



# Community Engagement Strategy

2025-29

Includes the Community Engagement Framework and Community Participation Plan for Planning and Development Matters.



# Acknowledgement of Country

Walawaani (welcome),

Shoalhaven City Council recognises the First Peoples of the Shoalhaven and their ongoing connection to culture and country. We acknowledge Aboriginal people as the Traditional Owners, Custodians and Lore Keepers of the world's oldest living culture and pay respects to their Elders past, present and emerging.

Walawaani njindiwan (safe journey to you all)

This acknowledgment includes Dhurga language. We recognise and understand that there are many diverse languages spoken within the Shoalhaven.



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# Message from the Mayor

Community engagement and participation provides the foundation of our planning and decision-making process. It supports the development of policies, projects and services that reflect the values of local communities, as well as sharing information and building trust with Council.

The Community Engagement Strategy 2025-29 provides the direction for all our community engagement activities and helps to determine how, when and with whom we engage. It sets out the organisation's structured approach to consultation and guides the planning of engagement activities to effectively involve community members.

This plan incorporates two key documents, the Community Engagement Strategy and Framework, which helps guide how we consult the community about all projects, and the Community Participation Plan for Planning and Development Matters (CPP), which outlines how we will engage with the community specifically about matters relating to Council's land use planning and development functions.

We value our communities and are committed to working collaboratively and transparently with residents to ensure we achieve balanced outcomes that reflect the wishes of all stakeholders across the Shoalhaven.

I am a passionate advocate for the community and believe strongly in ensuring they continue to have a voice in Council matters. I am delighted to present this strategy and look forward to working with my colleagues to see it implemented over the next four years.

Patricia White

Mayor, Shoalhaven





## Chapter 1

# Community Engagement *Strategy and Framework*





# What is Community *Engagement*?

Community engagement, also known as public participation, is ensuring that the whole of community, is informed about matters affecting them and are provided with equal opportunities to provide feedback and inform decision making through consultation, participation and collaboration.



### **Why community engagement matters**

- Allows the community to influence decisions that directly affect them.
- Helps Council make informed decisions based on the community's views and values.
- Builds shared ownership and accountability between Council and the community for decisions made.

### **What is the purpose of a Community Engagement Strategy?**

- Provides direction for all our community engagement activities.
- Outlines who, when and how we will engage.
- Drives a coordinated, purposeful and effective community engagement approach.
- Ensures we deliver balanced outcomes that meet the needs of all stakeholders, whether they are impacted or simply interested.

### **What is the framework for?**

- Details our process for engagement during projects and initiatives.
- Establishes a consistent approach and sets a standard for engagement activities.
- Defines stakeholder roles in Council's decision-making process.



# Why do we need a Community Engagement Strategy?

**Council is required to comply with various legislative requirements that determine when and how we should consult with the community.**

## **Local Government Act 1993**

### **Section 402 – Community Strategic Plan**

Each local government area must have a Community Strategic Plan (CSP) that has been developed and approved by the Council. The CSP should reflect the community's main goals and ambitions for the future and look at least 10 years ahead.

### **Section 402A – Community Engagement Strategy**

A council needs to create and follow a strategy (called its Community Engagement Strategy) to involve local people when developing its plans, policies, and programs. This is to help decide what actions it should take, except for routine administration tasks.

### **Section 406 – Integrated planning and reporting guidelines**

Guidelines are set for Council to plan and report its activities in a coordinated way. They provide specific requirements for the preparation, development, consultation on and review of the contents for such documents as the Community Strategic Plan, Resourcing Strategy, Delivery Program, Operational Plan, Community Engagement Strategy, Annual Report and environmental reporting of a council.

## **Environmental Planning and Assessment Act 1979**

### **Division 2.6 – Community participation**

Every planning group, like the Council, must involve the community when creating policies and evaluating them. This involves showing plans to the public for a certain amount of time, notifying the community about the plans, and explaining the reason behind any decisions.

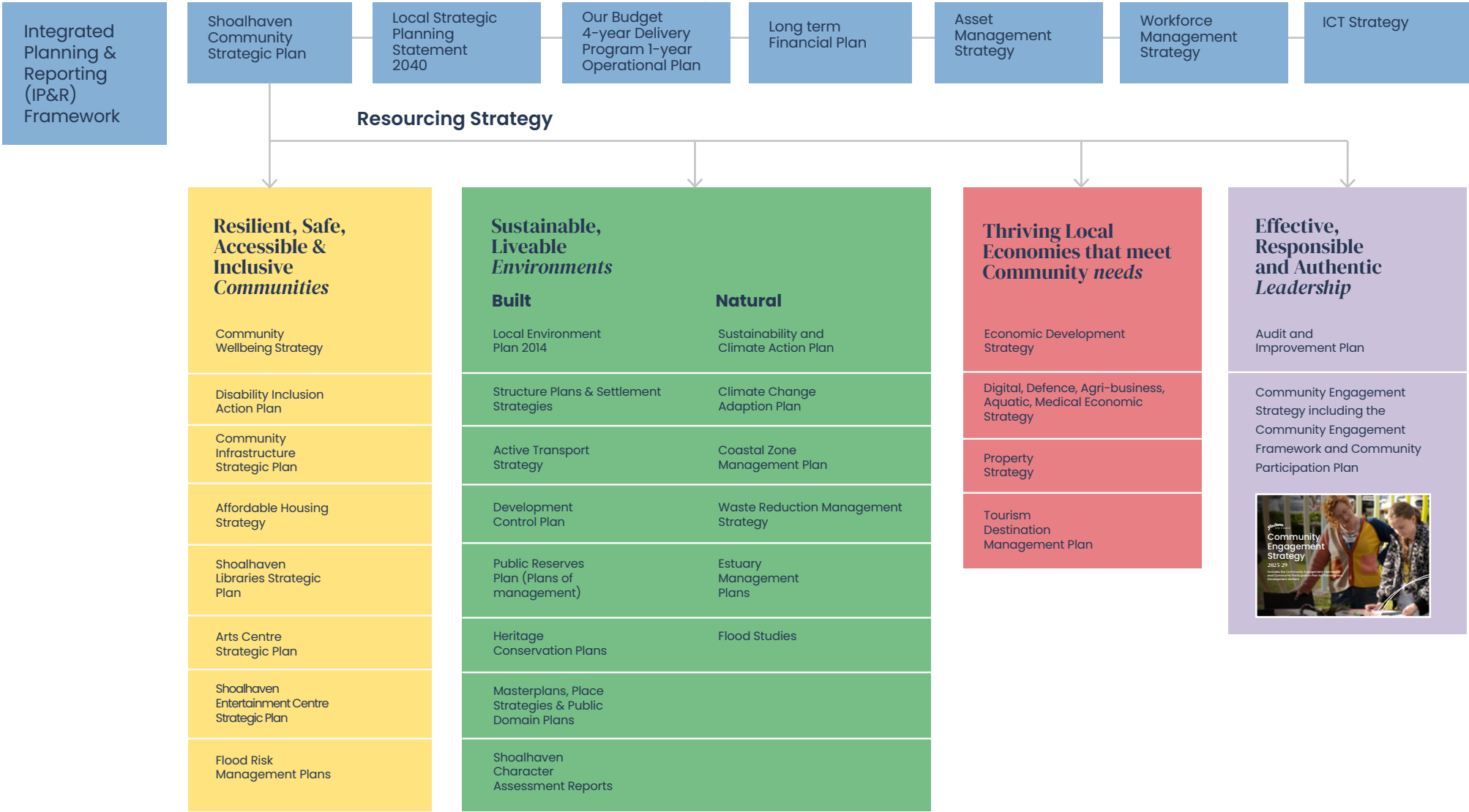
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In line with legislative requirements, Council has developed a Community Participation Plan that provides information on its development application (DA) notification requirements and community participation in other planning matters (chapter 2).





# Council's strategic documents





This strategy and framework directly address community focus areas and strategies outlined in the Shoalhaven 2032 Community Strategic Plan.



### Key Priority

- Inform and engage with the community about the decisions that affect their lives



### Focus Areas

- Provide opportunities for the community to have genuine engagement on Council planning and decision making
- Provide clear, consistent, relevant and accessible information to the community



### Delivery

- Provide engagement opportunities for the community both online and face to face
- Explain to our local community the impacts of strategic planning as required by legislation and ensure appropriate consultation is undertaken and information is available
- Continuous improvement of Council's website, social media and media content



# How we developed the *framework*

This strategy and framework are informed by feedback from the community and Council workers.



## Community Feedback

In March to May 2024, we engaged with more than 500 local community members through the following engagement activities:

- Face-to-face community pop-up kiosks
- An online and hard copy survey
- Workshops with Advisory Committees and Community Consultative Bodies
- Presentation to local community groups

This document also incorporates feedback received during consultation for the Community Engagement Strategy 2022-26 that related directly to a framework.



## Input of Council representatives

A team of Council employees who frequently interact with the community and are passionate about community engagement offered insights and feedback on both current and future community engagement priorities and requirements.

Suggestions made by Councillors as part of this project have been incorporated and form part of the reasoning for some aspects including the need to report back and accessibility.



## What we *heard*

"Host meetings in family friendly spaces"

"Regular catchups as people prefer a less formal approach"

"Select meeting times young people are likely to attend"

"Engage with us early in the process, not at the end"

"Community can engage by making deputations at Council meetings"

"Students are probably more likely to participate if it's inside school instead of their own time"

"In-person support to complete surveys"

"Everyone is so busy. Bring your consultation to where we are, to make it easy"



## Our consultation *promise*

“

We are committed to encouraging effective and ongoing relationships with the community to provide meaningful opportunities for community participation.

”



# Our approach to *engagement*

**Everyone has a right to be informed and have an opportunity to participate and provide feedback about matters that affect them.**

We aim to make our consultation activities and projects as accessible and inclusive as possible. We understand that community engagement is an ongoing conversation, and we will actively seek and provide opportunities for feedback on our initiatives and activities.



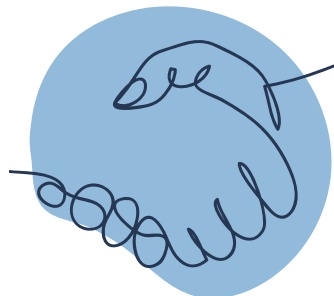


# Council's Engagement Principles



## Equity

We will apply fairness in decision making, prioritising and allocation of resources, particularly for those in need.



## Participation

Everyone will be given genuine opportunities to participate in decisions which affect their lives.

## Access

We will strive to provide fair access to services, resources and opportunities to improve the quality of life for all people.



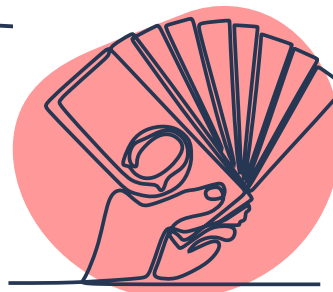
## Rights

We will promote equal rights and provide opportunities for all people from all backgrounds.



## Environmental

We will protect the natural, cultural and built heritage and work to decrease consumption of resources.

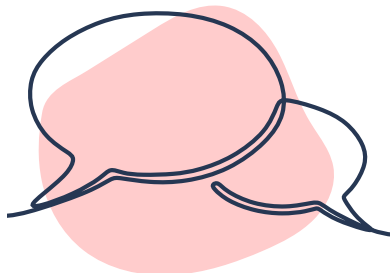


## Economic

We will contribute to maintaining a strong and stable economy and ensure the delivery of infrastructure is financially sustainable.

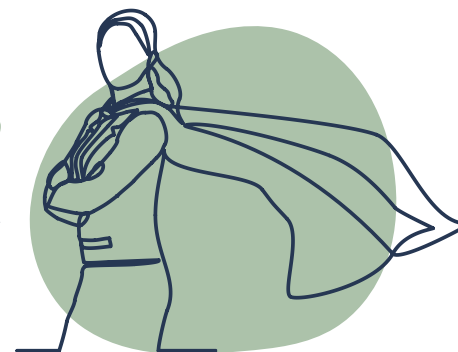
## Social

We will strive towards everyone having access and equity to facilities and services.



## Civic Leadership

We will consider decision-making principles, levels of service and community consultation and participation.




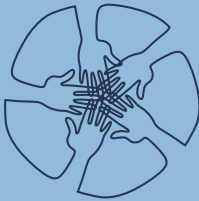





# Spectrum of engagement

Engaging with communities and stakeholders is done in a range of ways. Depending on the context, community engagement ranges from informing people about an activity, project or initiative that is already determined, through to enabling people to conduct projects themselves. This spectrum of engagement is known as the International Association of Public Participation (IAP2) and is a best-practice model that labels each different engagement level of inform, consult, involve, collaborate and empower.

## Shoalhaven City Council's framework for consultation.

	 <b>Inform</b>	 <b>Consult</b>	 <b>Involve</b>	 <b>Collaborate</b>	 <b>Empower</b>
Commitment to Community	We will keep you informed.	We will listen to you and acknowledge your concerns during the process.	We will share information, ideas and concerns with you, and take them into account when we make decisions.	We will aim to include you and incorporate your ideas in the decision-making process, as much as possible.	We will implement or support what you decide.
Community Role	Listen	Contribute	Participate	Partner	Partner or lead
Engagement Type	<ul style="list-style-type: none"><li>Website updates</li><li>Get Involved news items</li><li>Letterbox drops</li><li>Social media</li><li>Community Newsletter</li></ul>	<ul style="list-style-type: none"><li>Surveys</li><li>Drop-in sessions</li><li>Site visits</li><li>Voting</li></ul>	<ul style="list-style-type: none"><li>Focus groups</li><li>Crowd sourcing</li><li>Gamification</li></ul>	<ul style="list-style-type: none"><li>Advisory Committees</li><li>Steering groups</li><li>Workshops</li></ul>	<ul style="list-style-type: none"><li>Citizens panel</li><li>Ballots</li></ul>
Example project	<ul style="list-style-type: none"><li>Tree replacement</li><li>Review of environmental factors</li></ul>	<ul style="list-style-type: none"><li>45 Degree Rule Exemption</li><li>Bay and Basin Boxing Club</li></ul>	<ul style="list-style-type: none"><li>Bushcare Action Plan</li><li>Design process for Open Space</li></ul>	<ul style="list-style-type: none"><li>Nowra Riverfront Activation (NRAT)</li><li>Artie Smith Oval refurbishment</li></ul>	<ul style="list-style-type: none"><li>Grant funding delivery</li><li>Conjola memorial project</li></ul>

Increasing influence and impact of the decision



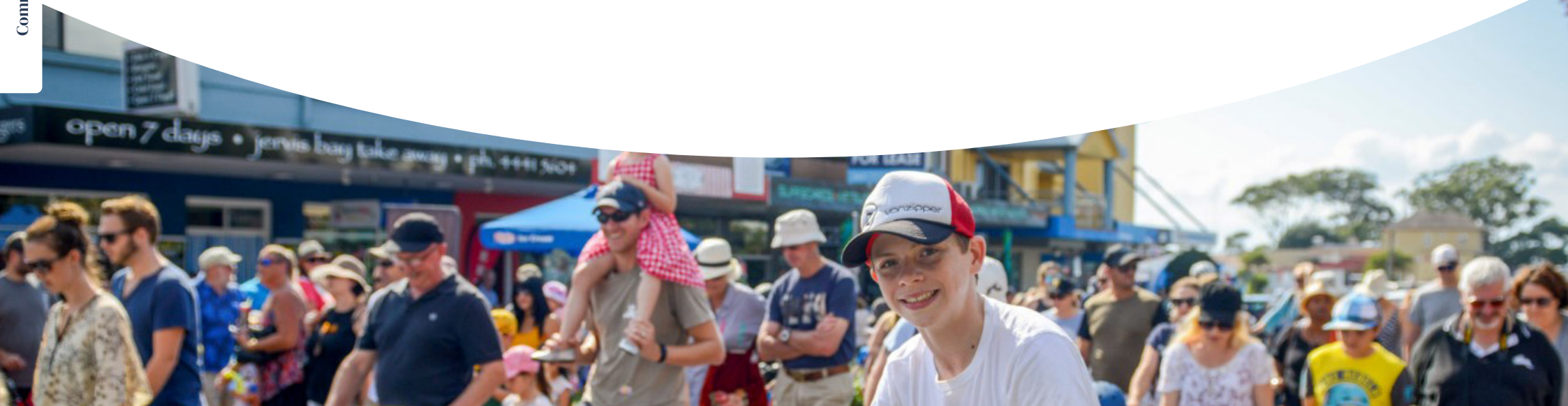
# Roles and *responsibilities*

Various groups and teams within Council are responsible for the successful implementation of the Community Engagement Strategy and Framework. The next section outlines the responsibilities of these groups and teams.

Role	Responsibilities
<b>Councillors</b>  Shoalhaven City Council is made up of a Mayor and 12 Councillors – four Councillors representing each of our three wards.	<ul style="list-style-type: none"><li>• Support the implementation of the Community Engagement Strategy and Framework.</li><li>• Uphold Council’s Engagement Principles.</li><li>• Promote participation in engagement activities.</li><li>• Consider engagement results when making decisions.</li><li>• Follow the principles of our Community Engagement Strategy and Framework when consulting with key stakeholders.</li></ul>
<b>Media &amp; Communications team</b>	<ul style="list-style-type: none"><li>• Understand the Community Engagement Strategy and use the Framework to deliver engagement activities for the organisation.</li><li>• Uphold Council’s Engagement Principles.</li><li>• Support engagement activities for all staff.</li><li>• Identify opportunities for improvements in our engagement practices.</li><li>• Coordinate and maintain a calendar of community engagement activities being delivered by the organisation.</li></ul>
<b>Executive Management team</b>  <b>Senior Leadership team</b>	<ul style="list-style-type: none"><li>• Understand the Community Engagement Strategy and Framework.</li><li>• Ensure all employees use the framework when engaging the community.</li><li>• Uphold Council’s Engagement Principles.</li><li>• Approve communications and engagement content in accordance with the strategy and framework.</li><li>• Support Councillor understandings about the importance of appropriate Community Engagement activities.</li></ul>
<b>Shoalhaven City Council employees</b>	<ul style="list-style-type: none"><li>• Consult the Media &amp; Communications team about the need for engagement before initiating work.</li><li>• Work with the Media &amp; Communications team to design a community engagement plan, in accordance with the strategy and framework, identifying key points of influence available to the community.</li><li>• Uphold Council’s Engagement Principles.</li><li>• Allow enough time to develop and implement the engagement program.</li><li>• Deliver engagement activities in accordance with strategy and framework.</li><li>• Close the loop by documenting and reporting the findings to the Council and the community.</li><li>• Undertake appropriate training to understand the IAP2 framework.</li><li>• When engaging with the community, ensure a variety of diverse voices and engagement methods are used.</li></ul>



Role	Responsibilities
<b>Advisory Committees</b>  Shoalhaven City Council has several committees made up of staff, Councillors, as well as external community members. They advise on the views, needs and interests of communities in the area.  A full list can be found in Appendix A	<ul style="list-style-type: none"><li>• Provide advice to the Council based on personal and professional experience, in accordance with relevant Terms of Reference.</li><li>• Build relationships between community members and Council.</li><li>• Encourage participation in community engagement opportunities.</li><li>• Share information among network groups.</li><li>• Spokesperson for diverse groups.</li></ul>
<b>Community Consultative Bodies (CCBs)</b>  CCBs are endorsed by the Council as the representatives for residents and ratepayers in a specific area.	<ul style="list-style-type: none"><li>• Disseminate information to the community.</li><li>• Promote and facilitate discussion amongst the community.</li><li>• Communicate shared and collective views of the community to Council.</li><li>• Share community led plans with Council so they can be considered as part of Council's overall engagement strategy in the corporate planning process.</li></ul>
<b>Members of the community</b>	<ul style="list-style-type: none"><li>• Seek out information and engagement opportunities via Council communication channels that interest or impact you.</li><li>• Review materials of engagement programs to participate in.</li><li>• Have an open mindset to diverse ideas and show respect to all participants involved.</li><li>• Follow processes and time frames.</li><li>• Understand that the outcome may not be as hoped.</li></ul>
<b>External consultants</b>	<ul style="list-style-type: none"><li>• Comply with all legislative requirements and adhere to this strategy and framework along with advice of Council Officers when delivering engagement activities on behalf of the Council.</li></ul>



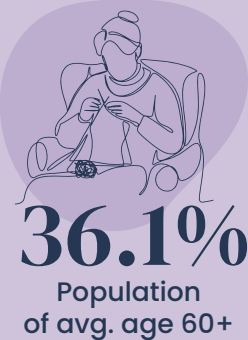
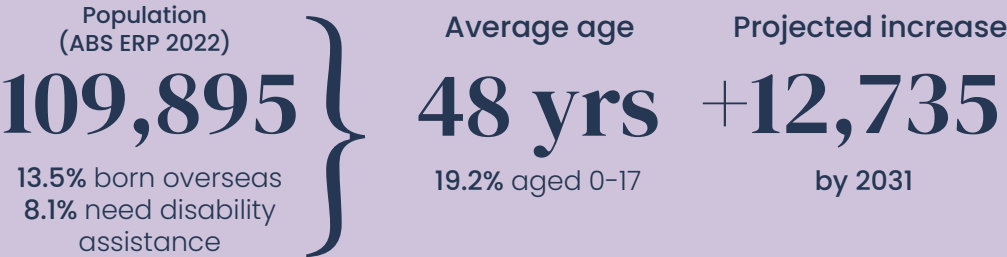


# Who we engage

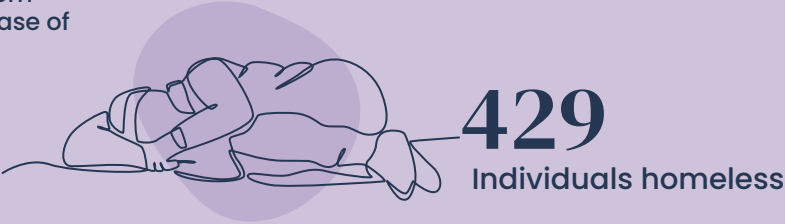
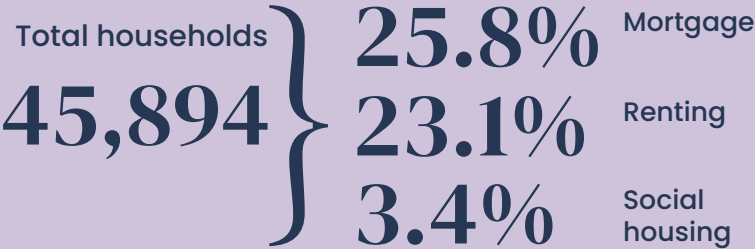
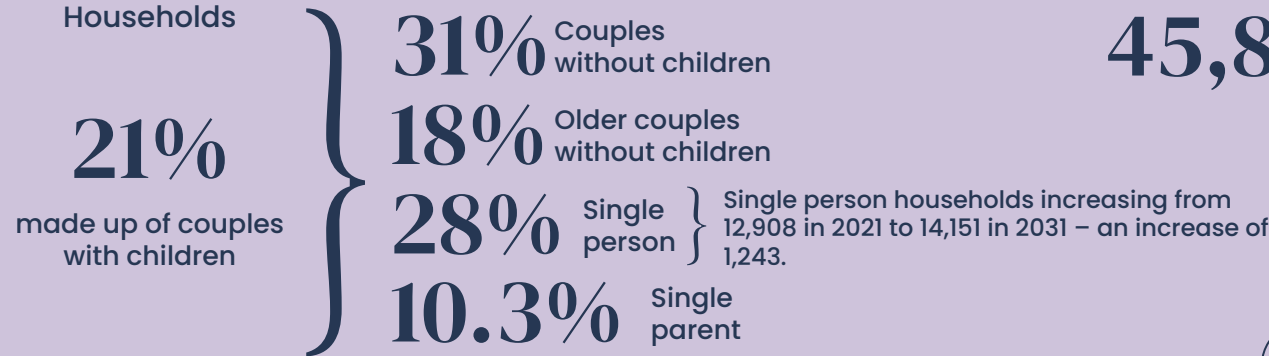
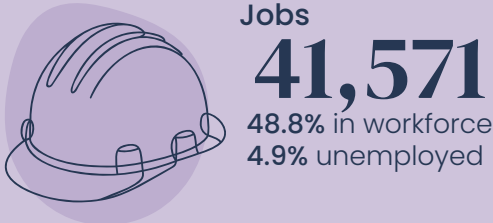
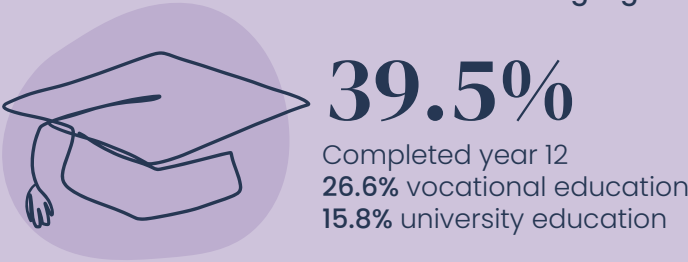
We are a diverse city of unique townships, each filled with a life and character of their own. Our spectacular, varied natural landscapes nourish and define us as the resilient, connected community we are today.

We value our community and are dedicated to preserving the rich history and future of our beautiful and diverse coastal, foothill, escarpment, and plateau environments. The data on our community is from Australian Bureau of Statistics and Remplan.

It shows that our community is diverse and evolving quickly. Therefore, a uniform engagement approach won't be effective. We need to tailor our methods for each project to best meet the needs of our community.



Current population forecasts indicate that the ageing population (65+) in the Shoalhaven will increase from 29679 (2021) to 33795 (2031). An increase of 4116 people or 14% increase. This is significant as it will impact service delivery and the way we have to engage with the broader community. This is an upward trend as numbers are expected to continue to increase.





**An important part of the community engagement process includes identifying and understanding key stakeholders who will be impacted by or who have an interest in a decision.**

We aim to reach as many people as possible across the community to ensure a broad range of views are heard.

We consult with internal stakeholders such as staff and Councillors, and externally with an extensive list of stakeholder groups below, depending on the scope of the project.

- Arts and culture community
- Business and industry
- Carers
- Committees (Appendix B)
- Chambers of commerce
- Community Consultative Bodies
- Children
- Community service providers
- Emergency services
- Environmental groups
- Families
- State and Federal departments
- Heritage groups
- Aboriginal and Torres Strait Islander peoples
- Lesbian, gay, bisexual, transgender and intersex community
- State and Federal MPs
- Management committees
- Mayor and councillors
- Neighbouring councils or other local government organisations
- Not-for-profit organisations and groups
- People experiencing homelessness or risk of homelessness
- People from culturally and linguistically diverse backgrounds
- People with a disability
- Public transport user groups
- Ratepayers
- Residents
- Schools, education facilities and students
- Seniors/senior groups
- Service groups
- Shoalhaven City Council employees
- Sporting, leisure and recreational clubs and groups
- Students
- Users of Council facilities and services
- Visitors to the Shoalhaven
- Volunteers/volunteer organisations
- Young people
- Vulnerable people

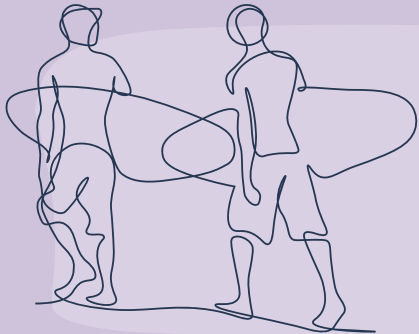




# What we engage our community on

There are a variety of projects that Council invites the community to provide their feedback on and share ideas for consideration.

During consultation in March to May 2024 we heard from 509 community members and some of our Advisory Committees about the topics they are most interested in engaging with, they said...



### Youth

Environmental issues and recreational precincts.



### People living with a disability

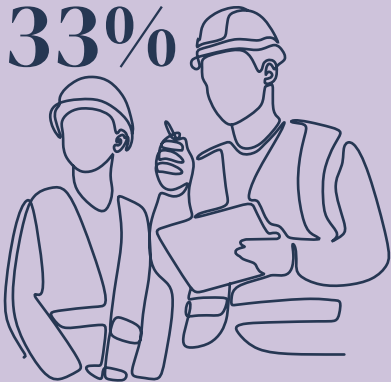
Facility design and infrastructure projects



### Top community response

Local development planning and construction projects.

33%



Local development and construction projects

Roadworks



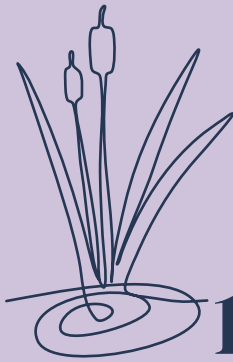
20%

Infrastructure projects

Heritage

Parks and Playgrounds

Sporting Facilities, including pools



18%

The environment, including coastal management

Animal welfare (pets and wildlife)

Bin collection, waste and recycling

Water and sewage



14%

Art and culture

Community wellbeing

Tourism, events and activities in the Shoalhaven

Libraries

Volunteering



14%

Reports and strategic documents

Policies and compliance

Council services and fees





# How we engage

The ways we engage with people can greatly affect who can participate and how Council receives feedback from the community. Council is committed to providing a range of engagement methods for each project.

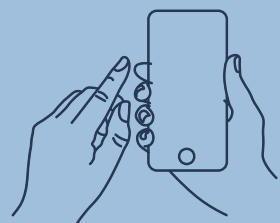
Council projects will use various engagement methods at different stages to best meet the needs of our community and project requirements. For instance, the Council might involve the community to gather ideas during the early stages of a design project, such as the concept design for a sporting facility, and then consult the community to finalise priorities and details.



# Engagement *methods*

During the consultation phase of developing this document, we conducted an online survey, attended local village markets and consulted our Advisory Committees and heard the following top engagement methods.

**Top 10 engagement methods the community wants Council to use include:**



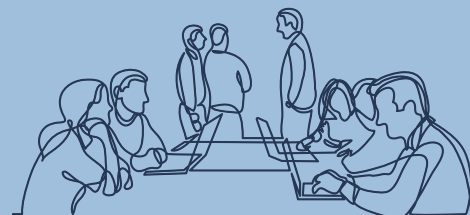
**33%** Online survey  
416 votes



**22%** Email council  
250 votes



**8%** Talk to council staff  
88 votes



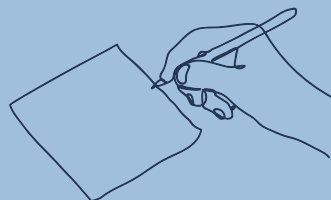
**7%** Face to face workshops  
84 votes



**6%** Working group  
67 votes



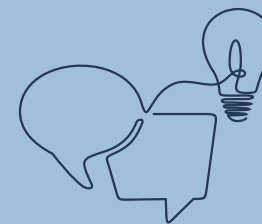
**5%** 60 votes  
Tour or site visit



**5%** 54 votes  
Send a letter



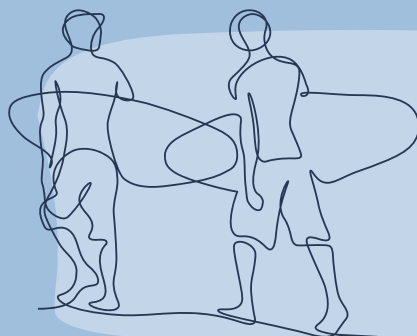
**4%** 49 votes  
Call Council



**4%** 41 votes  
Advisory Committee



**3%** 30 votes  
Paper survey



## Youth

In-person workshops via school channels and tap into existing events



## People living with a disability

Consider a variety of engagement tools when connecting in person.



## Aboriginal community

Engage early in the process and leverage existing events

Survey respondents had the opportunity to vote in favour of multiple engagement methods.



## What we *heard*

"More short and sharp communications through communication channels"

"Multi deliverable content methods"

"Local community groups are powerful for word of mouth"

"Spread information about consultation opportunities through schools."

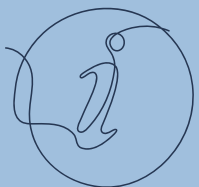


## Our communications *promise*

**“  
We will actively  
promote community  
engagement activities  
through a variety of  
channels to reach  
broad and target  
audiences.  
”**



## Examples of the type of engagement methods depending on the stakeholder's level of influence include:



### Inform

- Website update
- Community newsletter
- Media release
- Social media
- On-site signage
- Letters
- Emails to key stakeholders
- Community Information Hubs



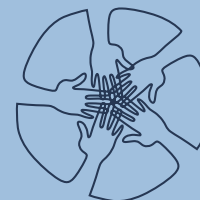
### Consult

- Written submission
- Online engagement platform, Get Involved Survey (online or hard copy)
- Focus groups
- Public meetings
- Suggestion boards
- Interactive visual tools



### Involve

- Crowd sourcing
- Gamification
- Drop-in sessions
- Site visits
- Voting
- Deliberative polling



### Collaborate

- Deliberative forums
- Community panels
- Advisory Committee collaboration
- Workshops



### Empower

- Working groups
- Citizens panel
- Ballot
- Co-design
- Delegated decision making





# When we *engage*

**Community engagement should occur at the planning stage of any project or initiative, when proposing a change in service, considering activities or infrastructure, addressing an issue that requires a decision, or when additional information or evidence is needed.**

The timing of community engagement can vary between projects, depending on their complexity and nature. Often, community engagement may need to occur at multiple stages throughout a project.

Here are the main types of projects where we frequently seek community input.

Planning related projects have specific exhibition timeframes which must be met; these are outlined in Council's Community Participation Plan (Chapter 2).

When	IPA2 engagement level	How	Minimum consultation/ exhibition period
Road maintenance (e.g, potholes and non-regulatory signage)	Inform	We will share information on activities and plans with immediately affected stakeholders so that they are advised of any upcoming works.  Minimum notice method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li></ul>	7 days' notice  No notice for emergency works in some cases.
Non-routine road maintenance (e.g, Boardwalk update or footpath replacement)	Inform	We will share information on activities and plans with immediately affected stakeholders so that they are advised of any upcoming works.  If major changes such as delays or impact to access occurs during the works, immediately affected stakeholders will be informed.  Minimum notice method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li></ul>	7 days' notice.  Longer notice period considered for severely impacted residents or businesses.  No notice for emergency works in some cases.

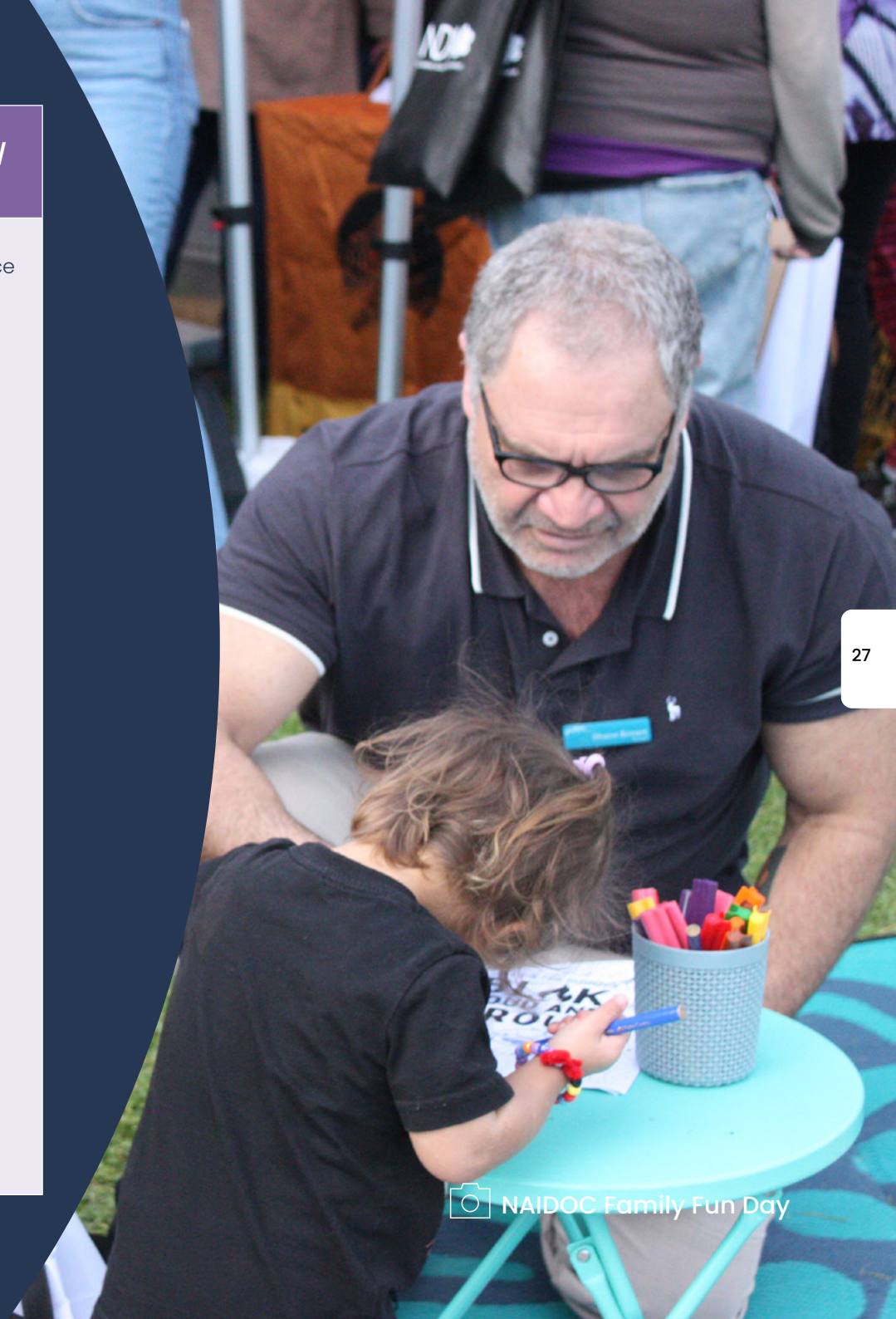
All consultation activities starting in December must continue until January 31st.



When	IPA2 engagement level	How	Minimum consultation/ exhibition period
Traffic related projects – Level 1 (e.g., regulatory signage and line markings).	Inform – Consult	Development Services conduct consultation as part of their development application (DA) process – refer to the Community Participation Plan in chapter 2  We will share information on activities and plans with immediately affected stakeholders so that they are advised of any upcoming works.  Minimum notice method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li></ul>	<u>Inform</u> 7 days' notice
		We will make every effort to inform stakeholders about opportunities to provide feedback and actively involve the community, ensuring that their priorities are considered in the decision-making process.  Minimum consultation method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li><li>• Email to relevant Community Consultative Bodies</li></ul> We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council's final decision.	<u>Consult</u> 14 days' notice
Traffic related projects – Level 2 – where works impact access or result in a change of the environment and how it functions. (e.g., speed humps, traffic control devices, new lighting).	Inform – Consult	We will share information on activities and plans with immediately affected stakeholders so that they are advised of any upcoming works.  Minimum notice method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li></ul>	<u>Inform</u> 7 days' notice
		We will make every effort to inform stakeholders about opportunities to provide feedback and actively involve the community, ensuring that their priorities are considered in the decision-making process.  Minimum consultation method: <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li><li>• Email to relevant Community Consultative Bodies</li></ul> We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council's final decision.	<u>Consult</u> 28 days' notice



When	IPA2 engagement level	How	Minimum consultation/ exhibition period
Planning phase – major capital works and placemaking projects (e.g., new or upgraded public spaces and facilities)	Consult – Involve	<p>We will make every effort to inform stakeholders about opportunities to provide feedback and actively involve the community, ensuring that their priorities are considered in the decision-making process.</p> <p>We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council's final decision.</p> <p>At a minimum, feedback channel and notification methods include:</p> <ul style="list-style-type: none"><li>• Project page on Council's website</li><li>• Online engagement via the Get Involved platform</li><li>• Media release</li><li>• Social media</li></ul> <p>If the project requires involvement from key stakeholders, we will work with community to ensure that concerns and aspirations are directly reflected in the alternatives develop and provide feedback on how public input influenced the decision.</p>	<u>Consult</u> 28 days' notice





When	IPA2 engagement level	How	Minimum consultation/ exhibition period
Concept design phase – major capital works and placemaking projects (e.g., new or upgraded public spaces and facilities)	Consult – Empower	<p>We will make every effort to inform stakeholders about opportunities to provide feedback and actively involve the community, ensuring that their priorities are considered in the decision-making process.</p> <p>We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council's final decision.</p> <p>At a minimum, feedback channel and notification methods include:</p> <ul style="list-style-type: none"><li>• Online engagement via the Get Involved platform</li><li>• Media release</li><li>• Social Media</li></ul> <p>If the project requires involvement from key stakeholders will work with community to ensure that concerns and aspirations are directly reflected in the alternatives develop and provide feedback on how public input influenced the decision.</p> <p>If the project requires collaboration with key stakeholders, we will look to the community for advice and innovation in developing solutions and incorporate your advice and recommendations into the decisions to maximum extent possible.</p> <p>Where appropriate, we will implement what you decide.</p>	<u>Consult</u> 28 days' notice
Implementation phase – major capital works and placemaking projects (e.g., new or upgraded public spaces and facilities)	Inform	<p>We will share information on activities and plans with immediately affected stakeholders so that they are advised of any upcoming works.</p> <p>If major changes such as delays or impact to access occurs during the works, immediately affected stakeholders will be informed.</p> <p>Minimum notice method:</p> <ul style="list-style-type: none"><li>• Notification flyer or letter to immediately affected stakeholders.</li></ul>	<u>Inform</u> 7 days' notice



When	IPA2 engagement level	How	Minimum consultation/ exhibition period
Naming projects (e.g., building names, street names)	Consult - Collaborate	<p>We will make every effort to inform stakeholders about opportunities to provide feedback and actively involve the community, ensuring that their priorities are considered in the decision-making process.</p> <p>We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council's final decision.</p> <p>At a minimum, feedback channel and notification methods include:</p> <ul style="list-style-type: none"><li>• Online engagement via the Get Involved platform</li><li>• Media release</li><li>• Social media</li></ul> <p>If the project requires involvement from key stakeholders will work with community to ensure that concerns and aspirations are directly reflected in the alternatives develop and provide feedback on how public input influenced the decision.</p> <p>If the project requires collaboration with key stakeholders, we will look to the community for advice and innovation in developing solutions and incorporate your advice and recommendations into the decisions to maximum extent possible.</p>	<u>Consult</u> 28 days' notice
<p>Council's key plans and strategies (e.g., Community Strategic Plan and Disability Inclusion Action Plan)</p> <p>Council's Annual Operational Plan and Budget</p> <p>Council's other key policies (e.g., Access Areas for Dogs)</p>	Consult	<p>We will make every effort to inform stakeholders about opportunities to provide feedback and actively involve the community, ensuring that their priorities are considered in the decision-making process.</p> <p>We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council's final decision.</p> <p>At a minimum, feedback channel and notification methods include:</p> <ul style="list-style-type: none"><li>• Online engagement via the Get Involved platform</li><li>• Media release</li><li>• Social media</li></ul>	<u>Consult</u> 28 days' notice



When	IPA2 engagement level	How	Minimum consultation/ exhibition period
Environmental projects and plans (e.g., Coastal Management Program (CMP) and Flood studies.	Consult – involve	<p>We will make every effort to inform stakeholders about opportunities to provide feedback and actively involve the community, ensuring that their priorities are considered in the decision-making process.</p> <p>We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council's final decision.</p> <p>At a minimum, feedback channel and notification methods include:</p> <ul style="list-style-type: none"><li>• Online engagement via the Get Involved platform</li><li>• Media release</li><li>• Social media</li></ul> <p>If the project requires involvement from key stakeholders will work with community to ensure that concerns and aspirations are directly reflected in the alternatives develop and provide feedback on how public input influenced the decision.</p> <ul style="list-style-type: none"><li>• Workshops with Coastal Management Program committees.</li></ul>	<u>Consult</u> 28 days' notice



Nowra riverfront revitalisation Aboriginal community workshop





# How engagement influences decision *making*

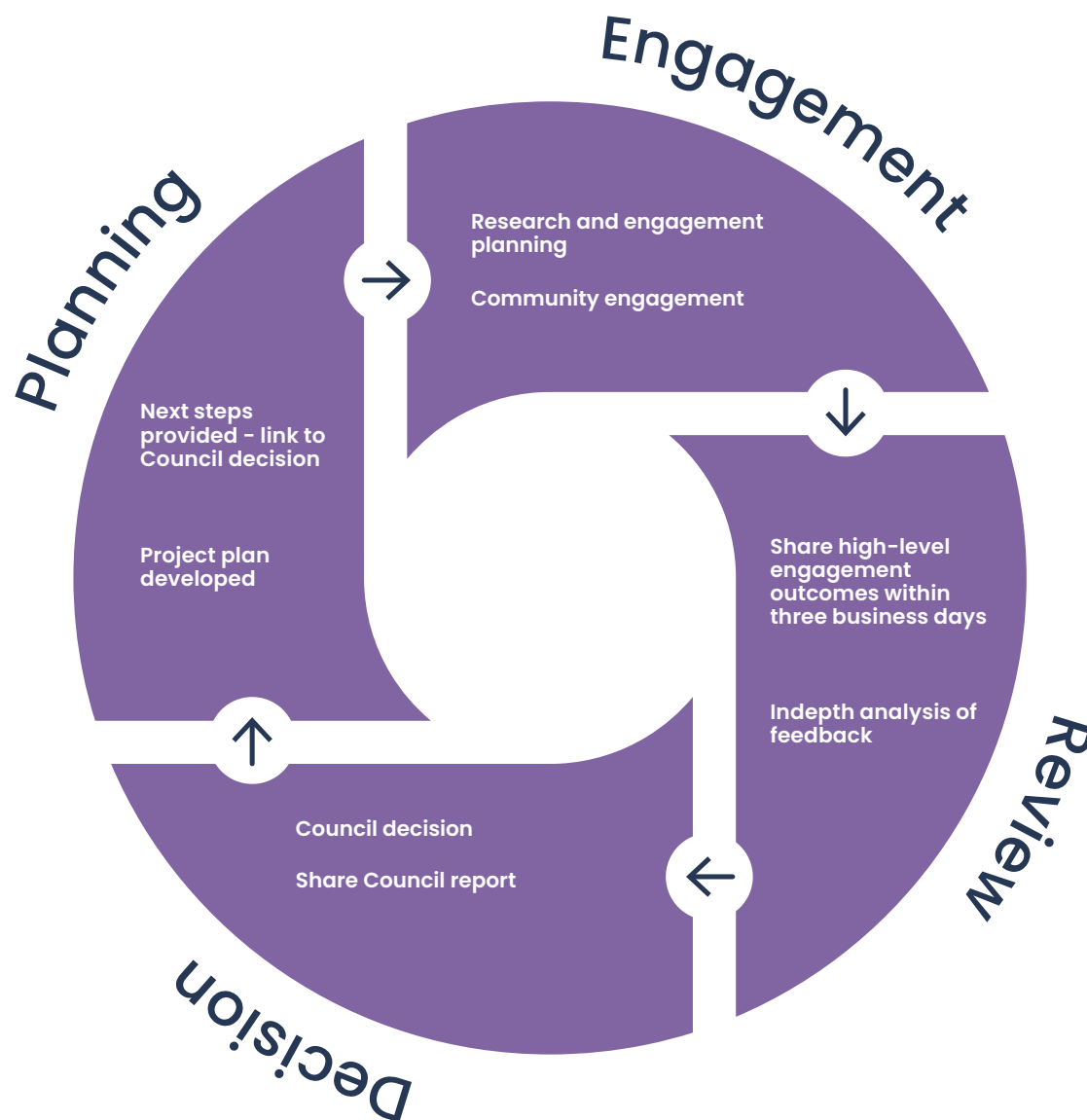
**When a project has the potential to incorporate ideas and feedback into its decision-making process, community engagement becomes crucial. Effective community engagement ensures that the voices of those affected by the project are heard and considered, fostering a sense of ownership and trust among stakeholders.**

Thorough planning is essential to identify which decisions require stakeholder feedback and to determine the extent to which this feedback can influence outcomes beyond regulatory and mandatory requirements.

If community feedback can indeed influence a decision, it is important to understand where each stakeholder falls on the IAP2 (International Association for Public Participation) spectrum. The IAP2 spectrum ranges from informing stakeholders to empowering them, with stages including consultation, involvement, and collaboration.

By carefully planning and understanding the dynamics of stakeholder influence, projects can effectively integrate community feedback, leading to more inclusive and accepted outcomes.

**Our common process for involving community engagement in the decision-making process is illustrated in the adjacent diagram.**



<b>Project plan developed</b>	<p>Define the project objectives and assess whether community engagement is necessary.</p> <ul style="list-style-type: none"> <li>– Identify who will be affected by the project.</li> <li>– Understand the size of the project's effects.</li> <li>– Gauge the level of interest and concern within the community.</li> </ul>
<b>Research and engagement planning</b>	<p>Gain a deeper understanding of the project and identify the most effective strategy.</p> <p>The following considerations will be made during this phase.</p> <ul style="list-style-type: none"> <li>– Purpose, objectives and scope of community engagement.</li> <li>– Identify any non-negotiables.</li> <li>– What the community can influence or provide feedback on.</li> <li>– How feedback will be used to influence the outcome.</li> <li>– Who in the community Council will seek to engage with.</li> <li>– What type of engagement methods will be used.</li> <li>– When and where the engagement will take place.</li> </ul>
<b>Community engagement</b>	<p>Promote the community engagement opportunity and capture feedback from the community and key stakeholder groups.</p> <p>During the delivery of engagement, we will consider the following to ensure engagement is genuine and respectful.</p> <ul style="list-style-type: none"> <li>– Activities are accessible and inclusive.</li> <li>– Clear about the purpose and level of influence.</li> <li>– We listen to the community.</li> <li>– Respect diverse views and experiences of our community.</li> <li>– Engagement plans are monitored, and changes are made if required.</li> </ul>
<b>Share high-level engagement outcomes within three business days</b>	<p>Media and Communications team to share high-level engagement outcomes including the number of participants and key themes identified in the feedback.</p>
<b>In depth analysis of feedback</b>	<p>Feedback is collated and analysed. If required, changes are made to the project which reflect what has been heard.</p> <p>During this stage, a report is prepared for Council detailing the outcomes of the community engagement to inform the decision or draft document.</p>
<b>Council decision</b>	<p>A decision on the direction of a project is made during a Council meeting (if required).</p>
<b>Share Council report</b>	<p>Before the Council meeting, the report will be shared with engaged participants for review.</p>
<b>Next steps provided – link to Council decision</b>	<p>The Council will keep the community updated on how their input has shaped the project's direction and inform them of any upcoming steps.</p>





“  
By carefully planning and understanding the dynamics of stakeholder influence, projects can effectively integrate community feedback, leading to more inclusive and accepted outcomes.  
”



# How we plan our *engagement*

Planning enables the Council to conduct engagement within the required timelines efficiently and allocate the necessary resources to the process.

Below are the key steps we follow to ensure comprehensive consideration has been taken to plan community engagement. We have provided an example to help explain how this process works.

**1**

**Who are the key stakeholders?**

**2**

**What is their level of interest in the project?**

**3**

**How much will the decision impact them?**

**4**

**What is their level of influence?**

**5**

**Select the engagement method**

**6**

**Communicate the engagement opportunities**

**7**

**Conduct engagement with the stakeholder**

**8**

**Provide feedback to the stakeholder**





## Example engagement plan: Sporting facility design

1	<b>Who are the key stakeholders?</b> Who are the groups of people that will be impacted or are interested in this project?	Sporting clubs	Residents	Councillors	General community
2	<b>What is their level of interest in the project?</b> How much do they care about the project and the final decision?	High	Medium	High	Low
3	<b>How much will the decision impact them?</b> Will the decision change the way they live, work or play in the Shoalhaven?	High	Medium	Low	Low
4	<b>What is their level of influence?</b> A stakeholder's influence is assessed through their level of impact and interest in the project. This evaluation will help in identifying how stakeholders will interact with the project and what strategies should be used to engage them.  Refer to Appendix B	Collaborate or empower	Involve	Involve	Consult
5	<b>Select the engagement method.</b> Based on their level of influence, choose the most appropriate engagement method to receive their input and feedback. Refer to pg 24.	Working group	Site visit	Workshop	Online survey
6	<b>Communicate the engagement opportunities.</b> Establishing clear and open lines of communication to share information and gather input.	Email to key contacts	Letterbox drop	Email invitation	Community newsletter Social media
7	<b>Conduct engagement with the stakeholder.</b> Actively seeking and recording feedback, concerns, and suggestions from stakeholders.	Regular meetings held at a local sporting facility and an independent facilitator will host.	Submit any feedback or suggestions via letter or email to Council.	Interactive workshops	Get Involved survey
8	<b>Provide feedback to the stakeholder.</b> Keeping stakeholders informed about how their input has influenced the project and any subsequent steps.	Email to key contacts	Letterbox drop	Councillor newsletter	Community newsletter Social media





# What are we *measuring*?

**We promise to keep monitoring and improving how we engage with communities to make sure we get the best possible results for everyone.**

We will look at how well we are doing based on the parameters we have set out in this strategy document. This will help us understand how effective we are at getting the most appropriate communities interested and involved.

We want to continually improve how we consult with people, making sure our methods work well for our community. It's important for us to find out what needs to be better so we can achieve our goals and fulfill our community's hopes.



## Here is a list of ways we are going to work towards achieving our goals.

<b>Accessible information</b>	<ul style="list-style-type: none"> <li>• Use easy English.</li> <li>• Use various communication methods (e.g. printouts in libraries, radio ads, video, social media, website, media release etc.,).</li> <li>• Liaise directly with target audiences.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Communicate with the community in a timely manner.</li> <li>• Minimum seven days for informing community.</li> <li>• Minimum four weeks for consultation.</li> </ul>
<b>Diversity of voices</b>	<ul style="list-style-type: none"> <li>• Allow sufficient time for consultation.</li> <li>• Ensure community consultation is considered at various stages of the project lifecycle.</li> <li>• Visible and accessible to the community via existing events, channels, networks etc.</li> <li>• Consider all viewpoints when making decisions.</li> </ul>
<b>Quality of data</b>	<ul style="list-style-type: none"> <li>• Will engage with all relevant target groups as outlined in the strategy.</li> </ul>
<b>Participation rates</b>	<ul style="list-style-type: none"> <li>• Provide opportunities for stakeholders to share ideas with each other.</li> <li>• Be mindful of seasonal events and feedback expectations when developing an engagement timeframe.</li> </ul>
<b>Closing the loop</b>	<ul style="list-style-type: none"> <li>• Report back on engagement outcomes and outline how feedback will influence the final decision.</li> <li>• Respond to feedback and questions in a timely manner.</li> </ul>
<b>Open communication</b>	<ul style="list-style-type: none"> <li>• Staff to work with the Media &amp; Communications team to establish a community engagement plan for projects.</li> <li>• Communicate how much influence the engagement process will have in the decision-making process.</li> <li>• Frequently check-in with the community/consultation participants to seek feedback on the consultation process.</li> </ul>



Community engagement – Nowra



# Ways to get *involved*

We value your feedback and encourage people in the community to share their thoughts on what the Council does and how it does it.

## Our commitment to you

- Respond to phone messages within two days
- When you write to us via email or letter, we will respond within 28 days
- When you lodge a maintenance request online (Council's website) we will ensure that our system provide you with immediate acknowledgement of lodgement and we will respond within 28 days.

## Vote at elections

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

## Follow our social media pages

**Facebook** [www.facebook.com/shoalhavencitycouncil](http://www.facebook.com/shoalhavencitycouncil)

**Instagram** [www.instagram.com/shoalhavencitycouncil/](http://www.instagram.com/shoalhavencitycouncil/)

**Linkedin** [www.linkedin.com/company/shoalhaven-city-council](http://www.linkedin.com/company/shoalhaven-city-council)



**Subscribe to our 'In your neighbourhood' community newsletter**



**Visit our website**



**Provide general feedback via our online chat, email, phone, letter or in-person**



**Speak with a Councillor**



**Attend a Council meeting**



**Live stream a Council meeting**



**Participate in Council meetings**



**Read a Council meeting agenda and minutes**



**Become an Advisory Committee member**



**Participate in consultations via our engagement platform – Get Involved**



# Tiers of *Engagement*

Depending on a community member's interest levels, time available and willingness to participate, there are many ways to engage with Council.

## Level 1

Keep me in the loop about projects Council is working on.



**Inform**

- Attend Council meetings
- Community newsletter
- Social media
- Website updates
- Community Information Hubs

## Level 2

Occasional commitment depending on my interest level, time available and how much it's going to impact me.



**Consult**

- Survey
- Public meeting
- Suggestion board

## Level 3

I have time and an invested interest in participating in decisions that impact me and my community.



**Involve**

- Deputation at a Council meeting
- Site visit



**Collaborate**

- Community Panels
- Be a part of an Advisory Committee



**Empower**

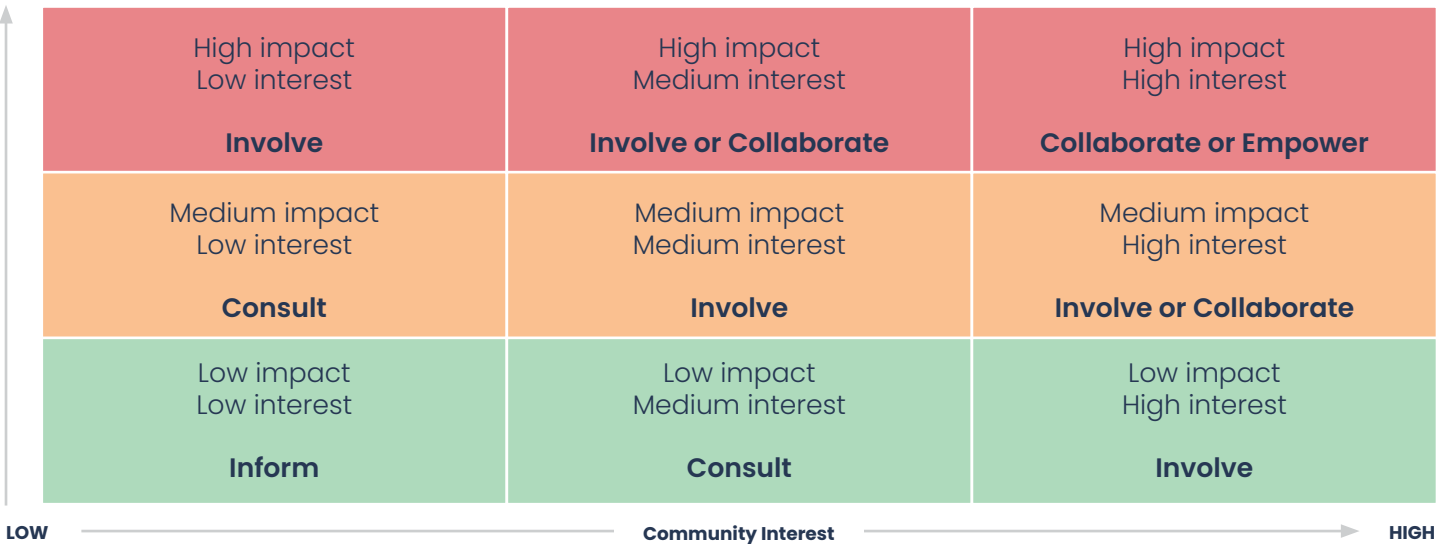
- Working group opportunities



# Appendix A – Full list of committees

- Aboriginal Advisory Committee
- Arts Advisory Committee
- Coastal Management Program Advisory Committees
- Floodplain Risk Management Committees
- Homelessness Advisory Committee
- Inclusion & Access Advisory Committee
- Natural Area Volunteers Group
- Nowra CBD Revitalisation Strategy Committee

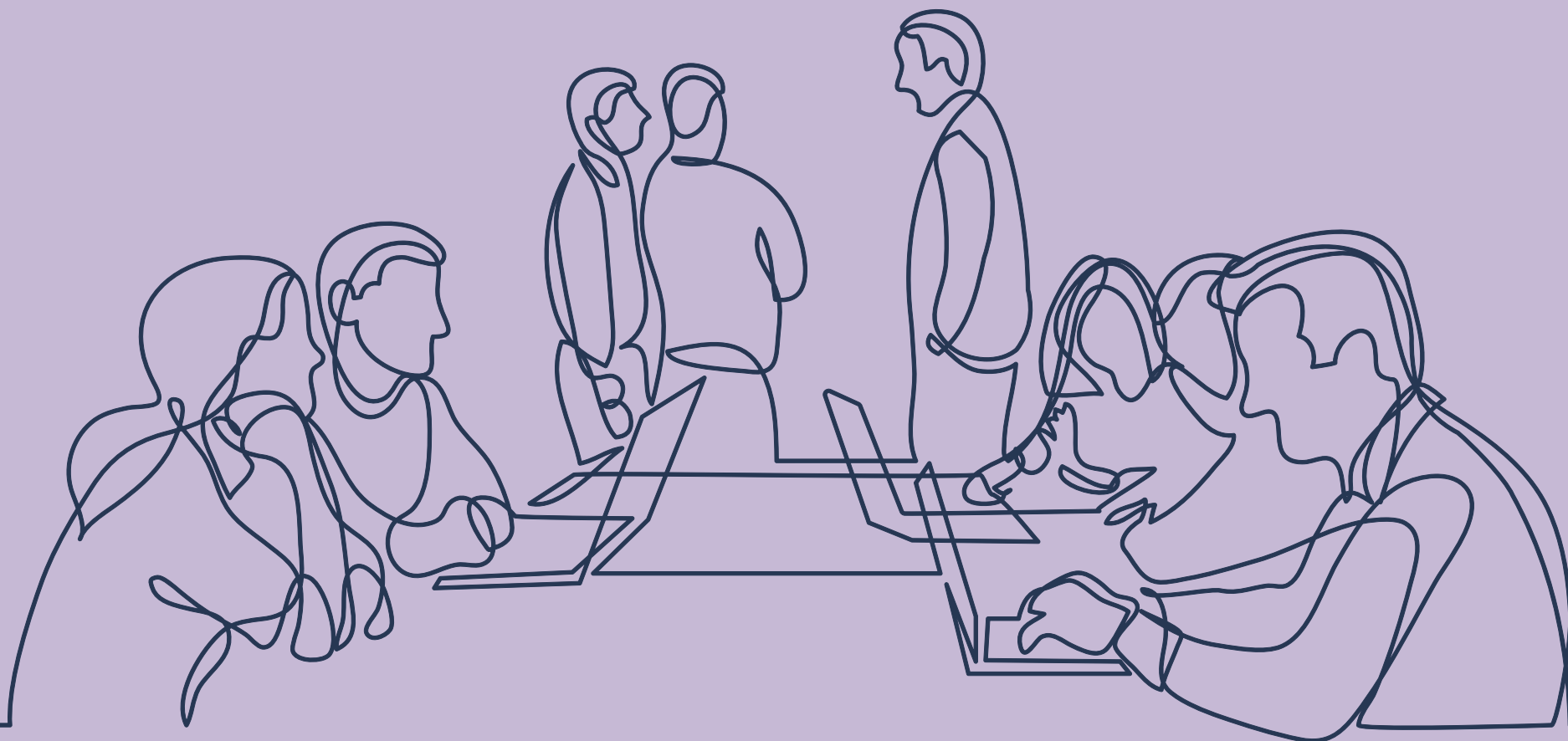
# Appendix B – Engagement Matrix





## Chapter 2

# Community Participation Plan 2019





# Section 1 - Community Participation in Planning

**Community engagement is critical in ensuring that the community can participate in the decisions, processes and projects that affect their everyday lives. By informing, engaging and working with the community we can strengthen and enhance our relationship with those that live work and play in the Shoalhaven Local Government Area.**

All levels of government (Commonwealth, state and local) have an intention to actively involve the community in planning for the places that affect them and their communities. Participation opportunities include early and upfront engagement during the initial stages of long term strategic planning, as well as opportunities to provide feedback and input throughout the planning process, from draft plans and policies through to development applications and approval.

This Community Participation Plan (CPP) is an invitation to our community to participate and contribute to their future. We are entering a time of growth and change. It is important our community are part of the journey with us. They need to be involved and aware of the opportunities and outcomes that are being established for our City.

## What is a Community Participation Plan?

A CPP is designed to make participation in planning clearer for communities. It does this by setting out how and when communities can participate in planning and development proposals to Council.

A CPP also outlines community participation objectives which are used to guide approaches to community engagement. It provides transparency and clarity for the community to clearly understand its role in the planning and development assessment process.

The purpose of this CPP is to provide a planned approach to community engagement practices to ensure a high level of dialogue with target audiences is in place for Council projects. Council recognises the uniqueness of its diverse and vibrant community. This CPP aims to ensure the area continues to support and

provide a rich culture and inclusive community spirit through great regional, urban and rural design.

Although the planning processes differ depending on the size and scale of the development, the opportunities for community participation remain. A CPP provides guidance on how the community can have access and input into different types of planning documents on a general level (i.e. strategic planning documents) and a specific level (i.e. development assessments).

Our CPP also ensures that we are able to meet the requirements that have been set by the State Government via the Environmental Planning and Assessment Act (EP&A Act) and through ongoing reforms in the planning system.



# Shoalhaven City





## What is included in the Community Participation Plan?

This CPP provides information on both the mandatory and best practice approaches to ensuring appropriate and inclusive community participation in our plans, strategies and projects.

Specifically, this plan focuses on the requirements that are necessary to meet the requirements of the EP&A Act for planning and development processes where Council has delegated authority. The plan also incorporates our submissions policy and requirements for development referred to our Local Planning Panel.

The plan also incorporates the requirements of the Local Government Act that relate to Community Strategic Planning, integrating Council's community engagement and planning functions.

Whilst this plan does not cover all forms of engagement or participation processes undertaken by Council, it does specifically focus on planning functions under the Local Government Act and it is the first step in creating a more integrated and up to date Community Engagement Framework for the organisation. The CPP integrates into this framework and updated Community Engagement Policy.

Included within the plan are the standards we set for ourselves in relation to the requirements we follow for the development of a range of documents and processes under existing planning legislation, the notification of development applications and the management of submissions.

## Where Does this Community Participation Plan Apply?

This CPP applies to the City of Shoalhaven Local Government Area (LGA) and planning functions under the EP&A Act.

This plan has been developed in accordance with the requirements of the EP&A Act and the Local Government Act.

It specifically applies to:

- Plan making and Strategic Planning: this includes Local Strategic Planning Statements, amendments to the Local Environmental Plan, Development Control Plans, Local Infrastructure contributions plans and planning strategies
- Development Applications

The CPP does not apply to exempt and complying development.

## How Was this Community Participation Plan Developed?

Our development of the Plan was informed by the requirements of Council's existing policies and requirements relating to engagement, planning and development assessment, in addition to the Local Government Act 1993 (the Act), Local Government (General) Regulation 2005 (Regulation), EP&A Act and the Environmental Planning and Assessment Regulation 2000 (EP&A Regulation).

This review has enabled a draft CPP to be developed drawing upon best practice standards and integrating the legislative requirements into a plan that can be utilised by staff and the community.





# Section 2 - What are the Principles & Values of the CPP ?

**The CPP adheres to the principles outlined in the EP&A Act and the objectives provided in the Department of Planning and Environment's CPP requirements.**

This CPP is also built upon the values that Council upholds of Integrity, Respect, Collaboration and Adaptability and the Core Values and Code of Ethics created by the International Association for Public Participation (IAP2).

## Community Participation Values

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Community has a right to be informed about planning matters that affect it and given opportunities to participate

---

Encourage effective and ongoing partnerships with the community and provide meaningful opportunities for community participation in planning

---

Planning information will be in plain language and easily accessible

---

Opportunities to participate in strategic planning will occur as early as possible to enable views to be considered

---

Engagement will be inclusive and representative of the community

---

Planning decisions will be made in an open and transparent way. Reasons for decisions will be provided including how community views have been considered

---

Methods used and reasons given for planning decisions will be appropriate, having regard to the significance of likely impact of the proposed development

---



## Our Values

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### **Respect**

We are mindful of and care about the feelings, wishes and rights of others

---

### **Integrity**

We are committed to maintain high ethics and standards

---

### **Adaptability**

We are ready for change and willing to embrace a new situation

---

### **Collaboration**

We enjoy working together to deliver for our community

---



# Section 3 - What is Council's Approach to **Community Engagement?**

**Council engages with the community to ensure they are part of decisions which impact on their lives. By speaking with and seeking feedback from our community, Council can build trust and achieve outcomes reflective of community needs.**

Whilst every decision may not be supported, Council provided an opportunity for the community to be involved in the process. Robust and considered conversations with Council about the process and ultimate outcome are welcomed.

The aim of community engagement is to:

- Enable council to obtain a diverse range of views, opinions and ideas on the community's needs and wants
- Identify shared values, benefits and outcomes and how Council and community can work together to realise Council's goals and meet community needs
- Manage risks by understanding and anticipating issues before they escalate
- Enable Council to be open, transparent and accountable
- Create greater community ownership, understanding and acceptance of Council decisions
- Achieve legislative requirements that are set for Council for community engagement and consultation processes.

## **How Will Council Engage?**

A range of community engagement activities are undertaken depending on the type and scope of each project. In most cases a specific community engagement plan will be developed, outlining the specific messaging and engagement approaches to be delivered through the most effective and appropriate mediums.

Engagement can be undertaken in a variety of ways and within a scale ranging from informing (low level of engagement) through to collaboration (high level of engagement). Council adopts the IAP2 spectrum in the development of engagement planning and processes. In most cases, engagement with Council will sit between Inform and Consult. In some cases Council also collaborates directly with the community where the ability to partner in the decision making process can be achieved.

The CPP recognises the importance of understanding the uniqueness of each Council project and identifies the need to utilise a range of engagement techniques to effectively tailor consultation to meet the needs of the various communities throughout the planning process. Engagement techniques used by Council may include letters, surveys, online feedback forms, focus groups and community meetings.



# Section 4 – **Exhibition & Notification** Requirements

**The planning system seeks to utilise local knowledge, ideas and expertise to create sustainable environments, liveable communities and support environmental values.**

Engaging with the community and seeking a better understanding of how the community lives in the city, how we connect with each other, what our priorities and needs are for the future is important to ensure that decision making and policy formulation is undertaken in a wider and more informed context.

As part of the development of this plan various scales of development have been considered to ensure that Council applies the appropriate level of participation and opportunities. Council notification must comply with the EP&A regulations, which can be found at [legislation.nsw.gov.au](http://legislation.nsw.gov.au)

It is important to articulate the level of participation and contribution the community can have within the framework and legislative requirements surrounding strategic planning and development. This serves to set detail and explain the expectations.

## **Development Not Requiring Notification**

This document does not apply in respect of any development that is exempt or complying development as listed in:

- State Environmental Planning Policies
- Shoalhaven Local Environmental Plan 2014
- Shoalhaven Development Control Plan 2014

Certain development and/or activities, based on the site's circumstances, are also considered minor in nature if they are unlikely to adversely affect other property owners.

This determination is also at the discretion of the Director Planning, Environment and Development Group. These are outlined in detail in (Appendix 1).





## Planning Exhibition Requirements

There are both mandatory and non-mandatory requirements that apply to public exhibition of a planning document or development application.

- a. The mandatory requirements legally safeguard the community’s right to comment on planning that affects them.
- b. The non-mandatory requirements reflect best practice in ensuring that the intention to actively

involve the community in planning is honoured (for example, it may be worthwhile for Council to extend the notification distribution and/or exhibition timelines for projects of a sensitive or controversial nature to make sure everyone has a chance to be heard).

Public exhibition of draft planning documents and development applications require a Council resolution before being released for comment. Exhibition requirements are:

## Strategic Planning Exhibition Periods

Planning documents	Minimum Mandatory timeframes
Draft Community Participation Plan	28 days
Local Strategic Planning Statement (LSPS)	28 days
Planning proposals	28 days - or as specified by the gateway determination which may find due to the minor nature of the proposal that no public exhibition is required
Draft Development Control Plan	28 days
Draft contributions plans	28 days
Planning Agreement	28 days
Non statutory pregateway exhibition for planning proposals	28 days

## Development Matters Exhibition/Notification Timeframes

Planning documents	Minimum Mandatory timeframes
Application for development consent for designated development	30 days
Application for development consent that is required to be publicly exhibited by regulation	28 days
Nominated Integrated Development	30 days
Environmental Impact Statement (under division 5.1 or 5.2)	30 days

## Exhibition Timeframes

Planning documents	Minimum Mandatory timeframes
Policy or guidelines	28 days
Plans for urban renewal areas and masterplans	42 days
Re-exhibition of any matter referred to above	As per the original exhibition period



## Who Will Be Notified

All property owners and Council's Community Consultative Bodies (CCBs), who in the opinion of Council, may be affected by a development proposal shall be notified in writing, in accordance with Table 1 – Community Consultation Matrix. In certain circumstances, the Assessing Officer may use his/ her discretion to notify beyond the nominated buffer zones. All DA's can be viewed on Council's DA tracking website via [sholhaven.nsw.gov.au](http://sholhaven.nsw.gov.au)

Property owners to be notified include:

- Those with land within the identified buffer boundary
- An association for a community, precinct or neighbourhood parcel of land
- Where land is accessed by a right-of-carriageway (ROW), all affected landowners will be notified
- Where land is owned by the Crown, the Department of Lands
- Where the land is owned by a State Government Agency, eg National Parks and Wildlife Service but is not occupied for housing purposes, the property/ ownership branch of the relevant State Government Agency

## When Will Applications be Notified?

Usually applications will be notified after the registration of the DA. However, if an application is not supported by plans and other necessary documentation as set out in Council's Development Application Guidelines relevant to the proposal, or any other documentation considered necessary by Council for adequate assessment of the application, notification of the application may be delayed.

If an application is notified and the need for an independent specialist report is identified during the assessment process, the application may be re-notified upon receipt of the relevant report/s. Amended plans received during the assessment of an application may also be re-notified. **Re-notification will be at the expense of the applicant.**





## Community Consultation Matrix - Development Applications

Degree of Community Consultation	Methods of Consultations	Issues to Consider to Determine Levels of Consultation	Examples
<b>Level 1:</b> Neighbour notification within buffer of 25m radius in urban areas and 100m radius in rural areas.	Notification letters to all property owners located within identified radius.  (DAs published on the DA tracking website)	Development: <ul style="list-style-type: none"><li>• Is of small to moderate scale</li><li>• May impact on views or amenity of residents in the neighbourhood</li><li>• May impact on the character of the neighbourhood; and</li><li>• Raises environmental issues.</li><li>• Raises traffic issues</li></ul>	<ul style="list-style-type: none"><li>• Additions to existing commercial or industrial premises (only notified where it doesn't meet requirements in appendix 1)</li><li>• Two-storey dwelling-houses</li><li>• Two-lot Subdivisions other than the subdivision of existing dual occupancy developments</li><li>• Secondary dwellings</li><li>• Bed &amp; Breakfast accommodation in an existing dwelling-house</li><li>• Dual occupancy development</li><li>• Development accessed by a right-of-carriageway</li><li>• New retail, commercial and industrial activities</li><li>• Home activities with potential for external impacts; and</li><li>• Purpose-built Bed &amp; Breakfast Accommodation.</li></ul>

Table 1 – Community Consultation Matrix.



Degree of Community Consultation	Methods of Consultations	Issues to Consider to Determine Levels of Consultation	Examples
<b>Level 2:</b> Neighbour notification within buffer of 60m radius in urban areas and 200m radius in rural areas.	Notification letters to all property owners affected within identified radius.  Relevant CCBs and Chambers of Commerce notified.  (DAs published on the DA tracking website)	Development: <ul style="list-style-type: none"><li>• Is of moderate scale and significance</li><li>• May impact on views or amenity of residents in the local area</li><li>• May have impacts concerning the local community; and</li><li>• Raises significant environmental issues.</li></ul>	<ul style="list-style-type: none"><li>• Tourist development</li><li>• Medium density development up to and including 10 units</li><li>• Subdivisions of 3-10 lots</li><li>• Child care centres; and</li><li>• Commercial and industrial proposals.</li></ul>
<b>Level 3:</b> Neighbour notification within buffer of 120m radius in urban areas and 500m radius in rural areas.	Notification letters to all property owners affected within identified radius.  Relevant CCBs and Chambers of Commerce notified.  Newspaper advertisement or other notification method.  (DAs published on the DA tracking website)	Development: <ul style="list-style-type: none"><li>• Is major</li><li>• Raises major environmental issues; and</li><li>• May raise concerns for nearby residents, the wider community and visitors to the area.</li></ul>	<ul style="list-style-type: none"><li>• Shopping centres</li><li>• Medium density development in excess of 10 units</li><li>• Subdivisions in excess of 10 lots</li><li>• Icon sites</li><li>• Major industrial developments</li><li>• Major community projects, eg cultural centres; public swimming pools, sports facilities/ complexes</li><li>• Any development of public open space in Council ownership or Crown Land where Council is Trust Manager</li><li>• Large retail; and</li><li>• Any development involving the sale of liquor or adult goods or services.</li></ul>

# Section 5 – Submissions

## What are the Submission Requirements?

When making a submission to Council, the submission should:

- Be received by Council on or before the last day of the exhibition timeframe (unless otherwise specified)
- Be in writing and submitted through Council’s ‘Have Your Say’ web page, DA tracking, by email or mail
- Contain the name and email address of the person making the submission. For DA’s, the application number and address of the property that is the subject of the development proposal and detail the submission’s purpose and all reasons for the submission. Anonymous submissions will not be accepted.

## How Long is the Submission Period?

The submission period is the same as the notification period. Submissions are letters or emails, petitions or similar written representations from individuals or groups of people regarding a particular application.

All submissions received within the nominated timeframe will be considered. Submissions received after the nominated timeframe will be considered where possible. Outcomes will not be determined prior to the expiry of the nominated notification period.

If the exhibition period is due to close on a weekend or a public holiday, Council may extend the exhibition to finish on the first available workday. The Christmas period (between 20 December and 10 January, inclusive) is excluded from the calculation of the public exhibition. Other significant religious or cultural festivities may warrant extended consultation where deemed necessary or appropriate.

*Note: Council will not respond to each individual submission received during the assessment process due to volume and frequency of DA submissions.*

## Notifying Assessment Outcomes

It is mandatory for Council to notify the public of the outcomes from the assessment of the application for development or modification consent that was publicly exhibited by letter and/or by posting to the project website. Council will give notice of the determination of an application to each person who makes a written submission. In the case of a petition, the instigator will be advised directly.

*Note: Email will be used as much as possible to ensure timeframes are met.*

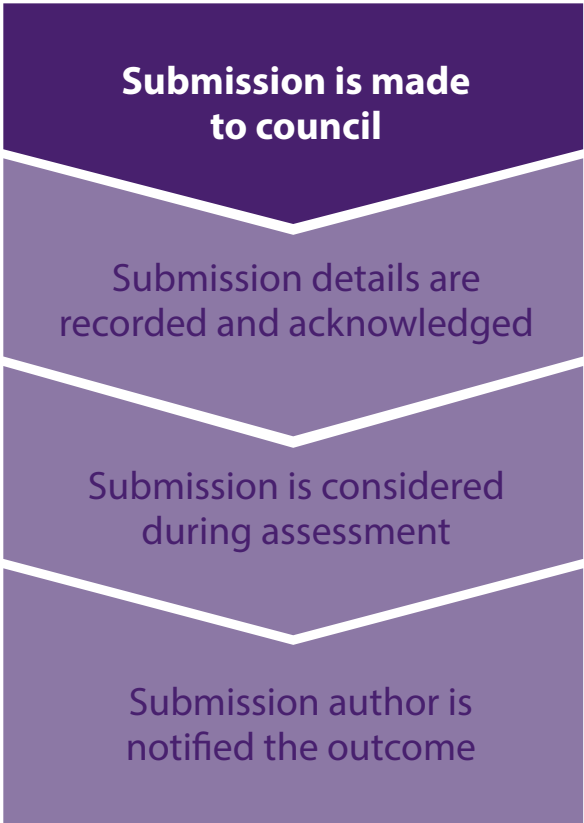


Figure 1: Submission Process

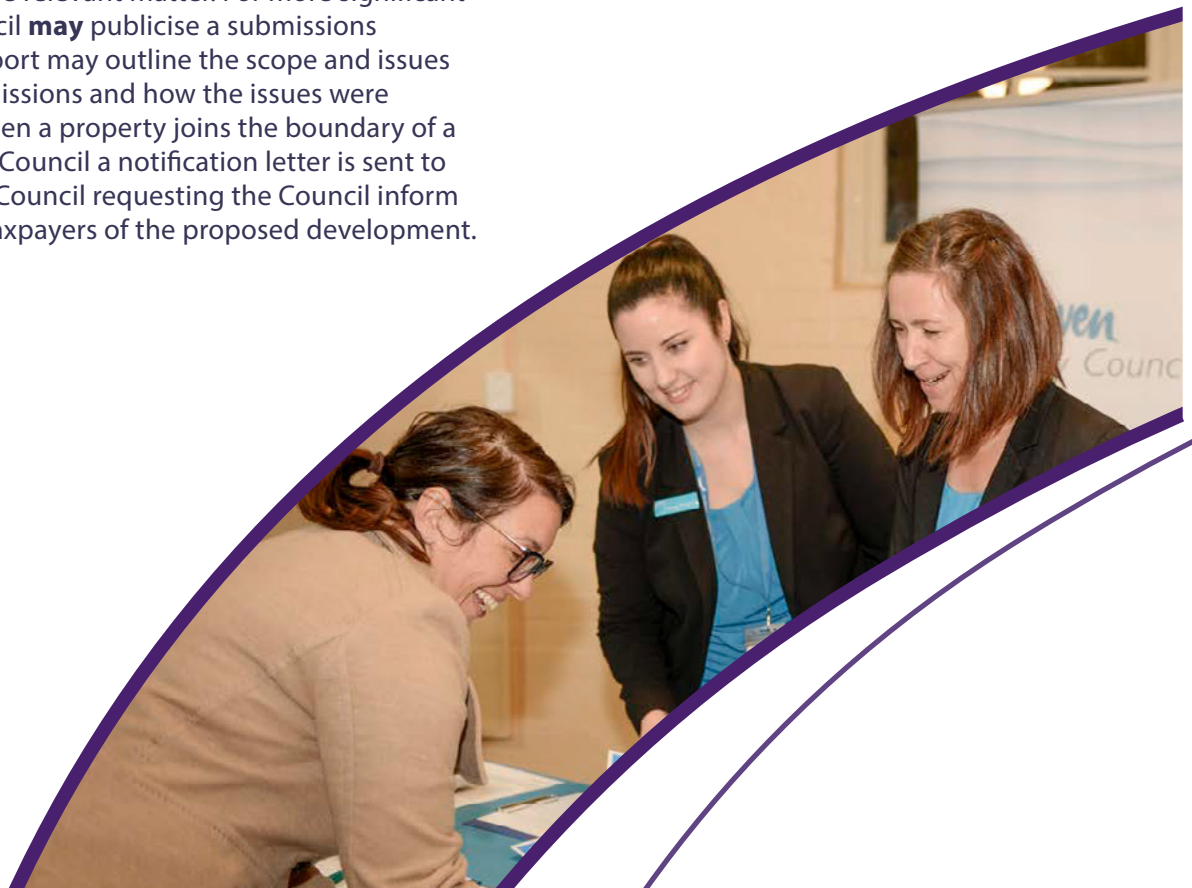
## What's Included in the Notification?

Following the assessment of the DA and the submissions received, Council will issue a notice of determination. The notice of determination or Council's assessment report will specifically address matters of concern raised in submissions and give reasons for the determination.

Notifications must include:

- The decision
- The date of the decision
- The reasons behind the determination as required by the Act/Regs
- How community views were considered in making the decision.

Closing the feedback loop involves a variety of techniques. People who are actively involved and are directly affected by the plan are notified of decisions to the relevant matter. For more significant matters, Council **may** publicise a submissions report. The report may outline the scope and issues raised in submissions and how the issues were addressed. When a property joins the boundary of a neighbouring Council a notification letter is sent to the adjoining Council requesting the Council inform its residents/taxpayers of the proposed development.





# Section 6 - Monitoring & Evaluation

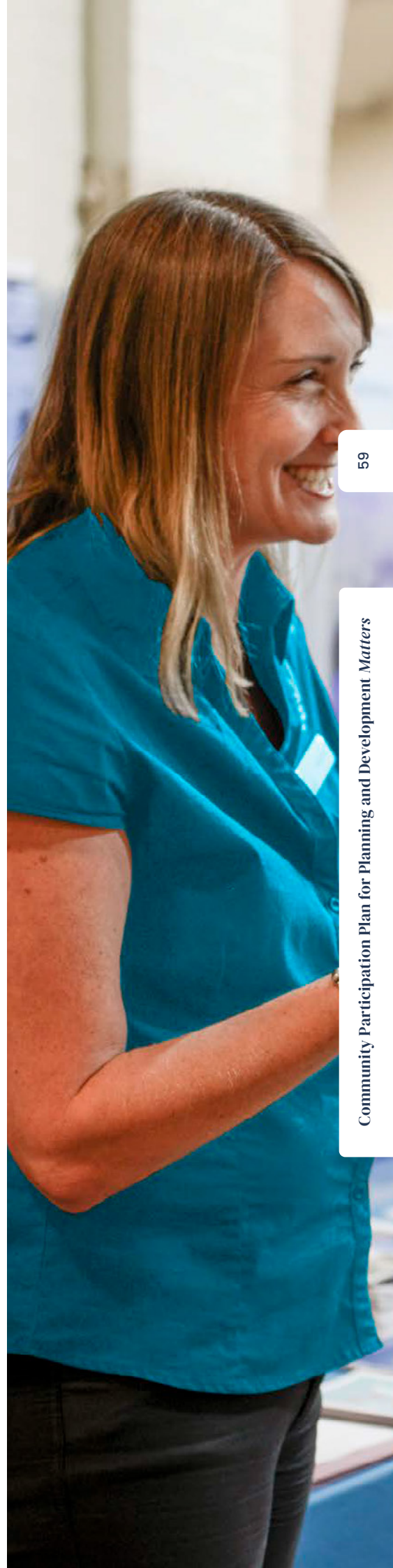
**Evaluation is a formal, on going assessment of Council's community engagement activities. This involves the community, staff and Councillors.**

Evaluation of engagement techniques will be undertaken throughout the engagement period, to ensure that improvements to the engagement plan can be implemented throughout the process as well as inform future community engagement activities.

Evaluation measures the success of the CPP and includes assessment of:

- The anticipated outcomes
- The success of the community engagement methods utilised
- On going input from participating community groups
- Council feedback from the community.

The evaluation methods that will be used will be selected to best suit the project, program or decision. Evaluation may include the use of quantitative and qualitative evaluation tools. The evaluation process is part of the formal record of the engagement process that is retained by Council. The evaluation process will inform priorities for change and improvement for ongoing and future community engagement .







# Section 7 – Appendix

## Appendix 1:

Development Not Requiring Notification		
Development	Requirement	
<p>Dwelling houses (including additions and ancillary structures)</p> <ul style="list-style-type: none"><li>Detached single-storey dwelling house (not including second-storey dwellings, additional/secondary dwellings, managers' residences)</li><li>Single storey additions/alterations to detached dwellings approved by Council</li><li>Single storey carports, garages and pergolas associated with a detached dwelling house approved by Council</li><li>Development ancillary or incidental to a detached dwelling house e.g. an outbuilding with a maximum area or 40m<sup>2</sup> or 5m in height.</li></ul> <p>Dual occupancy ancillary structures</p>	Zone Side/Rear Boundary	Zone Side/Rear Boundary
	The setback from any side or rear boundary of the external wall of any structure is equal to, or greater than, the following: Refer also to notes 1 and 2	
	RU1 Primary Production	RU1 Primary Production
	RU2 Rural Landscape 20m	RU2 Rural Landscape 20m
	RU4 Primary Production Small Lots	Lot size up to 1ha = 10m Lot size greater than 1ha = 20m
	RU5 Village	900mm
	R1 General Residential	900mm
	R2 Low Density Residential	Lot size up to 1999m <sup>2</sup> = 900mm Lot size between 2000m <sup>2</sup> -3999m <sup>2</sup> = 5m Lot size 4000m <sup>2</sup> or greater = 7.5m
	R3 Medium Density Residential	900mm
	R5 Large Lot Residential	Lot size up to 1ha = 10m Lot size greater than 1ha = 20m
<ul style="list-style-type: none"><li>Single storey carports, garages and pergolas associated with a dual occupancy (attached or detached) approved by Council.</li></ul>	SP3 Tourist	Lot size up to 1999m <sup>2</sup> = 900mm Lot size between 2000m <sup>2</sup> -3999m <sup>2</sup> = 5m Lot size 4000m <sup>2</sup> or greater = 7.5m
	E2 Environmental Conservation	20m
	E3 Environmental Management	20m
	E4 Environmental Living	Lot size up to 1ha = 10m Lot size greater than 1ha = 20m

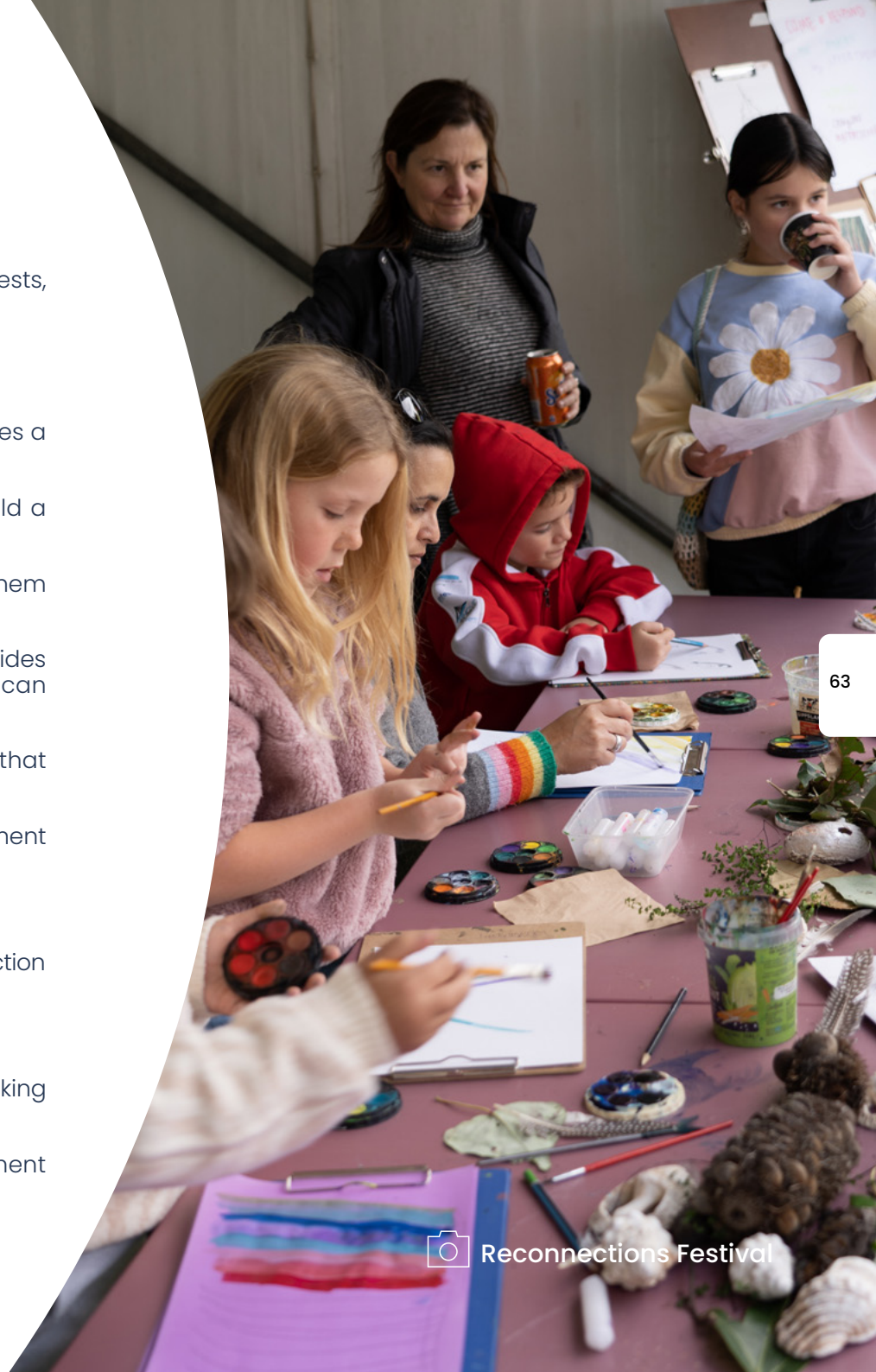


Development Not Requiring Notification	
Development	Requirement
Swimming Pools and Outdoor Spa Baths	<ul style="list-style-type: none"><li>On lots over 2000m<sup>2</sup> if the pool or outdoor spa bath (with minimum 10m side and rear boundary setback), will be ordinarily ancillary to a dwelling occupied for private use only.</li></ul>
Industrial uses <ul style="list-style-type: none"><li>Minor additions in keeping with surrounding developments and the local environment</li><li>Change of use</li><li>First occupation</li></ul>	<ul style="list-style-type: none"><li>Existing approved use</li><li>Light Industry to light Industry</li><li>No significant effect on the surrounding owners or the community.</li></ul>
Commercial Uses <ul style="list-style-type: none"><li>Minor additions in keeping with surrounding developments and the local environment</li><li>Change of use</li><li>First occupation</li></ul>	<ul style="list-style-type: none"><li>Existing approved use.</li><li>No significant effect on the surrounding owners or the community.</li></ul>
Internal Alterations	<ul style="list-style-type: none"><li>Internal alterations that will not have any impact beyond the property boundary.</li></ul>
Tree Preservation Order Applications	<ul style="list-style-type: none"><li>All applications other than those for any tree or stand of trees likely to have direct impact on amenity of adjoining residents.</li></ul>
Subdivision (unless Nominated Integrated Development) <ul style="list-style-type: none"><li>Minor boundary adjustments</li><li>Strata subdivisions</li><li>Community title subdivisions</li><li>2-lot subdivision for existing dual occupancy developments</li></ul>	<ul style="list-style-type: none"><li>Not requiring physical works</li><li>Notification has already been undertaken at the DA stage.</li></ul>
Advertising Signs	<ul style="list-style-type: none"><li>Applications which comply with Chapter G22: Advertising Signs and Structures of Shoalhaven LEP 2014.</li></ul>
Amendments to DA prior to determination	<ul style="list-style-type: none"><li>Requested by Council following preliminary assessment</li><li>Requested by State Government Agencies; e.g. Rural Fire Service (RFS) following preliminary assessment.</li><li>Made in response to objections received.</li><li>If the result of conditions imposed on an application was previously notified.</li></ul>
Construction Certificate, Occupation Certificate and Compliance Certificate Applications	<ul style="list-style-type: none"><li>Made under Part 4A of the EP&amp;A Act 1979.</li></ul>
Exempt and Complying Developments	<ul style="list-style-type: none"><li>As prescribed in SEPP (Exempt and Complying Development Codes) 2008, Part 3 and Schedule 2 of Shoalhaven LEP 2014 and as set out in Shoalhaven DCP 2014.</li></ul>



# Glossary

<b>Accessible</b>	Giving people of all abilities opportunities to participate.
<b>Community</b>	A group of people who share common characteristics, interests, or live in the same area.
<b>Community Strategic Plan</b>	Reflects the community's vision and aspirations for the city.
<b>Crowd Sourcing</b>	A process where a group, instead of an individual, completes a task, solves a problem, or develops innovative ideas.
<b>Engagement programs</b>	A way to help connect a stakeholder to a project and build a relationship that encourages inclusion and feedback.
<b>Gamification</b>	Using game-like elements in non-game activities to make them more fun and engaging.
<b>Get Involved</b>	Is Council's online community engagement platform; it provides a central location for all projects which the community can provide feedback on.
<b>Immediately affected</b>	Adjoining landowners, businesses and catchment areas that would benefit from being informed.
<b>International Association of Public Participation (IAP2)</b>	The peak body for the community and stakeholder engagement sector.
<b>Level of influence</b>	The extent to which stakeholders can affect the project's direction and outcomes.
<b>Non-negotiables</b>	Project scope that is not open to discussion or changes.
<b>Public participation</b>	Any process that directly engages the public in decision-making and considers public input in making that decision.
<b>Severely impacted</b>	Access is impacted and/or change in how the environment functions (e.g., lightening, noise, congestion etc).





Address all correspondence to:  
The Chief Executive Officer  
PO Box 42, Nowra NSW 2541  
[shoalhaven.nsw.gov.au/contact](http://shoalhaven.nsw.gov.au/contact)  
1300 293 111