



Residents' Panel Newsletter

Panel Membership: 2,130

The Residents' Panel would like to thank all our panel members for their participation over the last year.

The Residents' Panel held their third annual members only BBQ event on Australia Day as part of Council's Australia Day celebrations. The social occasion was a great opportunity to say thank you to all panel members for participating in consultations and various surveys over the past year.

Over 500 people, panel members and their families enjoyed a BBQ lunch provided by the Carlingford-Dundas Lions Club, who were seated in a special marquee located in front of the Village Hub stage. Throughout the day, members had the opportunity to relax and enjoy some excellent entertainment as well as reviewing and discussing consultations with the Residents' Panel team.

The Residents' Panel created a fun atmosphere at the event by having roving convicts walking around throughout the event, whilst also supplying children with balloons throughout the event. A recruitment stall was also available on the day where awareness of the Residents' Panel was created, where a further 66 people from the Parramatta Local Government area showed an initial interest in joining the panel - this was an excellent result.



Parramatta City Council Website Consultation Update

Council has spent a lot of time and energy redeveloping its website to meet the needs of residents. Having re-launched the website last year Council is currently seeking resident opinions on the redeveloped website.

All Resident Panel members have initially been asked to complete a short survey that focuses on internet use and usage of Council's redeveloped website.

Results show a high level of unawareness with Council's redeveloped website.

After this short survey, Panel members were asked to complete a slightly longer survey focusing on useability and content.

This has provided some interesting results of which will be further explored by focus groups. The Residents' Panel Team members are currently organising for these groups to take place, and will be contacting panel members who have shown interest in being involved in discussion in focus groups.

Focus Groups

The Residents' Panel team hold various focus groups throughout the year to engage discussions on different topics.

Panel members may be contacted throughout the year to voluntarily participate in our focus groups. It is important for members who commit to be available for a particular focus group to attend. Focus groups can only function successfully if a certain number of members are present.

The Residents' Panel Team would like to thank all panel members who participated in the "City After Dark Focus Group".

Camellia/Rydalmere/Ermington Consultation

110 Residents' Panel members throughout the Camellia-Rydalmere-Ermington area completed a short survey late last year that focused on environmental, social and local industrial concerns.

At a top level the survey showed residents are concerned with :

- Local water conservation.
- Non-interaction with neighbours
- General pollution and Odour pollution

Research findings from this consultation has been directly communicated to major stakeholders in the area - Residents, Camellia Industry, the Shell Oil Refinery, State and Federal MPs, relevant State Agencies and Community Representatives.

To review the full Residents' Panel report please see the Residents' Panel website.

Community Hubs

A community hub is a centrally located, public owned place where a variety of activities and services come together for the purpose of addressing the needs of a local population.

Parramatta City Council is now considering new ways to plan services and facilitate to better address increasingly diverse and complex community needs.

Parramatta City Council has already established the Parramatta Twenty25 Strategic Plan, through which the community has indicated that 'neighbourhoods that are liveable and distinctive' as one of their top priorities. These community hubs will feed directly into meeting that priority, along with the other six destinations in the plan.



Riverbeats Festival Parramatta Foreshore

The Residents' Panel team was present at the annual Riverbeats event which was held on Saturday 4 November 2007 at the Parramatta River foreshore.

The occasion was a great opportunity for the Residents' Panel team to increase awareness of the panel within the community and to also be part of an exciting event. The Riverbeats event was a great success, (despite the wet weather and associated stress in week leading up to it) and gave the Residents' Panel team the chance to talk to people who were watching activities such as the live water and lighting show held on the river.

Residents' and visitors had the opportunity to relax and enjoy some excellent entertainment from the likes of Coda and Japanese animator Motomichi as well as to review and discuss with the Residents' Panel team some of the reports from recent consultations.

Over the course of evening the team spoke to over 60 residents who showed initial interest in the panel (the first step in a two stage recruitment process) which was a great result!



Residents' Panel currently designing a 3 year consultation program

This program is being designed on the basis of :

1. Working towards best practice service delivery through taking performance based service measures
2. Monitoring residents' well being, such as safety
3. Addressing place or issue based concerns

Residents' Panel members will be asked to help Council to undertake these consultations. The program is currently being reviewed internally and is expected to be finalised March 2008.

Community Engagement

The Waratah Shopping Centre 50th Birthday held in Telopea on Saturday 1 December 2007, gave the opportunity for the Residents' Panel Team to interact with members of the community. It also created an atmosphere where members of the Residents' Panel Team were able to associate and receive constructive feedback about various topics and issues from the local perspective.

The festival was a great success, despite the wet weather, and as a result 13 new people showed initial interest in the panel.



For information on all reports, visit our website:
www.parracity.nsw.gov.au/residents/residents_panel

Community Engagement at International Day of Disability Event

On Monday 4 December 2007 the Residents' Panel Team attended the International Day of Disability event which was held between 10am and 2pm in front of the Parramatta Town Hall.

The Residents' Panel Team had the opportunity to talk to people from all walks of life as well as be part of the organisations who provide services for people with disabilities in the Parramatta area.

The Residents' Panel Team spent an enjoyable day interacting with members of the community, and as a result a further eight new people showed initial interest to be on the Residents' Panel.



Consultation Updates

- Crime Prevention Plan which has been created using Residents' Panel information, to be launched end of April. For more details please contact Neile Robinson on 9806 5516
- Website Stage 2 survey closed. Results will be available in April
- Website focus groups are currently in the process of being organised
- City Night Life Economy focus groups have been completed, analysis is being conducted. Results will be available in March/ April
- Information from the Residents' Panel Management Plan survey conducted last year is being used to help the Ferry Fight Campaign.

Look out for us!

The Residents' Panel Team will be out and about to chat with Residents' Panel members and to recruit new members.

| Date | Activity |
|--------------|---|
| 5 April 2008 | South Granville Community Picnic TBC |
| 25 May 2008 | Epping Street Fair TBC |

CONTACT US TO UPDATE YOUR DETAILS!

The Residents' Panel Team can contact you and send you surveys by email.

To change your details, please call us on 9806 5777 or email us at: residentspanel@parracity.nsw.gov.au