

Closure of Parramatta Swimming Centre - Interim Recreation Swimming Pool Management Plan

August 2018

Revision history

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Executive summary

Western Sydney is set to be delivered a new 30,000 seat world class venue that will revolutionise the spectator experience. The stadium is the first project to be delivered under the NSW Government's Stadia Strategy, the largest investment in sporting infrastructure since the 2000 Olympics.

The Parramatta Swimming Centre is being relocated to make way for the new Western Sydney Stadium as the new venue will require a larger overall footprint, including for pedestrian and emergency vehicle access.

A State Significant Development Application (SSDA) for the stage one of the new Western Sydney Stadium was submitted and exhibited in August 2016 which covered concept proposal of the new stadium as well as demolition of the existing Pirtek Stadium and Parramatta Swimming Centre.

This plan has been developed to meet the conditions of consent set out in Part B5 of the Stage One SSDA development consent for the Western Sydney Stadium granted in December 2016.

This plan and supporting communications campaign were developed in consultation with City of Parramatta, Parramatta Park Trust and operators of alternative facilities. We also surveyed over 400 pool users and met with key pool user groups to ensure the interim arrangements in this plan meet their needs.

There are a number of alternative swimming centres within a 10 kilometre radius of the swimming centre that can accommodate existing pool users until a replacement swimming centre. Each of those facilities is well serviced by public transport.

The Dolphin Swim School at Parramatta Swimming Centre has high numbers of participants (up 1400 in summer months). There are a number of other learn to swim venues within a 10 kilometre radius with capacity for new enrolments.

As an interim solution, City of Parramatta have implemented year-round operation at Epping Aquatic Centre and Macarthur Girls High School, including the Dolphin Swim School. Similar investigations were explored with Parramatta Marist School, however, it appears that the remediation works required will not be feasible.

A communications campaign has been developed by Infrastructure NSW and City of Parramatta to increase awareness of the closure as well as promote and support access to those facilities as well as keep users informed about investigations to the delivery of a replacement aquatic centre.

This plan will continue to be implemented until a replacement aquatic centre is provided. It will be reviewed and updated as necessary.

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Overview

The Interim Recreation Swimming Pool Management Plan (the Plan) has been prepared by Infrastructure NSW, on behalf of Venues NSW, as the State government agency responsible for the delivery of the new Western Sydney Stadium.

The Plan identifies users of Parramatta Swimming Centre, highlights the interim arrangements that have been made, assesses the capacity of alternative swimming facilities within a 10 kilometre radius of the swimming centre that can accommodate those users until a replacement swimming centre is delivered, identifies public transport opportunities to each of those facilities and outlines our strategy to promote and support access to those facilities as well as keep users informed about investigations to the delivery of a replacement aquatic centre.

The plan also demonstrates how Infrastructure NSW, on behalf of the applicant Venues NSW, meets the conditions of consent set out in Part B5 of the Stage One SSDA development consent for the Western Sydney Stadium.

This plan will be implemented until a replacement aquatic centre is provided. It will be reviewed and updated as necessary.

Context

Western Sydney is set to be delivered a new 30,000 seat world class venue that will revolutionise the spectator experience. The stadium is the first project to be delivered under the NSW Government's Stadia Strategy, the largest investment in sporting infrastructure since the 2000 Olympics.

The new Western Sydney Stadium will:

- Be able to cater for bigger crowds, provide an improved game day experience and bring major benefits to the Western Sydney economy
- Generate approximately 1,200 jobs during construction and between 600 and 900 jobs once operational for sporting event days and major events
- Cater for a range of sporting and community uses within the precinct.

The new stadium will be built on the existing Pirtek Stadium site in Parramatta. Infrastructure NSW is delivering the project in partnership with Venues NSW on behalf of the NSW Government. Lendlease were awarded the contract to design and construct the new stadium following a competitive tender process.

The Parramatta Swimming Centre is being relocated to make way for the new Western Sydney Stadium as the new venue will require a larger overall footprint, including for pedestrian and emergency vehicle access.

Stage one planning application

A State Significant Development Application (SSDA) for the stage one of new Western Sydney Stadium was submitted and exhibited in August 2016. The application covered concept proposal of the new stadium as well as demolition of the existing Pirtek Stadium and Parramatta Swimming Centre.

Following a review of community and agency feedback, the Department of Planning and Environment granted development consent in December 2016. A number of conditions of consent were provided, which needed to be met prior to the commencement of work

One of those conditions of consent, required the application to prepare an Interim Recreation Swimming Pool Management Plan (IRSPMP) prior to the closure and demolition of Parramatta Swimming Centre.

Interim Recreation Swimming Pool Management Plan requirements

The condition of consent for an IRSPMP required the following to be met:

The plan must be prepared in consultation with Council, the operators of alternate swimming pool facilities and Parramatta Park Trust and existing users of the Parramatta Swimming Centre, and must:

- a) identify existing users of the Parramatta Swimming Centre and services affected;*
- b) identify alternate swimming pool facilities and assess their capacity, services provided and ability to accommodate existing users of the Parramatta Swimming Centre;*
- c) identify alternate public and private swimming pool facilities within a 10 kilometre radius of Parramatta Swimming Centre and an assessment of their capacity and services offered and ability to accommodate existing users of the Parramatta Swimming Centre;*
- d) identify public transport opportunities that provide accessibility for the local community and users of the existing swimming pool to alternate swimming pool facilities;*
- e) include a directory and contact list of alternate swimming pool facilities;*
- f) include measures to promote and support access to alternate public and private swimming pool facilities for existing user of the Parramatta Swimming Centre; and*
- g) include a communications strategy to keep existing users informed about investigations into the delivery of a new aquatic centre.*

A copy of the plan must be made publically available and must be implemented until a new replacement aquatic centre is delivered.

Parramatta Swimming Pool overview

The Parramatta Swimming Centre, operated by the City of Parramatta is an area of public recreation within the Parramatta Park precinct. The centre, which originally opened in 1959, underwent renovations in 2007 to 2008 as part of a \$9.5 million refurbishment.

Facilities

The centre currently provides a 10 lane 50 metre outdoor swimming pool, learn-to-swim pool, babies pool, dive towers and twin waterslides, as well as changing rooms, showers, lockers, a kiosk, outdoor seating, shaded areas and BBQ facilities.

Services

The centre provides a number of services, including lessons, classes and squad programs, and is home to the Dolphin Swim School.

Opening hours

The Parramatta Swimming Centre is open all year round with its peak season during the summer months of October to March. The centre operates under reduced opening times and program events during the winter months.

Approximate patronage

Parramatta Swimming Centre is a popular facility which currently averages approximately 3,500 visitors each week including 1,400 learn to swim enrolments.

Public transport to the swimming centre

Bus stop 2150381 is located directly in front of Parramatta Swimming Centre and is serviced by the bus route 900, a free shuttle bus service provided by City of Parramatta.

Bus stop 2150150 is located 300 metres north of the swimming centre and is serviced by bus routes 549, 829 and 900.

Bus stop 2150250 is located 350 metres to the east of the swimming centre on Marist Place and is serviced by bus route 829 and M91.

It is a 1.3km walk from Parramatta Train Station and a 700 metre walk from the Parramatta CBD (measured from the intersection of George Street and Church Street).

Entry price

As at 10 February 2017, these are the entry prices for Parramatta Swimming Centre:

- Adult (18 years and over) \$6.00
- Child (5-17 years) \$4.50
- Child 4 years & under with a full paying Adult Free
- Concession / pensioners \$4.50
- Spectators \$3.20
- Family (2 adults, 2 children OR 1 adult, 3 children) \$19.00

Dolphin Swim School

City of Parramatta operates the Dolphin Swim School from Parramatta Swimming Centre seven days a week, all year round. Lessons start from \$15.00 per lesson.

Existing users of Parramatta Swimming Centre

Parramatta Swimming Centre is a popular facility with the local community. It is used by a range of community members including local residents, professionals working in the Parramatta CBD, schools, learn to swim participants and water polo players.

The table below outlines the various user groups, has an assessment of their needs and details the interim arrangements determined in consultation with those user groups. This list of users was developed in consultation with City of Parramatta, as the operators of Parramatta Swimming Centre.

Table 1 – User groups needs and interim arrangements

User group	Needs	Interim arrangements
Parramatta Memorial Swimming Club	Dedicated lanes on a weekend morning and two nights' mid-week. Storage for records, trophies etc	Lanes and storage has been provided at Granville Swimming Pool until a new facility in Parramatta is built.
Dolphin swim school	Learn to swim classes for both children and adults. The average enrolment for the swim school are below: Term 1 & 4 –1400 enrolments Term 2 – 1000 enrolments Term 3 – 300 enrolments	There are 28 alternative learn to swim venues within a 10 kilometre radius of Parramatta Swimming Centre. They have been contacted and 24 have confirmed that they have capacity for new learn to swim enrolments. A directory has been produced with location and contact details to help participants find a new swim school.
Water Polo NSW	Water polo facilities for competitions and championships	Parramatta Swimming Centre is one of many venues used by Water Polo NSW around Sydney for their competitions and championships. They have been provided advanced warning that they will need to consider other venues going forward.
Seniors	'Free Tuesdays'	Free aquatic passes on Tuesday mornings will continue to be available to holders of a NSW Seniors Card or Disability Concession Card at all pools operated by Cumberland Council and the Sydney Olympic Park Aquatic Centre.
Parramatta Water Polo Club	Summer – Water polo facilities for training and competitions Winter – Water polo facilities for competitions.	Still being investigated.

Parramatta Diving Club	Dive facilities for private dive coaches	Sydney Olympic Park have confirmed that there is some availability to accommodate divers at their facility.
Lap swimmers	Laps for swimming	There are a number of alternative swimming venues within a 10 kilometre radius of Parramatta Swimming Centre that have capacity to accommodate these users. These are listed in table 5.
Recreational swimmers/'cool off' swimmers	Areas for recreational swimming BBQ/picnic facilities	There are a number of alternative swimming venues within a 10 kilometre radius of Parramatta Swimming Centre that have capacity to accommodate these users. These are listed in table 5.
Schools	Facilities for swimming carnivals and school sports	Schools book their carnivals months, even years, in advance. City of Parramatta has been working with schools to find alternative venues for their carnivals and sport past March 2017.

Consultation with City of Parramatta and Parramatta Park Trust

This plan was developed in close consultation with City of Parramatta and Parramatta Park Trust.

A Stadium Precinct Working Group was established in on the 5 January 2017 and includes Infrastructure NSW, City of Parramatta, Parramatta Park Trust and Lendlease. The group continues to meet every Thursday afternoon to discuss the interim arrangements and other issues related to the closure of Parramatta Swimming Centre.

City of Parramatta and Infrastructure NSW have been working closely to develop and finalise interim arrangements for all user groups. A Memorandum of Understanding has been signed by both organisations committing to the coordination of public communication and co-branding of communications materials.

Both City of Parramatta and Parramatta Park Trust were both provided a copy of this plan and opportunity for input prior to its finalisation.

Consultation on interim arrangements with pool users

To ensure this plan was developed in consultation with pool users, Infrastructure NSW conducted pop-up stalls, an online survey and met one-on-one with some key user groups.

Pop up stalls

Infrastructure NSW consulted with existing users on interim swimming arrangements at the Parramatta Swimming Centre between Saturday 14 January and Thursday 19 January.

Six pop-up stalls at the Parramatta Swimming Centre were held on:

- Saturday 14 January, 8.30am to 1pm
- Monday 16 January, 6am to 9am
- Monday 16 January, 4pm to 7pm
- Tuesday 17 January, 11:30am to 1:30pm
- Tuesday 17 January, 4pm to 7pm
- Thursday 19 January, 5am to 9am.

The sessions aimed to increase awareness of the upcoming closure and survey users of the pool to better understand what interim facilities they may use once the pool is closed and what measures could be put in place to help them find an interim swimming facility.

During these sessions, staff engaged with over 250 people and 160 surveys were completed. A detailed consultation summary report is provided at Appendix A.

Online survey

An online survey was distributed on Monday 16 January to over 1400 pool users via City of Parramatta's existing distribution list for pool users. The survey was also sent to key hirers including the swim club, Parramatta Water Polo Club and Water Polo NSW, who passed the survey on through their networks.

The survey was open until Friday 27 January and was completed by 255 people in total.

Meetings with regular hirers

Infrastructure NSW and City of Parramatta met with a number of regular hirers to ensure interim arrangements were in place until a new swimming facility is provided in Parramatta.

A summary of these meetings is provided in the table below.

Table 2 – Summary of meetings with regular hirers

Regular hirer	Date	Attendees	Key issues	Confirmed interim arrangements
Parramatta Memorial Swimming Club Inc	Monday 23 January at 1.30pm	City of Parramatta Infrastructure NSW Parramatta Memorial Swimming Club Inc	<ul style="list-style-type: none"> - Availability of lanes - Confirmation of preferred times - Storage 	The swim club will move to Granville Swimming Pool until a new swimming facility is built. An area of storage will be dedicated to the swim club.
NSW Water Polo	Friday 3 February at 10.30am via phone	Infrastructure NSW Water Polo NSW, Executive Director	<ul style="list-style-type: none"> - No interim arrangements for Parramatta Water Polo Club - Concerns about the lack of water polo venues in Sydney - Cost to hire other venues is prohibitive. 	Water Polo NSW utilise a number of venues around Sydney for their competitions and championships. They have been provided advanced warning that they will need to consider other venues going forward. Office of Sport are working with Water Polo NSW to ensure they

				have access to other venues.
Parramatta Water Polo Club	Wednesday 28 January, via phone	Parramatta Water Polo Club, President Infrastructure NSW	<ul style="list-style-type: none"> - Concerns about venues for both training and competitions - Concerns about cost of other venues for the club and players. 	Still being finalised.

What we learnt

As a result of the pop-up stalls, online surveys and meetings with key hirers, we gained a number of insights into the challenges facing the users of Parramatta Swimming Centre in finding an alternative swimming facility once the pool is closed. It also helped us to understand what could be implemented to help people find interim arrangements until a new facility is built.

Were people aware the pool is closing?

Yes, the majority of respondents were aware the pool was closing. 84 percent of people were aware the pool was closing, and 16 percent were not.

Where do people who use Parramatta Swimming Centre live?

Most respondents indicated they live within a 10 kilometre radius of Parramatta Swimming Centre. The top suburbs included Parramatta (23 percent), North Parramatta (12 percent), Westmead (9 percent), Northmead (4 percent) and Winston Hills (4 percent).

A small number of respondents lived in the Greater Sydney area and it can be assumed that these respondents work in the local area.

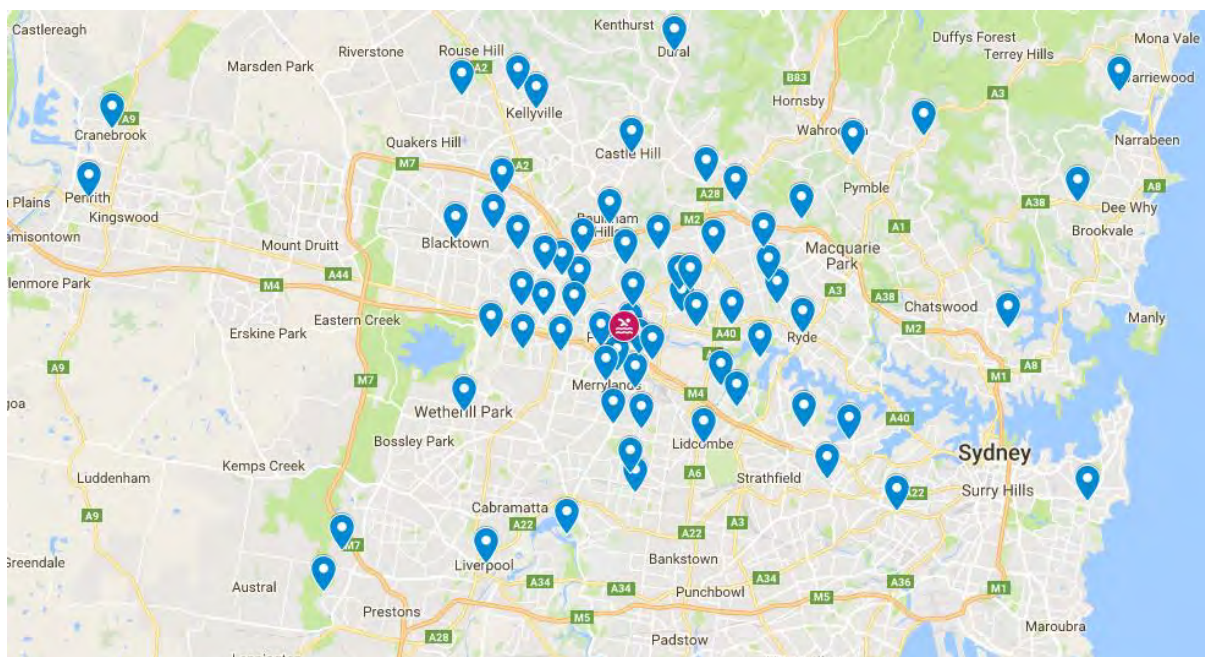


Figure 1 - Where do users of Parramatta Pool live?

Why do people choose Parramatta Swimming Centre over other swimming facilities in the area?

Our surveys indicated that people choose Parramatta Swimming Centre for two key reasons, its location and its facilities.

68 percent of respondents indicated that they swim at Parramatta Swimming Centre because it's easier to get to, close to home, work or their children's school which makes it a very convenient location.

26 percent of respondents also indicated that the facilities provided at Parramatta Swimming Centre were a key factor in their choice of swimming facilities with many respondents noting key facilities included the outdoor heated pool, the greenery and open space is enjoyed as well as provides space for other fitness activities, the water polo facilities, learn to swim program and parking.

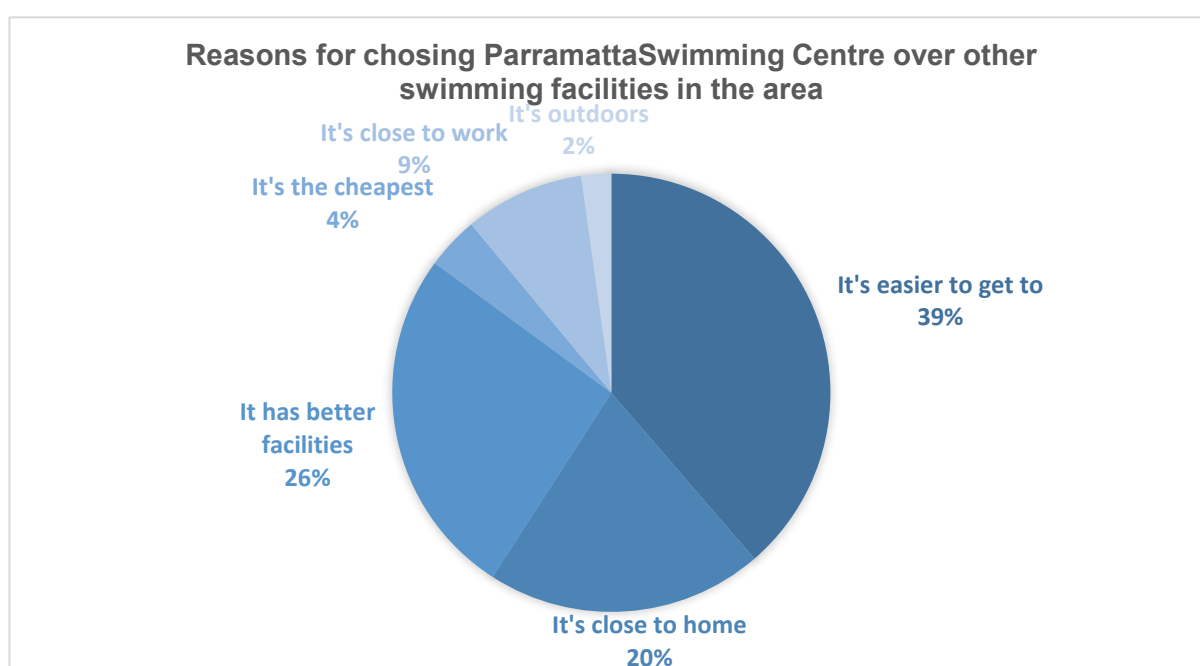


Figure 2 – Reasons for choosing Parramatta Swimming Centre over other swimming facilities in the area

What facilities do people use at Parramatta Swimming Centre?

Surveys indicated that lap swimming was the most popular facility at Parramatta Swimming Centre with it chosen by over 55 percent of respondents. The next two most popular facilities included learn to swim (49 percent), swimming to cool off (33 percent) and other recreational swimming (27 percent). The responses indicated that people access a variety of facilities at the pool and it should be noted that respondents could choose more than one option.

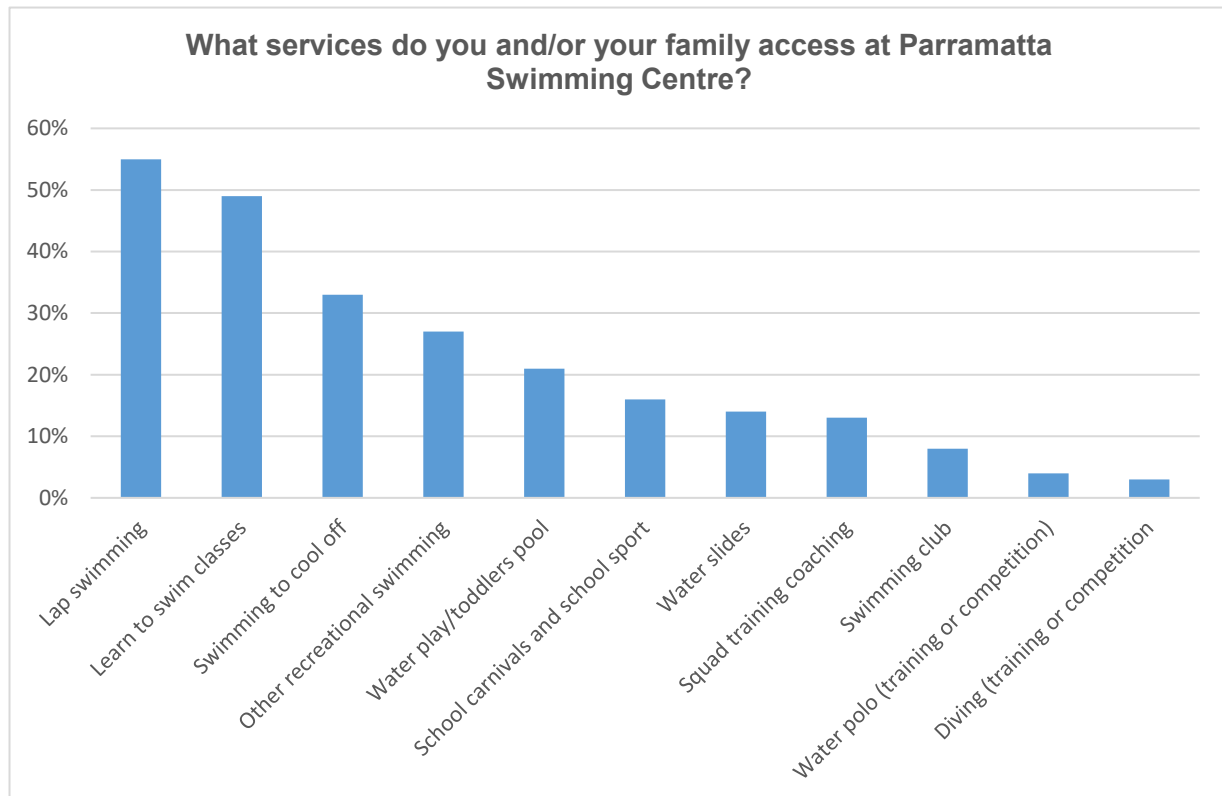


Figure 3 – What services are accessed at Parramatta Swimming Centre

How do people get to Parramatta Swimming Centre?

Our surveys indicate that driving is the main form of transportation to the Parramatta Swimming Centre, 78 percent of respondents. Walking was the second highest form of transportation to the swimming centre with 28 percent of respondents selecting walking.

Respondents were able to choose more than one option, indicating that some pool users use a mix of transportation.

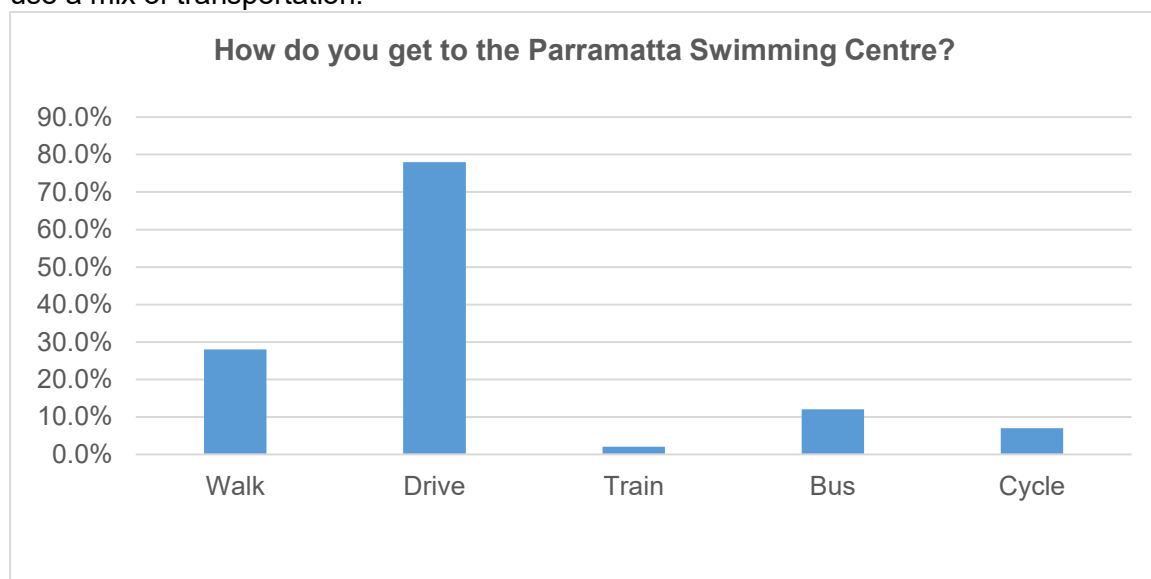


Figure 4 – How people travel to Parramatta Swimming Centre

Do people know where they are going to swim when Parramatta Swimming Centre is closed?

The majority of people surveyed did not know where they were going to swim once the Parramatta Swimming Centre is closed from 1 April 2017. Only 24 percent of respondents knew where they were going to swim, while 73 percent didn't know and 3 percent skipped the question.

Of those who had answered no, the key reasons for not having alternative plans in place included:

- They hadn't decided yet (43 percent)
- They didn't know how they were going to get there (28 percent)
- They didn't know the swimming centre was closing (15 percent).

16 percent of respondents chose 'other' and when asked to specify, gave reasons such as they didn't know where other facilities with similar services were located, other facilities aren't as good as Parramatta or that they no longer would swim.

The respondents who indicated they knew where they would continue to swim listed over 20 different swimming facilities across Sydney. The three most mentioned facilities include Granville, Wentworthville and Baulkham Hills.

How would people like to be kept up-to-date on the interim swimming arrangements and investigations into a new swimming facility?

The majority of respondents indicated they would like to be kept up-to-date via the City of Parramatta's website, via email and at the pool before it closes.

How we used the information to inform our plan

While the majority of people were aware the pool was closing, there was still a significant amount of people who weren't. This has influenced our communications strategy to ensure we continue to focus on raising awareness of the pools closure as well as promoting alternative facilities.

We heard that many people like Parramatta Swimming Centre because it is an outdoor heated pool. It was also evident people were unaware that there are other outdoor heated pools nearby such as Granville. This has influenced the development of our communications materials to ensure that people can find alternative swimming facilities based on facilities such as outdoor pools but also for learn to swim lessons, lap swimming, toddler's pools etc.

The two key reasons for people not having alternative plans in place once the pool closes were not having decided yet or not knowing how to get there. This has meant that our communications strategy has focused on providing pool users advanced warning and detailed information on where they can keep swimming, as well as linking them to the NSW Government trip planner, or other applications, to help them work out how to get there.

By understanding how many different facilities pool users access at Parramatta Swimming Centre, it was evident that a range of interim facilities needed to be promoted to ensure that

the varying needs of pool users could be met. We have developed our communications strategy to focus on the facilities provided by other swimming centres.

We also heard how pool users wanted to find out where they could keep swimming once the swimming centre is closed. We have developed a communication strategy based on this feedback to ensure information is available on City of Parramatta's website, email and at the pool before it closes.

Consultation on interim arrangements with owners and operators of alternative swimming facilities

Infrastructure NSW met or spoke with the owners and operators of the alternative swimming facilities listed in this plan to understand and assess their capacity to accommodate users of Parramatta Swimming Centre.

A summary of these meetings is below.

Table 3 – Summary of meetings with operators of alternative facilities

Stakeholder	Pools owned/operated	Date	Attendees	Key issues raised
Cumberland Council	Granville Pool (from 1 April 2017) Wentworthville Pool Merrylands Pool Guildford Pool Ruth Everuss Aquatic Centre (open from 1 April 2017, will be operated by Belgravia Leisure Centre)	8 February 2017	Cumberland Council City of Parramatta Infrastructure NSW	<p>Cumberland Council confirmed all swimming facilities under their care and control have the capacity to accommodate users from Parramatta Swimming Centre.</p> <p>Noted that up to 1500 additional learn to swim participants could be accommodated at Granville Swimming Centre, but this would require additional staff to be employed. This would also take away lane availability from the general public, but that other pools would still be available at that time.</p> <p>Noted that Granville will be the most likely alternative facility for users of Parramatta Swimming Centre. When Parramatta closed for renovations in 2008, Granville accommodated a number of users without issues.</p>
City of Parramatta	Epping Aquatic Centre Lake Parramatta	22 December 2016	City of Parramatta Infrastructure NSW	<p>City of Parramatta Council confirmed that both venues have capacity to accommodate users.</p> <p>Epping is under-utilised and could accommodate swimming carnivals, school sport, lap swimmers, recreational swimmers and learn to swim students in the summer months.</p> <p>Noted that additional lifesaving resources have been provided to Lake Parramatta to increase the months of supervised swimming from October to March.</p> <p>Highlighted that they are investigating a range of short term arrangements to provide a replacement pool in Parramatta until a new permanent facility is built including Macarthur Girls High School.</p>

Sydney Olympic Park Authority	Sydney Olympic Park Aquatic Centre	7 December 2016	City of Parramatta Sydney Olympic Park Authority	<p>Sydney Olympic Park Authority confirmed that they have capacity to accommodate a range of users from Parramatta Swimming Centre including water polo.</p> <p>There is a small availability in their diving program.</p>
City of Canterbury-Bankstown	Birrong Pool	7 February 2017 via phone	City of Canterbury-Bankstown Infrastructure NSW	<p>Infrastructure NSW spoke with City of Canterbury-Bankstown over the phone to discuss the capacity of Birrong Pool to accommodate users of Parramatta Swimming Centre.</p> <p>City of Canterbury-Bankstown noted that there was capacity to accommodate users, and that it was only likely to be a small number given Birrong's distance from Parramatta.</p>
Blacktown Council	Blacktown Aquatic Centre	17 February 2017, via phone	Blacktown Council Infrastructure NSW	<p>Infrastructure NSW spoke with Blacktown Council over the phone to discuss the capacity of Blacktown Aquatic Centre to accommodate users of Parramatta Swimming Centre.</p> <p>Blacktown Council noted that there was capacity to accommodate users including recreational swimmers, learn to swim participants, lap swimmers.</p>
Ryde Council	Ryde Aquatic Centre	7 December 2016	Ryde Council City of Parramatta	<p>Infrastructure NSW spoke with Ryde Council over the phone to discuss the capacity of Ryde Aquatic Centre to accommodate users of Parramatta Swimming Centre.</p> <p>Ryde Council noted that there was capacity to accommodate users including recreational swimmers, learn to swim participants, lap swimmers.</p>

Alternative Swimming Facilities

Existing learn to swim facilities

There are a number of public and private existing learn to swim facilities within a 10 kilometre radius of Parramatta Swimming Centre that are open all year round, operate most days of the week and have comparable lesson fees to Parramatta Swimming Centre.

Each of these facilities was contacted via email or phone to discuss their capacity to accommodate new learn to swim enrolments from Parramatta Swimming Centre. 24 of these facilities confirmed that they have capacity to take on new enrolments until a new facility is built in Parramatta.

A directory for learn to swim participants has been developed and is provided at Appendix A. This directory will be made available on at the pool, at the Council office and website, as well as distributed via email.

Interim learn to swim facilities

As an interim solution, City of Parramatta have implemented year-round operation of the Dolphin Swim School at Epping Aquatic Centre and Macarthur Girls High School. Similar investigations have also been explored with Parramatta Marist School, however, it appears that the remediation works required will not be feasible.

Table 4 – Assessment of learn to swim facilities (private and public) within a 10 kilometre radius of Parramatta Swimming Centre (as of March 2017)

Swimming School	Location(s)	Months of operation	Assessment of capacity
MySwim Bass Hill	106 Johnston Road, Bass Hill	Open all year	Operators have confirmed capacity to accommodate learn to swim students.
Blue Bubbles Learn to Swim Baulkham Hills	Baulkham Hills Squash and Fitness Centre, 14 Hill St Baulkham Hills	Open all year	Operators have confirmed capacity to accommodate learn to swim students.
Swim Academy Baulkham Hills	Waves Fitness and Aquatic Centre, 44 Mileham Avenue, Baulkham Hills	Open all year	Operators have confirmed capacity to accommodate learn to swim students.
Aqua Learn to Swim Blacktown	Blacktown Aquatic Centre, 4 Boyd Street, Blacktown	Open all year	Operators have confirmed capacity to accommodate learn to swim students.
Bankstown Swim School Birrong	Birrong Leisure Centre, Cnr Gascoigne & Wellington Roads, Birrong	Open all year	Operators have confirmed capacity to accommodate learn to swim students.
C2K Swimming	C2K Fitness and Aquatic Centre at Castle Hill RSL, 77 Castle Street, Castle Hill	Open all year	Operators have confirmed capacity to accommodate learn to swim students.

Dolphin Swim School	Epping Aquatic Centre, Dence Park, 26 Stanley Road, Epping	Open all year	Operators have confirmed capacity to accommodate learn to swim students.
Dolphin Swim School	Macarthur Girls High School, Stewart Street, Parramatta	Open all year	Operators have confirmed capacity to accommodate learn to swim students.
Stanford Swim School Epping	Karonga School, Karonga Close, Epping	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Learn to swim	Fairfield Leisure Centre, Vine Street, Fairfield	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Learn to swim	Granville Swimming Centre, Enid Avenue, Granville	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Cumberland Swim School Guildford	Guildford Swimming Centre, Corner of Guildford Road and Tamplin Street, Guildford	Open all year	Operators have confirmed capacity to accommodate learn to swim students
JUMP! Swim Schools Guildford	12 Carrington Road, Guildford	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Shelly Swimming School North Parramatta	23 Castle Street, North Parramatta	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Aquatics Downunder North Rocks	328-336 N Rocks Road, North Rocks	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Coulter Swimming Northmead	201 Windsor Road, Northmead	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Learn to swim	Prairewood Leisure Centre, Prairie Vale Road, Prairewood	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Aquatic Safety Training Academy	78 Best Road, Seven Hills	Open all year	Operators have confirmed capacity to accommodate learn to swim students
JUMP! Swim School Seven Hills	55/45 Powers Road, Seven Hills	Open all year	Operators have confirmed capacity to accommodate learn to swim students
AquaKids Smithfield	Shop 7, 63A Brenan street, Smithfield	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Aqua Learn to Swim Stanhope	Blacktown Leisure Centres Swim School, Corner of Stanhope Parkway and Sentry Drive,	Open all year	Operators have confirmed capacity to accommodate learn to swim students

	Stanhope Gardens		
Learn to swim	Sydney Olympic Park Aquatic Centre, Olympic Boulevard, Sydney Olympic Park	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Bankstown Leisure Centres Swim School Wran	Wran Leisure Centre, Gundaroo Street, Villawood	Open all year	Operators have confirmed capacity to accommodate learn to swim students
JUMP! Swim School Villawood	850 Woodville Road, Villawood	Open all year	Operators have confirmed capacity to accommodate learn to swim students
Cumberland Swim School Wentworthville	Wentworthville Swimming Centre, 115 Dunmore Street, Wentworthville	Open October to end March	Operators have confirmed capacity to accommodate learn to swim students
Ezy Swim	365A N Rocks Road, North Rocks	Open October to April	Operators have not confirmed their capacity to accommodate learn to swim students and as such, have not been included in the learn to swim directory.
Carlile Swimming Carlingford	Level 3, Carlingford Court, Cnr Pennant Hills and Carlingford Roads, Carlingford	Open all year	Operators have not confirmed their capacity to accommodate learn to swim students and as such, have not been included in the learn to swim directory.
Carlile Swimming Ryde	Ryde Aquatic Leisure Centre, 504 Victoria Road, Ryde Carlile Swimming, 16 Cross Street Ryde	Open all year	Operators have not confirmed their capacity to accommodate learn to swim students and as such, have not been included in the learn to swim directory.
Carlile Swimming Baulkham Hills	6 Century Circuit, Baulkham Hills	Open all year	Operators have not confirmed their capacity to accommodate learn to swim students and as such, have not been included in the learn to swim directory.

Existing swimming facilities

There are a number of alternative public swimming facilities within a 10 kilometre radius of Parramatta Swimming Centre that provide similar services, have comparable entry fees and opening hours. Infrastructure NSW and City of Parramatta met with the operators of each of these facilities to confirm their ability of accommodate users of Parramatta Swimming Centre.

An assessment of the services they provide as well as their capacity to accommodate existing users of Parramatta Swimming centres is captured in the table below. It should be noted that there are some facilities list below that are outside the 10 kilometre radius but have been included in response to feedback from pool users that they would consider using the facility once Parramatta is closed.

Interim swimming facility

As an interim solution, City of Parramatta have implemented year-round operation at Epping Aquatic Centre and Macarthur Girls High School, including the Dolphin Swim School and community classes. Similar investigations have also been explored with Parramatta Marist School, however, it appears that the remediation works required will not be feasible.

Table 5 – Assessment of public swimming facilities within a 10 kilometre radius of Parramatta Swimming Centre (as of August 2018)

Swimming centre	Address	Opening Hours	Entry Fees (as at 14 August 2018)	Facilities	Parking	Public transport options	Assessment of capacity
Macarthur Girls High School	1-19 Macarthur Street, Parramatta (pool entrance on Stewart Street)	<u>Mon - Fri (NSW Terms 1 and 4):</u> 5.30am - 7.30am 4pm - 7pm <u>Mon - Fri (NSW Terms 2 and 3):</u> 5.30am - 7.30am 10am - 2pm 4pm - 7pm <u>Mon - Fri (NSW School Holidays):</u> 5.30am - 7pm <u>Weekends, Public Holidays:</u> 8am - 4pm Christmas/Good Friday: Closed	Adult: \$6.20 Child: \$4.60 Concession/pensioner/student: \$4.60 Spectators: \$3.30 Various discounted passes available	6-lane 25m outdoor heated pool Change rooms and showers Snack bar	Free off-street parking (2 hours).	Parramatta Station is approximately 12 minutes' walk from the centre. Bus stops 2150116 and 2150117 are located in front of the school and are serviced by route 545. Bus stops 215067 and 215068 are approximately 8 minutes' walk from the centre and serviced by routes 520, 521, 523, 524, 525, 545 and M52.	City of Parramatta have confirmed that Macarthur Girls High School has the capacity to accommodate a range of users including: - Learn to swim (all year) - School carnivals and school sport - Lap swimming.
Epping Aquatic and Leisure Centre	Dence Park, 26 Stanley Road, Epping	<u>Monday:</u> 5.30am - 9.30am and 3.30pm - 7pm <u>Tuesday:</u> 8am - 12pm and 3.30pm - 7pm <u>Wednesday:</u> 5.30am - 9.30am and 3.30pm - 7pm <u>Thursday:</u> 8am - 12pm and 3.30pm - 7pm <u>Friday:</u> 5.30am - 9.30am and 3.30pm - 7pm <u>Weekends:</u> 8am - 4pm Summer hours will recommence October 2018.	Adult: \$6.20 Child: \$4.60 Concession/pensioner/student: \$4.60 Spectators: \$3.30 Various discounted passes available	6-lane 50m outdoor pool Dive pool Covered toddler's play pool Change rooms and showers Snack bar Pools are heated to 27 degrees	Free off-street parking (2 hours, and paid thereafter) for approximately 50 cars	Epping Station is approximately 14 minutes' walk from the centre Bus stop 212138 is approximately 7 minutes' walk from the centre and serviced by routes 630 and M54.	City of Parramatta have indicated that Epping Aquatic Centre is under-utilised. It has the capacity to accommodate a range of users including: - Learn to swim (all year) - School carnivals and school sport - Lap swimming - Recreational swimming and swimming to cool off.
Merrylands Swimming Centre	17 Burnett Street, Merrylands	Closed Apr - Sept (inclusive) <u>October:</u> Mon - Sat: 6am - 7pm Sun & Public Holidays: 7am - 6pm <u>November – December:</u> Mon - Sat: 6am - 7pm Sun & Public Holidays: 7am - 7pm <u>January - February:</u> Mon - Sat: 6am - 8pm Sun & Public Holidays: 7am - 8pm <u>March:</u> Mon - Sat: 6am - 7pm Sun, Public Holidays: 7am - 7pm Christmas/Boxing Day/Good Friday: Closed	Adult: \$6 Child under 16 yrs: \$4.50 Child under 4 yrs: Free Disability pensioner: \$4.50 Spectator: \$3.60 Junior Club/School groups: \$4 * Various discounted passes available * These prices were correct as of February 2017 and were not able to be updated due to winter closures at the time of updating this plan.	Fully outdoors 8-lane 50m competition pool Training pool Babies pool Change rooms and showers Pools are heated to 27 degrees	Free off-street parking for approximately 200 cars	Bus stops 216082 and 2160144 are approximately 4-8 minutes' walk from the centre and serviced by routes 806, 802 and 810. Merrylands Station is approximately 22 minutes' walk or a 10-minute bus ride (806, 802, 810) from the centre.	Cumberland Council have confirmed that Merrylands Swimming Centre has capacity to accommodate a range of users including: - Learn to swim (terms 1 & 4 only) - School carnivals and school sport - Lap swimming - Recreational swimming and swimming to cool off.
Guildford Swimming Centre	Corner of Guildford Road and Tamplin Street, Guildford	<u>Mon - Fri:</u> 6am - 8pm <u>Sat:</u> 6am - 5.30pm <u>Sunday, Public Holidays:</u> 7.30am - 5.30pm Christmas/Boxing Day/Good Friday: Closed	Adult: \$6.40 Child under 16 yrs: \$4.70 Child under 4 yrs: Free Disability pensioner: \$4.70 Spectator: \$3.80 Spectator of Learn to Swim: Free Junior Club/School groups: \$4.10 Various discounted passes available	6-lane 25m indoor competition pool 4-lane outdoor pool Babies pool Change rooms and showers Pools are heated to 28 degrees	Free off-street parking for approximately 100 cars	Bus stop 2161148 is located in front of the centre and serviced by routes 804, 820 and 821. Guildford Station is approximately 15 minutes' walk from the centre.	Cumberland Council have confirmed that Guildford Swimming Centre has capacity to accommodate a range of users including: - Learn to swim - School carnivals and school sport - Lap swimming - Recreational swimming and swimming to cool off.

Swimming centre	Address	Opening Hours	Entry Fees (as at 14 August 2018)	Facilities	Parking	Public transport options	Assessment of capacity
Wentworthville Swimming Centre	115 Dunmore Street, Wentworthville	Closed Apr - Sept (inclusive) <u>October:</u> Mon - Sat: 6am - 7pm Sun, Public Holidays: 7am - 6pm <u>November - December:</u> Mon - Sat: 6am - 7pm Sun, Public Holidays: 7am - 7pm <u>January - February:</u> Mon - Sat: 6am - 8pm Sun, Public Holidays: 7am - 8pm <u>March:</u> Mon - Sat: 6am - 7pm Sun, Public Holidays: 7am - 7pm Christmas/Boxing Day/Good Friday: Closed	Adult: \$6 Child under 16 yrs: \$4.50 Child under 4 yrs: Free Disability pensioner: \$4.50 Spectator: \$3.60 Junior Club/School groups: \$4 * Various discounted passes available * These prices were correct as of February 2017 and were not able to be updated due to winter closures at the time of updating this plan.	Fully outdoors 7-lane 50m competition pool Training pool Babies pool Change rooms and showers Pools are heated to approximately 28 degrees	Free off-street parking for approximately 200 cars	Wentworthville Station is approximately 7 minutes' walk from the centre. Bus stop 2145167 is located in front of the centre and serviced by route 705. Bus stop 2145168 is approximately 5 minutes' walk from the centre and serviced by routes 708 and S7.	Cumberland Council have confirmed that Wentworthville Swimming Centre has capacity to accommodate a range of users including: - Learn to swim (terms 1 & 4 only) - School carnivals and school sport - Lap swimming - Recreational swimming and swimming to cool off.
Ruth Everuss Aquatic Centre	Church Street, Lidcombe	Mon - Sun: 6am - 7pm	Adult: \$6.50 Concession: \$4.60 Various discounted passes available	10-lane 50m outdoor pool Outdoor water polo pool 6-lane 25m indoor pool Family leisure and program pool Interactive shaded water play Change rooms and showers Extensive spectator seating Sun shelters and grassed areas Shop Pools are heated	Free off-street parking at the junction of Church Street and Olympic Drive	Lidcombe Station is approximately 3 minutes' walk from the centre Bus stops 2141173 and 2141280 are approximately 3 minutes' walk from the centre and serviced by routes M92, 925, N50, N60, N61 and 401.	Ruth Everuss Aquatic Centre will be open from 1 April 2017. Once open, this centre will have capacity to accommodate a range of users including: - Learn to swim - School carnivals and school sport - Lap swimming - Recreational swimming and swimming to cool off - Water Polo Belgravia Leisure is working with Water Polo NSW to determine which water polo clubs should be given priority and use of the water polo facilities at this centre.
Granville Swimming Centre	Enid Avenue, Granville	<u>Autumn/Winter (from 4 Apr):</u> Mon - Fri: 5 am - 7pm Weekends, Public Holidays: 7am - 4pm <u>Summer (from 4 Oct):</u> Mon - Fri: 5am - 8pm Weekends, Public Holidays: 7am - 7pm Christmas/Good Friday: Closed	Adult: \$6 Child (5-17yrs): \$4.50 Child under 4 yrs: Free Concession/pensioner: \$4.50 Spectator: \$3.20 * Various discounted passes available * These prices were correct as of February 2017 and were not able to be updated due to winter closures at the time of updating this plan.	Fully outdoors 7-lane 50m pool 25m program pool Babies' pool Grass areas Kiosk Change rooms and showers Pools are heated to approximately 27-29 degrees	Free on-street parking, mostly 2 hour	Granville Station and Bus Interchange is approximately 6 minutes' walk from the centre. Bus Interchange is serviced by multiple routes, including 1T1, 2T2, M91, 906 and S2. Clyde Station is approximately 9 minutes' walk from the centre.	Cumberland Council have confirmed that Granville Swimming Centre has capacity to accommodate a range of users including: - Learn to swim - School carnivals and school sport - Lap swimming - Recreational swimming and swimming to cool off.
Lake Parramatta	Enter from Lackey Street via Bourke Street, North Parramatta	Lifeguards are typically on duty at Lake Parramatta from late October to late March / early April, 9am - 6pm. At all other times visitors are advised to observe safe swimming practices and only swim in the designated swimming area.	Free	Designated swimming area Non-motorised boating facilities Children's playground Walking trails Public toilets BBQs and picnic facilities Kiosk	Free off-street parking for 68 cars	Parramatta Station is approximately a 17-minute bus ride from the lake on route 609. Buses that travel along Windsor Road and Pennant Hills Road include stops about 6 minutes' walk from the lake.	City of Parramatta have confirmed that Lake Parramatta has the capacity to accommodate recreational swimmers in the summer months. Additional lifesaving resources have been committed to Lake Parramatta for summer 17/18.

Swimming centre	Address	Opening Hours	Entry Fees (as at 14 August 2018)	Facilities	Parking	Public transport options	Assessment of capacity
Sydney Olympic Park Aquatic Centre	Olympic Boulevard, Sydney Olympic Park	<u>Winter (Apr - Sept):</u> Weekdays: 5am - 9pm Weekends, Public Holidays: 6am - 7pm <u>Summer (Oct - March):</u> Weekdays: 5am - 9pm Weekends, Public Holidays: 6am - 8pm Easter long weekend/Queens Birthday/Christmas Day: Closed	Adult: \$8 Child (4-15yrs): \$6.20 Concession: \$6.20 Spectator: \$4.50 Various discounted passes available and special prices for sauna, spa etc	Fully indoors 10-lane 50m Olympic pool 8-lane 50m training pool Utility pool - diving pool Spas, steam and sauna room Splasher's Water Playground Water Slides Rapid River Ride Change rooms and showers Pools are heated	A number of parking options (paid and unpaid) are on offer at Sydney Olympic Park. Please visit: www.aquaticcentre.com.au for specific information.	Olympic Park Station is approximately 5 minutes' walk from the centre Sydney Olympic Park Bus Interchange is in front of the centre and serviced by routes 401, 525 and 526	Sydney Olympic Park Authority confirmed that there is capacity at Sydney Olympic Park Aquatic Centre to accommodate users of Parramatta Swimming Centre including: - Lap swimming - Recreational swimming and swimming to cool off - Water Polo - Diving.
Blacktown Aquatic Centre	4 Boyd Street, Blacktown	<u>Winter (from April):</u> Mon - Fri: 5.30am - 7.30pm Weekends, Public Holidays: 6am - 2.30pm <u>Summer (from mid-Sept):</u> Mon - Fri: 5.30am - 7.30pm Weekends, Public Holidays: 6am - 6pm Good Friday/Christmas Day: Closed	Adult: \$6.40 Child (5+ yrs): \$4.80 Child (under 4 yrs): Free Recreation Spectator: \$3.20 Concession: \$4.80 Blacktown LGA Pensioners: Free Non-Blacktown LGA Pensioners: \$4.80 Various discounted passes available	8-lane Olympic indoor 50m pool 6 lane outdoor 50m pool (closed in Winter) Outdoor sheltered toddler's pool Café Outdoor picnic and play areas Giant water inflatables Change rooms and showers Pools are heated	Free off-street parking	Blacktown Station is approximately 14 minutes' walk from the centre Blacktown Bus Interchange is approximately 7 minutes' walk from the centre and serviced by routes 705,706, 711, 743, T61, T70, T71, T72, T74 and T75	Blacktown Council have confirmed they have capacity to accommodate users of Parramatta Swimming Centre at Blacktown Aquatic Centre including: - Learn to swim - School carnivals and school sport - Lap swimming - Recreational swimming and swimming to cool off.
Ryde Aquatic Leisure Centre	504 Victoria Road, Ryde	Mon - Thurs: 5.30am - 8.45pm Fri: 5.30am - 7.45pm Sat: 6.30am - 5.45pm Sun: 8am - 5.45pm Public Holidays: 9am - 5.45pm	Adult: \$8.40 Child (5-16yrs): \$6.40 Concession/pensioner/student: \$6.40 Spectator: \$3.20 Child under 4yrs: Free City of Ryde resident concession: Free Various discounted passes available and special prices for sauna, surf etc	Fully indoors 50m Olympic pool with moveable boom (for 2 x 25m) 25m indoor pool Warm water program pool 40m wave pool Children's wading pool Bubble whirl pools Rapid river 56m giant water slide Steam room, sauna, spa Change rooms and showers Pools are heated	Free off-street parking for 4hrs	Bus stop 211225 is approximately 2 minutes' walk from the centre and serviced by routes 500, 501,510, 515, 518, 520, X00, X15 and X18 Bus stop 211112 is approximately 2 minutes' walk from the centre and serviced by routes 500, 501, 510, 515, 518 and 520	City of Ryde have confirmed they have capacity to accommodate users of Parramatta Swimming Centre at Ryde Aquatic Leisure Centre including: - Learn to swim - School carnivals and school sport - Lap swimming - Recreational swimming and swimming to cool off. Noted that water polo facilities are highly utilised and availability is limited.
Birrong Leisure Centre	Cnr Gascoigne & Wellington Roads, Birrong	<u>Winter (Apr - Oct):</u> Mon - Fri: 5am - 7pm Weekends: 6am - 5pm Public Holidays: 10am - 6pm <u>Summer (Nov - March):</u> Mon - Fri: 5am - 7pm Weekends: 6am - 6pm Public Holidays: 10am - 6pm Good Friday/Anzac Day/Queens Birthday/Christmas Day: Closed	Adults: \$6.20 Children (5-17 yrs): \$4.80 Child under 5: Free Pensioner/concession: \$4 Spectator: \$3 Various discounted passes available	8-lane 50m outdoor pool with disabled access ramp 8-lane 25m indoor pool Water play and spray park Kiosk Swim school and squads Grandstand and grassed area Change rooms and showers Pools are heated to 26-30 degrees	Free off-street parking	Sefton Station is approximately 8 minutes' walk from the centre Bus stop 2162150 is approximately 3 minutes' walk from the centre and serviced by route 908	City of Canterbury-Bankstown have confirmed they have capacity to accommodate users of Parramatta Swimming Centre at Birrong Pool including: - Learn to swim - School carnivals and school sport - Lap swimming - Recreational swimming and swimming to cool off.

Public transport opportunities

Each alternative swimming facility is well-serviced by existing public transport services including buses and trains.

Detailed information on which bus routes and nearest train station for each swimming facility is contained in table 5 above.

Given the high number of pool users who currently walk to Parramatta Swimming Centre, it can be assumed that some will rely on public transport to reach alternative swimming venues, as will those who already use public transport to reach Parramatta Swimming Centre.

To ensure that community members have access to up-to-date and accessible information on public transport options, the supporting communication materials have been designed to encourage users to visit the NSW Government's trip planner site, which uses their current location to provide real-time information on the fastest public transport route to their destination: www.transportnsw.info

Users are also encouraged to call 131 500 to plan their trip, if the internet is not available to them.

Measures to support and promote access to alternative swimming facilities

Infrastructure NSW and City of Parramatta have implemented the following measures to help support and promote access to alternative swimming facilities. These measures were developed on information provided during the engagement with pool users.

Culturally and linguistically diverse (CALD) stakeholders have been considered in the development of these materials. A range of print and online materials have been produced to

The signage, printed map and postcard have been translated into Hindi, Arabic, Korean and Chinese. The other materials contact information for Infrastructure NSW's translation and interpreting service, who are able to translate materials over the phone into various languages.

Signage

Fifteen A1 signs have been developed and placed in strategic locations around Parramatta Swimming Centre from mid-February to provide advanced warning on the closure of the pool and details on where people can find more information on alternative swimming facilities. A copy of these signs is provided at Appendix D.

A banner will also be displayed at the pool once it is closed, for pool users that turn up and weren't aware it was closing. A copy of this banner is provided at Appendix H.

Advertisements

Advertisements have been placed in the local paper to provide advanced warning on the closure of the pool and details on where people can find more information on alternative swimming facilities. A copy of the advertisement is at Appendix E.

Newspaper	Placement dates
Parramatta Advertiser	8 March, 15 March and 22 March
Hills Shire News	7 March, 14 March and 21 March

Printed map

A large printed fold out has been developed and provides information on alternative swimming facilities, the services they provide, opening details and contact details to find out more information. A copy of the map is available at Appendix G. Copies of the map have been placed in community venues to ensure they are accessible to the wider community including:

- Parramatta Swimming Centre
- Epping Aquatic Centre
- Parramatta Park Cafe
- Parramatta PCYC
- Parramatta Town Hall
- Parramatta Scout Hall
- Riverside Theatres
- City of Parramatta Council building.

Learn to swim directory

A directory of learn to swim facilities within a 10 kilometre radius has been developed. The directory includes both public and private facilities, their months of operation, days of lessons and contact details. Only facilities who confirmed they had capacity to accommodate new enrolments were included. The directory has been made available at the pool, online, sent out via email and also placed at City of Parramatta's customer service desk where people tend to visit to enrol. A copy of this directory is provided at Appendix C.

Post card

An A5 post card has been developed to provide high level information on the pool's closure and details on where people can find out more information on alternative swimming facilities. Copies of the map have been placed in community venues to ensure they are accessible to the wider community including:

- Parramatta Swimming Centre
- Epping Aquatic Centre
- Parramatta Park Cafe
- Parramatta PCYC
- Parramatta Town Hall
- Parramatta Scout Hall
- Riverside Theatres
- City of Parramatta Council building.

A copy of this postcard is at Appendix F.

Website

A dedicated interactive website has been developed which allows pool users to find an alternative swimming facility based on location or service/facilities. It also links users to the NSW Government's trip planner to help users find their way to the facility via public transport. This website is available at <http://pasa.insw.com/>

Social media

City of Parramatta's well established social media channels will be utilised to ensure information is disseminated to the wider community to:

- Promote awareness of the closure
- Encourage people to find alternative plans prior to the closure
- Inform people on where they can visit to get more information on alternative arrangements.

Email

Email blasts will be sent to the 1400 people on Parramatta Swimming Centre's email distribution list. The blasts will include information on the closure of the pool and where people can find out where they can keep swimming.

Information booths

Eight information booths will be held at the swimming centre from early March to ensure that users have alternative plans in place. If they don't, staff at the booth will provide them with materials and support to find alternative plans that meet their needs.

Strategy to keep users and the community informed about investigations into the delivery of a new aquatic centre

City of Parramatta has established a dedicated web page (www.cityofparramatta.nsw.gov.au/poolupdate), email address (poolupdate@cityofparramatta.nsw.gov.au) and mailing list. These channels will be used to inform the community of the investigations into a replacement facility as well as opportunities to participate in the consultation process.

City of Parramatta have been encouraging the community to join the mailing list since December 2016.

Infrastructure NSW will provide up-to-date information on their website on City of Parramatta's investigation into a new facility as well as a link to the dedicated web page until a new facility is delivered.

Appendices

Appendix A – Consultation summary of pop-up information booths

Appendix B - Directory and contact list of alternative swimming pool facilities

Appendix C – Directory and contact list of alternative learn to swim facilities

Appendix D – Signage placed around Parramatta Swimming Centre

Appendix E – Advertisement placed in the Parramatta Advertiser and Hills Shire News

Appendix F – A5 postcard placed in a number of community venues

Appendix G – Printed map with alternative swimming pool facilities

Appendix H – Banner to be displayed at the pool once it's closed

Appendix A - Consultation summary of pop-up information booths



Parramatta Swimming Centre Closure

Community Consultation Summary

Client Infrastructure NSW

Date January 2017

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01 Introduction

In December 2016, planning consent was granted for Stage One of the Western Sydney Stadium. The new Stadium is part of the NSW Government's \$1.6 billion Stadia Strategy to improve sporting infrastructure across the state. The stage one planning consent covered the concept design as well as demolition of the existing stadium and Parramatta Swimming Centre.

Demolition of the old stadium is underway. Demolition of the Parramatta Swimming Centre will begin after the swimming centre is closed from 1 April 2017.

A condition to be met prior to commencement of demolition was the development and implementation of an Interim Recreation Swimming Pool Management Plan (Interim Management Plan). In order for this plan to be effective it must be informed by the views of a range of key stakeholders, primarily existing users of the pool. Consultation with those who use Parramatta Swimming Centre was undertaken to better understand how they travel to the pool, whether or not they know where they will swim when it closes and why they use this particular facility over others in the area.

These insights will be used by Infrastructure NSW and City of Parramatta, to develop the Interim Management Plan which will set out suitable alternative arrangements for pool users.

Summary of consultation activities

Face-to-face stakeholder consultation was identified as the most appropriate approach to advising pool users about the upcoming closure and capturing feedback to inform the Interim Management Plan.

A series of pop-up information sessions were conducted at the Parramatta Swimming Centre between 14 and 19 January 2017. These sessions were set up at various times of the day through the week which enabled contact with a diverse cross-section of pool users, and provided them with the opportunity to provide their feedback in person.

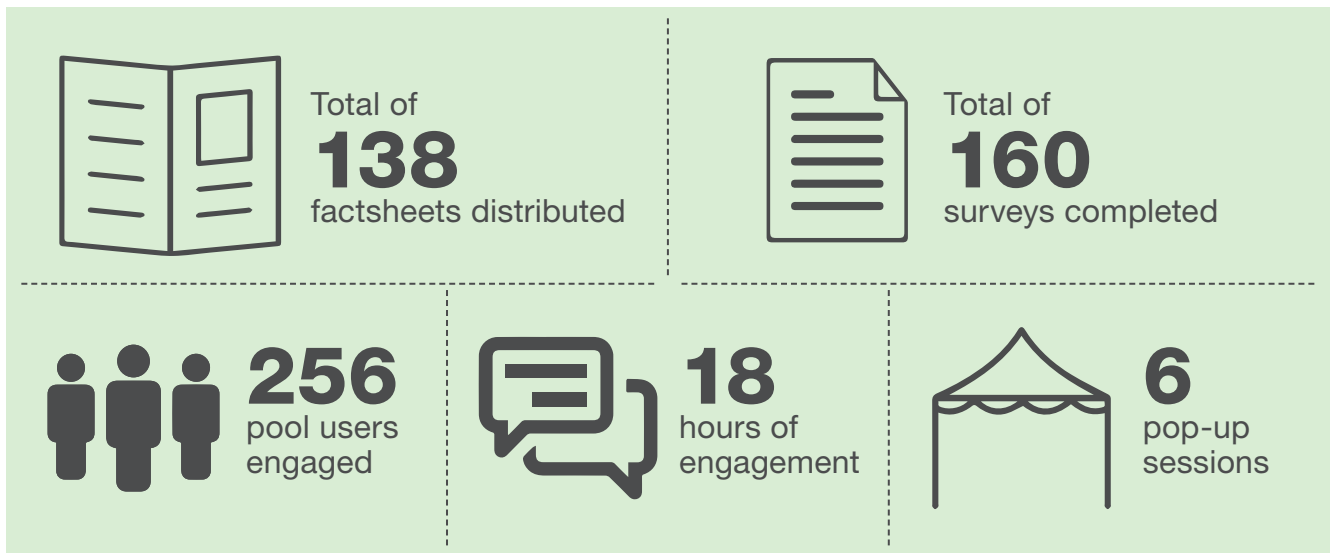
A short survey was also available at the information sessions for pool users to complete.

This report provides both details and outcomes of the consultation activities which were undertaken in January 2017 to support the development of the Interim Management Plan.

The analysis of verbal feedback and survey responses are detailed in the following section.



02 What we did



Visitor data from management at Parramatta Swimming Centre was used to establish the appropriate time periods during which pop-up information sessions would engage with, and draw feedback from, the stakeholders using the facility. In order to capture the range of stakeholders currently using the pool for a number of different purposes, the pop-up sessions were set up during high traffic periods on both weekdays and weekends.

An information booth was set up at every session where pool users were able to obtain details about the closure and provide their feedback. Fact sheets (available at Appendix A) about the project were provided at the booth, and surveys (available at Appendix B) were conducted with pool users who were willing to provide their feedback in writing.

The information booth was located next to the pool's entrance, in front of the women's changing rooms, ensuring its visibility from many other parts of the facility. Staff members wore name tags, and signage stating 'Parramatta Pool Closure – More Information' was displayed.

Visitors to the information booth were invited to provide verbal feedback to one of the available staff members at the booth, or complete a two-page survey to articulate their awareness of, and concerns about, the closure and potential alternatives.

The verbal feedback provided and survey data collected through the consultation period reflects the views of both regular and casual visitors to Parramatta Swimming Centre.

03 What we heard

Overview of feedback

The consultation period to develop the Interim Management Plan allowed feedback to be collected around the suitability of existing alternatives, their location and accessibility, and feasibility for events to be held. The consultation will also help to inform what the potential impact these outcomes might have on the operation of the alternative facilities outlined during consultation.

Those who engaged in the information sessions generally appreciated the opportunity to provide feedback for the development of the Interim Management Plan. Some expressed the opinion that consultation on the issue earlier on in the process would have been more beneficial.

The majority of pool users were aware of the closure although they were unsure about where they would swim once the pool closed. A number of those who engaged in the consultation either by conversation or through the survey suggested potential alternatives at Granville or Wentworthville pools.

“ I hadn’t thought about it until now, I’ll probably go to Granville. ”

When giving reasons for why Parramatta Swimming Centre is preferred over others in the area, people focused on its convenient location – especially in relation to public transport and parking.

People also expressed their appreciation of the range of services and experiences the facility provides – particularly from a recreational perspective, the green space surrounding the pool, barbecue and other amenities, and its welcoming atmosphere.

“ The pool is fantastic – not just because of the open space and ten lanes, but the staff are so friendly. ”

A number of participants also mentioned that the swim club provided free “Learn to Swim” classes for their children – a service they felt was difficult to find elsewhere.

Those who expressed their concerns about the closure of Parramatta Swimming Centre generally focused on the limitations of suggested alternative facilities and the time lag between its closure and the opening of a replacement.

“ Will other pools align their opening times with Parramatta Pool? Not many others open as early or stay open as late. ”

People noted the issues of overcrowding at other pools, reduced access to children’s pools, water polo and diving facilities and raised issue with the lack of event spaces at other locations.

“ Parramatta needs a pool with all the new apartments being built. ”

The following sections of this report provide a summary of feedback received in both verbal and written forms from the six pop-up information sessions that were held at Parramatta Swimming Centre.

Consultation summary

The following table provides a summary of engagement activities and issues raised in conversation during the information sessions.

Event details	Key statistics	Key issues raised
POP-UP INFORMATION SESSION ONE Staff: Elton Consulting Time: 8.30am – 1pm Date: Saturday 14 January 2017	Surveys completed: 45 People engaged: 50 Awareness of closure: 46	<ul style="list-style-type: none"> » Concerned that there is no pool in a central location like Parramatta » Noted poor consultation and planning by Council/Administrator and INSW about the pool shut down » Expressed need to see more definitive details about the new pool established » Expressed desire for the new pool to be outdoors and offer similar facilities to the current pool » Swim club administrators are concerned that club members will go elsewhere in the interim and the club will cease to exist since there is no facility for them to meet » Some mentioned that Granville pool, or Hornsby pools would be suitable alternatives
POP-UP INFORMATION SESSION TWO Staff: Elton Consulting Time: 6am – 9am Date: Monday 16 January 2017	Surveys completed: 56 People engaged: 56 Awareness of closure: 49	<ul style="list-style-type: none"> » Noted that alternative arrangements were not ideal–Epping is closed during the winter and the facility at Wentworthville is not at the standard of Parramatta Pool » Concerned that water polo players do not have many other options and NSW water polo championships are always held at the Parramatta Swimming Centre » Questioned the opening hours at other facilities and whether they would be the same as those at Parramatta » Noted that other facilities are worn out, have different opening hours, are not open in winter or are not conveniently located » Emphasised that Parramatta Pool is the pool of choice because of its proximity to the station and Parramatta CBD and the high number of lanes. It also offers a heated children's pool and 25-metre pool. Water polo and diving facilities are a positive

Event details	Key statistics	Key issues raised
POP-UP INFORMATION SESSION THREE Staff: Elton Consulting Time: 4pm – 7pm Date: Monday 16 January 2017	Surveys completed: 15 People engaged: 28 Awareness of closure: 15	» Many usually drive to the pool, and some enjoy cycling to it » Some expressed concern about the availability of cycle paths to the new facility. » Uncertainty about what other options are available » Expressed their enjoyment of the Parramatta Pool, that it was not only a great outdoor facility, but easy to get to » Expressed preferences for an outdoor pool » Expressed that the additional facilities on offer by Parramatta Pool drew more people to it
POP-UP INFORMATION SESSION FOUR Staff: Elton Consulting Time: 11:30am – 1:30pm Date: Tuesday 17 January 2017	Surveys completed: 18 People engaged: 26 Awareness of closure: 24	» Frustrated about the lack of an immediate replacement pool after the closure of Parramatta Swimming Centre » Concerned about longer distances to alternative facilities » Expressed keen desire for an alternative outdoor facility to be made available for both the interim period and to replace Parramatta Pool » Questioned whether the golf course was a certain replacement site
POP-UP INFORMATION SESSION FIVE Staff: Elton Consulting Time: 4pm – 7pm Date: Tuesday 17 January 2017	Surveys completed: 24 People engaged: 64 Awareness of closure: 57	» Concerned about the loss of open space was raised repeatedly » Concerned the new facility won't be as 'spacious' and 'open' as the current one » Queried why the new pool can't be part of Western Sydney Stadium » Concern about the loss of heritage in this part of Parramatta » Worry that the new facility will not have diving boards and appropriate diving depth » Expressed desire to maintain the offer of free swim lessons » Mentioned that Wentworthville Pool could be a suitable alternative

Event details	Key statistics	Key issues raised
POP-UP INFORMATION SESSION SIX Staff: Elton Consulting Time: Thursday 19 January Date: 5am – 9am	Surveys completed: 12 People engaged: 32 Awareness of closure: 30	<ul style="list-style-type: none"> » Many already knew about closure » Some mentioned that the pool at Granville could be a suitable alternative » Queried whether the alternative facility would have the same opening hours. Noted that Parramatta Pool opens earlier and closes later than most others in the area » Concerned that there will be added pressure on alternative facilities and they won't be able to cope as the lanes will be so busy » Noted that early morning swims were the best option to avoid traffic into the area. There was concern that this would no longer be possible.

Analysis of survey responses

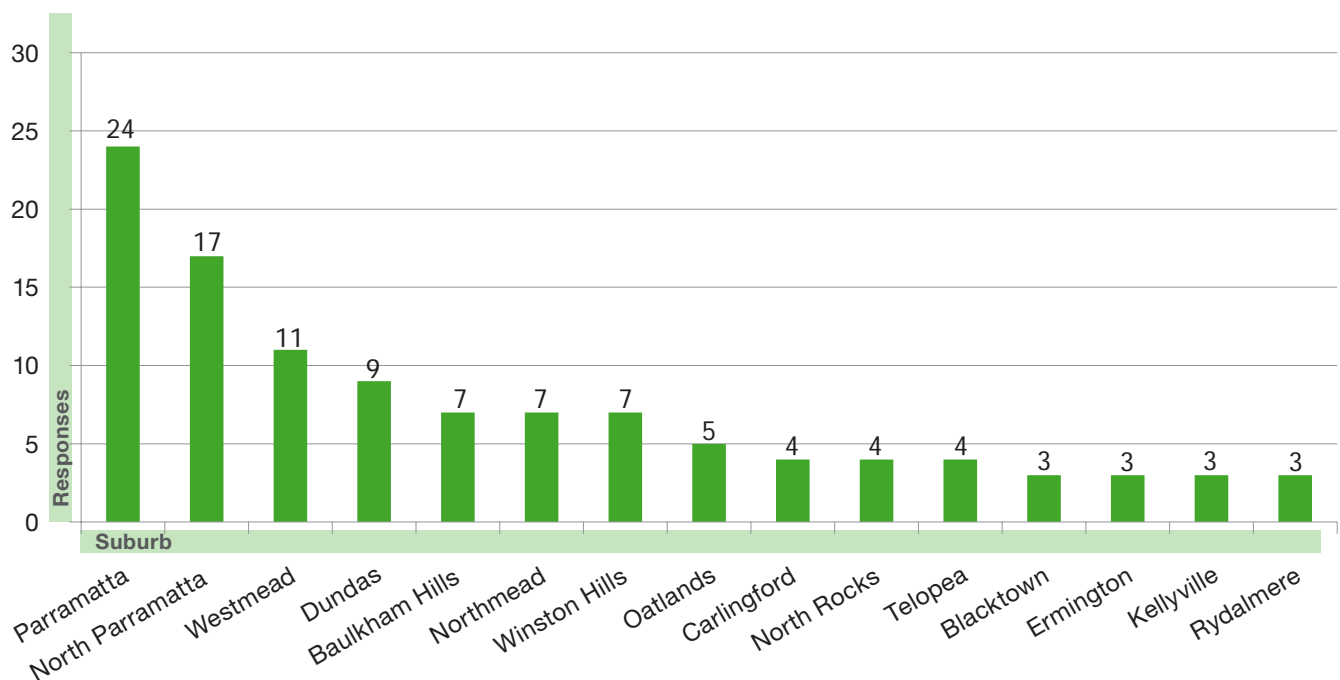
A total of 159 surveys were completed during the pop-up sessions held at the Parramatta Swimming Centre.

For every survey question listed on the following pages, a percentage breakdown of key outcomes is provided alongside a graphical representation of response frequencies. This “analysis per-question” approach will help to facilitate an understanding of the needs and priorities of existing pool users. Ultimately, the insights drawn from the survey responses will help to inform the Interim Recreational Swimming Pool Management Plan and, in turn, ensure the plan meets the needs of these stakeholders.

A detailed numerical representation of responses is attached at Appendix B.

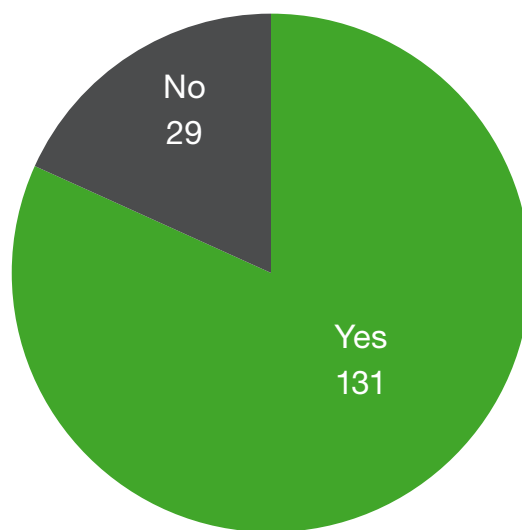
Survey Question One – What suburb do you live in?

All survey respondents provided an answer to this question. Just over half of survey respondents indicated they live in Parramatta (15%), North Parramatta (10.6), Westmead (6.9%), Dundas (5.6%), Northmead (4.4%), Baulkham Hills (4.4%) or Winston Hills (4.4%). The fifteen most represented suburbs are detailed in the graph below.



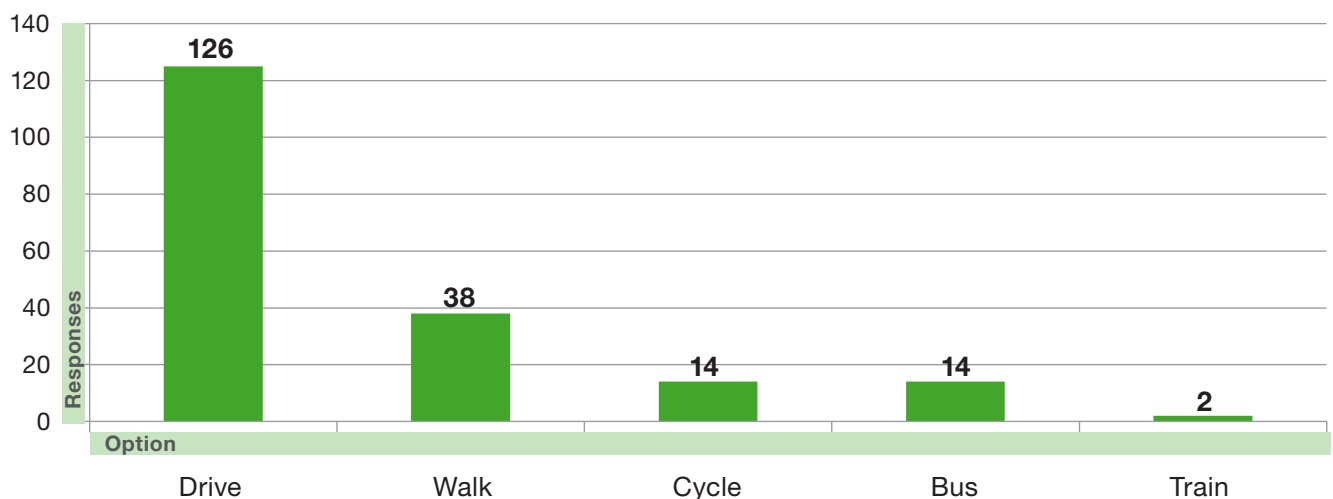
Survey Question Two – Did you know Parramatta Swimming Centre is closing?

All survey respondents provided an answer to this question. 81.9% of people were aware of the pool closure.



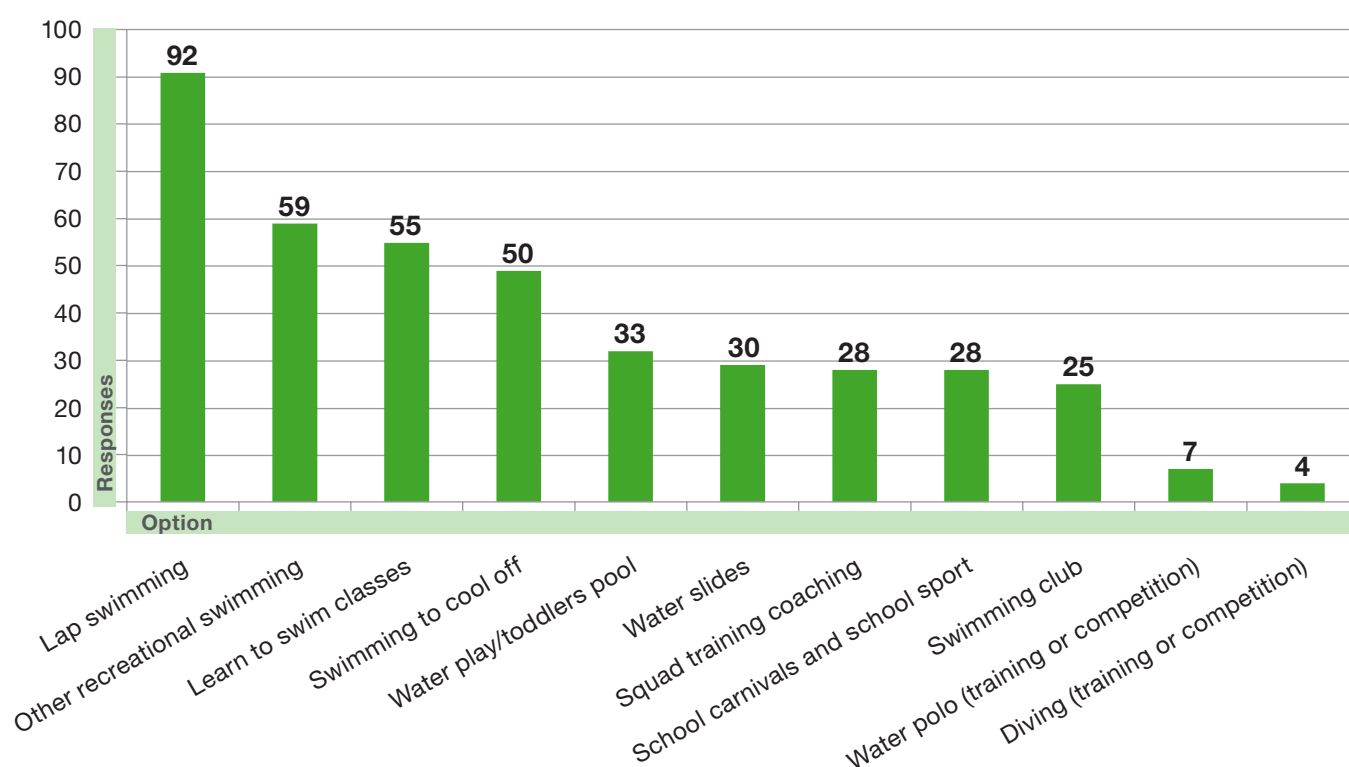
Survey Question Three – How do you get to the Parramatta Swimming Centre?

100% of survey respondents provided at least one answer to this question. It should be noted that respondents were able to select more than one option. The majority of people, 78.8% indicated they drive to the Parramatta Swimming Centre, while 23.8% indicated they walk. A number of survey respondents also indicated they cycle to the swimming centre or catch public transport.



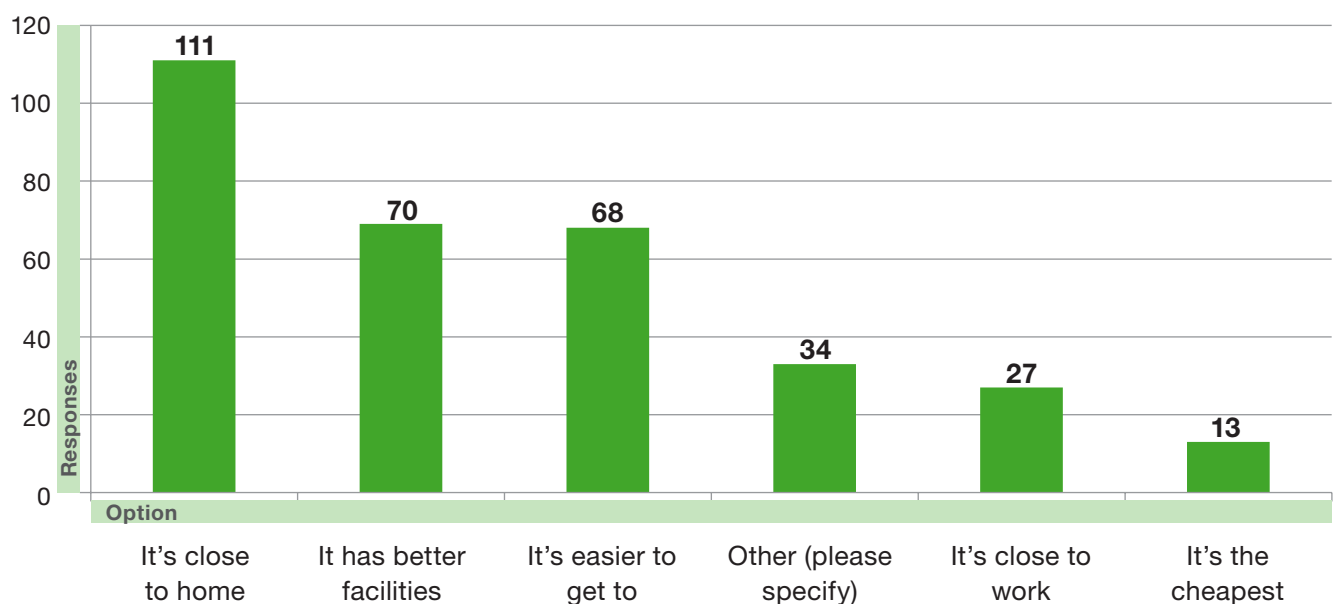
Survey Question Four – What services and experiences do you and/or your family currently access at Parramatta Swimming Centre?

100% of survey respondents provided at least one answer to this question. It should be noted that respondents were able to select more than one option. Just over half of people, 57.5% indicated that they visit the Parramatta Swimming Centre to use its lap pool. The second and third most popular responses were 'other recreational swimming' and 'learn to swim classes', respectively.



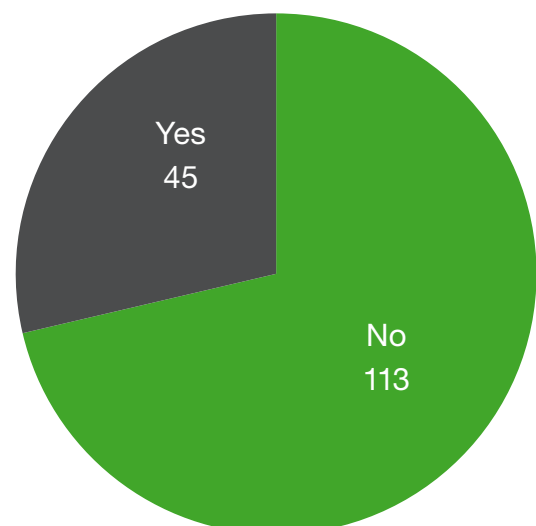
Survey Question Five – Why do you use Parramatta Swimming Centre instead of other swimming centres in the area?

98.1% of survey respondents provided at least one answer to this question. It should be noted that respondents were able to select more than one option. 70.7% of those who answered this question indicated they use Parramatta Swimming Centre because it is close to where they live, 44.6% indicated that it has better facilities, and 43.3% indicated that it was the easiest facility to get to.



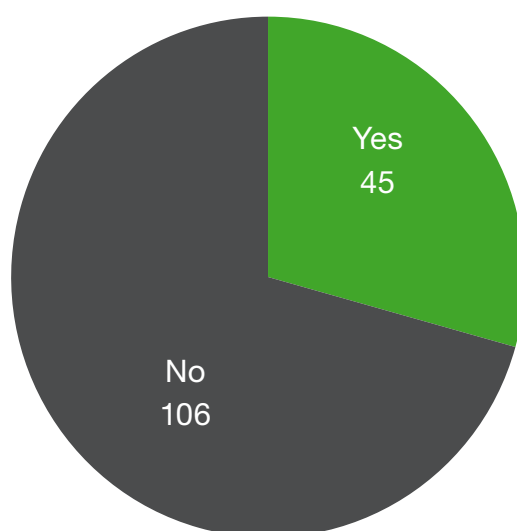
Survey Question Six – Do you use any other swimming facilities in the area?

98.8% of survey respondents provided an answer to this question. 71.5% of those who answered the question indicated they did not use any other swimming facilities in the area. Swimming pools at Granville (24.4%), Baulkham Hills (20%), Oakhill (11.1%), Wentworthville (11.1%) and Sydney Olympic Park (6.7%) were commonly noted as the alternative facilities used by those who answered yes to the question.

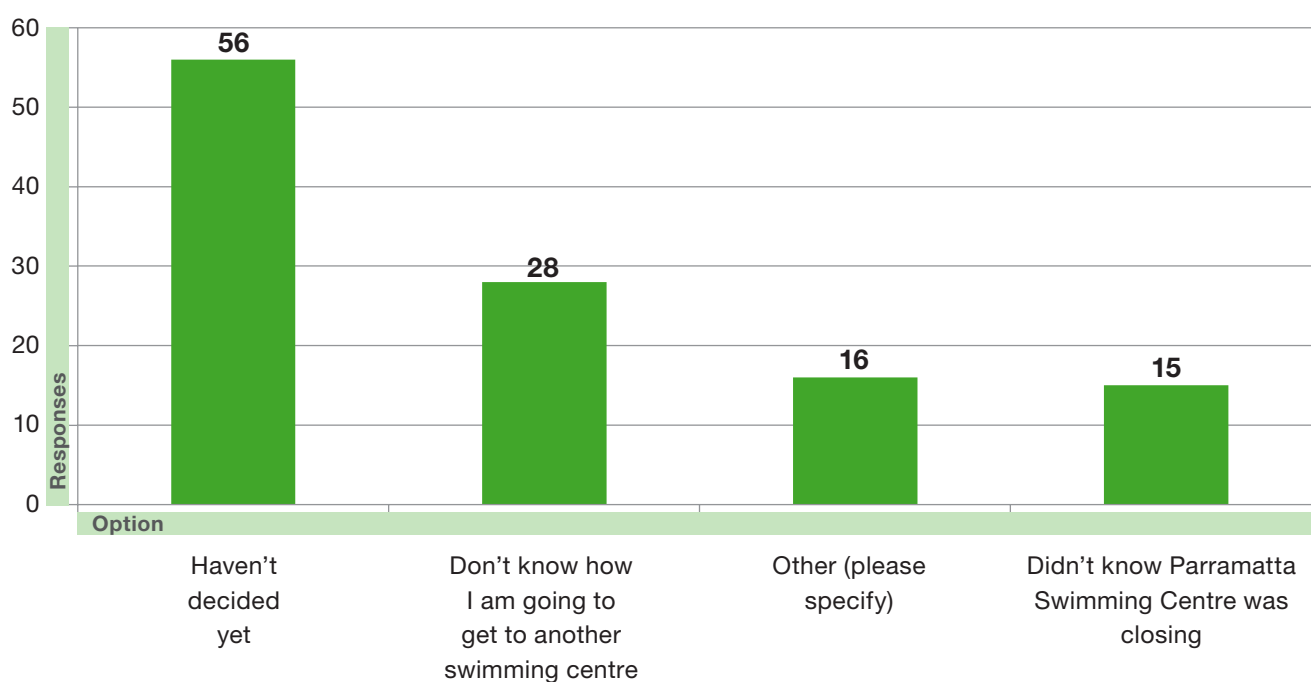


Survey Question Seven – Do you know where you will swim once Parramatta Swimming Centre is closed?

94.3% of survey respondents provided an answer to this question. 70.2% of those who answered the question indicated they did not know where they would swim following the closure of Parramatta Swimming Centre.



57.7% respondents who provided a reason for this had not yet made alternative plans, and 28.9% indicated then didn't know how they would get to another swimming centre.

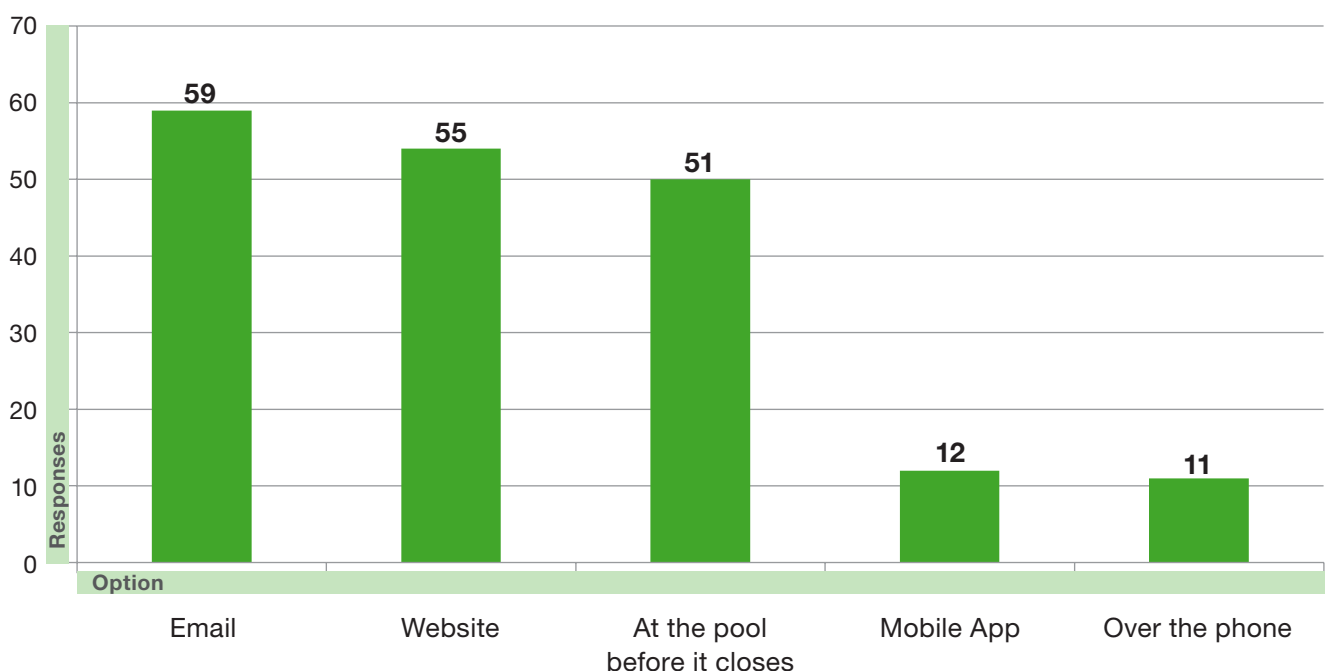


29.8% of those who answered the question indicated they knew where they would swim once Parramatta Swimming Centre is closed. When asked where, an additional eleven responses were provided, making the total number of suggestions provided greater than the number of positive responses to the original question. It should be noted that respondents were able to select more than one option.

32.1% of respondents who provided a positive response to this question indicated they would visit **Granville** Swimming Centre, and 37.5% provided other suggestions and comments. In particular, **Baulkham Hills** and **Stanhope** swimming centres were suggested several times.

Survey Question Eight – How would you prefer to find out more information on where you can swim once the pool is closed?

90% of survey respondents provided at least one answer to this question. It should be noted that respondents were able to select more than one option. 41% of those who answered this question indicated a preference for information to be sent via email, and detailed their preferred email addresses. 38.2% of people who provided a response indicated a preference for information to be available on a website, and 35.4% indicated a preference for information to be available at the pool before it closes.



Appendices

A Fact Sheet

B Survey

A Fact Sheet

The following information was made available in hard copy at the pop up stalls and handed out by staff members to pool users.

Western Sydney Stadium

Fact sheet – January 2017

The new Western Sydney Stadium is a 30,000 seat world class venue that will revolutionise the spectator experience.

The stadium is the first project to be delivered under the NSW Government's \$1.6 billion Stadia Strategy to improve sporting infrastructure across the state.

The new Western Sydney Stadium will:

- » be able to cater for bigger crowds, provide an improved game day experience and bring major benefits to the Western Sydney economy
- » generate approximately 1,200 jobs during construction and between 600 and 900 jobs once operational for sporting event days and major events
- » cater for a range of sporting and community uses within the precinct.

The new stadium will be built on the existing Pirtek Stadium site in Parramatta. Infrastructure NSW is delivering the project in partnership with Venues NSW on behalf of the NSW Government. Lendlease has been awarded the contract to design and construct the new stadium following a competitive tender process.

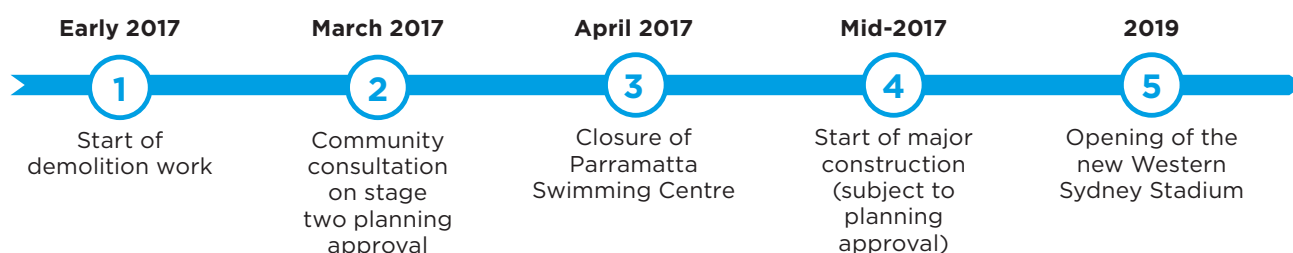
Main design features

- » Seating for 30,000 people closer to the field than any other stadium in Australia and all seats will have full roof coverage
- » Capable of hosting football, rugby league, rugby union, and concert events
- » Improved food and beverage facilities
- » Five levels of premium, corporate and function spaces
- » Big screens and modern technology including WIFI throughout the stadium
- » Broadcast facilities, ticketing, security and administration
- » Improved walking and public transport access
- » High quality public plazas and landscaping around the stadium including an 'activation zone' on O'Connell Street which can all be used for community events and market days.

Stage two planning approval

Stage one planning approval for the project, which covered concept proposal and demolition work, was granted in December 2016. The second stage of planning approval for the project involves detailed design of the new stadium as well as construction and operation. A planning application will be submitted in early 2017 and the community will be invited to comment on the design when the application is placed on public display.

Timeline



Closure of the Parramatta Swimming Centre

The Parramatta Swimming Centre is being relocated to make way for the new stadium. A larger venue means the new stadium requires a larger overall footprint and circulation zones for pedestrian and emergency vehicle access. Information on interim swimming arrangements will be made available soon.

City of Parramatta Council is undertaking planning of a new swimming centre, including securing a suitable location. In collaboration with Parramatta Park Trust, Council is investigating the suitability of the Mays Hill Precinct (former Parramatta Golf Course).

To register your interest in future community consultations regarding a new pool, please contact City of Parramatta on 9806 5050 or email poolupdate@cityofparramatta.nsw.gov.au

For more information on the Mays Hill Precinct Master Plan, being developed by the Parramatta Park Trust please contact the Trust on 9895 7500 or email info@ppt.nsw.gov.au



Project and community enquiries

WANT TO FIND OUT MORE ABOUT THE PROJECT? PLEASE CONTACT US:



1800 962 221



[WWW.INSW.COM/
WESTERNSYDNEYSTADIUM](http://WWW.INSW.COM/WESTERNSYDNEYSTADIUM)



[WESTSYDSTADIUM@
LENDLEASE.COM](mailto:WESTSYDSTADIUM@LENDLEASE.COM)

B Survey

Survey copy

The following survey was conducted in person at the pop up information sessions.

Closure of Parramatta Swimming Centre

Survey to help develop interim swimming arrangements

January 2017

Thank you for participating in our survey. The responses you provide will help Infrastructure NSW and City of Parramatta develop interim swimming arrangements to be implemented once the Parramatta Swimming Centre has closed to minimise disruption and ensure continuity for users.

Privacy statement:

Infrastructure NSW is subject to the *Privacy and Personal Information Protection Act 1998* (PIPP Act) which requires that we comply with the Information Privacy Principles set out in the PPIP Act. Any information provided to us as part of this survey is collected for the sole purpose of helping us develop interim swimming arrangements and tools to promote awareness of, and access to, alternative swimming facilities. Infrastructure NSW and the City of Parramatta are working in partnership to develop the interim arrangements and any information you share with us, will be shared with City of Parramatta Council. Your information will be stored at Level 15, 167 Macquarie Street Sydney NSW 2000. You have the right to access and correct the information if you believe that it is incorrect.

1. What suburb do you live in? _____

2. Did you know Parramatta Swimming Centre is closing?

☐ Yes

☐ No

3. How do you get to the Parramatta Swimming Centre?

☐ Walk

☐ Drive

☐ Train

☐ Bus

☐ Cycle

☐ Other: please specify _____

4. What services and experiences do you and/or your family currently access at Parramatta Swimming Centre ?

☐ Learn to swim classes

☐ Lap swimming

☐ Squad training coaching

☐ Swimming club

☐ School carnivals and school sport

☐ Swimming to cool off

☐ Other recreational swimming

☐ Water slides

☐ Water play/toddlers pool

☐ Water polo (training or competition)

☐ Diving (training or competition)

5. Why do you use Parramatta Swimming Centre instead of other swimming centres in the area?

- | | |
|--|---|
| <input type="checkbox"/> It's close to home | <input type="checkbox"/> It's close to work (please list suburb of workplace) |
| <input type="checkbox"/> It's easier to get to | <input type="checkbox"/> It has better facilities |
| <input type="checkbox"/> It's the cheapest | <input type="checkbox"/> Other: please specify _____ |

6. Do you use any other swimming facilities in the area?

- ☐ Yes: please provide details _____
- ☐ No

7. Do you know where you will swim once Parramatta Swimming Centre is closed?

- ☐ No ☐ Yes

If yes, please choose:

- | | |
|--|---|
| <input type="checkbox"/> Granville Swimming Centre | <input type="checkbox"/> Epping Aquatic Centre |
| <input type="checkbox"/> Merrylands Swimming Centre | <input type="checkbox"/> Wentworthville Swimming Centre |
| <input type="checkbox"/> A private swimming facility | <input type="checkbox"/> Other: please specify _____ |

If no, please choose:

- ☐ Didn't know Parramatta Swimming Centre was closing
- ☐ Don't know how I am going to get to another swimming centre
- ☐ Haven't decided yet
- ☐ Other: please specify _____

8. How would you prefer to find out more information on where you can swim once the pool is closed?

- | | |
|--|---|
| <input type="checkbox"/> Website | <input type="checkbox"/> Mobile app |
| <input type="checkbox"/> At the pool before it is closed | <input type="checkbox"/> Over the phone |
| <input type="checkbox"/> Email: please specify _____ | |

Survey results

The following quantitative data was obtained from an analysis of the completed surveys.

Survey Question One – What suburb do you live in?

What suburb do you live in?		
Answer Options		Response Count
		160
	answered question	160
	skipped question	0
Responses	Response Percent	Response Count
Parramatta	15.0%	24
North Parramatta	10.6%	17
Westmead	6.9%	11
Dundas	5.6%	9
Baulkham Hills	4.4%	7
Northmead	4.4%	7
Winston Hills	4.4%	7
Oatlands	3.1%	5
Carlingford	2.5%	4
North Rocks	2.5%	4
Telopea	2.5%	4
Blacktown	1.9%	3
Ermington	1.9%	3
Kellyville	1.9%	3
Rydalmere	1.9%	3
Beecroft	1.3%	2
Castle Hill	1.3%	2
Greystanes	1.3%	2
Guildford	1.3%	2
Lidcombe	1.3%	2
Merrylands	1.3%	2
Seven Hills	1.3%	2
The Ponds	1.3%	2
Wentworthville	1.3%	2

Responses	Response Percent	Response Count
Beacon Hills	0.6%	1
Beaumont Hills	0.6%	1
Bondi	0.6%	1
Bulli	0.6%	1
Chester Hill	0.6%	1
Clear Island Waters, QLD	0.6%	1
Concord	0.6%	1
Croydon Park	0.6%	1
Dural	0.6%	1
Elanora Heights	0.6%	1
Girraween	0.6%	1
Granville	0.6%	1
Harris Park	0.6%	1
Lansvale	0.6%	1
Liverpool	0.6%	1
Middleton Grange	0.6%	1
North Epping	0.6%	1
NSW	0.6%	1
Old Toongabbie	0.6%	1
Old Townville	0.6%	1
Penrith	0.6%	1
Petersham	0.6%	1
Rosehill	0.6%	1
South Granville	0.6%	1
St Ives	0.6%	1
Sydney Olympic Park	0.6%	1
Toongabbie	0.6%	1
Various – regular contractor	0.6%	1
Warrimoo	0.6%	1
West Pennant Hills	0.6%	1
Wetherill Park	0.6%	1

Survey Question Two – Did you know Parramatta Swimming Centre is closing?

Did you know Parramatta Swimming Centre is closing?		
Answer Options	Response Percent	Response Count
Yes	81.9%	131
No	18.1%	29
	answered question	160
	skipped question	0

Survey Question Three – How do you get to the Parramatta Swimming Centre?

How do you get to the Parramatta Swimming Centre?		
Answer Options	Response Percent	Response Count
Drive	78.8%	126
Walk	23.8%	38
Cycle	8.8%	14
Bus	8.8%	14
Train	1.3%	2
	answered question	160
	skipped question	0

Survey Question Four –

What services and experiences do you and/or your family currently access at Parramatta Swimming Centre?

What services and experiences do you and/or your family currently access at Parramatta Swimming Centre?		
Answer Options	Response Percent	Response Count
Lap swimming	57.5%	92
Other recreational swimming	36.9%	59
Learn to swim classes	34.4%	55
Swimming to cool off	31.3%	50
Water play/toddlers pool	20.6%	33
Water slides	18.8%	30
Squad training coaching	17.5%	28
School carnivals and school sport	17.5%	28
Swimming club	15.6%	25
Water polo (training or competition)	4.4%	7
Diving (training or competition)	2.5%	4
	answered question	160
	skipped question	0

Survey Question Five –

Why do you use Parramatta Swimming Centre instead of other swimming centres in the area?

Why do you use Parramatta Swimming Centre instead of other swimming centres in the area?		
Answer Options	Response Percent	Response Count
It's close to home	70.7%	111
It has better facilities	44.6%	70
It's easier to get to	43.3%	68
Other (please specify)	21.7%	34
It's close to work	17.2%	27
It's the cheapest	8.3%	13
	answered question	157
	skipped question	3

Survey Question Six –

Do you use any other swimming facilities in the area?

Do you use any other swimming facilities in the area?		
Answer Options	Response Percent	Response Count
No	71.5%	113
Yes	28.7%	45
	answered question	158
	skipped question	2

If yes, please specify

Answers	Response Percent	Response Count
Granville	11	24.4%
Baulkham Hills	9	20.0%
Oakhill	5	11.1%
Wentworthville Pool sometimes	5	11.1%
Sydney Olympic Centre	4	8.9%
Ryde Aquatic Centre	3	6.7%
Blacktown	2	4.4%
Birrong Pools	1	2.2%
Castle Hill RSL	1	2.2%
Glenbrook swim centre	1	2.2%
Homebush and Dence Park Epping	1	2.2%
Lake Parramatta	1	2.2%
Merrylands Pool	1	2.2%
Northmead Swimming Centre	1	2.2%
Parriewood	1	2.2%
Rydalmere	1	2.2%
Stanhope Gardens	1	2.2%
Sydney aquatic centre	1	2.2%
Willoughby	1	2.2%
	answered question	45

Survey Question Seven –

Do you know where you will swim once Parramatta Swimming Centre is closed?

Do you know where you will swim once Parramatta Swimming Centre is closed?		
Answer Options	Response Percent	Response Count
Yes	29.8%	45
No	70.2%	106
answered question		151
skipped question		9

If yes, please specify

Answer Options	Response Percent	Response Count
Other (please specify)	37.5%	21
Granville swimming centre	32.1%	18
Wentworthville swimming centre	12.5%	7
A private swimming facility	12.5%	7
Merrylands swimming centre	7.1%	4
Epping Aquatic Centre	7.1%	4

	Response Percentage	Response Count
Baulkham Hills	23.81%	5
Stanhope	14.29%	3
Oakhill College	9.52%	2
Ryde Aquatic Centre	9.52%	2
Birrong	4.76%	1
Blacktown	4.76%	1
Glenbrook	4.76%	1
Homebush	4.76%	1
Lake Parramatta	4.76%	1
Northmead	4.76%	1
Riverstone	4.76%	1
Wetherill Park	4.76%	1
Other	4.76%	1
answered question		56
skipped question		104

If no, please choose

Answer Options	Response Percent	Response Count
Haven't decided yet	57.7%	56
Don't know how I am going to get to another swimming centre	28.9%	28
Didn't know Parramatta Swimming Centre was closing	15.5%	15
Other (please specify)	16.5%	16
» <i>Blacktown Aquatic Centre</i>		
» <i>Depends on NSW Water Polo</i>		
» <i>Didn't know where other facilities were</i>		
» <i>Don't like other open swimming pool as Parramatta is much nicer than others</i>		
» <i>Hours are better than any other centre – others are full of squads and can't swim</i>		
» <i>I don't agree with it. There's already few facilities for local community</i>		
» <i>May have to stop swimming</i>		
» <i>My family uses public transport and it will be too hard to get to another</i>		
» <i>Need to source appropriate water polo specific value</i>		
» <i>No other outdoors pools in the area to the same standard as Parramatta</i>		
» <i>Not Epping – Stupid idea</i>		
» <i>Nothing else local open</i>		
» <i>Oppose the closure of Parramatta War Memorial Swimming pool</i>		
» <i>Perhaps not swim/as much – bad outcome</i>		
» <i>Thought Wentworth was closing</i>		
» <i>Trying to find a pool I can cycle to or a bike path and is an outdoor pool</i>		
answered question		97
skipped question		63

Survey Question Eight –

How would you prefer to find out more information on where you can swim once the pool is closed?

How would you prefer to find out more information on where you can swim once the pool is closed?		
Answers	Response Percent	Response Count
Email	41.0%	59
Website	38.2%	55
At the pool before it closes	35.4%	51
Mobile app	8.3%	12
Over the phone	7.6%	11
	answered question	144
	skipped question	16

www.elton.com.au



Appendix B - Directory and contact list of alternative swimming pool facilities

Swimming centre	Address	Facilities	Parking	For more information
Macarthur Girls High School	-19 Macarthur Street, Parramatta (pool entrance on Stewart Street)	6-lane 25m outdoor heated pool Change rooms and showers Snack bar	Free off-street parking (2 hours)	Call: 02 9806 5700 Visit: www.cityofparramatta.nsw.gov.au/recreation-environment/swimming/macarthur-girls-high-school-pool
Epping Aquatic and Leisure Centre	Dence Park, 26 Stanley Road, Epping	6-lane 50m outdoor pool Dive pool Covered toddler's play pool Change rooms and showers Snack bar Pools are heated to 27 degrees	Free off-street parking (2 hours, and paid thereafter) for approximately 50 cars	Call: 02 9806 5633 Visit: www.cityofparramatta.nsw.gov.au/epping-aquaticcentre
Merrylands Swimming Centre	17 Burnett Street, Merrylands	Fully outdoors 8-lane 50m competition pool Training pool Babies pool Change rooms and showers Pools are heated to 27 degrees	Free off-street parking for approximately 200 cars	Call: 02 9637 6618 Visit: www.cumberland.nsw.gov.au/services/swimming-pools/swimming-pool-locations-and-opening-times
Guildford Swimming Centre	Corner of Guildford Road and Tamplin Street, Guildford	6-lane 25m indoor competition pool 4-lane outdoor pool Babies pool Change rooms and showers Pools are heated to 28 degrees	Free off-street parking for approximately 100 cars	Call: 02 9632 1491 Visit: www.cumberland.nsw.gov.au/services/swimming-pools/swimming-pool-locations-and-opening-times

Swimming centre	Address	Facilities	Parking	For more information
Wentworthville Swimming Centre	115 Dunmore Street, Wentworthville	Fully outdoors 7-lane 50m competition pool Training pool Babies pool Change rooms and showers Pools are heated to approximately 28 degrees	Free off-street parking for approximately 200 cars	Call: 02 9631 9439 Visit: www.cumberland.nsw.gov.au/services/swimming-pools/swimming-pool-locations-and-opening-times
Ruth Everuss Aquatic Centre	Church Street, Lidcombe	10-lane 50m outdoor pool Outdoor water polo pool 6-lane 25m indoor pool Family leisure and program pool Interactive shaded water play Change rooms and showers Extensive spectator seating Sun shelters and grassed areas Shop Pools are heated	Free off-street parking at the junction of Church Street and Olympic Drive	Call: 02 9749 5031 Visit: www.auburnaquaticcentre.com.au/
Granville Swimming Centre	Enid Avenue, Granville	Fully outdoors 7-lane 50m pool 25m program pool Babies' pool Grass areas Kiosk Change rooms and showers Pools are heated to approximately 27-29 degrees	Free on-street parking, mostly 2 hour	Call: 02 9637 1593 Visit: www.cumberland.nsw.gov.au/services/swimming-pools/swimming-pool-locations-and-opening-times
Lake Parramatta	Enter from Lackey Street via Bourke Street, North Parramatta	Designated swimming area Non-motorised boating facilities Children's playground Walking trails Public toilets BBQs and picnic	Free off-street parking for 68 cars	Call: 02 9806 5050 Visit: www.cityofparramatta.nsw.gov.au/recreation-environment/sports-facilities/swimming/swimming-at-lake-parramatta

Swimming centre	Address	Facilities	Parking	For more information
		facilities Kiosk		
Sydney Olympic Park Aquatic Centre	Olympic Boulevard, Sydney Olympic Park	Fully indoors 10-lane 50m Olympic pool 8-lane 50m training pool Utility pool - diving pool Spas, steam and sauna room Splasher's Water Playground Water Slides Rapid River Ride Change rooms and showers Pools are heated	A number of parking options (paid and unpaid) are on offer at Sydney Olympic Park. Please visit: www.aquaticcentre.com.au for specific information.	Call: 02 9714 7500 Visit: www.aquaticcentre.com.au
Blacktown Aquatic Centre	4 Boyd Street, Blacktown	8-lane Olympic indoor 50m pool 6 lane outdoor 50m pool (closed in Winter) Outdoor sheltered toddler's pool Café Outdoor picnic and play areas Giant water inflatables Change rooms and showers Pools are heated	Free off-street parking	Call: 02 9622 2279 Visit: www.blacktown.nsw.gov.au/Services/Aquatic-and-leisure-centres/Our-pools-and-leisure-centres/Blacktown-Aquatic-Centre
Ryde Aquatic Leisure Centre	504 Victoria Road, Ryde	Fully indoors 50m Olympic pool with moveable boom (for 2 x 25m) 25m indoor pool Warm water program pool 40m wave pool Children's wading pool Bubble whirl pools Rapid river 56m giant water slide Steam room, sauna, spa Change rooms and showers Pools are heated	Free off-street parking for 4hrs	Call: 02 8878 5111 Visit: www.ryde.nsw.gov.au/RALC

Swimming centre	Address	Facilities	Parking	For more information
Birrong Leisure Centre	Cnr Gascoigne & Wellington Roads, Birrong	8-lane 50m outdoor pool with disabled access ramp 8-lane 25m indoor pool Water play and spray park Kiosk Swim school and squads Grandstand and grassed area Change rooms and showers Pools are heated to 26-30 degrees	Free off-street parking	Call: 02 9644 8300 Visit: www.cbcity.nsw.gov.au/leisure-and-aquatic-centres/locations-and-contact/birrong-leisure-and-aquatic-centre

Appendix C - Directory and contact list of alternative learn to swim facilities

SWIM SCHOOL DIRECTORY



Parramatta Swimming Centre is closing 31 March 2017

This directory is here to help you find out where you
can keep attending swim school.

February 2017

Bass Hill

MYSWIM

- > **Location:** 106 Johnston Road, Bass Hill
- > **Months of operation:** All year
- > **Call:** 0447 420 846
- > **Email:** connect@myswim.com.au
- > **Visit:** myswim.com.au

Baulkham Hills

BLUE BUBBLES LEARN TO SWIM

- > **Location:** Baulkham Hills Squash and Fitness Centre, 14 Hill St Baulkham Hills
- > **Months of operation:** All year
- > **Call:** 02 9686 6772
- > **Email:** swim@bluebubbles.com.au
- > **Visit:** squashmate.com.au/wp/play-squash/swim

CARLILE SWIMMING

- > **Location:** 6 Century Circuit, Norwest Business Park, Baulkham Hills
- > **Call:** 02 9659 7665
- > **Visit:** carille.com.au/norwest-baulkham-hills

SWIM ACADEMY

- > **Location:** Waves Fitness and Aquatic Centre, 44 Mileham Avenue, Baulkham Hills
- > **Months of operation:** All year
- > **Call:** 02 9639 6133
- > **Email:** wavesreception@belgraveleisure.com.au
- > **Visit:** wavesfitnessandaquatic.com.au

Blacktown

BLACKTOWN AQUATIC CENTRE

- > **Location:** 4 Boyd Street, Blacktown
- > **Months of operation:** All year
- > **Call:** 02 9622 2279
- > **Email:** council@blacktown.gov.au
- > **Visit:** blacktown.nsw.gov.au



Birrong

BANKSTOWN SWIM SCHOOL BIRRONG

- > **Location:** Birrong Leisure Centre, Corner of Gascoigne and Wellington Roads, Birrong
- > **Months of operation:** All year
- > **Call:** 02 9644 8300
- > **Email:** council@canterbury.nsw.gov.au
- > **Visit:** bankstown.nsw.gov.au

Carlingford

CARLILE SWIMMING

- > **Location:** Level 3, Carlingford Court, Corner of Pennant Hills and Carlingford Roads, Carlingford
- > **Months of operation:** All year
- > **Call:** 02 9872 4477
- > **Visit:** carlile.com.au/carlingford

Castle Hill

C2K SWIMMING

- > **Location:** C2K Fitness and Aquatic Centre at Castle Hill RSL, 77 Castle Street, Castle Hill
- > **Months of operation:** All year
- > **Call:** 02 9846 1230
- > **Email:** swimreception@castlehillrsl.com.au
- > **Visit:** c2kfitnesscentre.com.au/swimming

Cherrybrook

CARLILE SWIMMING

- > **Location:** 33 Shepherds Drive, Cherrybrook
- > **Months of operation:** All year
- > **Call:** 02 9980 7822
- > **Visit:** carlile.com.au/cherrybrook

Epping

DOLPHINS SWIM SCHOOL

- > **Location:** Epping Aquatic Centre, Dence Park, 26 Stanley Road, Epping
- > **Months of operation:** October to April only
- > **Call:** 02 9630 3669
- > **Email:** dolphinsswim@netspace.net.au
- > **Visit:** cityofparramatta.nsw.gov.au

STANFORD SWIM SCHOOL

- > **Location:** Karonga School, Karonga Close, Epping
- > **Months of operation:** All year
- > **Call:** 0450 132 789
- > **Email:** enquiry_epi@stanfordswim.com.au
- > **Visit:** stanfordswim.com.au

Fairfield

FAIRFIELD LEISURE CENTRES SWIM SCHOOL

- > **Location:** Fairfield Leisure Centre, Vine Street, Fairfield
- > **Months of operation:** All year
- > **Call:** 02 9754 2078
- > **Email:** leisurecentres@fairfieldcity.nsw.gov.au
- > **Visit:** fairfieldcityleisurecentres.com.au

Granville

LEARN TO SWIM

- > **Location:** Granville Swimming Centre, Enid Avenue, Granville
- > **Months of operation:** All year
- > **Call:** 02 9637 1593
- > **Email:** council@cityofparramatta.nsw.gov.au
- > **Visit:** cityofparramatta.nsw.gov.au

Guildford

CUMBERLAND SWIM SCHOOL

- > **Location:** Guildford Swimming Centre, Corner of Guildford Road and Tamplin Street, Guildford
- > **Months of operation:** All year
- > **Call:** 02 9632 1491
- > **Email:** council@cumberland.nsw.gov.au
- > **Visit:** holroyd.nsw.gov.au

JUMP! SWIM SCHOOLS

- > **Location:** 12 Carrington Road, Guildford
- > **Months of operation:** All year
- > **Call:** 02 9721 0180
- > **Email:** admin@jumpswimschools.com.au
- > **Visit:** jumpswimschools.com.au/guildford

North Parramatta

SHELLY SWIMMING SCHOOL

- > **Location:** 23 Castle Street, North Parramatta
- > **Months of operation:** All year
- > **Call:** 0414 781 662
- > **Email:** support@shellyswimming.com
- > **Visit:** shellyswimming.com

North Rocks

AQUATICS DOWNUNDER

- > **Location:** 328-336 N Rocks Road, North Rocks
- > **Months of operation:** All year
- > **Call:** 02 9872 6860
- > **Email:** info@aquaticsdnunder.com.au
- > **Visit:** aquaticsdnunder.com.au

Northmead

COULTER SWIMMING

- > **Location:** 201 Windsor Road, Northmead
- > **Months of operation:** All year
- > **Call:** 9639 2222
- > **Email:** coulter.northmead@gmail.com
- > **Visit:** coulterswimming.com.au

Prairiewood

FAIRFIELD LEISURE CENTRES SWIM SCHOOL

- > **Location:** Prairiewood Leisure Centre, Prairie Vale Road, Prairiewood
- > **Months of operation:** All year
- > **Call:** 02 9757 2433
- > **Email:** leisurecentres@fairfieldcity.nsw.gov.au
- > **Visit:** fairfieldcityleisurecentres.com.au

Ryde

CARLILE SWIMMING

- > **Location:** Ryde Aquatic Leisure Centre, 16 Cross Street, Ryde
- > **Months of operation:** All year
- > **Call:** 02 9808 3199
- > **Visit:** carlile.com.au/ryde

Seven Hills

AQUATIC SAFETY TRAINING ACADEMY

- > **Location:** 78 Best Road, Seven Hills
- > **Months of operation:** All year
- > **Call:** 02 8814 8637
- > **Email:** info@aquaticacademy.com.au
- > **Visit:** aquaticacademy.com.au

JUMP! SWIM SCHOOL

- > **Location:** 55/45 Powers Road, Seven Hills
- > **Months of operation:** All year
- > **Call:** 02 9624 3076
- > **Email:** admin@jumpswimschools.com.au
- > **Visit:** jumpswimschools.com.au/seven-hills

Smithfield

AQUAKIDS

- > **Location:** Shop 7, 63A Brenan street, Smithfield
- > **Months of operation:** All year
- > **Call:** 02 9724 7644
- > **Email:** rsa@bigpond.net.au
- > **Visit:** aquakidsswimschool.com.au

Stanhope

AQUA LEARN TO SWIM

- > **Location:** Blacktown Leisure Centre, Corner of Stanhope Parkway and Sentry Drive, Stanhope Gardens
- > **Months of operation:** All year
- > **Call:** 02 9421 2600
- > **Email:** aqua.blacktown@blacktown.nsw.gov.au
- > **Visit:** blacktown.nsw.gov.au

Sydney Olympic Park

SYDNEY OLYMPIC PARK SWIM SCHOOL

- > **Location:** Sydney Olympic Park Aquatic Centre, Olympic Boulevard, Sydney Olympic Park
- > **Months of operation:** All year
- > **Call:** 02 9714 7500
- > **Email:** aquaticcentre@sopa.nsw.gov.au
- > **Visit:** aquaticcentre.com.au

Villawood

BANKSTOWN LEISURE CENTRES SWIM SCHOOL

- > **Location:** Wran Leisure Centre, Gundaroo Street, Villawood
- > **Months of operation:** All year
- > **Call:** 02 9726 2283
- > **Email:** council@canterbury.nsw.gov.au
- > **Visit:** bankstown.nsw.gov.au

JUMP! SWIM SCHOOL

- > **Location:** 850 Woodville Road, Villawood
- > **Months of operation:** All year
- > **Call:** 02 8747 2261
- > **Email:** admin@jumpswimschools.com.au
- > **Visit:** jumpswimschools.com.au/villawood

Wentworthville

CUMBERLAND SWIM SCHOOL

- > **Location:** Wentworthville Swimming Centre, 115 Dunmore Street, Wentworthville
- > **Months of operation:** October to end March
- > **Call:** 02 9631 9439
- > **Email:** council@cumberland.nsw.gov.au
- > **Visit:** holroyd.nsw.gov.au



Where do I go for more information?

We encourage everyone to visit the listed websites for complete and up to date swim school details. When considering alternative learn to swim facilities, we recommend taking the time to visit potential swim schools to determine which is most suitable for your needs – talk to staff, assess the pool environment and watch a lesson before making a final decision.

If you have any further questions about the closure of Parramatta Swimming Centre, or to register your interest in future community consultation regarding a new pool:



1300 617 058



poolupdate@cityofparramatta.nsw.gov.au



cityofparramatta.nsw.gov.au/poolupdate



If you need an interpreter, please call TIS National on 131 450 and ask them to telephone City of Parramatta Council on 1300 617 058

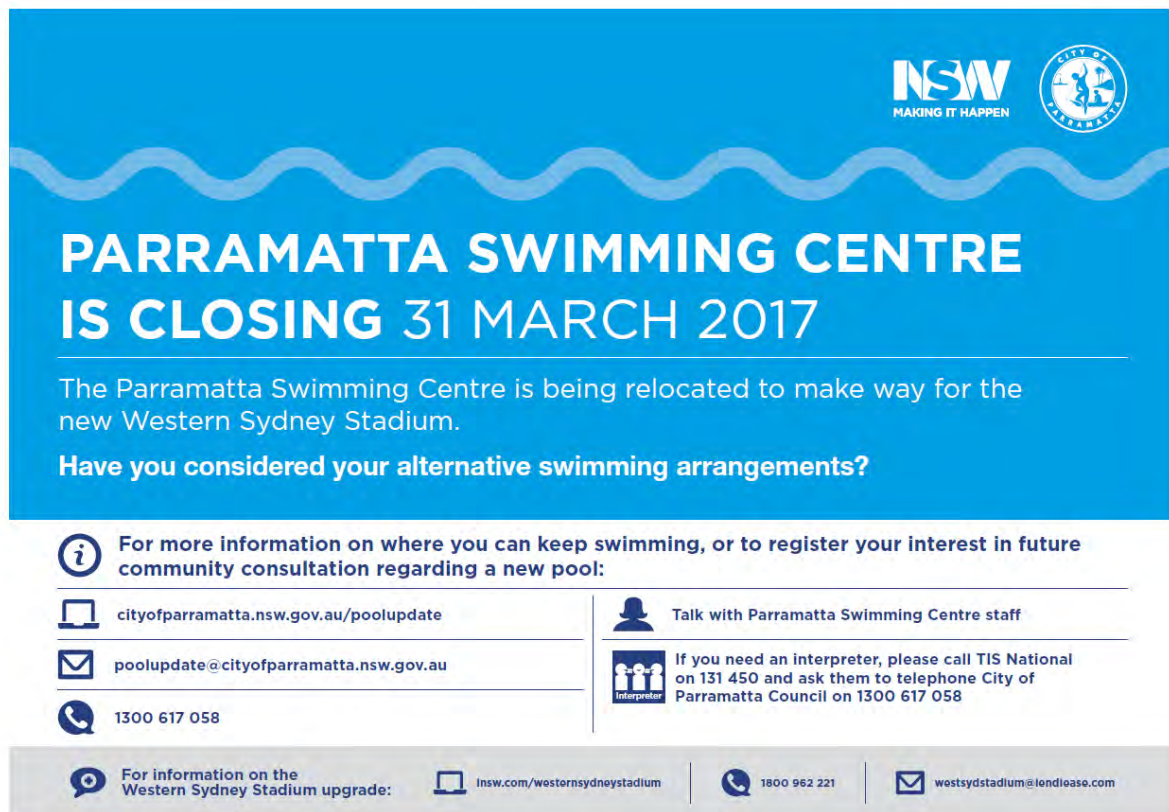


For information on the Western Sydney Stadium upgrade visit nsw.com/westernsydneystadium, or contact 1800 962 221 or westsydstadium@lendlease.com

Disclaimer: While every care is taken to ensure the accuracy of the data within this document, the providers of the data do not make any representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose.

Appendix D – Signage placed around Parramatta Swimming Centre

This signage has also been translated into Hindi, Arabic, Korean and Simplified Chinese.



The image shows a blue rectangular sign with white text and logos. At the top right are the NSW logo (with the tagline 'MAKING IT HAPPEN') and the City of Parramatta logo. Below these is a white wavy line representing water. The main text reads 'PARRAMATTA SWIMMING CENTRE IS CLOSING 31 MARCH 2017'. Below this, it says 'The Parramatta Swimming Centre is being relocated to make way for the new Western Sydney Stadium.' and 'Have you considered your alternative swimming arrangements?'. The bottom section contains contact information for more information, including a website, email, and phone number, as well as information about an interpreter service. The very bottom of the sign has a grey bar with additional contact information for the Western Sydney Stadium upgrade.

NSW
MAKING IT HAPPEN

CITY OF PARRAMATTA

**PARRAMATTA SWIMMING CENTRE
IS CLOSING 31 MARCH 2017**

The Parramatta Swimming Centre is being relocated to make way for the new Western Sydney Stadium.

Have you considered your alternative swimming arrangements?

i For more information on where you can keep swimming, or to register your interest in future community consultation regarding a new pool:

laptop icon cityofparramatta.nsw.gov.au/poolupdate

envelope icon poolupdate@cityofparramatta.nsw.gov.au

phone icon 1300 617 058

person icon Talk with Parramatta Swimming Centre staff

interpreter icon If you need an interpreter, please call TIS National on 131 450 and ask them to telephone City of Parramatta Council on 1300 617 058

speech bubble icon For information on the Western Sydney Stadium upgrade: **laptop icon** nsw.com/westernsydnestadium **phone icon** 1800 962 221 **envelope icon** westsydstadium@londlease.com

Appendix E – Advertisement placed in the Parramatta Advertiser and Hills Shire News



PARRAMATTA SWIMMING CENTRE IS CLOSING

31 MARCH 2017

The Parramatta Swimming Centre is being relocated to make way for the new Western Sydney Stadium.

Have you considered your alternative swimming arrangements?



For more information on where you can keep swimming, or to register your interest in future community consultation regarding a new pool:

-  cityofparramatta.nsw.gov.au/poolupdate
-  poolupdate@cityofparramatta.nsw.gov.au
-  **1300 617 058**



If you need an Interpreter, please call TIS National on **131 450** and ask them to telephone City of Parramatta Council on **1300 617 058**



For information on the Western Sydney Stadium upgrade visit nsw.com/westernsydneystadium, or contact **1800 962 221** or westsydstadium@lendlease.com

Appendix F – A5 postcard placed in a number of community venues

This signage has also been translated into Hindi, Arabic, Korean and Simplified Chinese.



The postcard features a blue header with the NSW logo (MAKING IT HAPPEN) and the City of Parramatta logo. Below the header, a wavy line separates the title from the main text. The title reads 'PARRAMATTA SWIMMING CENTRE IS CLOSING 31 MARCH 2017'. The main text, on a dark blue background, asks 'Have you considered your alternative swimming arrangements?' with an icon of a swimmer. Below this, an information icon is followed by the text: 'For more information on where you can keep swimming, or to register your interest in future community consultation regarding a new pool:'. Contact details include a laptop icon for the website cityofparramatta.nsw.gov.au/poolupdate, an envelope icon for the email poolupdate@cityofparramatta.nsw.gov.au, and a phone icon for the number 1300 617 058.

NSW
MAKING IT HAPPEN

CITY OF PARRAMATTA

**PARRAMATTA SWIMMING CENTRE
IS CLOSING 31 MARCH 2017**

Have you considered your alternative swimming arrangements?

i For more information on where you can keep swimming, or to register your interest in future community consultation regarding a new pool:

 cityofparramatta.nsw.gov.au/poolupdate |  poolupdate@cityofparramatta.nsw.gov.au

 **1300 617 058**

Why is the centre closing?

The Parramatta Swimming Centre is being relocated to make way for the new Western Sydney Stadium. The new stadium will be a larger venue and will require a larger overall footprint and circulation zones for pedestrian and emergency vehicle access.

For information on the Western Sydney Stadium upgrade visit insw.com/westernsydneystadium, or contact 1800 962 221 or westsydstadium@lendlease.com

When will a new swimming centre be built?

City of Parramatta Council is undertaking planning of a new swimming centre, including securing a suitable location. In collaboration with Parramatta Park Trust, Council is investigating the suitability of the Mays Hill Precinct (former Parramatta Golf Course).



This section contains contact information and a note about interpreters. On the left, there is a laptop icon for the website cityofparramatta.nsw.gov.au/poolupdate, an envelope icon for the email poolupdate@cityofparramatta.nsw.gov.au, and a phone icon for the number 1300 617 058. On the right, there is an 'Interpreter' logo and text stating: 'If you need an interpreter, please call TIS National on 131 450 and ask them to telephone City of Parramatta Council on 1300 617 058'.

 cityofparramatta.nsw.gov.au/poolupdate


 poolupdate@cityofparramatta.nsw.gov.au

 **1300 617 058**

 If you need an interpreter, please call TIS National on 131 450 and ask them to telephone City of Parramatta Council on 1300 617 058

Appendix G – Printed map with alternative swimming pool facilities

Front



Getting there

To take your public transport visit the Trip Planner website or call 131 500.

Lap swimming

Lap pools are available at all centres shown on the map overleaf.

Lessons and squads

LEARN TO SWIM

Dougherty Swim School also operates from Epping Aquatic Centre during term 4. The map offers details of a number of other local centres offering aqua training. There is also a number of private swim schools nearby. Please call City of Parramatta on 1300 617 058 or visit cityofparramatta.nsw.gov.au for a copy of the Swim School Directory for more information.

The map overleaf includes details of a number of other local centres offering aqua training. There is also a number of private swim schools nearby. Please call City of Parramatta on 1300 617 058 or visit cityofparramatta.nsw.gov.au for a copy of the Swim School Directory for more information.

Free entry Tuesdays

Free aquatic passes will still be available to NSW Seniors Card or Disability Pension Card holders who live in the Parramatta Local Government Area at Epping Aquatic Centre and Granville Swimming Centre. Visit City of Parramatta Council at 126 Church Street, Parramatta, to register for your free aquatic pass or call Council on 1300 617 058 for more information.

Free aquatic passes are also available to holders of NSW Aged or Disability Pension cards at Wentworthville Swimming Centre, Merrylands Swimming Centre and Guildford Swimming Centre. Call Cumberland Council on 02 9840 9840 for more information.

Where do I go for more information?

We encourage everyone to visit the listed websites for complete and up to date information.

If you have any further questions about the closure of Parramatta Swimming Centre, or to register your interest in future community consultation regarding a new pool:

1300 617 058

poolupdate@cityofparramatta.nsw.gov.au

cityofparramatta.nsw.gov.au/poolupdate

If you need an interpreter, please call TIS National on 131 450 and ask them to telephone City of Parramatta Council on 1300 617 058

For information on the Western Sydney Stadium upgrade visit www.westsydneystadium.com.au or contact 1800 962 221 or westsydstadium@ntendlease.com

Parramatta Swimming Centre is closing 31 March 2017

Have you considered your alternative swimming arrangements?

This map is here to help you find out where you can keep swimming.

NSW
MAKING IT HAPPEN

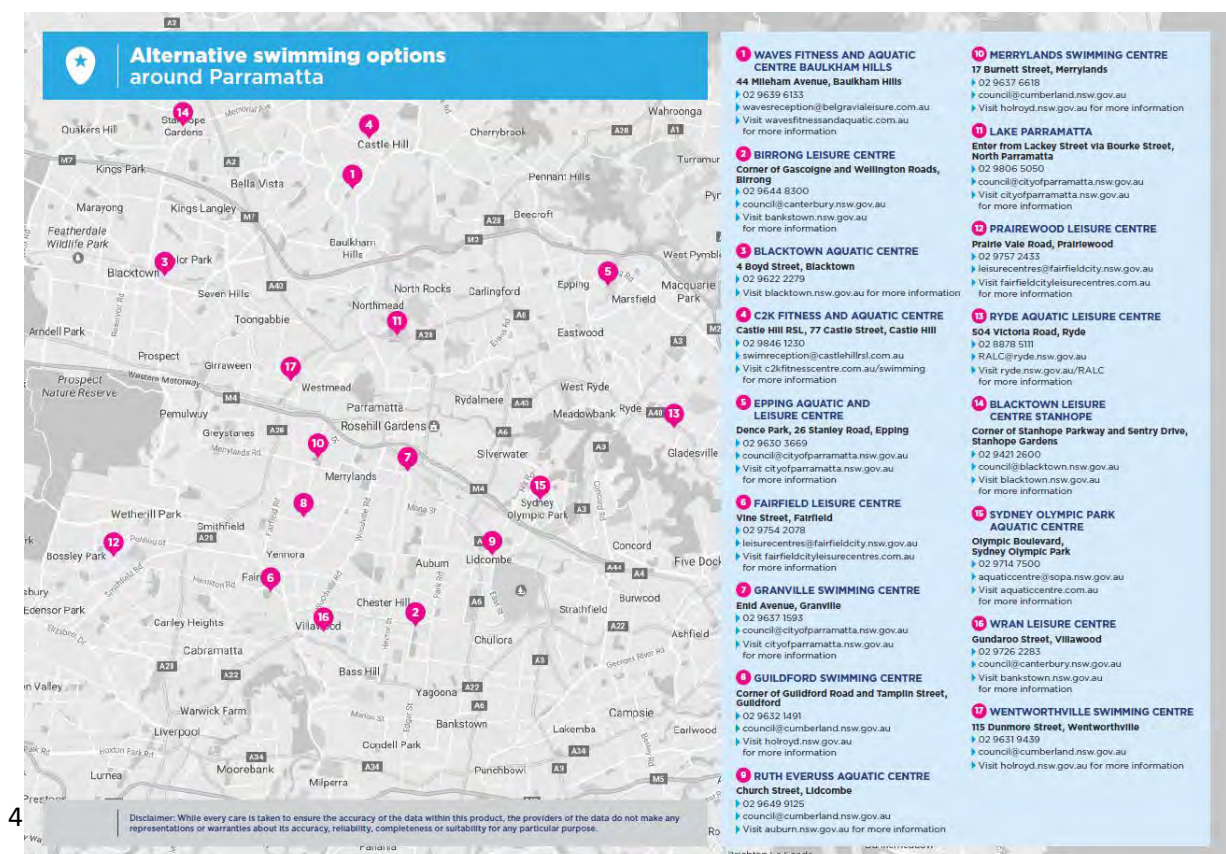
Recreational swimming

Recreational swimmers are welcome at all centres shown on the map overleaf. We encourage everyone to call ahead to confirm lane availability for specific times.

BBQ and/or picnic areas are available at:

- Granville Swimming Centre
- Lake Parramatta
- Blacktown Aquatic Centre
- Birrong Leisure Centre.

Back



Appendix H – Banner to be displayed at the pool once it's closed



 For more information on where you can keep swimming, or to register your interest in future community consultation regarding a new pool:

 cityofparramatta.nsw.gov.au/poolupdate

 poolupdate@cityofparramatta.nsw.gov.au

 1300 617 058

 If you need an interpreter, please call TIS National on 131 450 and ask them to telephone City of Parramatta Council on 1300 617 058