

City of Parramatta

2025 Community Ward Workshops

Summary Report



Epping Ward



Dundas Ward



Rosehill Ward



Parramatta Ward



North Rocks Ward

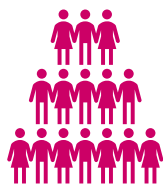
As part of the City of Parramatta's commitment to delivering best-practice community engagement, Council undertakes a series of annual community ward workshops. This comprehensive in-person consultation process provides Council with an in-depth understanding of local needs and priorities, and helps to guide decision-making and future planning.

Five workshops were facilitated between March and May 2025, with one hosted in each of the Parramatta, Rosehill, Dundas, North Rocks, and Epping wards. A total of 256 local residents attended. The recruitment process was independently led and aimed to achieve a demographic representation of residents in each ward.

All workshops were hosted on a Saturday afternoon in local venues, lasting 3 hours and covered off on the same topic areas. Activities were designed to be fun and engaging.

The following provides a snapshot of key insights gathered from across all the wards.

Participant Demographic Snapshot



256 residents attended



57% female

42% male

1% other



16.1% aged 18-29 years

20.2% aged 30-39 years

19.4% aged 40-49 years

20.6% aged 50-59 years

15.3% aged 60-69 years

8.5% aged 70+ years



53.6% speak English only

46.4% speak a language other than English

30 different languages spoken



Top five

33 Australia

33 India

24 China

14 Phillipines

14 Hong Kong



66.7% own or part own their home

28.9% are currently renting

4.4% had other arrangements



7.4% identified as LGBTQIA+



6.6% identified as living with a disability

Topics, Purpose, and Key Findings

Warm-up exercise to facilitate introductions and gather perceptions about local areas:

- Each workshop session comprised of a wide range of participants, spanning those who had recently moved to the area through to those who had been residents for 21+ years.
- This exercise revealed strong connections across two key aspects, namely people (e.g. neighbours, community) and place (e.g. green/open spaces), and then depending on location, functional appreciation (e.g. of transport connectivity and multiple facilities on offer).

Welcome pack – Shaping the City of Parramatta welcome initiative through relevant community input and suggestions:

- Participants emphasised the value of sharing local knowledge and tips to help new residents settle in, navigate, and enjoy their way around Parramatta and all it has to offer.
- Key topics and categories suggested for inclusion included specifying any available transport options, shops and restaurants, as well as community facilities (e.g. libraries, medical centres), local events and activities, tourist attractions, parks, and walking or cycling trails.

Community infrastructure – Identifying strengths versus gaps and needs to support the update of the City of Parramatta Community Infrastructure Strategy:

- Participants were mostly satisfied with the quality of parks and open spaces available in their respective wards. They were however generally less satisfied with the quality of community facilities available, with responses and priorities varying according to ward.
- Parramatta ward residents would like to see new indoor and outdoor facilities and community spaces to cater to the growing population. Epping, North Rocks and Dundas wards identified similar needs, but for different reasons and with the latter (Dundas) placing a greater focus on upgrades to existing parks and facilities. Rosehill residents were similar, but more neutral regarding the quality of existing community facilities available in their ward.

Library User/Non-User Study – Exploring existing behaviours as well as any barriers or opportunities to help inform a broader research effort on Council's library offerings:

- Just over a third of participants identified as 'Frequent users' of a library (defined as visiting at least monthly), around a quarter as 'Occasional users' (visiting every few months) and the balance were either 'Rare' or 'Non-users'. North Rocks ward attendees were more likely to be rare or non-users, whereas Parramatta ward residents were more likely to be frequent users.
- Driving was the most common travel mode to reach a library, followed by walking or cycling and public transport. North Rocks residents were most likely to drive, while those in the Parramatta and Rosehill wards were more likely to walk or cycle.
- Most averaged around 15-minutes traveling time to a library, but with longer journeys more common among Epping, Rosehill and North Rocks ward residents. There was a willingness to travel longer to access a 'great' library although 20 minutes was generally the preferred limit.
- Several common themes emerged when describing their ideal library. These included accessibility (e.g. longer opening hours, more parking), modern and diverse facilities (e.g. meeting rooms, maker spaces), a rich program of activities, a broad and inclusive collection, and effective communication about library events.

Civic participation – Discovering new opportunities for residents to engage with Council initiatives:

- All wards were generally open to and welcoming of more engagement with Council and Councillors, with the majority rating civic participation as either important or very important.
- Most feel somewhat, rather than well informed about participating in Council matters.
- Suggestions to improve ease of engagement included more education on the matter and offering a wider variety of formats (online vs in-person/pop-ups sessions, English and in-language/translated where possible) to make these interactions as inclusive and accessible as possible (for elderly vs youth, varying cultures etc.).

Local projects – Input into prioritisation of small or hyper-local projects for delivery in the short to medium term (next 4 years):

- Key mentions were counted and grouped into overarching themes. The most common issues raised in various degrees or frequencies across the wards were parks and green spaces, public amenities, lighting and safety, footpaths and connectivity, public transport and roads, community and social initiatives, and cleanliness and waste management.



Workshop feedback – Overall evaluation of the session attended:

- Strong positive feedback was received regarding the opportunity to attend the workshops, with most valuing the opportunity to get involved and give feedback, rating them as highly interesting and relevant.
- Some lingering uncertainty was evident about Council's ability to act on all suggestions made but there was general understanding of the limitations within which Council operates, and practical, constructive input provided.

Recommendations and next steps

- The City of Parramatta has an organisation wide commitment to delivering meaningful engagement. To demonstrate that the feedback received during the ward workshops has been valued, it is recommended that Council officers periodically provide updates on relevant actions taken via a dedicated Participate Parramatta project page and directly to the workshop participants.