



Residents' Panel Newsletter

Residents' Panel Membership: 2,174

Management Plan Survey results for 2008

Parramatta City Council's **Management Plan** sets out how the Council plans to deliver service and projects to the community in the upcoming financial year. It is a priority for Council to engage the community in preparing a yearly plan that accurately reflects community needs and interests.

Over the last four years Parramatta City Council, through the Residents' Panel, has completed an annual Management Plan Survey. The survey helps Council understand resident's satisfaction with our services, Councillors, Council staff, perceptions of community life and of Parramatta as a place.

This year's survey was completed by 600 Residents' Panel members, whose main responses are detailed under the following program areas:

City Development: leading economic development of Parramatta as the second CBD of Sydney

- 67% of respondents were satisfied with recent City developments.
- 77% of respondents stated that they recognise Parramatta as attractive and interesting City.
- 46% of respondents indicated that they are not feeling inspired when they come to the City.
- Council has allocated a total of \$14,405,000 to City Development for this financial year. This will be used for services and projects such as improvements of neighbourhoods and streetscapes. For example the Neighbourhood Improvement Program - Granville.

City Leadership & Management: leading engagement and supporting Council services

- 59% of respondents indicated they are satisfied with Council performance.
- 59% of respondents indicated that they find it easy to understand Council decisions.
- Council has allocated a total of \$37,585,000 for City Leadership & Management. This will be used for projects such as replacing Council's ageing assets and business improvements.

Community Care: helping to ensure Parramatta is a healthy & safe place to live, work and play

- 78% of respondents are feeling a higher level of safety in their local areas.
- 59% of respondents have stated that they are feeling safe in Parramatta's CBD.
- Council has allocated a total of \$13,887,000 to Community Care. This will assist in projects such as the crime prevention plan and street lighting enhancements.

Culture and Leisure: leading initiatives to make Parramatta interesting, entertaining & active

- 78% of respondents are satisfied with events, indicating a 4% rise from last year.
- 74% of respondents indicated they are satisfied with local parks.
- Council has allocated a total of \$29,419,000 to Culture and Leisure. This will assist in purchasing library materials, playground replacement and recreation facilities.



Environment: leading the protection and maintenance of Council's natural & built environment

- 81% of respondents indicated that they are satisfied with the local waste services.
- 41% of respondents are satisfied with the condition of waterways.
- 38% of respondents are satisfied with Council's efforts in managing impacts on the environment.
- Council has allocated a total of \$21,052,000 towards Environment. This will be used for waterways, natural resource management and bushland protection.

Roads, Paths, Access & Flood Mitigations: leading the management of civil infrastructure

- 58% of respondents indicated a high level in satisfaction with the condition of roads.
- 52% of respondents indicated a high level in satisfaction with the condition of paths.
- Council has allocated a total of \$23,715,000 to Roads, Paths, Access & Flood Mitigations. This will be used for road repair and maintenance, the free shuttle bus and also a pedestrian access and mobility program.

Upcoming Neighbourhood Consultation November 08

An upcoming Neighbourhood Consultation will be taking place from November 2008. The consultation will be held in neighbourhood centres across the Parramatta Local Government Area. The consultation will include focus groups, neighbourhood surveys and also a *neighbourhood audit*. This will allow:

- Resident feedback on *grass-root* neighbourhood issues
- Provide a basis for establishing key land use and planning issues in local areas
- Allow the Residents' Panel to provide input and involvement in Council's planning processes.

Information gathered from this exercise will be used to further develop Parramatta's - Residential Development Strategy. Council will consult Resident Panel members after refinements have been made to this plan early next year.

Residential Development Strategy Consultation 2009

The Residential Development Strategy is a necessary longer term plan that outlines how the city and neighbourhood areas need to be planned for our future needs. Many areas go through change and it is foreseen that this plan will keep pace with change and help to enhance city and neighbourhood areas for us all.

Reviewing and renewing plans of this nature is also a State Government requirement.

Parramatta City Council has completed numerous studies over the past 4 years into suburbs, their needs, directions and local community requirements.

The Residential Development Strategy consultation is currently being planned out with the Land Use & Planning team. Once this plan has been set communications will go out to all Panel members.



Rosella Festival Rosella Park Harris Park

The Residents' Panel team was present at the annual Rosella festival which was held on Sunday 14 September 2008 at Rosella Park in (Harris Park).

The occasion was a great opportunity for the Residents' Panel team to increase awareness of the Residents' Panel within the community and to also be part of an exciting event. The Rosella Festival was a great success, (despite the wet weather) and gave the Residents' Panel team the chance to talk to people who were entertained in a relaxed atmosphere by activities such as the live performances, Bollywood dancing, belly dancing, the animal farm and traditional cultural foods. A citizenship ceremony was also held where the Residents' Panel team had the opportunity to welcome new citizens into the Parramatta Community.



Residents' and visitors were also able to discuss with the Residents' Panel team some of the reports from recent consultations. Over the course of the day the team spoke to many residents who showed initial interest in joining the panel (the first step in a two stage recruitment process) which was a great result!

Lunar Consultation

Parramatta City Council will be holding the Lunar New Years Celebrations on the 13th and 14th of February, 2009.

If you celebrate Lunar New Year in your culture, we would like to invite you to participate in a Community Forum discussing ideas and opportunities for Lunar New Year in Parramatta 2009. Forums are being held at the following locations and dates:

<u>Date/ Time</u>	<u>Location</u>
7 Oct 2008 6.30pm - 8.30 pm	Ermington Community Centre
8 Oct 2008 6.30pm - 8.30 pm	Parramatta Town Hall

Residents' Panel Satisfaction Survey

Conducted: April/ May 2008

In total 527 Resident Panel members responded to the Panel satisfaction survey.

This survey focused on how satisfied Panel members were with their experience of being part of the Council's Residents' Panel.

Overall 62% were satisfied with their overall experience to date, 23% of Panellists were neither satisfied nor dissatisfied, 9% were dissatisfied and 6% listed don't know/ can't say.

Common themes for why Panellists were satisfied were: having the ability to have a say and being part of Council's decision making processes.

Panellists were generally satisfied with the way consultations were conducted through surveys, focus groups and workshops. Panellists were also satisfied with events such as the Australia Day BBQ and the Management Plan expo.

Panellists are still making up their minds if this is making a real difference to the way Council operates with 34% indicating it has made a real difference, this is up 6% from the 2006 survey which indicated only 28% Panellists believed that it has made a difference.

Based on the information received we are trying various strategies to increase satisfaction such as increasing the level of face to face consultations particularly for Panel member participation in steering committees and Council workshops.

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

Has your feedback made a difference?

Visit the Residents' Panel Website. Keep up to date with the latest consultations, results, reports and upcoming activities.

Inform family and friends of the Residents' Panel where they can join and have their say in the community. Every opinion counts.

Please visit us on our website:

www.parracity.nsw.gov.au/residents/residents_panel



Look out for us!

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

<u>Date</u>	<u>Activity</u>
15 Nov 2008	Riverbeats Festival
2 Dec 2008	International Day of People with a Disability

Riverbeats Festival

The Residents' Panel will be present at the River Beats Festival held at the Parramatta Foreshore on Saturday 15 November, 2008 (opposite Riverside Theatre).

The event will take you on an inspiring journey culminating in a light, sound and visual spectacular on the Parramatta River. Some of the highlights of the event feature specially composed sound works, image projections, lasers and live actions in and on the water as well as



Loy Krathong, the visually beautiful Thai water celebration. Look out for the Residents' Panel where we will have available reports and results from our latest consultations.

CONTACT US TO UPDATE YOUR DETAILS!

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

If your address, email or contact number has changed, please call us on 9806 5777 or email us at: residentspanel@parracity.nsw.gov.au