

State of Our City Report

2024



Gipps Street Recreation Precinct



Acknowledgment of Country

We acknowledge and pay respect to the Darug and Gundungarra people who are the traditional owners in which Penrith Local Government Area is situated.

We also pay our respect to elders past, present and emerging, and to the First Nations people living in our community today.

About Our Report

Under the Integrated Planning and Reporting Legislation, Penrith City Council must prepare a State of Our City Report and present it to the second meeting of a newly elected council for noting. This report covers the term of the previous council and demonstrates progress made against the Community Strategic Plan (CSP) Community Outcomes. This report also provides information that sets the scene for the new Council.

With the delay in the Local Government elections by one year, due to COVID-19, the term of this Council is three years, as opposed to the normal four-year term. This report details how progress is being made against the Community Outcomes outlined in the Community Strategic Plan for the term of the Council.

This report covers the period December 2021 to September 2024 and will be included as an Appendix to the 2023-2024 Annual Report.

Acknowledgments

Penrith City Council would like to acknowledge all staff and photographers who have contributed to the completion of this State of Our City Report. Thank you for your assistance through the various stages of the production process.

If you would like to provide feedback or obtain a copy of this report, please contact Council at:



corporate.planning@penrith.city



02 4732 7777



Penrith City Council
*Attention: Corporate Planning
and Performance*

PO BOX 60
Penrith NSW 2751



Council's Civic Centre
601 High Street
Penrith NSW 2750.

<u>Our GM's Message</u>	4
<u>Community Vision</u>	6
<u>Our Customer Promise</u>	6
<u>Our Mission</u>	7
<u>Our Values</u>	7
<u>Our Penrith</u>	8
<u>Our Councillors</u>	10
<u>Our Councillors' Priorities</u>	11
<u>Community Outcomes Performance</u>	16
<u>Our Commitment to Sustainability</u>	17
Outcome 1: We protect and enhance an ecologically sustainable environment	18
Outcome 2: We are welcoming, healthy, happy, creative and connected	21
Outcome 3: We plan and shape our growing City	26
Outcome 4: We manage and improve our build environment	32
Outcome 5: We have open and collaborative leadership	36
<u>Looking forward to the next 4 years</u>	39

Contents

A message from

the General Manager



This report embodies three years of hard work and innovation from our organisation, led by our Councillors, and reflects the efforts of staff and our community. It covers the December 2021 - September 2024 condensed Council term, with highlights from our 2022-2026 Delivery Program.

The report also provides a progress summary of our Community Strategic Plan 2036+ based on community feedback on how we have performed to achieve the plan's outcomes over this transformative period. It also identifies key future priorities and challenges.

With Western Sydney International (Nancy-Bird Walton) Airport and an Aerotropolis opening on our border in two years, major government and private sector investment continues to deliver improved infrastructure, better connectivity, more job opportunities and an enhanced lifestyle for residents. Council is proactively working with stakeholders to leverage opportunities for our region and advocating for the infrastructure and services we need now and into the future, including the Castlereagh Connection and Werrington Arterial Stage 2.

Facing back-to-back flood emergencies early in the term, Council worked alongside emergency services and community agencies to keep our community safe, informed and supported through the recovery and clean up phases. We quickly established flood recovery hubs to connect affected residents with support services, held additional waste collections and waived fees for sportsground hire to help provide relief.

Council worked with our community and the NSW Government to complete 10 Flood Studies and five Floodplain Management Plans to help manage future flood risk and events.

As a region also susceptible to extreme heat, we endorsed an Urban Heat Control Package for our Development Control Plan and Local Environment Plan to enable Penrith to effectively respond to our climate. We ran programs to help our community beat the heat and hosted an industry event, 'Where Shade Hits the Pavement,' to propose solutions to mitigate the impacts of urban heat for our residents. Extensive tree planting over the term and the introduction of an Adopt-A-Tree program will further help cool and green our City.

As part of our Sport and Recreation Strategy, in partnership with the NSW and Australian Governments, we proudly completed our three-year playspace shade program in 98 playspaces across our City and we worked with local schools to co-design playspace upgrades at Illawong Reserve, Kingswood and Wilson Park, Llandilo, with both upgrades completed. We upgraded Harold Corr Oval, Cambridge Park into a high-quality athletics precinct, featuring our City's first all-weather track and opened a multi-use synthetic sport facility at Jamison Park, Penrith. A significant number of amenities, surface, irrigation, flood lighting and facility upgrades were completed at several sporting reserves and open spaces to improve accessibility, inclusivity and functionality for sportspeople, officials, and the community.

We transformed a former waste facility into our region's most dynamic sport and recreation precinct in Gipps Street, Claremont Meadows that boasts features our community asked for and caters for all ages and abilities, across the 32-hectare site.

Major projects to enhance the Nepean River precinct included the conversion of the historic Emu Plains Police Cottage into a popular restaurant and café, Tench Reserve upgrade, improvements to the River Walk and near completion of the Regatta Park upgrade.

Penrith Beach became a reality following Council's success in lobbying the NSW Government to open Penrith Lakes to the community, and we continue to lobby the government to unlock the full potential of the site to provide more opportunities for the community and visitors to enjoy.

We created an iconic 7,000 sq metre City Park in Penrith's CBD as part of our City Centre revitalisation of our city centre to provide a green sanctuary for our community, shoppers and visitors to connect, relax in and enjoy events by day and by night.

Our vision to transform St Marys Town Centre into a vibrant, welcoming, sustainable and authentic strategic centre, took a major leap with Council endorsing its Structure Plan to guide the area's growth over the coming years. This includes starting the multimillion-dollar St Marys Central Park project funded by the NSW Government's Western Sydney Infrastructure Grants Program. Council's community-led St Marys Place Plan was also adopted to start the transformation through events, activities, public space improvements and other projects over the next five years.

Upgrading and maintaining our roads and pathways over the term saw us resurface and reconstruct 492,039 sq metres of roads and build/reconstruct 24,126 sq metres of shared pathways. Also, over the term, investment in our City continued to flourish and development applications did not slow down with \$3.94 billion estimated cost of development determined.

To showcase our City, drive economic growth and help create more local jobs – one of our community's priorities, we endorsed an evidence-based plan of action through our Economic Development Strategy and Visitor Economy Strategy. We developed an investment prospectus, hosted symposiums in St Marys and Penrith and delivered workshops across multiple industries to connect local business and investors to the opportunities for Penrith from the Western Sydney International (Nancy-Bird Walton) Airport and other projects unfolding across our region.

As leaders in environmental and sustainable practices, and in an Australian first, Council trialed the use of shredded coffee cups in our road asphalt mix to resurface roads, complementing our use of recycled glass 'fines' in the same way. The road base is quieter, has improved wet weather and braking performance, and will reduce maintenance costs in the future – importantly, we diverted 230,240 coffee cups and around 16 million glass bottles from going to landfill. We also introduced our FOGO (Food Organics Garden Organics) recycling program to residents in multi-unit complexes. Since becoming the first Sydney metropolitan council to introduce FOGO in 2009, Council has diverted over 500,000 tonnes of FOGO

waste from landfill, using it to enrich the soil in our parks, gardens and sports fields.

We launched our 2022–26 Disability Inclusion Action Plan to help make Penrith more accessible for everyone and launched our 'One Community, Many Abilities Campaign' that highlights the skills and contributions of five inspiring residents living with disability, with the campaign's social media component reaching over 1.5 million people. We also continued to roll out more accessible toilets and changerooms as part of amenity improvements across our region.

Work to improve safety included the installation of 35 grant-funded CCTV cameras in St Marys, Werrington and Kingswood as well as upgraded lighting along parts of the Great River Walk. Council supported a Domestic Violence Forum, initiated the DV safe phone initiative, raised over \$60,000 for the Haven – Nepean Women's Shelter, and worked with local women's services to deliver two '16 days of Action Against Gender-Based Violence' campaigns.

We pride our work on being evidence-based and listening to our community to drive strategies such as our Community Engagement Strategy and Participation Plan 2022–26, Advocacy Strategy, Affordable Housing Strategy and Community Safety Plan. These strategies deliver better outcomes for the entire Penrith community.

Council continued to deliver events that connect our community, support local business and enhance creative opportunities for our diverse community, including the return of our signature annual event, Real Festival with 100,000 people attending across

2023 and 2024. We also hosted NAIDOC Week celebrations at Jamison Park and live sites for our community to enjoy the success of the Matildas at the FIFA Women's World Cup, and the NRL Grand Finals where families and friends watched the beloved Penrith Panthers take out consecutive grand final wins. Three Local Celebration Awards programs we held to honour residents who go above and beyond to help others

As an organisation we are proud of our fundraising efforts over recent years with the Mayoral Charity Ball raising \$60,000 for the Haven, Nepean Women's Shelter in 2023 and \$67,000 for the Penrith Community Kitchen in 2024. Both great local services that support our community.

Over the term, we implemented new systems to improve customer communication and efficiency of our processes, as well as enhanced services and programs. Despite changing economic conditions and recovering from flood emergencies and a global pandemic, we achieved savings that will help us manage emerging and future challenges.

As Penrith continues a period of major transformation, Council will continue to work closely with our residents and partners to achieve the best possible outcomes for everyone in our City and realise our vision for our City as vibrant place to live, work, invest, visit and enjoy.



Andrew Moore
General Manager

Community Vision

Our regional city is inclusive and prosperous and offers the best in urban living and a sustainable rural environment.

Members of the community enjoying a night time event

Our Customer Promise

We put customers at the heart of everything we do.
When we work with you and each other we will...



BE PROACTIVE

We will be friendly, professional and show initiative.



KEEP IT SIMPLE

We will offer clear, consistent and accurate information and services, which are easy for everyone to access.



BUILD RESPECTFUL RELATIONSHIPS

We value relationships and diversity. We will respect your individual situation.



LISTEN AND RESPOND

We will listen to you and seek to understand your needs. We will be honest, accountable and follow through, so you know what to expect and when.

Our Mission

We will...

Deliver the services,
facilities and infrastructure
that our community needs

Maintain our long term
financial sustainability

Work with our community
and partners to achieve
more than we can alone

Provide an excellent
customer experience
to everyone who
contacts us

Value and engage
our staff

Our Values

In addition to our Code of Conduct, Council has adopted values to guide our behaviour in the workplace and how we relate to our work colleagues, our customers, our communities, and our stakeholders.

Our values and behaviours are:

We show respect

We are accountable

We encourage innovation

As an organisation, we strive to reflect these in our day-to-day work, making our workplace more enjoyable and productive.



Our Penrith

POPULATION



217,664

2021 CENSUS ABS

270,477

2041 PROJECTION
(PLANNING PORTAL NSW)

Source: ABS Census 2021

404
Km sq

55km west of
Sydney's CBD



49.4%

Male



50.6%

Female



5%

Indigenous

14%



Aged 0-9 years old

13%



Aged 10-19 years old

55%



Aged 20-59 years old

18%



Aged 60+ years old

35

Median Age



\$1,903

Household median
weekly income



29%

People born
overseas



24%

Households where
non-English
language is used



57,893

Number of Families

48%



Families with children

19.5%



Single Parent
Families

31%



Families with no children

1.5%



Other



1.9

Average Children
per Family

25%

Dwellings
Owned

40%

Dwellings
Mortgaged

33%

Dwellings
Rented

2%

Dwellings
Other

1.9



Average Motor
Vehicles per
Household

2.8



Average People
per Household

6

Water play
facilities



203

Car parks

52

Childcare
educational
services

132



Sportsgrounds

38



Suburbs

1,112

of roads

41



Community
centres

5



Cemeteries

3



Libraries

163

Inclusive
playspaces



1,011

Retail Food
Business

743



of footpath
and shared
pathways

19



Fitness
equipment
locations

3

Synthetic
fields

9



Off leash
dog parks

7



Skate
facilities



81,152

Number of Dwellings



78.5%

Separate House



12%

Semi detached,
Terrace House



9%

Apartment or Unit

0.5%

Other

5%

Live with a
profound or
severe disability

7%

Live with a
mild or
moderate
disability



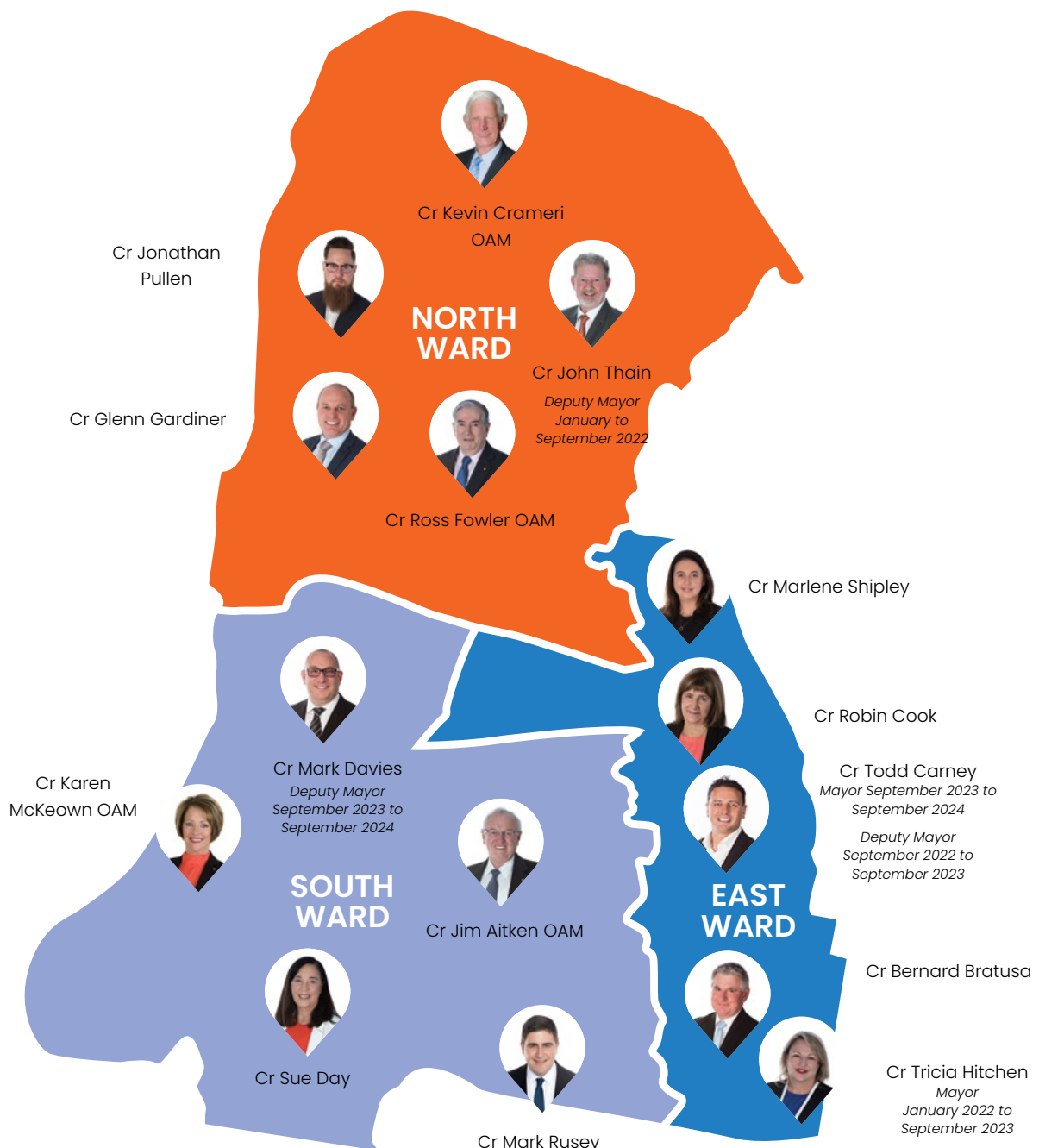
Source: Penrith City Disability Snapshot 2018

Our Councillors

The Penrith LGA is made up of three wards, with five councillors representing each ward. Together, the 15 councillors represent the interests of our community and the Penrith region.

Each councillor brings a wealth of knowledge to their role. While they represent a particular ward, their ultimate consideration must be the current and future interests of Penrith as a whole.

Councillors were elected in December 2021. They served until the Local Government election in September 2024. A new Mayor is elected every two years, and a Deputy Mayor for the same or lesser period as determined by Council.



Our Councillors' Priorities

As part of preparing the 2022–2026 Delivery Program our Councillors identified six key focus areas for delivery by June 2026.

Focus Area 1: Sustainability and Resilience

Recent natural disasters and increasing temperatures are stark reminders of the need to adapt and strengthen our city's resilience to climate risks. Our community is vulnerable now and in the future to the effects of drought, flooding and bushfires.

Every year Penrith swelters through its summers, and they are getting hotter. Our growing population means the demand for energy, water and the generation of waste is increasing. We need to manage our natural hazards, cool our urban spaces and become more resource efficient to create a more liveable city.

Over the four years of the 2022–26 Delivery Program, Council aimed to engage in activities that:

- Ensure that urban design both built and natural is sustainable.
- Increase tree planting and landscaping and develop 'cool' infrastructure to reduce the heat island effect.
- Explore alternative energy and waste solutions and encourage water capture and storage methods in new developments.
- Improve climate resilience in response to flooding and bushfires through knowledge building, advocacy and floodplain and stormwater management.

Over the last three years we have:

- Completed programmed bush regeneration projects and maintained over 400 hectares across 58 bushland sites.
- The Adopt-A-Tree program commenced in 2023, with over 420 trees being adopted by residents to plant on private land, increasing tree canopy and cooling the Penrith LGA.
- Contributed to regional programs to address urban heat including the development of the Heat Smart City Plan and educating the community on strategies to beat the heat and cool the City.
- Achieved endorsement of the LEP/DCP Urban Heat Package and Green Grid Strategy, promoting sustainable urban design.
- Co-hosted the 'Where Shade Hits the Pavement' event and delivered initiatives to mitigate urban heat, including tree canopy workshops and the HeatWatch app promotion.
- Extensive street tree planting program under the Greening Our City Program, with around 15,615 trees (3 metres and above).
- Implemented actions from the Cooling the City Strategy.
- 2,138 tonnes of waste removed from stormwater Gross Pollutants Traps as part of the scheduled maintenance program.
- 3,356 Tonnes of recycled glass used in construction.
- Removed 339,130.79 tonnes of waste across the City, comprising of:
 - 113,662.48 tonnes of FOGO
 - 46,784 tonnes of recycling
 - 103,237.76 tonnes of waste
 - 29,393.55 tonnes of bulky waste
 - 46,053 mattresses equating to 1,169 tonnes.
- Ten Flood Studies and five Floodplain Management Plans have been completed, with additional studies in progress, supported by NSW Government funding.

Focus Area 2: A Vision for St Marys

With substantial government investment in infrastructure projects like the Western Sydney Aerotropolis and the Western Sydney International (Nancy-Bird Walton) Airport, comes a unique opportunity to reimagine the role and function of our urban centres.

The delivery of a new metro station by 2026 is a catalyst for sustainable growth, prosperity, and investment in St Marys. Council is preparing for these changes by developing a strategic planning pathway to guide the development of the Town Centre in the medium to long term.

The principal aim is to stimulate business and visitor activity to enliven St Marys as a vibrant heart of the district, providing diverse experiences and services in a friendly atmosphere.

Council's objectives include making St Marys:

- a cultural destination that celebrates its local character
- a community meeting place for all ages
- a major transport hub
- an attractive place to live for a variety of lifestyles
- an active night-time entertainment precinct
- a local hub for learning and creative activities
- an access point to natural surroundings.

Over the last three years we have:

- Achieved endorsement of the St Marys Town Centre Structure Plan. This plan has set a place vision, 10 place outcomes and 26 strategic and spatial directions to guide the growth of St Marys as a vibrant, welcoming, sustainable and authentic strategic centre that meets the changing needs of our community.
- Commenced the St Marys Central Park project funded through the NSW Government's Western Sydney Infrastructure Grants Program.
- Achieved endorsement of the St Marys Place Plan. The Place Plan is a community-led roadmap which outlines actions over the next five years to transform the Town Centre through events, activities, public space improvements, and other projects.
- Started the St Marys Town Centre CID Pilot Project funded through NSW Government for \$400,000. The project will deliver place branding and marketing, creative wayfinding, pedestrian lighting improvements, capacity building and activations to support a more engaging and authentic urban experience.
- Commenced development on the St Marys Town Centre Master Plan. The Master Plan will refine the directions and framework plan of the Structure Plan, including more detailed investigations of infrastructure needs, costing, development stages, implementation mechanisms and a funding strategy. It is anticipated the draft Master Plan will be out for exhibition in late 2024.

Focus Area 3: Growing the Economy

Penrith already has a diverse range of jobs available, however, as our population grows, we need to ensure that the number of jobs in our city grows too.

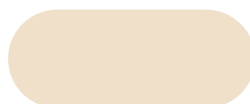
Our key centres in Penrith and St Marys, along with our health and education precinct, The Quarter, currently generate most of our jobs. With the upcoming transformation brought by significant infrastructure projects like the Western Sydney Aerotropolis, which is expected to create over 200,000 jobs, new opportunities and industries will emerge across the LGA. The presence of an international airport nearby will boost our tourism economy, bringing numerous benefits and supporting an active night-time economy, adventure capital status, as well as the hospitality, arts, and cultural industries.

Council is well positioned to grow and support a thriving local economy. Our priorities are to:

- Support the planning of the Western Sydney Aerotropolis and work with the Western Sydney Planning Partnership to deliver precinct planning of the initial and remaining precincts.
- Enhance and grow Penrith's Economic Triangle framed by Penrith, St Marys and the planned airport.
- Reinforce 'The Quarter' as a specialised health, education, research and technology precinct.
- Promote Penrith as a place to live and visit through city marketing and economic development initiatives.
- Confirm Penrith as an international destination and grow our tourism, arts and cultural industries.

Over the last three years we have:

- Continued to actively collaborate with the NSW Government on planning and preparing for the Sydney Metro—Western Sydney Airport rail line.
- Developed the Places of Penrith Strategic Planning Framework, focusing on the future city's vision, incorporating employment, housing, rural lands, and green corridors. This framework strategically aligned with opportunities arising from the Sydney Metro—Western Sydney Airport rail line.
- Continued to work on high-level planning, including an updated Structure Plan for The Quarter, which is linked to the broader East-West Corridor Strategy.
- Partnered with government and business to deliver industry engagement workshops and programs across multiple industry sectors including health and education, manufacturing, circular economy, and visitor economy. We coordinated a series of workshops with key stakeholders in The Quarter Health and Education Precinct to build a shared vision, charter, and terms of reference.
- Developed and adopted the Penrith Economic Development Strategy 2023–2031 and the Penrith Visitor Economy Strategy 2023–30 to guide the actions of Council and its partners to grow the local economy, create 23,000 additional jobs by 2031, and strengthen Penrith's visitor economy.



Focus Area 4: Improve Liveability

Being able to get around our city easily, quickly and safely whether by car, bike, public transport or walking are key measures for a liveable city. To create a more sustainable, well-connected city means providing access to alternative methods of transport, reducing our dependency on cars to alleviate traffic and reduce congestion and pollution. We need to explore opportunities to provide an efficient local network supported by frequent public transport options that link our communities and locations and encourage healthy alternatives such as walking and cycling.

We will need to work in close partnership with state and federal governments to make sure infrastructure and public transport options meet our community's needs.

Activities and actions include:

- exploring transport options and connections between suburbs, the stations and the Nepean River
- improving public transport corridors
- creating natural walking spaces
- extending LED lighting in public spaces for safety and to encourage walking
- reviewing toilet facilities and seating on walking tracks
- tackling urban sprawl.

Over the last three years we have:

- Continued advocating to Transport for NSW (TfNSW) for enhanced public transport services across the Local Government Area. We also promoted the expansion of public transport options through release area planning, focusing on Sydney Metro Station Precincts, Orchard Hills North, Orchard Hills South, and Glenmore Park Stage 3.
- Established a St Marys Collaboration Group, involving the Greater Sydney Commission, Council, and various State Agencies, including DPIE, TfNSW, Sydney Metro, Land and Housing Corporation, and Landcom.
- Partnered and collaborated with TfNSW to deliver:
 - The Local Road Safety Program.
 - Local road safety projects, including a review of a five-year crash analysis (2016–20) and school road safety initiatives.
 - Penrith rapid bus corridor, bus shelter infrastructure design, and Park & Ride facilities.
- Commenced design work on the \$128 million Dunheved Road upgrade, following community consultation.
- Progressed the Great River Walk and made significant upgrades to Tench Reserve precinct.
- Delivered the REAL Festival again in 2023 and 2024 after a hiatus due to COVID and upgrade works at Tench Reserve.

Focus Area 5: Advocacy

The state and federal governments are investing in large infrastructure projects in the region that will have significant effect on the community's lifestyle.

The State Government also determines uses for Crown lands and reserves. It is important for Council to be pro-active in advocating on behalf of our residents to these tiers of government to have more control over our planning for future generations.

Over the term Council sought to work with governments to:

- develop a masterplan for Penrith Lakes
- develop joint regional priorities to inform the next iteration of the Western Sydney City Deal
- support and influence strategic planning in the Western Parkland City
- support the implementation of the Sydney Metro – Western Sydney Airport
- ensure assets and infrastructure are in place before finishing developments
- review and refine the advocacy strategy.

Over the last three years we have:

- Continued to work with state and federal governments on regional strategic plans to shape the Western Parkland City.
- Worked closely with Sydney Metro and other state agencies on the delivery of the Sydney Metro–Western Sydney Airport.
- Participated in the Western Parkland Councils Alliance, formalising collaboration between Western Sydney City Deal councils. They also worked on developing the Places of Penrith Strategic Planning Framework, creating strategies for employment, housing, rural lands, and green corridors to leverage opportunities from the Sydney Metro–Western Sydney Airport.

Focus Area 6: Marketing Communications and Engagement

Understanding what services Council delivers and keeping people informed about activities that may affect them is important to our community.

So too is the quality of customer service our residents experience when dealing with Council. The community is at the centre of all Council planning and must be actively engaged in local decision making and problem solving.

Actions included:

- review and revise the Community Engagement Strategy
- develop marketing strategies to promote the area and Council's activities
- provide customer friendly digital systems and services
- maximise advertising, traditional and digital communications channels to promote the great work of Council and encourage community interaction
- use technology to keep residents engaged.

Over the last three years we have:

- Successfully launched and implemented an updated Council brand. The final Brand Health Check completed in May 2024 revealed very high brand awareness, with 98% of residents familiar with the Council's logo and 87% supporting the refreshed brand.
- Achieved adoption of the 2022 Community Engagement Strategy and Participation plan. An engagement toolkit has also been developed and is now being utilised.
- Delivered the quarterly Our Place newsletter each quarter.



Members of the community enjoying the Mondo

Community Outcomes Performance

The Community Outcomes Performance Report provides a progress summary and highlights for the term by Community Outcome.

To evaluate our performance over the past three years, we have recently engaged with our community to gather their insights and feedback on the Community Strategic Plan. Through surveys and consultations, we asked residents to assess their level of agreement and satisfaction with the plan's performance over the last three years.



A family enjoying a night time event

Our Commitment to Sustainability

United Nations Sustainable Development Goals

In 2015, Australia joined 192 other nations in pledging to implement the United Nations Sustainable Development Goals by 2030.

Central to this initiative are 17 global objectives aimed at tackling the social, economic, and environmental aspects of sustainable development, offering a plan for creating a better world for present and future generations.

Penrith City Council's dedication to reporting on sustainability issues has been clear for many years. The services we provide, along with the projects, programs, and various activities we engage in, collectively contribute to making Penrith City sustainable now and into the future.

Under the following community outcomes is listed the Sustainable Development Goals that each outcome contribute to.

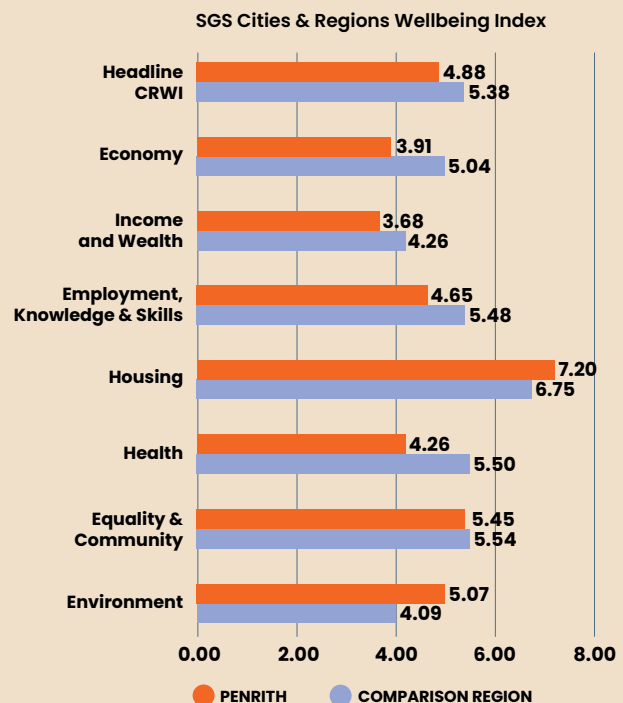


Community Wellbeing Index

Our community's wellbeing is an important high level indicator that Council can use when developing future plans and programs.

SGS Economics have created a Cities and Regions Wellbeing Index, which measures the wellbeing of each Council area, and is based on seven different dimensions of wellbeing.

The following table illustrates how Penrith compares to other like local government areas across the seven dimensions, with 0 being the poorest and 10 indicating the strongest performance.



Data Source: SGS Economics & Planning, 2024

Outcome 1

We protect and enhance an ecologically sustainable environment



UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



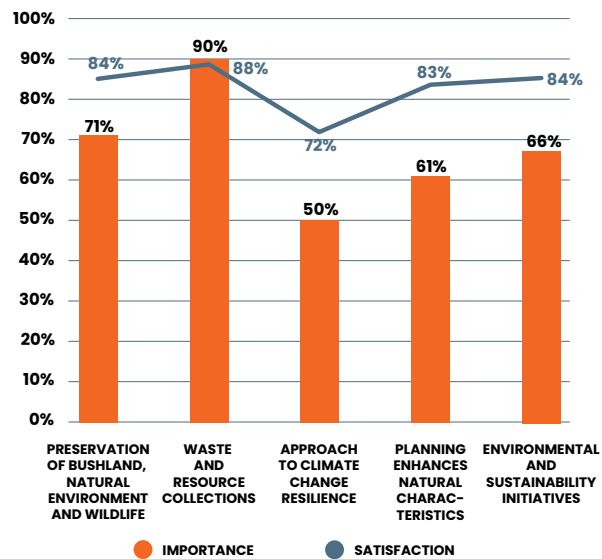
HOW HAVE WE PERFORMED OVER THE LAST THREE YEARS

THE FOLLOWING INFORMATION PROVIDES DETAILS OF PROGRESS AGAINST INDICATORS IN THE COMMUNITY STRATEGIC PLAN 2036+.

Maintain ● Increase ►

HOW WILL WE GET THERE?			HOW WILL WE KNOW WE HAVE ARRIVED?			
STRATEGY	COUNCIL'S ROLE	PARTNERS	INDICATORS	BASELINE	TARGET	RESULT
1.1 Green the landscape, provide more shade and protect biodiversity	Influence	<ul style="list-style-type: none"> Community groups Neighbouring Councils State Agencies 	Community satisfaction with the protection of bushland, natural environment and wildlife	83% Community Satisfaction Survey 2021	● or ►	84% ►
1.2 Strengthen sustainability and climate resilience	Influence	<ul style="list-style-type: none"> Residents Neighbouring Councils State Agencies 	Community satisfaction that their household is prepared for shocks (including extreme weather events such as flood/bushfire/storm/heat)	42% Community Resilience Survey 2020	►	53% ►
1.3 Minimise the impacts of waste and pollution	Control	<ul style="list-style-type: none"> Residents Community Groups Local businesses 	Community satisfaction with household waste management	83% Community Satisfaction Survey 2021	● or ►	88% ►

Community Satisfaction with various elements of Outcome 1 – including gap analysis



Data Source: Community Satisfaction Survey, 2024

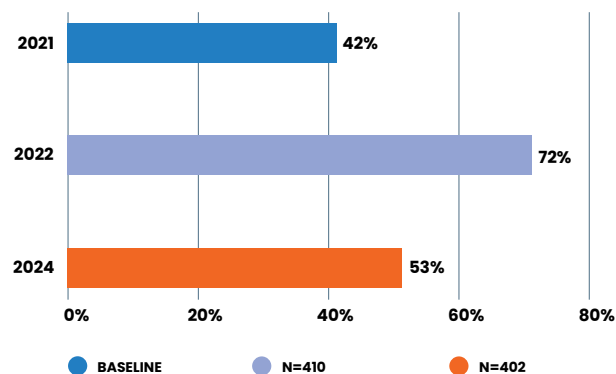
The data presents the results from surveys conducted in 2021, 2022, and 2024, assessing individuals' confidence in their preparedness and ability to get help and support during shocks or stresses. In 2024, 53% of respondents felt prepared, which is a decrease from 72% in 2022 but an increase from the 42% baseline in 2021.

Further analysis of the data provides a break down of the 2024 results by gender and area type:

- **By Gender:** 49% of males and 57% of females felt prepared in 2024.
- **By Area:** 57% of individuals in established urban areas felt prepared, compared to 51% in release areas and 46% in rural areas.

These results highlight a decline in perceived preparedness from 2022 to 2024, but an increase from the baseline year of 2021.

I feel prepared and can get help and support should shocks or stresses arise



*N=Individuals surveyed

Data Source: Customer Satisfaction Survey, 2024



Our beautiful Nepean River

Case Study

Greening Our City



#coolingthecity

The Greening our City program, funded by the NSW Government and Penrith City Council, was developed to mitigate the urban heat island effect by planting more trees to provide shade.

The Greening our City Program included the Green Streets, Cooling our Workplaces and Cooling our Parklands projects. Council's Benchmarking Summer Heat Across Penrith study enabled Council to identify priority suburbs within the Penrith LGA with low canopy cover and a higher vulnerability to heat, to focus our tree planting.

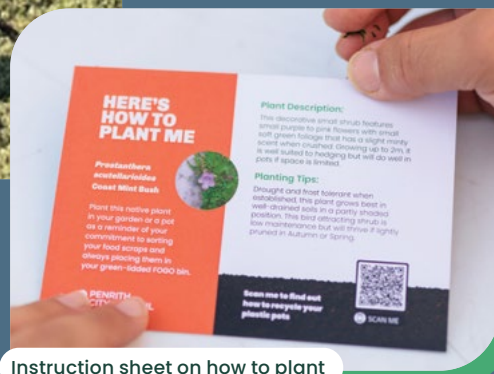
Locations were also selected based on their suitability for certain tree species and to ensure planting conditions were favourable for healthy tree growth. Areas were also identified to enhance the amenity of the streetscape and to revitalise community parks and reserves.

Our community engagement program aimed to raise awareness of the program and the benefits of tree planting to improve amenity, air quality and in providing shade and cooling to address urban heat. Residents and businesses were invited to participate via a letter and flyer. An additional opportunity was provided to residents within the included suburbs enabling them to request a street tree or an additional tree. As part of the engagement program, resources for the community and schools were developed, a social media campaign was implemented, and local pop-up events were held in local communities to share information on the program and give away additional native plants for residents to take home and plant on their own properties.

The Green Streets, Cooling our Workplaces and Cooling our Parklands projects have seen around 8,000 trees planted across 13 suburbs at 83 locations within streets, parks, infrastructure corridors and industrial estates. Every tree planted through this program has been captured in Council's Geographic Information System (GIS) to keep track of these trees for future natural asset management.



An example of a new tree planted by Council



Instruction sheet on how to plant

Outcome 2

We are welcoming, healthy, happy

creative and connected



UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



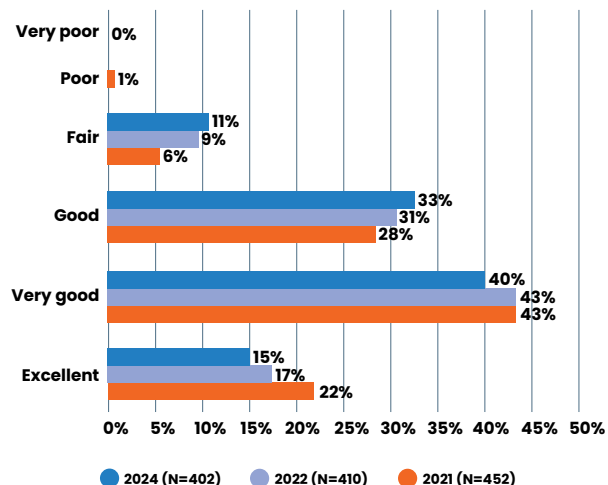
HOW HAVE WE PERFORMED OVER THE LAST THREE YEARS

THE FOLLOWING INFORMATION PROVIDES DETAILS OF PROGRESS AGAINST INDICATORS IN THE COMMUNITY STRATEGIC PLAN 2036+.

Maintain ● Decrease ◀ Increase ▶

HOW WILL WE GET THERE?			HOW WILL WE KNOW WE HAVE ARRIVED?			
STRATEGY	COUNCIL'S ROLE	PARTNERS	INDICATORS	BASELINE	TARGET	RESULT
2.1 Build and support community resilience to adapt to changing circumstances	Influence	<ul style="list-style-type: none"> Residents Community Groups State Agencies 	Perceived quality of life rated as good to excellent	93% Community Satisfaction Survey 2021	●	88% ◀
2.2 Enhance community wellbeing, safety and neighbourhood amenity	Influence	<ul style="list-style-type: none"> Residents Community Groups Local Businesses State Agencies 	Perception and experience of safety in the City's parks, playgrounds and reserves	64% Community Satisfaction Survey 2021	▶	67% ▶ 2022 Result (not included in 2024 survey)
2.3 Plan for, deliver and improve community services	Influence	<ul style="list-style-type: none"> Local Businesses State Agencies 	Perception and experience of the availability of services and facilities locally	69% Community Satisfaction Survey 2021	▶	60% ◀
2.4 Support and provide opportunities to participate in activities and events that celebrate our diversity, culture and creativity	Control	<ul style="list-style-type: none"> Community Groups State Agencies 	Perception and experience of feeling part of the neighbourhood or community	65% Community Satisfaction Survey 2021	▶	60% ◀

Quality of life in Penrith

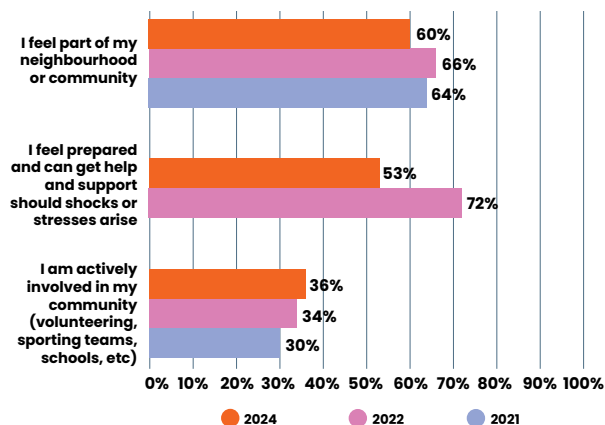


Data Source: Customer Satisfaction Survey, 2024

Based on the Community Satisfaction Survey (CSS) 2024, and despite many external stressors in recent years, residents living in the Penrith City LGA have a high level of perceived quality of life and overall satisfaction with the performance of Council.

According to the CSS, 88% of residents rate their quality of life in the LGA as 'good' to 'excellent', which is similar to 2022. Females are more likely to rate their quality of life as 'good' to 'excellent' than males. The percentage of residents in Penrith who rate their quality of life as "Excellent" has decreased from 22% in 2021 to 15% in 2024, while those rating it as "Very good" have slightly declined from 43% to 40%. Meanwhile, the proportion of residents rating their quality of life as "Good" has increased from 28% to 33%, and those rating it as "Fair" have risen from 6% to 11%. The percentages of residents who consider their quality of life "Poor" or "Very poor" have remained consistently low.

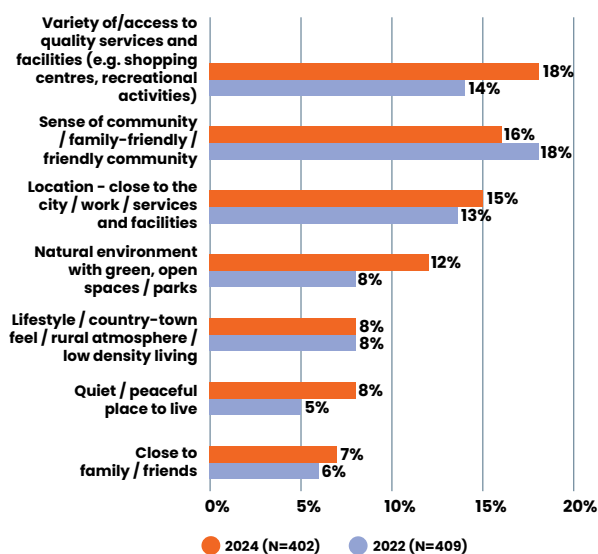
% of agreement on statements about community



Data Source: Customer Satisfaction Survey 2021, 2022 and 2024

60% of residents agreed that they feel part of their neighbourhood or community, while only 36% stated they agree they are actively involved in their community (volunteering, sporting teams, schools, etc.).

Values aspect about living in Penrith

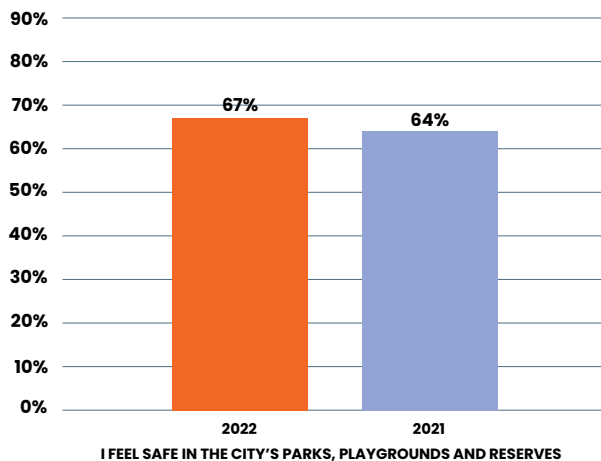


*N=Individuals surveyed

Data Source: Community Satisfaction Survey, 2024 and 2022

Variety of/access to quality services and facilities, community sentiment and proximity to city/work/ services and facilities are the most valued aspects of living within the LGA. This result is consistent with 2022.

Perception and experience of safety in the city's parks playground and reserves

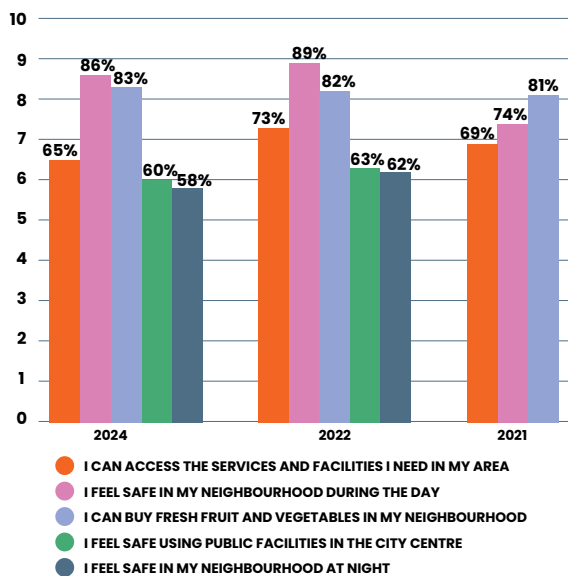


I FEEL SAFE IN THE CITY'S PARKS, PLAYGROUNDS AND RESERVES

** This question was not asked in 2024

Data Source: Customer Satisfaction Survey 2022 and 2024

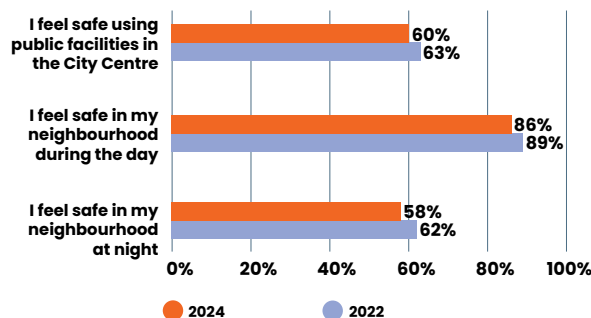
Perception and experience of the availability of services and facilities locally



*** 2021 question was combined with another question in 2022 and 2024.

Data Source: Customer Satisfaction Survey 2021, 2022 and 2024

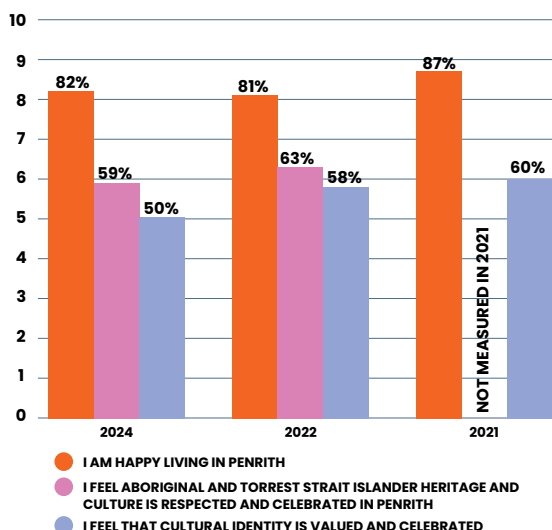
% of agreement on statements about safety in the community



Data Source: Community Satisfaction Survey, 2024 and 2022

While the majority of those surveyed felt safe at all times of the day, only 49% of females reported feeling safe in their neighbourhood at night, compared to 68% of males.

Aboriginal and Torres Strait Islander self-reported feeling of wellbeing



Data Source: Community Satisfaction Survey 2024

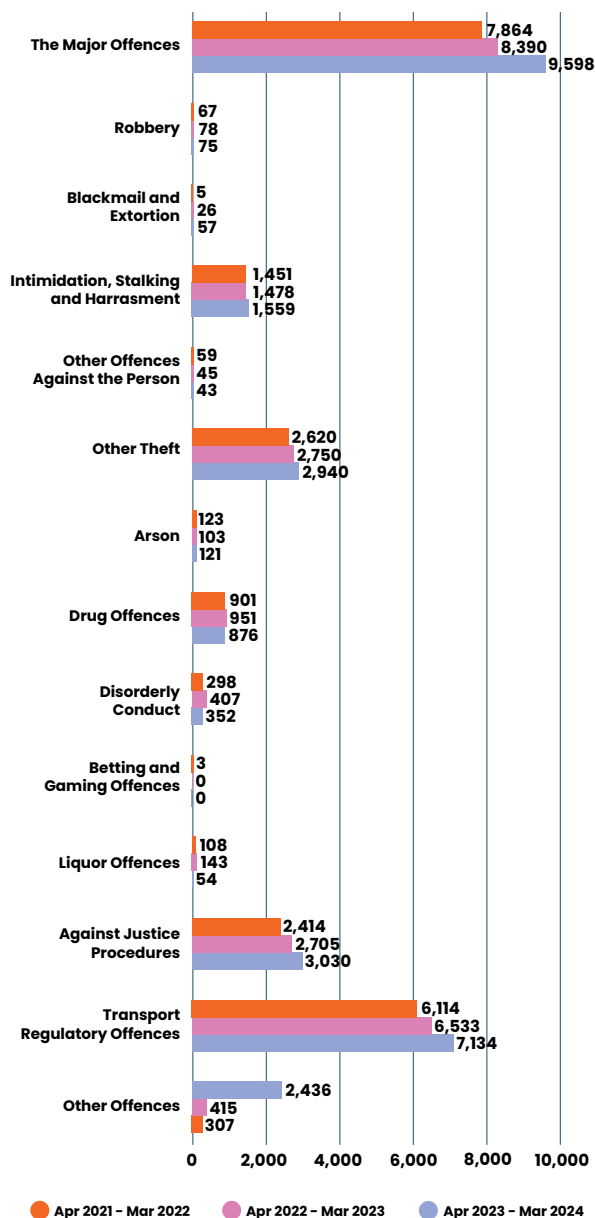
Indigenous identity is integral to the cultural fabric of Penrith City, embodying the rich heritage and enduring connection to the land that the Indigenous Australians hold. Acknowledging and celebrating Indigenous identity not only strengthens community cohesion but also promotes a more inclusive and respectful environment where all residents, especially Indigenous Australians, can thrive and feel secure in their cultural expression.

82% of responses indicated that they were happy living in Penrith. This is a decrease on the 2021 result, but an increase on the 2022 result.

When asked about the respect and celebration of culture, 59% agreed that Aboriginal and Torres Strait Islander heritage and culture is respected and celebrated, while 50% of residents agreed that cultural identity is valued and celebrated more broadly.

- According to ABS, (2022) the Penrith LGA had the fourth highest Aboriginal and Torres Strait Islander population in New South Wales with 10,925, totalling 5 percent of the Penrith LGA.

Number of crime incidents

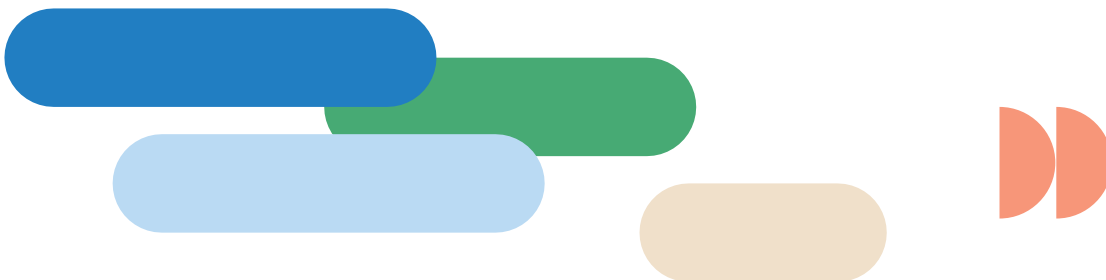


Data Source: Bureau of Crime Statistics and Research, 2024

Over the three-year period from April 2021 to March 2024, there has been a noticeable increase in several major offences, indicating shifts in the crime landscape. The total number of major offences reported has steadily risen each year, reflecting a broader trend of growing criminal activity.

- There has been a significant year-on-year increase in the number of major offences, highlighting a potential escalation in criminal activities.
- The number of robberies fluctuated, with a peak in the 2022-23 period followed by a slight decline in 2023-24.
- These have consistently increased, possibly due to enhanced enforcement or changes in traffic regulations.
- Disorderly conduct showed variability, peaking in 2022-23, while liquor offences sharply decreased by 2023-24, possibly due to changes in public behaviour or stricter regulations.

The overall upward trend in several key offences suggests a growing challenge for law enforcement and community safety programs. While some fluctuations in specific categories like robbery and drug offences show minor improvements, the general increase in major crimes, especially those involving intimidation, theft, and justice procedures, points to areas that may require heightened focus and resources in the coming years.



Case Study

Real Festival



Members of the community enjoying the Real Festival

Real festival returned to the Nepean River in 2023 after a three-year hiatus due to the ongoing works along the Nepean River and the cancellation of our 2020 and 2021 festival due to COVID-19.

Real Festival is a major event for Western Sydney and beyond, bringing together celebrated performers, artists, musicians and creative minds at the Nepean River.

Over three days in September, the newly upgraded festival site at Tench Reserve came alive with visual, interactive and illuminated experiences, completely transforming the riverbank and creating unforgettable moments for people of all ages

The 2023 event built on the success of past programming of Real Festival to feature new and popular market stalls, food trucks an exciting program of free entertainment, experiences and activities for people all ages.



An entertainer at the Real Festival



Members of the community enjoying the Real Festival

Outcome 3

We plan and shape our growing City



UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



HOW HAVE WE PERFORMED OVER THE LAST THREE YEARS

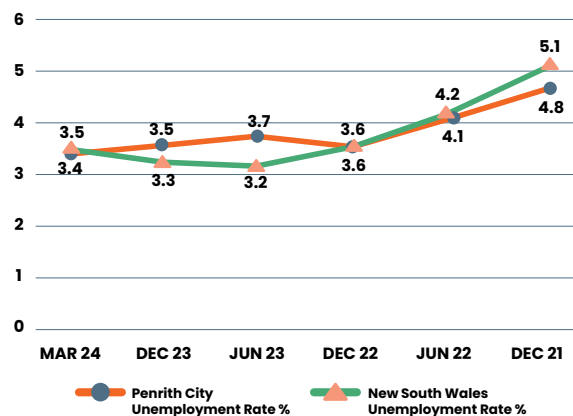
THE FOLLOWING INFORMATION PROVIDES DETAILS OF PROGRESS AGAINST INDICATORS IN THE COMMUNITY STRATEGIC PLAN 2036+.

Maintain ● Decrease ◀ Increase ▶

HOW WILL WE GET THERE?			HOW WILL WE KNOW WE HAVE ARRIVED?			
STRATEGY	COUNCIL'S ROLE	PARTNERS	INDICATORS	BASELINE	TARGET	RESULT
3.1 Grow and support a thriving local economy	Influence	<ul style="list-style-type: none"> Local businesses State Agencies 	Community satisfaction with support for local businesses and jobs	88% Community Satisfaction Survey 2021	● or ▶	88% ●
3.2 Undertake strategic planning that will ensure balanced growth and liveability	Control	<ul style="list-style-type: none"> Local Businesses State Agencies 	Community satisfaction with managing Penrith's future	85% Community Satisfaction Survey 2021	▶	60% ◀
3.3 Work with partners to develop plans that support the needs and interests of our community	Control	<ul style="list-style-type: none"> Local businesses Community groups State Agencies 	Community satisfaction with advocacy of community needs to all levels of government	82% Community Satisfaction Survey 2021	▶	70% ◀



Unemployment rate %

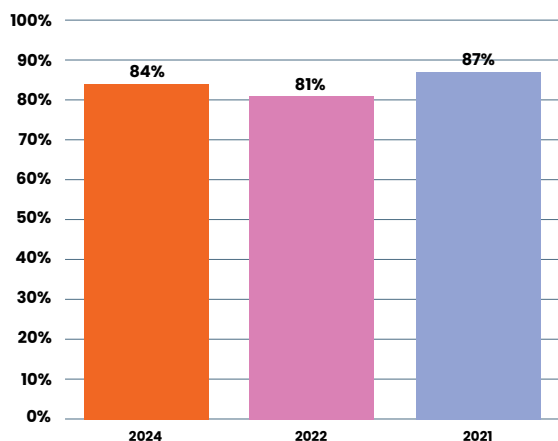


Data Source: <https://economy.id.com.au/penrith/unemployment>

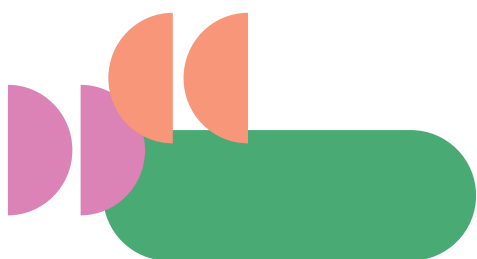
Unemployment in Penrith is a significant issue that affects the overall wellbeing and economic stability of the community. As a rapidly growing area, Penrith faces both opportunities and challenges in addressing unemployment. This issue can influence various factors, including household income, the health and education of local businesses, and broader societal impacts.

Penrith City's unemployment rate is now higher than New South Wales, however, has decreased by 1.4% since December 2021. The labour force has seen growth in comparison to September 2021 in the height of the COVID-19 pandemic with a total increase of 9,732 as of December 2023.

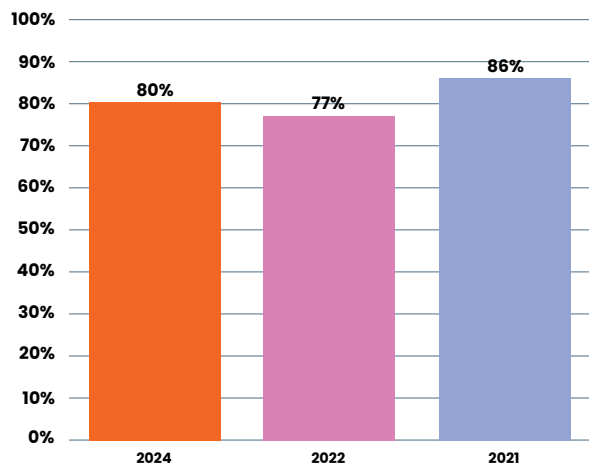
Community satisfaction with the support for local and business and jobs



Data Source: Community Satisfaction Survey 2021, 2022 and 2024

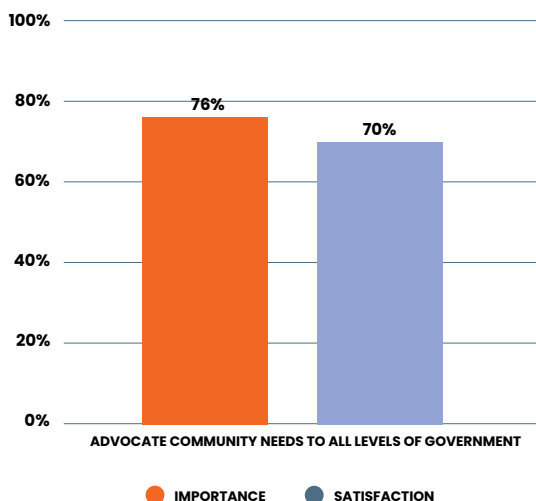


Satisfaction with Council managing Penrith's future



Data Source: Customer Satisfaction Survey 2021, 2022 and 2024

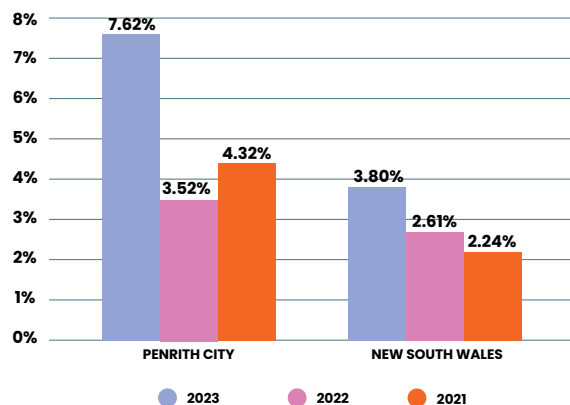
Satisfaction with advocacy to all levels of government – including gap analysis



Data Source: Community Satisfaction Survey, 2024

Over the past three years, Penrith City has exhibited robust economic growth, consistently outperforming the New South Wales state average. From 2021 to 2023, Penrith's Gross Regional Product (GRP) growth rate surged from 4.32% to 7.62%, compared to the New South Wales more modest rise from 2.24% to 3.80%.

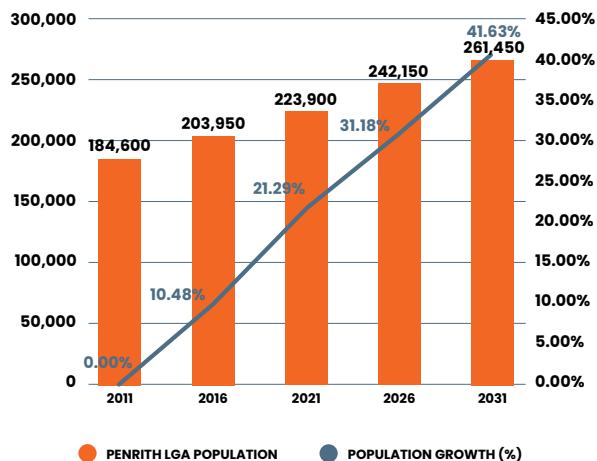
Percent Annual Change in Gross Regional Product



Data Source: Economic ID, 2023

Although Penrith's GRP represents a small portion of the state's total, its share has gradually increased in 2023, indicating its growing significance within the New South Wales economy. In summary, Penrith City's economy is expanding at a faster rate than the state average, showing promising signs of becoming a more significant contributor to the overall economy of New South Wales.

Penrith LGA population growth



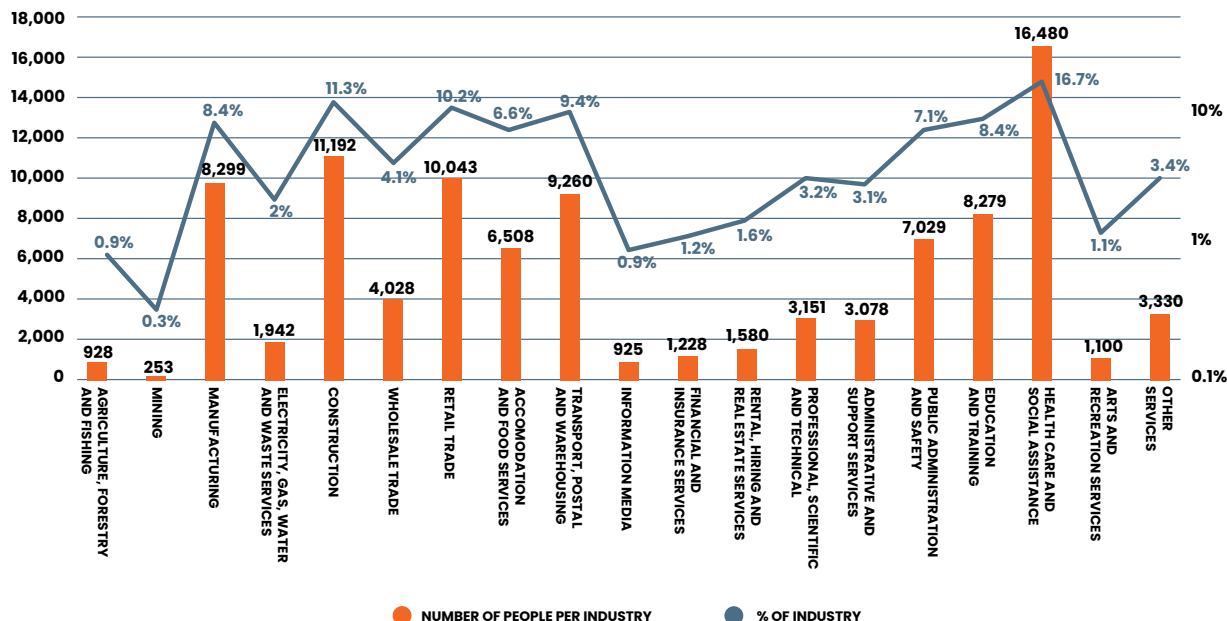
Data Source: NSW Department of Planning and Environment

Population in the Penrith LGA has grown significantly, from 184,600 in 2011 to a projected 261,450 in 2031, reflecting an ongoing trend of substantial population growth.



Members of the community walking along Tench Reserve

Employment by industry



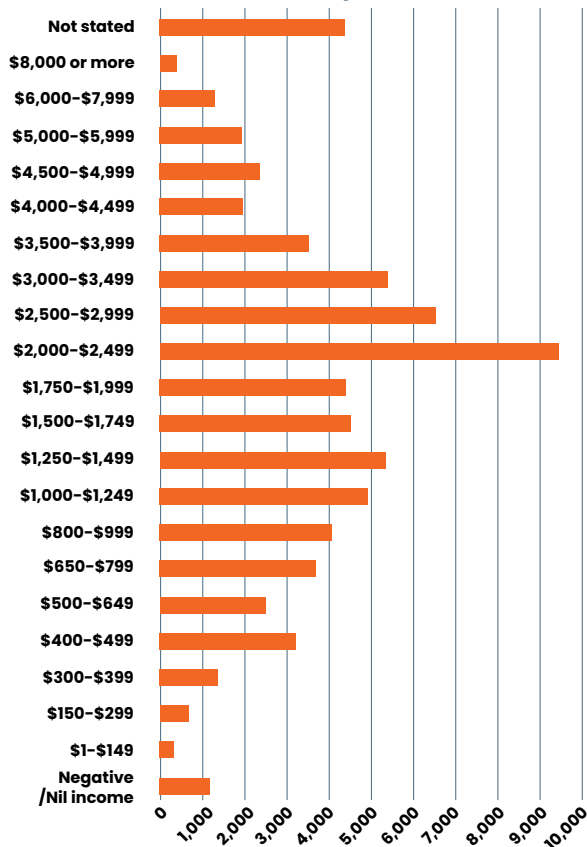
Data Source: Economic ID, 2023

An analysis of the jobs held by the resident population in Penrith City in 2022-23 shows the three most popular industry sectors were:

- Health Care and Social Assistance 16,480 people or 16.7%
- Construction 11,192 people or 11.3%
- Retail Trade 10,043 or 10.2%

In combination, these three industries employed 37,715 people in total or 38.2% of the total employed resident population.

Total Household Income (weekly)



Data Source: ABS CENSUS, 2021

Analysis of household income levels in Penrith City in 2021 compared to Greater Sydney shows that there was a smaller proportion of high-income households (those earning \$3,000 per week or more) and a similar proportion of low-income households (those earning less than \$800 per week). Overall, 23.0% of the households earned a high income and 17.8% were low-income household.



Members of the community enjoying
an ice cream near our river

Case Study

The Historic Police Cottage at Emu Plains



The Police Cottage

The historic Police Cottage at Emu Plains has transformed into a vibrant dining destination. Originally built in 1908, the Police Cottage was sensitively restored by Penrith City Council to blend heritage and modern dining to deliver the café and restaurant, with outside seating and stunning views of the Nepean River.

Situated next to the Yandhai Nepean Crossing, the Police Cottage has created an essential connection to the new Regatta Park precinct, enhancing the area as a revitalized hub for recreation, dining, and entertainment. The main construction phase, which included upgrades to services, the roof and verandas, and the outdoor privy, as well as improvements to internal spaces, was completed in November 2022.

Penrith City Council marked the opening with an official ribbon cutting ceremony, attended by members of state and federal governments, as well as project partners and former tenants. The ceremony featured a traditional Smoking Ceremony and Welcome to Country, followed by an official ribbon cutting moment by then Penrith Mayor Tricia Hitchen and Stuart Ayres MP, Member for Penrith.

The restoration of the Police Cottage into a bustling and vibrant precinct has set the benchmark for future heritage revitalisation projects in Penrith. The reuse of the site encourages families, friends and visitors to experience a taste of history while enjoying a coffee or a meal on the banks of the beautiful Nepean River.

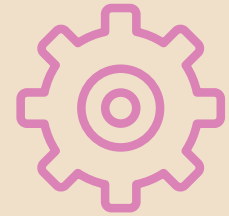
The refurbishment of the Police Cottage was proudly funded by the NSW Government and Penrith City Council, with \$1.5 million contributed from the NSW Government and a further \$2.1 million from Council.



Outdoor dining at the Police Cottage

Outcome 4

We manage and improve our
built environment



UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



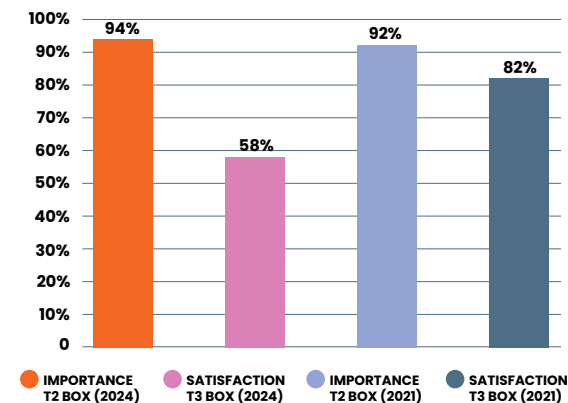
HOW HAVE WE PERFORMED OVER THE LAST THREE YEARS

THE FOLLOWING INFORMATION PROVIDES DETAILS OF PROGRESS
AGAINST INDICATORS IN THE COMMUNITY STRATEGIC PLAN 2036+.

Maintain ● Decrease ◀ Increase ▶

HOW WILL WE GET THERE?			HOW WILL WE KNOW WE HAVE ARRIVED?			
STRATEGY	COUNCIL'S ROLE	PARTNERS	INDICATORS	BASELINE	TARGET	RESULT
4.1 Plan and manage sustainable transport infrastructure and networks to meet current and future community needs	Influence	<ul style="list-style-type: none"> Residents State Agencies 	Community satisfaction with ease of traffic flow	54% Community Satisfaction Survey 2021	▶	54% ●
4.2 Plan and maintain accessible, safe and high quality infrastructure	Control	<ul style="list-style-type: none"> State Agencies 	Community satisfaction with the condition and safety of local roads	82% Community Satisfaction Survey 2021	▶	58% ◀
4.3 Provide spaces and facilities that support opportunities for people to participate in recreational activities	Control	<ul style="list-style-type: none"> Community Groups State Agencies 	Community satisfaction with facilities provided in local parks, reserves and open green spaces	74% Community Satisfaction Survey 2021	▶	82% ▶
4.4 Ensure our public places are clean, safe, shaded, secure and accessible	Control	<ul style="list-style-type: none"> State Agencies 	Community satisfaction with clean and shaded streets and public spaces	85% Community Satisfaction Survey 2021	▶	82% ◀

Satisfaction with condition and safety of local roads – including gap analysis



Data Source: Community Satisfaction Survey 2024, 2021

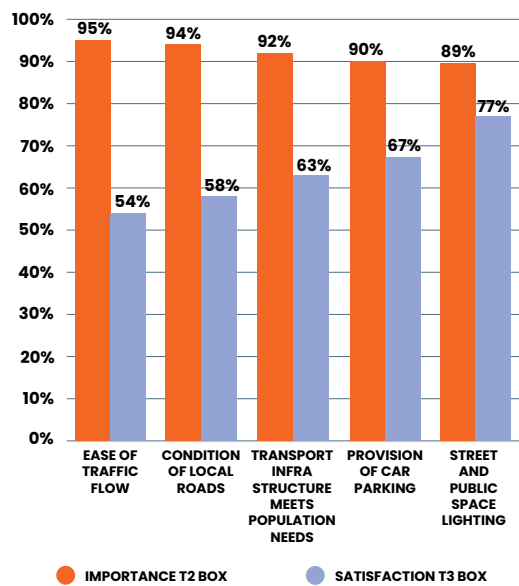
*T2 –Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

**T3 – Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

The importance of the condition of local roads has increased slightly from 92% in 2021 to 94% in 2024, indicating that maintaining local roads remains a high priority for the community. Satisfaction with the condition of local roads has dropped significantly from 82% in 2021 to 58% in 2024. This indicates a growing dissatisfaction with the state of the roads, even as their importance has slightly increased.

While the condition of local roads has remained crucial, the community is much less satisfied with their upkeep. This suggests potential issues in road maintenance or management that need to be addressed to meet community expectations.

Satisfaction with various elements of Outcome 4 – including gap analysis



Data Source: Community Satisfaction Survey, 2024

*T2 –Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

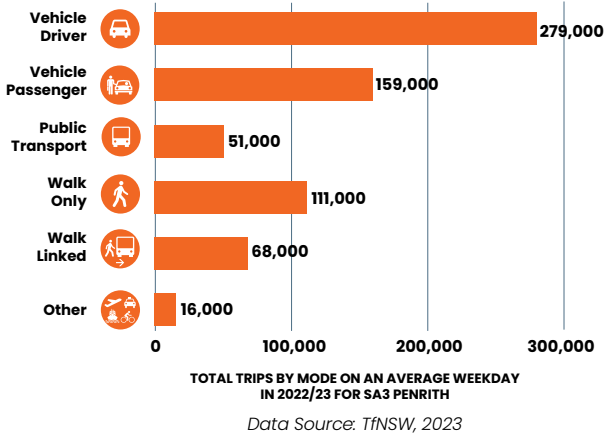
**T3 – Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)



When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance. Traffic and transport (traffic flow, roads, transport and parking) received the highest performance gaps, with residents satisfaction with Council's delivery in these areas between 54% and 77%.

One quarter of residents stated that traffic congestion and parking availability are challenges in the LGA. Further, the ease of traffic flow has the highest performance gap, with 95% stating it is important but only 54% being at least somewhat satisfied. Council should look to address traffic congestion and optimise parking distribution.

Breakdown by Mode



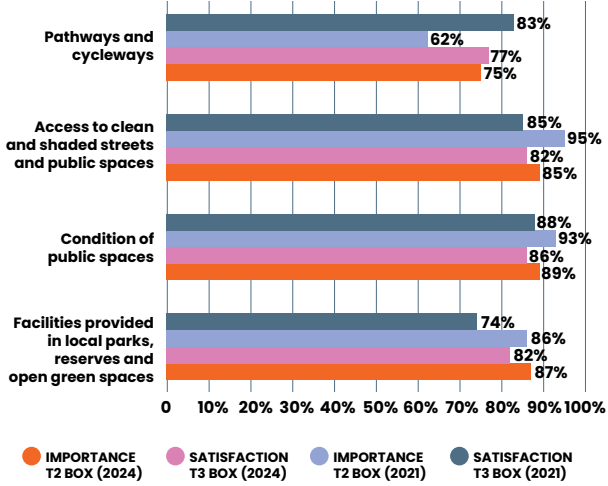
Travel model - Penrith City's commuting data highlights the primary methods residents use to travel to work and possibly contributing to the satisfaction of Council's delivery and maintenance of roads and infrastructure. Various factors influence their choice of transportation, such as the accessibility of cost-effective public transit, the number of vehicles owned by a household, and the distance they need to travel to their workplace.

Number of Trips for Penrith

0.68M

In 2022 a total of 680,000 trips made by people from Penrith to their place of employment, which ranks top 3 in statistical areas within the Greater Sydney region (TfNSW, 2023).

Satisfaction with public places and Council facilities - including gap analysis



Data Source: Community Satisfaction Survey, 2021 and 2024

*T2 - Top 2 (T2) Box refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

**T3 - Top 3 (T3) Box refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

The graph above shows a comparison between the perceived importance and satisfaction of various public amenities in 2021 and 2024. Across most categories, there is minimal movement in satisfaction and has remained relatively stable from 2021 to 2024. For instance, satisfaction with facilities in local parks, reserves, and open green spaces rose from 74% to 82%, indicating that Council's efforts in this area have been positively received.

While the importance of these facilities remained relatively stable, the increase in satisfaction suggests that recent enhancements have met community expectations. Similarly, pathways and cycleways saw a significant improvement in importance (from 62% to 75%), coupled with stable satisfaction levels (77% in 2024 vs. 83% in 2021), reflecting the growing priority and effectiveness of these amenities. Conversely, the condition of public spaces and access to clean, shaded streets remained important to the community, but satisfaction slightly decreased, suggesting that expectations have grown or that maintenance may need attention.

Case Study

City Park opens to the community



City Park

Penrith's iconic green heart, City Park opened in December 2023 – just in time for the summer holidays.

Located on the corner of Henry and Station streets in the City Centre, the 7,000 square-metre site transformed into a thriving green space with a central lawn, a 78-metre sunken rain garden and an amenities building with green roof.

The new City Park includes trees which will grow over time to provide natural shade, four pergolas, seating, and public artwork. Several water features including a circular water fountain, cascading pools with a connecting stream, and fog fountains will help to cool and refresh visitors to City Park in the warmer months.

Penrith Mayor Todd Carney said the completion of the highly anticipated City Park was a game changer for the City.

"Penrith now has its very own vibrant, communal space in the City Centre for workers and shoppers to meet up and get some fresh air in the outdoors during the day, and for residents and visitors to enjoy special events in the evening," Cr Carney said.

On 16 March 2024, Council held an opening garden party at City Park that included family-friendly activities including mini golf and face painting, a scavenger hunt, live music, food trucks, and more.



City Park

Western Sydney artists, Christine Huynh and Tammy Porter, held drop-in art workshops for children and residents of all ages to unleash their creativity and make their own piece of art to take home.

The \$19 million City Park project was funded through the NSW Government's Western Sydney Infrastructure Grants Program (\$8.2 million) and Public Spaces Legacy Program (\$4 million), in partnership with Council (\$6.8 million).

Outcome 5

We have open and collaborative leadership



UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



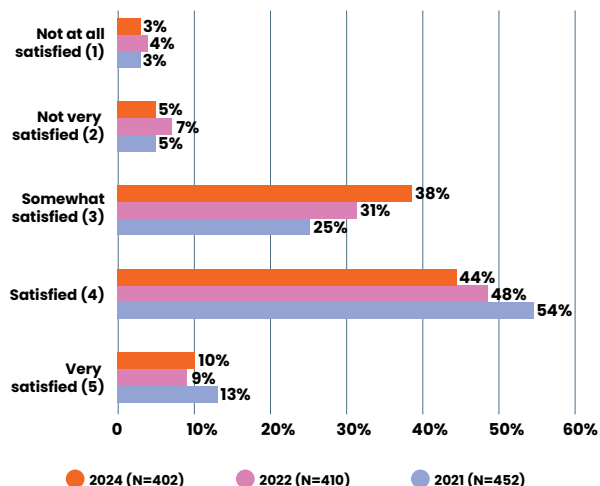
HOW HAVE WE PERFORMED OVER THE LAST THREE YEARS

THE FOLLOWING INFORMATION PROVIDES DETAILS OF PROGRESS AGAINST INDICATORS IN THE COMMUNITY STRATEGIC PLAN 2036+.

Maintain ● Decrease ◀ Increase ▶

HOW WILL WE GET THERE?			HOW WILL WE KNOW WE HAVE ARRIVED?			
STRATEGY	COUNCIL'S ROLE	PARTNERS	INDICATORS	BASELINE	TARGET	RESULT
5.1 Communicate effectively with the community about the programs and services provided by Council	Control	<ul style="list-style-type: none"> Residents Community Groups 	Community satisfaction with information on Council services and facilities	85% Community Satisfaction Survey 2021	▶	81% ◀
5.2 Encourage community participation in collective decisions and initiatives	Control	<ul style="list-style-type: none"> Residents Community Groups 	Community satisfaction with opportunities for residents to get involved in decision making	76% Community Satisfaction Survey 2021	▶	68% ◀
5.3 Deliver an efficient, transparent and accountable service to the community	Control	<ul style="list-style-type: none"> Residents Community Groups 	Community satisfaction that Council is trustworthy	81% Community Satisfaction Survey 2021	▶	72% ◀
5.4 Plan for and manage City resources for current and future generations	Control	<ul style="list-style-type: none"> Residents Community Groups 	Community satisfaction that services provided by Council are good value for the rate dollar	63% Community Satisfaction Survey 2021	▶	61% ◀

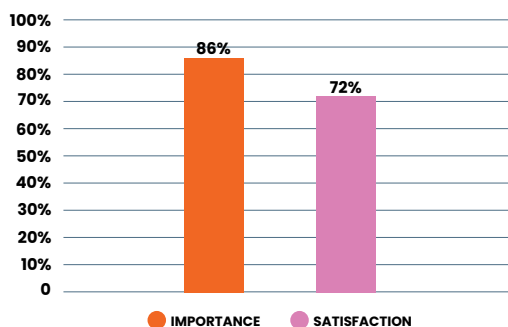
Performance of Council



*N=Individuals surveyed
Data Source: Community Satisfaction Survey, 2024, 2022 and 2021

92% of residents are at least somewhat satisfied with the performance of Council over the past 12 months, which is significantly higher than in 2022 and the highest result seen over the past five years.

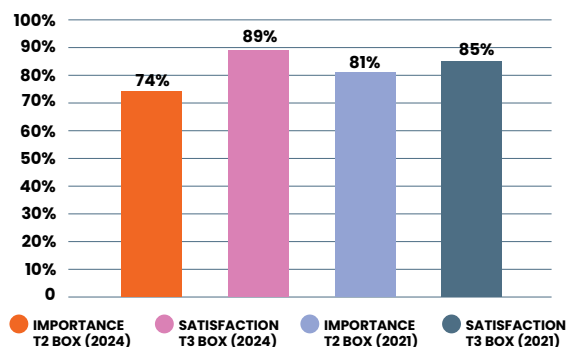
Is Council trustworthy – including gap analysis



Data Source: Community Satisfaction Survey, 2024

Trust in Council is notably high, with an importance rating of 86% and a satisfaction rating of 72%. Overall, the data suggests a relatively high level of satisfaction with Council's performance, trustworthiness, and engagement efforts, amid a backdrop of significant population growth.

Satisfaction with Council services and facilities – including gap analysis



Data Source: Community Satisfaction Survey 2021, 2024

*T2 – Top 2 (T2) Box. refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

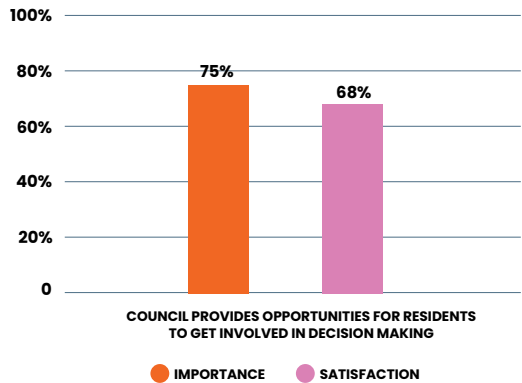
**T3 – Top 3 (T3) Box. refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

Council seems to have improved the quality or perception of the information provided about services and facilities, as evidenced by the rise in satisfaction. However, the decline in the importance score might suggest a shift in community priorities or needs.

Mayor Todd Carney with
Councillor Karen McKeown OAM
and Prue Car, Deputy Premier at
the opening of Penrith Beach



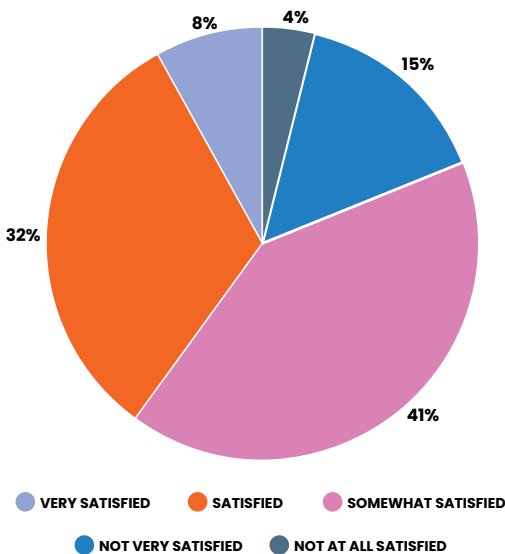
Satisfaction of getting involved in decision making



Data Source: Community Satisfaction Survey, 2024

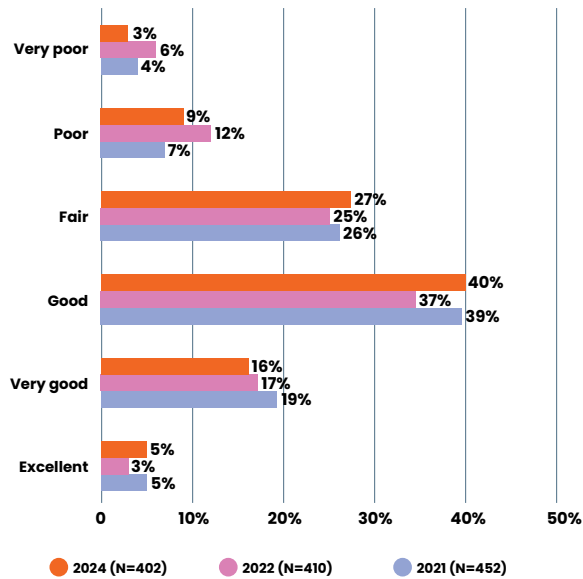
Residents feel that Council provides opportunities for involvement in decision-making, with an importance score of 75% and a satisfaction score of 68%, showing an 7% variance. Satisfaction with Council's efforts to inform residents is distributed, with 8% very satisfied, 32% satisfied and 41% somewhat satisfied (totally an overall satisfaction level of 81%). A smaller portion expressed dissatisfaction.

Satisfaction with Council’s efforts to keep residents informed



Data Source: Community Satisfaction Survey, 2024

Rate per dollar



*N=Individuals surveyed
Data Source: Community Satisfaction Survey, 2024, 2022 and 2021

61% of residents rated the value for the rate dollar of the services provided by Council as 'good' to 'excellent'. This result is slightly higher than in 2022, but slightly lower than the baseline of 63%. Older residents (60+) and those living in the established urban area are significantly more likely to rate the value for the rate dollar as 'good' to 'excellent'.

Penrith City Council introduced a reduced rate for residential properties in rural areas starting on July 1, 2021, by creating two residential sub-categories. A final adjustment is planned for 2024-25, where the rate for rural properties will be set at 30% lower than the urban residential rate. In 2023-24, eligible rural properties received an additional 8% reduction, bringing the rate differential between general residential and rural residential properties from 18% to approximately 28%. A minor adjustment will be made in 2024-25 to achieve a 30% differential. From 2025-26 onward, the rural rate will be consistently maintained at 70% of the general residential rate.

Penrith City Council has about 79,565 rateable properties, contributing 49% of its total revenue. The Penrith CBD Corporation and St Marys Town Centre Corporation are expected to request continued Business sub-category rates to fund their activities, raising \$532,240 and \$405,096, respectively. The 2024-25 Budget predicts a net increase of \$8.7 million in rates income, including growth in both Residential and Non-Residential rates (Operational Plan, 2024-25).

Looking forward to the next 4 years

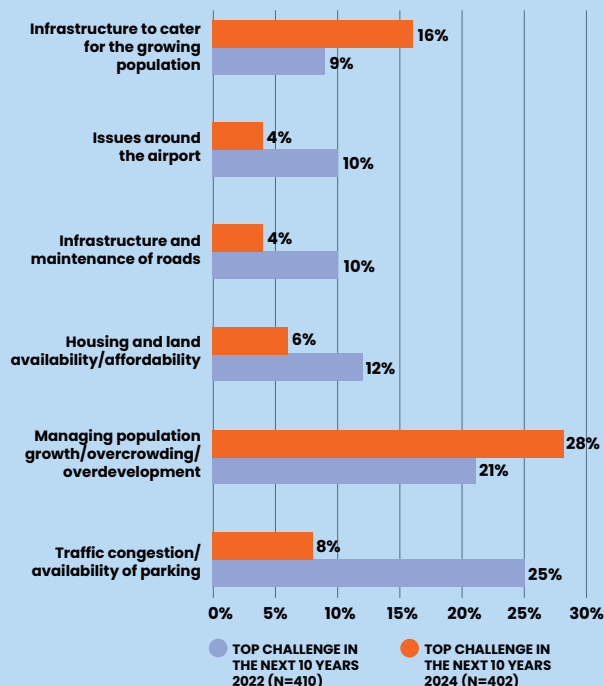
The results in this report present a mixed picture. While some areas have exceeded expectations, others have not quite hit the mark.

Council is committed to investigating the areas that have fallen short and finding ways to improve over the next four years. It is also important to understand the context in which the customer satisfaction survey is undertaken where increased cost of living and higher mortgage rates have no doubt impacted on sentiment for many residents. However, we will continue to prioritise wellbeing and opportunities for our community and strive to provide the services and facilities that our community desires.

The following highlights what our community has told us through the 2024 Customer Satisfaction Survey identifying what they see as their most valued aspects about living in Penrith City area and the top challenges facing Penrith in the next 10 years.

The below graph shows what our community has said are our top challenges for the next 10 years. It shows a comparison of what our community said in the last survey held in 2022 in 2024.

Gap Analysis Information on Council services and facilities



Data Source: Community Satisfaction Survey, 2022 and 2024

The number one challenge identified in the 2024 survey was around Traffic congestion / availability of parking, closely followed by managing population growth / overcrowding / overdevelopment.

Traffic and parking: One quarter of residents stated that traffic congestion and parking availability are challenges in the LGA. Further, the ease of traffic flow has the highest performance gap, with 95% stating it is important but only 54% being at least somewhat satisfied.

Long-term planning: 21% of residents mentioned that overdevelopment and overpopulation are the most challenging problems facing Penrith. On the other hand, supporting local business and jobs is also a key driver of overall satisfaction.

Some other challenges identified are:

Infrastructure catering for growing population:

10% of residents stated that more infrastructure catering for the growing population is a top-of-mind challenge facing Penrith City LGA. Specifically, transport infrastructure, and street and public space lighting received relatively larger performance gaps (higher importance but lower satisfaction).

Condition of roads: The condition of local roads is one of the key drivers of overall satisfaction with Council and has a relatively lower satisfaction score (58%).

Engagement and Communication:

Council recognises that listening to our community's needs and expectations and the provision of information and opportunities for involvement in decision making are key drivers of overall satisfaction. Council will continue to review and explore better ways to provide more consultation opportunities and more timely information about Council to enhance our community's sense of engagement.

OUR NEW COUNCILLORS ELECTED ON 14 SEPTEMBER 2024.

North Ward

Robin Cook
Ross Fowler OAM
Glenn Gardiner
Reece Nuttall
John Thain

East Ward

Libby Austin
Todd Carney
Sabbie Kaur
Edwin Mifsud
Garion Thain

South Ward

Kirstie Boerst
Sue Day
Hollie McLean
Vanessa Pollak
Faithe Skinner

INTERPRETING ASSISTANCE

ENGLISH	If you do not understand this, please contact the Telephone Interpreting Service on 131 450 and ask them to contact Penrith City Council on your behalf on (02) 4732 7777. Or come to the Council offices and ask for an interpreter.
ARABIC	إذا لم يكن بإمكانك قراءة النص أعلاه، الرجاء الاتصال بخدمات الترجمة الفورية الهاتفية (TIS) على الرقم 131 450 والطلب منهم الاتصال بدورهم بمجلس مدينة بنريث نيابة عنك على الرقم 02) 4732 7777. أو يمكنك الحضور إلى المجلس وطلب ترتيب مترجم فوري لك.
CHINESE	如果您无法阅读这些文字，请致电 131 450 联系电话传译服务中心，请他们代您拨打 (02) 4732 7777 联系 Penrith 市议会。您也可以亲自到市议会来并要求获得口译服务。
GREEK	Αν δεν μπορείτε να το διαβάσετε αυτό, τηλεφωνήστε στην Τηλεφωνική Υπηρεσία Διερμηνέων στο 131 450 και ζητήστε τους να επικοινωνήσουν με το Δήμο Penrith (Penrith City Council) για λογαριασμό σας στον αριθμό (02) 4732 7777, ή ελάτε στη Δημαρχία και ζητήστε διερμηνέα.
HINDI	यदि आप इसे नहीं पढ़ पाते हैं, तो कृपया 131 450 पर टेलीफोन दुभाषिया सेवा से संपर्क करें और उनसे कहें कि वे आपकी ओर से पेनरथि सिटी काउंसिल से (02) 4732 7777 पर संपर्क करें. या आप काउंसिल आएँ और एक दुभाषिया की माँग करें.
ITALIAN	Se non riuscite a leggere questo, contattate il servizio telefonico di interpretariato al numero 131 450 e chiedetegli di contattare da parte vostra il comune di Penrith City al numero (02) 4732 7777 oppure venite in comune e richiedete un interprete.
MALTESE	Jekk ma tistax taqra dan, jekk jogħġbok, ikkuntattja lit-Telephone Interpreting Service fuq 131 450 u itlobhom biex jikkuntattjaw Penrith City Council f'ismek fuq (02) 4732 7777. Jew ejja l-Kunsill u itlob għal interpretu.
PERSIAN	اگر نمی توانید این مطلب را بخوانید، لطفاً به خدمات ترجمه تلفنی به شماره 131 450 زنگ بزنید و از آنان بخواهید با شورای شهر پنریت Penrith City Council به شما (02) 4732 7777 از جانب شما تماس بگیرند. یا اینکه به شهرداری Council آمده و مترجم بخواهید.
PUNJABI	ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਨਹੀਂ ਸਮਝਦੇ ਅਤੇ ਕਸਿ ਦੁਬਾਸੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ 131 450 'ਤੇ ਟੈਲੀਫੋਨ ਇੰਟਰਪ੍ਰੀਟਿੰਗ ਸੇਵਾ ਨੂੰ ਫੋਨ ਕਰੋ ਅਤੇ ਪੈਨਰਥ ਸਿਟੀ ਕਾਊਂਸਲ (ਪੈਨਰਥ ਸਿਟੀ ਕੌਂਸਲ) ਨੂੰ ਫੋਨ ਕਰਨ ਲਈ ਕਹੋ। (02) 4732 7777 'ਤੇ Penrith City Council
SINGHALESE	ඔබට ලේඛ කියවීමට නොහැකි නම්, කරුණාකර දුරකථන අංක 131 450 ඔස්සේ දුරකථන පරිවර්තන සේවාව (Telephone Interpreting Service) අමතා ඔබ වෙනුවෙන් දුරකථන අංක (02) 4732 7777 අමතා පෙන්වීම නගර සභාව (Penrith City Council) හා සම්බන්ධ කර දෙන ලෙස ඉල්ලා සිටින්න. නැතිනම් නගර සභාව වෙත පැමිණ භාෂා පරිවර්තකයෙකු ලබා දෙන ලෙස ඉල්ලා සිටින්න.
TAGALOG	Kung hindi mo naiintindihan ang dokumentong ito at kailangan mo ng isang interpreter, mangyaring tumawag sa Telephone Interpreting Service sa 131 450 at hilingin sa kanila na tumawag sa Penrith City Council sa (02) 4732 7777.
TAMIL	இதை உங்களால் வாசிக்க இயலவில்லை என்றால், 'தொலைபேசி உரைபெயர்ப்பு சேவை'யை 131 450 எனும் இலக்கத்தில் அழைத்து 'பென்றித் நகரவையுடன்' (02) 4732 7777 எனும் இலக்கத்தில் உங்கள் சார்பாக தொடர்பு கொள்ளுமாறு கேளுங்கள். அல்லது நகரவைக்கு விஜயம் செய்து உரைபெயர்ப்பாளர் ஒருவர் வேண்டுமெனக் கேளுங்கள்.
VIETNAMESE	Nếu quý vị không thể đọc được thông tin này, xin liên lạc Dịch Vụ Thông Dịch Qua Điện Thoại ở số 131 450 và yêu cầu họ thay mặt quý vị liên lạc với Hội Đồng Thành Phố Penrith ở số (02) 4732 7777. Hoặc hãy tới Hội Đồng và yêu cầu có thông dịch viên.



A rower on our beautiful Nepean River

PENRITH CITY COUNCIL

Civic Centre
601 High Street
Penrith NSW

Phone: 02 4732 7777

Email: council@penrith.city