



**CITY OF
PARRAMATTA**

**Draft Community Strategic Plan 2025-2050,
Draft Delivery Program 2025-2029 and Operational Plan and
Budget 2025/26,
Draft Fees & Charges 2025/26, and
Draft Resourcing Strategy**

Engagement Evaluation and Key Findings
June 2025

CONTENTS

- 1. INTRODUCTION..... 1
- 2. EXECUTIVE SUMMARY2
- 3. SUBMISSIONS3
- 4. ENGAGEMENT EVALUATION.....11
- 5. APPENDIX.....16

1. INTRODUCTION

On Monday 12 May 2025, City of Parramatta Council endorsed for public exhibition the Draft Community Strategic Plan 2025-2050 (CSP), the Draft Delivery Program 2025-2029 and Operational Plan and Budget 2025/26, and Draft Resourcing Strategy (DPOP+) as part of the Integrated Planning and Reporting Framework.

- The draft documents were developed through broadscale community consultation conducted from October to December 2024 which included the Parramatta 100 Community Forum.
- Public exhibition of the draft strategies opened on Wednesday 14 May 2025 on Participate Parramatta and closed at 9am on Wednesday 11 June 2025.
- It was promoted on Council channels including social media (paid and organic), e-newsletters and the main Council website, with coverage in Parra News and signage at Council facilities.

This report summarises the submissions received and evaluates the engagement campaign.

The project pages can be found here:

<https://participate.cityofparramatta.nsw.gov.au/csp-2050>

<https://participate.cityofparramatta.nsw.gov.au/dpop-2025-29>

For information on the strategies and exhibition findings, please contact the Corporate Strategy team at corporatestrategy@cityofparramatta.nsw.gov.au.

For information on the engagement, please contact the Research and Engagement team at participate@cityofparramatta.nsw.gov.au.



Figure 1 - Featured in the social media campaign

2. EXECUTIVE SUMMARY

Promotion of the public exhibition resulted in 4,961 visitors to the project pages on the online engagement platform, Participate Parramatta.

This high level of activity included over 6,000 document downloads pointing to strong awareness and interest in the draft plans.

In addition, Council staff held 6 pop-ups across the LGA speaking to 370 residents.

There were 71 online submissions (35 for the Draft CSP, 36 for the Draft DPOP+). Eight participants submitted both surveys.

In addition, Council staff received 18 email submissions. 8 submissions were received from organisations.

The total number of submissions is 89.

- 64% of online submissions on the Draft Community Strategic Plan were in support (Yes or Yes to an extent).
- The pillar "We put people first" resonated the most with participants (64%), followed by "We nurture the environment" (50%).
- 61% of online submissions on the Draft Delivery Program, Operational Plan & Budget were in support (Yes or Yes, to an extent)
- 58% of online submissions on the Draft Fees & Charges were in support (Yes or Yes to an extent), 20% opposed, 8% unsure with 14% providing no feedback on this plan
- 41% of submissions on the Draft Resourcing Strategy were in support (Yes or Yes to an extent), 17% opposed, 14% unsure with 28% providing no feedback on this plan.

Issues raised in the online submissions include:

- Concern that actions under the previous Community Strategic Plan had not been carried over into the new Plan.
- Desire to see the tree canopy program funding maintained as heat mitigation.
- Desire to see Active Transport initiatives expanded.
- Concern regarding increases to childcare fees.
- Calls to strengthen many of the outcome measures.
- Desire to see a longer engagement process with more summaries and improved accessibility.

Regarding the response to budget items included/not included, Council should note:

- Opinion is divided on the budget increase for events.
- Several submissions rejected cuts to environmental programs

3. SUBMISSIONS

Below is a summary of the submissions and feedback gathered.

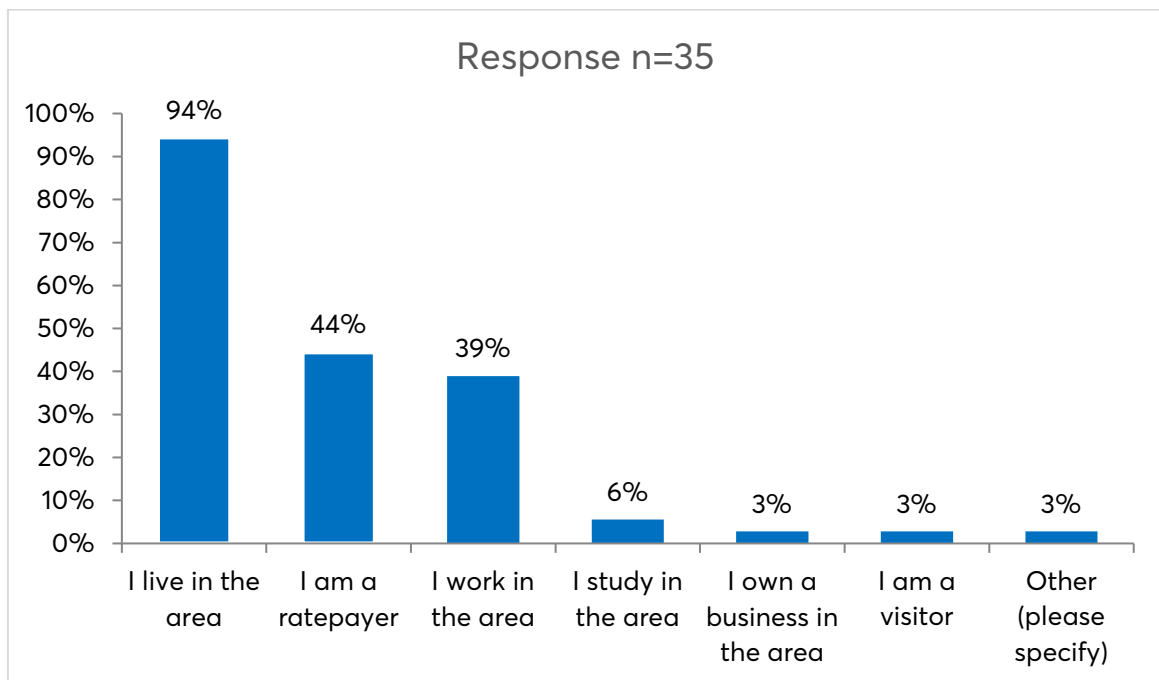
Via Participate Parramatta there were:

- 35 Draft CSP online submissions
- 36 Draft DPOP, Budget and Resourcing Strategy online submissions
- The 71 submissions include eight people who responded to both
- Overall, 65 people provided submissions via Participate Parramatta

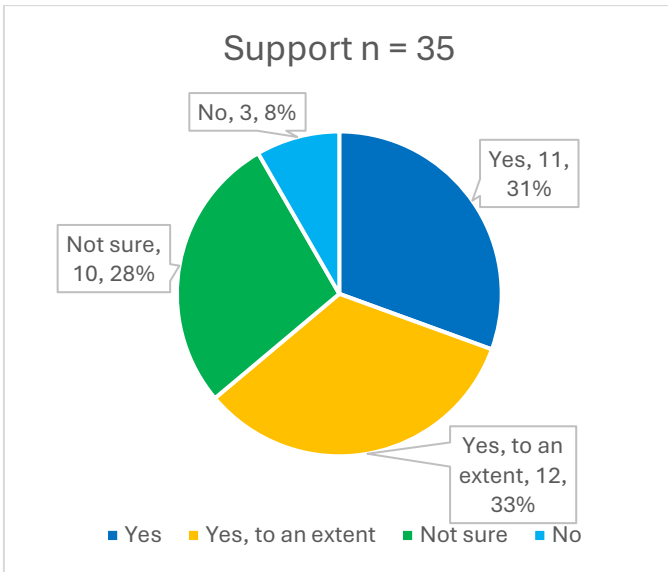
3.1. Draft Community Strategic Plan 2025-2050

3.1.1. Online submissions – Participate Parramatta

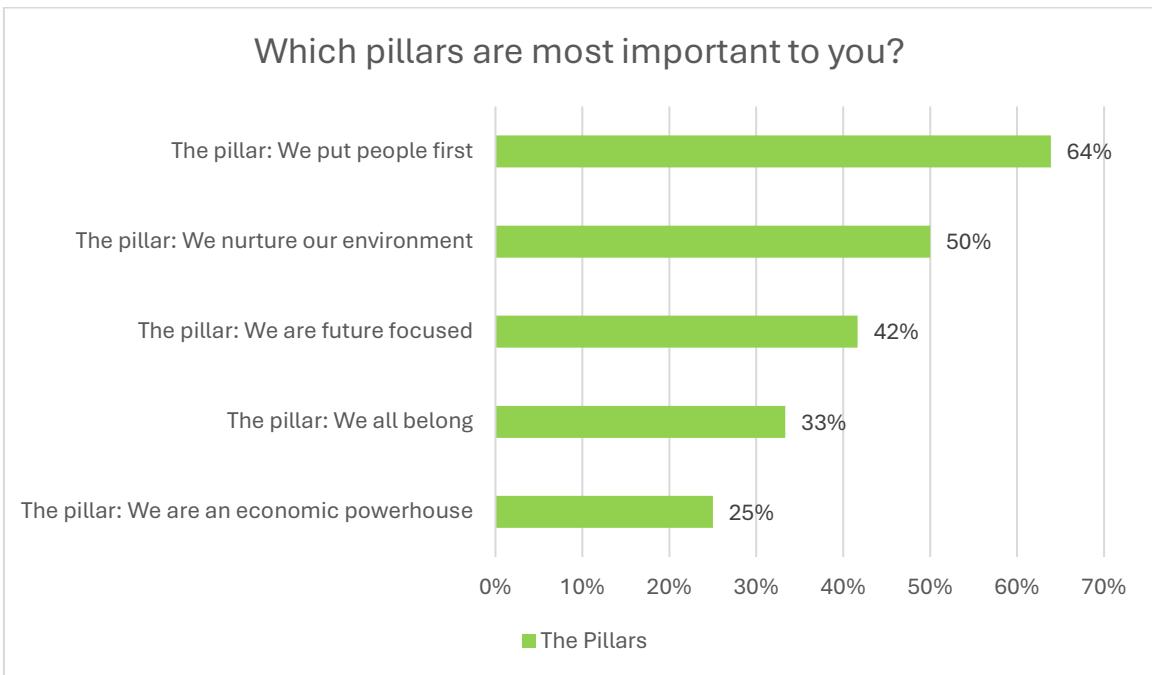
Q1 asked "What is your connection to the City of Parramatta?"



Q2 asked "Do you support Councils draft Community Strategic Plan 2025-2050?"



Q3 asked "Which pillars in the draft Community Strategic Plan are most important to you?" Participants could select more than one.



Q 4 asked "Would you like to share a comment on the draft plan with Council?"

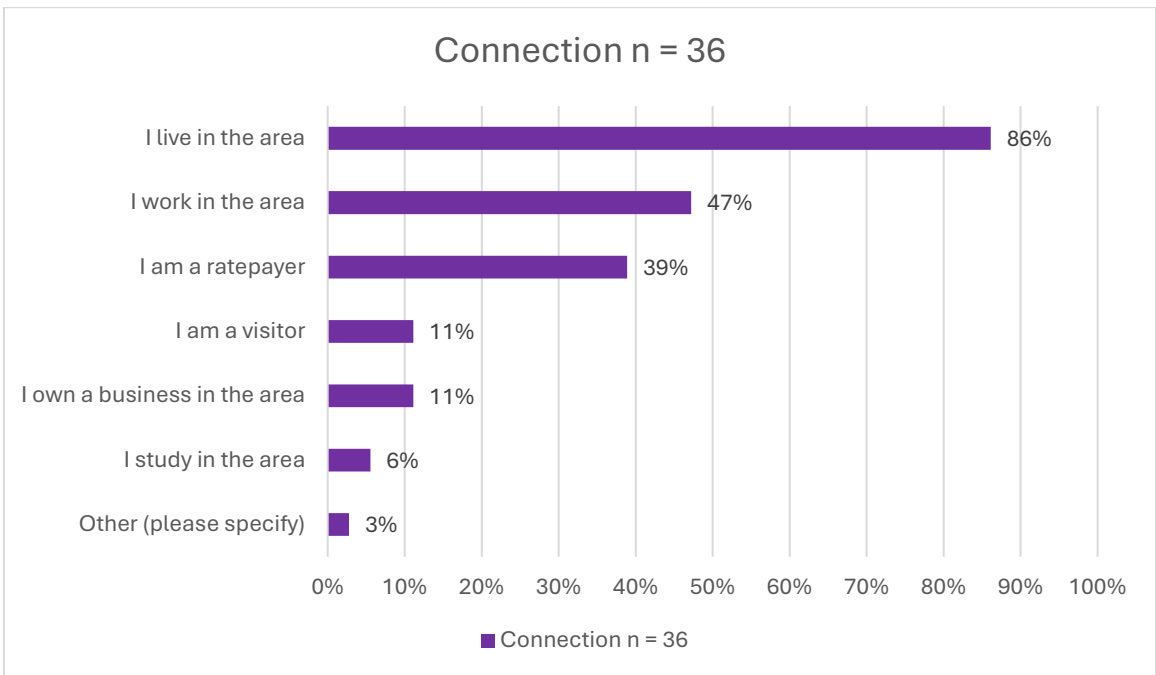
Summary of comments can be found in the Appendix.

The remaining questions relate to survey demographics. Please refer to the Appendix.

3.2. Draft Delivery Program, Operational Plan, Budget and Resourcing Strategies

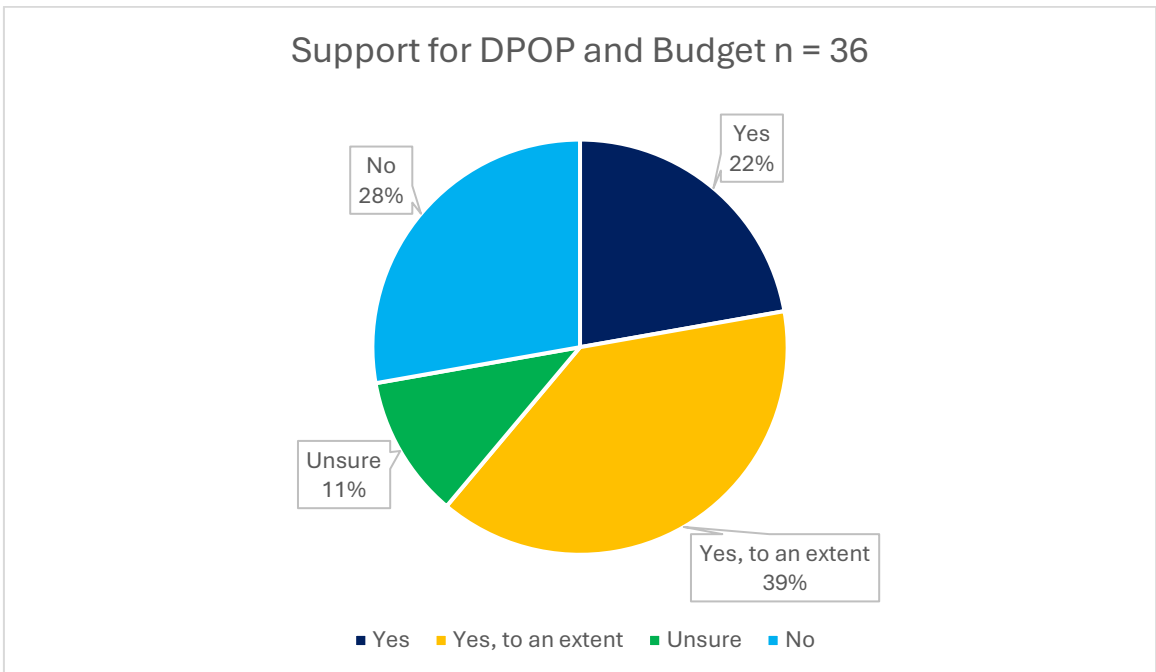
3.2.1. Online submissions – Participate Parramatta

Q1 asked "What is your connection to the City of Parramatta?"



Q2 – Q6 were demographic questions. Please refer to the appendix.

Q7 asked "Do you support Council's draft Delivery Program 2025-2029, Operational Plan & Budget 2025/26?" and Q8 asked "If you have any comments on the draft Delivery Program 2025-29, Operational Plan & Budget 2025/26 please provide in the space below."



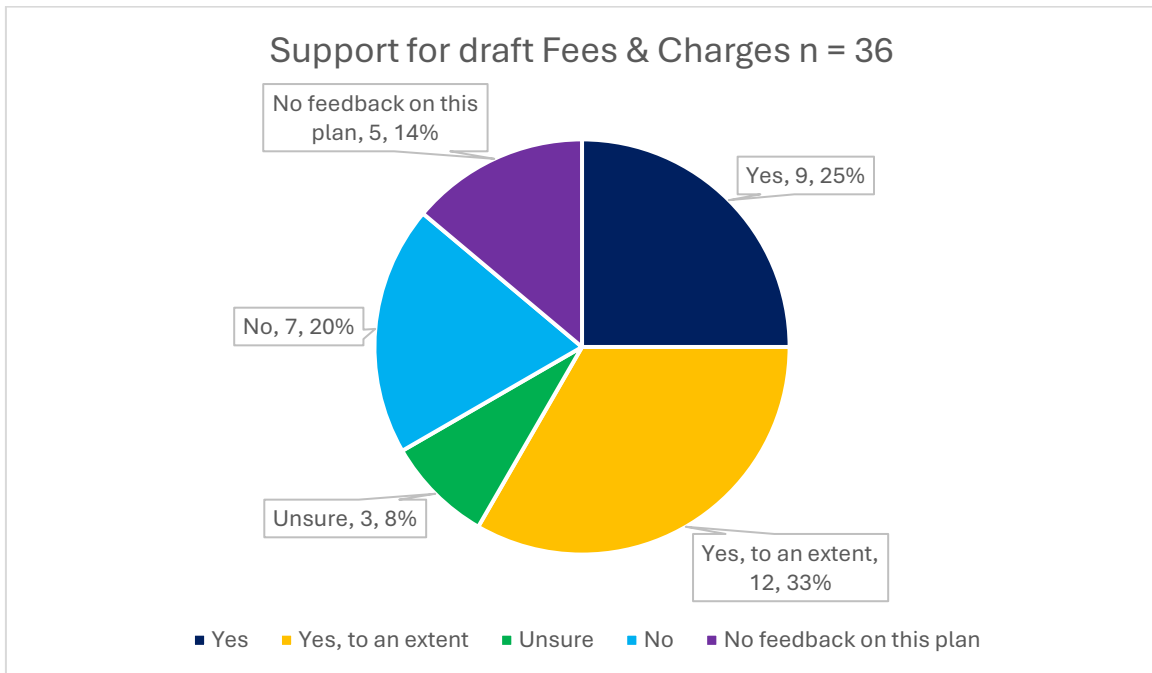
Summary of comments can be found in the Appendix.

Q9 and Q10 were unpublished draft questions

Q11 asked "Council is exhibiting a number of additional options and considerations for the 2025/26 budget. Do you have any feedback on these options?"

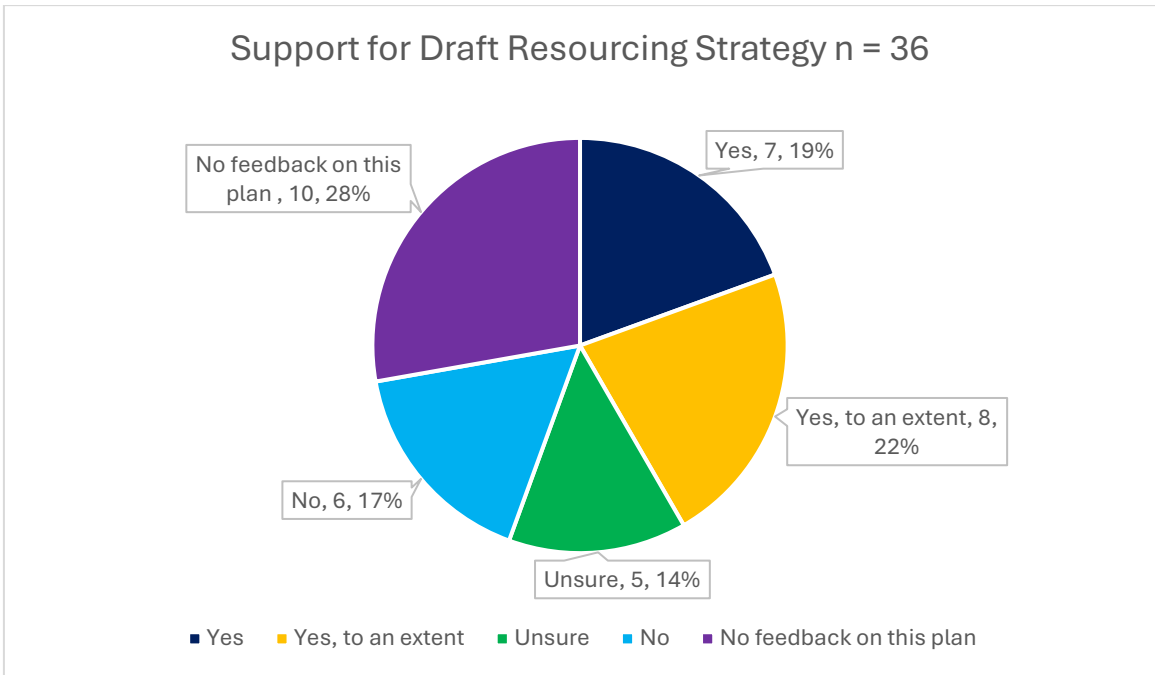
Summary of comments can be found in the Appendix.

Q12 asked "Do you support Council's draft Fees and Charges for 2025/26?" Q11 invited comments. Q13 invited comments.



Summary of comments can be found in the Appendix.

Q14 asked "Do you support Council's draft Resourcing Strategy (including Long Term Financial Plan, Workforce Management Strategy, Asset Management Strategy and Plans)? Q15 invited comments.



Summary of comments can be found in the Appendix.

Q16 asked "If you have an attachment that you would like to include, please upload it here."

Five (5) participants provided an attachment.
Summary of comments can be found in the Appendix.

[End of Draft DPOP survey questions]

3.2.2. Interactive media feedback

Two (2) community members provided their feedback via the interactive media tool showing Key Projects.

Project tile	Sentiment	Comment
Finlaysons Creek	Request	<i>Comment: I want to strongly ask when the proposed bike/walking path from Milson Park, following the line of the Toongabbie Creek and behind the Hospital car parks and buildings, through to join up with Parramatta Park (somewhere near the Wisteria gardens). This was proposed some years ago. This project is much more beneficial than any current works and bike path proposals for Shannon's paddock – which basically goes nowhere.</i>
Epping Town Centre Master PLAN	Request	<i>Comment: We desperately need commuter car parks at Epping Station. If they can be modelled the same as the newish one on the Korean side of Eastwoods Rowe street that would be good. We need commuter car parks on both sides of Epping Station.</i>

[End of interactive media comments]

3.3. Email submissions Draft CSP and Draft DPOP, Budget and Resourcing Strategy

There were 17 email / direct submissions received by Council which have been reviewed and referred for consideration.

Summary of comments can be found in the Appendix.

3.4. Pop-up feedback

Pop-ups were held throughout the LGA offering residents the opportunity to learn about the Draft Plans and provide feedback. This feedback has been analysed and helped to inform the strengthening of some of the goals and outcomes in line with community expectations.

At these pop-ups, staff facilitated a “CSP Pillars” engagement activity where community members provided feedback on the draft Community Strategic Plan 2025–2050 using post-it notes to share what they valued and what was missing. The activity aimed to raise awareness, test community support, and inform refinements to the draft plan based on 194 pieces of feedback collected.

Summarised “CSP Pillar” community feedback across the 6 pop-ups as follows:

We all belong	
What I love	What's missing
Cultural Heritage & History	Inclusion, Safety & Representation - Cultural Identity, Heritage
Diversity & Inclusion	Community Amenities & Multi-Use Spaces
Culture, Arts & Creativity	Accessibility & Mobility
	Public Art & Aesthetic Preferences
	Community Engagement Through Events & Sport
	Housing & Affordability

We put people first	
What I love	What's missing
Community Identity & Heritage	Social Equity & Inclusion
Inclusion & Multiculturalism	Access to Services & Infrastructure
Safety, Accessibility & Comfort	Housing & Affordability
Learning & Growth Opportunities	Health, Wellbeing & Active Living
	Education & Lifelong Learning
	Governance & Transparency

We are an economic powerhouse	
What I love	What's missing
Lifelong Learning & Community Resources	Transport, Mobility & Accessibility
Health, Wellbeing & Family Support	Infrastructure for Growth & Liveability
People-Centred Urban Planning & Safety	Local Economy & Employment
Liveability & Enjoyment	Youth & Education
	Vibrant Community Life

We nurture our environment	
What I love	What's missing
Environmental Sustainability & Climate Action	Environmental Sustainability & Stewardship
Green Infrastructure & Natural Spaces	Waste Management & Education
Health, Wellbeing & Active Living	Urban Planning & Landscaping Preferences
Sustainable transport	Community Amenities & Recreation
Community Services & Liveability	Governance & Transparency

We are future focused	
What I love	What's missing
Transport & Sustainability	Transport, Traffic & Accessibility
Community Identity & Urban Appeal	Urban Planning, Infrastructure & Transparency
Local Services & Liveability	Equity & Social Inclusion
Innovation & Economic Growth	Governance & Fiscal Responsibility

Total Pop-up interactions: 370

Newington	103
Ermington	58
PHIVE	62
North Rocks	58
Epping	65
Toongabbie	24



4. ENGAGEMENT EVALUATION

Overall, the opportunity to share feedback was presented on 275,022 occasions.

The campaign resulted in 12,562 views of the project pages by 4,961 users, **6097 downloads of supporting material by 3424 users**, 71 online survey submissions (by 65 unique contributors), 18 direct email submissions, 2 interactive media comments and 370 pop-up interactions.

4.1. Resources





- Media Release
- Lord Mayors Column (Parra News) x 2
- Letters – Draft Fees & Charges 2025/26
- Translation of public exhibition summaries (CHS, Korean, Hindi, Arabic)
- Digital Signage
- Posters
- Postcards
- QR code – 55 scans (CSP – 30, DPOP – 25)
- Social Media (paid and organic)
- Council e-Newsletters
- Email to Stage 1 participants - 141
- Participate Parramatta project page
- Council website
- Pop-ups x 5
- Hard copies at Council libraries

4.2. Social Media Campaign

Meta Summary (Whole Campaign Summary)

Metric	Campaign Result	Benchmark
Spend	\$996.78	n/a
Reach	73,991	n/a
Impressions	192,773	n/a
Frequency (no. times ad seen p/p)	2.61	2-3
Link clicks	2,108	n/a
CPC (cost per click)	\$0.47	\$0.50-\$1
CTR (click through rate)	1.09%	More than 1%
Post engagements	2,385	n/a
Engagement rate (ER)	1.24%	More than 2%

Top performing ads

 <p>City of Parramatta Sponsored · </p> <p>Hundreds of conversations and thousands of comments have led to this moment – a new draft Community Strategic Plan for ...see more</p> <p>participate.cityofparramatta.ns ... Draft Community Strategic Plan Learn more</p> <p>570 link clicks, \$0.52 CPC</p>	 <p>City of Parramatta Sponsored · </p> <p>Get ready for the next chapter in our city's story! ...see more</p> <p>participate.cityofparramatta.ns ... Council's New Delivery Program Learn more</p> <p>1103 link clicks, \$0.43 CPC</p>
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Organic campaign results

Summary (DPOP and CSP combined)

Metric	Campaign Result	Benchmark
Number of Posts	9 (3x FB, 3x LI, 3x IG)	n/a
Engagements	1079	n/a
Impressions	18,690	n/a
Link Clicks	35+ (FB, IG) (LI doesn't specify)	n/a
Engagement Rate	5.8%	2-3%



Figure 2 - Organic post of video call to action

Insights:

- The **paid campaign** performed well in line with benchmarks resulting in 2,141 link clicks. The **DPOP AdSet** had a slightly higher Click Through Rate (CTR) at 1.14% (vs CSP's 1.09%), and higher link clicks at 1,160 (vs CSP's 948).
- Both AdSets had a \$500 budget and reached a similar number of users (DPOP 45,470 vs CSP 46,041).
- The total unique **overall campaign** reach (combining CSP and DPOP) was **73,991**.
- Overall, 56% of results came from men, 42% from women. 33% from 65+, 19% from 35-44, and 16% from 55-64.
- The CSP and DPOP organic content saw a strong performance across the 9 individual posts, achieving a 5.8% average campaign engagement rate.
- The DPOP specific Facebook post and Parramatta 100 video (CSP and DPOP combined) LinkedIn post attracted the most attention from users with 9.9% and 9% respective engagement rates.
- Across the whole CSP and DPOP organic campaign there were 423 reactions, 24 comments, 27 shares and 4 saves.

Comments:

There were over 100 comments on the social media posts mentioning a range of issues such as heritage, Epping Pool, and asset maintenance issues. To facilitate feedback, Council's digital team provided answers to operational matters and encouraged engagement via Participate Parramatta.

4.3. Other channels

Meta (Facebook/Insta)

Liveable Parramatta Facebook	20 May 2025	4,700 followers
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Electronic Direct Notification

Channel	List
Participate Parramatta newsletter 14 May and 28 May	19,200
City News 4 June	32,500
Community News 19 May	1,500
Business News 27 May 2025	26,500
City of Parramatta Libraries	50,500
TOTAL	130,200

City of Parramatta website

Channel	Dates	Views
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Homepage banner	14 May – 28 May	52,700 views
Media release	14 May – 11 June	
On exhibition page	14 May – 11 June	

4.4. Pop-ups

Council staff held pop-ups across the LGA to support awareness and promote feedback. These were held at:

- Newington Marketplace - Saturday 17 May (9am - 2pm)
- Ermington Shopping Town - Sunday 18 May (10am - 12pm)
- Parramatta Square (PHIVE Foyer) - Thursday 22 May (11am - 1pm)
- North Rocks Shopping Centre - Saturday 24 May (10am - 12pm)
- Binalong Park, Toongabbie - Saturday 31 May (9am - 11am)
- Rawson Street Carpark, Epping - Sunday 1 June (10am - 12pm)

4.5. PARTICIPATE Parramatta results

Promotion of the engagement directed community members to the Participate Parramatta website. The project page generated 71 online contributions.

Project Page Events	Draft CSP	Draft DPOP & Budget	TOTAL
Views	5,845	6717	12,562
Visitors	2,402	2514	4,961
Total contributions (71 surveys, 2 interactive media)	35	38	73
Downloads	580 by 346 users	5,517 by 3,078 users	6097 by 3424 users

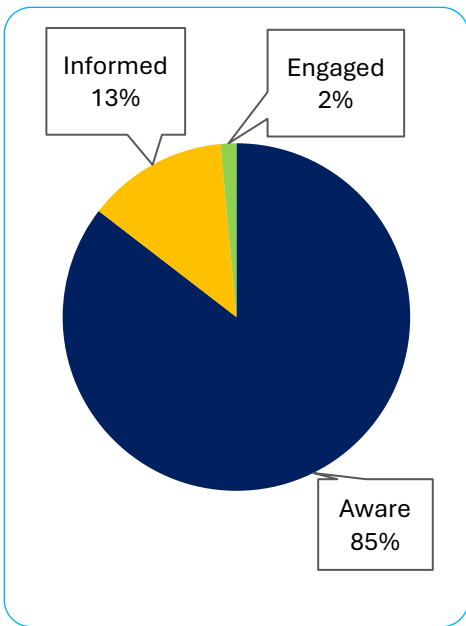


Figure 2 - Draft CSP engagement snapshot

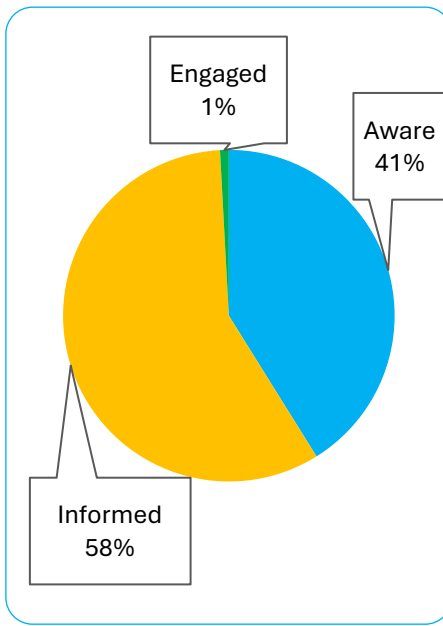


Figure 3 - Draft DPOP, Budget & Resourcing engagement snapshot

5. APPENDIX

5.1. Survey demographics

Submission	Gender	Age	Suburb		
Draft DPOP, Budget, Resourcing Strategy	Male	16	Baulkham Hills 4		
	Female	14	Carlingford 1		
	Prefer not to say	1	Constitution Hill 1		
	Other identify	3	18 - 24	Dundas 2	
			25 - 34	Dundas Valley 1	
			35 - 44	Epping 2	
			45 - 54	Ermington 1	
			55 - 64	Harris Park 1	
			65 - 74	North Parramatta 5	
			75 - 84	Northmead 3	
	85+	1	Oatlands 1		
			Old Toongabbie 2		
			Parramatta 5		
			Westmead 4		
		Winston Hills 3			
Draft CSP	Male	20	Parramatta 9		
	Female	15	Epping 6		
	Prefer not to say	1	Northmead 3		
	Other identify	0	35 - 44	Westmead 3	
			45 - 54	Telopea 2	
			55 - 64	Rydalmere 2	
			65 - 74	North Parramatta 2	
			75 - 84	Dundas 1	
			85+	0	Granville 1
					Other (please specify) 1
					North Rocks 1
					Pendle Hill 1
					Ermington 1
			Constitution Hill 1		
			Old Toongabbie 1		
		Winston Hills 1			

5.2 Social media campaign detail

Meta Summary (CSP AdSet)

Metric	Campaign Result	Benchmark
Spend	\$498.48	n/a
Reach	46,041	n/a
Impressions	91,029	n/a
Frequency (no. times ad seen p/p)	1.98	2-3

Link clicks	948	n/a
CPC (cost per click)	\$0.52	\$0.50-\$1
CTR (click through rate)	1.04%	More than 1%
Post engagements	1057	n/a
Engagement rate (ER)	1.16%	More than 2%

Meta Summary (DPOP AdSet)

Metric	Campaign Result	Benchmark
Spend	\$498.30	n/a
Reach	45,470	n/a
Impressions	101,744	n/a
Frequency (no. times ad seen p/p)	2.24	2-3
Link clicks	1,160	n/a
CPC (cost per click)	\$0.43	\$0.50-\$1
CTR (click through rate)	1.14%	More than 1%
Post engagements	1,328	n/a
Engagement rate (ER)	1.3%	More than 2%

Appendix: Public exhibition of draft CSP, DPOP & Budget, Fees & Charges and Resourcing Strategy 14 May – 11 June 2025

Summary of responses and channels

Submission ID #	Submission Type	Submission Channel
1	Individual	Survey
2	Individual	Survey
3	Individual	Survey
4	Individual	Survey
5	Individual	Survey
6	Individual	Survey
7	Individual	Survey
8	Individual	Survey
9	Individual	Survey
10	Individual	Survey
11	Individual	Survey
12	Individual	Survey
13	Individual	Survey
14	Individual	Survey
15	Individual	Survey
16	Individual	Survey
17	Individual	Survey
18	Individual	Survey
19	Individual	Survey
20	Individual	Survey
21	Individual	Survey
22	Individual	Survey
23	Individual	Survey
25	Individual	Survey
26	Individual	Survey
27	Individual	Survey
28	Individual	Survey
29	Individual	Survey
30	Individual	Survey
31	Individual	Survey
32	Individual	Survey
33	Individual	Survey

Submission ID #	Submission Type	Submission Channel
34	Individual	Survey
35	Individual	Survey
29	Individual	Survey
30	Individual	Survey
31	Individual	Survey
32	Individual	Survey
33	Individual	Survey
34	Individual	Survey
35	Individual	Survey
36	Individual	Survey
37	Individual	Survey
38	Individual	Survey
39	Individual	Survey
40	Individual	Survey
41	Individual	Survey
42	Individual	Survey
43	Individual	Survey
44	Individual	Survey
45	Individual	Survey
46	Individual	Survey
47	Individual	Survey
48	Individual	Survey
49	Individual	Survey
50	Individual	Survey
51	Individual	Survey
52	Individual	Survey
53	Individual	Survey
54	Individual	Email
55	Individual	Email
56	Individual	Survey
57	Individual	Email
58	Individual	Survey

Submission ID #	Submission Type	Submission Channel
59	Individual	Survey
60	Individual	Survey
61	Group	Survey
62	Individual	Survey
63	Group	Email
64	Individual	Survey
65	Individual	Survey
66	Individual	Survey
67	Individual	Survey
68	Individual	Survey
69	Individual	Survey
70	Individual	Survey
71	Individual	Survey
72	Individual	Survey
73	Individual	Survey
74	Individual	Survey
75	Individual	Survey
76	Individual	Email
77	Group	Email
78	Group	Email
79	Individual	Email
80	Individual	Email
81	Group	Email
82	Group	Email
83	Individual	Email
84	Individual	Email
85	Individual	Email
86	Individual	Email
87	Group	Email
88	Individual	Email
89	Group	Email

Draft Community Strategic Plan 2025-2050 Submissions

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
Supportive of the Plan	4	I support the plan	N	Feedback noted.
	47	I support all the parts of it that aim to reduce our city's greenhouse gas emissions, look after nature and our local green areas and environment, and also whatever aims to support people in need.	N	Feedback noted.
	48	I'm personally happy with the new inclusion of 2050 Global goals	N	Feedback noted.
	61	Strong support for the Draft CSP, praising its focus on active transport across multiple areas and the commitment to exceed current mode shift targets.	N	Feedback noted.
	84	Support for vision statement: "AT PARRAMATTA: Local Heart, Global Outlook" and appreciation for community-centred language and flow throughout the document	N	Feedback noted.
	25	Well done on having a planning process and giving community an opportunity to have their say	N	Feedback noted.
General	64	Concerns around 6 goals condensed to 5 pillars	N	Whilst there are less goals (now called pillars) in the new draft CSP, there are more Outcomes and Strategic Actions within each, providing more detail to reflect our community's vision and priorities for the City. No outcome areas from the previous CSP goals have been removed.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	79	Accessibility and transparency around public exhibition process for a detailed strategic document	N	In line with the statutory requirements, Council placed the draft Community Strategic Plan on public exhibition for 28 days. Consistent with Council's Community Engagement Strategy, Council promoted feedback opportunities widely across the Local Government Area and provided a range of both digital and traditional avenues for community members to share their views.
	79	Change in strategic goals, and goal consolidation resulting in loss of valued initiatives and actions.	N	Whilst there are less goals (now called pillars) in the new draft CSP, there are more Outcomes and Strategic Actions within each, providing more detail to reflect our community's vision and priorities for the City. No outcome areas from the previous CSP goals have been removed. More detailed objectives, actions and indicators can be found in the next level of strategic documents that sit below the CSP, such as the Environmental Sustainability Strategy, Social Sustainability Strategy, and Smart City and Innovation Strategy.
	81	North Parramatta Residents' Action - Group Accessibility and transparency around public exhibition process for a detailed strategic document	N	In line with the statutory requirements, Council placed the draft Community Strategic Plan on public exhibition for 28 days. Consistent with Council's Community Engagement Strategy, Council promoted feedback opportunities widely across the Local Government Area and provided a range of both digital and traditional avenues for community members to share their views.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	81	Change in strategic goals since the last CSP, and goal consolidation resulting in loss of valued initiatives and actions.	N	Whilst there are less goals (now called pillars) in the new draft CSP, there are more Outcomes and Strategic Actions within each, providing more detail to reflect our community's vision and priorities for the City. No outcome areas from the previous CSP goals have been removed. More detailed objectives, actions and indicators can be found in the next level of strategic documents that sit below the CSP, such as the Environmental Sustainability Strategy, Social Sustainability Strategy, and Smart City and Innovation Strategy.
	84	Suggest including further information around benchmarking in "tracking our progress" section	N	Council has undertaken a variety of benchmarking to set the targets for indicators across the CSP. As detailed in the "Tracking our progress" section, progress on the indicators will be reviewed at various intervals during the Council term.
Include accessible open spaces for well-being and recreation	1	Focus is too narrowly placed on environmental outcomes, overlooking the need for high-quality, accessible open spaces that also support community well-being and recreational use.	N	The social benefits of open space are addressed in Action 2.5.1 <i>Deliver and maintain quality public open spaces and community facilities, providing shared spaces for people to play and connect.</i>
	48	Do not delete Welcoming indicator, "Our city provides safe and inclusive places to play and relax"	Y	The indicator for Outcome 2.4 under the 'We put people first' pillar has been updated to "Percentage of residents who feel that our City provides safe and inclusive places to play and relax."
	51	It would also be amazing if we can be like Singapore and have our own spectacular garden. This would also boost tourism and show how eco-friendly we are.	N	Feedback noted.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	64	We all belong - disappointed to have lost specific reference to providing safe spaces for people to play and relax	Y	The indicator for Outcome 2.4 under the 'We put people first' pillar has been updated to <i>"Percentage of residents who feel that our City provides safe and inclusive places to play and relax."</i>
Cost of living / affordable housing	4	Area could become unaffordable	N	Affordability is addressed in Action 2.3.1 <i>Champion equity and affordability and empower our community to overcome barriers and achieve their goals.</i>
	18	Mobility loneliness home maintenance are issues often compounded by cost.	N	Social connection is addressed in Outcome 2.5 <i>Our City's facilities, public spaces, and programs foster community connections, cohesion, and wellbeing.</i> Mobility in relation to accessibility is addressed in Action 2.4.1 <i>Plan and deliver an accessible City and services with universal design principles, so they can be enjoyed by all.</i> Affordability is addressed in Action 2.3.1 <i>Champion equity and affordability and empower our community to overcome barriers and achieve their goals.</i>

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	27	The community simply wants clean suburbs, good public transport, affordable housing options, etc.	N	<p>Clean suburbs are addressed in Action 4.3.1 <i>Ensure our streets, public spaces and waterways are clean and tidy, instilling a sense of civic pride.</i></p> <p>Public transport is addressed in Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity.</i></p> <p>Affordable housing is addressed in Action 2.2.2 <i>Plan and advocate for diverse housing options, including affordable, adaptable, and seniors housing.</i></p>
	30	Outcomes 2.2, 4.1, 4.2 and 4.4 are areas which I believe are of the most concern and Council needs to address immediately	N	Feedback noted.
	52	Parramatta has exceeded its housing targets, yet developers contribute little to infrastructure and provide minimal, short-lived affordable housing.	Y	<p>Housing is addressed in Outcome 2.2 <i>Everyone has a home that meets their needs and experiences of homelessness in our City are rare, brief and not repeated.</i> As established in Council's Affordable Housing Action Plan, Council advocates for the delivery of affordable housing in perpetuity.</p> <p>We are future focused pillar Action 5.5.2 updated to reflect: <i>Advocate and plan for communities where infrastructure keeps pace with growth, and that offer a strong sense of local character, mix of homes, businesses, shops, services, and cultural and recreational opportunities.</i></p>

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	55	Program to lower energy costs for business and households by adopting synchronised renewable energy production and storage technology	N	Feedback noted. Approaches to the generation and storage of renewable energy will be a component of Pillar "We nurture our environment", Outcome 4.1 and Strategic Action 4.1.1.
Improving targets and indicators	39	Targets should be more aspirational, with greater focus on community safety and reducing anti-social behaviour to make Parramatta feel safer and more walkable, especially at night.	Y	Community safety is addressed in Outcome 2.4 Everyone can fully participate in our City and feels safe, and Action 2.4.2 Create and facilitate places and activities that support community safety. The indicator for Outcome 2.4 under the 'We put people first' pillar has been updated to <i>"Percentage of residents who feel that our City provides safe and inclusive places to play and relax."</i>
	48	I'm personally happy with the new inclusion of 2050 Global goals but am concerned that in some cases this has led to the deletion of essential short-term actions and indicators, enabling necessary progress towards the desired 2050 outcomes.	N	Feedback noted. The inclusion of the global goals helps to integrate our global city vision with our local city vision - this ensures alignment and shared outcomes. This draft CSP has expanded on the previous version with a focus on including more detail in outcomes and strategic actions to make it more specific to Parramatta's challenges and opportunities. Our global outcomes and strategic actions must work alongside our local outcomes and strategic actions to ensure a Parramatta where everyone - community, visitors, students, businesses etc. can live well and succeed.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	48	Oppose deletion of "community satisfaction with Council facilities"	N	Feedback noted. The draft indicator " <i>Percentage of residents who feel they belong to the local community</i> " captures the intent of Outcome 2.5 more accurately. Whilst there is only one indicator for each Outcome in the CSP, this is not the only way that Council tracks how we are doing. Community satisfaction with Council facilities will still be captured as part of the annual Community Satisfaction Survey, to identify areas that are doing well and areas for improvement. This survey provides valuable insights to inform the way Council provides services and facilities for our community.
	11	2.1 indicator could be better than just a survey. Potentially some metrics around attainment of qualifications by residents at Certificate II, III, IV, Diploma, Bachelors degree etc.	N	Attainment of qualifications is already used as an indicator for Outcome 2.6 - <i>Percentage of residents aged 15+ with a tertiary qualification</i> .
	48	Oppose deletion of current CSP transport indicators.	N	Public transport is addressed in actions 5.6.1 and 5.6.2. New public transport indicator included: <i>Percentage of public transport, walking and other (including cycling) mode share</i> .
	48	"Feel comfortable" indicator is too vague.	Y	This indicator has been removed and replaced with " <i>Percentage of residents who feel that our City provides safe and inclusive places to play and relax</i> ."

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	81	Oppose deletion of "community satisfaction with Council facilities"	N	<p>Feedback noted. The draft indicator "<i>Percentage of residents who feel they belong to the local community</i>" captures the intent of Outcome 2.5 more accurately.</p> <p>Whilst there is only one indicator for each Outcome in the CSP, this is not the only way that Council tracks how we are doing.</p> <p>Community satisfaction with Council facilities will still be captured as part of the annual Community Satisfaction Survey, to identify areas that are doing well and areas for improvement. This survey provides valuable insights to inform the way Council provides services and facilities for our community.</p>
	48	Economic pillar lacks short-medium jobs increase targets	N	The City Economy Strategy and Employment Lands Strategy (both currently being drafted) will set more detailed jobs targets for the City.
	48	Revise environment targets. Claims insufficient CO2e reductions targets- see ACC	N	City of Parramatta's target relating to community emissions is consistent with the NSW Government's legislated emissions reduction targets of 50% by 2030 and 70% by 2035, to reach net zero by 2050. This target is also consistent with Council's endorsed Environmental Sustainability Strategy (2024-2033).

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	48	Mode share target is "strange"	N	<p>Mode share refers to the proportion of total trips made using different types of transport, such as public transport, walking, cycling, or private vehicles.</p> <p>The indicator “<i>Percentage of public transport, walking and other (including cycling) mode share</i>” is appropriate for the outcome “<i>Our City is seamlessly connected to the world through strong international, national, regional and local transport links</i>” because it reflects how effectively the City supports and encourages diverse, sustainable, and integrated transport options. An increase in this percentage suggests improved accessibility, reduced congestion, and better connectivity across all transport levels.</p>
	48	Mortgage stress and rental stress are separate and should be represented.	N	<p>Council recognises that mortgage stress and rental stress are different. However, housing stress captures both to provide a high-level indicator of very low to moderate income households spending more than 30% of their income on rent or mortgage payments. This is suitable for the Community Strategic Plan, given the limited number of indicators that can be included in this document. More detailed indicators relating to housing can be found in Council's Affordable Housing Action Plan, including both rental stress and mortgage stress.</p>

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	59	<p>Support the overall strategic direction. However, the proposed budget and indicators don't fully align with the intended outcomes. Several indicators are too narrow—for example, relying solely on community sentiment for planning, sport, and housing outcomes misses key measurable aspects. Broader, more specific metrics should be added, such as development standards, event diversity, housing suitability, and environmental health. These refinements are essential to ensure meaningful progress and accountability.</p>	N	<p>The indicators proposed provide high level measures for each outcome established in the Community Strategic Plan. This is suitable for the CSP, given the limited number of indicators that can be included in the highest-level strategy for the City. More detailed objectives, actions and indicators can be found in the next level of strategic documents that sit below the CSP, such as the Environmental Sustainability Strategy, Social Sustainability Strategy, and Smart City and Innovation Strategy</p>
	64	<p>We put people first - Concerns merging Fair and Accessible goals have weakened areas including transport and accessibility, housing stress, community facilities.</p>	N	<p>These matters have all been addressed across the pillars 'We put people first' and 'We are future focused'. Transport is addressed in Outcome 5.6 <i>Our City is seamlessly connected to the world through strong international, national, regional and local transport links.</i> Accessibility is addressed in Action 2.4.1 <i>Plan and deliver an accessible City and services with universal design principles, so they can be enjoyed by all.</i> Housing is addressed in Outcome 2.2 <i>Everyone has a home that meets their needs and experiences of homelessness in our City are rare, brief and not repeated.</i> Community facilities are addressed in Action 2.5.1 <i>Deliver and maintain quality public open spaces and community facilities, providing shared spaces for people to play and connect.</i></p>

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	64	We are an economic powerhouse - Pillar needs more concrete, shorter-term job creation targets.	N	The City Economy Strategy and Employment Lands Strategy (both currently being drafted) will set more detailed jobs targets for the City.
	64	We nurture our environment - Concerns around "natural areas in good condition", waste diversion targets	N	Council's target for Outcome 4.2, to maintain natural areas in 'good' condition from 2020/21 baseline (81.5% of monitored bushland sites) is achievable, through Strategic Actions 4.2.1 and 4.2.3. City of Parramatta's target for Outcome 4.3 relating to community waste diverted from landfill is consistent with the NSW Government's target to recover an average of 80% of all waste by 2030 (NSW Waste and Sustainable Materials Strategy 2041). This target is also consistent with Council's endorsed Environmental Sustainability Strategy (2024-2033).
	68	Recognise difference between rent and mortgage stress	N	Council recognises that mortgage stress and rental stress are different. However, housing stress captures both to provide a high-level indicator of very low to moderate income households spending more than 30% of their income on rent or mortgage payments. This is suitable for the Community Strategic Plan, given the limited number of indicators that can be included in this document. More detailed indicators relating to housing can be found in Council's Affordable Housing Action Plan, including both rental stress and mortgage stress.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	68	Emissions target falls short of ACC recommendations	N	City of Parramatta's target relating to community emissions is consistent with the NSW Government's legislated emissions reduction targets of 50% by 2030 and 70% by 2035, to reach net zero by 2050. This target is also consistent with Council's endorsed Environmental Sustainability Strategy (2024-2033).
	79	Indicators referencing safe, accessible spaces for leisure have been removed.	Y	The indicator for Outcome 2.4 has been updated to "Percentage of residents who feel that our City provides safe and inclusive places to play and relax."
	79	Mortgage v rental stress	N	Council recognises that mortgage stress and rental stress are different. However, housing stress captures both to provide a high-level indicator of very low to moderate income households spending more than 30% of their income on rent or mortgage payments. This is suitable for the Community Strategic Plan, given the limited number of indicators that can be included in this document. More detailed indicators relating to housing can be found in Council's Affordable Housing Action Plan, including both rental stress and mortgage stress.
	79	Vague measures around feeling comfortable in public spaces dilutes accountability	Y	This indicator has been removed and replaced with "Percentage of residents who feel that our City provides safe and inclusive places to play and relax."
	79	Absence of clear short- and medium-term jobs targets in problematic.	N	The City Economy Strategy and Employment Lands Strategy (both currently being drafted) will set more detailed jobs targets for the City.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	79	Emissions target fall short of ACC recommendations	N	City of Parramatta's target relating to community emissions is consistent with the NSW Government's legislated emissions reduction targets of 50% by 2030 and 70% by 2035, to reach net zero by 2050. This target is also consistent with Council's endorsed Environmental Sustainability Strategy (2024-2033).
	79	Future focused pillar replaces "innovative" but lacks detail on implementation strategies or performance benchmarks	N	Whilst no longer represented as a standalone goal or pillar, innovation is embedded across the proposed pillars, including in Outcome 5.2 <i>Our City is recognised as the 'city of firsts', a leader in innovation and the place to try new things</i> , and Action 3.2.1 <i>Work to grow our knowledge economy, including health, innovation, and professional services</i> . More detailed objectives, actions and indicators relating to innovation can be found in Council's Smart City and Innovation Strategy 2024-2033
	81	Indicators referencing safe, accessible spaces for leisure have been removed.	Y	The indicator for Outcome 2.4 has been updated to "Percentage of residents who feel that our City provides safe and inclusive places to play and relax."

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	81	Mortgage v rental stress	N	Council recognises that mortgage stress and rental stress are different. However, housing stress captures both to provide a high-level indicator of very low to moderate income households spending more than 30% of their income on rent or mortgage payments. This is suitable for the Community Strategic Plan, given the limited number of indicators that can be included in this document. More detailed indicators relating to housing can be found in Council's Affordable Housing Action Plan, including both rental stress and mortgage stress.
	81	Vague measures around feeling comfortable in public spaces dilutes accountability	Y	This indicator has been removed and replaced with "Percentage of residents who feel that our City provides safe and inclusive places to play and relax."
	81	Absence of clear short- and medium-term jobs targets in problematic.	N	The City Economy Strategy and Employment Lands Strategy (both currently being drafted) will set more detailed jobs targets for the City.
	81	Emissions target fall short of ACC recommendations	N	City of Parramatta's target relating to community emissions is consistent with the NSW Government's legislated emissions reduction targets of 50% by 2030 and 70% by 2035, to reach net zero by 2050. This target is also consistent with Council's endorsed Environmental Sustainability Strategy (2024-2033).

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	84	We all belong heritage indicator - target should be above 50%	N	The target that is currently set for the perception-based indicator ' <i>Proportion of residents who agree that Council protects, manages and promotes local heritage appropriately</i> ' is currently 'increase'. In the 'We all belong' pillar, Council has not identified specific numeric targets for each indicator. Given that the baseline result for this indicator is already 48%, seeking to realise an 'increase' in this indicator is aligned with the sentiment of this feedback.
	84	Cultural and creative industry spaces indicator - Remove "maintain" target. Indicator should also focus on equitable access.	N	Given that the establishment of new, dedicated cultural and creative industry spaces only occurs periodically, we cannot assume that the number of these spaces across the LGA will increase yearly. Setting a target of 'maintain or increase' sets a clear intention that Council seeks no net loss of dedicated cultural and creative industry spaces across the LGA, and a desire to 'increase' offering.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	84	Indicator 1.4 - Suggest changing this to recognition as the 'Cultural Capital for Western Sydney'	Y	The current indicator 1.4 is a perception-based indicator, capturing community views relating to 'Awareness of Parramatta LGA's night-time precincts'. It is important for Council to include an indicator relating to 24hr economy in response to the intention set in the corresponding outcome statement '1.4 <i>Our City is recognised as the Cultural Capital of Western Sydney, with a creative economy that operates around-the-clock</i> ', therefore will retain the existing indicator for 1.4. However, the suggestion to strengthen this indicator to be a perception-based indicator relating to 'Recognition as the 'Cultural Capital of Western Sydney' ', is supported in principle to strengthen overall reporting against the 'We all belong' pillar'. Therefore, Council has instead strengthened the indicator 1.6 to read " <i>Community agreement with the statement 'The City of Parramatta is the epicentre of culture and creativity - celebrating our City's rich diversity and cultural vibrancy through cultural infrastructure development, empowering creators and enhancing cultural accessibility.'</i> "
	84	Indicator 1.5 - Suggest changing to be more encompassing of world class festivals and entertainment events	Y	Council is strengthening this indicator, which will read " <i>Community agreement with the statement 'The City of Parramatta is the home of festivals, sport and entertainment - a premier national and global destination for sports, conventions and festivals year-round'</i> ".

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	84	Indicator 1.6 - recommend stronger target than "increase"	Y	<p>In the 'We all belong' pillar, Council has not identified specific numeric targets for each indicator. Given feedback received during public exhibition, Council is strengthening this indicator, which will read "<i>Community agreement with the statement 'The City of Parramatta is the epicentre of culture and creativity - celebrating our City's rich diversity and cultural vibrancy through cultural infrastructure development, empowering creators and enhancing cultural accessibility.'</i>"</p> <p>" As Council will need to establish a new baseline for this indicator, Council has initially identified a target to 'increase' the results of this indicator. Once more data is available (e.g. trend over time), Council may consider setting a more specific numeric target for this indicator.</p>
	84	Indicator 3.3 - Consider increasing target to 60% or higher	Y	<p>This is a perception-based indicator, capturing views of businesses on the statement "<i>Overall, as a business, how satisfied are you with the performance of your Council?</i>". Generally, perception-based indicators have not been given numeric targets in the CSP. Nevertheless, the suggestion to strengthen this indicator is supported. It is recommended that the final CSP amend the draft target from "<i>maintain or increase</i>" to "<i>increase</i>", recognising that Council should be seeking to improve this perception year on year.</p>

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	84	Suggest numerical scores be given to Pillar 5 targets - e.g. 3.5 or 4, rather than numbers solely in baselines	N	There are a range of fixed and trend-based targets in Pillar 5. Using trend-based targets over fixed numerical targets in some instances, allows for flexibility and responsiveness to changing conditions, focusing on continuous improvement rather than rigid benchmarks that may become outdated.
Elevate accessibility	48	Claims that that the previous 6 goals which included Fair and Accessible, have been compressed into 5 strategic pillars with subsequent de-emphasis particularly of Fair and Accessible.	N	Whilst there are less goals (now called pillars) in the new draft CSP, there are more Outcomes and Strategic Actions within each, providing more detail to reflect our community's vision and priorities for the City. No outcome areas from the previous Fair and Accessible goals have been removed. The outcomes covered in the previous 'Fair' goal include education, housing, community spaces, and community consultation. The first three are covered in the new 'We put people first' pillar (Outcomes 2.1, 2.2, 2.5 and 2.6). Community consultation is covered in the new 'We are future focused' pillar (Outcome 5.4). The outcomes covered in the previous 'Accessible' goal include universal design and transport. Universal design is now covered in 'We put people first' (Outcome 2.4, Action 2.4.1) and transport is now covered in 'We are future focused' (Outcome 5.6)
Community Safety	14	Claims that cameras make residents feel like prisoners, do not add to safety, and that solution is police doing their job.	N	Community safety is addressed in Outcome 2.4 <i>Everyone can fully participate in our City and feels safe</i> , and Action 2.4.2 <i>Create and facilitate places and activities that support community safety</i> .

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	39	Targets should be more aspirational, with greater focus on community safety and reducing anti-social behaviour to make Parramatta feel safer and more walkable, especially at night.	Y	Community safety is addressed in Outcome 2.4 <i>Everyone can fully participate in our City and feels safe</i> . The indicator for Outcome 2.4 has been updated to " <i>Percentage of residents who feel that our City provides safe and inclusive places to play and relax</i> ." This indicator provides a holistic measure of perceptions of safety and inclusion, which is suitable for the Community Strategic Plan, given the limited number of indicators that can be included in this document. Community safety and reducing anti-social behaviour are also addressed in Council's Crime Prevention Plan, which is currently being updated.
	48	Do not delete Welcoming indicator, "Our city provides safe and inclusive places to play and relax"	Y	The indicator for Outcome 2.4 under the 'We put people first' pillar has been updated to " <i>Percentage of residents who feel that our City provides safe and inclusive places to play and relax</i> ."

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
Amplify Arts & Culture	4	Claims a lack of authentic, uncommissioned street art spaces and the decline of local music venues, calling for more imaginative, grassroots opportunities for artists and a stronger commitment to revitalising the city's cultural and creative scene.	N	Strengthening Parramatta's cultural and creative scene is addressed in 1.3.1 " <i>Advocate for and facilitate equitable access to arts, culture and creativity that celebrates our socially and culturally diverse communities</i> " and also in 1.1.2 " <i>Celebrate the cultural and social diversity of our community</i> " and the enabling mechanisms for this in 1.5.1. " <i>Develop policy and planning mechanisms to support infrastructure, innovation and collaboration within Parramatta's creative and visitor economies</i> ". Music is specifically addressed in 1.5.2 " <i>Deliver, promote and advocate for investment in internationally recognised events, cultural tourism, night-time economy, music, sports and infrastructure</i> ". City of Parramatta's Live Music Action Plan is currently in development and more detailed actions relating to music in Parramatta will be captured in this document.
	52	We have a great theatre and library here, but it is time Parramatta had its own art Gallery dedicated to local and indigenous artists.	N	Recognising our heritage and history, including First Nations is already addressed in 1.2.1 " <i>Recognise, protect, and share Parramatta's rich, diverse and evolving heritage and histories</i> ". A potential new Gallery is captured under 1.6.2. " <i>Deliver world-class arts and cultural institutions</i> " and in outcome 5.1 " <i>Baramadagal and other Dharug and First Nations culture is central to our City's future and identity</i> ".

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	72	Protect libraries and services	N	Libraries and services are addressed in Action 2.5.1 <i>Deliver and maintain quality public open spaces and community facilities, providing shared spaces for people to play and connect</i> , and Action 2.5.2 <i>Deliver programs and initiatives that foster a strong sense of community connection and wellbeing</i> .
	55	Establish a Parramatta brass band, symphony orchestra. Have regular recitals and concerts	N	Proposed action item is too specific for inclusion in CSP. Music is specifically addressed in 1.5.2 <i>'Deliver, promote and advocate for investment in internationally recognised events, cultural tourism, night-time economy, music, sports and infrastructure'</i> . City of Parramatta's Live Music Action Plan is currently in development and more detailed actions relating to music in Parramatta will be captured in this document.
Champion sports for healthy and successful youth	51	Parramatta needs more accessible sports facilities to engage youth, foster community, and support active lifestyles, alongside green spaces that boost tourism and showcase environmental leadership	N	Sports facilities and fostering community are addressed in Outcome 2.5 <i>Our City's facilities, public spaces, and programs foster community connections, cohesion, and wellbeing</i> . Planning for sports facilities is covered in Council's Community Infrastructure Strategy 2020, which is currently being updated. Council's Social Sustainability Strategy 2024-2033, which sits below the CSP and provides additional detail, establishes Objective 2.4 <i>Our City is designed to make young people feel welcome</i> . Council also recently endorsed its Youth Inclusion Framework.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
Representation of all ages / stages of life	18	Suggests We put people first pillar can expand on older residence especially aging in place.	N	Housing to facilitate aging in place is addressed in Action 2.2.2 <i>Plan and advocate for diverse housing options, including affordable, adaptable, and seniors housing.</i> Council's Social Sustainability Strategy 2024-2033, which sits below the CSP and provides additional detail, establishes Objective 3.3 <i>Our City provides opportunities for older people to live well.</i>
Prioritise Active Transport	14	There should be greater emphasis on cycling infrastructure as a key to equitable, accessible mobility and enhanced urban liveability.	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning,</i> and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity.</i>
	24	Prioritise active transport and public transit integration to boost safety, reduce car reliance, and position Parramatta as a leading, connected transport hub.	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning,</i> and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity.</i>

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	29	I love Parramatta's cycleways and use them to get to work. It would be nice to further extend this network.	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning</i> , and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity</i> .
	61	Strong support for the Draft CSP, praising its focus on active transport across multiple areas and the commitment to exceed current mode shift targets.	N	Feedback noted.
	68	Claims loss of active and public transport detail, against the needs of non-car road users.	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning</i> , and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity</i> .
	79	Removal of references to active and public transport	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning</i> , and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity</i> .

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	81	Removal of references to active and public transport	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning</i> , and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity</i> .
Public transport	24	Prioritise active transport and public transit integration to boost safety, reduce car reliance, and position Parramatta as a leading, connected transport hub.	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning</i> , and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity</i> .
	27	The community simply wants clean suburbs, good public transport	N	Clean suburbs are addressed in Action 4.3.1 <i>Ensure our streets, public spaces and waterways are clean and tidy, instilling a sense of civic pride</i> . Public transport is addressed in Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity</i> . Affordable housing is addressed in Action 2.2.2 <i>Plan and advocate for diverse housing options, including affordable, adaptable, and seniors housing</i> .

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	29	Focus on Light Rail Stage 2. Household is excited to see this progress.	N	Public transport connections, including Parramatta Light Rail Stage 2, are addressed in Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity.</i>
	68	Claims loss of active and public transport detail, against the needs of non-car road users.	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning,</i> and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity.</i>
	79	Removal of references to active and public transport	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning,</i> and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity.</i>
	81	Removal of references to active and public transport	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning,</i> and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity.</i>

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
Community Engagement and Customer Service	27	Council should seek community feedback about what the community actually wants Council to do to solve the issues that are prevalent in our community	N	Community feedback and participation is addressed in Outcome 5.4 <i>Our community is engaged, receives excellent service, and has meaningful opportunities to shape decisions for the City</i> . Council's Community Engagement Strategy outlines when and how Council will engage with the community to inform decision-making.
Road safety	45	Claims of multiple car accidents at the intersection of Kissing Point Road and Quarry Road in Dundas, requiring urgent attention and safety improvements.	Y	Updated wording of Action 5.6.2 to add reference safety - <i>Advocate for and deliver integrated transport solutions which enable seamless travel for all users across our City, while reducing road congestion and enhancing safety</i>
	54	Urging Council to adopt the 2020 Stockholm Declaration, which recommends 30km/h speed limits where vehicles and vulnerable road users mix. It highlights the safety, environmental, and health benefits of lower speeds, especially for seniors and cyclists.	Y	Updated wording of Action 5.6.2 to add reference safety - <i>Advocate for and deliver integrated transport solutions which enable seamless travel for all users across our City, while reducing road congestion and enhancing safety</i>
	68	Claims loss of active and public transport detail, against the needs of non-car road users.	N	Active transport and cycling are addressed in Action 4.1.2 <i>Promote low-carbon transportation options such as walking, cycling, and public transport through our integrated transport advocacy and planning</i> , and Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity</i> .

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Treat mosquitos	29	Would be good to have continued treatment for mosquitos along the waterways as they can have a huge impact on using outdoor spaces.	N	Feedback noted. Within the Pillar "We nurture our environment", outcome 4.2 outlines directions for a healthy network of natural areas, ecological corridors, waterways and green spaces, including Strategic Actions 4.2.1, 4.2.2 and 4.2.3 which will balance the use and enjoyment of natural spaces by the community with the regeneration of these spaces and improvement of their environmental functions.
Traffic & Transport Planning	46	The proposed road bridge widening in Epping is seen as wasteful, as it won't significantly improve traffic flow due to surrounding bottlenecks, and a new crossing or tunnel would be a more effective and cost-efficient solution.	N	Feedback noted.
Parking	14	Remove bike lanes at front of properties, make room for parking	N	Council must plan and advocate for a range of transport modes to meet the needs of residents, visitors and workers. This is captured in Action 5.6.2 <i>Advocate for and deliver integrated transport solutions which enable seamless travel for all users across our City, while reducing road congestion and enhancing safety.</i>
Focus on basic roles of Council	14	Claims that rates can be cut if Council focuses on its basic roles. Disagreement with spending on Welcome to Country.	N	Feedback noted.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	27	Claims the community simply wants clean suburbs, good public transport, affordable housing options, etc. Anything else, such as excessive development or enhanced migration into the area is not serving the community	N	Clean suburbs are addressed in Action 4.3.1 <i>Ensure our streets, public spaces and waterways are clean and tidy, instilling a sense of civic pride.</i> Public transport is addressed in Action 5.6.1 <i>Deliver and advocate for best practice public and active transport that connects Greater Sydney and supports our City's economic productivity.</i> Affordable housing is addressed in Action 2.2.2 <i>Plan and advocate for diverse housing options, including affordable, adaptable, and seniors housing.</i> Effective planning for the growth of the City is addressed in Outcome 5.5 <i>Our City is well-planned and is recognised as the leader in good design and city-building, and density done well.</i>
	72	Fix park and weed issues	N	Improving parks and recreational spaces are considered under the Pillar "We nurture our environment", Outcome 4.2 and Strategic Action 4.2.3. Addressing invasive and exotic plant species is a component of Strategic Action 4.2.1 and 4.2.2.
FOGO	14	Claims that FOGO is a waste and ineffective.	N	Feedback noted.
Fair representation of CBD and suburbs	21	Claims an overrepresentation of Parramatta CBD, and not other suburbs which help fund the future Plan.	N	The CSP is a Plan for the whole City. It is intended that the vision and strategic pillars apply to the entire Local Government Area.
	44	Long prioritised central development, leaving Epping neglected—particularly evident in the halted funding for the Epping Aquatic Centre despite years of planning and community consultation.	N	Council is currently preparing an Epping Town Centre Master Plan. There will be an opportunity to comment on the final draft of the master plan when it is put on public exhibition in mid-2025.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
Balancing high density with adequate green space	21	Epping will have significant high density housing for families without significant consideration of the environmental green space for families and their children to enjoy their community. Need to prioritise people over cars.	N	Healthy high density living requires good planning and design, and the provision of quality open space and community facilities. These are addressed in Outcome 5.5 <i>Our City is well-planned and is recognised as the leader in good design and city-building, and density done well</i> , and Outcome 2.5 <i>Our City's facilities, public spaces, and programs foster community connections, cohesion, and wellbeing</i> .
Opposition to density and development	47	I oppose whichever parts of it aim for increasing density in the CBD ever more and ever higher, and doubly so if we don't charge developers for breaking the normal rules.	N	Effective planning for our City is addressed in Action 5.5 <i>Our City is well-planned and is recognised as the leader in good design and city-building, and density done well</i> .

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	88	Request to keep development out of East Epping conservation zone. Improve heritage and conservation in this area		Conservation is addressed in the Pillar "We nurture our environment" under Outcome 4.2 <i>"We have a healthy, expanded and connected network of natural areas, ecological corridors, waterways and green spaces integrated into our City"</i> . Action 4.2.1 addresses the protection, management and regeneration of areas and their natural functions, which would encompass conservation areas such as East Epping. Heritage has been incorporated into Pillar "We all belong", in Outcome 1.2 <i>"Our city values and is inspired by our heritage and shared stories"</i> and more specifically in action 1.2.1 <i>"Recognise, protect, and share Parramatta's rich, diverse and evolving heritage and histories"</i> . This is also reflected in Pillar "We are future focused" in Outcome 5.5 <i>"Our City is well-planned and is recognised as the leader in good design and city-building, and density done well"</i> .
Planning - support for high density development	24	Relax development restrictions to enable high-density, mixed-use buildings that increase population density, reduce congestion, and lower housing costs.	N	Ensuring adequate housing supply and density done well are addressed in Action 2.2.1 <i>Plan and advocate for adequate housing supply and delivery</i> , and Outcome 5.5 <i>Our City is well-planned and is recognised as the leader in good design and city-building, and density done well</i> .
	38	Encourage higher-density redevelopment along busy corridors like Pitt Street to replace ageing housing stock and better suit urban living needs.	N	Ensuring adequate housing supply and density done well are addressed in Action 2.2.1 <i>Plan and advocate for adequate housing supply and delivery</i> , and Outcome 5.5 <i>Our City is well-planned and is recognised as the leader in good design and city-building, and density done well</i> .

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
Reduce government expenses	24	Drastically reduce government expenditure and taxes/fees to improve public value. Implement significant cuts in Council operational expenses. Reduce resident and business fees to deliver services more cost-effectively and improve community value.	N	Feedback noted for consideration in Council's Delivery Program and Operational Plan. Ethical City leadership and responsible financial management are reflected in 5.3.1 of the 'We are future focussed' pillar.
	72	Cut divisive event spending	N	Feedback noted for consideration in Council's Delivery Program and Operational Plan. Ethical City leadership and responsible financial management are reflected in 5.3.1 of the 'We are future focussed' pillar.
Support for trees	29	Planting trees is important, but equal attention must be given to their care and maintenance to ensure safety, accessibility, and healthy growth.	N	Feedback noted. Tree care and maintenance is considered under Strategic Action 4.4.1 within Outcome 4.4 of the Pillar "We nurture our environment". Council staff are currently preparing a draft Tree Canopy Plan that aims to increase canopy coverage across the City of Parramatta and identify resources to facilitate this.
	30	Outcomes 2.2, 4.1, 4.2 and 4.4 are areas which I believe are of the most concern and Council needs to address immediately	N	Feedback noted.
	43	Funding for street trees is inadequate, and increasing investment—especially using cost-effective tube stock—could create continuous shade canopies that improve walkability and comfort on hot days.		The CSP does not allocate budget. Feedback noted for consideration in Council's Delivery Program and Operational Plan. The benefit of street trees providing canopy has been noted and is reflected in Outcome 4.4. of Pillar "We nurture our environment". Council staff are currently preparing a draft Tree Canopy Plan that aims to increase canopy coverage across the City of Parramatta and identify resources to facilitate this.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	51	Western suburbs do get hot during the summertime so planting more trees and offering more shade is essential.	N	Feedback noted.
	53	I see tree canopy expansion is mentioned but large and mature trees are being cleared for light rail, developers, road widening faster than you can replace them. The walk from the new Meriton development to the light rail at Carlingford has virtually no shade if you walk along Pennant Hills Road.	N	Feedback noted. Protection and enhancement of our existing tree canopy, including mature trees, is addressed in Strategic Action 4.4.1 under Outcome 4.4. in Pillar "We nurture our environment". Council staff are currently preparing a draft Tree Canopy Plan that aims to increase canopy coverage across the City of Parramatta and identify resources to facilitate this.
	64	We nurture our environment - Concerns around "natural areas in good condition", waste diversion targets and tree canopy funding	N	Council's target for Outcome 4.2, to maintain natural areas in 'good' condition from 2020/21 baseline (81.5% of monitored bushland sites) is achievable, through Strategic Actions 4.2.1 and 4.2.3. City of Parramatta's target for Outcome 4.3 relating to community waste diverted from landfill is consistent with the NSW Government's target to recover an average of 80% of all waste by 2030 (NSW Waste and Sustainability Materials Strategy 2041). This target is also consistent with Council's endorsed Environmental Sustainability Strategy (2024-2033). Council staff are currently preparing a draft Tree Canopy Plan that aims to increase canopy coverage across the City of Parramatta and identify resources to facilitate this.
	68	Strongly support targeted tree canopy cover 30% by 2050	N	Feedback noted.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
Uplift social housing	29	More funding should be allocated to maintain social housing, ensuring older and disabled residents live in safe, well-kept homes with proper repairs and regular upkeep.	N	Funding social housing is the responsibility of the State Government. Council's role in advocating for social housing is addressed in <i>Action 2.2.2 Plan and advocate for diverse housing options, including affordable, adaptable, and seniors housing.</i>
Flooding and Stormwater Management	53	There appears to be no funding allocated to Flooding although there is a flood report.	N	The CSP does not allocate budget. Feedback noted for consideration in Council's Delivery Program and Operational Plan.
	55	Develop improved storm water management to capture rubbish and accumulating leaf litter from ingress into the creeks and waterways	N	Stormwater management and clean waterways have been considered in Pillar "We nurture our environment" in Outcome 4.2 and Strategic Action 4.2.2, and Outcome 4.3 and Strategic Action 4.3.1.
Net Zero	30	Outcomes 2.2, 4.1, 4.2 and 4.4 are areas which I believe are of the most concern and Council needs to address immediately	N	Feedback noted.
Environment - Natural Spaces	30	Outcomes 2.2, 4.1, 4.2 and 4.4 are areas which I believe are of the most concern and Council needs to address immediately	N	Feedback noted.
	72	Double the environment budget	N	The CSP does not allocate budget. Feedback noted for consideration in Council's Delivery Program and Operational Plan.
	72	Restore sustainability programs. Create inclusive environment day. Value green spaces culturally	Y	Sustainability programs have been addressed by Pillar "We nurture our environment" Strategic Action 4.3.2, specifically relating to waste. Wording of Action 4.2.1 updated to include 'environmental stewardship' and encompass valuing and celebrating our environment.
	79	Increase funding for bush care, tree planting/canopy	N	The CSP does not allocate budget. Feedback noted for consideration in Council's Delivery Program and Operational Plan.

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	81	Increase funding for bush care, tree planting/canopy	N	The CSP does not allocate budget. Feedback noted for consideration in Council's Delivery Program and Operational Plan.
	88	Request to keep development out of East Epping conservation zone. Improve heritage and conservation in this area.		Conservation is addressed in the Pillar "We nurture our environment" under Outcome 4.2 <i>"We have a healthy, expanded and connected network of natural areas, ecological corridors, waterways and green spaces integrated into our City"</i> . Action 4.2.1 addresses the protection, management and regeneration of areas and their natural functions, which would encompass conservation areas such as East Epping. Heritage has been incorporated into Pillar "We all belong", in Outcome 1.2 <i>"Our city values and is inspired by our heritage and shared stories"</i> and also more specifically in action 1.2.1 <i>"Recognise, protect, and share Parramatta's rich, diverse and evolving heritage and histories"</i> . This is also reflected in Pillar "We are future focused" in Outcome 5.5 <i>"Our City is well-planned and is recognised as the leader in good design and city-building, and density done well"</i> .
Protect heritage	53	Parramatta's rich built and environmental heritage, including Aboriginal and colonial sites, is undervalued, with minimal staffing and advocacy, and needs stronger protection and investment.	N	Protecting heritage and history, including First Nations heritage and history, is already addressed in 1.2 <i>"Our city values and is inspired by our heritage and shared stories."</i> and more specifically in 1.2.1 <i>"Recognise, protect, and share Parramatta's rich, diverse and evolving heritage and histories."</i> First Nations outcomes are specifically addressed in 5.1 <i>"Baramadagal and other Dharug and First Nations culture is central to our City's identity and future"</i> .

Theme	Submission ID #	Community Submission feedback details	Is an amendment proposed?	Council response
	77	Protect history and heritage and recognise Parramatta's potential for heritage tourism.	N	Protecting heritage and history and potential for heritage tourism is already addressed in 1.2 <i>"Our city values and is inspired by our heritage and shared stories."</i> and also more specifically in 1.2.1 <i>"Recognise, protect, and share Parramatta's rich, diverse and evolving heritage and histories."</i>
	88	Request to keep development out of East Epping conservation zone. Improve heritage and conservation in this area.	N	Conservation is addressed in the Pillar "We nurture our environment" under Outcome 4.2 <i>"We have a healthy, expanded and connected network of natural areas, ecological corridors, waterways and green spaces integrated into our City"</i> . Action 4.2.1 addresses the protection, management and regeneration of areas and their natural functions, which would encompass conservation areas such as East Epping. Heritage has been incorporated into Pillar "We all belong", in Outcome 1.2 <i>"Our city values and is inspired by our heritage and shared stories"</i> and more specifically in action 1.2.1 <i>"Recognise, protect, and share Parramatta's rich, diverse and evolving heritage and histories"</i> . This is also reflected in Pillar "We are future focused" in Outcome 5.5 <i>"Our City is well-planned and is recognised as the leader in good design and city-building, and density done well"</i> .

Draft Delivery Program 2025-29 & Operational Plan & Budget 2025/26, Fees & Charges 2025/26, and Resourcing Strategy Submissions

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
Fees & Charges	Fees for Community orgs/Not for profits	7	Clarity required on community rates for NFP and community organisation for venue hire/ticket prices at Council venues.	N	<p>Council has community rates for not-for-profit and a further discount for community organisations that are benchmarked as being affordable.</p> <p>Riverside Theatres offers reduced community hire rates for organisations wanting to hold events at Riverside. In relation to ticket prices, there are a number of ticket pricing initiatives for school groups and targeted community groups.</p>
		63	Letter from North Rocks Senior Citizens Club received from Community group - request for their current venue hire fee arrangement to continue.	N	Public exhibition confirms a further 12 month extension on the correspondent's current arrangement. The resolution of public exhibition on 11 June demonstrates Council's commitment to an affordable ongoing arrangement being negotiated for such users.

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
	Library fee	7	Opposition to existing inter-library loan fees.	N	<p>Council's approach to inter-library loans is standard across public libraries in NSW. The Australian Library and Information Association also recommends fee levels.</p> <p>There are 2 fees: 1) A small admin fee which does not cover the cost of obtaining books on inter-library loan. 2) Cost recovery fee – this fee is only charged if the supplying library levies a fee to us. Our aim is always to go to a non-charging library first, like other public libraries. It is normally university libraries that levy a fee.</p> <p>If a customer requests a book that is in-print our main priority would be to purchase the book and not request an inter-library loan. In this instance there is absolutely no charge.</p>
	Childcare fee	36	Oppose child-care fee increase.	N	Feedback noted. Fee increases reflect increasing cost to run services to the community. Council's investment in such services has increased at a similar level.
	Credit Card fee	66	Oppose credit card fees for customers.	N	Feedback noted.
	Charge to build on own property	17	Oppose charges to build on own property.	N	Feedback noted.

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
	Oppose increase across services	23	Oppose fee increases generally across Council and simplifying.	N	Feedback noted.
	Support general increase	60	Support fee increases in-line with inflation.	N	Feedback noted.
Smart City & Innovation	Oppose excluding items from the Smart City & Innovation Strategy	58	Oppose excluding items from the Smart City & Innovation Strategy outlined in the Budget Additions/Exclusions.	N	Feedback noted.
		49	Oppose excluding heat mitigation solutions from the Smart City & Innovation Strategy outlined in the Budget Additions/Exclusions.	N	Council's Smart City & Innovation has identified key priority projects for 2025/26 including preparing a data governance framework and developing a Smart Infrastructure Guidelines for the CBD and major urban centres.
		31	Oppose excluding heat mitigation solutions from the Smart City & Innovation Strategy outlined in the Budget Additions/Exclusions.	N	Council has an existing capital budget for energy and water efficiency upgrades (including solar PV and batteries) to its buildings and other assets. Council planning instruments such as the LEP and DCP do include development controls that require high environmental standards including energy efficiency for new development.
		75	Oppose excluding heat mitigation solutions, energy efficient smart infrastructure items from the Smart City & Innovation Strategy outlined in the Budget Additions/Exclusions.	N	The revision of Council's 2011 Climate Extremes Risk Assessment and Adaptation Plan will commence in FY26 and will incorporate community and infrastructure resilience.
		66	Oppose excluding heat mitigation solutions, energy efficient smart infrastructure items from the Smart City & Innovation Strategy outlined in the Budget Additions/Exclusions.	N	

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		56	Oppose excluding heat mitigation solutions from the Smart City & Innovation Strategy outlined in the Budget Additions/Exclusions.	N	
		35	Local business owner oppose excluding items from the Smart City & Innovation Strategy outlined in the Budget Additions/Exclusions. More stakeholder engagement to assist with these initiatives.	N	
Events & Festivals	Suggestions on what is missing in Council's broader Events program	7	Suggestions for Events & Festival program - more First Nations and LGBTIQ+ events.	N	Feedback noted. The Budget Additions and Exclusions document reflects proposed events to be expanded/enhanced/revisited it does not reflect the entire events program. Throughout 2025/26 the City of Parramatta Council will run the First Nations 'Warami festival that will
		13	Suggestion - Events at CommBank stadium.		
		72	Suggestion - Environment & First Nations Events.		

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		20	Suggestion - Events on the river.		<p>include events such as NAIDOC week, Sorry Day and a First Nations music events.</p> <p>Council does not have a specific events program for Pride or Mardi Gras, however, does support these events via funding through the community grants program. Council also runs smaller Pride and LGBTIQ+ events and activities at its libraries, PHIVE and community hubs.</p> <p>River Events is a future-focus for Council's events team. Council intends to include events on the River foreshore following the completion of the Powerhouse Museum in late 2026. These events and activities will be planned in partnerships with MAAS.</p>
	Support for Expanded Events program	26	Support for Winterlight Festival in Budget Addition/Exclusion.	N	Feedback noted.
41		Support for Expanded Events program in Budget Addition/Exclusion.	N		
70		Support for Expanded Events program in Budget Addition/Exclusion.	N		

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		69	Support for Expanded Events program in Budget Addition/Exclusion.	N	
		65	Support for Expanded Events program in Budget Addition/Exclusion & commendation to Events team for current program.	N	
		73	Support for Expanded Events program in Budget Addition/Exclusion.	N	
		74	Support for Expanded Events program in Budget Addition/Exclusion especially Winterlight and NYE.	N	
	Oppose the Expanded Events program	23	Oppose the Expanded Events program.	N	
		32	Oppose the Expanded Events program and suggest using Parramatta Park more for events.	N	
		49	Doesn't support Expanded Events Program in Budget Addition/Exclusion.	N	

Feedback noted.

Council has proposed an expanded Events & Festival program due to a high number of attendance and engagement in the existing Events & Festivals program as well as a high number of community engagement responses prioritising Events & Festivals.

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		66	Doesn't support Expanded Events Program in Budget Addition/Exclusion at the expense of environmental initiatives and staff reduction.	N	<p data-bbox="1541 244 2132 347">Following Council's 2025 Australia Day event, the Lord Mayor passed a resolution to support Australia Day events going forward.</p> <p data-bbox="1541 400 2132 772">The Winter Light Festival was a previous Council event with a high attendance numbers and community and stakeholder support. This event supported visitation to the area and the local economy during a time of the year that does not receive much activation. The new Christmas event would be an additional event in Parramatta Park which the community has suggested requires more activation.</p>
		58	Doesn't support Expanded Events Program in Budget Addition/Exclusion.	N	
		60	Doesn't support Expanded Events Program in Budget Addition/Exclusion as happy with existing program.	N	
		71	Doesn't support Expanded Events Program in Budget Addition/Exclusion at the expense of environmental initiatives and opposes Australia Day.	N	
		80	Doesn't support Expanded Events Program in Budget Addition/Exclusion as doesn't feel the program reflects the community.	N	
		72	Doesn't support Expanded Events Program in Budget Addition/Exclusion as doesn't feel the program reflects the community.	N	

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		80	Doesn't support Expanded Events Program in Budget Addition/Exclusion as would like further details on expenditure.	N	
Environment & Sustainability	Oppose reduction in budget for Environment & Sustainability budget	8	Against budget cuts to environmental education program.	N	Heat & Flood mitigation: Council has contributed to the Western Sydney Heatwave Management Guide and ran a 'Beat the Heat' education campaign over last summer which promoted our libraries as cool centres for refuge. Council also established the popular Flood Smart program (and Phone app) which provides flood preparedness tips and alerts related to flood heights and risk during storm events. The decision to re-instate the full Climate Action operating budget in FY26 will be a decision of the elected Council. The decision to re-instate the full Environmental Education operating budget in FY26 will be a decision of the elected Council.
		31	Oppose excluding items from the Environmental Sustainability Strategy outlined in the Budget Additions/Exclusions.	N	
		72	Propose increasing Environmental Sustainability budget to better service green and open spaces.	N	
		42	Budget cuts to do not align with sustainability goals.	N	
		75	Does not support excluding update to Council's Climate Adaptation Plan outlined Budget Additions/Exclusions.	N	
		80	Would like further clarity on budget options. Does not support cuts to Bushcare budget, believes this undermines Bushcare volunteers.	N	

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		35	As a local parent would like Council to prioritise Climate resilience to reduce flood risks, liveability and manage heat mitigation.	N	
		32	Requests increased funding for environmental initiatives and bushcare.	N	
		34	Commends Council's sustainability team and is opposed to any budget cuts related to environment and sustainability.	N	
		71	Objects to delays in delivery of the Environmental Strategy.	N	
		71	Oppose excluding items from the Environmental Sustainability Strategy outlined in the Budget Additions/Exclusions.	N	
		58	Oppose excluding items from the Environmental Sustainability Strategy outlined in the Budget Additions/Exclusions.	N	

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		80	Oppose excluding items from the Environmental Sustainability Strategy outlined in the Budget Additions/Exclusions and believes this does not align with community feedback.	N	
		56	Oppose excluding items from the Environmental Sustainability Strategy outlined in the Budget Additions/Exclusions.	N	
		56	Opposes any cuts that may be happening for Bushcare.	N	
		75	Oppose excluding items from the Environmental Sustainability Strategy outlined in the Budget Additions/Exclusions.	N	
	Oppose exclusion of tree canopy cover (Item 17)	31	Oppose reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	Feedback noted.
		49	Oppose reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	Council does have a current street tree planting program that compliments tree planting in parks and bushland reserves, however this alone will not achieve the proposed 30% tree canopy target. Council

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		66	Supports increasing tree canopy targets and believes Council is not meeting previous commitments. Supports investing in more energy efficient infrastructure and partnerships like Zapcat (solar for households).	N	<p>continues to investigate a range of options for resourcing further work in this area including an upcoming review of other successful councils in greater Sydney.</p> <p>The decision to re-instate the Tree Canopy Plan operating budget in FY26 will be a decision of the elected Council.</p>
		80	Opposes reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	
		76	Opposes reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	
		67	Opposes reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	
		50	Opposes reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	
		50	Opposes reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	
		60	Opposes reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		71	Opposes reducing the tree canopy cover, delays in delivery of Social Sustainability Strategy and Environmental Strategy outlined in the Budget Additions/Exclusions and cuts to Bushcare.	N	
		71	Opposes reducing the tree canopy cover, delays in delivery of Social Sustainability Strategy and Environmental Strategy outlined and reduction in open space and sports field services in the Budget Additions/Exclusions and cuts to Bushcare.	N	
		67	Opposes reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	
		35	Opposes reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	
		56	Opposes reducing the tree canopy cover outlined in the Budget Additions/Exclusions.	N	
	General feedback on Environment & Sustainability	41	Suggests use of soft plastic recycling and quarterly recycling of e-waste.	N	Feedback noted. Council has an annual bush regeneration

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		58	More focus on greening urban parts of Parramatta, native gardens, heat mitigation and improved biodiversity.	N	<p>contract that extends the entire length of the Ponds Subiaco Creek riparian corridor. Council also has a waterways litter collection contract that targets litter hot spots across the entire local government area, as the budget is limited.</p> <p>Council staff will review the adequacy of vine control and creek litter in the coming months.</p>
		72	Dissatisfied with the management of local Bushcare including invasive weed growth in areas such as Toongabbie Creek. Believes there have been cuts to key environmental education workshops.	N	
		31	Dissatisfied with Council's management and conservation of local natural waterways and bushland.	N	
		31	Dissatisfied with Council's management and conservation of local bushland.	N	
		60	Supports plan but requests increased funding and prioritisation for environmental initiatives such as heat mitigation.	N	
		87	Parramatta River Catchment Group - Requests support for local projects that are focused on improved and healthy waterways.	N	

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		87	Requests support for local initiatives that are focused on cleaning our streets and waterways.	N	
		87	Requests support for local programs that focus on developing compliance programs for private development.	N	
		75	Request for additional projects that focus on community health and resilience.	N	
Workforce Management Strategy / People & Culture	General feedback on Workforce Management	13	Support staff being paid well.	N	Feedback noted.
		23	Requests reducing staff costs by creating more part time roles, using AI and volunteers.	N	<p>Council has developed a detailed Workforce Management Strategy to address effective resourcing to deliver the Community Strategic Plan and Delivery Program. This includes the implementation of AI tools and processes.</p> <p>Council has a large volunteer database who are integral in delivering Council's community services. There are a number of regulations and guidelines relating to what specific roles and responsibilities volunteers are allowed to undertake to ensure their safety and protection.</p>

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
	Staff conference	7	Believes the staff conference cost 400K+ is too high and should be reconsidered.	N	The Staff Conference has been excluded from the 2025/26 budget and proposed to run every second year. While the conference is held across four days, this is due to the size of the workforce to spread attendance, with staff each only attending for one day.
		75	Believes the staff conference too extravagant and should be reconsidered.	N	
Traffic & Transport	Active Transport	17	Requests removing bike lanes and building more parking options.	N	In June 2024 Council endorsed The Parramatta Bike Plan that outlines opportunities to invest in new and existing cycleways and create a better user experience for the community.
		23	Requests more funding for and development of cycleways.	N	
		23	Requests more street lighting in Parramatta Park	N	Throughout 2025/26 Council will prepare the Integrated Transport Strategy and review the Parramatta CBD Pedestrian Strategy.
		41	Requests for more funding for active transport infrastructure.	N	
		60	Requests better maintenance of our current assets and infrastructure before building new.	N	Council also manages the Black Spot Program, an annual program of various traffic safety initiatives.
		75	Requests safety programs in partnership with TfNSW for pedestrians, particularly at intersections like Darcy Rd/Hawkesbury south.	N	
		35	Requests more funding for cycleways and more safety and maintenance of existing routes.	N	

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		75	Support for prioritising active transport in the budget.	N	
		75	Requests using contributions for active transport rather than waiting for grant funding.	N	
		23	Requests less funding for driving infrastructure and more for active transport.	N	
	General	13	Requests improved transport connections from CBD to Granville.	N	Throughout 2025/26 Council will prepare the Integrated Transport Strategy and review the Parramatta CBD Pedestrian Strategy. This work is listed in the final draft DPOP.
	Parking	75	Requests better, safer and more accessible parking options for Parramatta.	N	Council will review parking infrastructure and pricing in the Integrated Parking Solutions Program to be completed in the 2025/26 Financial year. This will include a continued roll out of Smart parking solutions to Council's on-street and at-grade carparking.
		75	Disappointed on-street parking prices in Westmead have not been considered in the plan.	N	
Budget - General		56	Believes there are too many budget cuts that are not beneficial considering the cost of all the additions.	N	Feedback noted.
		66	Opposing reducing ward budgets.	N	Feedback noted.

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		71	Believes the Administration budget is too high at the expense of Library and Community Services and Environment and Sustainability programs. Question how much goes to private consultants.	N	It is noted that administration expenses support delivery of all public-facing services including administration of community services, libraries, waste management, roads and footpaths, and all other services and project delivery. Council will provide a recategorisation and further break down of funds for the '\$100 spend' breakdown to provide better clarification and transparency of budget expenditure.
		80	Believes the Administration budget is too high especially as this does not reflect the community feedback at ward workshops.	N	
		80	Supports the removal of the budgeted positions in the Office of Lord Mayor, passing on credit card fees and reducing ward budgets. Believes the funds for these could be redirected to community gardens.	Y	Feedback noted. These savings have been included in the final draft budget proposed.
		80	Querying whether the Unrestricted General Cash Reserves could be used to fund the asset maintenance and renewal gaps in the budget.	N	While Council maintains a healthy general reserve balance, addressing the shortfall in asset maintenance and renewal funding would impose an additional burden on the operating result in the budget year. To illustrate the potential impact, an additional Scenario 6 has been modelled and incorporated into the revised Long-Term Financial Plan (LTFP). This scenario demonstrates a significant operating deficit should Council choose to fully fund the identified gap.

		80	<p>Supports the reinstatement of funding for the following projects:</p> <p>2. Epping Pool, subject to conditions maybe the lower \$389,000 cost;</p> <p>5. Dharug Design Panel</p> <p>6. A. Smart city Innovations</p> <p>6. B. Active Transport – only for highest priority work if grants not received.</p> <p>7. DCP for Social & Environmental Strategies</p> <p>9. Housing Reform Planning</p> <p>11. Heritage Review</p> <p>13. Environmental Sustainability Strategy Actions including Climate Plan</p> <p>14. Social Sustainability Strategy Actions</p> <p>15. Events – i. With reduced \$ consistent with Christmas Carols cost cut or deletion.</p> <p style="padding-left: 40px;">ii. Sydney Festival with negotiated cost reduction</p> <p style="padding-left: 40px;">iii. Staff cost reduction consistent with reduction of added event scope.</p> <p>16. Assets Renewal – partly fund depending on increases in General Reserve</p> <p>17. Tree Canopy Cover – fund at least \$5.4m & Tree Protection Officers</p> <p>18. FOGO</p> <p>19. Depreciation</p>	N	Feedback noted.
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Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
			20-24. Only part fund if need properly justified. 26-30. Only part fund if need properly justified. 32. Community Gardens – part fund from reduced Councillor Ward funds.		
		42	Opposes cutting funds to the following items in the Budget Additions/Exclusions: - City Planning & Design - 6, 13, 14 - City Engagement & Experience - 15 - City Assets & Operations - 16, 17, 30	N	Feedback noted.

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		85	<p>Exclusions - that are requested for inclusion:</p> <ol style="list-style-type: none"> 1. Item 7. DCP Amendment implementation /Social Env Strategies - needs to be doubled 2. Item 11. Comprehensive Heritage Review - \$412,500 - needs to be prioritised 3. Item 13. All of Environmental Sustainability Strategy Staffing - need to be prioritised 4. Item 15. Diwali/Event - needs to be replaced with a reinstated Parramasala and funded 5. Item 17. 30% Tree Canopy Cover - ?\$12.8m - program needs to be committed to 6. Item 32. Community Gardens - “Parks & Rec Strategy” Not available - needs \$1m funding 7. Item 33. Pocket Parks (incl Micro-Forests) - “Parks & Rec Strategy” Not available - needs \$1m <ol style="list-style-type: none"> 1. Natural Resources Unit - Bushcare Volunteer & Contractors budget - needs to be doubled 	N	Feedback noted.

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		72	Questions why there are reductions in funding for parks and sportsfields, libraries and communities services when these spaces have positive impacts for the community.	N	Feedback noted.
		17	Requests Administration budget to be cut by 50%	N	Feedback noted.
Planning & Development	Housing	58	Requests more fit for purpose and accessible housing and standards developed to assess this for new developments.	N	Council has recently collaborated with Western Sydney Local Health District to develop the <i>Healthy Higher Density Living for Families with Children: An Advocacy, Planning and Design Guide</i> and is committed to furthering the outcomes of this guide through its strategy and planning work, which have also been reflected the outcomes and strategic actions of the draft Community Strategic Plan " <i>We put people first</i> " pillar. The draft Delivery Program & Operational Plan includes the development of a new Local Housing Strategy and Community Infrastructure Strategy, which will consider State Government policy changes and Council's latest demographic context to support housing across our City that suits the
		23	Requests more mix use high density commercial and residential developments to be prioritised.	N	
		60	Requests more fit for purpose and accessible housing and standards developed to assess this for new developments.	N	
		41	Believes housing reforms should include additional zoning and density uplift.	N	
		41	Doesn't believe Council's current zoning is suitable for the rate of population increase.	N	

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		58	Requests prioritising fit for purpose housing developments.	N	needs of our community and is supported by adequate community infrastructure.
	General feedback	13	Would like to see 'hatted' restaurants as part of developments.	N	Feedback noted.
		23	Request to cancel funding the Dharug design panel.	N	
		20	Request to increase green spaces the CBD, particularly eastern end of the CBD.	N	
		13	Requests improved design and beautification of the Parramatta CBD (e.g. areas around Parramatta Square)	N	
	Heritage	15	Requests prioritising the Female Factory and Roxy Theatre as significant tourist and historical sites.	N	Council continues to advocate for renewal of the Roxy Theatre as a live performance theatre.
		40	Suggests Council should be more engaged with the City's heritage.	N	Council will continue to undertake the Comprehensive Heritage Review commenced in 2024/25. The review is scheduled to occur in parts over 7 years and the portion of work deferred in 25/26 has been programmed to be
		41	Suggests less spending on heritage as it didn't rank highly in community engagement.	N	

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		67	Believes Council is mismanaging heritage. Questions transparency and the funds for private consultants.	N	completed in subsequent years of the project plan.
		78	The Parramatta Regional Branch (National Trust)Support for the Comprehensive Heritage Review.	N	
		78	The Parramatta Regional Branch (National Trust)Opposition for delaying part of the Comprehensive Heritage Review.	N	
		78	The Parramatta Regional Branch (National Trust)Believes more focus on heritage as delays and not prioritising has negative impacts on heritage items.	N	
Community Facilities		13	Suggests improved kids area in PHIVE.	N	Council is continually reviewing the PHIVE Library Collection and allocation of space across the library floors. This will include the organisation and layout of the Children's collection and associated space. In addition to the dedicated Children's Library space within Parramatta Library at PHIVE, the PHIVE ground floor welcome experience has been expanded to include an enclosed child/toddler playspace.

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		31	Opposes the lack of funding increase for Open spaces and sports fields. Current maintenance standards are not acceptable.	N	Feedback noted.

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		15	Suggests Telopea library and community should be upgraded.	N	<p>Throughout 2025/26 Council will continue to review the Community Infrastructure Strategy to identified need and requirements for the growing Parramatta population.</p> <p>The redevelopment of the Telopea Precinct is part of the NSW Government Communities Plus program, which seeks to deliver new communities where social housing blends with private and affordable housing, with good access to transport, employment, improved community facilities and open space.</p> <p>The NSW Land and Housing Corporation (LAHC), part of Homes NSW, is responsible for the NSW Government’s social housing portfolio and owns significant landholdings within the Telopea Precinct.</p> <p>LAHC is committed to the renewal of Telopea as an integrated community with a mix of modern housing, community amenities, and green spaces. As such, it lodged a State Significant Development (SSD) Application with the Department of Planning, Housing and Infrastructure (DPHI) for 4,700 new homes (including 1,000 new social and affordable homes), retail, community facilities and open space.</p>

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		89	Submission from Carlingford Bowling Club (CBC): Request to prioritise review of 2016 Cox Park Masterplan incorporating the CBC site	N	Feedback noted. A review of the draft Cox Park Masterplan is not proposed to be undertaken in FY 2025/26 or included as a key action in the final draft DPOP.
Social Sustainability		71	Opposes the following items being excluded in the budget: - Stronger Community Grant - items from the Social Sustainability Strategy and Environmental Sustainability Strategy	N	Feedback noted.
Asset Management Strategy	Performance Measures	75	Requests stronger KPIs for measuring the progress of the Asset Management Plan.	N	Feedback noted. Council reviews the Resourcing Strategy annually to monitor progress and align with key priorities and budget frameworks. Council is also required to regularly report on progress of its Strategies, Plans and Service Reviews.
	General feedback	67	Believes there is a lack of overall strategic management for Council impacting core services.	N	Feedback noted. Council's assets are managed in accordance with the asset management strategy and plans.

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Community engagement		67	Concerned about the process for community engagement and feedback on key Council documents.	N	Participation in Council's engagement processes is encouraged and welcomed for all community members. For the new CSP and DPOP, Council has facilitated an extensive Community Engagement program throughout 2024/25 that consisted of: - 7 x Pop ups for Engagement at different locations throughout the LGA - 4 x Pop ups at Parramatta Lanes 2024 - 100 Forum - Public forum with 100 local residents - 2 x Online surveys - 6 x Pop ups for Public Exhibition at different locations throughout the LGA - Community Engagement Workshops in each Ward - Summary documents including translations in key community languages - Promotion of the exhibition via digital and print, as well as in Council venues and direct to customers (e.g. childcare customers) Please see engagement report for further information.
Customer Request/general feedback		20	Requests Council hold local business more accountable for basic maintenance.	N	Feedback noted.

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		42	Believes the DPOP and budget does not achieve overarching goals (e.g. community and environmental goals are underfunded)	N	Council is committed to achieving and delivering positive outcomes for the local government area, as detailed in the new Community Strategic Plan, which Council will continue to collaborate with other stakeholders and levels of government to achieve. The Year 1 Delivery Program & Operational Plan (DPOP) has been developed following significant community engagement and consideration of strategic priorities and continued service delivery, while achieving financial sustainability among limited available resources. Council will continue to engage with the community and review strategic priorities and resourcing annually via the annual update of the DPOP and Resourcing Strategy.
		40	Believes the DPOP & Budget does not go far enough to make the City liveable and enjoyable.	N	
		73	Supports Council, in particular the Better Neighbourhoods program.	N	Feedback Noted.

Theme	Topic	Submission ID	Community Submission feedback details	Is an amendment proposed?	Council response
		67	Expresses concerns with Council's approach to planning/development, infrastructure, engagement processes, and long-term planning and decision-making. Calls on Council to prioritise community outcomes and recognise heritage and green space as strengths.	N	Council is committed to achieving and delivering positive outcomes for the local government area, as detailed in the new Community Strategic Plan, which Council will continue to collaborate with other stakeholders and levels of government to achieve. The Year 1 Delivery Program & Operational Plan (DPOP) has been developed following significant community engagement and consideration of strategic priorities and continued service delivery, while achieving financial sustainability among limited available resources. Council will continue to engage with the community and review strategic priorities and resourcing annually via the annual update of the DPOP and Resourcing Strategy.