

# Community Engagement Framework

Adopted November 2019

## Including:

- **Community Engagement Strategy**  
(Local Government Act s402)
- **Community Participation Plan**  
(Environmental Planning and Assessment Act  
Part 2 Division 2.6 Section 2.23)





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# 1. Introduction

Inner West Council, formed on 12 May 2016 through the amalgamation of Ashfield, Leichhardt and Marrickville Councils, is committed to delivering effective, efficient services that meet the expectations and needs of the community. Council recognises that local knowledge, ideas and feedback from the community are essential to ensure Council's decision-making improves community wellbeing and long-term sustainability.

## What is the purpose of the Community Engagement Framework?

The *Community Engagement Framework* guides how Council will engage so that a broad range of perspectives is sought and the community has a strong voice in Council's decision-making. The Framework is based on a set of principles and recognises that engagement is a planned practice which should be tailored to particular circumstances, taking into account factors such as complexity, risk, significance, sensitivity, timing or opportunity.

The Framework is applicable to the array of engagement processes that shape programs, services and infrastructure provided by Council, and plans that guide Council's work. The Framework enables Council to engage with the community in a strategic, ongoing, flexible and locally appropriate way.

It aligns with the guiding principle of our Community Strategic Plan *Our Inner West 2036*, "To work together in a way that is creative, caring and just" and is driven by Outcome 5.1 'People are well informed and actively engaged in local decision making and problem solving'.

## Legislative responsibilities

Engaging with the community is one of the guiding principles for councils under the *Local Government Act 1993 (section 8A)* and is an important part of local democracy. Some engagement processes are already prescribed by legislation and Council's practice will always meet these minimum requirements.

The *Community Engagement Framework* meets the requirements of the *Local Government Act 1993 (S402 – community engagement strategies)* and the *Environmental Planning and Assessment Act 1979 (Part 2 Division 2.6 Section 2.23 – community participation plans)*.

Recent reforms to the *Environmental Planning and Assessment Act 1979 (EP&A Act)* aim to increase community participation in planning matters by making the process easier to understand. Section 5 of this document sets out the legislative requirements for minimum mandatory public exhibition periods for all of Council's planning functions and notification requirements for development applications. The Inner West *Community Engagement Framework's* five principles (see part 3 of this document) align with the participation principles for planning set out in the EP&A.

Council will regularly review and update the Framework as required so that it remains current and complies with any amendments to legislation and innovations in practice.

## Who does the Community Engagement Framework apply to?

The *Community Engagement Framework* applies to staff, Councillors and contractors commissioned by Council to undertake engagement work, in relation to the Inner West local government area community. It does not apply to other planning authorities, such as NSW Government agencies, who have their own participation plans.

## What is community engagement?

Community engagement is the process by which the community participates in and influences Council's decision-making.

Good community engagement is the basis for understanding decisions, sharing perspectives, improving outcomes and building trust between Council, the community, and other partners.

Effective engagement will:

- ensure community needs and expectations are understood and reflected in the decisions and actions of Council
- result in better, more sustainable decisions
- build trust and improve accountability through transparency of decision-making
- value local knowledge and foster local problem-solving
- improve understanding of Council's planning, prioritising and resourcing
- identify critical issues and opportunities early
- optimise use of limited resources and maximise efficient resource allocation.

## How was the Community Engagement Framework developed?

The Inner West community helped to create the *Community Engagement Framework*, first adopted in 2017. Community engagement was a high priority at each of the three former councils amalgamated in 2016 to form Inner West Council. This legacy continues with a strong community voice in decision-making at Inner West. The Framework is underpinned by the methodology of the International Association for Public Participation (IAP2), considered best practice internationally and in Australia.

The Framework was updated in 2019 to meet new legislative obligations, and was informed by community, staff and councillor input, and an independent review.

The revised *Community Engagement Framework* was on public exhibition from 15 October-12 November 2019.

Visit [yoursayinner.west.nsw.gov.au](https://yoursayinner.west.nsw.gov.au) for more information.

## 2. Local Democracy

### What is local democracy?

The system of local government in New South Wales as set out in the Local Government Act provides for governed bodies of councils that are democratically elected.

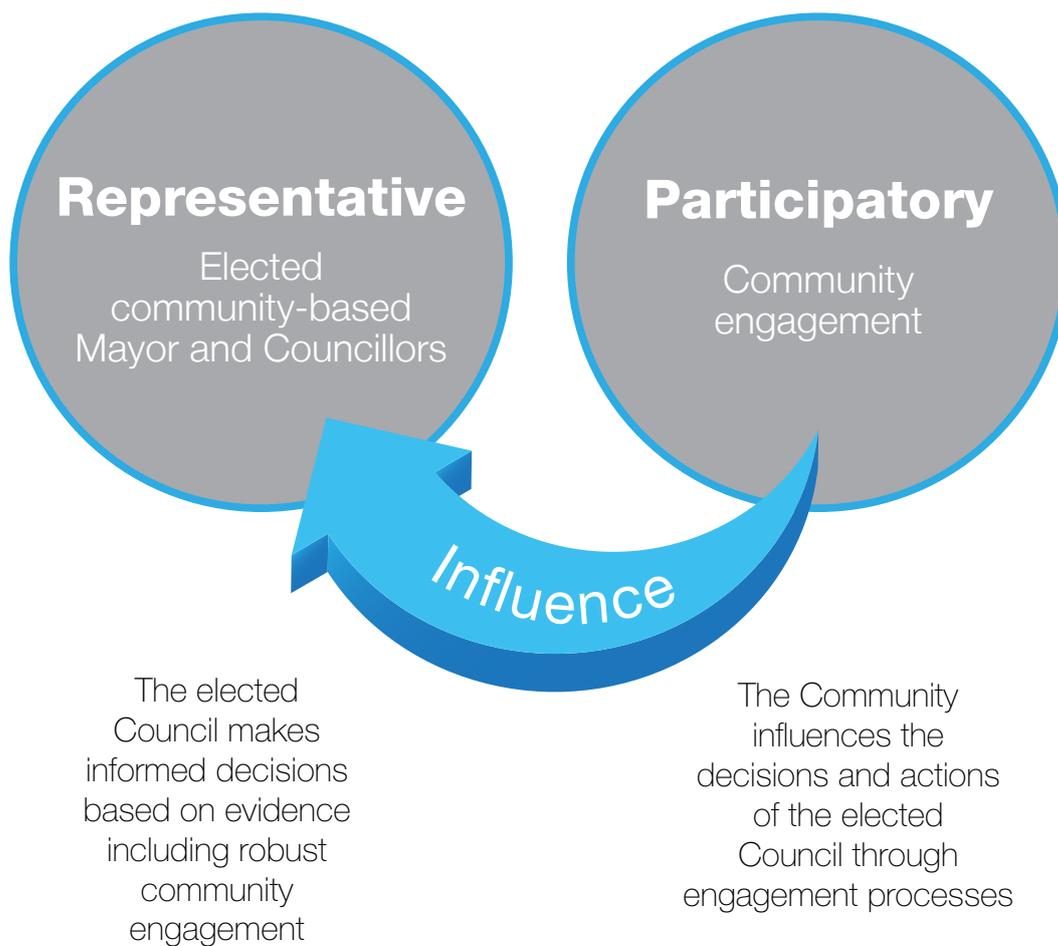
Councils make decisions through local democracy processes which are both representative and participatory.

#### Representative:

Representative democracy is the process by which the community elects Councillors to be the governing body of the Council. The elected Council develops and implements policies, programs and long-term strategic plans, ensures financial sustainability, monitors performance, and makes decisions to direct and control the affairs of the Council. The elected Council is the final decision maker and is accountable to the community.

#### Participatory:

Participatory democracy is the process by which community members are actively involved in decisions that affect them. The community can participate through a variety of community engagement processes that influence and shape the elected Council's decisions.



## Local democracy at Inner West Council – Representative

Inner West Council was proclaimed on 12 May 2016. The Inner West local government area has five wards.

Each ward has three councillors to represent the community, with fifteen councillors in total. The role of a Councillor as set out in the Act includes to ‘make considered and well informed decisions as a member of the governing body’ and to ‘represent the collective interests of residents, ratepayers and the local community’.

Key Council decisions are made at formal monthly meetings. At each meeting Council considers items in an agenda called the Business Paper. Each item has a corresponding report, which is written by staff. The results of community engagement are included in the reports. The report also includes recommendations written by staff. The elected Council considers the recommendation and makes its decision. The decision is called a resolution of Council.

The Business Paper is available to view on Council’s website and community members may attend (and speak at\*) Council meetings or view the meeting through live streaming on the internet. Minutes of Council meetings which outline Council resolutions are available on Council’s website within a week of the meeting.

\* In accordance with Inner West Council code of meeting practice

## Local democracy at Inner West Council – Participatory

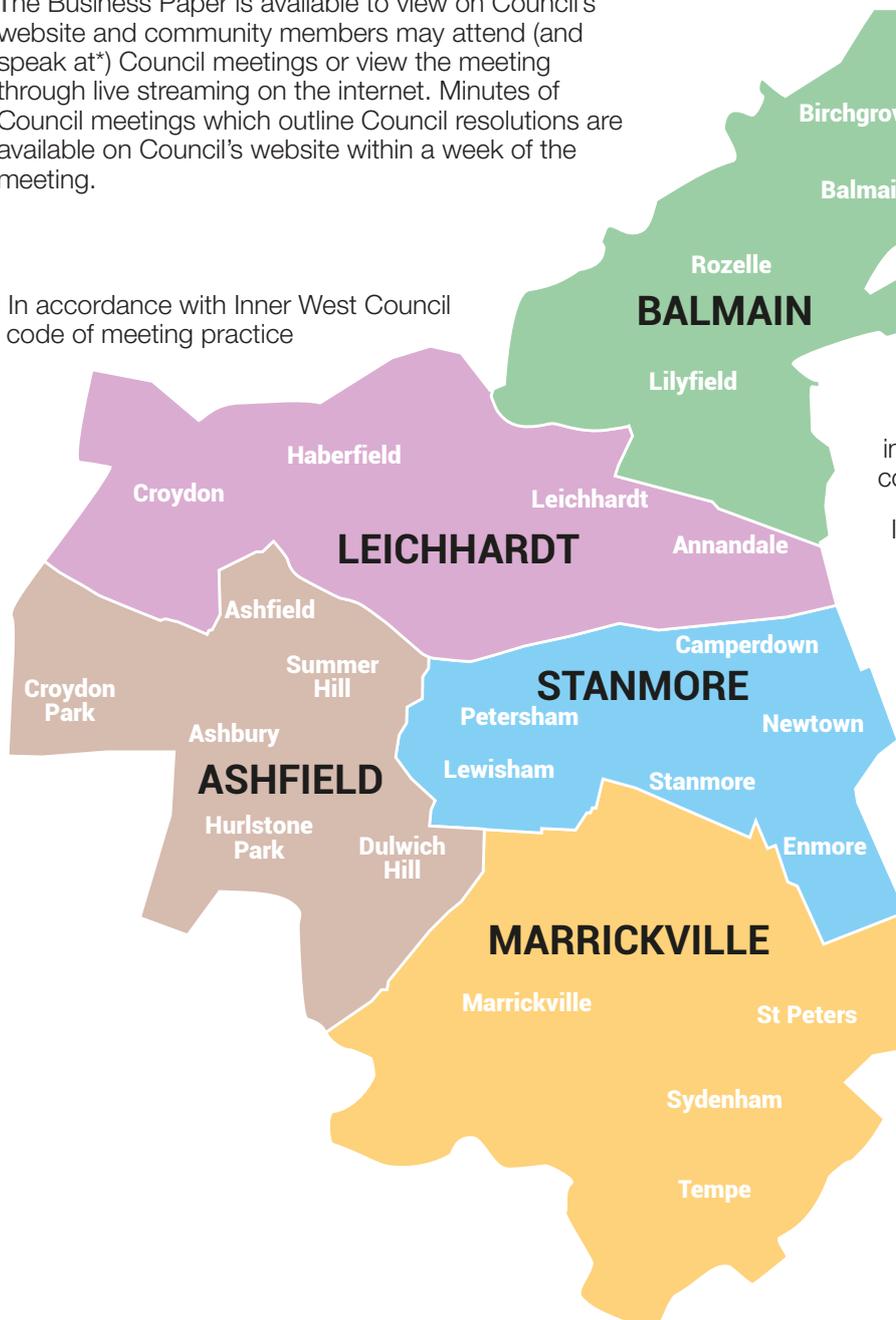
The Inner West community has a strong desire to have a voice in Council’s decision-making. Eighty-four percent of people surveyed rated the ‘Community’s ability to influence Council’s decision-making as important or very important (Community Satisfaction Survey independently conducted by Micromex 2018\*, available on Council’s website).

The community participates in Council’s decision-making through planned community engagement processes. Council engages the community across a wide variety of areas, including to:

- determine strategic plans, budgets, asset maintenance and service levels
- identify community issues, needs and priorities
- plan, change or evaluate infrastructure, programs, facilities or services
- meet legislative obligations
- obtain input into any other matter where there is a significant real or perceived impact on community members.

The level of community participation is assessed according to the IAP2 spectrum which identifies five levels with increasing influence along the spectrum: inform, consult, involve, collaborate, empower. Crucially, each level of the spectrum involves a goal and a promise to the community.

Inner West Council will use the IAP2 public participation spectrum in planning and implementing engagement processes. Participation levels may vary according to the project stage, engagement objectives, level of public impact/ interest and stakeholder needs.



\*2017 figure

### WARDS

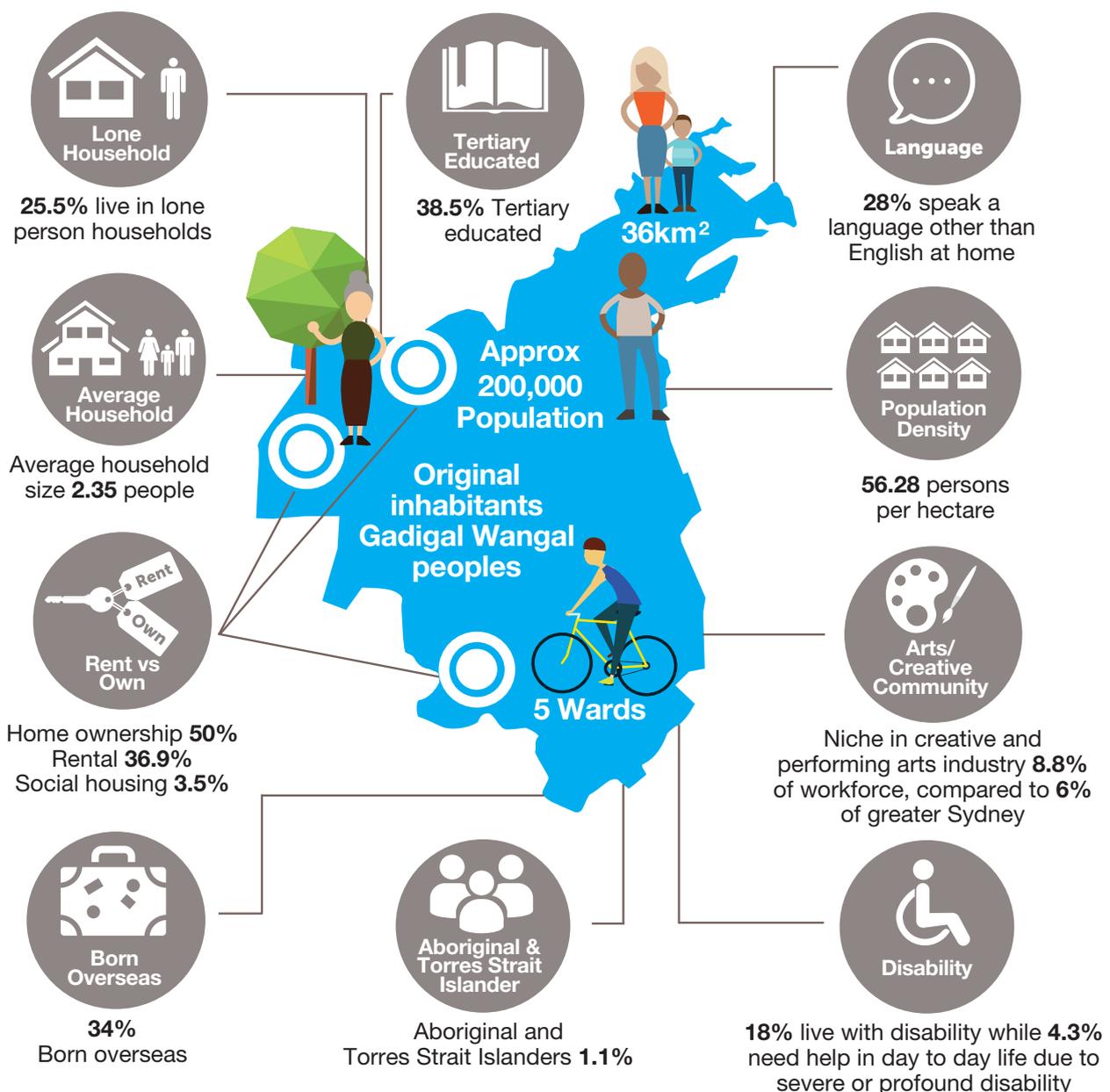
- Balmain
- Leichhardt
- Ashfield
- Stanmore
- Marrickville



# 3. Community Engagement Framework

## Who is the Inner West Community?

- The Inner West is 35 km<sup>2</sup> and includes 24 suburbs from Birchgrove in the north, Newtown to the east, Tempe to the south and Croydon to the west. The Gadigal and Wangal peoples of the Eora Nation are the traditional custodians of the Inner West. The area is in close proximity to the Sydney CBD, and its thriving economic and cultural scene. The community enjoys excellent access to key services, employment opportunities, transport and cultural and recreational infrastructure.
- The community is everyone who lives, works, plays, studies, conducts business, owns property, visits or uses the services, facilities and public spaces of the Inner West.
- The community is not a singular entity, but is made up of individuals and groups connected by geography, interest, identity, or affiliation.
- Communities can be formal or informal.
- People will be members of many communities within the Inner West.



Sources: Census 2016, Survey of Disability, Ageing and Carers 2015, ID Profile Inner West

# How will Council engage?

## Principles

Five core principles drive Council's approach to engaging the community. A principles-based approach recognises that one size does not fit all and each engagement has a distinct purpose, with a unique set of stakeholders and specific circumstances. The principles are:

<b>Authentic</b>	<ul style="list-style-type: none"><li>➤ The purpose of the engagement and the scope of what's being decided including which aspects the community can influence or have input into is honestly and clearly communicated</li><li>➤ The decision-making process is clear including how input will be used</li><li>➤ Community input will not be sought if a decision has already been made</li><li>➤ The community's input is considered in the final decision or outcome</li><li>➤ Authentic engagement allows for adequate notice and time for community response, and usually excludes public and school holiday periods</li></ul>
<b>Planned</b>	<ul style="list-style-type: none"><li>➤ Engagement is a well-planned process with a clearly defined purpose and stages for community input</li><li>➤ Planning improves outcomes by engaging the community as early as possible in the process</li><li>➤ Planning improves outcomes by identifying critical issues and opportunities early in the process</li><li>➤ Planning delivers a coordinated approach to community engagement</li><li>➤ Coordination guards against 'engagement fatigue' where people within the community feel over-consulted and unheard</li><li>➤ Planning ensures Council has considered how individual projects fit into the 'big picture'</li></ul>
<b>Tailored</b>	<ul style="list-style-type: none"><li>➤ Engagement will be tailored to particular circumstance as identified in the planning, particularly when there is complexity, risk, significance, sensitivity, timing or opportunity</li><li>➤ A range of tools and techniques will be used to maximise efficiency and participation, balancing technology with traditional methods</li></ul>
<b>Inclusive</b>	<ul style="list-style-type: none"><li>➤ As many relevant people as possible, who have an interest in or will be affected by a decision, are identified and invited to participate. This is to avoid interest group capture or single issue hijack</li><li>➤ Community diversity is valued and consideration will be made of diverse needs</li><li>➤ Barriers to participation are identified and removed or mitigated</li></ul>
<b>Transparent</b>	<ul style="list-style-type: none"><li>➤ Information is clear, relevant and timely without jargon</li><li>➤ A summary of community feedback and how it will be used is provided</li><li>➤ Engagement outcomes reports are published</li><li>➤ The decision or outcome is communicated to people involved in the process and to the broader community with an explanation of how community input influenced the decision</li><li>➤ A permanent record of engagements is available on the Your Say Inner West online engagement hub</li></ul>

# The Engagement Process

Council's engagement is undertaken according to the process shown in diagram



## Plan

- > Set purpose, objectives, timeline and scope
- > Understand strategic links, drivers and background
- > Identify and analyse stakeholders and set participation level
- > Identify risks and resources
- > Set engagement stages
- > Plan communication and engagement methods
- > Plan evaluation

## Implement

- > Establish Your Say Inner West project page
- > Deliver communication and engagement program
- > Monitor and respond
- > Adapt plan if necessary

## Analyse

- > Collect, collate and analyse community responses
- > Gap analysis- decide if further engagement is required
- > Produce engagement outcomes report

## Decide

- > Publish business paper and engagement outcomes report
- > Advise participants of next steps
- > Elected Council receives report and makes decision (some smaller projects are not reported to Council)
- > Communicate decision made or outcome

## Evaluate

- > Debrief
- > Review
- > Learn
- > Learn
- > Store data in accordance with records-management policy

# Stakeholders

Council's community engagement will comprehensively identify stakeholders - individuals, groups or organisations who will be affected by or who have an interest in a decision - and promote opportunities for participation to ensure a range of perspectives is heard, and the community's needs, values and expectations are represented. Stakeholders can be internal or external.

Stakeholder groups who may be identified in a community engagement process include:



## External stakeholders

Stakeholders may include residents, businesses, ratepayers, schools, service users, service providers, government agencies, sporting clubs, and local groups etc.

Every engagement plan will identify relevant stakeholders and their needs or interests. The stakeholder list may need to be refined as information emerges during implementation.

Stakeholders should be carefully nurtured and provided with resources or support where necessary. Council is aiming to build long-term partnerships with the community; not just a single contact for the purpose of a particular engagement.

Council's reputation and the community's trust in Council will be impacted by each engagement.

## Inclusive Participation

Some communities are 'hard to reach' as they may have special needs or barriers to participation that impact on inclusion. These barriers may include language, accessibility, cultural, safety issues or even time constraints.

Community engagement activities should be sensitively planned for the intended audience and may need to provide opportunities that mitigate these barriers including

- material in languages other than English and accessible by people with a vision impairment or other disability (including WCAG compliant online material)
- provision for assistance where needed to participate
- accessible venues
- appropriate time and day for the target group
- appropriate method for the target group
- online as well as face-to-face or non-digital activities

## Advisory committees and working groups

Council has appointed representatives from the community to be members of advisory committees and working groups. Advisory committees and working groups provide advice and input to support Council's decision-making and actions. Advisory committees and working groups do not have delegation or decision-making powers. The purpose of all advisory committees and working groups is to support Council to implement the Community Strategic Plan - *Our Inner West 2036* through initiatives outlined in Council's *Delivery Program* and actions outlined in Council's annual *Operational Plan and Budget*.

Advisory committees and working groups provide input into development and implementation of objectives and strategies in their area of expertise. They may be identified as key stakeholders in engagement plans of relevant projects and asked to provide feedback or input into specific engagements.

For further information, visit Council's website.

Council also has a number of statutory committees and interagencies which may be stakeholders in a process. Current statutory committees include:

- The Local Traffic Committee advises Inner West Council on traffic and parking control matters for which Council has been delegated authority from NSW Roads and Maritime Services.
- The Inner West Flood Management Advisory Committee helps develop and implement of Flood Risk Management Plans (FRMP) for the Inner West local government area.
- The Local Emergency Management Committee carries out emergency management as the responsible authority for the Inner West local government area.

## Internal stakeholders

It is essential that internal stakeholders (staff across Council service units) are included early in the engagement process, in Council-led engagements, before external stakeholders. Effective collaboration and communication within the organisation will improve processes and outcomes.



## Participation levels

The amount of resources, time and depth of an engagement will depend on the level of impact, significance, risk or opportunities of the circumstances.

Legislation sometimes prescribes minimum standards for a particular engagement. Council's engagement will always meet and often exceed minimum standards.

Participation levels are set during the planning process and will take into account:

- What participants expect
- What participants can and can't influence (the negotiables)
- What assumptions or constraints are impacting the process

Selection of the spectrum level follows stakeholder analysis. Sometimes particular stakeholders may benefit from higher levels of participation and participation levels may also vary according to the project stage and engagement objectives.

The level of participation in the engagement process will vary; some people will be extremely engaged, others will comment occasionally and some may follow the process but choose not to actively participate.

Additionally, levels of interest amongst participants may also vary across the life of the project as their interest, availability, awareness and priorities change. This highlights the need to provide good communication throughout the project to ensure all potential stakeholders remain informed and are aware of opportunities to participate.



### Increasing level of public impact

	Inform	Consult
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.
Promise to the public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.

## Program of communication and engagement activities

The program of activities will be determined by the communication channels, tools and techniques that will best meet the engagement objectives and the needs of stakeholders and decision makers at each stage.

For projects about physical spaces a collaborative map may be useful. For financial decisions, a simulation or budget allocator tool could be appropriate. For legal or major policy decisions, a statistically significant, demographically representative sample may be required using the services of an independent market research company.

Selection of communication and engagement activities will take into account:

- How will it meet the engagement objectives of this stage?
- Will it deliver the appropriate information to enable progression to the next stage?
- How effective will it be in reaching the right audience?
- Will it meet the community's needs?
- Will it capture information that can influence the decision-making process in a meaningful way?
- Is there enough:
  - Time
  - Budget
  - Personnel
  - Expertise



Online engagement allows stakeholders to participate at a time and place convenient to them. All engagement has a project page at [www.yoursayinnerwest.com.au](http://www.yoursayinnerwest.com.au) providing

- engagement purpose
- background information
- timeline
- online feedback tools and techniques
- news throughout the project
- reports to Council
- engagement outcome
- permanent and transparent record of engagement

Online feedback techniques can be as simple as a submission form or encourage community discussion, debate and dialogue in a safe, responsive and managed environment. Council may use a combination of interactive mapping, surveys, polls or online forums to obtain community input. Community members can register to receive a monthly e-newsletter from Your Say Inner West to keep up to date with Council's engagement.

Council recognises that not everyone has online capabilities and commits to provide other methods where required.

Your Say Inner West is fully compliant with Web Content Accessibility Guidelines (WCAG) to a AA standard.



Involve	Collaborate	Empower
To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Some communication and engagement activities that Council may use are:

Communication channels	Engagement activities
<ul style="list-style-type: none"><li>&gt; Letters</li><li>&gt; Emails</li><li>&gt; E-news</li><li>&gt; Council column</li><li>&gt; Media releases</li><li>&gt; Social media</li><li>&gt; Inner West Council quarterly news</li><li>&gt; Signs</li><li>&gt; Flyers</li><li>&gt; Newsletters</li><li>&gt; Posters</li><li>&gt; Your Say Inner West website</li><li>&gt; Council website</li></ul>	<ul style="list-style-type: none"><li>&gt; Online tools at Your Say Inner West</li><li>&gt; Survey</li><li>&gt; Submission</li><li>&gt; Drop-in session</li><li>&gt; Workshop</li><li>&gt; Events / pop-up displays</li><li>&gt; Briefing</li><li>&gt; Focus group</li><li>&gt; Visioning session</li><li>&gt; Co-design</li><li>&gt; Site visits</li><li>&gt; Appreciative enquiry</li><li>&gt; Interviews</li><li>&gt; Citizen juries</li></ul>

Examples of community participation opportunities include:

- > Participating in long-term vision and strategic plan development
- > Providing input to develop options for an infrastructure project
- > Sharing stories, photos and local knowledge during Framework development
- > Taking part in a survey
- > Providing feedback about a plan on exhibition
- > Attending a workshop or community meeting
- > Speaking at a Council meeting
- > Providing feedback during a service review
- > Signing up and participating at [www.yoursayinnerwest.com.au](http://www.yoursayinnerwest.com.au)
- > Becoming a member of a Strategic Reference Group or statutory committee
- > Joining a project-specific working group

## Evaluation

Council will evaluate engagement practice to identify how well the objectives were met. Evaluation will assist in:

- > Reporting on outcomes
- > Identifying gaps in data collections
- > Learning what worked and what didn't
- > Strengthening Council's and the community's capacity for participation
- > Building knowledge and skills
- > Continuously improving processes

Evaluation criteria relevant to the engagement will be set. For example criteria may be around numbers of people participating, the demographics of those who participated or the quality of the input.

## 4. Framework Elements

Four elements ensure successful implementation of the Framework.

### Community Engagement Framework Elements

#### Commitment

There is a whole-of-Council commitment to effective community engagement.

- Core business for Council staff
- Championed by Leadership
- Trusted by Councillors in their role as final decision-makers
- Governed by policy
- Based on IAP2 best practice and aligned with IAP2 core values
- Drives strategy development and service delivery

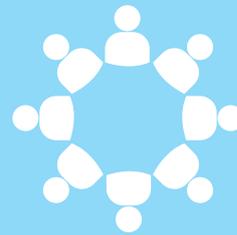


#### Core Principles

A principles-based approach is embedded across the organisation and guides Council's practice.

The five principles are:

- Authentic
- Planned
- Tailored
- Inclusive
- Transparent



#### Capacity

There is strong capacity for participation in Council and the community.

- In-house training builds staff skills and internal capacity
- Community participation in local democracy is meaningful
- Partnerships and Advocacy are robust
- Online engagement hub Your Say Inner West provides a permanent record of engagement and outcomes and measures of participation
- Engagement toolkit supports staff
- Dedicated Engagement Team coordinate organisational practice and provide strategic advice
- Engagement undertaken by consultants accords with Framework



#### Continuous Improvement

The practice is an ongoing cycle of review, measurement and actions to improve performance.

- Aligned with Business Excellence Framework
- Incorporates innovation in technology and methodology
- New citizen participation models are trialled
- Practice is monitored, reviewed and measured across the organisation
- Process and outcomes are evaluated
- Community satisfaction with the practice is measured

The Community Engagement Framework guides how Council will engage so that the community has a strong voice in Council's decision-making.



## 5. Community participation in Planning and Assessment

Recent reforms to the *Environmental Planning and Assessment Act 1979* (EP&A Act) aim to increase community participation in environmental planning and assessment matters by making the process easier to understand.

This section outlines when and how Council will engage with the community and stakeholders around its planning decisions. It sets out the legislative requirements for minimum mandatory public exhibition periods for all of Council's planning functions, and notification requirements for development and related applications. It builds on the community engagement approach outlined elsewhere in this document and includes specific information about community participation in planning and development decisions in the Inner West. Where Council is isn't the determining authority, the relevant authority's Community Participation Plan applies.

### What is a public exhibition?

Public exhibition is a formal stage of engagement where documents are available for a specified period for the community to view and provide their feedback (called submissions), which is considered before a decision is made.

For planning matters, public exhibition usually includes:

- Description of what is being proposed
- Notifying individual land owners/occupiers
- Advertising/publishing the exhibition notice, including the timeframe, and how submissions can be made
- Displaying the documents for public view
- Publishing details on website

For development and related applications, public exhibition is known as notification.

### Public exhibition periods

Public exhibition periods are in calendar days and include weekends. Council avoids where possible engaging with the community during periods of NSW Government school holidays, or if this is unavoidable, extends timelines where possible. At a minimum, the EP&A Act requires Council to extend public exhibitions or development and related application notifications which occur between 20 December and 10 January inclusive.

**Table 1: Minimum mandatory public exhibition timeframes**

Documents which Council will place on public exhibition (per Schedule 1 to the EP&A Act)	Minimum mandatory public exhibition timeframes
<b>PLANNING DOCUMENTS</b>	
Draft local strategic planning statements	28 days
Draft development control plans	28 days
Draft contributions plans for local infrastructure	28 days
Draft community participation plans	28 days
Planning proposals for local environment plans subject to a gateway determination	28 days or as specified by the gateway determination
<b>DEVELOPMENT DOCUMENTS</b>	
Application for development consent (other than for complying development certificate of designated development or for State significant development)	See notification process section below in Table 2
Application for development consent for designated development	28 days
Application for modification of development consent that is required to be publicly exhibited by the regulations	See notification process section below in Table 2
Environmental impact statements obtained under Division 5.1 of the Act	28 days
Draft voluntary planning agreements	28 days

## Submissions

Submissions about a plan or application on public exhibition may be made during the specified period. Submissions may be made either online or by writing to Council and must include a name, address and preferably contact details. Submissions should include the reasons for support or opposition to the proposal. Submissions may be summarised for reporting and Council will not respond individually to submissions.

Council will not publish contact details in public reports, but submissions can be made publicly available under the *Government Information (Public Access) Act 2009*.

Council will advise people who made a submission in writing of the decision.

Any submission that uses a pro-forma template or is in the form of a petition will be considered as one submission and Council will respond to the head petitioner only (the first person that signs the petition unless otherwise advised). Multiple submissions made from the one property will be considered as one submission.

After the public exhibition/notification period closes, Council officers will review all submissions. For development matters, Council officers complete an assessment of the application and include a summary of submissions in the Development Assessment Report. For strategic planning matters, Council officers review the submissions and amend the draft plan if required. The number of submissions will be reported to the elected Council and a summary of engagement outcomes published on the website.

## Decision making

Strategic plans are adopted by a resolution of the elected Council at a formal meeting. Planning proposals are determined by the relevant planning authority which may be Council, the Sydney Eastern City Planning Panel or Greater Sydney Commission or another authority appointed by the Minister for Planning and Public Spaces. Development applications can be determined by Council staff under delegation, the Inner West Local Planning Panel, or the Sydney Eastern City Planning Panel. Community feedback is one component of the information Council uses to make decisions. For more information about how development applications are assessed, including minutes of the determination meeting, please visit Council's website.

Council will publish the reasons for decisions on development and related applications including:

- The decision
- The dates of the decision
- The reasons for the decision
- How community views were considered

## Notification process for development applications

This section details how and when Council notifies the community about development applications received for the Inner West local government area. It replaces requirements formerly contained in the three legacy councils' development control plans. Specifically, it replaces the notification requirements for development applications and their associated applications contained in:

- Chapter B of the Comprehensive Inner West DCP 2016 for Ashbury, Ashfield, Croydon, Croydon Park, Haberfield, Hurlstone Park and Summer Hill (IWDCP 2016);
- Part A, Section 3 of the Leichhardt DCP 2013 (LDGP 2013); and
- Part 1.2 of the Marrickville DCP 2011 (MDCP 2011).

This section includes how development is categorised based on the extent of the likely impacts, identifies land owners/occupiers who will be notified and provides a consistent, transparent approach for community participation in

development assessment across the Inner West local government area.

## What applications are notified?

- Development applications listed in Table 2
- Modification of development consents under section 4.55 of the EP&A Act
- Review of determination under section 8.2 of the EP&A Act
- Building certificates for unauthorised works where the works undertaken would have required a development application or a section 4.55 (2)

## What is not notified?

- Development which is exempt (some minor building renovations or works don't need approval). See Department of Planning, Industry and Environment website for details ([planning.nsw.gov.au/](http://planning.nsw.gov.au/)).
- Development deemed complying development under *State Environmental Planning Policy (Exempt and Complying Development Codes 2008)*. This type of development requires a Complying Development Certificate (CDC) issued by Council or an accredited private certifier. Complying Development Certificates will be notified in accordance with Clause 130AB of the *Environmental Planning and Assessment Regulation 2000*.

## Who is notified?

Unless otherwise exempted by the EP&A Act, Council will notify:

- Owners/occupiers of land within the radius of the subject site as specified in Table 2
- Owners and occupiers of any neighbouring land which, in the opinion of Council, may be adversely affected by the development
- For notification relating to sites on the border of a local government area, Council will notify the adjoining council and residents in the vicinity of the development site, where, in the opinion of Council, properties in that local government area may be affected by a development application or planning proposal.

Council may extend the timeframe for submissions or notify other people or groups.

## How we notify

A notification letter or email will be issued to all properties within the specified radius in Table 2 containing:

- Address of the development site
- Description of the proposed works
- Details of the notification period
- How to view the application
- Details on how to make a submission

A sign will be installed at the site visible and legible from the public domain on or before the start of the notification period, weather permitting. A photo will be taken of the notice. If Council is notified that the sign is removed or destroyed before the end of the notification period, the sign will be replaced.

The sign will contain:

- Address of the development site
- Description of the proposed works
- Notification period
- How to access the application
- How to make a submission

All notified applications will be published on Council's website for at least the notification period.

## Types of development and notification requirements

There are four types of development types:

- A** - No notice required
- B** - Routine applications notified for 14 days
- C** - Higher impact applications notified for 21 days
- D** - Significant or major impact applications notified for 30 days

**Table 2: Notification requirements for development and related applications:**

	Development Type	Time	Radius	Method
<b>A</b>	<ul style="list-style-type: none"> <li>➤ Internal commercial/ industrial fit outs</li> <li>➤ Internal residential building works (excluding Heritage Items)</li> <li>➤ Strata Subdivisions for existing/ approved buildings (except affected by <i>ARH SEPP</i>)</li> <li>➤ Tree removal in Heritage Conservation Areas (excluding Heritage Items)</li> <li>➤ Amended plans with reduced/similar impact</li> <li>➤ Signage with minimal impact</li> <li>➤ Demolition of minor or ancillary structures (excluding Heritage Items and within a Heritage Conservation Area)</li> </ul>	No notification required		
<b>B</b>	<ul style="list-style-type: none"> <li>➤ Alterations and additions to dwelling houses</li> <li>➤ New dwellings including secondary dwellings</li> <li>➤ Demolition of a Heritage Item or within a Heritage Conservation Area</li> <li>➤ Total demolition of a dwelling or building (non-heritage)</li> <li>➤ Dual occupancies</li> <li>➤ Change of use</li> <li>➤ Heritage Item tree removals</li> <li>➤ Extension of trading hours</li> <li>➤ New business/commercial/industrial development less than 500sqm in area</li> <li>➤ Alterations and additions to business/ commercial/industrial development</li> <li>➤ Subdivision (including subdivision affected <i>ARH SEPP</i>)</li> <li>➤ Signage and advertising structures</li> <li>➤ Alterations and additions to Places of Public Worship</li> </ul>	14 days	20 metres* *Minimum 10 properties around the subject site will be notified regardless of the distance from the property.	Letters, website and sign

Continuing on the following page >

	Development Type	Time	Radius	Method
<b>C</b>	<ul style="list-style-type: none"> <li>➤ Residential Flat Buildings</li> <li>➤ Multi Dwelling housing</li> <li>➤ Shop top housing</li> <li>➤ Boarding Houses</li> <li>➤ New business/commercial/industrial development greater than 500sqm in area</li> <li>➤ Extension of late night trading hours for licensed premises</li> <li>➤ 24 hour trading</li> <li>➤ Childcare centres/ schools/ community centres</li> <li>➤ Change of use for non-residential uses in residential zone</li> <li>➤ Sex services and restricted premises</li> <li>➤ Applications involving Voluntary Planning Agreements</li> <li>➤ Hospitals</li> <li>➤ Residential Aged Care Facilities</li> <li>➤ New Place of Public Worship</li> </ul>	21 days	50 metres* *Minimum 24 properties around the subject site will be notified regardless of the distance from the property	Letters, website and sign
<b>D</b>	<ul style="list-style-type: none"> <li>➤ Development over \$30M</li> <li>➤ Major development applications, master plans, Development Control Plans</li> <li>➤ Designated, advertised or State significant</li> </ul>	30 days	75 metres* *Minimum 24 properties around the subject site will be notified regardless of the distance from the property	Letters, website, sign and publish

**Note 1:** Council has the discretion to alter any of the above for an application where the nature of the development, its location or the history of site development warrants it.

**Note 2:** The radius is measured from all points on the boundary of the development site.

## Modifications, reviews and amendments

Section 4.55 of the EP&A Act makes provisions for a Council to accept applications to modify development consents. There are four types of Section 4.55 modifications, which will be notified in accordance with Table 3 below.

Section 8.2 of the EP&A Act makes provisions for a Council to accept applications to review Council determinations. These applications will be notified in accordance with Table 3 below.

**Table 3: Notification requirements for modification applications made to Council**

Modification Type	Notification Method
Section 4.55 (1) Concerned with correcting minor errors, inaccurate description or mistaken calculations	Not required
Section 4.55 (1A) Concerned with minor alterations involving minimal impact	May be notified at the total discretion of Council if Council is of the opinion that there may be implications for neighbouring amenity, streetscape, or local character
Section 4.55 (2) All other modifications	Will be notified in the same manner as the original application
Section 4.56 Concerned with minor alterations involving minimal impact	Notified in the same manner as the original application and to all those who lodged a submission with respect to the original notification
Section 8.2	Notified in the same manner as the original application, regardless of whether there are amendments to the proposed development from that in the original Development Application

### Amended plans and information

Where amended plans and/or information is received during the assessment process the application will be re-notified in the same manner as the original application and to those persons who lodged a submission about the original notification. However, notification of amendments is not required if the proposed amendments are:

- Considered to have the same or a lesser impact as the original application
- Submitted by the request of Council to address submissions or relevant controls
- Deemed to have no measurable adverse effect on adjoining properties.

### Building Certificates

Building certificates for unauthorised works will be notified in the same manner as development and related applications where the works undertaken would have required a development application or a section 4.55 (2).

## 6. Framework Review

The *Community Engagement Framework* will be monitored and reviewed regularly to ensure compliance with legislative change, innovation in practice and community expectations.



### ACCESSIBLE FORMATS

This publication can be provided in large print or an alternative media format. If you need this service, please contact 02 9392 5000.

### MORE INFORMATION

Contact Council's Engagement Team on 02 9392 5000 or email [engagement@innerwest.nsw.gov.au](mailto:engagement@innerwest.nsw.gov.au)  
Visit [www.yoursayinnerwest.com.au](http://www.yoursayinnerwest.com.au)

## 7. Definitions

### Community

Everyone who lives, works, plays, studies, conducts business, owns property, visits or uses the services, facilities and public spaces of the Inner West.

### Community engagement

The process by which the community participates in and influences Council's decision-making. Good community engagement is the basis for understanding decisions, sharing perspectives, improving outcomes and building trust between Council, the community and other partners.

### IAP2

International Association of Public Participation – guides world's best engagement practise and underpins Council's *Community Engagement Framework*.

### Notification

The public exhibition of development and related applications.

### Public exhibition

A formal stage of engagement where documents are available for a specified period for the community to view and provide their feedback (called submissions), which is considered before a decision a made.

