City of Parramatta grows economically, our people must also be supported with the same investments to grow. 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 will create many opportunities for a new and more diverse mix of high-quality housing, jobs and infrastructure.

For Council, our growing population and stronger rates base means an increased capacity to improve the lives of our community by addressing inequality and providing more resources to upgrade and expand essential services and facilities.

Council is committed to ensuring all members of our community can participate in the City of Parramatta's bright future.



Our progress towards our community outcomes

OUTCOME: F.1

Our spaces and facilities meet our needs and support health and wellbeing

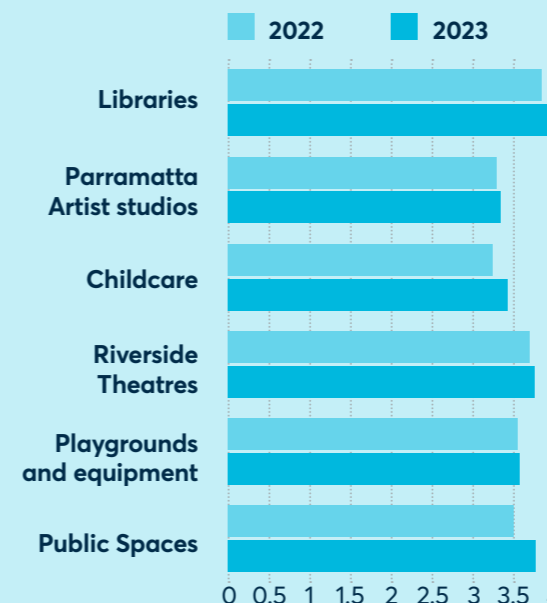
This term, Council has continued to deliver new and upgraded community infrastructure across the LGA. Within the CBD, there has been the launch of a new library at PHIVE, as well as the highly anticipated opening of the Parramatta Aquatic Centre and Charles Street Square.

Elsewhere, Council has invested in community facilities and spaces that suit our diverse community from childcare centres, children's playgrounds, library spaces, cultural and sporting facilities, and more.

INDICATOR: Mean of community satisfaction rating of Council facilities

TARGET: Maintain or increase on previous year

STATUS: ON TRACK



Over the past two years community satisfaction with Council facilities has increased across a range of infrastructure and community spaces.

OUTCOME: F.2

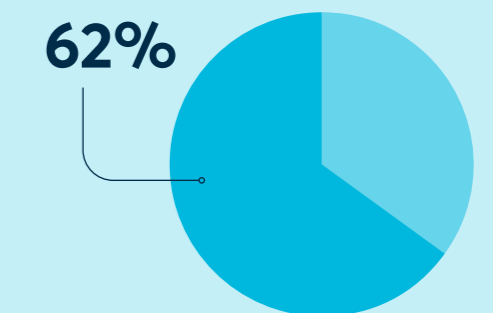
Our City is a destination for educational excellence, where everyone is supported to reach their full potential

Parramatta is a destination for education from pre-school through to post-graduate study. Council provides five early learning centres across the LGA, and a range of programs in a variety of languages through our library network. The City is home to six universities, and has Australia's largest concentration of health, education and research facilities at Westmead.

INDICATOR: Community sentiment regarding the degree to which our city provides opportunities for people of all ages to learn and develop skills at any age

TARGET: Increase on previous results

STATUS: ON TRACK



Agree our city provides opportunities for people of all ages to learn and develop skills at any age



The community reaffirmed its sentiment that the City provides opportunities for people to learn and develop with a 10% increase in the past two years.

OUTCOME: F.3

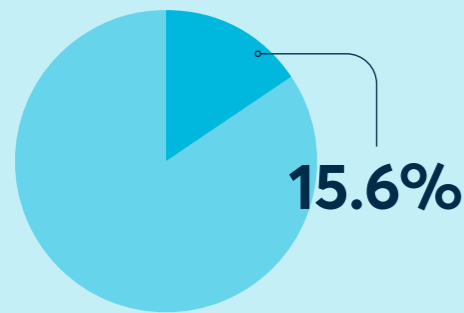
Everyone has a place to live that meets their needs

Council has continued to advocate and take action through its Affordable Housing Action Plan 2023-2025; Council currently owns 8 Affordable Rental Housing dwellings (all located within Parramatta CBD). In the pipeline are an additional 49 dwellings that have been negotiated through the Planning Agreement process. Council has exceeded its State Government set housing target set by 9%, with capacity for 25,829 dwellings added in the three-year period of 2021-2024.

INDICATOR: Percentage of households living in housing stress (includes rental and mortgage stress).

TARGET: Decrease on 2016 baseline

STATUS: **NOT ON TRACK**



Households living in housing stress (includes rental and mortgage stress)

2.5% increase between 2016-2021

The 2021 ABS census identified that almost one third (31%) of households in the private rental market were paying greater than 30% of their gross household income on rent, and 24% of those with a mortgage were paying greater than 30% of their gross household income in mortgage payments.

OUTCOME: F.4

Everyone can have a say and contribute to their community

Community can have their say on a wide range of issues and projects including setting the strategic direction of the City, key community issues and suburb specific projects.

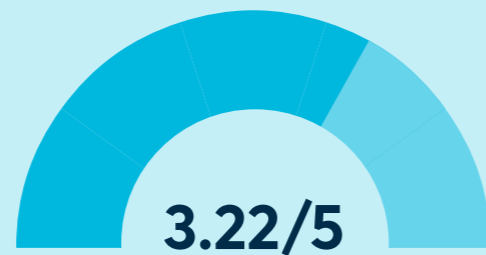
Council's dedicated online engagement platform – Participate Parramatta – receives an average of 19,640 visits per month. Face-to-face consultation is conducted regularly at our annual ward workshops, which commenced in 2022 and via project specific engagement. From June 2022 to August 2024, Council engaged on 164 projects and received nearly 14,000 submissions.

This term Council also adopted a refreshed Community Engagement Strategy, that outlines our approach to engaging with the community and stakeholders.

INDICATOR: Community satisfaction with the opportunity to have your say on key issues affecting community.

TARGET: Maintain or increase on previous year.

STATUS: **ON TRACK**



Mean community satisfaction rating with the opportunity to have your say on key issues affecting the community

Community satisfaction with having opportunities to have a say has stayed steady over this Council term.

Spotlight projects

Parramatta Aquatic Centre

The development of a new swimming pool for Parramatta has been a strong priority for Council, since the closure of the Parramatta War Memorial Swimming Centre in 2017. The Parramatta Aquatic Centre opened in September 2023 in time for Australia's reported third warmest summer, when one-fifth of Parramatta community members stated they would seek out a swimming pool to escape urban heat. In the first six months of its opening, more than 20,000 people attended swimming lessons, 4,000 school children attended swimming carnivals and there were over 2,000 swim school program registrations.



Affordable Housing Action Plan

In 2023 Council launched its Affordable Housing Action Plan 2023-2025 to provide more urgent and direct action through advocating on issues relating to housing affordability and working to increase the supply of affordable rental housing. Council additionally endorsed the Affordable Rental Housing Policy 2024 which will allow Council to better manage Council owned affordable housing properties and guide decision making on the acquisition of more affordable rental housing.

Town Hall

Originally opening as Council chambers in 1881, Parramatta Town Hall went through a 14-month restoration this Council term, opening in December 2023. Now a premier events space with a new state-of-the-art audio visual and lighting features in the main hall, a commercial prep kitchen, a passenger lift to the upper level and a contemporary glassed-in Southern Terrace overlooking Parramatta Square.

PHIVE Library

Council's centrally located library opened as part of PHIVE in September 2022. Located over two levels and home to over 65,000 books, the library has become a welcome addition to Parramatta Square. Inclusive to all ages and communities, it includes a children's area with regular Story Time, spaces for students to study, and programs aimed at Seniors as well as in a variety of community languages.

Social Sustainability Strategy 2024 – 2033

The Social Sustainability Strategy 2024-2033 is Council's vision for an equitable and resilient Parramatta where residents are safe, socially connected, and have what they need to live with dignity and to thrive. It establishes five priorities over the next ten years which will guide decision making in how Council plans and delivers community infrastructure, services, and programs.

2.03 ACCESSIBLE

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

An accessible city is an inclusive city which addresses the needs, and improves the wellbeing, of our community.

With one-in-twenty community members requiring day-to-day assistance due to disability, addressing barriers to inclusion through universal design principles and providing community support creates a more equitable city for all.

An equitable city extends to how we get around, therefore our City requires a robust public and active transport system that aids our community to get to where they want to go.



Our progress towards our community outcomes

OUTCOME: A.1

Our City is accessible to people of all abilities, ages and cultural backgrounds

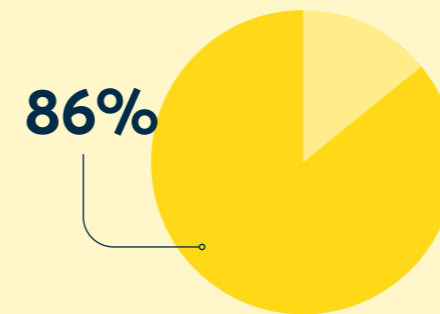
Our City's vision includes a liveable city, and being accessible is integral to this. Council has continued to deliver active transport links connecting the City including the Epping to Carlingford Cycleway, Rydalmere Foreshore, Milson Park, and Stage One of Alfred Street.

This term has seen the arrival of Stage One of Parramatta Light Rail connecting Westmead to Carlingford. Council continues to advocate for a connected City in the form of a Western Sydney Metro and Stage Two of the Parramatta Light Rail.

INDICATOR: Percentage of people who feel comfortable in public spaces in our Local Government Area

TARGET: Increase on previous results

STATUS: ON TRACK



Feel comfortable in public spaces in our Local Government Area

5% increase since 2021

In 2021, 81% of the community felt comfortable in public spaces in the LGA, a trend that continued into 2023 with a 5% increase.

OUTCOME: A.2

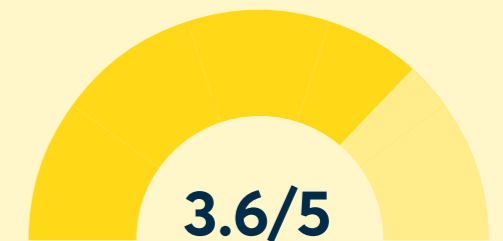
We are connected by well-designed integrated transport networks

Council is progressing on connecting our City for pedestrians and people riding bikes as it has: endorsed the Bike Plan 2024 which will deliver 20 kilometres of new bike paths by 2027; delivered the Alfred Street Bridge, a pedestrian/cyclist connection between James Ruse Drive and Gasworks Bridge which has approximately 600 users a day; and is committed to the delivery of the Bennelong Parkway Bridge and Paths – the final link in the Homebush Bay Circuit, an active transport corridor between Toongabbie to Westmead, and pedestrian and cycling paths to connect the Wilderline (the former T6 rail line re-imagined) to the M4 Shared Path (Duck River North) and Duck River South (Cumberland LGA).

INDICATOR: Community satisfaction rating with Council promoting sustainable transport options including footpaths, cycleways and public transport

TARGET: Maintain or increase on previous year

STATUS: ON TRACK



Mean community satisfaction rating with council promoting sustainable and active transport options

Community satisfaction with sustainable and active transport options continues to be rated highly with a score of over three out of five maintained over the past two years.

Spotlight projects

Disability Inclusion Action Plan 2022-2026

Council delivers a Disability Inclusion Action Plan (DIAP) every four years to drive inclusion for people with disability within the community. This term, the DIAP was renewed around four themes: developing positive community attitudes and behaviours; creating liveable communities; supporting access to meaningful employment; improving access to services through better systems and processes.



Alfred Street Bridge

Council has continued to build upon its active transport links this term, including the opening of a 200-metre long bridge connecting James Ruse Drive and Gasworks Bridge that makes the City easier to navigate for pedestrians and cyclists by providing a scenic and safe route across the river. As well as conveniently connecting residents on the north side of the river to light rail links on the south.



Accessible Infrastructure

This term Council has made it a priority to deliver accessible flagship infrastructure with the opening of PHIVE and Town Hall catering to a wide range of needs within the community by including a hearing augmentation system, and all entrances and levels being accessible for wheelchairs and prams.

Parramatta Aquatic Centre is working to raise knowledge and confidence in people with a disability to access its facilities and programs by providing opportunities for free trials and identifying quiet spaces and times for people who may struggle with sensory overload.



Prince Alfred Square

2.04 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.

With the increase in population, the continued drive for fostering community safety is a priority for us. Our City will continue to generate a strong sense of place, invite creativity, stimulate prosperity and celebrate our diversity.



Our progress towards our community outcomes

OUTCOME: W.1

We recognise that Parramatta has always been a gathering place, and our diversity is our strength

Parramatta is an incredibly diverse community that celebrates and fosters inclusion. This Council term has seen the establishment of a Dharug Keeping Place at PHIVE, the launch of the First Nations Strategy, the celebration of World Pride, and the recognition of "Little India" in Harris Park with a visit by the Indian Prime Minister.

INDICATOR: Percentage of the First Nations Strategy actions completed

TARGET: 100% of actions on track

STATUS: ON TRACK



100% of the First Nations Strategy's Year One actions are progressing on track.

OUTCOME: W.2

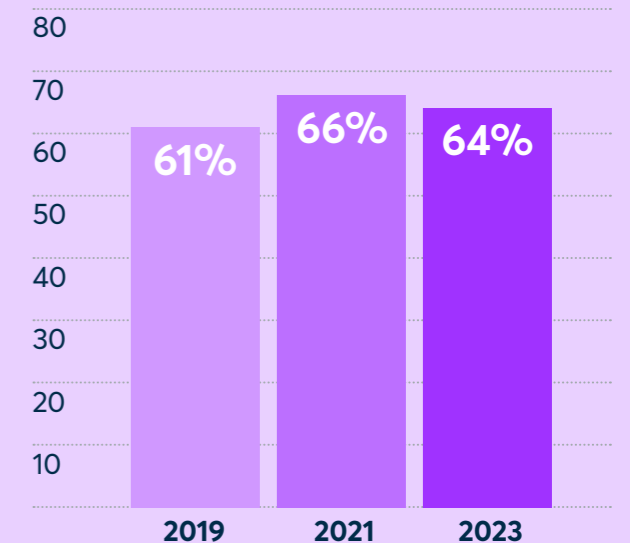
Everyone can participate, belong, and feel connected

The City has seen events that celebrate community connections with the tenth anniversary of Parramatta Lanes, and a celebration of key sporting events including the FIFA 2023 World Cup – with matches at Sydney Olympic Park and viewing opportunities in Parramatta Square, and the establishment of a partnership with Parramatta Eels to support women's participation in sport.

INDICATOR: Percentage of residents who feel they belong to the local community

TARGET: Increase on previous results

STATUS: WATCH



In 2023, 64% of residents agreed or strongly agreed that they belong to the local community. Though only a 2% decrease from 2021 results, Council will continue to monitor impacts on this measure.



OUTCOME: W.3

We all feel safe and free to enjoy our City

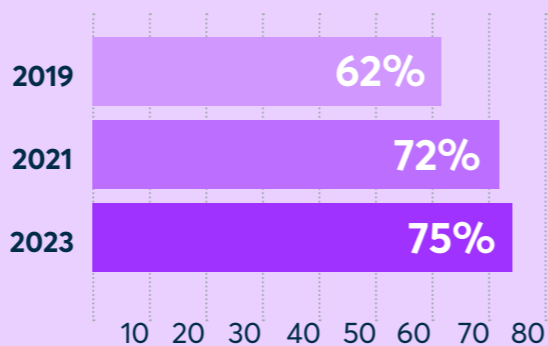
Feeling safe and free from fear of violence is integral to a thriving and welcoming city. Council has addressed themes of safety through a suite of plans including the launch of the Prevention of Domestic & Family Violence Action Plan 2022-2025 which outlines domestic violence responses and prevention strategies for the local area and Council’s workplace. Council also led a report examining dowry abuse in the local government area which found a lack of services, information and support for women experiencing dowry abuse.

The Crime Prevention Plan addresses the role of local government in community safety and crime prevention and guides Council’s work with key stakeholders including NSW Police, Transport for NSW, and Westfield. Council’s libraries continue programs including Cyber Security and awareness programs to assist our community to feel safe and be vigilant online.

INDICATOR: Percentage of residents who agree or strongly agree with "Our city provides safe and inclusive places to play and relax"

TARGET: Increase on previous results

STATUS: ON TRACK



Our local community affirms that the City provides safe and inclusive places to play with a 3% increase since the pandemic.

Spotlight projects

Planning for an inclusive, welcoming City

Across this term, Council was proud to champion key strategic documents towards a safer and welcoming City. These include:

- First Nations Strategy 2024-2029
- Social Sustainability Strategy 2024-2033
- Prevention of Domestic & Family Violence Action Plan 2022-2025

The development of these strategies involved extensive internal and external engagement and will be essential in informing the upcoming review of key Council strategic documents including the Community Strategic Plan and Delivery Program and Operational Plan.

A world-class events and activations program

Council’s events and activations program has rebounded strongly following significant COVID-19 impacts at the beginning of the Council term, which saw a number of events reduced or cancelled. Council continues to deliver an incredible, diverse array of community events and festivals of all sizes – from Family Fundays and Outdoor Movie Nights, to Lunar New Year and Warami celebrations.

Notably, 2023 saw Parramatta Lanes celebrate its tenth anniversary. 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. Parramatta Lanes is Council’s premier street festival, with the 2022 event driving a 40% increase in attendance compared to pre-COVID years.

Celebrating Community Diversity

Parramatta is known for being one of Australia’s most diverse and inclusive communities. Council has actively organised and supported various events, programs, and initiatives to elevate the unique and valued voices of the City’s LGBTQIA+ communities. These efforts include:

- Sydney World Pride: From 17 February to 5 March 2023, the City of Parramatta collaborated with local communities to host events and activities across the CBD, celebrating the world’s largest LGBTQIA+ festival in Australia.
- Welcome Here Program: In partnership with Woolworths Group, this program helps local businesses and services create and promote safe spaces for the LGBTQIA+ community.
- Pride in Diversity Greater Western Sydney Summit
- Parramatta Pride Picnic



2.05 GREEN

We value and care for our environment.

The Parramatta River and bushland is a source of pride for our community. 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 play. 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. As our population grows, reducing our waste, water and energy usage will help lessen our impact on our surrounds, meaning our City is more sustainable in the long term.



Our progress towards our community outcomes

OUTCOME: G.1

We have a healthy network of green space and waterways throughout our City

Council has continued to invest in its parks and green space with the \$1.24 million upgrade of Arthur Phillip Park in Northmead, and the transformation of F.S Garside Park into a multi-purpose facility. This term Council was awarded more than \$15 million of funding through the Western Sydney Infrastructure Grants Program which is being invested in parks across the LGA.

INDICATOR: Community satisfaction with the availability of parks, bushland and other green spaces

TARGET: Maintain or increase on previous results

STATUS: ON TRACK



3.78/5

Mean community satisfaction rating with the availability of parks, bushland and other green spaces

increase from 3.70 in 2022

Community satisfaction with the availability of parks, bushland and other green spaces has stayed high at 3.78, increasing from 3.70 in 2022.

OUTCOME: G.2

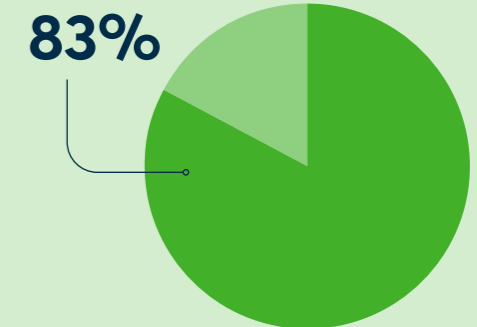
We can all enjoy and connect with our environment

Council has supported community opportunities to connect with the environment by continuing to provide thousands of trees through its annual free tree giveaway as well as participating in National Tree Day which in 2024 saw 10,000 native seedlings being planted.

INDICATOR: Percentage of people who report enjoying a local public place

TARGET: Maintain or increase on previous results

STATUS: ON TRACK



83% of the community report enjoying a local public place

7% increase since 2021

Accessing public spaces was a key issue for the community during the pandemic and a high proportion of the community reported enjoying a public place in 2021 which has increased into the post-pandemic period.

OUTCOME: G.3

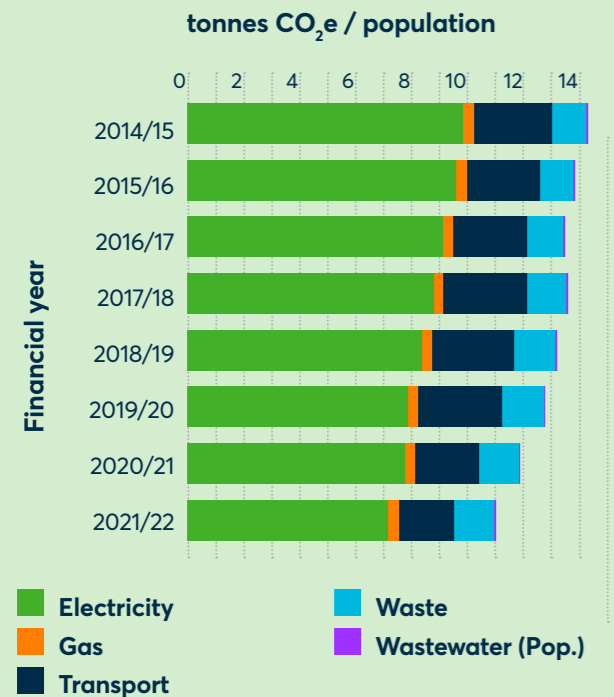
Our City is sustainable and known for its environmental leadership

Council continues to build as an environmental leader with investment in sustainable infrastructure that has resulted in a 6-Star Green Star rating for PHIVE's design and construction, as well as the PAC installing 358 solar panels and incorporating three rain gardens to manage stormwater.

INDICATOR: Community emissions per capita per year

TARGET: 50% emissions reduction by 2030, 70% emissions reduction by 2038 (based on 2015 levels)

STATUS: ON TRACK



There is a reduction of carbon emissions per person driven in large part by the transition to low emissions and renewable energy sources leading to the rapid decarbonisation of the electricity grid. Waste emissions have slightly increased with our recycling rates, but transitioning to a circular economy and our approach to waste will contribute to achieving our targets, along with implementing FOGO waste collection, and improving our communities' rate of recycling.

OUTCOME: G.4

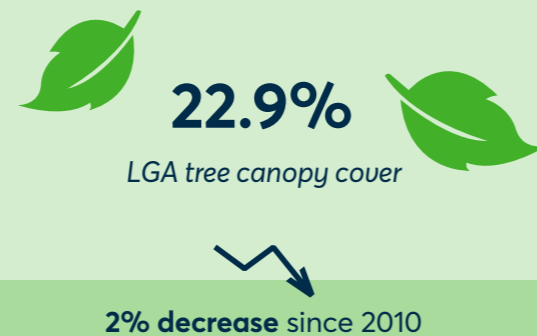
We are a resilient City, supporting the future of our community and environment

Council is focused on building a resilient city that is prepared to respond to climate hazards. This term saw the most significant update in 20 years to the City's flood data through a flood study that used advanced technology to model flooding risk from the river and overland flows. In response to urban heat Council's Beat the Heat initiative raises awareness about the dangers of extreme heat, establishes 'cool places' at community facilities during heat waves, and provides kits to help community to stay cool.

INDICATOR: LGA vegetation cover (includes tree canopy, grasses and shrub layers)

TARGET: Increase vegetation cover to 40% by 2038. LGA tree canopy cover to 40% by 2050

STATUS: NOT ON TRACK



Overall, the canopy coverage across the LGA has steadily declined since 2010 as a result of the urban transformation of Parramatta, with the largest losses occurring across residential land.

Canopy on public land has remained unchanged since 2010. Council continues to investigate ways to preserve our existing canopy and increase our tree cover via long term plans and programs, including ongoing programs such as Council's Tree Planting Program and Free Plant Days.

Spotlight projects

Parramatta River Vision

In 2023 Council endorsed the Parramatta River Vision, setting the stage for the revitalisation of the river and its surrounds over the next decade. The vision seeks to unite all levels of government and private industry in delivering positive outcomes for the community and environment, recognising that more than 75% of future growth in Parramatta is planned to occur within a 10-minute walk or cycle of the river. At the centre of the vision is the Central River Parklands, a proposal to create more than 870 ha of internationally renowned continuous regional open space along the river, as well as continuing to build on connecting the river to communities through public access infrastructure.

Milson Park, Westmead

For residents in high-density housing, being able to enjoy and connect with the environment is a priority. Milson Park in Westmead is an example of positively transforming open space to improve the lives of community.

In collaboration with Sydney Water and Transport for NSW, the 6.9 hectares park was upgraded in 2023 to include wetlands and a variety of community spaces including picnic areas. Prior to the upgrade the local creeks connected to the park were polluted due to the highly urbanised surrounding environment. The upgrades have facilitated natural water filtration, which improve waterway and catchment health.



Carbon neutral Council

Reducing the carbon footprint of Council's ongoing operations has been a key priority this term. In 2022, Council signed a renewable energy agreement as one of 25 councils across NSW which delivers more than 214 gigawatt hours of electricity per year across the state.

In 2023, City of Parramatta became the first council in Australia to achieve a carbon neutral public domain at Parramatta Square. During this term Council delivered, in partnership with Endeavor Energy, the largest LED and smart streetlighting infrastructure upgrade in NSW, with more than 3,000 streetlights being replaced.

6-Star Green Star PHIVE

PHIVE was opened in September 2022 and is a carbon neutral building powered by 100% renewable electricity which has been awarded a 6-Star Green Star for its design and construction, being the only council building in NSW to achieve this. Its design incorporates solar panels, louvres which reduce energy consumption from mechanical means of heating and cooling, as well as a curved sloped roof which follows the course of the sun ensuring sunlight is received throughout the year.

Environmental Sustainability Strategy 2024-2033

Adopted in August 2024, the strategy envisions a City for nature which is sustainable, resilient and on a journey of regeneration – proactively addressing climate change, growth and wellbeing. It establishes five priority areas which will empower our community and ensure the environment is at the heart of Parramatta's identity and wellbeing.

2.06

THRIVING

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

Our City can thrive if our people are equipped with the resources and tools to live their lives. Individuals and families can improve their circumstances when they have the training to access employment, services and recreation that enable them to live with dignity and security.

Parramatta's sphere of influence is greater than just our City's boundary – a thriving CBD is of value not only to our residents but also our

diverse partners, visitors and workers from surrounding areas. We value the ingenuity of collaboration and working with strategic partners and stakeholders - whether government, not-for-profit, industry or social enterprise - will help make Parramatta a worldclass city.



Our progress towards our community outcomes

OUTCOME: T.1

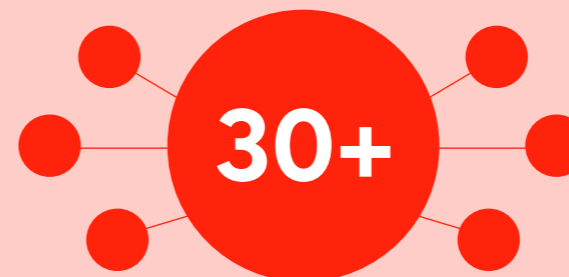
We work together to deliver the best outcomes for our city's residents, workers, and visitors

Council prioritises strategic partnerships to promote advocacy and activation, sustainable growth and securing investment for the area. At the centre of these partnerships are city-shaping projects and events. The strategic partnerships are integral to these developments and assist in generating economic and social activity and strengthening Council's essential services.

.....
INDICATOR: Number of partnerships between Council and key stakeholders

TARGET: Maintain or increase on previous term

STATUS: ON TRACK



Throughout this term, Council maintained over 30+ industry, community and government partnerships across health, education, arts and culture, commercial businesses and State Government departments. Key partners were also engaged via Council's Alliance program at roundtable sessions.

OUTCOME: T.2

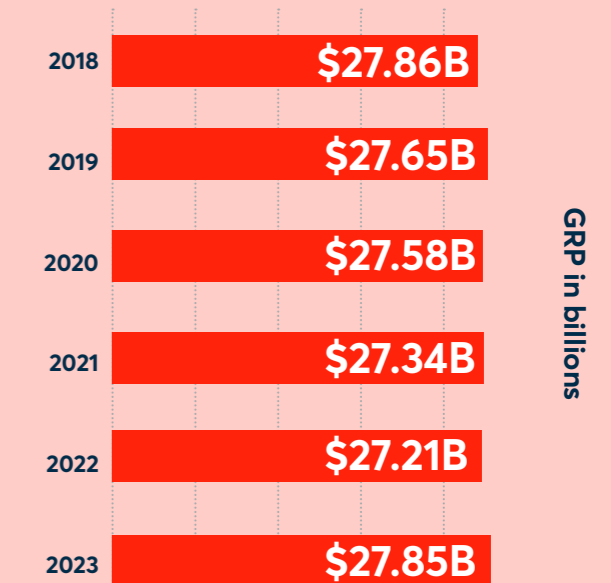
We have vibrant communities and a thriving 24-hour economy

Parramatta achieved Purple Flag accreditation in May 2023, an international initiative that recognises safe, accessible and diverse night-time hubs. Visitation has increased in the City of Parramatta from 473,943 in 21/22 to 1,210,222 in 22/23. In June 2024 Council endorsed the Parramatta Late Night Trading Development Control Plan (DCP), aiming to establish a 24-hour night-time economy that fosters a safe and thriving environment for residents and visitors.

.....
INDICATOR: City of Parramatta's gross regional product (GRP)

TARGET: Increase on previous year

STATUS: WATCH



City of Parramatta's Gross Regional Product – a measure of \$28.856 billion in 2023 – reflects state-wide trends with slight reductions during COVID but gradually rebuilding post-pandemic.



Riverside Theatres, artist impression

OUTCOME: T.3

Our City is a nationally significant hub for industry, business, productivity and employment

Industry partnerships within the health, education, arts and culture, business and government sectors offer potential opportunities for further growth whilst key strategies such as Parramatta 2050, Draft Economic Development Strategy and Late-Night Trading DCP strengthen Council's position to lead one of Sydney's fastest growing regions.

These partnerships and strategic frameworks are also supported by state-of-the-art infrastructure developments such as PHIVE and Parramatta Square, the Town Hall refurbishment and Epping Town Centre upgrades to drive business exchange and industry and jobs growth throughout the City of Parramatta.

INDICATOR: Net job growth within the City of Parramatta Local Government Area

TARGET: Increase on previous Census data

STATUS: ON TRACK



Between the 2016 and 2021 Censuses, net jobs in our LGA increased by 3.34%.

Spotlight projects

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 Council and precinct landholders Charter Hall, AREF and Walker Corporation, the redevelopment of Parramatta Square supports the future economic growth of Parramatta.

The rebuild of Parramatta Square, completed in December 2022 was one of the largest urban renewable projects in Australia.

Riverside Theatres

Riverside Theatres is the premier performing arts venue in Western Sydney. In December 2022, Council approved a detailed business case to transform the Riverside Theatres into the centrepiece of Parramatta's revitalised arts and culture precinct. Council is investing more than \$136 million, with \$40 million in Western Sydney Infrastructure Grants Program NSW Government funding also secured for the refresh project.

The project will create a true centre for the performing arts in Western Sydney, a space where everyone feels welcomed and inspired and which embodies our commitment to cultural inclusion and creative excellence.



Western Sydney Infrastructure Grants Program NSW Government Funding

Under the NSW Government's Western Sydney Infrastructure Grants Program, almost \$200 million in funding was announced in 2022 for projects submitted by Council. These projects will transform and meet the future needs of communities across the LGA, with a key focus on improving access to outdoor and recreation space and the quality of community and cultural infrastructure.

Charles Street Square

With the \$12.9 million transformation of Charles Street Square now complete, Parramatta Quay welcomes residents and visitors to a new riverfront gathering place that connects people to Parramatta's unique stories. Celebrating the point where salt water and fresh water meet, the square now offers a distinctive arrival for ferry passengers with easy-to-navigate ramps and stairs making connections between the Parramatta River and the CBD accessible to all.

The design for Charles Street Square draws inspiration from the curved geometry of the river, the surrounding landscape, and the sites unique history. This vibrant public space now offers a wide riverside promenade, amphitheatre, garden terrace and city square.

2.07

INNOVATIVE

We champion new ideas to create a better future.

With the scale of transformation our City is undergoing, enabling meaningful growth is a key concern for our community. The future of the City of Parramatta is much more than bricks and mortar – it includes best practice in city design, 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 strong urban planning, and use open data and

enabling technologies to create a vibrant, people-centric, and connected City. We will take advantage of our City's growth and amplified voice to attract innovative industries and ecosystems. Council will continue to provide service excellence that addresses community issues, aiming for continuous innovation and improvement.



Our progress towards our community outcomes

OUTCOME: I.1

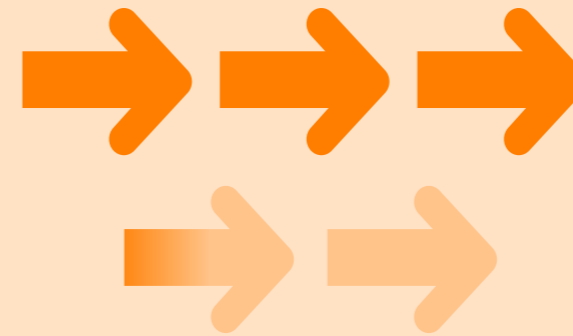
Our City is well planned for the future

Appropriate planning is crucial for our City's future. Council's Smart City and Innovation Strategy 2024-2033 guides upcoming initiatives, while the completion of the Land Use Planning Harmonisation in September 2023 established consistent controls across the LGA. The City Centre LEP, effective from October 2022, resulted from a thorough review to manage Parramatta CBD's growth.

INDICATOR: Mean rating of community members that agree with "Council is forward thinking"

TARGET: Maintain or increase on previous year

STATUS: ON TRACK



3.23/5

Mean community satisfaction rating that agree with "Council is forward thinking"

increase from 3.15/5 in 2022

Community confidence in Council's forward-thinking approach has increased between 2022 and 2023.

OUTCOME: I.2

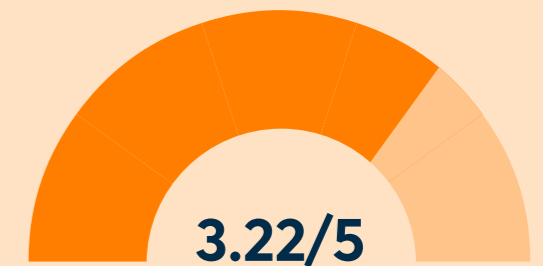
We are a bold and smart city - leveraging data, technology and continuous improvement

Data and technology are driving improvements. This progress is evident in initiatives like the FloodSmart service for flood risk awareness and the transformation of Phillip Street into a 'smart street' with connected technologies. These efforts, along with priorities in the Smart City and Innovation Strategy 2024-2033, are enhancing the quality of life and environment across the LGA.

INDICATOR: Mean rating of community members that agree with "Council is innovative"

TARGET: Maintain or increase on previous year

STATUS: ON TRACK



3.22/5

Mean community satisfaction rating that agree with "Council is innovative"

increase from 3.13/5 in 2022

Community sentiment that "Council is innovative" has increased between 2022 and 2023.



CoLab event

OUTCOME: I.3

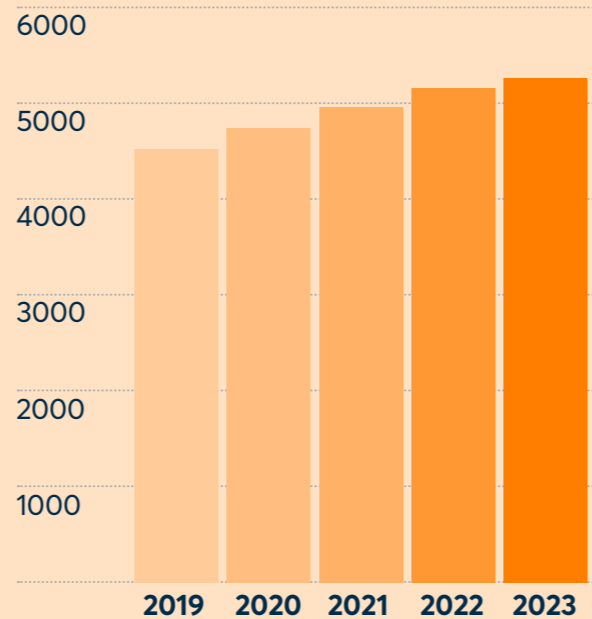
We have a strong research, innovation and start-up ecosystem, with global impact

Parramatta is rapidly emerging as a hub for education, research, and innovation. Council actively fosters innovation through initiatives like 'CoLAB,' an innovation space for technology and ideas based at PHIVE, and by hosting events like TEDxSydney Youth. These efforts align with Parramatta 2050, solidifying the City's goal as a global leader in innovation and impact.

INDICATOR: Number of businesses registered in targeted industries (Education and Training, and Professional, Scientific and Technical Services)

TARGET: Maintain or increase on previous year

STATUS: ON TRACK



The City has seen a 16.35% increase in businesses within key industries (Education and Training, and Professional, Scientific and Technical Services) between 2019 and 2023.

Spotlight projects

Smart City and Innovation Strategy 2024 - 2033

The unprecedented change and transformation experienced by the City of Parramatta 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 was adopted in July 2024, which will guide Council in its delivery of future initiatives. Extensive consultation was undertaken with the community to provide information about the project, obtain feedback and involve them in the journey of drafting the Strategy.

Planning for the Future

In May 2016, the new City of Parramatta LGA was formed due to the NSW Council amalgamations, resulting in different planning controls across the region. To address this, Council launched the Land Use Planning Harmonisation process, aiming to create a single Local Environmental Plan (LEP) and Development Control Plan (DCP) for the entire LGA, ensuring clearer and more consistent planning controls.

Additionally, the Parramatta CBD Planning Proposal, a crucial part of the strategic framework to enhance the CBD's economic and social functions, led to amendments in the Parramatta LEP 2011, with changes taking effect in October 2022.

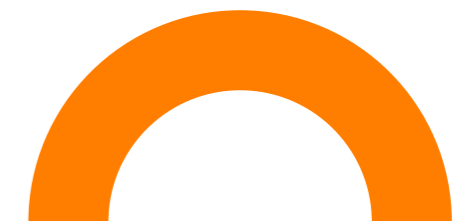
Parramatta's Smart Street

Council has transformed Phillip Street in the CBD into a 'smart street,' featuring connected street furniture, smart irrigation, environmental monitoring, and water misting to improve amenity, accessibility, and cooling. In response to community desires for more outdoor dining, greenery, and vibrancy, the street was widened, shaded with mature trees, and equipped with multi-function poles, USB-charging furniture, and enhanced connectivity.

This upgrade elevates the experience for residents, workers, and visitors while setting a new standard for urban design in Parramatta, showcasing smart technology to boost environmental quality, accessibility, and well-being.

CoLAB

In 2023, Council in partnership with Western Sydney University's Launch Pad, launched CoLAB at PHIVE, a multi-purpose innovation space that gives our community the opportunity to engage with emerging technology and attend free digital skills and business workshops and events. These have covered a range of topics including 3D printing, laser scanning, VR immersion, and speed pitching.





2.08

Where we are headed

Reflecting on the term

This Council term has spanned a significant period in our City's history. The impacts of COVID, supporting and reactivating our CBD and town centres, the increase in the cost of living and housing affordability, responding to climate change, and a rapidly growing region were key challenges that Council prioritised in its response to serving the community.

Despite these challenges, many long-term aspirations for the City were realised through transformative infrastructure developments and projects that have been highlighted throughout this report.

Planning for our Global City

This term Council has also prioritised planning for the future, with the development of a number of key strategies, plans and policies – including the new *Parramatta 2050* vision setting the foundation for where we are headed as a City.

Parramatta 2050 sets a bold long-term vision that guides our City's future and will secure Parramatta's position as a global city full of world class experiences and opportunities to gather, create, and accelerate.

Renewing our community vision and Council priorities

The adoption of *Parramatta 2050* sets the tone for future long-term aspirations for the City, and along with the findings of this report will inform the refresh of the City's Community Strategic Plan (CSP) in the new Council term.

As the City's highest-level statutory plan, the CSP will pick up where *Parramatta 2050* left off, translating our global vision into local priorities and outcomes to ensure Parramatta remains a place people love to live, work and play.

Supporting Council documents including a new four-year Delivery Program for the term, refreshed Community Engagement Strategy, and updated Resourcing Strategy will be reviewed in line with the updated CSP. These will enable Council to carefully and sustainably plan its projects and services now and into the future.

A program of comprehensive community engagement will inform the review of this suite of plans, due for adoption by June 2025.





cityofparramatta.nsw.gov.au