



# Residents' Panel Newsletter

Residents' Panel Membership: 2,173

## Management Plan Expo Tuesday 20 May 2008



Approximately 170 guests attended Parramatta City Council's second Management Plan Expo on Tuesday 20 May 2008 at the Parramatta Town Hall. Residents' Panel members and the Local Business Community were invited to engage with Councillors and staff from Council's different program panels.

The purpose of the Management Plan Expo was to showcase Council's draft Management Plan for 2008/09, communicating the services and projects we want to deliver for the year ahead and to gain feedback from guests on the plan.

The Expo consisted of stands from seven key program panel areas which are responsible for driving Council's

Management Plan. Guests had the opportunity to speak to staff from specific program panel areas about services and projects.



**On behalf of the Residents' Panel team**, we would like to thank all Panel Members who attended the Management Plan Expo. The Residents' Panel team appreciates all feedback from Panel Members, as it helps Council understand the needs, wants and aspirations of the community.

### Guidelines on Email Based Surveys

#### 1. How do I open and complete email surveys?

- Simply click on to the link provided in the email. If the link does not work, copy and paste the URL into a new browser, this will allow you to commence the survey.

#### 2. Can I stop the survey and then complete it at a later time?

- Participants of surveys can take a break when completing an online survey. Simply by closing the survey and then clicking again on the original link allows participants to continue with the survey from where they last stopped. Please allow approximately 25 minutes before attempting to return to the survey.

#### 3. What are some issues that may arise with email surveys?

- Organisations such as financial institutions and Government organisations have strict firewalls, preventing opening of email surveys.
- Pop-up blockers may also be activated on some computers.

#### 4. Please remember...

- Our preference is to have the email address that is most frequently accessed. This way Panel members have easy access to their emails outside the scope of normal working hours.
- Please notify staff at the Residents' Panel if there has been a change in email address, so that the Residents' Panel team can update your details.

### Upcoming Consultations

#### Aug 2008 Business

Parramatta CBD Business proprietors to be consulted.

#### Sep 2008 Community Based Organisations

Consultations to be conducted focusing on community services - needs, wants and who is providing the service to the community.

#### Oct 2008 Neighbourhood Centres Consultation

This consultation is to provide resident information to Council focusing on local neighbourhood issues.

#### Proposed Feb 2009 Residential Development Consultation

This consultation will focus on seeking resident feedback based on potential planned changes across the LGA.

### Management Plan 2008 Consultation

**Reminder: Please complete Management Plan surveys by 23 July 2008**

The fourth Management Plan survey has now been sent out. The purpose of this survey is to help Council understand resident satisfaction with our services, Councillors, Council staff and residents' perception of the Parramatta Local Government Area.

With a new General Manager being appointed, your views are essential to help guide Council in setting priorities in place.

Parramatta City Council's Residents' Panel team would greatly appreciate if you could please complete the Management Plan survey by 23 July 2008. Please contact the Residents' Panel Co-ordinator Wade Clark on 9806 5245 if you would like the survey to be re-sent.

### New General Manager at PCC



Dr Robert Lang will start as the new General Manager of Parramatta City Council from 21 July 2008. Dr Lang was previously at Sydney Harbour Foreshore Authority, where he has been CEO for five years. During that time he guided the Authority through a period of significant change and achievement.



**Community Engagement at Dundas Youth Centre**



On Thursday 10 April 2008 the Residents' Panel team attended the Dundas Youth Centre where exciting activities were held for the youth throughout youth week.

The occasion was a great opportunity for the Residents' Panel team to increase awareness of the panel within the community, encouraging the youth of today who live within the Parramatta Local Government Area (LGA) to be part of the Residents' Panel.

The visit to Dundas Youth Centre was a great success where numerous students joined the Residents' Panel. The event also gave the Residents' Panel team the chance to talk to young people who were involved in activities such as graffiti competitions and art.

Students had the opportunity to relax and enjoy some excellent entertainment from painting, playing games and also entering the graffiti art competition.

The Residents' Panel team encourages all youth aged 16 and over who reside in the LGA to be part of the Residents' Panel.



**Website Consultation**

The Residents' Panel was consulted on Parramatta City Council's Website from December 2007 through to April 2008. The following is a summary of the consultation:

**Stage 1 — Website Awareness Survey**

A mail and email based survey was sent to all Residents' Panel members. Almost 800 Panel members completed the survey.

The results found that the majority of residents were unaware that Parramatta City Council had redeveloped and launched the website. Of the 775 surveyed only 23% were aware of this fact.

**Stage 2 — Website User Experience & User Ability Survey**

A mail and email based survey was sent to Panel members who responded to the Stage 1 — Website Awareness Survey. 300 completions were recorded

The results found that 82% of residents indicated a high opinion of the website's visual appearance, and 85% of residents indicated that the language was easy to understand.

**Stage 3 — Website Navigation Focus Groups**

Three focus groups were formed with persons from the Residents' Panel who had varying experiences when using the internet.

The results found the way that navigation related to processes of eService applications needed to be modified. Applications included Pay Rates Online, DA Tracking Online and creating a Service Request Online.

A full report for the Residents' Panel Website Consultation is being developed.

**Community Engagement at NAIDOC**

The NAIDOC festival held in Parramatta Park on Sunday 6 July 2008, gave the opportunity for the Residents' Panel Team to interact with members of the Aboriginal and Torres Strait Islander community as well as the general public. The event enabled team members of the Residents' Panel to associate and receive constructive feedback about various topics and issues from the local community perspective.

The festival itself was a great success, with plenty of great entertainment for adults and children, and as a result numerous members of the community joined the Residents' Panel.



For information on all reports, visit our website:  
[www.parracity.nsw.gov.au/residents/residents\\_panel](http://www.parracity.nsw.gov.au/residents/residents_panel)

**Heritage Property Fund Research**

Research was undertaken to engage residents who own heritage listed properties focusing on how heritage assistance within the Parramatta LGA could be improved. With over 1100 plus heritage listed properties in the Parramatta LGA, Parramatta's ratio of heritage listed properties to overall housing stock is one of the largest in the country.

The research consisted of focus groups with Residents' Panel members who owned heritage listed properties. The main issues that arose in undertaking work to Heritage listed properties were:

- Complexity of work
- Hard to find specialist tradesman
- Cost of completing work
- Finding the appropriate material is difficult



The full report on the **Heritage Property Fund Research** can be found at [http://www.parracity.nsw.gov.au/residents/residents\\_panel/consultations](http://www.parracity.nsw.gov.au/residents/residents_panel/consultations)

**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
July/August 2008	Mall tour at Winston Hills and Westfield Parramatta
14 September 2008	Rosella Festival

**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](mailto:residentspanel@parracity.nsw.gov.au)