

COFFS HARBOUR CITY COUNCIL

COMMUNITY PARTICIPATION & ENGAGEMENT PLAN



COFFS HARBOUR CITY COUNCIL
www.coffsharbour.nsw.gov.au

ACKNOWLEDGMENT OF COUNTRY



Coffs Harbour City Council acknowledges the traditional custodians of the land, the Gumbaynggirr people, who have cared for this land since time immemorial. We pay our respects to their elders, past, present and emerging, and commit ourselves to a future with reconciliation and renewal at its heart.

Image: Bush Life by Reece Flanders, 2019.

About this image: This painting was inspired by knowledge passed to me from one of my elders about how life was in the bush, in the old days, the coastline is represented in the top left corner, with camps scattered through the painting, each one responsible for preserving that animal so that they weren't taking too much from the land.

COFFS HARBOUR COMMUNITY VISION

MyCOFFS
love it!

The Coffs Harbour Local Government Area community collaborated with Council to develop the MyCoffs Community Strategic Plan, a vision and strategic plan to help take our Local Government Area into the future. The MyCoffs Community Vision is that we are connected, sustainable and thriving.

EXECUTIVE SUMMARY

At Coffs Harbour City Council, we share the community's passion and pride in the Coffs Harbour region. We are committed to working together to preserve and celebrate the Coffs lifestyle and our natural environment. Council is committed to creating great places to live, work and play across the Coffs Harbour region.

We believe that the best planning outcomes are reached when communities are engaged in the planning process at the earliest opportunity. This Community Participation and Engagement Plan is about the people of the Coffs Harbour Local Government Area contributing to Council decision-making through community-led recommendations. It is about asking, listening, and supporting the community to learn more about local government and how it can best work for them.

This Community Participation and Engagement Plan sets out our approach for facilitating community participation and engagement. It explains why, when and how Council will engage with the community. In short, it is designed to be an easy-to-use guide for community members to know when and how they can participate in decisions that could affect their future.

This Community Participation and Engagement Plan also reflects the legislation requiring Council to ensure communities have a say and participate in decisions that affect their future.

Council will continue to improve and refine its community engagement processes – it is one of Council's key responsibilities. We aim to engage early and broadly and will continue to improve access to information.

We welcome the combined experience, imagination and common sense of the Coffs Harbour region to help guide Council decision-making. As a community, we will grow and learn from each other, and in turn Council decisions will be more aligned to community aspirations and expectations.

The MyCoffs Community Vision is that we are connected, sustainable and thriving. That is the spirit underlying this Plan.





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GLOSSARY OF TERMS

TERM	EXPLANATION
MyCoffs Community Strategic Plan (CSP)	A whole-of-community long-term strategic plan developed in consultation with the community to provide a blueprint to help us achieve our community's vision for the future. Achieving the goals of MyCoffs will be the responsibility of organisations, groups and individuals across the community, and is not just the responsibility of Council. Council will collate information to assist the community to measure its progress in achieving its goals over time. A community strategic plan is a plan that identifies the main priorities and aspirations for the future of the Local Government Area covering a period of at least 10 years from when the plan is endorsed.
Contribution Plans (CP)	A plan developed by councils for the purpose of gaining financial contributions from new development towards the cost of new and upgraded public amenities and/or services required to accommodate the requirements arising from the new development.
Designated development	<p>Refers to developments that are high impact (e.g. likely to generate pollution) or are located in or near an environmentally sensitive area (e.g. a coastal wetland). There are two ways a development can be categorised as 'designated development':</p> <ul style="list-style-type: none"> the class of development can be listed in Schedule 3 of the EP&A Regulation as being a designated development, or a Local Environment Plan (LEP) or State Environmental Planning Policy (SEPP) has declared the development to be designated. <p>Examples of designated development include chemical factories, large marinas, quarries and sewerage treatment works. For the Regulation's full list of designated developments, refer to Schedule 3 of the <i>Environmental Planning and Assessment Regulation</i>.</p>
Development Application (DA)	An application to obtain consent to carry out development on an area/site. This usually includes a form, detailed plan drawings and supporting documents.
Development Control Plan (DCP)	A plan developed by councils that provides detailed planning and design guidelines to support the planning controls in a local environmental plan (LEP).
Community	Our community includes all the people who live, work, study, own property, conduct private, community organisation or government business, visit or use the services, facilities and public spaces and places across the Coffs Harbour Local Government Area.

TERM	EXPLANATION
Community engagement	Community engagement refers to the broad manner in which the views, aspirations and values of the community are sought and considered to inform, influence and assist in the decision-making of Council.
Community Engagement Strategy	A strategy for engagement with the local community when Council is developing its plans, policies and programs and for the purpose of determining its activities (other than routine administrative matters).
Disadvantage	Socioeconomic disadvantage refers to people's access to material and social resources as well as their ability to participate in society.
Feedback	Any correspondence relating to a matter or proposal outside of a formal public exhibition period.
International Association for Public Participation (IAP2)	International Association for Public Participation, recognised as a world leader in establishing the principles and values for effective community engagement.
Integrated Development	Integrated development is any development application that requires an approval to be obtained from other public authorities (e.g. the Environment Protection Authority) before consent can be granted. Integrated development applications require a permit listed in s91 of the Environmental Planning and Assessment Act (e.g. an aquaculture permit, mining lease, pollution licence, Aboriginal heritage impact permit).
Local Environmental Plan (LEP)	An environmental planning instrument developed by a local planning authority, generally a council, which sets the local land-use planning framework for a Local Government Area.
Local Strategic Planning Statement (LSPS)	A plan developed by councils to set out the 20-year strategic vision for land use and growth in a Local Government Area, addressing the special character and values that are to be preserved and how change will be managed into the future.
Marginalisation	Marginalisation describes a state in which individuals are living on the fringes of society because of their compromised or severely limited access to the resources and opportunities needed to fully participate in society. Marginalised people experience a complex, mutually reinforcing mix of economic, social, health and early-life disadvantage, as well as stigma.

GLOSSARY OF TERMS

TERM	EXPLANATION
Other Advertised Development	<p>This sub-category includes:</p> <ul style="list-style-type: none"> • <i>Nominated Integrated Development</i> - any development application that requires an approval under the Heritage Act 1977 (NSW), the Water Management Act 2000 (NSW) or the Protection of the Environment Operations Act 1997 (NSW), • <i>Threatened species development</i> - development affecting threatened species which requires a species impact statement, • <i>Class 1 aquaculture development</i> -- development that is Class 1 aquaculture under SEPP 62-Sustainable Aquaculture, • Development that is identified to be <i>Advertised Development</i> by this Community Participation and Engagement Plan.
Place Manual	A Place Manual is a comprehensive masterplan that captures a common vision to guide growth and changes for villages and precincts within the Local Government Area in line with the community's needs and aspirations. For specific detail in relation to the particular villages and precincts please refer to Section 3.3. of Council's Local Growth Management Strategy.
Planning Proposal	A document that explains the intended effect of a proposed amendment to the local environmental plan (LEP) and sets out the justification for making that plan.
Public exhibition	A set period of time when a Council matter or proposal is made available for the community to make either a formal submission or to provide feedback.
Public notice	A notice providing information for the public in relation to a matter or proposal on 'public exhibition' by publishing a notice such as on Council's website, in a newspaper or by placing a notice on the land or by giving notice to specific landowners.
Social justice principles	The four principles underpinning social justice: access, equity, participation and rights.
State Environmental Planning Policy (SEPP)	An environmental planning instrument developed by the New South Wales Government that relates to planning matters that are State-significant or are applicable across the State.

TERM	EXPLANATION
State-significant development (SSD)	Some types of development are deemed to have State significance due to its size, economic value or potential impacts. Examples of possible SSDs include: new educational establishments, hospitals and energy-generating facilities.
Submission	<p>The act of providing comment on a matter or proposal that is on 'public exhibition' within the specified submission period. A submission can be made:</p> <ul style="list-style-type: none"> • in support; • in opposition; • in support in some parts and in opposition in other parts; or • neither in support or in opposition but compromising neutral comment for consideration.



Coffs Harbour Jetty

1. WHAT IS A COMMUNITY PARTICIPATION & ENGAGEMENT PLAN?

This is Council's first Community Participation and Engagement Plan. It is designed to make participation in Council's decision-making easier.

It sets out a whole-of-Council, organisation-wide, commitment and consistent approach to community engagement and participation. This facilitates a common understanding and approach between Council, our community and other stakeholders and refers to the broad manner in which the views, aspirations and values of the community and stakeholders are sought and considered.

This Community Participation and Engagement Plan is informed by our Community Engagement Policy¹ adopted by Council in 2017 and has been developed in accordance with the community participation and engagement requirements of the *Environmental Planning and Assessment Act* and the *Local Government Act*.

1.1 WHAT IS COMMUNITY PARTICIPATION AND ENGAGEMENT?

Community participation and engagement is an overarching description that covers how we engage the community in Council's work. This Community Participation and Engagement Plan does this by setting out in one place how and when you can inform, influence and assist in a range of Council functions, including policy and strategy development, project design and implementation, strategic and land-use plan preparation and assessment of development applications. It also establishes our strategy and objectives for community engagement when developing other plans and programs and for the purpose of inform, influence and assist determining our priorities, resourcing and activities.

WHY IS COMMUNITY PARTICIPATION AND ENGAGEMENT IMPORTANT?

Community participation and engagement creates better outcomes for the community. It allows Council to work with the community to agree on community priorities for the allocation of resources and scheduling of programs and projects. It also enables Council to make decisions that reflect the diversity of opinions and needs within our diverse community, and to ensure that those most likely to be affected by Council decisions and investments have an opportunity to shape those decisions.

¹ POL-100. Adopted 14/09/2017 Resolution No: 2017/197



1.2 COUNCIL'S COMMITMENT TO COMMUNITY PARTICIPATION AND ENGAGEMENT

Council is committed to engaging with the community on planning and decisions that may affect you and recognises that community participation and engagement is a valuable process in local government decision-making. It assists Council to set priorities, determine levels of service, and confirm strategies and activities that will best achieve the desired community outcomes. Council also recognises that community participation can strengthen and enhance the relationship between community and government.

When we refer to 'the community', we are referring to a wide range of stakeholders. The Coffs Harbour Local Government Area includes a large and diverse community. Council's efforts to engage with its constituents must reflect this diversity and make concerted efforts to engage with marginalised and disadvantaged members of our community. Our community includes people who live, work, study, own property, conduct private, community organisation or government business, visit or use the services, facilities and public spaces and places across the Coffs Harbour Local Government Area. Into the future, we will endeavour to ensure that our community is:

- invited to participate at various stages of planning processes, including the identification of needs, setting of priorities, and allocation of resources,
- informed on issues and decisions facing Council that could significantly affect your future,
- given opportunities to have your say, in a way and at a time that suits you,
- confident your views and advice have been genuinely considered before Council decisions are made, and
- provided explanations about the outcomes of engagement and Council's decisions.



Consultation for the MyCoffs Community Strategic Plan 2016

1.3 WHAT FUNCTIONS DOES THE COMMUNITY PARTICIPATION AND ENGAGEMENT PLAN APPLY TO?

Council provides a range of services across the Coffs Harbour Local Government Area. We administer various laws and regulations to help maintain and improve services and facilities for the community such as, environmental planning, land use planning, public health, infrastructure design, construction and maintenance, community planning and programs, sporting and recreational services, environmental protection and waste management.





This Community Engagement and Participation Plan applies across the range of functions that Council is responsible for, such as planning, policy development, programs and activities.

Strategic, land use and natural resource plan preparation is an essential aspect of our work. We plan to set the strategic direction, vision and context for the future of the Coffs Harbour Local Government Area. We plan for places and communities, which integrate social, environmental and economic factors with the area's special attributes and their future realisation within the planning system and services to best achieve the desired community outcomes.

Examples of this work include amendments to or the creation of the following types of plans. Note, this is not an exhaustive list and does not cover all plans that may be produced by Council.

- Community strategic plans
- Strategic plan preparation, including local strategic planning statements, local growth management strategies, place manuals, masterplans, plans of management and associated specialist studies
- Land use plan preparation, including local environmental plans, development control plans, development contribution plans and associated specialist studies
- Environmental plan preparation, including biodiversity strategies, floodplain management
- strategies, coastal and estuary management plans and associated specialist studies
- Heritage plan preparation, including cultural heritage, Indigenous heritage, European heritage and associated specialist studies
- Strategic, Service or Action Plans such as a Sports Facility Plan, Community & Cultural Facility Planning, Service and Sector plans and guidelines
- Asset Management Strategies and Plans

While we aim for a consistent approach to community participation and engagement, we acknowledge that no two engagement projects will ever be the same. As this plan details, community participation and engagement will be tailored, and depends on a range of factors such as the urgency of the issue, the level and scale of the potential impact, the legislated requirements, the extent of public interest and resourcing available.



Figure 1: What functions does the Community Participation and Engagement Plan apply to?



2. BUILDING BETTER PLACES

Council has a fundamental principle to prioritise better place outcomes in everything we do. This means that we take a people-centred approach to the planning, design and management of all places and spaces within the Local Government Area.

We endeavour to engage with the community around its vision for a place, to meet the needs of the community and to ensure that the community is valued, consulted, heard and informed by Council. We design our engagement approach so that even where there may not be community-wide consensus on the decision or outcomes, there can be acknowledgment that the process was fair with proper and genuine consideration given to the range of community views and concerns.

2.1 OUR COMMUNITY PARTICIPATION AND ENGAGEMENT OBJECTIVES

Our objectives have been developed having regard to the community participation principles set out in the Environmental Planning and Assessment Act, the social justice principles identified in the Local Government Act, and the Community Engagement Policy.

The objectives will assist Council to:

- develop community participation and engagement programs,
- embed best practice community participation and engagement within the Council, and
- evaluate the effectiveness of our community participation and engagement.



Community participation and engagement objectives and actions

Community participation and engagement is flexible and responsive	<ul style="list-style-type: none"> • Prepare information that is relevant, concise and easy to understand. • Be flexible and use appropriate techniques. • Take account of language, literacy, cultural barriers and accessibility considerations. • Resources are allocated, as required, to engage hard to reach groups or where there is a significant public interest.
Community participation and engagement is timely	<ul style="list-style-type: none"> • Start engagement as early as possible and continue for an appropriate period. • Ensure reasonable time to provide input.
Community participation and engagement is transparent and accountable	<ul style="list-style-type: none"> • Clearly explain the purpose of any engagement, when and how the community or stakeholders can participate and how feedback will be considered. • Explain how participants input was taken into consideration • Ensure the response and consideration of engagement and input is relevant and proportionate. • Protect privacy and respect confidentiality.
Community participation and engagement is inclusive and accessible	<ul style="list-style-type: none"> • Information and relevant documents are readily available and accessible in clear and easy to read language. • Identify and involve parties or stakeholders with an interest and build strong partnerships across the community • Engage with a broad cross-section of the community that reflects and is inclusive of the area's demographics. • Seek input from groups who may find it difficult to participate in standard engagement activities, for example young and older people, people with disabilities, Aboriginal and Torres Strait Islander people, and people from a culturally and linguistically diverse background.
Community participation and engagement is effective	<ul style="list-style-type: none"> • Objectives and level of impact and influence of any engagement activities are made clear. • Improve internal Council co-ordination and sharing of information and feedback to avoid consultation fatigue. • Engagement plans, activities and outcomes are evaluated. • Councillors and staff understand Council's commitment to and are adequately trained and resourced to design and deliver effective community participation and engagement. • Comply with any statutory obligations.

Community participation and engagement is enhancing

- Design engagement activities to enhance and not frustrate the decision-making process.
- Clearly establish the purpose for engagement and tailor engagement activities to match the context, scale and nature of the proposal, level of public interest, and community preferences about how they would like to participate.
- Give genuine and proper consideration to input received.

Community participation and engagement is based on principles of social justice

- Consider the following key principles of social justice:

Equity – there should be fairness in decision-making, prioritising and allocation of resources, particularly for those in need. Everyone should have a fair opportunity to participate in the future of the community. The planning process should take particular care to involve and protect the interests of people in vulnerable circumstances.

Access – all people should have fair access to services, resources and opportunities to improve their quality of life and enable their participation.

Participation – everyone should have the maximum opportunity to genuinely participate in decisions that affect their lives.

Rights – equal rights should be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life and be heard.



Blues & Berries Festival 2019

PLACEMAKING PROCESS



Figure 3: Coffs Harbour City Council placemaking process

2.2 OUR PLACEMAKING PHILOSOPHY

Council has adopted a placemaking framework for the Coffs Harbour Local Government Area to enhance liveability, create opportunities for economic prosperity and embrace design excellence.

This approach is aimed at setting a vision for a place with the community, and then adjusting Council's planning rules to fit with the vision for the place. Delivering this placemaking framework across the Local Government Area aims to ensure that the community is consulted when Council is setting the future direction or vision for various places within the Local Government Area.

Council's adopted principles of placemaking can be explained as follows:

- The community is the expert
- The focus is on creating a place not a design
- Partnerships are important
- Observing how a place is used is essential
- Community-led visions are encouraged
- Simple and inexpensive solutions can make a difference

- Grouping of activities together creates vibrancy
- There's a solution for every problem
- Built form has a key role in how a place functions
- Ongoing activation of places is necessary
- Great spaces require ongoing maintenance

Over time, Council proposes to undertake a series of placemaking exercises to develop Place Manuals for key villages and precincts around the Local Government Area. It will also be captured in the visions of the Local Strategic Planning Statement and the Local Growth Management Strategy. This placemaking framework is outlined in Figure XX and involves significant community participation and engagement during the development of these Place Manuals.

3. OUR COMMUNITY PARTICIPATION AND ENGAGEMENT APPROACH

In line with our community participation and engagement objectives, we encourage opportunities for community participation and engagement that are flexible and responsive, transparent and accountable, effective, enhancing, timely, and based on principles of social justice.

To achieve this, we design our engagement approach so that even where there may not be community-wide consensus on the decision or outcomes, there can be acknowledgment that the process was fair with proper and genuine consideration given to the range of community views and concerns.

The level and extent of community participation and engagement that is appropriate will vary depending on the community, the scope of the proposal under consideration, and the potential impact of the decision.

Council's responsibility is to promote the well-being of the Local Government Area as a whole. Council will, as resources allow, engage with a variety of people from across the Local Government Area and who have diverse experiences, interests and roles to inform decisions affecting the city. When we refer to 'the community' in this Plan, we are referring to the large and diverse community that makes up our vibrant city. This includes, but is not limited to, the following:

- Individual residents and ratepayers
- Non-resident ratepayers
- Business, industry and farming organisations
- Local resident, ratepayer and progress associations
- Aboriginal and Torres Strait Islander community
- Young people
- Children
- Seniors
- People with a disability
- People from culturally and linguistically diverse (CALD) backgrounds
- Rural community residents
- Community, sporting and environmental organisations and groups
- Not-for-profit services and agencies
- Arts and cultural organisations and groups
- Visitors to the area
- Neighbouring councils and regional organisations
- Government agencies and Members of Parliament (State and Federal)
- Other specific interest groups around a particular project or matter of interest.

3.1 WHAT DOES PARTICIPATION AND ENGAGEMENT LOOK LIKE?

Council will use the International Association for Public Participation (IAP2) spectrum of engagement to help inform the development of community participation and engagement strategies so that community and stakeholders are appropriately involved on projects or matters that affect them.

The IAP2 approach is widely considered the best practice benchmark for community engagement and is summarised in the table below.

Table 1: IAP2 Spectrum of Engagement



LOW

HIGH

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Goal of engagement	We will provide balanced and objective information to assist you in understanding the problem, alternatives, opportunities and/or solutions.	We will obtain public feedback on analysis, alternatives and/or decisions.	We will work with you throughout the process to ensure that your concerns and aspirations are consistently understood and considered.	We will work together with you in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	We will help work towards the level of capacity to help the community lead and decide on a matter.
Role of the community	LISTEN	CONTRIBUTE	PARTICIPATE	PARTNER	LEAD
What this may look like	We notify the community of certain types of development proposals, activities, policies, strategies and plans, make relevant documentation publicly available as specified by legislation and this Community Participation and Engagement Plan. We update information on the status of development proposals and plans as they progress through the planning system.	We consult with the community and invite comment on a development proposal, draft strategy, plan or policy.	We conduct a range of both targeted and broad engagement activities designed to collect stakeholder and community ideas, issues, concerns and views so they can be taken into account in the development of the draft plan or strategy.	We work together with community to develop an understanding of all issues and interests to work out alternatives and identify preferred solutions.	*'Empower' provides final decision-making power to the public. Under the Local Government Act 1993, the only decision-making power that will be placed in the hands of the public is that of electing Councillors every four years. While the Act empowers an elected Council to make policy, strategic and budget decisions except where delegated to staff, a committee, or a subsidiary, delegations for decision-making cannot be made to the public.
Coffs Harbour City Council engagement examples <i>(indicative only and may vary with each project or initiative).</i>	Customer contact centre, telephone contact, in person meeting, written correspondence, fact sheets, letter mail outs, Council website, notification in local newspapers, media release, displays in Council venues, displays in suitable public venues, Have Your Say website, social media, radio/TV and other information channels.	As per inform including initiatives such as: Call for submissions, public exhibition, online/written survey, telephone survey, focus groups, public meeting.	As per inform and consult, including initiatives such as: One-on-one meetings with key stakeholders, workshops, site visits, community forum, deliberative polling.	As per inform, consult and involve including initiatives such as: Advisory committees, reference groups, working party, community summit/panels	

*Adapted from IAP2's Public Participation Spectrum. See: <https://www.iap2.org.au/Home>

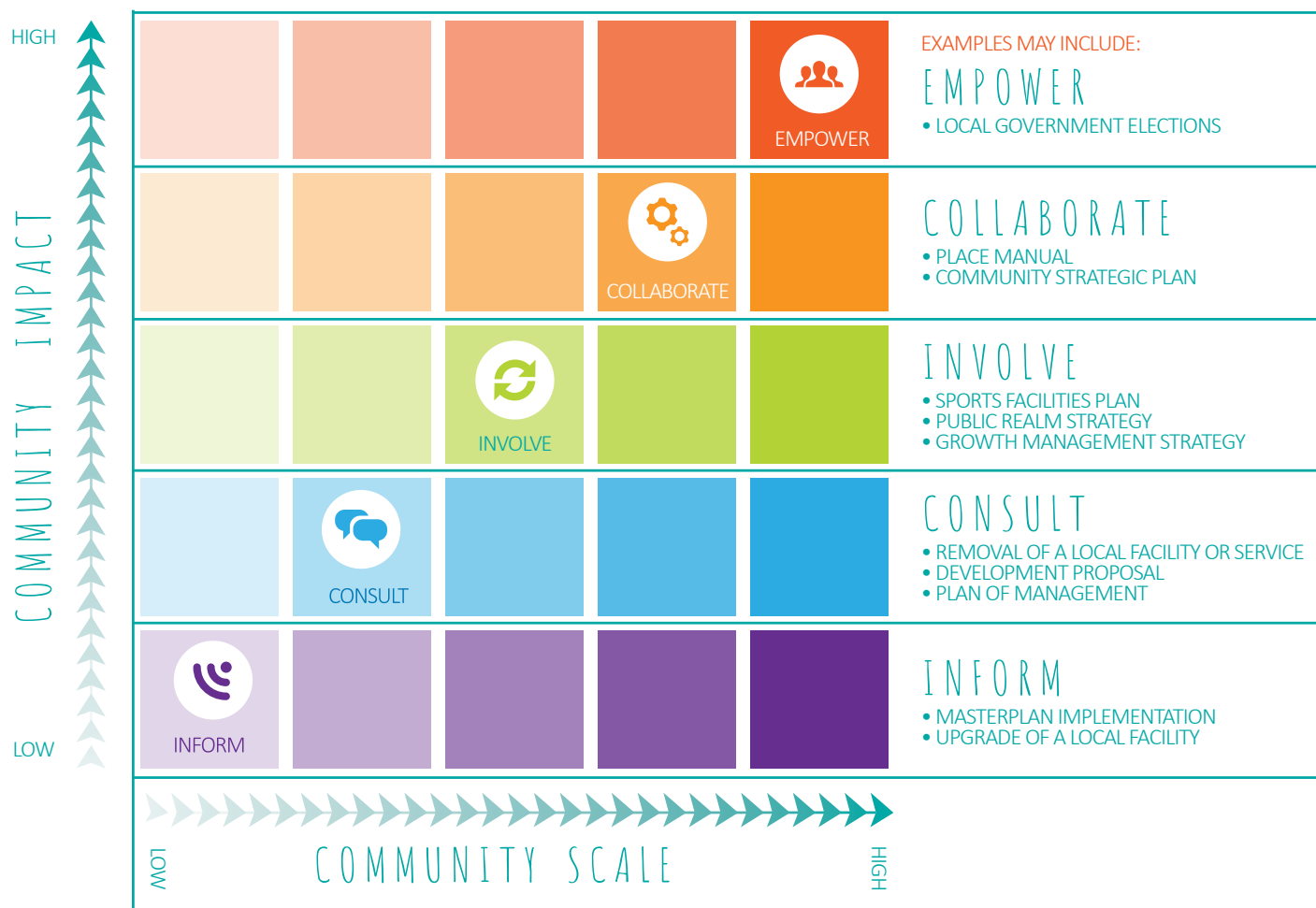


Figure 4: Guideline to determining level of engagement

Council's External Communication Strategy provides a framework to guide all external communication from Council and links closely with this Community Participation and Engagement Plan. Council's External Communication Strategy largely supports the 'inform' level of the IAP2 spectrum with strategic objectives that include:

Reputation and trust – The community has confidence in Council's decisions and actions and trusts the messages it delivers.

Clarity and consistency – The community understands what Council does and doesn't do and appreciates the breadth of Council services

Effective tools – The community can easily access Council information and regards it as a source of truth

Connection – the community feels connected to Council and is confident community feedback plays a big part in Council decision making.

The scope of community participation and engagement will vary for each individual project and depend on practical considerations such as resources available, particular circumstances and sensitivity of the issue.

3.2 HOW WILL WE TAILOR PARTICIPATION AND ENGAGEMENT OPPORTUNITIES?

Council is committed to engaging with all people across our community. In line with our community participation and engagement objectives, we encourage participation from groups who may find it difficult to participate in standard engagement activities. Our goal is to provide opportunities for participation that are flexible and appropriate for our community, and that take account of language, literacy, cultural barriers and accessibility considerations. We will provide additional resources, where appropriate, to allow hard-to-reach groups to participate.

Where required, we will engage community engagement specialists to design and facilitate the community engagement process.

Guide for tailoring participation opportunities for hard to reach groups

WHO	EXAMPLES OF HOW*	EXAMPLES OF WHERE *
Aboriginal and Torres Strait Islanders	<ul style="list-style-type: none"> • Use of Aboriginal artwork, colours and graphics • 3D modelling (printing or digital) • Brochures and flyers with graphics and pictorial explanations • Hard copy of application or plan available to view at key locations during public exhibition period • Focus groups • Elders consultations • Stakeholder meetings • Online channels/Social media 	<ul style="list-style-type: none"> • Yandaarra Aboriginal Advisory Committee • Coffs Harbour & District Local Aboriginal Land Council • Neighbourhood, Community and Cultural Centres • Aboriginal Elders Groups • Aboriginal Non-Government and Government Agencies and Organisations • Coffs Harbour Education Campus, pre-schools, schools and tertiary organisations
Young people (12-25)	<ul style="list-style-type: none"> • Public displays in youth friendly spaces • 3D modelling (printing or digital) • Brochures and flyers with graphics and pictorial explanations • Youth radio • Augmented and virtual reality • Surveys • Focus groups • Photography/art • Online channels/Social media 	<ul style="list-style-type: none"> • High schools, community college and tertiary organisations • Coffs Harbour Education Campus • Youth and community organisations, centres and organisations • Youth-friendly events • Online • Skate parks • Youth Advisory Committees in region • Business, sporting, community, environmental and cultural organisations or groups.

WHO	EXAMPLES OF HOW*	EXAMPLES OF WHERE *
Older people (70+)	<ul style="list-style-type: none"> • Focus groups • Notification in newspaper • Personal written notification • Public notices of the proposal and engagement opportunities placed in key locations in the locality. • Hard copy surveys • Online channels/Social media 	<ul style="list-style-type: none"> • Private homes • Retirement villages/Nursing homes • Service groups and clubs • Business, sporting, community, environmental and cultural organisations or groups • Medical Centres • Church groups • Community notice boards • Senior Citizen Centres/Groups • Community gardens/halls
Millennials/ Generation Y (25-36)	<ul style="list-style-type: none"> • Short online surveys • Public notices of the proposal and engagement opportunities placed in key locations in the locality. • Media release • Radio • Online channels/Social media • Mobile applications 	<ul style="list-style-type: none"> • Markets • Community events • Online • Cafes/Small bars • Coffs Harbour Education Campus • Live music venues
Parents of young children and children (<12)	<ul style="list-style-type: none"> • Parent surveys • Presentation of information service areas/schools • School/early learning activities • Public displays of information at key locations • Focus groups • Art work • Online channels/Social media 	<ul style="list-style-type: none"> • Early Childhood Services (Preschools) • Primary Schools • Playgrounds • Libraries • Playgroups • Child and Family Health Clinics • Sporting, community and cultural groups



WHO	EXAMPLES OF HOW*	EXAMPLES OF WHERE *
Cultural and Linguistically Diverse	<ul style="list-style-type: none"> • Augmented and virtual reality • 3D modelling (printing or digital) • Brochures and flyers written in plain English text • Focus group with Interpreter as required • Face-to-face meeting with community leaders or elders • Stakeholder meetings • Online channels/Social media 	<ul style="list-style-type: none"> • Shopping centres • Community events • Service providers • Neighbourhood and Community Centres • Multicultural Advisory Committees • Cultural and religious groups • Sporting, community and cultural groups
Rural communities	<ul style="list-style-type: none"> • Public notices or flyers • Public displays • Online channels/Social media • Online surveys 	<ul style="list-style-type: none"> • Community halls • Local cafes/general stores/post offices • Public noticeboards • Local primary schools • Sporting, community and cultural groups
People living with a disability	<ul style="list-style-type: none"> • Mix of audio/visual and print • Large text, plain English brochures • Door-to-door engagement (surveys) • Focus groups • Notification in newspaper • Public notices of the proposal and engagement opportunities placed in key locations in the locality. • Hard copy surveys • Online channels/Social media • Radio • Media releases 	<ul style="list-style-type: none"> • Access and Inclusion Advisory Committees • Employment Providers • Community disability organisations • National Disability Insurance Agency • Neighbourhood and community centres • Support service organisations • Libraries • Accessible venues for focus group discussions • Sporting, community and cultural groups

*Indicative only and may vary with each project or engagement initiative.

4. HOW AND WHEN CAN YOU PARTICIPATE?

Public participation and engagement in the decision-making process in New South Wales is a major focus of the Local Government Act and Environmental Planning and Assessment Act. These Acts require Council to be open, accountable and approachable. These attributes underpin the objectives of this Community Participation and Engagement Plan.

We will seek community input and feedback in the development and setting of Council priorities, policies, strategies, plans and activities. Opportunities to contribute and participate in processes are listed below.

4.1 ONGOING PARTICIPATION AND ENGAGEMENT OPPORTUNITIES

INTEGRATED PLANNING AND REPORTING

The Community Strategic Plan called MyCoffs is a whole-of-community Plan that sets out the long-term aspirations for the community of the Coffs Harbour Local Government Area. It reflects where we want to be in ten years and is the key reference point for Council. The Plan is developed with a minimum ten-year timeframe and is reviewed in the year following each Council election, in collaboration with the community. While the process is facilitated by Council, the Community Strategic Plan belongs to the community and your collaboration is essential to shaping its objectives and vision.

The four-year Delivery Program is the Council document that outlines how Council will address the objectives in the Community Strategic Plan that are within its area of responsibility, and the annual Operational Plan stipulates how we will do this on an annual basis. These documents are developed in conjunction with the Resourcing Strategy (Asset Management Strategy, Workforce



Consultation for the MyCoffs Community Strategic Plan 2016

Plan and Long Term Financial Plan) and are put on exhibition and made available for public comment before they are adopted by Council.

MAKE A SUBMISSION DURING A PUBLIC EXHIBITION

The *Local Government Act* and the *Environmental Planning and Assessment Act* identify certain matters or proposals which Council is required to place on public exhibition, such as this Community Participation and Engagement Plan, the Community Strategic Plan, Delivery Program and Operational Plan. We will exhibit a proposal for this minimum timeframe and will consider an extended timeframe for exhibition based on the scale and nature of the proposal. In addition to those matters and proposals that we are required by legislation to exhibit, we exhibit a wide range of plans and policies to invite community feedback.

Public exhibitions are one of the main techniques that we use to obtain submissions from the community and stakeholders about

a specific matter or proposal. Public exhibition will often involve one or more of the following processes:

- Public display of documents at Council's Administration building and Libraries;
- Providing open public access to development application documentation in accordance with the Government Information (Public Access) Act 2009, including electronically through the Development Assessment tracker tool on [Council's website](#);
- A notice of the public exhibition on Council's website and in the local newspaper;
- Making all documents relating to the matter or proposal (excluding development applications) available on Council's "Have Your Say" community engagement webpage; and/or
- Where appropriate, providing notice of a matter or proposal to adjoining or affected property owners.

During a public exhibition we make certain documents publicly available. These documents will usually include a draft of the matter or proposal that we are seeking input on plus relevant supporting documentation.



Consultation for the MyCoffs Community Strategic Plan 2016

During a public exhibition period, the community and stakeholders can contribute to Council's decision-making process by making a submission on the matter or proposal being exhibited. Community participation on these matters or proposals must comply with legislated requirements, and therefore must be done via a formal submission in accordance with Council's Submissions Policy.

In conducting a public exhibition, we receive submissions in accordance with our Submissions Policy and adhere to relevant legislation to ensure that

Council's consideration of submissions is fair and consistent. In reaching decisions on matters and proposals that have been exhibited, Council balances a wide range of factors to ensure that decisions are both in the public interest and meet legislative requirements. This includes considering the objects of legislation, the strategic priorities of the Council, the community's input, the land-use priorities identified in strategic plans and applicable policies and guidelines.

Due to legislated requirements for formal submissions on public exhibitions, social media platforms cannot be used as a tool for gathering opinions on current matters or proposals.



Q. How can you have your say about matters on public exhibition?

A. Make a submission!

We encourage all community members to make a submission on matters or proposals that concern you. We want to hear your opinion and we want your experience to inform the overall process.

The mandatory public exhibition requirements set out in the legislation for plan-making and other functions of Council are set out in the tables below.

Table 2: Plan making mandatory exhibition timeframes

Draft community participation and engagement plan	28 days
Draft community strategic plan	28 days
Draft delivery program	28 days
Draft operational plan	28 days
Draft code of meeting practice	28 days
Draft plans of management	28 days of exhibition, and 42 from the initial date of exhibition in which submissions can be made
Draft local policy concerning approvals and orders	28 days of exhibition, and 42 from the initial date of exhibition in which submissions can be made

Make your submission count

An effective submission should:

- Introduce yourself or the group you represent,
- Outline your concerns/issues with the matter or proposal,
- Make recommendations and clear statements,
- Use evidence to support your argument,
- Identify any good aspects of the matter or proposal,
- Be clear and concise, and
- Not contain emotive, abusive or disrespectful language.

Make your formal submission on a matter or proposal on exhibition via:

- Email to Council's email address: coffs.council@chcc.nsw.gov.au
- In writing, submitted in person at Council's Customer Service Centre or by post to Locked Bag 155, Coffs Harbour, NSW 2450
- Online, via Council's Have Your Say website: haveyoursay.coffsharbour.nsw.gov.au
- (note that submissions to development applications cannot be submitted through this website).
- Online, via Council's [eplanning portal](#) for Development Applications.

IMPORTANT THINGS TO KNOW:

In order for Council to consider an electronic submission, it must contain legitimate contact details (name, email, phone number and address), include the application number or proposal title, and reasons for the submission in accordance with Council's Submissions Policy. Written submissions must contain the above information as well as the signature of each person making the submission.

Written submissions must be accompanied, where relevant, by a "Disclosure Statement of Political Donations and Gifts" in accordance with the provisions of the Local Government and Planning Legislation Amendment (Political Donations) Act. Disclosure forms are available from Council's Customer Service Section or on Council's website.

Part 1 Division 3 of Schedule 1 of the *Environmental Planning and Assessment Act 1979* also specifies the following provisions relating to public exhibition:

- If this Community Participation and Engagement Plan requires that a matter or proposal be publicly exhibited, the matter or proposal will not be made, determined or finalised until after the public exhibition period has ended and submissions received have been considered.
- Submissions may be made during a nominated public exhibition period.
- Council is not required to make available for public inspection any part of an Environmental Impact Statement whose publication would, in Council's opinion, be contrary to the public interest because of its confidential nature or for any other reason. A formal application under the *Government Information (Public Access) Act* would have to be made in this instance.
- The notification period commences on the day after the day on which the published notice is first published in a newspaper.
- The period between 20 December and 10 January (inclusive) will be excluded from the calculation of a period of public exhibition.

SUBMISSION EXAMPLE

RECEIVED BY COUNCIL DURING SUBMISSION PERIOD

12 February 2019

The General Manager
Coffs Harbour City Council
Locked Bag 155
Coffs Harbour NSW 2450

Email: coffs.council@chcc.nsw.gov.au
For the attention of: Officer Jones

NAME AND ADDRESS OF SUBMITTER

John Smith
2 Beach Parade
Wonderfull NSW 2345

REPLY EMAIL

john.smith@wow.com.au

Dear Sir,

TITLE OF DOCUMENT OR MATTER ON EXHIBITION

RE: WOOLGOOLGA HOLIDAY PARK ACCESS

INTRODUCES ISSUE OR CONCERN

I wish to give support to Council's Draft Plan to relocate the access to the Woolgoolga Holiday Park to Wharf St with the proviso that the plan be amended to dispense with the turning bay for 5 vehicles and caravans in Wharf Street.

MAKES A RECOMMENDATION

There is, in my view, adequate space to design an entrance way in Wharf Street for the Holiday Park entrance, without taking away car parking spaces in Wharf Street, which supports local businesses in Wharf Street.

BACKS UP A RECOMMENDATION

The additional open space provided by re-locating the entrance from Beach Street to Wharf Street will result in valuable public open space being provided for community and visitor use.

IDENTIFIES POSITIVE ASPECTS

The open space created will provide a superb village green, the existence of which will further enhance the already present village atmosphere of Woolgoolga.

I am looking forward to seeing the plan finalised so that the improvements to the Holiday Park, village green and relocation of the Surf Club can get underway.

Yours sincerely,

Signature

INCLUDE SIGNATURE OF SUBMITTER

DOES NOT CONTAIN EMOTIVE, ABUSIVE OR DISRESPECTFUL LANGUAGE

Figure 5: Submission example

How will your submission be considered?

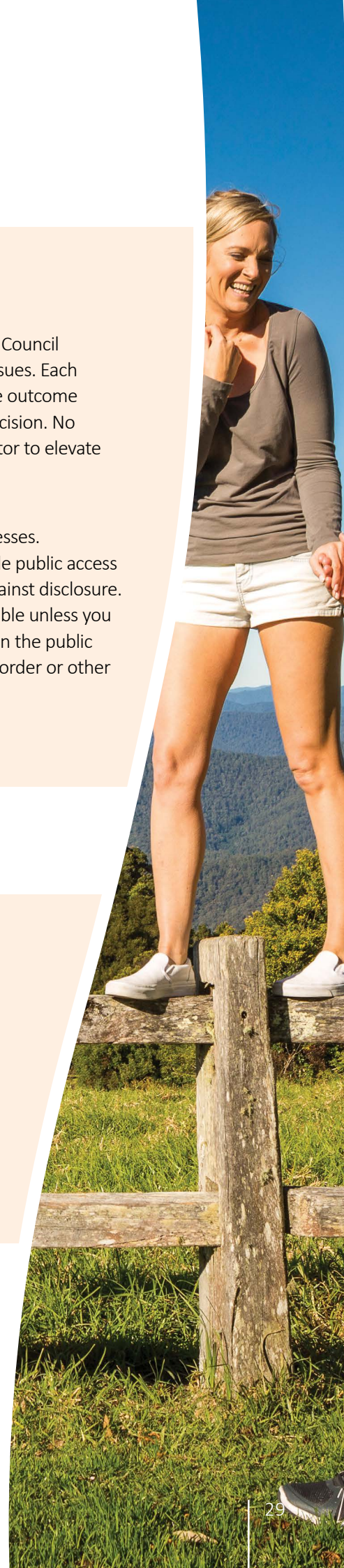
Submissions are forwarded to relevant staff for review, and formally reported to Council or other relevant determining authorities, to assist in the consideration of the issues. Each Submission is considered on its merits. Submissions cannot solely determine the outcome of an issue as Council must take a range of matters into account in making its decision. No subjective weighting is given to any submission due to its origin or any other factor to elevate its importance above any other submission.

Council is committed to openness and transparency in its decision-making processes. The *Government Information (Public Access) Act 2009* requires Council to provide public access to information held unless there are overriding public interest considerations against disclosure. You need to be aware that any submissions received will be made publicly available unless you can demonstrate that the release of part or all of the information would not be in the public interest. However, Council is obliged to release information if required by court order or other specific law.

Where can I find out more about making a submission?

The Submission Policy assists those making a submission and ensures that Council's consideration of submissions is fair and consistent.

A copy of the Submission Policy can be found on [Council's website](#), or can be requested in person at the Council Customer Service, Council administration centre.





Consultation for the MyCoffs Community Strategic Plan 2016

FEEDBACK

Feedback is defined as any correspondence relating to a matter or proposal outside of a public exhibition period. In some instances, feedback obtained may be considered as part of a matter or proposal, but only where specified in the engagement material.

Although not required by legislation, Council regularly engages with the public on a number of non-statutory matters or proposals such as growth strategies, town centre master plans, public realm improvements, service level reviews, facility and sector development plans. Community contributions will be taken into consideration in formulating plans and making decisions.

COUNCIL'S 'HAVE YOUR SAY' WEBSITE

We want to know what you think about issues that are important to you – and the region. The 'Have Your Say' page on the Council website allows you to see our current projects and the range of ways in which you can participate in the decision-making process and have your say.

Have Your Say is an online engagement tool where you can view a list of current projects and see a range of ways in which you can have your say. By participating, you can help Council make well-informed decisions to produce the best outcomes for our community. To participate, you will need to register – but as a registered member you will receive regular updates about new projects and ways to stay involved.



Welcome to Have Your Say Coffs Harbour

We want to know what you think about issues that are important to you – and the region. By participating, you can help Coffs Harbour City Council make well-informed decisions to produce the best outcomes for our community. To take part, simply scroll down to the list of current projects and click on those that interest you. You will then be able to see a range of ways in which you can have your say. To participate, you will need to register, but as a registered member you will receive regular updates about new projects and ways to stay involved.

Open Consultations



You can start having your say by visiting: haveyoursay.coffsharbour.nsw.gov.au

SOCIAL MEDIA

Social media refers to a range of online platforms. Social media can be a useful form of engagement as it is widely accessible and easy to use. However, the platforms are not always regulated or monitored and we understand that many of our community members do not use social media.

Council uses social media to connect communities and inform community members on a range of Council related events, services and decisions. We also use social media to



share opportunities for community members to engage and participate in formal submission processes.

Due to legislated requirements for formal submissions on public exhibitions, social media platforms cannot be used as a tool for gathering opinions on current matters or proposals.

COUNCIL MEETINGS

Council notifies the public of the times and places of its meetings, and the meetings of those committees of which all the members are Councillors. These meetings are open to the public.

Members of the public may register to address Council, or any of its committees, on matters that are listed on the Council Meeting agenda at any Council meeting. The agenda is typically available on the Council website on the Friday prior to the meeting.

Minutes and agendas of Council meetings are available on the Council website. Council meetings are broadcast live via an online streaming service. Links to archives of Council meetings are also available online on Council's website.

COUNCIL ADVISORY COMMITTEES

Council convenes a number of Advisory Committees on a wide range of locally important issues. Section 355 of the Local Government Act makes provision for some Council functions to be exercised by a committee of Council. Using community members on Council Advisory Committees reflects our commitment to actively engage and utilise the expertise in our community. Anyone can apply to become a member of a Council Advisory Committee if vacancies are available. Details on each of Council's Advisory committees can be found on [our website](#).

PUBLIC NOTICES

Council publishes advertisements and public notices to help inform residents of events, programmes, road closures, planning matters and other services. These are published in the local newspaper and are also available online via its website and Council News Newsletter.

CUSTOMER REQUESTS

The Coffs Harbour Local Government Area covers a large geographical area. You may notice issues requiring attention in our community before we do. Please let us know by submitting a customer request online via our website, sending an email, or by calling us. Our policy is to follow up on customer requests, and someone from Council will get back to you.

4.2 PLANNING AND THE ENVIRONMENT

The Environmental Planning and Assessment Act 1979 sets out the laws under which town planning in NSW takes place. Opportunities to participate in planning in the Coffs Harbour Local Government Area will be provided that are both compliant with relevant legislation and commensurate with the nature, scale and likely impact of the matter or proposal. Various other pieces of legislation set out the laws under which environmental planning in NSW takes place, such as the *Coastal Management Act 2016* and *Local Government Act 1993*. Some other planning strategies (such as masterplans and place plans) are not regulated by legislation.

The following subsections relate to the various planning and environmental functions undertaken by Council.



4.2.1 Plan and policy making

Council is responsible for making plans and policies in response to the planning legislation framework in NSW. Some plans involve setting the strategic vision and policy direction for the whole of the Local Government Area (for example, Council's Local Strategic Planning Statement and its Local Growth Management Strategy when finalised); or for individual localities (for example, Precinct Plans, Place Plans, Masterplans and Plans of Management). Other plans involve setting the land-use planning framework for the Local Government Area (for example, Council's Local Environmental Plan, Development Control Plan and Contributions Plans). Plans and policies that are developed to protect the natural environment or cultural heritage include biodiversity strategies, floodplain management strategies, coastal management programs and cultural or Indigenous heritage management plans. Often these plans are accompanied by associated specialist studies.

Each time that Council prepares a new plan or policy in response to land-use planning legislation, we aim to allow the community to participate. This is outlined in the following graphic

WHEN CAN YOU HAVE INPUT
INTO COUNCIL'S PLAN
MAKING FUNCTION?

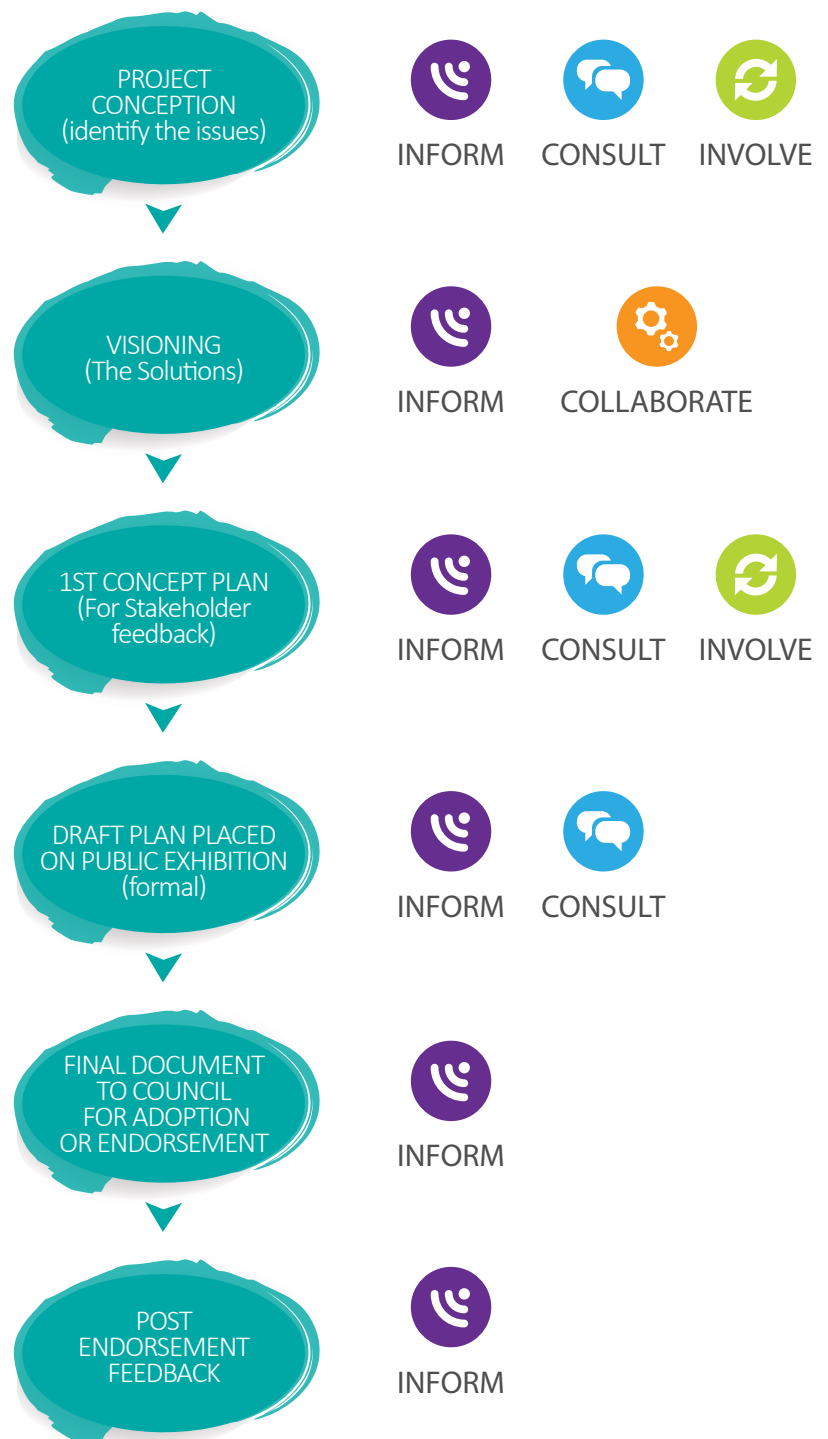


Figure 6: Participation in strategic planning

Public Exhibition requirements for Council's plan making functions

Schedule 1 of the *Environmental Planning & Assessment Act 1979* sets a minimum exhibition timeframe for most planning-related functions. Council will always exhibit a draft plan (and its associated specialist studies) for this minimum timeframe and will consider an extended timeframe for exhibition based on the scale, likely impacts and nature of the plan.

Mandatory public exhibition requirements for plan making, which are in calendar days, are set out in the table below:



Woolgoolga Town Centre Masterplan Consultation 2018

Table 3: Land-use plan making mandatory exhibition minimum timeframes

Planning proposals for amendments to local environmental plans (also known as planning proposals) which are subject to a determination in accordance with the Department of Planning, Industry and Environment's 'Gateway' process	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 plans	28 days
Draft contribution plans	28 days

Some matters and proposals are not subject to mandatory exhibition timeframes. However, as a matter of course, and in line with our community participation objectives, we will typically facilitate a public exhibition process for non-mandatory matters or proposals in accordance with the timeframes described in the table below:

Table 4: Non-mandatory exhibition minimum timeframes

Draft policies, strategies and guidelines	14 days based on the urgency, scale and nature of the proposal
Draft Place Manuals/Masterplans	28 days
Re-exhibition of any matter or proposal referred to above	Discretionary based on the urgency, scale and nature of the proposal



Note: There may be other land-use matters or proposals not subject to mandatory exhibition timeframes or listed in the above table for which we have the option to publicly exhibit and engage with the community in line with our community participation and engagement objectives. Additionally, there may be some occasions where a government priority or administrative requirement demands immediate action on matters or proposals that prevent the implementation of our usual community participation and engagement process. In this event, Council will endeavour, where possible, to inform the community of these matters via locally published newspapers and/or Council's website.

4.2.2 Development Applications

Most development proposals, except for those that can be undertaken as exempt development under State planning legislation, require approval from Council before they can proceed. This is known as development consent. To obtain development consent, a development application must be made to Council.

When a development application is lodged, Council will make a decision about whether or not the development application needs to be placed on public exhibition (advertised) and/or notified (in writing) to neighbours; or neither of these. This decision will be made in accordance with state planning legislation and this Community Participation and Engagement Plan.

Public Exhibition requirements for Development Applications

The *Environmental Planning and Assessment Act 1979* and *Regulation* identify the types of development which are required to be publicly exhibited and/or notified. This legislation also specifies how and where the public exhibition must take place and the minimum public exhibition periods that apply to certain types of development.



Curryfest 2019

There are two main categories of development:

- **Local Development**, where Council or a planning panel is the consent authority, and
- **State-Significant Development**, where the Minister of Planning, Industry & Environment is the consent authority.

Local development can be further categorised into the following sub-categories, which are defined in the glossary at the beginning of this document:

- Designated Development,
- Integrated Development, and
- Other Advertised Development (which includes additional Advertised Development that Council has nominated for inclusion in this Community Participation and Engagement Plan).

These terms are defined within the Glossary of this document. It should be noted that Council has chosen to advertise additional development to what is required under the legislation.

Development that has been identified as *Advertised Development* for the purpose of this Community Participation and Engagement Plan is listed in the following table:

Table 5: Advertised Development for the purpose of this Community Participation and Engagement Plan

Animal boarding or training establishment	Health Services Facility (Hospitals, Patient transport facilities)
Camping grounds	Heavy industries
Caravan parks	Industry > 1000m2 GFA
Centre-based child care facility (excluding approved family day care venues)	Infill development in a Heritage Conservation Area
Demolition (including partial) of or significant façade works to a building in a Heritage Conservation Area	Major development on public land or Council controlled land
Commercial premises >1000m2 GFA	Major road infrastructure facilities
Community facility (library)	Place of public worship
Demolition (including partial) or relocation of a Heritage item	Recreation facilities (indoor, major, and outdoor)
Eco-tourist facilities	Registered clubs
Educational Establishment	Residential accommodation with either more than 10 dwellings or higher than three stories (including seniors housing)
Emergency Services Facility	Restricted premises
Entertainment facility	Sex services premises
Extractive industry	Subdivision involving 10 lots or more (including residential and rural residential subdivision)
Food and drink premises licensed under the Liquor Act 2007	Tourist and visitor accommodation (excluding bed and breakfast accommodation and farm stay accommodation)



How do you know what development applications have been made near you? Search for applications on Council's DA Tracker

Search for recent applications received or finalised by Council in the past week or month by going to:

<https://planningexchange.coffsharbour.nsw.gov.au/PortalProd/Pages/XC.Home/Home.aspx>

Search for recent applications lodged in relation to a particular property by going to:

<https://planningexchange.coffsharbour.nsw.gov.au/PortalProd/Pages/XC.Track/SearchProperty.aspx>

The minimum and mandatory public exhibition requirements for Local and State Significant Development described in this section are summarised in the table below:

Table 6: Development Assessment mandatory exhibition requirements

Development Application Type	Minimum Exhibition Timeframe	Form of notification of Public Exhibition
Application for development consent for Designated Development	28 days (EP&A Act), 30 days (EP&A Regs)	Written notice to public authorities Published notice in local newspaper Notice exhibited on the land
Application for development consent for State-Significant Development (assessed by the DPIE)	28 days (EP&A Act), 30 days (EP&A Regs)	Written notice to adjoining property owners Written notice to public authorities Published notice in local newspaper and on DPIE's website
Other Advertised Development- Nominated Integrated Development or Threatened Species Development	28 days	Written notice to adjoining property owners Written notice to public authorities Published notice in local newspaper and on DPIE's website Form of notification of public exhibition



Table 6: Development Assessment mandatory exhibition requirements

Development Application Type	Minimum Exhibition Timeframe	Form of notification of Public Exhibition
Other Advertised Development - Class 1 aquaculture development and any other development identified as Advertised Development in an Environmental Planning Instrument or this Community Participation and Engagement Plan	14 days	Published notice in local newspaper Written notice to adjoining property owners Written notice to public authorities
Application for modification of development consent that is required to be publicly exhibited by the regulations	The same period specified for this type of development application in this table.	The same forms specified for this type of development application in this table.
Application for Section 4.55(2) of EP&A Act modification of a development consent	14 days or if this Community Participation and Engagement Plan specifies that no public exhibition or notification was required for the original application—no public exhibition or notification.	The same forms specified for this type of development application in this table.



WHEN CAN YOU PARTICIPATE IN THE ADVERTISED DEVELOPMENT ASSESSMENT PROCESS?

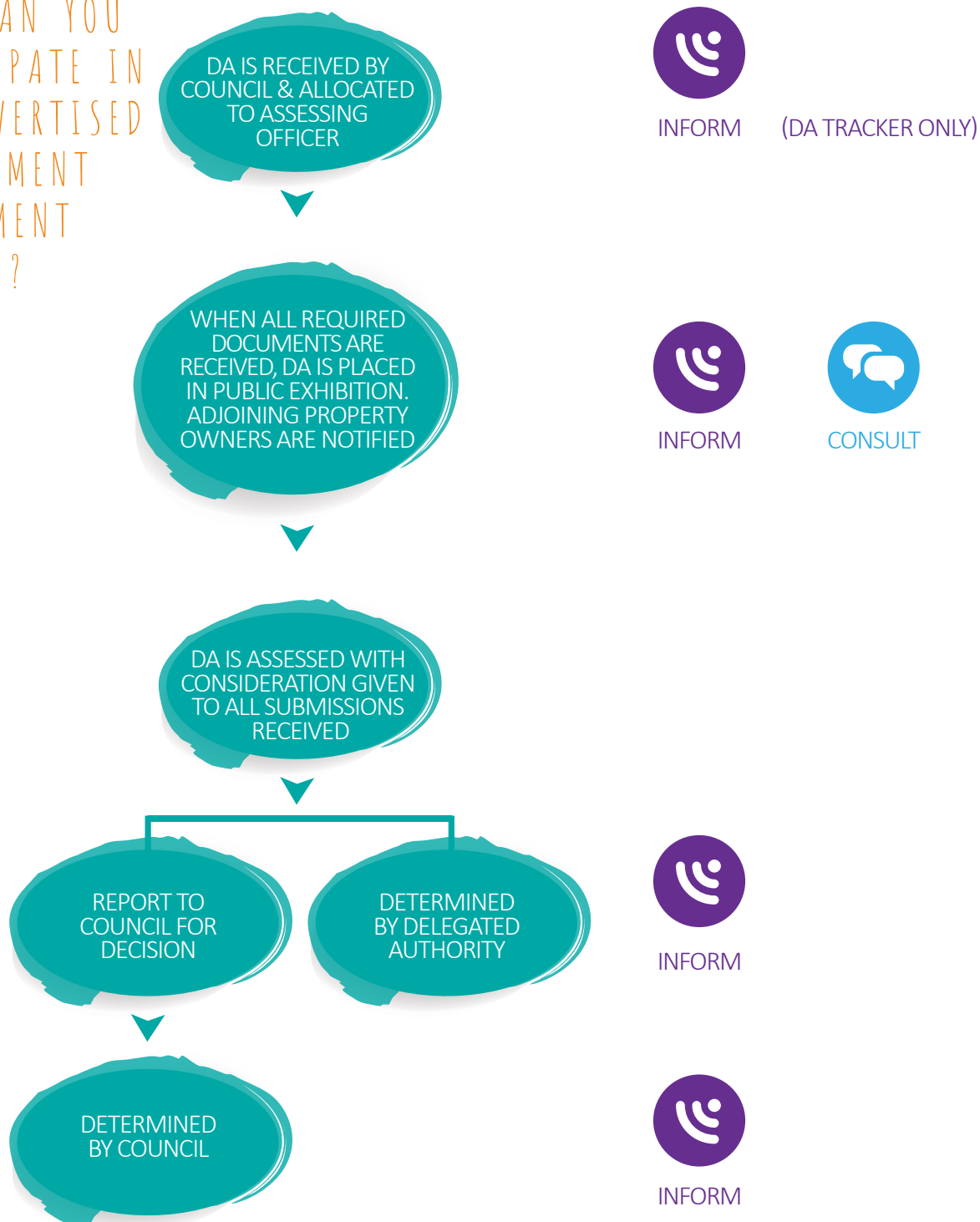


Figure 7: Participation in Development Assessment process (Advertised Development)

Public Notification Protocol for Development Applications

Development identified as Notified Development for the purpose of this Plan will be publicly notified by written notice of the development application for a period of 14 calendar days. Written notification will be made to adjoining and surrounding land owners (adjoining plus two properties) and the owners of the land that, in the opinion of Council, may be detrimentally affected by the proposal.

NOTIFIED DEVELOPMENT

Notified Development is all Local development that is not subject to mandatory exhibition requirements listed in Table 6 of this Community Participation and Engagement Plan, except where in the opinion of the Consent Authority the development will not detrimentally affect the enjoyment of adjoining land or locality or adversely impact on adjoining development or the local environment. For example, the following developments are not usually notified:

- new dwellings and alterations and additions to existing dwellings in Zone RU2 Rural Landscape and Zone R5 Large Lot Residential;
- new single storey dwellings;
- alterations and additions to existing single storey dwellings;
- ancillary residential structures such as decks, pools, garages, carports, outbuildings and awnings etc.;
- ancillary rural structures such as farm sheds, stables, etc.;
- subdivision of land for a boundary adjustment or strata title scheme;
- minor alterations and additions to commercial, retail, public, and recreation use developments;
- changes of use.

EXCEPTIONS FOR ADVERTISED DEVELOPMENT AND NOTIFIED DEVELOPMENT

- Despite the above, Council may elect to publicly exhibit and/or notify a development, in particular unconventional development and development that significantly contravenes development standards or development controls within Council's Local Environmental Plan 2013 or the Development Control Plan 2015, if it is considered to be in the public interest to do so.
- Re-notification of development prescribed as advertised development or notified development for the purpose of this Plan that has been amended before it has been determined may be dispensed with where the consent authority is of the opinion that the amended application differs only in minor respects from the original application.
- Public exhibition and/or notification of a Section 4.55 (1A) application to modify a development consent post determination may be dispensed with if, in the opinion of the consent authority, the proposed modification is minor in nature and is unlikely to detrimentally affect the enjoyment of adjoining land or locality.





HOW DOES COUNCIL DECIDE IF A DEVELOPMENT WILL DETRIMENTALLY AFFECT THE ENJOYMENT OF ADJOINING LAND OR LOCALITY?

By taking the following matters into consideration:

- building design, siting and bulk;
- views to and from the land;
- potential overshadowing impacts on adjoining residences;
- likely privacy impacts on adjoining and nearby residences;
- the ecological values of the site and surrounding area;
- environmental hazards posed by the development such as noise, vibration and odour;
- the presence of coastal hazards on the site;
- likely impacts on a listed heritage item;
- the presence of Aboriginal object or an Aboriginal place of heritage significance on or near the site;
- the potential social and/or economic impacts of the proposal;
- Likely impacts on pedestrian or vehicular access, parking availability and traffic volumes in the locality;
- potential impact on the established streetscape and local character;
- safety and security issues associated with the development;
- the extent of earthworks proposed;
- potential impact of stormwater infrastructure and flows on adjoining or nearby properties;
- significant non-compliance with a development standard within *Coffs Harbour Local Environmental Plan 2013* or development control within *Council's Development Control Plan 2015*.

4.3 CLOSING THE LOOP – ACKNOWLEDGEMENT, NOTIFICATION AND FEEDBACK

ACKNOWLEDGEMENT AND NOTIFICATION - DEVELOPMENT APPLICATIONS

When a formal submission is lodged in relation to a development application that has been placed on public exhibition (advertised) and/or notified, Council will acknowledge this submission in writing within 5 days of the close of the exhibition period. If the development application is to be reported to Council for a decision, those people who provided their email address in their formal submission to Council will be notified of the upcoming Council meeting and provided with the opportunity to request to speak for or against the officers recommendation, in accordance with Council's Code of Meeting Practice. When a decision is made in relation to a development application, all those who made a submission in relation to that development application will receive written notification of the matters outlined below within 2 weeks of the decision being made:

- the decision,
- the date of the decision,
- the reasons for that decision (having regard to any statutory requirements applying to the decision), and
- how community views were taken into account in making the decision.

ACKNOWLEDGEMENT AND NOTIFICATION – PLAN AND POLICY MAKING

When a formal submission is lodged in relation to a matter or proposal that has been placed on public exhibition (advertised) and/or notified to neighbours, Council will acknowledge this submission in writing within 5 days of the close of the exhibition period.

If the matter or proposal is to be reported to Council for a decision, those people who provided their email address in their formal submission to Council will be notified of the upcoming Council meeting and will be given the opportunity to speak for or against the officers recommendation, in accordance with Council's adopted Code of Meeting Practice procedures.

When a decision is made in relation to a matter or proposal that had been placed on public exhibition, all those who made a submission will be notified of Council's resolution in regard to the matter or proposal within 2 weeks of the Council meeting.

CLOSING THE LOOP

Community engagement and participation outcomes are not only of interest to participants but may be of interest to the wider community and stakeholders who may be interested in a particular matter or proposal. A summary of engagement outcomes and the range of community views and concerns will be published on the relevant Have Your Say engagement project page and sent to participants if contact details have been given.

Results and outcomes from market research and surveys undertaken by Council are also of interest or useful for organisations and groups looking to submit grant applications or invest in the Coffs Harbour region. Surveys and research such as Customer Satisfaction, Community Wellbeing and PlaceScore will be made available on Council's website.

5. MONITORING AND REVIEW OF THE PLAN

Our Community Participation and Engagement Plan will be reviewed on a periodic basis to ensure it is meeting its objectives. It is intended to review this document in line with Local Government Act Integrated Planning and Reporting four yearly review cycle.

Council will monitor the Bi-annual Community Wellbeing Survey Civic leadership question results from the following question “Do you feel you have the opportunity to have your say on important issues that affect your community?”

CONTACT US

Submit a ‘Customer Request’ via the [Council website](#)

Write to the General Manager at
Locked Bag 155, Coffs Harbour, NSW, 2450.

Phone us on (02) 6648 4000

Email us at coffs.council@chcc.nsw.gov.au

Write to your elected Councillors- you can find their contact details here: <https://www.coffsharbour.nsw.gov.au/Your-Council/About-Council/Pages/Councillors.aspx>

RELATED DOCUMENTS

[Local Government Act 1993](#)

[Environmental Planning and Assessment Act 1979](#)

[Environmental Planning and Assessment Regulation 2000](#)

[Government Information \(Public Access\) Act 2009 \(GIPA Act\)](#)

[Coffs Harbour City Council Community Engagement Policy 2017](#)

[Coffs Harbour City Council Submissions Policy 2017](#)

[Coffs Harbour City Council Code of Meeting Practice 2017](#)

External Communications
Strategy 2018-2020



Placescore consultation, Sawtell 2018-2019



Placescore consultation, Woolgoolga 2018-2019

