

Draft Community Engagement Strategy



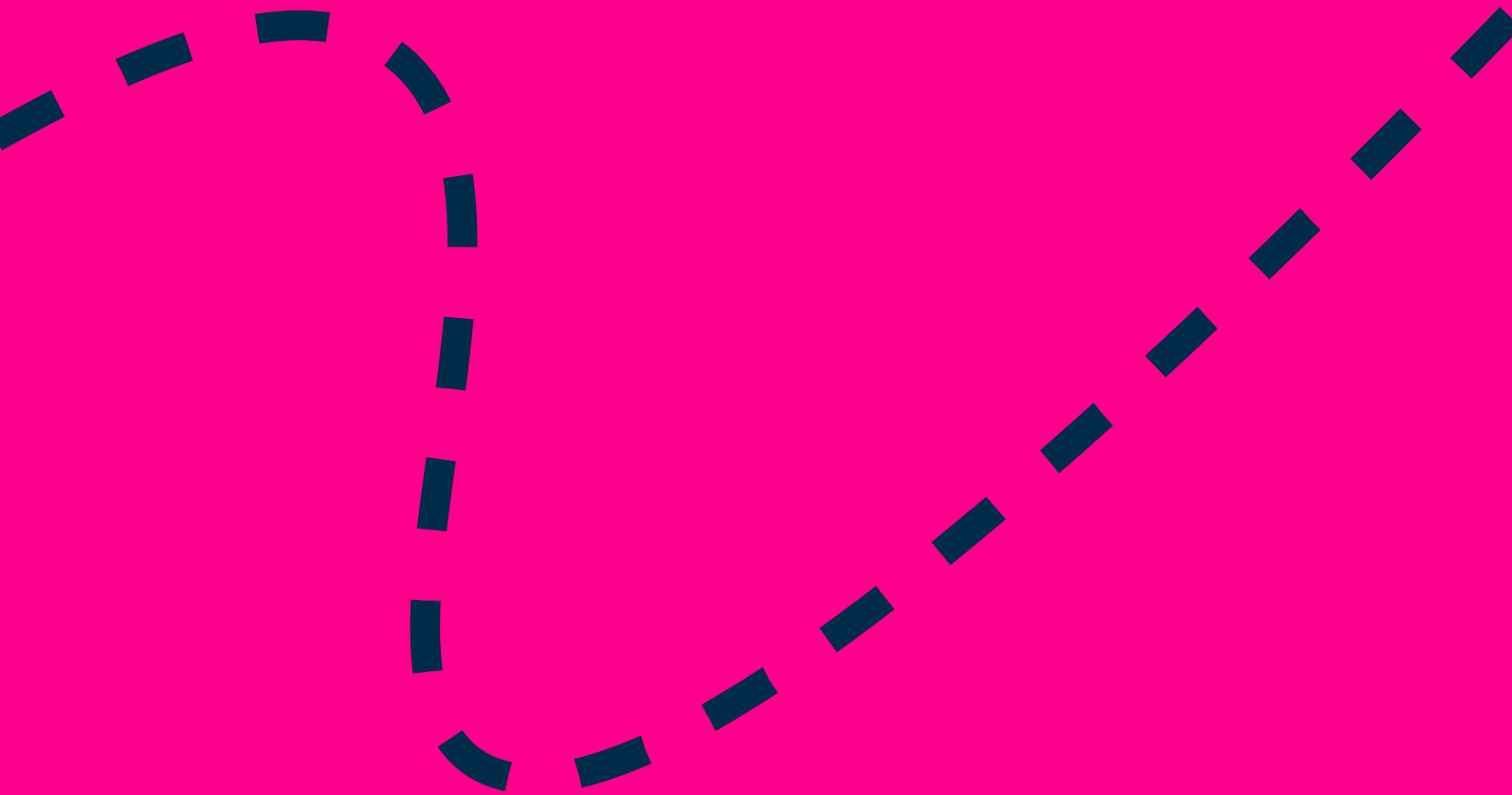
**CITY OF
PARRAMATTA**

2024–2028



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We respectfully acknowledge the
Traditional Owners and custodians
of the land and waters of Parramatta,
the Dharug peoples.

*Nunanglanungdyu Barramada gulbanga
mawa naa Barramadagal dharug ngurrawa
badura Barramada dharug yura*



Recognition and commitment to the Dharug People

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

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.



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1.0

What is community engagement?

Community engagement, also known as 'public participation', is about involving people in decision-making. Community input and participation is crucial for building a great city where people want to live, work, and visit.

The City of Parramatta Council has an organisation-wide commitment to engaging our communities in a transparent, open, and accountable way. We put our customers and communities first. In 2024, we endorsed a Customer Experience Transformation Plan to make it easier to interact with Council across every channel.

1.1 Why is it important?

Community engagement provides Council with a better understanding of community views and values, and helps us to make more informed decisions and deliver better services.

At the City of Parramatta, we deliver best-practice engagement to help us create more liveable communities, better public policy, and ensure people are at the core of what we do.

1.2 Why do we need a strategy?

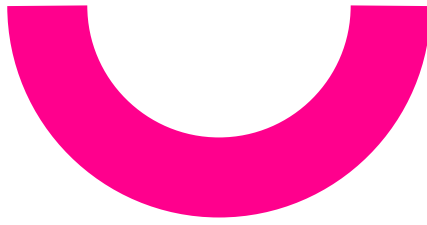
This Community Engagement Strategy outlines our approach to engaging with the community and stakeholders. The strategy outlines who, when and how we will engage, and provides transparency and clarity for all community members and stakeholders so that they can understand their role in Council's decision-making process.





TEN LITTLE HORSES

Ten little horses
galloped into town,
Five were black and
five were brown.
They galloped up,
they galloped down,
Then they galloped
out of town!



1.3 Legislative requirements

Council must comply with a range of legislation which set out when and how we should consult with our community.

A Community Engagement Strategy must be prepared, adopted, and implemented, based on social justice principles, for engagement with the local community to support Council in developing its plans and determining key activities. This includes development of the Community Strategic Plan, and all relevant Council plans, policies, and programs.

At a minimum, the Community Engagement Strategy must identify relevant stakeholder groups within the community and outline methods that will be used to engage each group.

The Strategy must be reviewed within three months of the local government elections, as part of the broader review of the Community Strategic Plan.

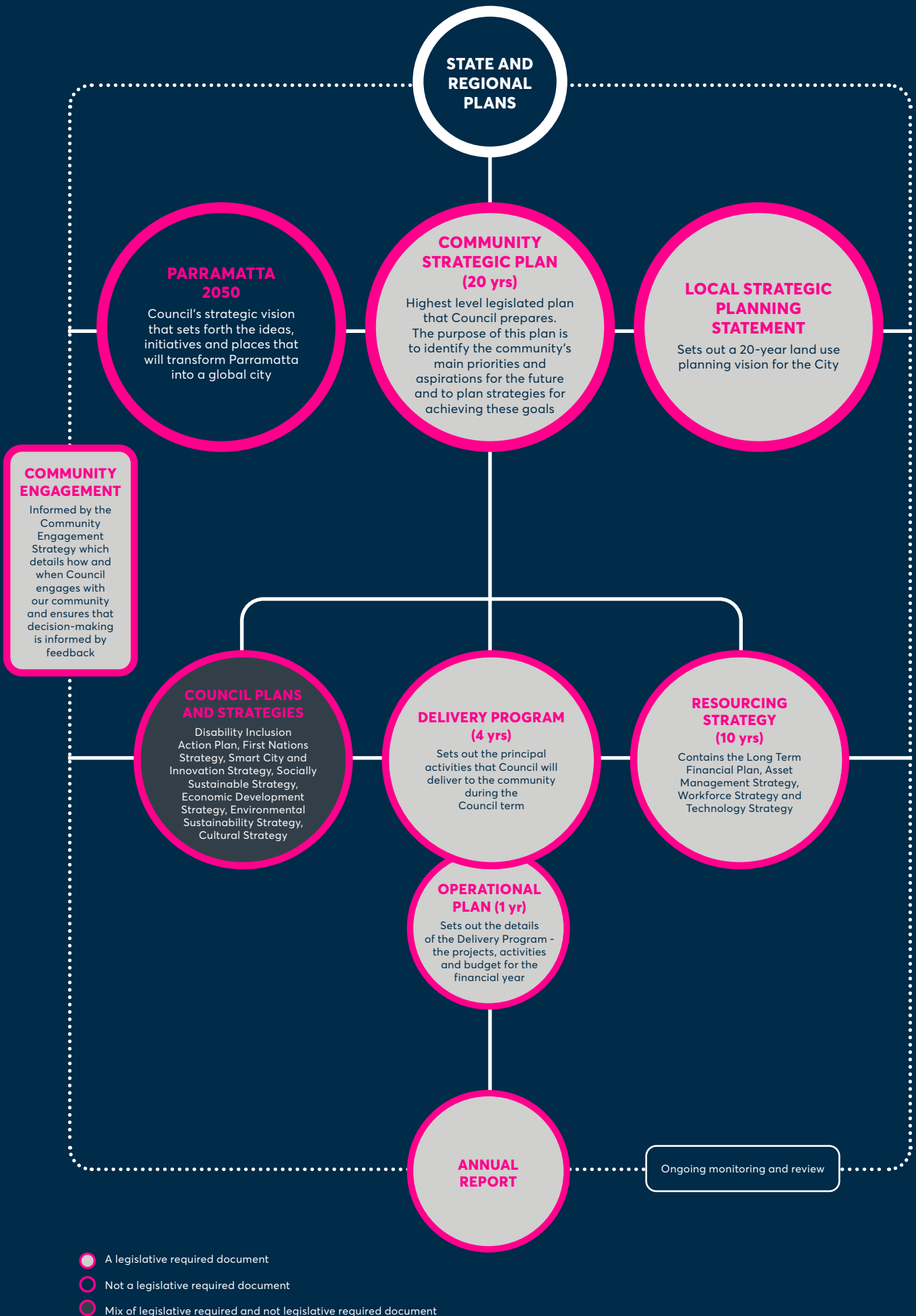
Where a Council has community engagement requirements under other legislation or regulations, these should, wherever practical, be integrated into the Community Engagement Strategy.

1.3.1 Local Government Act 1993

Section 402(A) requires that: A Council must establish and implement a strategy for engagement with the local community (called its Community Engagement Strategy) when developing its plans, policies, and programs, and for the purpose of determining its activities (other than routine administrative matters).

Section 406 requires that: All Councils in NSW use the Integrated Planning and Reporting (IP&R) framework to guide their planning and reporting activities. Engagement at City of Parramatta is usually linked to plans, strategies and work outlined in the IP&R framework. The diagram on page 11 demonstrates the importance of community engagement within this framework.

Figure one: Integrated Planning & Reporting (IP&R) Framework



1.3.2 Environmental Planning and Assessment Act 1979

Division 2.6 requires that:

All planning authorities such as Councils outline how and when the community will be engaged across planning functions like policy making and assessment.

The Consolidated Development Application Notification Requirements can be found at Appendix One.

1.4 Other requirements

Council has also developed an internal facing Community and Stakeholder Engagement Framework which details the processes that all staff and external consultants need to follow when delivering engagement projects at or on behalf of the City of Parramatta.

The Framework has been developed to assist staff and external consultants in planning engagement activities in a way that meets Council's community engagement commitments and legal obligations as outlined in this Strategy.

1.5 Customer Experience Transformation Plan

We're listening.

In response to customer feedback and the findings of our Community Satisfaction survey, we've developed a Customer Experience Transformation Plan to make it easier to do business with Council.

We want to:

- ▶ Deliver a seamless and high quality experience for our residents and businesses across every channel we offer.
- ▶ Ensure we're delivering services where and when our customers need them and better understand how and where you want to receive information.
- ▶ Build stronger relationships with you, our community, and improve awareness of how you can engage with Council and our service offering.
- ▶ Build a strong customer-centric culture right across our organisation that's focused on customer experience and continuous improvement.

You'll start to see some changes in our systems and processes that reflect these goals including a new website that's easier to navigate and where you can more easily lodge and track service requests.

We're proud that our Community Satisfaction scores increased in 2023 but we know there's more work to do.

This project has been directly shaped by the results of our community engagement activities which is critical to the operations of Council.

1.6 Relationship with Parramatta 2050 and Community Strategic Plan

Parramatta 2050

Parramatta 2050 is City of Parramatta Council's long-term strategic vision that sets forth the ideas, initiatives and places that will drive Parramatta's transformation into a global city over the next quarter century. Unanimously endorsed by Council on 12 August 2024 following an extensive research, engagement and vision development process, *Parramatta 2050* sets a new benchmark for how local government authorities can define and communicate their aspirations. As a demonstration of best practice community and stakeholder engagement, *Parramatta 2050* also showcases how meaningful engagement can positively impact strategy development.

Parramatta 2050: A brief introduction

Parramatta 2050 is anchored by a new spatial vision for "Global Parramatta", which defines five key districts spanning from Westmead to Sydney Olympic Park, connected by the Parramatta River and the Metro line. *Parramatta 2050* recognises that the key global opportunities for Parramatta are concentrated in these five districts (while also

acknowledging that the benefits of the global city vision will be felt throughout Parramatta's neighbourhoods):

- ▶ **Health & Innovation District** (Westmead & Parramatta North)
- ▶ **Headquarters District** (Parramatta CBD & Surrounds)
- ▶ **Model City District** (Camellia-Rosehill)
- ▶ **Future Jobs & Industries District** (Silverwater)
- ▶ **Celebration District** (Sydney Olympic Park)

Parramatta 2050 also defines seven major 'Game Changers' which will guide the City's progress towards becoming a global city.

- ▶ **A world leader in First Nations partnerships**
- ▶ **An unrivalled river city**
- ▶ **Seamlessly connected to the world**
- ▶ **Western Sydney's jobs engine**

- ▶ **The epicentre of culture and creativity**
- ▶ **The home of festivals sports and entertainment**
- ▶ **Asia Pacific's centre for research & education**

Parramatta 2050 works alongside our Community Strategic Plan

Parramatta 2050 works alongside Council's other strategic documents, including our Community Strategic Plan, which translates our global vision into local outcomes. Our Community Strategic Plan is developed on behalf of our community and identifies their main priorities and aspirations for the future and provides a roadmap for achieving these goals. *Parramatta 2050* and this Community Engagement Strategy will be used to inform the upcoming review of the Community Strategic Plan in 2025.

To learn more about *Parramatta 2050* and City of Parramatta's Community Strategic Plan, please visit Council's website: cityofparramatta.nsw.gov.au/council/key-council-documents

2.0

Our approach to engagement

2.1 Key principles

The City of Parramatta's approach to community engagement is guided by eight key principles, which are based on the community participation plan principles outlined in *Section 2.23 of the Environmental Planning and Assessment Act 1979*:

BUILDING RELATIONSHIPS



We act in an honest, open, and respectful way to build strong relationships, partnerships, and trust with our stakeholders. We encourage effective and ongoing partnerships with the community to provide meaningful opportunities for participation in decision-making.

RIGHT TO BE INVOLVED



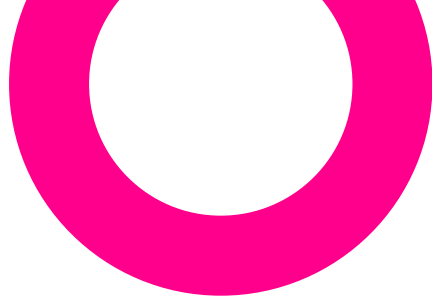
We believe that our stakeholders have a right to be involved in decisions that affect them. All communication should outline that feedback is invited and no-one is prohibited from participating (noting that there may be additional steps needed for engaging with certain groups such as children and young people under 18).

CLARITY OF PURPOSE



Our engagement is well-planned with a clearly defined purpose and stages for community input. We are clear about why, how, and what we are engaging about; if the community is affected by a decision, they should be consulted.





ACCESSIBLE AND INCLUSIVE



We actively seek views representative of the community, and we provide a range of engagement activities to ensure that the broadest possible range of stakeholders can participate. We conduct engagement in a culturally safe way. Barriers to engagement are identified and measures are put in place to help reduce or overcome these.

TIMELY AND COORDINATED



We engage early on and provide enough time for stakeholders to provide input so that views can be genuinely considered. We collaborate across Council to ensure our engagement activities are coordinated.

TAILORED



We use a range of engagement and communication methods that suit the purpose and type of project we are consulting on. We consider the impact of the proposed project, complexity, risk, timing, and the range of stakeholders involved. Where possible, information is provided in plain language, is accessible, and available in a format that makes it easy for people to participate.

TRANSPARENT



We make our decisions in an open and transparent way and provide feedback to our stakeholders in order to explain our decisions and let them know how their input has been considered.

LEARNING FROM PRACTICE



We evaluate our engagement activities and learn from the feedback that has been provided to us.

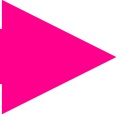


2.2 Levels of participation

Our engagement approach can vary based on the need and impact of the project. The IAP2 (International Association of Public Participation) Spectrum (www.iap2.org.au) shows that differing levels of participation are acceptable depending on the goals, timeframes, resources, and levels of concern in the decision to be made.

The IAP2 Spectrum defines the public's role in any community engagement program and sets out the promise being made to the public at each participation level. The levels of public participation are outlined in the below diagram:

2.2.1 IAP2 Spectrum of Public Participation

INCREASING IMPACT OF THE DECISION 					
	Inform	Consult	Involve	Collaborate	Empower
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

The City of Parramatta is a proud government member of IAP2 Australasia, and utilises the IAP2 Spectrum across all engagement projects.

3.0

Responsibilities

There are a variety of groups and teams at Council that have responsibility for ensuring the successful implementation of the Community Engagement Strategy. The following section provides insight into the responsibilities of these groups and teams.

COMMUNITY ENGAGEMENT TEAM



The Community Engagement team provides advice and support to all teams across Council. The team manages Council's community engagement platform, Participate Parramatta, and provides guidance on resources, engagement design, and engagement planning. The level of involvement from the team will depend on the complexity of the engagement project. The team is also responsible for the delivery of annual community workshops in each of the five wards.

PROJECT TEAMS



The City of Parramatta is made up of more than 1,200 staff working together to deliver high quality services to our local community. As subject matter experts, staff play a critical role in all engagement projects.

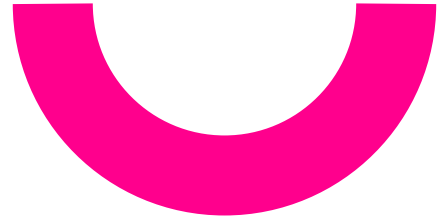
The project manager is responsible for complying with all legislative requirements and this Strategy. All community engagement activities are to be funded by the relevant Council department seeking input from the community.

It is also the responsibility of the project manager to comply with the Community Engagement and Stakeholder Framework and notify the Community Engagement team of any planned engagement activities.

EXECUTIVE TEAM AND SENIOR MANAGERS



Senior Managers and Executives are responsible for ensuring the consistent implementation of the Community Engagement Strategy. All engagement projects hosted on Participate Parramatta require Executive level approval. Senior Managers and Executives are also responsible for resourcing staff sufficiently to deliver effective community engagement and ensuring meaningful consideration of engagement outcomes is provided in the decision-making process.



COUNCILLORS



The City of Parramatta is represented by 15 Councillors elected by residents and non-residents across five electoral areas known as wards, with the Lord Mayor and Deputy Lord Mayor elected by the Councillors. Local government elections are generally held every four years.

Councillors play a vital role by listening to people in the local area and representing those views on Council. As democratically elected representatives, the views and recommendations of Councillors are closely considered in all engagement projects.

COMMITTEES



The City of Parramatta has a number of committees made up of staff, Councillors, and community members. They advise on the views, needs and interests of particular communities in the area.

EXTERNAL CONSULTANTS



Like City of Parramatta staff, external consultants are also responsible for complying with all legislative requirements, this Strategy, and the Community Engagement and Stakeholder Framework when delivering engagement activities on behalf of Council.

THIRD-PARTY LED PROJECTS

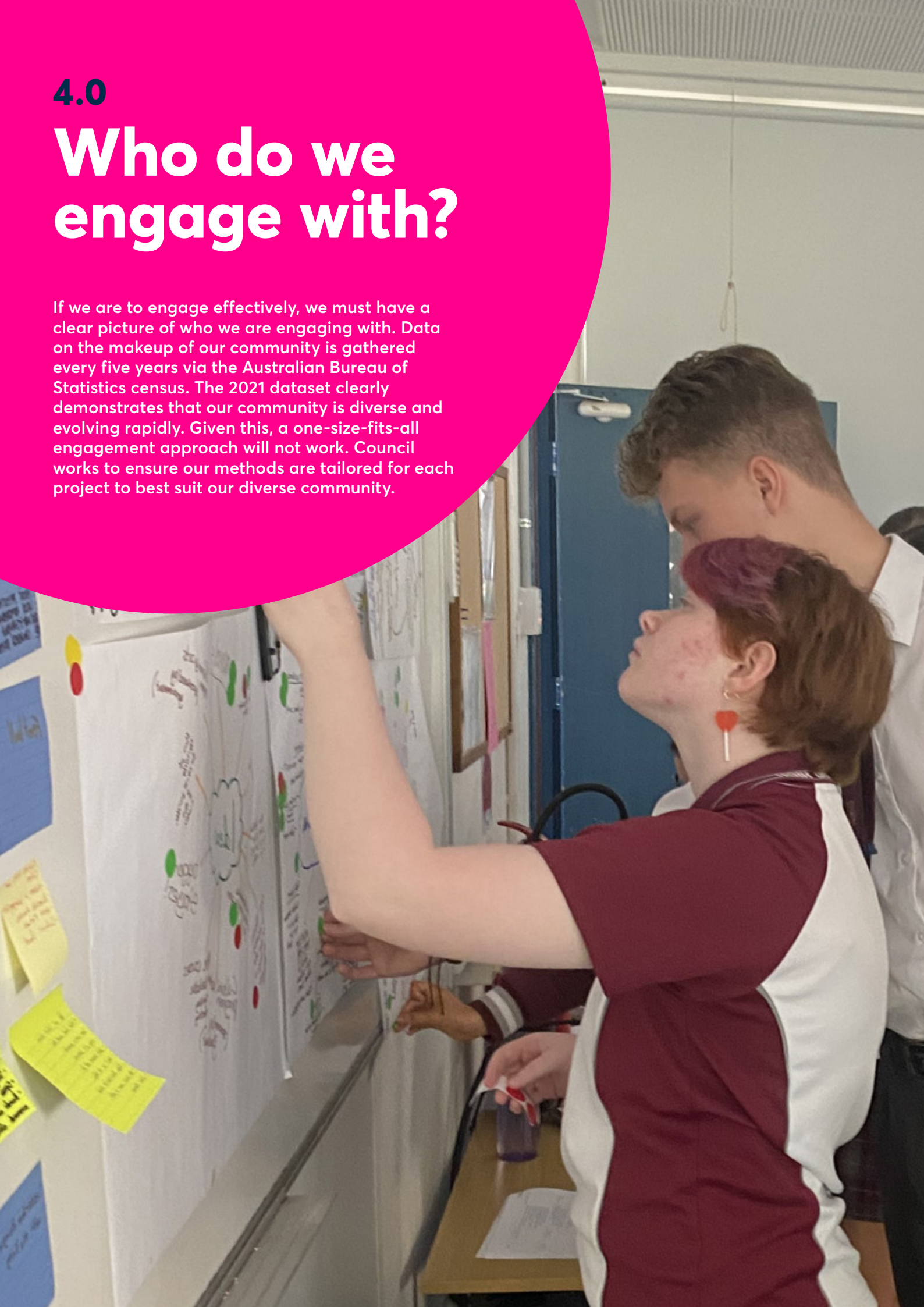


Not all projects that have an impact on our local area are led by and/or involve Council; when a third-party such as the NSW Government is delivering a project within the City of Parramatta, ultimate responsibility for the engagement and associated outcomes lies with the organisation that is managing the project. In these instances, Council will seek to promote the engagement opportunity and also advocate strongly on behalf of the interests of our community.

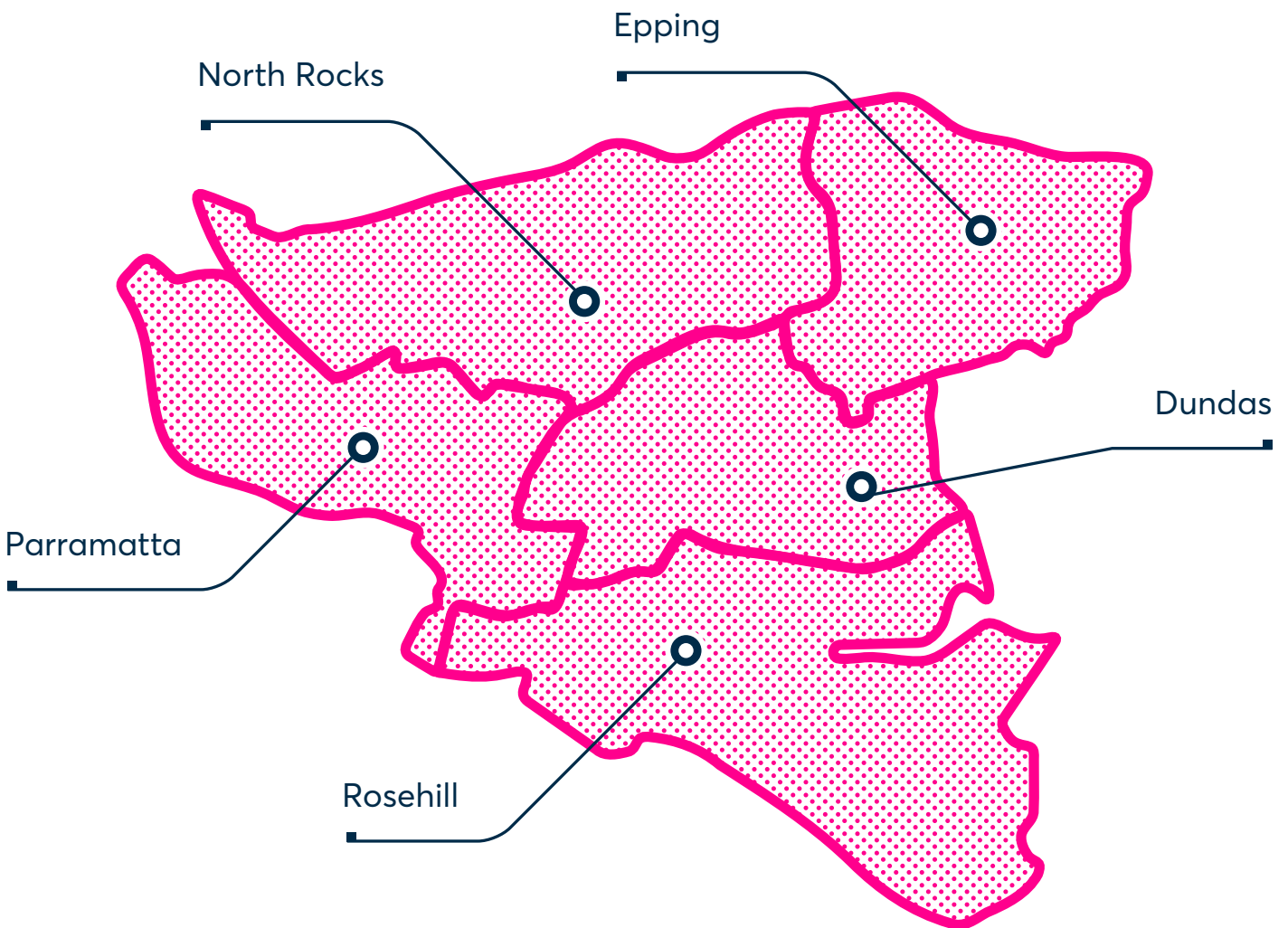
4.0

Who do we engage with?

If we are to engage effectively, we must have a clear picture of who we are engaging with. Data on the makeup of our community is gathered every five years via the Australian Bureau of Statistics census. The 2021 dataset clearly demonstrates that our community is diverse and evolving rapidly. Given this, a one-size-fits-all engagement approach will not work. Council works to ensure our methods are tailored for each project to best suit our diverse community.



The City of Parramatta spans 84 square kilometres and is home to 269,145 people as per the latest estimate at time of printing. The local government area has a rich history and diverse culture and is home to many unique neighbourhoods. Our city is divided into five wards, being Parramatta, Rosehill, Dundas, North Rocks and Epping. From Winston Hills to Westmead and Wentworth Point, each part of our city has its own distinct demographic qualities.



Population growth, new housing, jobs and infrastructure are helping Parramatta to evolve into a vibrant metropolis – a global city in Western Sydney.

Over the next 25 years, there will be further investment into Parramatta's infrastructure and development, continuing our rapid growth into a global city. This rapid growth and transformation presents

challenges, particularly in the short term, but also provides a unique opportunity for the community to help shape our city, making sure it is a place that people want to live, work, and visit.

WE ARE FAST GROWING

Nearly 270,000 people call Parramatta their home. By 2050, our population is forecast to grow to more than 500,000.



WE ARE EDUCATED

Approximately 9.5% of our population is currently undertaking a tertiary course (e.g. university or TAFE) and 74% of our community has completed Year 12 or an equivalent.



WE ARE DIVERSE

53.3% of people are born overseas (11.3% each from India and China), while 56.4% speak a language other than English at home (18.8% Mandarin/Cantonese and 5.5% Korean).



OUR VULNERABLE

9,160 people (est.) live with one or more long-term health conditions. 12.5% of households earn less than \$650 per week.



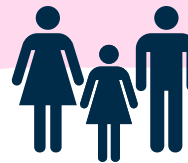
OUR LIVING SITUATION

Nearly 45% of people are now residing in high density housing, while over 44% are renting where they live.



WE ARE YOUNG

29.3% of our population are aged under 24, while 29.6% of people are aged between 25 and 39.



FIRST NATIONS PEOPLE

We recognise our Dharug custodians and elders, and all of the First Nations People who live, work, and use facilities and services in Parramatta.



Engaging with Dharug and First Nations Communities

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.

In alignment with our First Nations Strategy 2024-2029, Council will engage, connect, and work with Dharug and First Nations communities within the Parramatta local government area as a priority.

When undertaking community engagement with First Nations communities, the City of Parramatta is committed to delivering consultation that is culturally sensitive and appropriate.

We work closely with Dharug organisations and other traditional custodians to seek guidance, advice, and clarity when undertaking any relevant community consultation.

Council is respectful of cultural protocols and practices and recognises that the Dharug Elders of our community are central to all negotiations – we seek to gain their approval and support from the outset of a project.

When making decisions related to the needs and interests of First Nations people in the Parramatta local government area, we consult closely with local community leaders including the First Nations Advisory Committee and the Dharug Led Design Panel (DLDP) (a partnership project with Blacktown City Council and Dharug Traditional Owners).

Council considers all consultation with First Nations communities as a two-way process and values the opportunity to learn together and from each other. We understand that decision-making in First Nations communities is a consultative and participatory process, and that as such it can take time before agreement is possible.





4.1 Our stakeholders

A vital component of the community engagement process involves identifying and understanding key stakeholders who will be impacted by or who have an interest in a decision. Our approach to engagement aims to reach as many

people as possible across the community to ensure a broad range of views are heard although there may be instances where certain groups are prioritised or provided additional opportunities for input. We consult with internal

stakeholders such as our 1,200 staff, Councillors, and formal Committees (see Responsibilities section on pages 20–21), and externally with an extensive list of stakeholders.

EXTERNAL STAKEHOLDER GROUPS WHO MAY BE IDENTIFIED IN A COMMUNITY ENGAGEMENT PROCESS INCLUDE:

- ▶ People who live, work, or visit the City of Parramatta
- ▶ Investors (existing/new/potential)
- ▶ Businesses operating in the City of Parramatta
- ▶ Local chambers of commerce
- ▶ Active industry groups or associations
- ▶ Local alliances/networks that Council is a member of
- ▶ Local interest/resident groups
- ▶ Community, sporting, cultural and environmental groups
- ▶ CALD community
- ▶ Refugee community
- ▶ Future residents
- ▶ Young people
- ▶ Students
- ▶ Children and families
- ▶ Retirees/mature aged people
- ▶ LGBTQI+ community
- ▶ First Nations community (in particular, Dharug)
- ▶ Not-for-profits and non-government organisations
- ▶ Voluntary groups
- ▶ Schools, colleges/TAFE, and universities
- ▶ Childcare services and centres
- ▶ Health and support services
- ▶ Disability and wellbeing support services
- ▶ Emergency services
- ▶ Vulnerable people
- ▶ Those living in assisted care
- ▶ State and federal government agencies/services
- ▶ Local Members of Parliament
- ▶ Transport authorities
- ▶ Sydney Olympic Park Authority
- ▶ Parramatta Park Trust
- ▶ Neighbouring/other local councils

5.0

What engagement looks like at the City of Parramatta

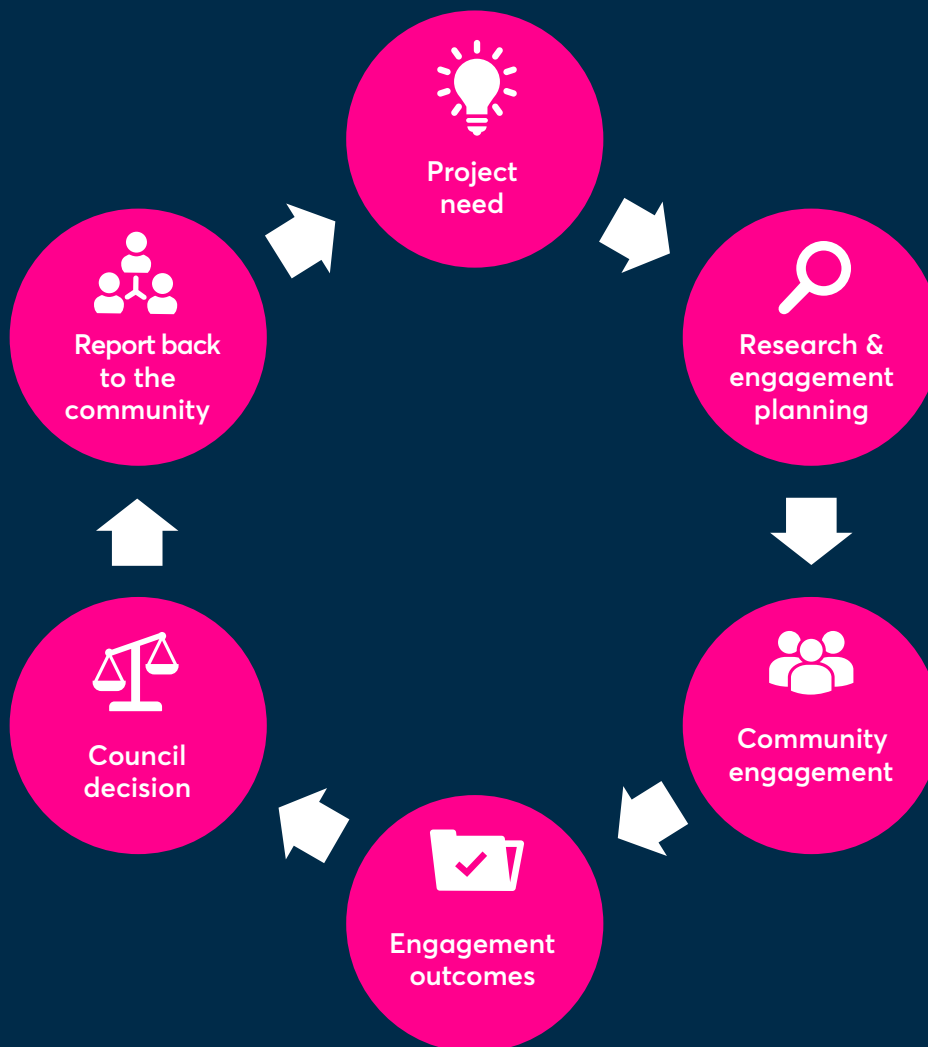
This Strategy guides the way engagement is planned and undertaken at the City of Parramatta.

Planning for engagement considers a range of factors

including who will the project impact, how much impact will the project have, and how interested the community might be in the project. Any legislative requirements for public participation will also

be considered, for example, minimum exhibition timeframes.

The general process for starting engagement, and how it works within Council is shown in the diagram below.





PROJECT NEED

Establish project objectives and determine if community engagement is required.



RESEARCH AND ENGAGEMENT PLANNING

Develop better understanding of project requirements and determine the most effective approach.



COMMUNITY ENGAGEMENT

Promote the engagement opportunity and capture feedback from the community and key stakeholder groups.



ENGAGEMENT OUTCOMES

Feedback is collated and analysed. If required, changes are made to the project which reflect what has been heard.



COUNCIL DECISION

A decision on the direction of a project is made either at the Council officer level or during a Council Meeting (if required).



FEEDBACK TO THE COMMUNITY

Council informs participants about how community engagement has influenced the direction of a project as well as any relevant next steps.

5.1 Consultation / public exhibition

Depending on the nature of a project or at what stage the community is being invited to provide feedback, an engagement may either be run as a 'consultation' and/or 'public exhibition'.

CONSULTATION: is generally used in the early stages of a project and when there are no associated legislative requirements. During the consultation stage, Council is looking to gather initial insights from community members and stakeholders, which can then be used to inform future stages.

PUBLIC EXHIBITION: is the official period when a project or proposal is open for feedback; Public exhibitions are generally legislated with specific notification and timeframe requirements. If a project needs to go on public exhibition, it must first be endorsed by Council before being made available for public comment.

Please note that Council is not required to make available for public inspection a planning matter that the publication of, would be contrary to public interest, because of its confidential nature, or any other reason.

5.2 Timeframes

At the City of Parramatta, there is no expiry date on community engagement findings. Re-engagement on the same project should only take place if there is a legislative requirement to do so, or if there have been significant changes made to the original proposal.

At a minimum, consultations will run for at least 14 days, while public exhibition periods are generally 28 days or longer.

We will always exhibit a proposal for the specified minimum timeframe (should any legislative requirements apply) and will consider an extended timeframe based on the nature and scale of the project. Timeframes for engagement are in calendar days and include weekends and public holidays. Any consultation or public exhibition over the Christmas/New Year period would be extended into January the following year.

Additionally, there may be occasions where a government priority or administrative requirement demands immediate action on proposals that prevents the implementation of our usual community engagement process.

A full breakdown of all planning and development related timeframes is provided in Appendix One.

5.3 The role of remuneration in engagement

For targeted stakeholders and in other relevant circumstances (e.g. Culturally and Linguistically Diverse communities), Council will consider the use of stipends to incentivise participation.

Remuneration is an important mechanism to encourage people to participate, including those people who Council generally does not hear from. We want to ensure that all views and voices are represented in our decision-making processes.

It is important that remuneration also reflects acknowledgement of participant's specific skill sets, experiences and/or perspectives.

Council generally uses e-gift cards when providing stipends.

5.4 How will I be notified?

The level of notification may vary across projects but at a minimum Council will provide information on Council's website and/or community engagement platform, Participate Parramatta.

OTHER NOTIFICATION METHODS THAT MAY BE USED DEPENDING ON THE NATURE OF THE PROJECT, INCLUDE:

- ▶ Social media
 - ▶ Council emails/newsletters
 - ▶ Direct notification i.e. letter
 - ▶ On-site signage/posters
 - ▶ Customer Service Centre
 - ▶ Library branch distribution
 - ▶ Media release
 - ▶ Newspaper advertising
-

The City of Parramatta does not have a target for a minimum number of responses required per engagement, with all views acknowledged and respected equally.

5.5 Engagement methods

5.5.1 Online engagement platform, Participate Parramatta

'Participate Parramatta' is Council's online community engagement platform; it provides a central location for all projects which the community can provide feedback on (details about some smaller or more routine projects may only be made available on Council's website).

The platform offers user-friendly tools such as surveys, interactive maps and vision boards that can be used to guide the community when providing feedback.

By registering as a member of Participate Parramatta, you can opt-in to receive regular email updates about projects that are

open for feedback. You will also learn when and where you can take part in online and in-person engagement opportunities, and receive invitations to join workshops, events, and other public meetings. To view the platform and/or register, visit: participate.cityofparramatta.nsw.gov.au/register

5.5.2 Other engagement methods

The methods of engagement that are offered will vary from project to project. All engagement projects will be hosted on Participate Parramatta and/or Council's website, and at a minimum, community members will always be provided with the opportunity to have their say via email, over the phone or by mailing in written correspondence. While social media is used by Council to promote engagement projects and provide greater opportunities for interaction with our community, it should be noted that comments received via social media are not considered formal feedback.

While social media is used by Council to promote engagement projects and provide greater opportunities for interaction with our community, it should be noted that comments received via social media are not considered formal feedback.

OTHER ENGAGEMENT METHODS THAT MAY BE USED INCLUDE:

- ▶ Survey (online or hard copy)
 - ▶ Pop-up/drop-in session
 - ▶ Face-to-face meeting
 - ▶ Pre-booked phone appointment
 - ▶ Workshop, presentation, or public meeting (virtual/face-to-face)
 - ▶ Focus group/forum (virtual/face-to-face)
 - ▶ Community reference group/summit
 - ▶ Co-design/citizen jury
 - ▶ Deliberative polling
-



5.6 How can I provide feedback?

Stakeholders and community members are encouraged to have a say in what Council does and how it does it. Council will review all issues raised in a submission before making a decision; we will consider all feedback received, and regardless of the number of submissions, we will review the issues raised in each one.

We will acknowledge your submission in writing. We also want you to know that any feedback or submission received by Council may be released as public information and is not considered confidential. Where possible, Council officers will however redact personal details from submissions.

The City of Parramatta values the privacy of individuals; we are subject to the New South Wales *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002* which give people some control over the personal information they provide to an agency and the right to know how it will be used.

There are many ways to provide feedback as outlined below:

VOTE AT ELECTIONS

General elections are held every four years to elect representatives, known as Councillors. If you are a resident, it is compulsory to vote in local government elections.

SPEAK WITH A COUNCILLOR

The City of Parramatta is represented by 15 Councillors. If you have an idea or issue, you can raise it directly with your local Councillor. To learn more, please visit:

▶ cityofparramatta.nsw.gov.au/council/lord-mayor-and-councillors

ATTEND COUNCIL MEETINGS

Members of the public can attend Council Meetings, which are typically held on the second and fourth Monday of each month commencing at 6:30pm. Meeting details and a copy of the agenda are provided on our website ahead of each Meeting. If you are unable to attend a Council Meeting in person, you can view the meeting live on Council's website or view a recording at a later date. For more information, please visit:

▶ cityofparramatta.nsw.gov.au/council/council-meetings

PARTICIPATE IN COUNCIL MEETINGS

Members of the public can also make an application to discuss an issue at a Council Meeting, providing that it relates to an item listed for consideration on the agenda.

Council will allow a maximum of five (5) Public Forums at each Council Meeting, being three (3) minutes allocated to each Public Forum. For more information, please visit:

▶ cityofparramatta.nsw.gov.au/council/council-meetings/public-participation-council-meetings

COUNCIL COMMITTEES

Council has a range of advisory committees to advise on the views, needs and interests of particular communities in the Parramatta Local Government Area (LGA).

Committee members are generally appointed to a four-year term, with applications for membership opened following each Council election. For more information, please visit:

- ▶ cityofparramatta.nsw.gov.au/council/your-council/governance-of-the-council/advisory-committees

PARTICIPATE IN PUBLIC CONSULTATIONS/PUBLIC EXHIBITIONS

Council asks for feedback on a large range of projects throughout the year, the vast majority of which are listed on Council's community engagement platform, Participate Parramatta:

- ▶ participate.cityofparramatta.nsw.gov.au

Development applications and other small-scale traffic and planning matters are generally not listed on Participate Parramatta. Residents will receive direct notification in these cases consistent with legislation. All development applications are made publicly accessible on Council's website where you can also track the progress of an application via the DA Tracker. You can provide feedback on a development application by making a submission on Council's online submissions portal. You can also post or email your submission, or speak directly with our Development Unit on (02) 9806 5600. All issues raised will be considered before a decision is made. To learn more and contribute, please visit:

- ▶ onlineservices.cityofparramatta.nsw.gov.au/ePathway/Prod/Web/Custom/da-track.htm

PROVIDE GENERAL FEEDBACK

Your feedback is important to us. If you have a complaint or compliment, you can contact Council on 1300 617 058, email council@cityofparramatta.nsw.gov.au or lodge it online at:

- ▶ cityofparramatta.nsw.gov.au/council/connecting-with-council/compliments-and-complaints

Council also conducts an annual Community Satisfaction Survey to find out directly from our community how we are performing in relation to the services and facilities that we manage and deliver. To find out more, please email r&e@cityofparramatta.nsw.gov.au

LODGE A SERVICE REQUEST

If you need to lodge a service request, you can get in touch with Council:

WEBSITE	onlineservices.cityofparramatta.nsw.gov.au/ePathway/Prod/Web/Custom/services.htm
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ONLINE CHAT	cityofparramatta.nsw.gov.au
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EMAIL	council@cityofparramatta.nsw.gov.au
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PHONE	1300 617 058
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LETTER	City of Parramatta, PO Box 32, Parramatta NSW 2124
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IN-PERSON	Customer Service Centre PHIVE, 5 Parramatta Square
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MACARTHUR GIRLS
HIGH SCHOOL



5.7 Difference between engagement and research

At the City of Parramatta, we use both research and engagement to help us inform decision-making. Depending on the nature of the project,

we may take a research-based or community engagement approach, while in some circumstances we will use both methodologies. To help explain

why we may use research and/or engagement, please see the table below:

Aspect	Research	Notification
<i>Purpose</i>	Investigate, study, and/or gather information	Foster collaboration and conversation
<i>Nature of activity</i>	Systematic analysis and interpretation of data	Interactive and participatory activities
<i>Goals and outcomes</i>	Assess performance, test ideas etc.	Build relationships, assist with decision-making etc.
<i>Role of participants</i>	Exclusive process with degree of separation	Inclusive process with active participants
<i>Timeframe and scope</i>	Extended period and wide or defined scope	Focuses on specific proposals

5.8 Accessibility and translations

The City of Parramatta is committed to ensuring that as many people as possible, regardless of accessibility requirements, are able to provide feedback and engage on projects.

Our community engagement platform is WCAG compliant; we have also improved the user

experience on the website through the addition of an accessibility widget. Where possible, we also offer the opportunity for community members to provide verbal submissions.

If you are deaf, hard of hearing and/or have a speech impairment, you can contact us through the National Relay

Service. Choose your access option and provide the City of Parramatta contact number, **1300 617 058** or **02 9806 5050**, to the relay officer.

For translation and interpreter services, please call **13 14 50** and ask the interpreter to phone the City of Parramatta on **1300 617 058** or **02 9806 5050**.

5.9 Evaluation and reporting

At the conclusion of every engagement project, an engagement evaluation and key findings report is required to be completed. Project managers are responsible for reporting back to the community on what

was heard during consultation/public exhibition and how stakeholder feedback has influenced decision-making.

All project managers are also required to complete an

internally facing evaluation form to help assess the effectiveness of the engagement activities and determine what, if anything, could be improved in the future.

6.0

When and how we engage

Community engagement should take place at the planning stage of any project or initiative; when a change in service is proposed; activities or infrastructure are being considered; when an issue is raised and requires a decision or when more information or evidence is required.

The trigger for 'when' we engage with the community may differ between projects and will depend on the complexity and nature of the project, however in most instances, community engagement is likely to be undertaken at multiple stages of a project.

To ensure we conduct meaningful and respectful consultation with our community, Council will first seek to build on previous community engagement findings – using this existing knowledge to help inform the design, delivery or implementation of a project. In doing so, we aim to avoid over-consulting our community and only coming to you for feedback when necessary.

SOME EXAMPLES OF WHEN AND HOW WE ENGAGE INCLUDE:

- ▶ Gathering ideas and identifying issues or opportunities
- ▶ Establishing the decision-making criteria
- ▶ Developing options/solutions/alternatives
- ▶ Evaluating/choosing options/solutions/alternatives
- ▶ Validating and providing final review





CITY OF PARRAMATTA PARTICIPA PARRAMATTA

SPIN & WIN!

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2	
	
	
	



**CITY
PARR**

TTA

The following table explains when and how the City of Parramatta engages with the community about particular plans and strategies, as well as the other work that we do.

Planning related projects have specific exhibition timeframes which must be met; these are outlined on the following pages and more specifically in Appendix One.

<i>When</i>	<i>IAP2 engagement level</i>	<i>How</i>	<i>Minimum consultation/exhibition period</i>
Educational programs and initiatives (e.g. bushcare)	▶ <i>Inform – Empower</i>	We will seek to promote widely and provide a range of opportunities/channels for the community to participate. <hr/> We will work closely with the community to ensure priorities are reflected.	▶ 14 days
Minor capital works (e.g. renewal, like for like replacements or small scale infrastructure projects such as a bubbler, picnic table etc)	▶ <i>Inform</i>	We will take all reasonable steps to share information on activities and plans with relevant stakeholders so that they are advised of any upcoming works. <hr/> We will also regularly communicate any key updates to ensure that relevant stakeholders are informed throughout the works.	▶ <i>We will let relevant stakeholders know at least 14 days in advance of work</i>
Major capital works (e.g. projects such as a new or replacement playground, bridge etc.)	▶ <i>Involve – Collaborate</i>	We will seek to promote feedback opportunities widely and provide a range of opportunities/channels for the community to share their views. <hr/> We will involve the community to ensure that priorities are reflected in the decision.	▶ 14 – 28 days
Master planning and place making (e.g. new or upgraded public spaces)	▶ <i>Consult – Collaborate</i>	We will seek to promote feedback opportunities widely and provide a range of opportunities/channels for the community to share their views. <hr/> We will involve the community to ensure priorities are reflected in the decision. Where possible, we will directly reflect community concerns and aspirations in the finalised plan.	▶ 28 days
Traffic related projects – Level One (e.g. minor change to sign not related to safety)	▶ <i>Inform</i>	We will take all reasonable steps to share information with relevant stakeholders about proposed changes. <hr/> At a minimum, feedback channels and notification methods will include: ▶ Notification letters (radius of 50–100 metres) ▲ <hr/> We will also communicate any key updates to ensure that relevant stakeholders are informed throughout the works.	▶ 14 days

When	IAP2 engagement level	How	Minimum consultation/exhibition period
Traffic related projects – Level Two <i>(e.g. substantive change to signs, may or may not be safety related OR minor traffic management change such as the addition of a small speed hump in a rear lane OR substantive change to a traffic management device such as a roundabout)</i>	▶ Inform – Consult	<p>We will take all reasonable steps to ensure that stakeholders are advised of the opportunity to provide feedback and ensure that a range of channels are made available for the community to share their views.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters (radius of 50 – 200 metres) ▲ ▶ Public notice on the City of Parramatta’s corporate website ▶ On-site signage <hr/> <p>We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council’s final decision.</p>	▶ 14 days
Traffic related projects – Level Three <i>(e.g. area wide change(s) to parking restrictions OR turn and/or one-way restrictions OR road closure(s))</i>	▶ Consult – Involve	<p>We will take all reasonable steps to ensure stakeholders are advised of the opportunity to provide feedback and involve the community to ensure that priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters (radius of 200 – 1000 metres) ▲ ▶ Public notice on the City of Parramatta’s corporate website ▶ Public notice on Participate Parramatta ▶ On-site signage ▶ Local newspaper public notice ▶ Hard copy folders ▶ Social media <p>In addition to the above, Council officers may consider additional methods including the following:</p> <ul style="list-style-type: none"> ▶ Community drop-in session(s) ▶ A media release <hr/> <p>We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council’s final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report.</p>	▶ 28 days

When	IAP2 engagement level	How	Minimum consultation/exhibition period
Naming projects (e.g. building names, bridge names, street names, place names etc.)	▶ Consult - Involve	<p>We will follow all guidelines as provided by the Geographical Names Board of New South Wales (GNB) and as prescribed by the <i>Geographical Names Act 1966 NSW</i> and <i>Roads Regulation 2018 NSW</i>. Where the GNB does not have a specific statutory responsibility, e.g. infrastructure such as building or bridge names, the naming process should follow Council's Road Naming Policy and Commemorative Works and Memorials Policy.</p> <p>We will seek to promote feedback opportunities widely and provide a range of opportunities/channels for the community to share their views.</p> <p>We will involve the community to ensure priorities are reflected in the decision. Where possible, we will directly reflect community naming preferences.</p>	▶ 21–28 days
Council's key plans and strategies (e.g. Community Strategic Plan, Economic Development Strategy etc.)	▶ Consult – Involve	<p>We will seek to promote feedback opportunities widely across the Local Government Area and provide a range of both digital and traditional avenues for community members to share their views.</p> <p>Where possible, we will recognise community views and concerns and ensure that your priorities are reflected as inputs into Council's final decision.</p>	▶ 28 days
Council's Annual Operational Plan and Budget	▶ Consult – Involve	<p>We will seek to promote feedback opportunities widely across the Local Government Area and provide a range of both digital and traditional avenues for community members to share their views.</p> <p>Where possible, we will recognise community views and concerns and ensure that your priorities are reflected as inputs into Council's final decision.</p>	▶ 28 days
Council's other key policies (e.g. Code of Meeting Practice)	▶ Consult	<p>We will take all reasonable steps to ensure stakeholders are advised of the opportunity to provide feedback and ensure that a range of channels are made available for the community to share their views.</p> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p>	▶ 28 days

When	IAP2 engagement level	How	Minimum consultation/exhibition period
<p>Council's key land use planning instruments</p> <p>▶ <i>Planning Proposals (Level One): Preliminary or minor Planning Proposals OR (Level Two): Planning Proposals involving change to zoning and / or development controls of low complexity and / or where the Planning Proposal is consistent with the identified strategic framework</i></p>	<p>▶ <i>Consult – Involve</i></p>	<p>We will involve the community to ensure priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters ▶ Public notice on the City of Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Hard copy folders ▶ Customer Service Centre enquiries <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report and through the Department of Planning and Environment website.</p>	<p>▶ <i>A minimum of 28 days or:</i></p> <ul style="list-style-type: none"> ▶ <i>(a) if a different period of public exhibition is specified in the gateway determination for the proposal—the period specified, or</i> ▶ <i>(b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition</i>
<p>Council's key land use planning instruments</p> <p>▶ <i>Development Control Plans (minor ♦)</i></p> <p>▶ <i>Section 7.11 Plans</i></p> <p>▶ <i>Planning Agreements</i></p>	<p>▶ <i>Consult</i></p>	<p>We will ask for community views. In addition to minimum statutory provisions, we will take all reasonable steps to ensure known stakeholders are advised of the opportunity to provide feedback.</p> <hr/> <p>The extent of notification will be determined based on a series of considerations including the scale, complexity, nature and potential impact of the Planning Proposal or instrument.</p>	<p>▶ <i>A minimum of 28 days</i></p>

When	IAP2 engagement level	How	Minimum consultation/exhibition period
<p>Council's key land use planning instruments</p> <ul style="list-style-type: none"> ▶ <i>Planning Proposals (Level Three): Planning Proposals involving change to zoning and / or development controls of high complexity and / or where the Planning Proposal is seeking variation from the identified strategic framework</i> 	<ul style="list-style-type: none"> ▶ <i>Consult – Involve</i> 	<p>We will involve the community to ensure priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters ▶ Public notice on the City of Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Hard copy folders ▶ Customer Service Centre enquiries ▶ Summary document ▶ Frequently asked questions <p>In addition to the above, Council officers may consider additional methods including the following:</p> <ul style="list-style-type: none"> ▶ Community drop-in session(s) or individual face-to-face meeting(s) ▶ A media release ▶ Social media ▶ Phone-a-planner sessions <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report and through the Department of Planning and Environment website.</p>	<ul style="list-style-type: none"> ▶ <i>A minimum of 28 days or:</i> ▶ <i>(a) if a different period of public exhibition is specified in the gateway determination for the proposal—the period specified, or</i> ▶ <i>(b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition</i>



Tell us what you like and what you would change about this game change...

BEST-IN-CLASS EDUCATION



THE SPINE OF FESTIVALS, SPORTS, AND ENTERTAINMENT

Choose your own pace to explore, relax and enjoy the best of our city's festivals, sports and entertainment.



ASPIRE IN FIRST NATIONS

Learn about the rich history and culture of our First Nations people.

MEETIN' SPAIN'S JOBS

Discover the opportunities and challenges of working in Spain.

Do you want to know what you would change about this game change?

Do you want to know what you would change about this game change?

Do you want to know what you would change about this game change?

Do you want to know what you would change about this game change?

When	IAP2 engagement level	How	Minimum consultation/exhibition period
<p>Council's key land use planning instruments</p> <p>▶ <i>Planning Proposals (Level Four): Any site greater than one hectare involving complex proposal with change in zoning and detailed urban design and urban capability assessment</i></p>	<p>▶ <i>Consult – Involve</i></p>	<p>We will involve the community to ensure priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters ▶ Public notice on the City of Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Hard copy folders ▶ Customer Service Centre enquiries ▶ Phone-a-planner sessions ▶ Summary document ▶ Frequently asked questions ▶ Community drop-in session(s) or individual face-to-face meeting(s) <p>In addition to the above, Council officers may consider additional methods including the following:</p> <ul style="list-style-type: none"> ▶ A media release ▶ Social media 	<p>▶ A minimum of 28 days or:</p> <ul style="list-style-type: none"> ▶ (a) if a different period of public exhibition is specified in the gateway determination for the proposal—the period specified, or ▶ (b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition
<p>Council's key land use planning instruments:</p> <p>▶ <i>Development Control Plan (Level One – Preliminary)</i> ●</p>	<p>▶ <i>Consult</i></p>	<p>We will ask for community views. In addition to minimum statutory provisions, we will take all reasonable steps to ensure known stakeholders are advised of the opportunity to provide feedback.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Public notice on the City of Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Customer Service Centre enquiries <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report.</p>	<p>▶ A minimum of 28 days</p>

When	IAP2 engagement level	How	Minimum consultation/exhibition period
<p>Council's key land use planning instruments:</p> <ul style="list-style-type: none"> ▶ <i>Development Control Plan (Level Two – Low Complexity)</i> ● ▶ <i>Development Control Plan (Level Three – High Complexity)</i> ● 	<ul style="list-style-type: none"> ▶ <i>Consult – Involve</i> 	<p>We will involve the community to ensure priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Customer Service Centre enquiries <p>In addition to the above, Council officers may consider the following:</p> <ul style="list-style-type: none"> ▶ Notification letters ▶ Hard copy folders <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report.</p>	<ul style="list-style-type: none"> ▶ <i>A minimum of 28 days</i>
<p>Council's key land use planning instruments</p> <ul style="list-style-type: none"> ▶ <i>Development Control Plan (Level Four – Precinct LEP amendments with complexities such as detailed urban design / urban capability assessment or Assessment of Master Plan)</i> ● 	<ul style="list-style-type: none"> ▶ <i>Consult – Involve</i> 	<p>We will involve the community to ensure priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Public notice on the City of Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Customer Service Centre enquiries <p>In addition to the above, Council officers may consider the following:</p> <ul style="list-style-type: none"> ▶ Notification letters ▶ Local newspaper public notice ▶ Phone-a-planner sessions ▶ Community drop-in session(s) or individual face-to-face meeting(s) ▶ Hard copy folders <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report.</p>	<ul style="list-style-type: none"> ▶ <i>A minimum of 28 days</i>

When	IAP2 engagement level	How	Minimum consultation/exhibition period
Development applications (DAs) other than for complying development, designated development or for State Significant Development (SSD) ▶ See Appendix One for more details.	▶ Consult	<p>We will ask for community views about options identified by Council. In addition to minimum statutory provisions, we will take all reasonable steps to ensure that stakeholders are advised of the opportunity to provide feedback.</p> <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision. We will also ensure Council's statement of reason for decision is published.</p>	▶ 14 days
Development applications (DAs) for designated development ▶ See Appendix One for more details.	▶ Consult	<p>We will ask for community views about options identified by Council. In addition to minimum statutory provisions, we will take all reasonable steps to ensure that stakeholders are advised of the opportunity to provide feedback.</p> <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision. We will also ensure Council's statement of reason for decision is published.</p>	▶ 28 days
Application for modification of development consent ▶ See Appendix One for more details.	▶ Consult	<p>We will ask for community views about options identified by Council. In addition to minimum statutory provisions, we will take all reasonable steps to ensure that stakeholders are advised of the opportunity to input.</p> <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision. We will also ensure Council's statement of reason for decision is published.</p>	▶ Usually not less than 14 days unless the proposed modification is to correct anomalies or will have minimal environmental impact

<i>When</i>	<i>IAP2 engagement level</i>	<i>How</i>	<i>Minimum consultation/ exhibition period</i>
<p>Re-exhibition of any amended development application</p> <p>▶ See Appendix One for more details.</p>	<p>▶ Consult</p>	<p>We will ask for community views about options identified by Council. In addition to minimum statutory requirements, we will take all reasonable steps to ensure that stakeholders are advised of the opportunity to input.</p> <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision. We will also ensure Council's statement of reason for decision is published.</p>	<p>▶ Council may re-exhibit an amended application at its discretion dependent on the:</p> <ul style="list-style-type: none"> ▶ extent it differs from the original application ▶ environmental impact ▶ effect on local amenity

- ^ *Exclusion of Christmas/New Year period: The period between 20 December and 10 January (inclusive) is excluded from the calculation of a period of public exhibition. This is a requirement under the EP&A Act and as such this overrides provisions in DCPs that relate to this notification period.*
Note. See also section 36 (2) of the Interpretation Act 1987 for the applicable rule where an exhibition period includes a weekend or public holiday.
- Members of the community who are affected by proposed major development should be consulted by the proponent before an application for planning approval is made.*
- If a particular matter has a different exhibition or notification period that applies under the EP&A Act, the longer period applies.*
- Submissions with respect to a plan, application or other matter may be made during the minimum period of its public exhibition. Where the exhibition is for a specified longer period, then submissions may be made during that specified longer period.*
- Where a plan, application or other matter has been publicly exhibited, the plan or application is not to be made, determined or finalised, until after the public exhibition period has ended.*
- Providing reasons for decisions will enable all stakeholders to a decision to understand why it was made. The statement of reasons can be very simple for simple decisions, and more detailed for complex decisions. For applications for development consent (DAs) and modifications of DAs (being an application that was publicly exhibited), Council must provide a public notification of:*
- a. the decision, and*
 - b. the date of the decision, and*
 - c. the reasons for the decision (having regard to any statutory requirements applying to the decision), and*
 - d. how community views were taken into account in making the decision.*
- ▲ *There will be some locations of very high density where Council will only write to the strata managers (as opposed to all individual residences).*
- *Where a Development Control Plan or Planning Agreement is exhibited concurrently with a Planning Proposal, the feedback channels and notification methods would reflect the feedback channels and notification methods selected for the Planning Proposal level.*

love WWPCC

Creative Activities extended hrs

Why do you open the cafe?

Rebates for 6-8 yrs

art

People there

Kind area

Quiet Study

hard to get into dancing more classes

Study Space

Being friendly giving gifts
thank you for the coffee

use sensory tools + instruments in storytime

Approachable and friendly staff

All staffs are super friendly, always willing to help

The people are so kind

thank you

THIS IS WHAT YOU LOVE ABOUT YOUR LIBRARY!

WHAT CAN WE IMPROVE

thank you!

SO much books

Storytime reading

Storytime reading

Iron points

Interactive projector

MODE

lovely staff interesting books

Thank you do...
- Some more variety
- Not the same activities

I Love Nintendo Fun and Board Game Book

ouch Computers Art

hearts

Judo Boxing

soccer

Lovely staff nice place for study

thank you!

ing SW

BOOKS! So Much BOOKS

love This day

the books

has books and it has games in it

Clean nice staff family fun day programs

clay art

Clean Tidy spacious kids friendly

thank you



PARTICIPATE PARRAMATTA



7.0

Implementation plan

7.1 Vision

Facilitate meaningful and inclusive opportunities for community feedback and advocate for evidence-based decisions within Council.

7.2 Implementation plan

To achieve our vision, we will continue to deliver on our ongoing commitments as listed below. We have also developed a list of specific actions that we will deliver over the next four years. We will review these actions regularly to ensure they are on track and adapt and respond to changing circumstances as needed.

7.2.1 Best-practice

<i>What</i>	<i>Who</i>	<i>Timeframe</i>
Provide support and strategic advice to project teams to design and deliver meaningful engagement activities.	▶ Community Engagement team	▶ Ongoing
Deliver best-practice engagement that is meaningful, accessible, and appropriate for our diverse communities, which includes: <ul style="list-style-type: none">▶ Translating information when required, avoiding technical jargon, and using simple language in all communications.▶ Providing a variety of engagements methods, with both online and face-to-face options provided where possible.	▶ Community Engagement team / whole organisation	▶ Ongoing
Deliver an annual program of face-to-face community workshops in each ward engaging with residents on local issues and other Council-wide matters.	▶ Community Engagement team / whole organisation	▶ Ongoing
Coordinate engagement activities to avoid multiple concurrent large-scale consultations/ public exhibitions, where possible.	▶ Community Engagement team / whole organisation	▶ Ongoing
Provide project updates and share information about the outcomes of all engagement activities and the impact on decisions.	▶ Community Engagement team / whole organisation	▶ Ongoing
Build internal capacity by providing engagement training for staff, including the IAP2 Framework and educate staff about their responsibilities to comply with legislative requirements and Council policies and practices, including the Community and Stakeholder Engagement Framework.	▶ Community Engagement team	▶ Ongoing

<i>What</i>	<i>Who</i>	<i>Timeframe</i>
Share engagement and research insights with staff via presentations, documented case studies and the internal publication of data to encourage informed, best-practice decision-making.	▶ Community Engagement team	▶ Ongoing
Deliver ongoing activities to increase participation and membership of the Participate Parramatta community.	▶ Community Engagement team	▶ Ongoing
Maintain a leading role in an inter-Council network for engagement professionals to share ideas and leverage opportunities.	▶ Community Engagement team	▶ Ongoing

7.2.2 Compliance

<i>What</i>	<i>Who</i>	<i>Timeframe</i>
Deliver on commitments outlined in Council strategies, including the Disability Inclusion Action Plan (DIAP) and First Nations Strategy	▶ Community Engagement team / Community Capacity Building team	▶ Ongoing
Monitor and review compliance with the Community and Stakeholder Engagement Framework.	▶ Community Engagement team	▶ Ongoing
Implement cost-effective engagement strategies and ensure best use of limited resources while meeting legislative requirements.	▶ Community Engagement team / whole organisation	▶ Ongoing
Ensure new starters at Council are aware of their engagement responsibilities and key documents such as this Strategy and the Community and Stakeholder Engagement Framework.	▶ Community Engagement team / whole organisation	▶ Ongoing

7.2.3 Measure and report

<i>What</i>	<i>Who</i>	<i>Timeframe</i>
Prepare a quarterly community engagement summary report for the Executive and Councillors and an annual summary for the community.	▶ Community Engagement team	▶ Quarterly
Conduct a biennial review of all local and neighbourhood centres situated within the City of Parramatta.	▶ Infrastructure, Grants and Major Projects team	▶ Biennial
Conduct an annual community satisfaction survey and maintain or exceed an overall satisfaction rating of 3.55 for opportunity to have a say on key issues.	▶ Community Engagement team/ whole organisation	▶ Annually

7.2.4 Short to medium-term actions

What	Who	Timeframe
Investigate the introduction of a requirement that would instruct Council officers to notify any person or organisation who has provided a submission on a project that has been on public exhibition. All those who have made a submission would be notified of the forthcoming report in the week prior to the scheduled Council Meeting, and then advised of the decision within seven business days following the meeting.	▶ Community Engagement team	▶ Up to 24 months
Investigate the introduction of a requirement for projects which have been on public exhibition that Council officers will include engagement evaluation and key findings reports as attachments to all applicable reports tabled at Council Meetings and also publish in full on Participate Parramatta.	▶ Community Engagement team	▶ Up to 24 months
Update Council's Commemorative Works and Memorials Policy and Road Naming Policy to include community engagement requirements for bridge and building names.	▶ Infrastructure, Grants and Major Projects team	▶ Up to 24 months
Investigate introducing a requirement that at least one Dharug name is included as an option for consideration during community engagement on all Council naming projects.	▶ Community Engagement Team/ Community Capacity Building Team	▶ Up to 24 months

7.2.5 Monitoring progress

Monitoring and reviewing Council's engagement activities is essential in order to identify areas for improvement and to realise goals more efficiently. We will use a variety of evaluation and reporting methods to assess and communicate progress including:

Undertaking annual audits to check progress against our Implementation Plan

Reviewing this Strategy every four years

Conducting and reporting on the community satisfaction survey annually

Monitoring participation levels in engagement activities

Reviewing verbal and written feedback on engagement effectiveness

Reviewing growth of the Participate Parramatta online community

Quarterly executive level reporting to improve visibility of engagement delivery

NAIDOC Week
Sunday 3 July to Sunday 10 July

**Check out
your new
community
engagement corner
HAVE YOUR SAY TODAY!**

How to get involved?
• Take one of the postcards from the info packet and read through the project details.
• If you want to 'have your say', grab a postcard write your comments in the space provided.
• Attach them, along with the postcard into the open slot on top of the box.

Need assistance?
Please speak with one of the friendly library staff or contact Council's Community Engagement Team via 1800 0 87 020 or participate@cityofparramatta.nsw.gov.au

**Community
Engagement Strategy
HAVE YOUR SAY!**

Tell us what you think about Council's approach to community engagement.

- What would you like to be informed about new projects?
- What projects do you want to have a say on?
- How do you want to have your say?

Sign up www.cityofparramatta.nsw.gov.au or scan the QR code.

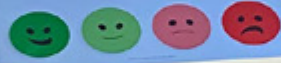
Show your feedback by scanning the QR code, or visit participate.cityofparramatta.nsw.gov.au/engagement-strategy

Contact the Community Engagement Team
1800 0 87 020

More information: Office of Parramatta, 1500 Macquarie Street, Parramatta, NSW 2150

Feedback

Please rate your satisfaction
with our service today



**CITY OF
PARRAMATTA**

8.0

What engagement did we complete to inform this Strategy?

Preliminary consultation to inform the review of Council's Community Engagement Strategy commenced in mid-2023 and ran through until mid-2024.

During this period, Council delivered two series of in-person workshops in each of our five wards, with nearly 400 residents attending overall.

We also ran an online survey which was hosted on Participate Parramatta.

Following public exhibition of the draft Community Engagement Strategy 2024–2028, this section will be updated to demonstrate what was delivered and any further changes made.

8.1 What did we hear?

Throughout the consultation we heard how important engagement is to our community and that while our residents and stakeholders feel as though Council is generally doing a good job, **we have room for improvement. Our community wants:**

- Greater engagement at Council events and more face-to-face outreach
- More tailored communication and increased accessibility
- Council officers to more consistently close the feedback loop and deliver improved customer service
- Further diversification of communication channels

8.2 What did we change as a result of engagement on this Strategy?

Following extensive community consultation and the analysis of over 500 contributions, a number of key changes were made to this Strategy, including:

- ▶ Clearer commitment to engaging with Dharug and other First Nations communities.
- ▶ Several short-medium term action items have been incorporated as part of our 'best-practice' commitments.
- ▶ Further details have been provided about the engagement methods which will be used for different levels of Development Control Plans.
- ▶ Council endorsed an annual program of face-to-face community ward workshops to ensure that residents have greater opportunity to have their say.
- ▶ We endorsed a Customer Transformation Plan that will see Council further enhance how we interact with residents and other stakeholders leading to improvements in customer service and increased closing of the feedback loop.





9.0

Glossary

<i>Term</i>	<i>Description</i>
Contribution plans	A plan developed by councils for the purpose of gaining financial contributions from new development towards the cost of new and upgraded public amenities and/or services required to accommodate the new development
Community Strategic Plan (CSP)	A Council plan prepared under the <i>Local Government Act 1993</i> which focuses on achieving the long term social, environmental and economic aspirations of the community
Designated development	Designated development refers to developments that are high-impact developments (e.g. likely to generate pollution) or are located in or near an environmentally sensitive area (e.g. a coastal wetland)
Development Control Plans (DCP)	A plan that provides detailed planning and design guidelines to support the planning controls in a Local Environment Plan (LEP)
Gateway determination	A gateway determination is issued following an assessment of the strategic merit of a proposal to amend or create an Local Environment Plan (LEP) and allows for the proposal to proceed to public exhibition
International Association of Public Participation (IAP2)	An industry association guiding the standards and principles of engagement across the world but also from an Australian perspective
Local Environmental Plan (LEP)	A process which involves an amendment to a Council's LEP which sets the planning framework for a local government area
Local Strategic Planning Statement	A strategy that focuses on the vision and priorities for land use within a council area

10.0

Appendix One: Consolidated Notification Requirements

10.1 Introduction

City of Parramatta pursues a sensitive and balanced approach to development that protects residential amenity and the environment, preserves heritage and provides clarity for developers. Our plans and policies provide an urban planning framework for development and conservation with the City of Parramatta local area.

Infrastructure and other developments like housing require approval from Council under staff delegation, the Parramatta Local Planning Panel (PLPP), the Sydney Central City Planning Panel (SCCPP) or in some instances the Minister for Planning. These types of developments range from house extensions to major commercial and industrial projects. The majority of development applications are processed and determined by Council staff under delegation. Some other developments have such a minor impact (exempt development), or can be carried out in compliance with accepted building or environmental standards (complying development), and do not require a development application.

Under the Environmental Planning and Assessment (EP&A) Act 1979, all DAs must be formally assessed by Council. This means that the site must be inspected, applicants and neighbours engaged, reports drafted and recommendations made.

CITY OF PARRAMATTA

DRAGONFLY MIDWIFERY

FIRST NATIONS STR

WHAT IS DRAFT
PARRAMATTA 2050?

A Parramatta 2050 is an
ambition of City of Parramatta
Council to present a long-term
strategic vision that guides our
City's future.

PARRAMATTA
2050

PUBLIC CONSULTATION
GET INVOLVED!

The opportunity to have your say on the draft
Parramatta 2050 Strategic Vision is open to all
residents, businesses and organisations in
Parramatta. You can provide your views
online or at a public consultation event.

www.parramatta.nsw.gov.au/parramatta2050

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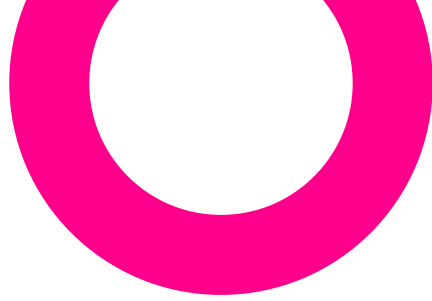
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10.2 Notification

The EP&A Act 1979 sets out the minimum public exhibition periods for development applications. The requirements for specific categories and types of development applications are set out in Table One.

DEVELOPMENT ASSESSMENT *Mandatory minimum exhibition timeframes*

- | | |
|---|-----------|
| ▶ Application for development consent (other than for complying development certificate, for designated development or for State significant development) | ▶ 14 days |
| ▶ Application for development consent for integrated or designated development | ▶ 28 days |

*Exclusion of Christmas/New Year period: The period between 20 December and 10 January (inclusive) is excluded from the calculation of a period of public exhibition. This is a requirement under the EP&A Act.

*Submissions with respect to a plan, application or other matter may be made during the minimum period of its public exhibition – If the plan, application or other matter is placed on public exhibition

for a specified longer period, submissions may be made during that specified longer period.

Council provides information on development applications in two ways:

- ▶ Where notification is required Council sends written information to surrounding and potentially impacted residents and properties owners; and
- ▶ Where notification is required Council will notify these applications on its website.

Where identified DAs will be notified in accordance with Table One notification aims

to inform residents, owners and other stakeholders of the proposed development and

provide the opportunity for them to have their say through submissions.

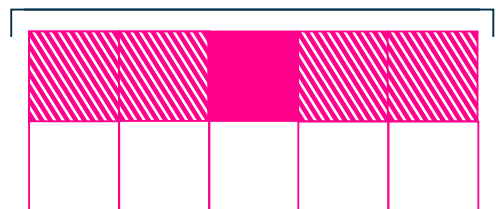
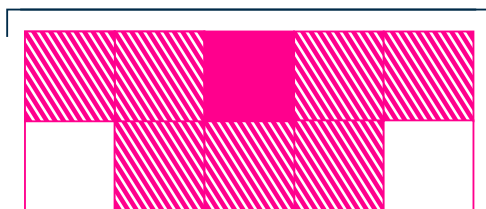
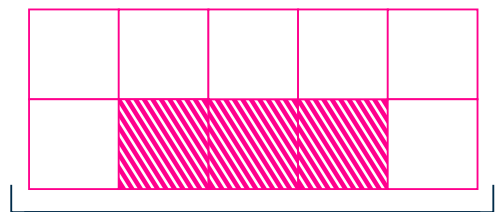
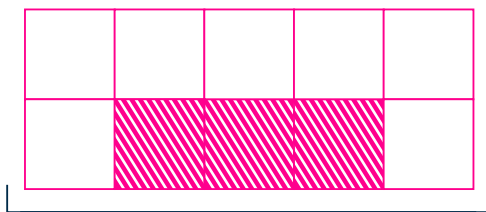
Written notification (which may include electronic written notification) will be provided by us as shown in the figure below, as a minimum, to the following:

- ▶ For buildings of single ownership, notification will be to the building owner;
- ▶ Where the identified parcel of land is under more than one ownership (including strata schemes), notification will be sent to all owners for whom Council holds contact information.

Written notification will be provided to the 10 closest surrounding properties. Where there is no impact to adjoining

properties to the rear of the subject site, notification will be limited to the five closest surrounding properties to the

side and opposite the subject site. Refer to the respective diagrams on this page.



The level of notification may be increased at the discretion of Senior Planning Management depending on the nature and likely impact of the proposal.

As a minimum written notification will include:

- ▶ Identification/description of the relevant parcel of land (lot description and address).
- ▶ a description of the proposed development
- ▶ where the full application can be viewed
- ▶ name of applicant
- ▶ the registered number of the application
- ▶ the closing date for submissions
- ▶ a statement that submissions will be disclosed to any person requesting information under the Government Information (Public Access) Act 2009
- ▶ multi-lingual advice alerting that the notification contains important information about a development proposal and that a translation service is available.

For applications requiring 21 or 28 day notification, a notification sign will also be placed on site.

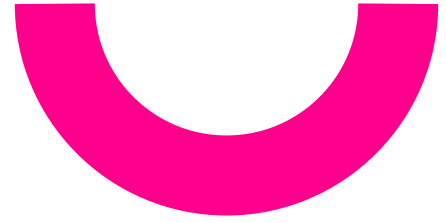
In some instances, development applications are not notified. These categories and types of development have been identified in Table One.

10.3 Amended applications

An applicant may make an amendment to an application at any time prior to the determination of the application. If the amended application is substantially the same and does not

cause a greater impact, then the application will not be renotified. Where an amended application is deemed to cause a greater or more serious impact it will be will be renotified in the same manner as the original

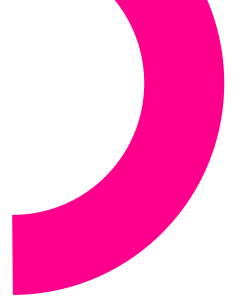
application and to each person who made a submission to the original application. In the case of submissions being made by petition, only the principal author or first signatory will be notified.



10.4 Applications for modification of development consent

Under the EP&A Act 1979 development consents are able to be modified. There are several categories of modification which will be notified as described in the table below.

<i>Section</i>	<i>Type of Modification</i>	<i>Notification</i>
Section 4.55 (1) OR equivalent Section 4.56 application	Modifications involving minor error, misdescription or miscalculation.	▶ <i>No notification</i>
Section 4.55 (1A) OR equivalent Section 4.56 application	Modifications involving minimal environmental impact. <i>(Where the proposal is for internal alterations and does not alter or modify the height or external configuration of the building)</i>	▶ <i>No notification</i>
Section 4.55 (1A) OR equivalent Section 4.56 application	Modifications involving minimal environmental impact. <i>(Where modifications generate appreciable impacts to surrounding development)</i>	▶ <i>14 days to any impacted property</i>
Section 4.55 (2) OR equivalent Section 4.56 application	Other modifications.	▶ <i>Notification as per the original application</i>



APPLICATIONS FOR REVIEW OF A DETERMINATION

An applicant for development consent may request Council to review a determination or decision (whether by way of approval or refusal) within six months of the date of issue of the Notice of Determination under Section 8.2 of the *EP&A Act 1979*. These applications will be notified as per the requirements of the original development application.

SUBMISSIONS

Anyone may make a submission in relation to DA. Submissions should be made in writing by post or email and should include the following:

- ▶ DA number
- ▶ Contact details (full name, postal address, phone number and email address)
- ▶ For an objection to a proposal clear reasons for the objection.

Anonymous submissions will not be considered.

Submissions received by Council during the exhibition period will be considered by Council as part of the assessment of the application. Council must consider all issues raised within any submission before making a decision regarding a DA and the assessment report will explain the reasons for the decision.

DETERMINATION OF APPLICATIONS

The majority of DAs received by Council are determined under delegation by staff. However, some DAs are determined by the PLPP and the SCCPP.

For those DAs determined by the PLPP the public is welcome to participate in these meetings. Anyone who prepared a submission will be contacted and advised of the meeting date and time.

NOTICE OF DETERMINATION

Once an application has been determined, Council will notify the decision in accordance with section 4.59 of the *EP&A Act 1979*. Council does this by publishing all notices of determinations on Council's website.

Any person who made a submission relating to the DA will be informed of the decision and reason(s) for the decision. For submissions made by petition, only the principal author or first signatory will be informed.



10.5 Development assessment notification requirements (TABLE ONE)

Category	Development Type	Notified	Notification Period
RESIDENTIAL	All dwelling houses	✓	▶ 14 days
	Secondary Dwellings	✓	▶ 14 days
	Dual Occupancies	✓	▶ 14 days
	Multi dwelling housing and attached dwellings	✓	▶ 21 days
	Residential Flat Buildings, Shop Top Housing	✓	▶ 21 days
	Boarding Houses	✓	▶ 21 days
	Group Homes	✓	▶ 21 days
	Seniors Housing	✓	▶ 21 days
	Alterations and Additions to dwelling houses, carports, garages, outbuildings and swimming pools	✓	▶ 14 days
	COMMERCIAL	New Development	✓
Alterations and Additions		✓	▶ 14 days
Change of use		✗	▶ N/A
Pubs and registered clubs		✓	▶ 14 days
INDUSTRIAL	Non-Residential Development in a Residential Zone or Business and Industrial Zones adjoining a residential area (that may have an impact on residential amenity)	✓	▶ 21 days
	New Development	✓	▶ 14 days
	Alterations/Additions to industrial buildings	✓	▶ 14 days
	Change of use	✗	▶ N/A
	Change of use where there is potential impact on residential amenity or business operation	✓	▶ 14 days
	Potential hazardous industries (where SEPP 33 applies)	✓	▶ 14 days

Category	Development Type	Notified	Notification Period
SUBDIVISION	Torrens or Community Title subdivision	✓	▶ 14 days
	Subdivision of an approved dual occupancy (Torrens, Community Title, or Strata)	✗	▶ N/A
	Strata Subdivision	✗	▶ N/A
	Stratum subdivision or boundary adjustments	✗	▶ N/A
OTHER	Educational Establishments (within residential zone)	✓	▶ 21 days
	Places of Public Worship	✓	▶ 21 days
	Child Care Centres	✓	▶ 21 days
	Hospitals	✓	▶ 21 days
	Brothels and restricted premises	✓	▶ 21 days
	Demolition or substantial demolition of a heritage item (building, work, relic, tree or place in a heritage conservation area)	✓	▶ 21 days
	Designated Development	✓	▶ 28 days
	Integrated Development	✓	▶ 28 days
INTERNAL WORKS	Where the proposal is for internal alterations and does not alter or modify the height or external configuration of the building. This can include modifications under Section 4.55 (1A) of the <i>Environmental Planning and Assessment (EP&A) Act</i> .	✗	▶ N/A
DEMOLITION	Demolition of a building that is not a heritage item or within a heritage conservation area	✗	▶ N/A
EXEMPT & COMPLYING DEVELOPMENT	Any development under SEPP (Exempt & Complying Development Codes) 2008	✗	▶ N/A
SECTION 8.2	Review of Determination under S8.2 of <i>EP&A Act</i>	Same as the original DA	▶ N/A
TREE REMOVAL	Heritage Conservation Area	✓	▶ 14 days
	Heritage Item	✓	▶ 14 days

*Any categories not included are at the discretion of the Executive Director City Planning and Design or Group Manager Development and Traffic Services.





Address: 5 Parramatta Square, Parramatta
PO Box 32, Parramatta NSW, 2124

Phone: 1300 617 058

Email: council@cityofparramatta.nsw.gov.au

Web: cityofparramatta.nsw.gov.au

Social: [@parracity](#)

[@cityofparramatta](#)

[@cityofparramatta](#)

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

KOREAN

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.

CHINESE

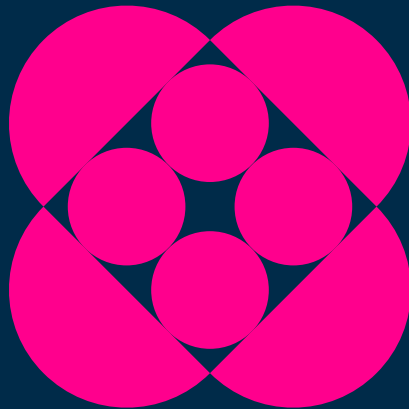
如果你需要翻译协助阅读这份新闻简报, 请联系 TIS, 电话131 450, 要求他们代表你接通巴拉玛打市议会顾客服务处, 电话 9806 5050。顾客服务处的工作时间是每星期一至星期五, 上午8:30至下午5:00。

ARABIC

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.

HINDI

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।



**Draft
Community
Engagement
Strategy**

2024-2028



cityofparramatta.nsw.gov.au