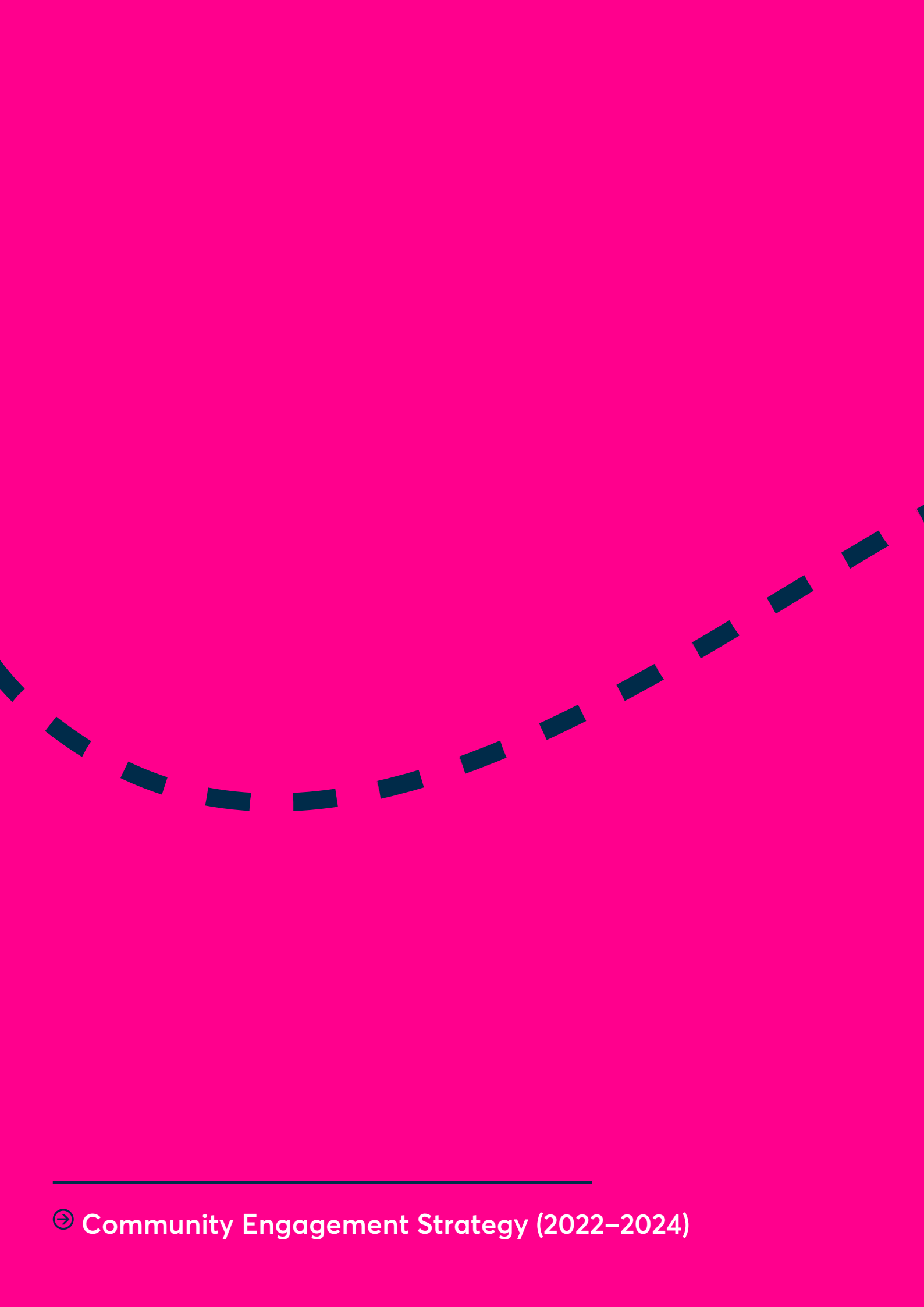
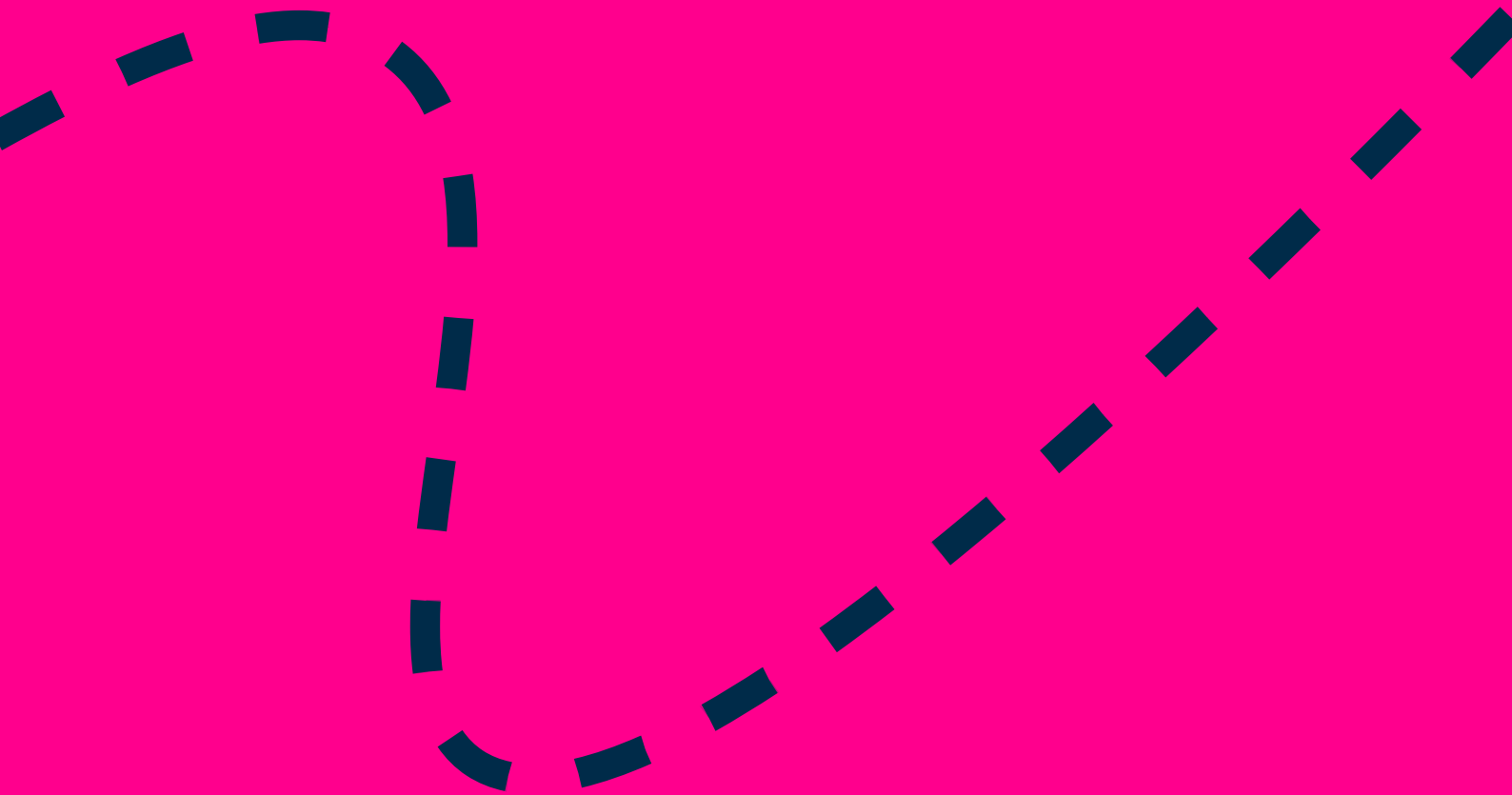


Community Engagement Strategy





We respectfully acknowledge the
Traditional Owners and custodians
of the land and waters of Parramatta,
the Dharug peoples.

*Nunanglanungdyu Barramada gulbanga
mawa naa Barramadagal dharug ngurrawa
badura Barramada dharug yura*



Recognition of the Dharug Peoples

City of Parramatta recognises the Dharug peoples as traditional owners, peoples of the oldest continuous living culture in the world.

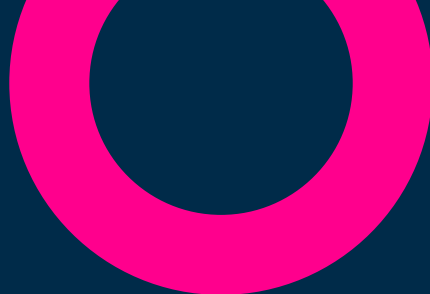
For more than 60,000 years, Parramatta has been home to the Dharug peoples, the traditional custodians of the land we call the City of Parramatta today. The Dharug peoples have cared for and nurtured the habitat, land and waters for thousands of generations, and maintain an ongoing connection to Parramatta and its surrounding areas.

As a community, we can learn from the resilience and community spirit of Aboriginal and Torres Strait Islander peoples (First Nations people) to best ensure a sustainable City for all. Parramatta has always been an important meeting place for our First Nations people, particularly the Parramatta River, which has provided life and vitality since the beginning of time (The Dreaming).

The name Parramatta is derived from the word Barramada or 'place where the eels lie down' (breeding location for eels within the Parramatta River). City of Parramatta recognises the significance of this area for all First Nations people as a site of early contact between the First Australians and European Colonists, and Parramatta remains an important meeting place for our First Nations community.

First Nations people continue to play a vital role in the ecological, economic, social and cultural life of Parramatta, while maintaining a distinct culture built on the principles of Caring for Country, the primacy of family, and the dignity and governance of Elders.

At City of Parramatta we aspire to a future where the cultures, histories and rights of all First Nations people are understood, recognised and respected by all Australians. City of Parramatta is committed to playing an active role in making this future a reality. City of Parramatta is proud to acknowledge the ongoing stewardship of Country by First Nations people and to celebrate their enduring wisdom, strength and resilience.



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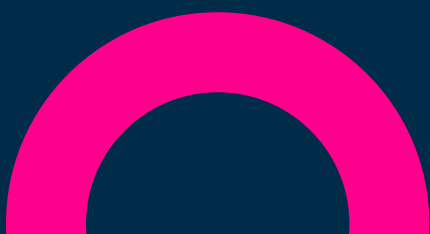
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1.0

What is community engagement?

Community engagement, also known as 'public participation', is about involving people in decision-making. Community input and participation is crucial for building a great city where people want to live, work, and visit.

The City of Parramatta Council has an organisation-wide commitment to engaging our communities in a transparent, open, and accountable way.

1.1 Why is it important?

Community engagement provides Council with a better understanding of community views and values, and helps us to make more informed decisions and deliver better services.

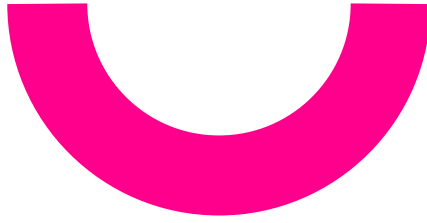
At the City of Parramatta, we are striving for a best-practice approach to engagement to help us create more liveable communities, better public policy, and ensure people are at the core of what we do.

1.2 Why do we need a strategy?

This Community Engagement Strategy outlines our approach to engaging with the community and stakeholders. The strategy outlines who, when and how we will engage, and provides transparency and clarity for all community members and stakeholders so that they can understand their role in Council's decision-making process.







1.3 Legislative requirements

Council must comply with a number of different pieces of legislation which set out when and how we should consult with our community.

1.3.1 Local Government Act 1993

Section 402(A) requires that:

A Council must establish and implement a strategy for engagement with the local community (called its Community Engagement Strategy) when developing its plans, policies, and programs, and for the purpose of determining its activities (other than routine administrative matters).

A Community Engagement Strategy must be prepared, adopted, and implemented, based on social justice principles, for engagement with the local community to support Council in developing its plans and determining key activities. This includes development of the Community Strategic Plan, and all relevant Council plans, policies, and programs.

At a minimum, the Community Engagement Strategy must identify relevant stakeholder groups within the community and outline methods that will be used to engage each group.

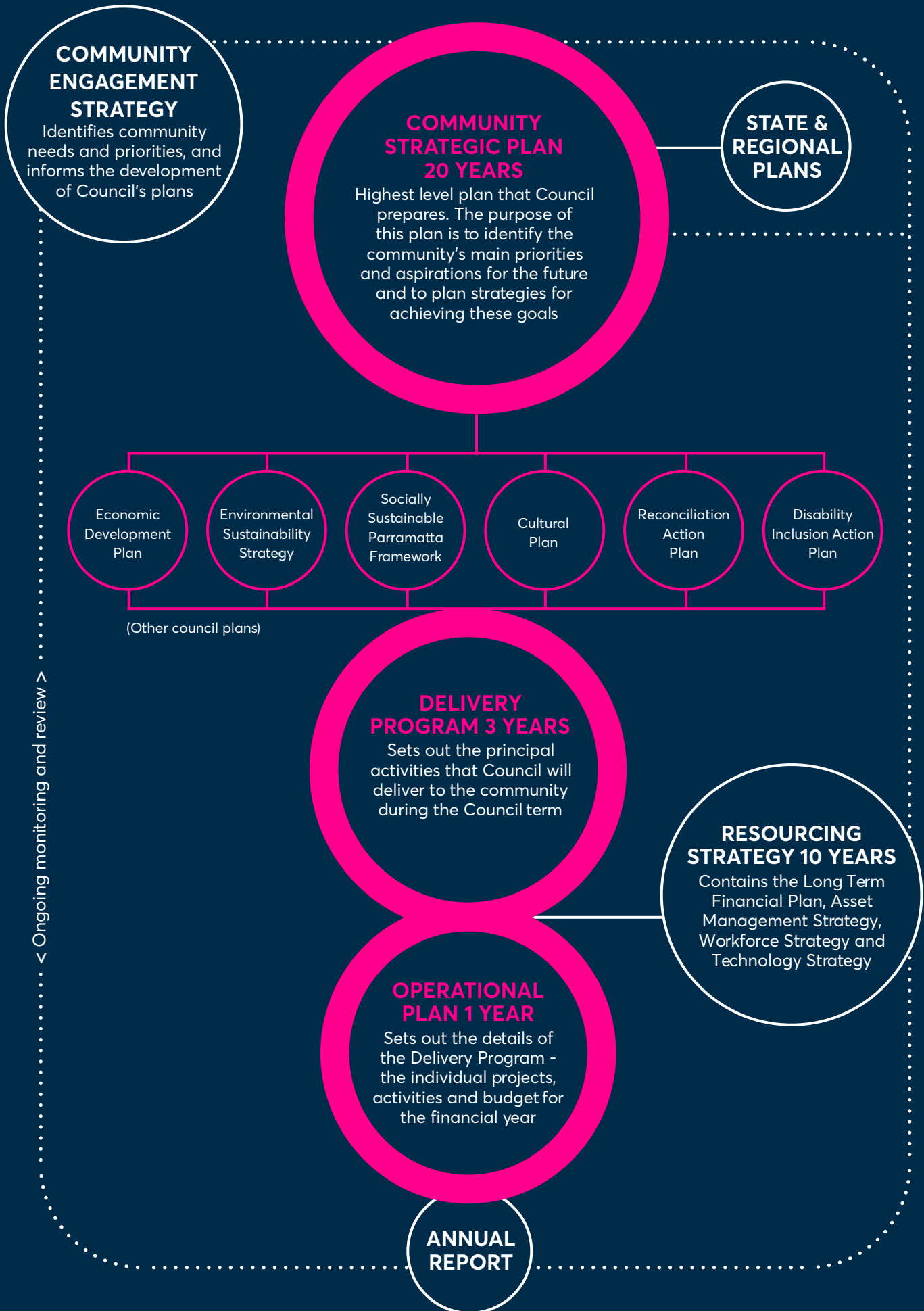
The Strategy must be reviewed within 3 months* of the local government elections, as part of the broader review of the Community Strategic Plan (*12 months from the 2021 local government elections).

Where a Council has community engagement requirements under other legislation or regulations, these should, wherever practical, be integrated into the Community Engagement Strategy.

Section 406 requires that:

All Councils in NSW use the Integrated Planning and Reporting (IP&R) framework to guide their planning and reporting activities. Engagement at City of Parramatta is usually linked to plans, strategies and work outlined in the IP&R framework. The diagram on page 13 demonstrates the importance of community engagement within this framework.

Figure 1 Integrated Planning & Reporting (IP&R) Framework



Vietnamese Cuisine & Cafe
Eat in or Take Away T: 9688 7631

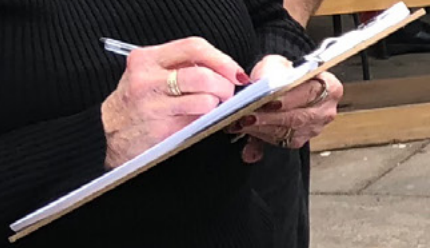
Vietnamese Cuisine & Cafe

OPEN

Woman with white hair, sunglasses, black sweater, and grey trousers writing on a clipboard.

Woman with grey hair, glasses, black sweater, and dark trousers writing on a clipboard.

Man with white hair, glasses, blue polo shirt, and dark trousers writing on a clipboard.



1.3.2 Environmental Planning and Assessment Act 1979

Division 2.6 requires that:

All planning authorities such as Councils outline how and when the community will be engaged across planning functions like policy making and assessment.

In line with legislative requirements, in December 2020, Council also consolidated its development application (DA) notification requirements into a single and consistent set of requirements. The Consolidated Notification Requirements now form an appendix to this Strategy (see Appendix 1).

1.4 Other requirements

The Community and Stakeholder Engagement Framework is an internal document which details the processes that all staff and external consultants need to follow when delivering engagement projects at or on behalf of the City of Parramatta.

The Framework has been developed to assist staff and external consultants in planning engagement activities in a way that meets Council's community engagement commitments and legal obligations as outlined in this Strategy.



2.0

Our approach to engagement

2.1 Key principles

The City of Parramatta's approach to community engagement is guided by eight key principles, which are based on the community participation plan principles outlined in *Section 2.23 of the Environmental Planning and Assessment Act 1979*:

BUILDING RELATIONSHIPS



We act in an honest, open, and respectful way to build strong relationships, partnerships, and trust with our stakeholders. We encourage effective and ongoing partnerships with the community to provide meaningful opportunities for participation in decision-making.

RIGHT TO BE INVOLVED



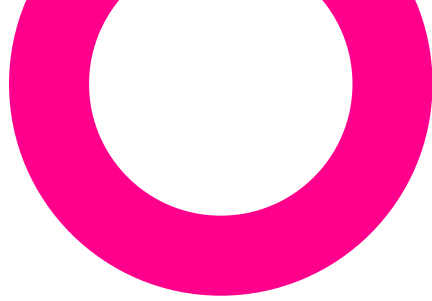
We believe that our stakeholders have a right to be involved in decisions that affect them. All communication should outline that feedback is invited and no-one is prohibited from participating (noting that there may be additional steps needed for engaging with certain groups such as children and young people under 18).

CLARITY OF PURPOSE



Our engagement is well-planned with a clearly defined purpose and stages for community input. We are clear about why, how, and what we are engaging about; if the community is affected by a decision, they should be consulted.





ACCESSIBLE AND INCLUSIVE



We actively seek views representative of the community, and we provide a range of engagement activities to ensure that the broadest possible range of stakeholders can participate. Barriers to engagement are identified and measures are put in place to help reduce or overcome these.

TIMELY AND COORDINATED



We engage early on and provide enough time for stakeholders to provide input so that views can be genuinely considered. We collaborate across Council to ensure our engagement activities are coordinated.

TAILORED



We use a range of engagement and communication methods that suit the purpose and type of project we are consulting on. We consider the impact of the proposed project, complexity, risk, timing, and the range of stakeholders involved. Where possible, information is provided in plain language, is accessible, and available in a format that makes it easy for people to participate.

TRANSPARENT



We make our decisions in an open and transparent way and provide feedback to our stakeholders in order to explain our decisions and let them know how their input has been considered.

LEARNING FROM PRACTICE



We evaluate our engagement activities and learn from the feedback that has been provided to us.



CIS
Caitlin Carpenter

2015 Community Infrastructure Strategy
What are the key questions?
What are the key questions?
What are the key questions?



2.2 Levels of participation

Our engagement approach can vary based on the need and impact of the project. The IAP2 (International Association of Public Participation) Spectrum (www.iap2.org.au) shows that differing levels of participation are acceptable depending on the goals, timeframes, resources, and levels of concern in the decision to be made.

The IAP2 Spectrum defines the public's role in any community engagement program and sets out the promise being made to the public at each participation level. The levels of public participation are outlined in the below diagram:

2.2.1 IAP2 Spectrum of Public Participation

	INCREASING IMPACT OF THE DECISION				
	Inform	Consult	Involve	Collaborate	Empower
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	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.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	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 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.

3.0

Responsibilities

There are a variety of groups and teams at Council that have responsibility for ensuring the successful implementation of the Community Engagement Strategy. The following section provides insight into the responsibilities of these groups and teams.

COMMUNITY ENGAGEMENT TEAM



The Community Engagement team provides advice and support to all teams across Council. The team manages Council's community engagement platform, Participate Parramatta, and provides advice on resources, engagement design, and engagement planning. The level of involvement from the team will depend on the complexity of the engagement project.

PROJECT TEAMS



The City of Parramatta is made up of more than 1,200 staff that work together to deliver high quality services to our local community. As subject matter experts, staff play a critical role in all engagement projects.

The project manager is responsible for complying with all legislative requirements and this Strategy. All community engagement activities are to be funded by the relevant Council department seeking input from the community.

It is also the responsibility of the project manager to comply with the Community Engagement and Stakeholder Framework and notify the Community Engagement team of any planned engagement activities.

EXECUTIVE TEAM AND SENIOR MANAGERS



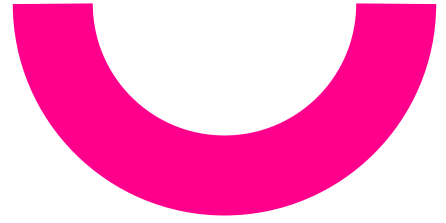
Senior Managers and Executives are responsible for ensuring the consistent implementation of the Community Engagement Strategy. Depending on the nature of an engagement project, 'approval' may be required at this level. Senior Managers and Executives are also responsible for resourcing staff sufficiently to deliver effective community engagement and ensuring meaningful consideration of engagement outcomes is provided in the decision-making process.

COUNCILLORS



The City of Parramatta is represented by 15 Councillors. Our Councillors are elected by residents and non-residents across five electoral areas known as wards, with the Lord Mayor and Deputy Lord Mayor elected by the Councillors. Local government elections are generally held every four years.

Councillors play a vital role in meeting the needs of local communities. They serve their communities by listening to people in the local area and then representing those views on Council. As democratically elected representatives, the views and recommendations of Councillors are closely considered in all engagement projects.



COMMITTEES



The City of Parramatta has a number of committees made up of staff, Councillors, as well as external community members. They advise on the views, needs and interests of particular communities in the area, and include the:

-
- | | |
|--|--|
| ▶ Access Advisory Committee | ▶ Heritage Advisory Committee |
| ▶ Active Transport Advisory Committee | ▶ Major Projects Advisory Committee |
| ▶ Citizen of the Year Awards Committee | ▶ Parramatta Light Rail (PLR) Stage 2 Advisory Committee |
| ▶ Environment Advisory Committee | ▶ Riverside Theatres Advisory Committee |
| ▶ First Nations Advisory Committee | ▶ Smart Cities Advisory Committee |
-

EXTERNAL CONSULTANTS



Like City of Parramatta staff, external consultants are also responsible for complying with all legislative requirements, this Strategy, and the Community Engagement and Stakeholder Framework when delivering engagement activities on behalf of Council.

THIRD-PARTY LED PROJECTS



Not all projects that have an impact on our local area are led by and/or involve Council; when a third-party such as the NSW Government is delivering a project within the City of Parramatta, ultimate responsibility for the engagement and associated outcomes lies with the organisation that is managing the project. In these instances, Council will seek to promote the engagement opportunity and also advocate strongly on behalf of the interests of our community.

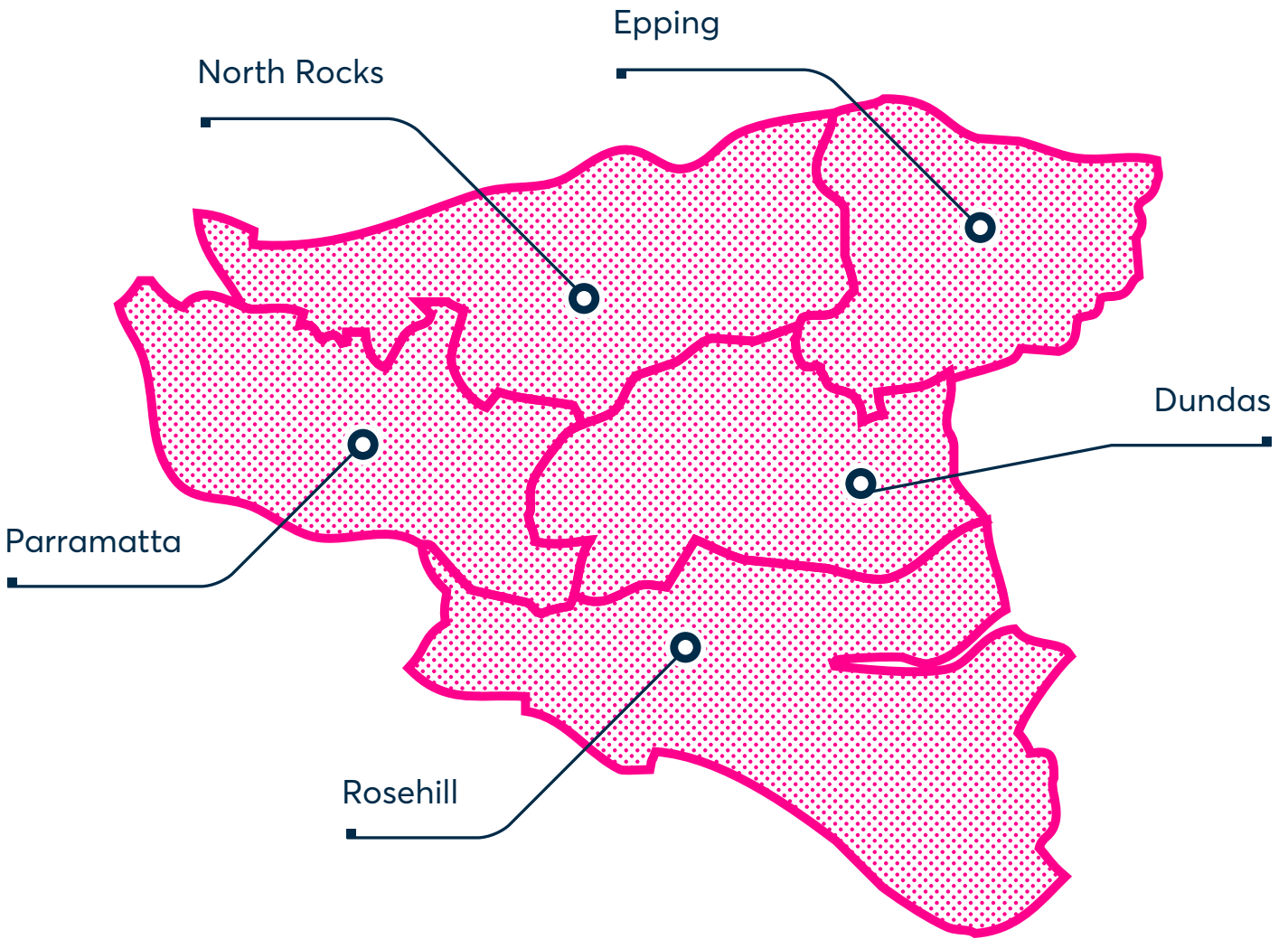
4.0

Who do we engage with?

If we are to engage effectively, we must have a clear picture of who we are engaging with. Data on the makeup of our community is gathered every 5 years via the Australian Bureau of Statistics census. The 2021 dataset clearly demonstrates that our community is diverse and evolving rapidly. Given this, a one-size-fits-all engagement approach will not work, and we must ensure our methods are tailored for each project to best suit our community.



The City of Parramatta spans 84 square kilometres and is home to 258,799 people as per the latest Census. The local government area has a rich history and diverse culture and is home to many unique neighbourhoods. Our city is divided into 5 wards, being Parramatta, Rosehill, Dundas, North Rocks and Epping. From Winston Hills to Westmead and Wentworth Point, each part of our city has its own distinct demographic qualities.



Population growth, new housing, jobs and infrastructure are changing the area from a suburban centre into Sydney's Central City – the centre of services, infrastructure and employment for Western Sydney.

Over the next five years, \$20 billion will be invested into Parramatta's infrastructure and development, giving rise to unprecedented growth. This rapid growth and transformation presents challenges, particularly

in the short term, but also provides a unique opportunity for the community to help shape our future city, making sure it is a place that people want to live, work, and visit.

WE ARE FAST GROWING



More than 256,000 people call Parramatta their home. By 2041, our population is forecast to grow to more than 469,000.



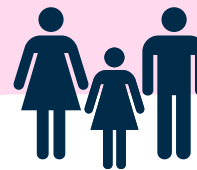
OUR LIVING SITUATION

Nearly 45% of people are now residing in high density housing, while over 44% are renting where they live.

WE ARE EDUCATED



Approximately 20% of our population is currently undertaking a tertiary course (e.g. university or TAFE) and 76% of our community has completed Year 12 or an equivalent.



WE ARE YOUNG

29.3% of our population are aged under 24, while 29.6% of people are aged between 25 and 39.

WE ARE DIVERSE



57.6% of people are born overseas (11.3% each from India and China), while 61.8% speak a language other than English at home (18.8% Mandarin/Cantonese and 5.5% Korean).



OUR FIRST NATIONS

We recognise all of the First Nations peoples who live, work, and use facilities and services in Parramatta.

OUR VULNERABLE



59,000 people (est.) live with one or more long-term health conditions. 13% of households earn less than \$650 per week.

4.1 Our stakeholders

A vital component of the community engagement process includes identifying and understanding key stakeholders who will be impacted by or who have an interest in a decision.

Our approach to engagement aims to reach as many people as possible across the community to ensure a broad range of views are heard. We consult with internal stakeholders such

as our 1,200 staff, Councillors, and formal Committees (see Responsibilities section on pages 20–21, and externally with an extensive list of stakeholders.

EXTERNAL STAKEHOLDER GROUPS WHO MAY BE IDENTIFIED IN A COMMUNITY ENGAGEMENT PROCESS INCLUDE:

- ▶ People who live, work, or visit the City of Parramatta
- ▶ Investors (existing/new/potential)
- ▶ Businesses operating in the City of Parramatta
- ▶ Local chambers of commerce
- ▶ Active industry groups or associations
- ▶ Local alliances/networks that Council is a member of
- ▶ Local interest/resident groups
- ▶ Community, sporting, cultural and environmental groups
- ▶ CALD community
- ▶ Refugee community
- ▶ Future residents
- ▶ Young people
- ▶ Students
- ▶ Children and families
- ▶ Retirees/mature aged people
- ▶ LGBTQI+ community
- ▶ First Nations community
- ▶ Not-for-profits and non-government organisations
- ▶ Voluntary groups
- ▶ Schools, colleges/TAFE, and universities
- ▶ Childcare services and centres
- ▶ Health and support services
- ▶ Disability and wellbeing support services
- ▶ Emergency services
- ▶ Vulnerable people
- ▶ Those living in assisted care
- ▶ State and federal government agencies/services
- ▶ Local Members of Parliament
- ▶ Transport authorities
- ▶ Sydney Olympic Park Authority
- ▶ Parramatta Park Trust
- ▶ Neighbouring/other local councils

5.0

What engagement looks like at the City of Parramatta

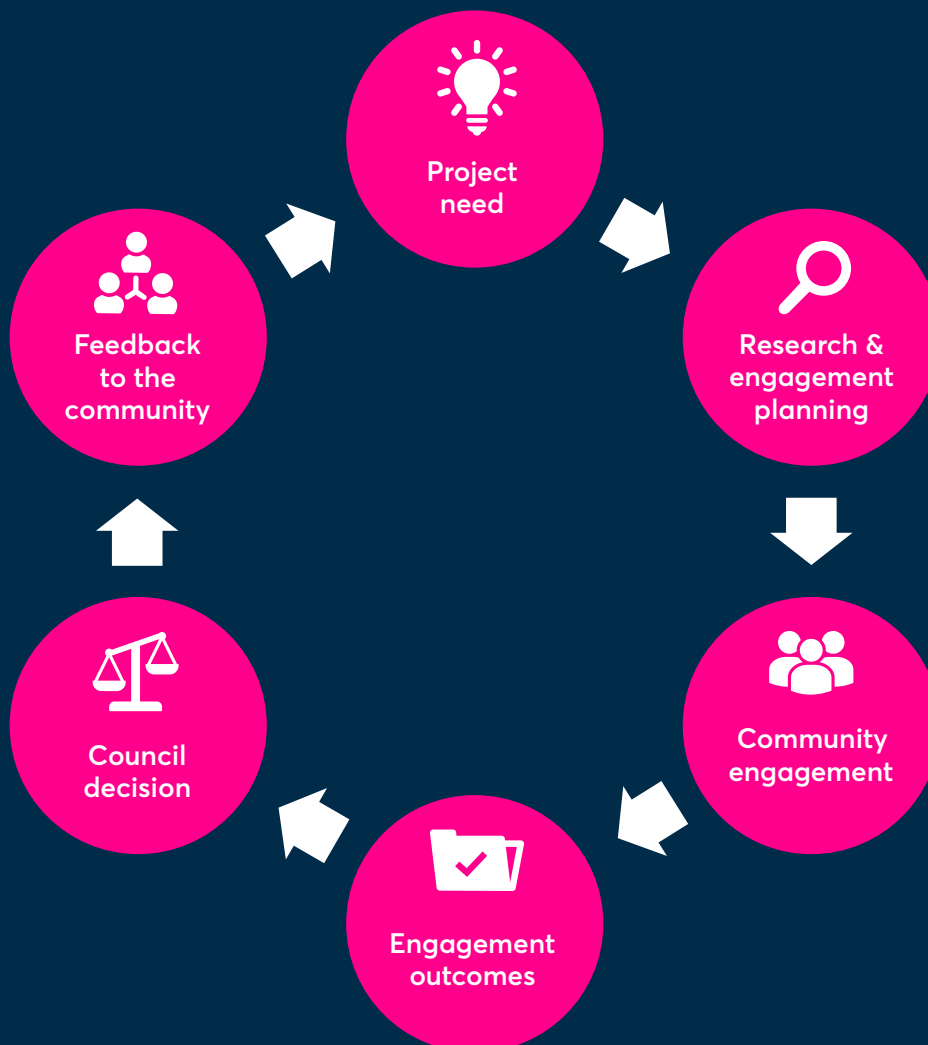
This Strategy guides the way engagement is planned and undertaken at the City of Parramatta.

Planning for engagement considers a range of factors

including who will the project impact, how much impact will the project have, and how interested the community might be in the project. Any legislative requirements for public participation will also

be considered, for example, minimum exhibition timeframes.

The general process for starting engagement, and how it works within Council is shown in the diagram below.





PROJECT NEED

Establish project objectives and determine if community engagement is required.



RESEARCH AND ENGAGEMENT PLANNING

Develop better understanding of project and determine the most effective approach.



COMMUNITY ENGAGEMENT

Promote the engagement opportunity and capture feedback from the community and key stakeholder groups.



ENGAGEMENT OUTCOMES

Feedback is collated and analysed. If required, changes are made to the project which reflect what has been heard.



COUNCIL DECISION

A decision on the direction of a project is made either at the Council officer level or during a Council Meeting (if required).



FEEDBACK TO THE COMMUNITY

Council will ensure that the community is informed about how they have influenced the direction of a project as well as any relevant next steps.

5.1 Consultation / public exhibition

Depending on the nature of a project or at what stage the community is being invited to provide feedback, an engagement may either be run as a 'consultation' and/or 'public exhibition'.

CONSULTATION: is generally used in the early stages of a project and when there are no associated legislative requirements. During the consultation stage, Council is looking to gather initial insights from community members and stakeholders, which can then be used to inform future stages.

PUBLIC EXHIBITION: is the official period when a project is open for feedback; these periods are generally legislated with specific notification and timeframe requirements. If a project needs to go on public exhibition, then it must first be endorsed by Council before being made available for public comment.

Please note that Council is not required to make available for public inspection a planning matter that the publication of, would be contrary to public interest, because of its confidential nature, or any other reason.

5.2 Timeframes

At the City of Parramatta, there is no expiry date on community engagement findings. Re-engagement on the same project should only take place if there is a legislative requirement to do so, or if there have been significant changes made to the original proposal.

At a minimum, consultations will run for at least 14 days, while public exhibition periods are generally 28 days or longer.

We will always exhibit a proposal for the specified minimum timeframe (should any legislative requirements apply) and will consider an extended timeframe based on the nature and scale of the project. Any timeframes for engagement are in calendar days and include weekends and public holidays. Any consultation or public exhibition over the Christmas/New Year period would be extended into January the following year.

Additionally, there may be some occasions where a government priority or administrative requirement demands immediate action on proposals that prevents the implementation of our usual community engagement process.

A full breakdown of all planning and development related timeframes is provided in Appendix 1.

5.3 How will I be notified?

The level of notification may vary across projects but at a minimum Council will provide information on Council's website and/or community engagement platform, Participate Parramatta.

OTHER NOTIFICATION METHODS THAT MAY BE USED DEPENDING ON THE NATURE OF THE PROJECT, INCLUDE:

- ▶ Social media
 - ▶ Council emails/newsletters
 - ▶ Direct notification i.e. letter
 - ▶ On-site signage/posters
 - ▶ Customer Service Centre
 - ▶ Library branch distribution
 - ▶ Media release
 - ▶ Newspaper advertising
-

The City of Parramatta does not have a target for a minimum number of responses per engagement, with all views acknowledged and respected equally.

NAIDOC Week

Sunday 3 July to Sunday 10 July



Check out your new community engagement corner HAVE YOUR SAY TODAY!

How to get involved?
- Take one of the postcards from the side pocket and read through the project details.
- If you want to have your say, grab a pen and write your comments in the space provided.
- When done, place the postcard into the open slot on top of the box.

Need assistance?
Please speak with one of the friendly library staff or contact Council's Community Engagement Team via 1300 637 036 or participate@cityofparramatta.nsw.gov.au

Community Engagement Strategy HAVE YOUR SAY!

Tell us what you think about Council's approach to community engagement!

- How would you like to be informed about new projects?
- What projects do you want to have a say on?
- How do you want to have your say?

Stop by our community engagement corner at Parramatta Library on Monday 22 July 2022

Share your feedback by scanning the QR code, or visit <https://www.cityofparramatta.nsw.gov.au/engagement/community-engagement>

Contact the Community Engagement Team participate@cityofparramatta.nsw.gov.au 1300 637 036

Need an interpreter? Please call us on 131 126. For more information, please visit <https://www.cityofparramatta.nsw.gov.au/engagement/community-engagement>

CITY OF PARRAMATTA

Feedback

Please rate your satisfaction with our service today



HAPPYNOT



CITY OF PARRAMATTA

SURVEY

How was your experience with us?

Select one

Fantastic

Good

Average

Poor

Very poor

Are you going to recommend us?

Yes

No

What can we do to improve service?

Write a comment...

Finish

5.4 Engagement methods

5.4.1 Online engagement platform, 'Participate Parramatta'

'Participate Parramatta' is Council's online community engagement platform; it provides a central location for all projects which the community can provide feedback on. The platform offers a range of user-friendly tools such as surveys, interactive maps and vision boards that can be used to guide the community when providing feedback.

If you would like to participate in an activity or provide feedback

via Participate Parramatta, you will need to either log in as a member or join to become a member of the platform. The registration process helps Council to better understand the demographics of who is providing feedback and ensures that the feedback which is being used to help inform decisions is genuine and reliable.

By registering as a member of Participate Parramatta, you can opt-in to receive regular email

updates about projects that are open for feedback. You will also learn when and where you can take part in online and in-person engagement opportunities, and receive invitations to join workshops, events, and other public meetings. To view the platform and/or register, please visit:

participate.cityofparramatta.nsw.gov.au/register

5.4.2 Other engagement methods

The methods of engagement that are offered will vary from project to project. All engagement projects will be hosted on Participate Parramatta and/or Council's website, and at a minimum, community members will always be provided with the opportunity to have their say via email, over the phone or by mailing in written correspondence.

OTHER ENGAGEMENT METHODS THAT MAY BE USED INCLUDE:

- ▶ Survey (online or hard copy)
 - ▶ Pop-up/drop-in session
 - ▶ Face-to-face meeting
 - ▶ Pre-booked phone appointment
 - ▶ Workshop, presentation, or public meeting (virtual/face-to-face)
 - ▶ Focus group/forum (virtual/face-to-face)
 - ▶ Community reference group/summit
 - ▶ Co-design/citizen jury
 - ▶ Deliberative polling
-

5.5 How can I provide feedback?

Stakeholders and community members are encouraged to have a say in what Council does and how it does it. Council will review all issues raised in a submission before making a decision; we will consider all feedback received, and regardless of the number of submissions, we will review the issues raised in each one.

You can expect us to acknowledge your submission in writing. We also want you to know that any feedback or submission received by Council may be released as public information and is not considered confidential. Where possible, Council officers will however redact personal details from submissions.

The City of Parramatta values the privacy of individuals; we are subject to the New South Wales *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002* which give people some control over the personal information they provide to an agency and the right to know how it will be used.

There are many ways to provide feedback as outlined below:

VOTE AT ELECTIONS

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

SPEAK WITH A COUNCILLOR

The City of Parramatta is represented by 15 Councillors. If you have an idea or issue, you can raise it directly with your local Councillor. To learn more, please visit:

- ▶ cityofparramatta.nsw.gov.au/council/lord-mayor-and-councillors

ATTEND COUNCIL MEETINGS

Members of the public can attend Council Meetings, which are typically held on the second and fourth Monday of each month commencing at 6:30pm. Meeting details and a copy of the agenda are provided on our website ahead of each Meeting. If you are unable to attend a Council Meeting in person, you can view the meeting live on Council's website or view a recording at a later date. For more information, please visit:

- ▶ cityofparramatta.nsw.gov.au/council/council-meetings

PARTICIPATE IN COUNCIL MEETINGS

Members of the public can also make an application to discuss an issue at a Council Meeting, providing that it relates to an item listed for consideration on the agenda.

Council will allow a maximum of three (3) Public Forums at each Council Meeting, being five (5) minutes allocated to each Public Forum. For more information, please visit:

- ▶ cityofparramatta.nsw.gov.au/council/council-meetings/public-participation-council-meetings
-

COUNCIL COMMITTEES

Council has a range of advisory committees to advise on the views, needs and interests of particular communities in the Parramatta Local Government Area (LGA).

Committee members are generally appointed to a four-year term, with applications for membership opened following each Council election. For more information, please visit:

- ▶ cityofparramatta.nsw.gov.au/council/your-council/governance-of-the-council/advisory-committees

PARTICIPATE IN PUBLIC CONSULTATIONS/PUBLIC EXHIBITIONS

Council asks for feedback on a large range of projects throughout the year, the vast majority of which are listed on Council's community engagement platform, Participate Parramatta:

- ▶ participate.cityofparramatta.nsw.gov.au

Development applications and other small-scale planning matters are generally not listed on Participate Parramatta. All development applications are made publicly accessible on Council's website where you can also track the progress of an application via the DA Tracker. You can provide feedback on a development application by making a submission on Council's online submissions portal. You can also post or email your submission, or speak directly with our Development Unit on (02) 9806 5600. All issues raised will be considered before a decision is made. To learn more and contribute, please visit:

- ▶ <https://onlineservices.cityofparramatta.nsw.gov.au/ePathway/Prod/Web/Custom/da-track.htm>

PROVIDE GENERAL FEEDBACK

Your feedback is important to us. If you have a complaint or compliment, you can contact Council on 1300 617 058, email council@cityofparramatta.nsw.gov.au or lodge it online at:

- ▶ cityofparramatta.nsw.gov.au/council/connecting-with-council/compliments-and-complaints

Council also conducts an annual Community Satisfaction Survey to find out directly from our community how we are performing in relation to the services and facilities that we manage and deliver. To find out more, please email r&e@cityofparramatta.nsw.gov.au

LODGE A SERVICE REQUEST

If you need to lodge a service request, you can get in touch with Council:

WEBSITE	onlineservices.cityofparramatta.nsw.gov.au/ePathway/Prod/Web/Custom/services.htm
APP	Snap Send Solve app
ONLINE CHAT	cityofparramatta.nsw.gov.au
EMAIL	council@cityofparramatta.nsw.gov.au
PHONE	1300 617 058
LETTER	City of Parramatta, PO Box 32, Parramatta NSW 2124
IN-PERSON	Customer Service Centre PHIVE, 5 Parramatta Square



5.6 Accessibility and translations

The City of Parramatta is committed to ensuring that as many people as possible, regardless of accessibility requirements, are able to provide feedback and engage on projects.

Our community engagement platform is WCAG compliant;

we have also improved the user experience on the website through the addition of an accessibility widget.

If you are deaf, hard of hearing and/or have a speech impairment, you can contact us through the National Relay Service. Choose your access

option and provide the City of Parramatta contact number, **1300 617 058** or **02 9806 5050**, to the relay officer.

For translation and interpreter services, please call **13 14 50** and ask the interpreter to phone the City of Parramatta on **1300 617 058** or **02 9806 5050**.

5.7 Evaluation and reporting

At the conclusion of every engagement project, an engagement evaluation and key findings report is required to be completed. Project managers are responsible for reporting back to the community on what was

heard during consultation/public exhibition and how stakeholder feedback has influenced decision-making.

All project managers are also required to complete an

internally facing evaluation form to help assess the effectiveness of the engagement activities and determine what, if anything, could be improved in the future.



6.0

When and how we engage

Community engagement should take place at the planning stage of any project or initiative; when a change in service is proposed; activities or infrastructure are being considered; when an issue is raised and requires a decision or when more information or evidence is required.

The trigger for 'when' we engage with the community may differ between projects and will depend on the complexity and nature of the project, however in most instances, community engagement is likely to be undertaken at multiple stages of a project.

SOME EXAMPLES OF WHEN AND HOW WE ENGAGE INCLUDE:

- ▶ Gathering ideas and identifying issues or opportunities
- ▶ Establishing the decision-making criteria
- ▶ Developing options/solutions/alternatives
- ▶ Evaluating/choosing options/solutions/alternatives
- ▶ Validating and providing final endorsement





The following table explains when and how the City of Parramatta engages with the community about particular plans and strategies, as well as the other work that we do.

Planning related projects have specific exhibition timeframes which must be met; these are outlined on the following pages and more specifically in Appendix 1.

<i>When</i>	<i>IAP2 engagement level</i>	<i>How</i>	<i>Minimum consultation/exhibition period</i>
Non-routine maintenance and small-scale renewal capital works <i>(e.g. footpath replacement)</i>	▶ <i>Inform</i>	<p>We will take all reasonable steps to share information on activities and plans with relevant stakeholders so that they are advised of any upcoming works.</p> <p>We will also regularly communicate any key updates to ensure that relevant stakeholders are informed throughout the works.</p>	▶ <i>We will let relevant stakeholders know at least 14 days in advance of work</i>
New capital works and place making <i>(e.g. new or upgraded public space at a local centre)</i>	▶ <i>Involve – Collaborate</i>	<p>We will seek to promote feedback opportunities widely and provide a range of opportunities/channels for the community to share their views.</p> <p>We will involve the community to ensure priorities are reflected in the decision. Where possible, we will directly reflect community concerns and aspirations in the finalised plan.</p>	▶ <i>14 – 28 days</i>
Traffic related projects – Level 1 <i>(e.g. minor change to sign not related to safety)</i>	▶ <i>Inform</i>	<p>We will take all reasonable steps to share information with relevant stakeholders about proposed changes.</p> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters (radius of 50 – 100 metres) ▲ <p>We will also communicate any key updates to ensure that relevant stakeholders are informed throughout the works.</p>	▶ <i>14 days</i>

<i>When</i>	<i>IAP2 engagement level</i>	<i>How</i>	<i>Minimum consultation/exhibition period</i>
Traffic related projects – Level 2 <i>(e.g. substantive change to signs, may or may not be safety related OR minor traffic management change such as the addition of a small speed hump in a rear lane OR substantive change to a traffic management device such as a roundabout)</i>	▶ <i>Inform – Consult</i>	<p>We will take all reasonable steps to ensure that stakeholders are advised of the opportunity to provide feedback and ensure that a range of channels are made available for the community to share their views.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters (radius of 50 – 200 metres) ▲ ▶ Public notice on the City of Parramatta’s corporate website ▶ On-site signage <hr/> <p>We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council’s final decision.</p>	▶ <i>14 days</i>
Traffic related projects – Level 3 <i>(e.g. area wide change(s) to parking restrictions OR turn and/or one-way restrictions OR road closure(s))</i>	▶ <i>Consult – Involve</i>	<p>We will take all reasonable steps to ensure stakeholders are advised of the opportunity to provide feedback and involve the community to ensure that priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters (radius of 200 – 1000 metres) ▲ ▶ Public notice on the City of Parramatta’s corporate website ▶ Public notice on Participate Parramatta ▶ On-site signage ▶ Local newspaper public notice ▶ Hard copy folders ▶ Social media ▶ Community drop-in session(s) ■ ▶ Media release ■ <hr/> <p>We will recognise community views and concerns and ensure that where possible, these are reflected as inputs into Council’s final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report.</p>	▶ <i>28 days</i>

When	IAP2 engagement level	How	Minimum consultation/exhibition period
Naming projects (e.g. building names, street names)	▶ Consult - Involve	<p>We will follow all guidelines as provided by the Geographical Names Board of New South Wales (GNB) and as prescribed by the <i>Geographical Names Act 1966 NSW</i> and <i>Roads Regulation 2018 NSW</i>. In the absence of legislation or a Council endorsed policy, e.g. building names, we will still adhere to the GNB guidelines and ensure that community consultation is conducted on all naming projects.</p> <p>We will seek to promote feedback opportunities widely and provide a range of opportunities/channels for the community to share their views.</p> <p>We will involve the community to ensure priorities are reflected in the decision. Where possible, we will directly reflect community naming preferences.</p>	▶ 15 – 28 days
Council's key plans and strategies (e.g. Community Strategic Plan)	▶ Consult – Involve	<p>We will seek to promote feedback opportunities widely across the Local Government Area and provide a range of both digital and traditional avenues for community members to share their views.</p> <p>Where possible, we will recognise community views and concerns and ensure that your priorities are reflected as inputs into Council's final decision.</p>	▶ 28 days
Council's Annual Operational Plan and Budget	▶ Consult – Involve	<p>We will seek to promote feedback opportunities widely across the Local Government Area and provide a range of both digital and traditional avenues for community members to share their views.</p> <p>Where possible, we will recognise community views and concerns and ensure that your priorities are reflected as inputs into Council's final decision.</p>	▶ 28 days
Council's other key policies (e.g. Code of Meeting Practice)	▶ Consult	<p>We will take all reasonable steps to ensure stakeholders are advised of the opportunity to provide feedback and ensure that a range of channels are made available for the community to share their views.</p> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p>	▶ 28 days

When	IAP2 engagement level	How	Minimum consultation/exhibition period
Council's key land use planning instruments ▶ <i>Development Control Plans (minor ♦)</i> ▶ <i>Section 7.11 Plans</i> ▶ <i>Voluntary Planning Agreements</i>	▶ <i>Consult</i>	<p>We will ask for community views. In addition to minimum statutory provisions, we will take all reasonable steps to ensure known stakeholders are advised of the opportunity to provide feedback.</p> <hr/> <p>The extent of notification will be determined based on a series of considerations including the scale, complexity, nature and potential impact of the Planning Proposal or instrument.</p>	▶ <i>A minimum of 28 days</i>
Council's key land use planning instruments ▶ <i>Planning Proposals (Level 1): Preliminary or minor Planning Proposals</i>	▶ <i>Consult – Involve</i>	<p>We will involve the community to ensure priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters ▶ Public notice on the City of Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Local newspaper public notice ▶ Hard copy folders ▶ Customer Service Centre enquiries <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report and through the Department of Planning and Environment website.</p>	▶ <i>A minimum of 28 days or:</i> ▶ <i>(a) if a different period of public exhibition is specified in the gateway determination for the proposal—the period specified, or</i> ▶ <i>(b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition</i>

When	IAP2 engagement level	How	Minimum consultation/exhibition period
<p>Council's key land use planning instruments</p> <p>▶ <i>Planning Proposals (Level 2 ★): Planning Proposals involving change to zoning and / or development controls of low complexity and / or where the Planning Proposal is consistent with the identified strategic framework</i></p>	<p>▶ <i>Consult – Involve</i></p>	<p>We will involve the community to ensure priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters ▶ Public notice on the City of Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Local newspaper public notice ▶ Hard copy folders ▶ Customer Service Centre enquiries <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report and through the Department of Planning and Environment website.</p>	<p>▶ A minimum of 28 days or:</p> <ul style="list-style-type: none"> ▶ (a) if a different period of public exhibition is specified in the gateway determination for the proposal—the period specified, or ▶ (b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition
<p>Council's key land use planning instruments</p> <p>▶ <i>Planning Proposals (Level 3 ★): Planning Proposals involving change to zoning and / or development controls of high complexity and / or where the Planning Proposal is seeking variation from the identified strategic framework</i></p>	<p>▶ <i>Consult – Involve</i></p>	<p>We will involve the community to ensure priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters ▶ Public notice on the City of Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Local newspaper public notice ▶ Hard copy folders ▶ Customer Service Centre enquiries ▶ Phone-a-planner sessions ▶ Summary document ▶ Frequently asked questions ▶ Community drop-in sessions(s) ■ ▶ Media release ■ ▶ Social media ● <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report and through the Department of Planning and Environment website.</p>	<p>▶ A minimum of 28 days or:</p> <ul style="list-style-type: none"> ▶ (a) if a different period of public exhibition is specified in the gateway determination for the proposal—the period specified, or ▶ (b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition

When	IAP2 engagement level	How	Minimum consultation/exhibition period
<p>Council's key land use planning instruments</p> <p>▶ <i>Planning Proposals (Level 4★): Any site greater than 1 hectare involving complex proposal with change in zoning and detailed urban design and urban capability assessment</i></p>	<p>▶ <i>Consult – Involve</i></p>	<p>We will involve the community to ensure priorities are reflected in the decision.</p> <hr/> <p>At a minimum, feedback channels and notification methods will include:</p> <ul style="list-style-type: none"> ▶ Notification letters ▶ Public notice on the City of Parramatta's corporate website ▶ Public notice on Participate Parramatta ▶ Planning Portal ▶ Local newspaper public notice ▶ Hard copy folders ▶ Customer Service Centre enquiries ▶ Phone-a-planner sessions ▶ Summary document ▶ Frequently asked questions ▶ Community drop-in sessions(s) ▶ Media release ▶ Social media ● <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision.</p> <hr/> <p>We will ensure that reasons for decisions are provided in the Council Report and through the Department of Planning and Environment website.</p>	<p>▶ A minimum of 28 days or:</p> <p>▶ (a) if a different period of public exhibition is specified in the gateway determination for the proposal—the period specified, or</p> <p>▶ (b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition</p>
<p>Development applications (DAs) other than for complying development, designated development or for State Significant Development (SSD)</p> <p>▶ <i>See Appendix 1 for more details.</i></p>	<p>▶ <i>Consult</i></p>	<p>We will ask for community views about options identified by Council. In addition to minimum statutory provisions, we will take all reasonable steps to ensure that stakeholders are advised of the opportunity to provide feedback.</p> <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision. We will also ensure Council's statement of reason for decision is published.</p>	<p>▶ 14 days</p>

<i>When</i>	<i>IAP2 engagement level</i>	<i>How</i>	<i>Minimum consultation/exhibition period</i>
Development applications (DAs) for designated development ▶ See Appendix 1 for more details.	▶ Consult	<p>We will ask for community views about options identified by Council. In addition to minimum statutory provisions, we will take all reasonable steps to ensure that stakeholders are advised of the opportunity to provide feedback.</p> <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision. We will also ensure Council's statement of reason for decision is published.</p>	▶ 28 days
Application for modification of development consent ▶ See Appendix 1 for more details.	▶ Consult	<p>We will ask for community views about options identified by Council. In addition to minimum statutory provisions, we will take all reasonable steps to ensure that stakeholders are advised of the opportunity to input.</p> <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision. We will also ensure Council's statement of reason for decision is published.</p>	▶ Usually not less than 14 days unless the proposed modification is to correct anomalies or will have minimal environmental impact ▶ Note: See relevant DCPs for specific details
Re-exhibition of any amended development application ▶ See Appendix 1 for more details.	▶ Consult	<p>We will ask for community views about options identified by Council. In addition to minimum statutory requirements, we will take all reasonable steps to ensure that stakeholders are advised of the opportunity to input.</p> <hr/> <p>We will recognise community views and concerns and ensure that these are reflected as inputs into Council's final decision. We will also ensure Council's statement of reason for decision is published.</p>	▶ Council may re-exhibit an amended application at its discretion dependent on the: <ul style="list-style-type: none"> ▷ extent it differs from the original application ▷ environmental impact ▷ effect on local amenity ▶ Note: See relevant DCPs for specific timeframes (where relevant)

- ▲ *Exclusion of Christmas/New Year period: The period between 20 December and 10 January (inclusive) is excluded from the calculation of a period of public exhibition. This is a requirement under the EP&A Act and as such this overrides provisions in DCPs that relate to this notification period.*

Note. See also section 36 (2) of the Interpretation Act 1987 for the applicable rule where an exhibition period includes a weekend or public holiday.
- Members of the community who are affected by proposed major development should be consulted by the proponent before an application for planning approval is made.*
- If a particular matter has a different exhibition or notification period that applies under the EP&A Act, the longer period applies.*
- Submissions with respect to a plan, application or other matter may be made during the minimum period of its public exhibition. Where the exhibition is for a specified longer period, then submissions may be made during that specified longer period.*
- Where a plan, application or other matter has been publicly exhibited, the plan or application is not to be made, determined or finalised, until after the public exhibition period has ended.*
- Providing reasons for decisions will enable all stakeholders to a decision to understand why it was made. The statement of reasons can be very simple for simple decisions, and more detailed for complex decisions. For applications for development consent (DAs) and modifications of DAs (being an application that was publicly exhibited), Council must provide a public notification of:*

 - a. the decision, and*
 - b. the date of the decision, and*
 - c. the reasons for the decision (having regard to any statutory requirements applying to the decision), and*
 - d. how community views were taken into account in making the decision.*
- ▲ *There will be some locations of very high density where Council will only write to the strata managers (as opposed to all individual residences).*
- ★ *Level 3 and Level 4 Planning Proposals are most often supported by a Development Control Plan given the complexity of the change to the controls. The need for a Development Control Plan to support a Level 2 Planning Proposal will be as deemed appropriate.*
- ◆ *A minor Planning Proposal or DCP is either site-specific or a single-issue type amendment.*
- *The use of community drop-in sessions (or similar events) and/or a media release for Level 3 Planning Proposals and Level 3 Traffic related projects will be as deemed appropriate by the relevant manager.*
- *The use of social media posts for Level 3 and 4 Planning Proposals will be as deemed appropriate by the relevant manager.*



7.0

Implementation plan

7.1 Vision

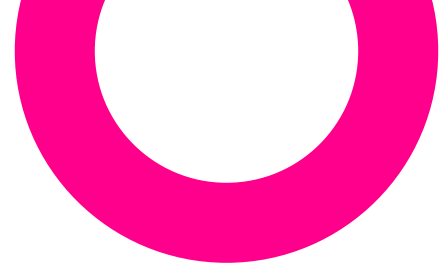
Facilitate meaningful and inclusive opportunities for community feedback and advocate for evidence-based decisions within Council.

7.2 Implementation plan

To achieve our vision, we will continue to deliver on our ongoing commitments as listed below. We have also developed a list of specific actions that we will deliver over the next two years. We will review these actions regularly to ensure they are on track and adapt and respond to changing circumstances as needed.

7.2.1 Best-practice

<i>What</i>	<i>Who</i>	<i>Timeframe</i>
Provide support and strategic advice to project teams to design and deliver meaningful engagement activities.	▶ Community Engagement team	▶ Ongoing
Deliver best-practice engagement that is meaningful, accessible, and appropriate for our diverse communities, which includes: <ul style="list-style-type: none">▶ Translating information when required, avoiding technical jargon, and using simple language in all communications.▶ A variety of engagements methods are used, with both online and face-to-face options provided where possible.	▶ Community Engagement team / whole organisation	▶ Ongoing
Clearly demonstrate the interdependency of feedback received on related projects, where required.	▶ Community Engagement team / whole organisation	▶ Ongoing
Coordinate engagement activities to avoid multiple concurrent large-scale consultations/ public exhibitions, where possible.	▶ Community Engagement team / whole organisation	▶ Ongoing
Provide project updates and share information about the outcomes of all engagement activities and the impact on decisions.	▶ Community Engagement team / whole organisation	▶ Ongoing



<i>What</i>	<i>Who</i>	<i>Timeframe</i>
Build internal capacity by providing engagement training for staff, including the IAP2 Framework and educate staff about their responsibilities to comply with legislative requirements and Council policies and practices, including the Community and Stakeholder Engagement Framework.	▶ Community Engagement team	▶ Ongoing
Share engagement and research insights with staff via presentations, documented case studies and the internal publication of data to encourage informed, best-practice decision-making.	▶ Community Engagement team	▶ Ongoing

7.2.2 Compliance

<i>What</i>	<i>Who</i>	<i>Timeframe</i>
Deliver on commitments outlined in Council strategies, including the Disability Inclusion Action Plan (DIAP) and First Nations Strategy (yet to be endorsed) etc.	▶ Community Engagement team / Community Capacity Building team	▶ Ongoing
Monitor and review compliance with the Community and Stakeholder Engagement Framework.	▶ Community Engagement team	▶ Ongoing
Implement cost effective engagement strategies and ensure best use of limited engagement resources while meeting legislative requirements.	▶ Community Engagement team / whole organisation	▶ Ongoing

7.2.3 Measure and report

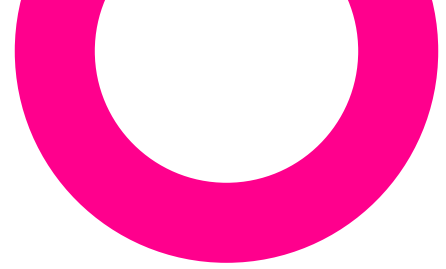
<i>What</i>	<i>Who</i>	<i>Timeframe</i>
Prepare a quarterly community engagement summary report for the Executive and Councillors and an annual summary for the community.	▶ Community Engagement team	▶ Quarterly
Conduct a biennial review of all local and neighbourhood centres situated within the City of Parramatta.	▶ Place Services team	▶ Biennial
Conduct an annual community satisfaction survey and maintain or exceed an overall satisfaction rating of 3.55 for opportunity to have a say on key issues.	▶ Community Engagement team/ whole organisation	▶ Annually

7.2.4 Short-term actions

What	Who	Timeframe
Rollout the Community and Stakeholder Engagement Framework internally.	▶ Community Engagement team	▶ 3-6 months
Implement a program to ensure new starters at Council are aware of their engagement responsibilities and key documents such as this Strategy.	▶ Community Engagement team	▶ 3-6 months
Establish an inter-Council network for engagement professionals to share ideas and leverage opportunities.	▶ Community Engagement team	▶ 3-6 months
Enhance relationships with existing groups and networks in Council to promote and target engagement opportunities (e.g. library programs).	▶ Community Engagement team	▶ 6 – 12 months
Develop and maintain a comprehensive database of all community sector and not-for-profit groups operating in the City of Parramatta.	▶ Community Capacity Building team	▶ 6 – 12 months

7.2.5 Medium-term actions

What	Who	Timeframe
Explore and implement contemporary engagement methods (such as 3D technologies and virtual reality programs) with a view to improving and extending Council's engagement activities.	▶ Community Engagement team	▶ 6 – 24 months
Implement a strategy to increase participation and membership of the Participate Parramatta community.	▶ Community Engagement team	▶ 6 – 24 months
Develop a City of Parramatta 'Naming Strategy' to be approved by Council.	▶ Place Services team	▶ 6 – 24 months
Deliver a proactive engagement program – which consists of at least one pop-up engagement activity in each ward every 12 months over the next 3 years.	▶ Community Engagement team with support from Place Services	▶ 0 – 3 years
Investigate accepting comments received on Council's social media channels as 'formal feedback'.	▶ Community Engagement team	▶ 6 – 18 months
Investigate improved options to accept verbal submissions on Council's website and Participate Parramatta.	▶ Community Engagement team / Digital team	▶ 6 – 18 months



<i>What</i>	<i>Who</i>	<i>Timeframe</i>
Investigate a 'community champion program' to assist with promoting engagement opportunities within different cultural/religious groups in Parramatta.	▶ Community Engagement team / Community Capacity Building team	▶ 12 – 24 months
Investigate re-establishing Council's language aide program.	▶ Community Engagement team / Community Capacity Building team	▶ 12 – 24 months
Investigate and commit to increased engagement with youth.	▶ Community Engagement team / Community Capacity Building team	▶ 6 – 24 months
Investigate and if/where possible, deliver workshops for new and emerging communities to promote knowledge of civic participation opportunities.	▶ Community Engagement team / Community Capacity Building team	▶ 6 – 24 months

7.2.6 Monitoring progress

Monitoring and reviewing Council's engagement activities is essential in order to identify areas for improvement and to realise goals more efficiently. We will use a variety of evaluation and reporting methods to assess and communicate progress including:	Undertaking annual audits to check progress against our Implementation Plan
	Reviewing this Strategy every four years
	Conducting and reporting on the community satisfaction survey annually
	Monitoring participation levels in engagement activities
	Reviewing verbal and written feedback on engagement effectiveness
	Reviewing growth of the Participate Parramatta online community
Quarterly executive level reporting to improve visibility of engagement delivery	

8.0

What engagement did we complete to inform this Strategy?

Stage one consultation on the review of Council's Community Engagement Strategy took place from Monday

4 to Monday 25 July 2022. Public exhibition of the draft document ran from Wednesday 14 September through until

Thursday 13 October, providing a further opportunity for the community to view and comment on this Strategy.

8.1 How did we engage?

Council consulted widely across the local government area with the broader community both online and in-person. We ran pop-up activities at the Farmers Market in Centenary Square, at the Karabi Community Centre in Constitution Hill, directly with First Nations peoples during NAIDOC Day, with university students in Parramatta Square, and with primary aged children at North Rocks Public School.

8.2 What did we change as a result of engagement on this Strategy?

Following extensive community consultation and the analysis of over 200 contributions, a number of key changes were made to this Strategy, including:

- ▶ How and when the community can expect to be engaged was made clearer.
- ▶ There is greater clarity on the responsibilities of various stakeholder groups.
- ▶ Action items have been updated and are now split into 'ongoing' and 'short to medium-term' for greater clarity.
- ▶ Further details have been provided about the engagement methods which will be used for different levels of Planning Proposal and Traffic projects.
- ▶ Details about engagement timeframes and expectations around minimum participation numbers have been updated and strengthened.





9.0

Glossary

<i>Term</i>	<i>Description</i>
Contribution plans	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 new development
Community Strategic Plan (CSP)	A Council plan prepared under the <i>Local Government Act 1993</i> which focuses on achieving the long term social, environmental and economic aspirations of the community
Designated development	Designated development refers to developments that are high-impact developments (e.g. likely to generate pollution) or are located in or near an environmentally sensitive area (e.g. a coastal wetland)
Development Control Plans (DCP)	A plan that provides detailed planning and design guidelines to support the planning controls in a Local Environment Plan (LEP)
Gateway determination	A gateway determination is issued following an assessment of the strategic merit of a proposal to amend or create an Local Environment Plan (LEP) and allows for the proposal to proceed to public exhibition
International Association of Public Participation (IAP2)	An industry association guiding the standards and principles of engagement across the world but also from an Australian perspective
Local Environmental Plan (LEP)	A process which involves an amendment to a Council's LEP which sets the planning framework for a local government area
Local Strategic Planning Statement	A strategy that focuses on the vision and priorities for land use within a council area

10.0

Appendix 1: Consolidated Notification Requirements

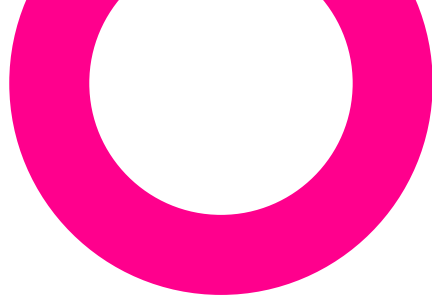
10.1 Introduction

City of Parramatta pursues a sensitive and balanced approach to development that protects residential amenity and the environment, preserves heritage and provides clarity for developers. Our plans and policies provide an urban planning framework for development and conservation with the City of Parramatta local area.

Infrastructure and other developments like housing require approval from Council under staff delegation, the Parramatta Local Planning Panel (PLPP), the Sydney Central City Planning Panel (SCCPP) or in some instances the Minister for Planning. These types of developments range from house extensions to major commercial and industrial projects. The majority of development applications are processed and determined by Council staff under delegation. Some other developments have such a minor impact (exempt development), or can be carried out in compliance with accepted building or environmental standards (complying development), and do not require a development application.

Under the Environmental Planning and Assessment (EP&A) Act 1979, all DAs must be formally assessed by Council. This means that the site must be inspected, applicants and neighbours engaged, reports drafted and recommendations made.





10.2 Notification

The EP&A Act 1979 sets out the minimum public exhibition periods for development applications. The requirements for specific categories and types of development applications are set out in Table 1.

DEVELOPMENT ASSESSMENT <i>Mandatory minimum exhibition timeframes</i>	▶ Application for development consent (other than for complying development certificate, for designated development or for State significant development)	▶ 14 days
	▶ Application for development consent for integrated or designated development	▶ 28 days

*Exclusion of Christmas/New Year period: The period between 20 December and 10 January (inclusive) is excluded from the calculation of a period of public exhibition. This is a requirement under the EP&A Act.

*Submissions with respect to a plan, application or other matter may be made during the minimum period of its public exhibition - If the plan, application or other matter is placed on public exhibition

for a specified longer period, submissions may be made during that specified longer period.

Council provides information on development applications in two ways:	▶ Where notification is required Council sends written information to surrounding and potentially impacted residents and properties owners; and
	▶ Where notification is required Council will notify these applications on its website.

Where identified DAs will be notified in accordance with Table 1 notification aims to

inform residents, owners and other stakeholders of the proposed development and

provide the opportunity for them to have their say through submissions.

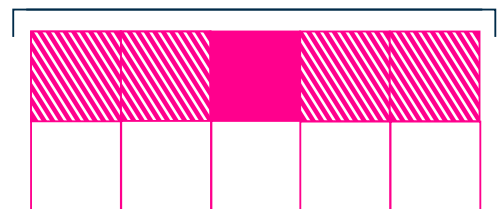
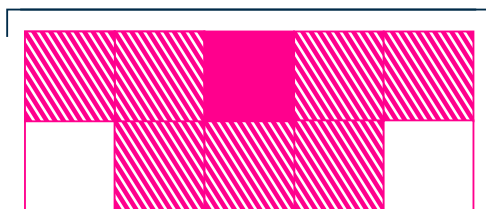
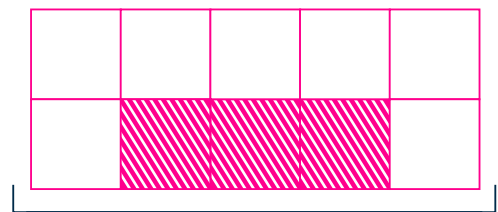
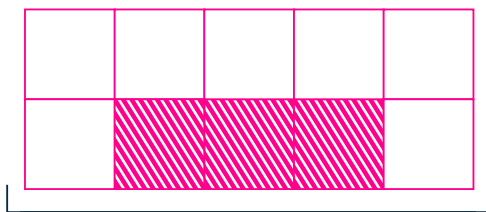
Written notification (which may include electronic written notification) will be provided by us as shown in the figure below, as a minimum, to the following:

- ▶ For buildings of single ownership, notification will be to the building owner;
- ▶ Where the identified parcel of land is under more than one ownership (including strate schemes), notification will be sent to all owners for whom Council holds contact information.

Written notification will be provided to the 10 closest surrounding properties. Where there is no impact to adjoining

properties to the rear of the subject site, notification will be limited to the 5 closest surrounding properties to the

side and opposite the subject site. Refer to the respective diagrams on this page.



The level of notification may be increased at the discretion of Senior Planning Management depending on the nature and likely impact of the proposal.

As a minimum written notification will include:

- ▶ Identification/description of the relevant parcel of land (lot description and address).
 - ▶ a description of the proposed development
 - ▶ where the full application can be viewed
 - ▶ name of applicant
 - ▶ the registered number of the application
 - ▶ the closing date for submissions
 - ▶ a statement that submissions will be disclosed to any person requesting information under the Government Information (Public Access) Act 2009
 - ▶ multi-lingual advice alerting that the notification contains important information about a development proposal and that a translation service is available.
-

For applications requiring 21 or 28 day advertising, a notification sign will also be placed on site.

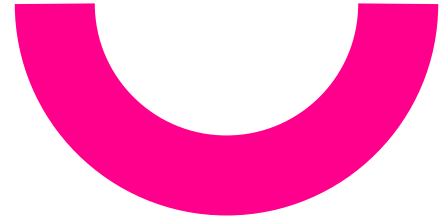
In some instances, development applications are not notified. These categories and types of development have been identified in Table 1.

10.3 Amended applications

An applicant may make an amendment to an application at any time prior to the determination of the application. If the amended application is substantially the same and does not cause a greater impact, then

the application will not be renotified. Where an amended application is deemed to cause a greater or more serious impact it will be renotified in the same manner as the original application and to each person who made

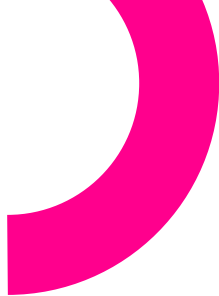
a submission to the original application. In the case of submissions being made by petition, only the principal author or first signatory will be notified.



10.4 Applications for modification of development consent

Under the EP&A Act 1979 development consents are able to be modified. There are several categories of modification which will be notified as described in the table below.

Section	Type of Modification	Notification
Section 4.55(1)	Modifications involving minor error, misdescription or miscalculation.	▶ No notification
Section 4.55 (1A)	Modifications involving minimal environmental impact. <i>(Where no physical changes to an original consent/no visible external change to an approved development is proposed)</i>	▶ No notification
Section 4.55 (1A)	Modifications involving minimal environmental impact. <i>(Where physical changes proposed or modifications generate appreciable impacts to surrounding development)</i>	▶ Notification as per the original application
Section 4.55 (2)	Other modifications.	▶ Notification as per the original application
Section 4.56	Modification to a consent granted by the Land and Environment Court.	▶ Notification as per the original application
Section 4.56	Modification to a consent granted by the Land and Environment Court – modifications including a minor error, misdescription or miscalculation.	▶ No notification



APPLICATIONS FOR REVIEW OF A DETERMINATION

An applicant for development consent may request Council to review a determination or decision (whether by way of approval or refusal) within six months of the date of issue of the Notice of Determination under Section 8.2 of the *EP&A Act 1979*. These applications will be notified as per the requirements of the original development application.

SUBMISSIONS

Anyone may make a submission in relation to DA. Submissions should be made in writing by post or email and should include the following:

- ▶ DA number
- ▶ Contact details (full name, postal address, phone number and email address)
- ▶ For an objection to a proposal clear reasons for the objection.

Anonymous submissions will not be considered.

Submissions received by Council during the exhibition period will be considered by Council as part of the assessment of the application. Council must consider all issues raised within any submission before making a decision regarding a DA and the assessment report will explain the reasons for the decision.

DETERMINATION OF APPLICATIONS

The majority of DAs received by Council are determined by under delegation by staff. However, some DAs are determined by the PLPP and the SCCPP.

For those DAs determined by the PLPP the public is welcome to participate in these meetings. Anyone who prepared a submission will be contacted and advised of the meeting date and time.

NOTICE OF DETERMINATION

Once an application has been determined, Council will notify the decision in accordance with section 4.59 of the *EP&A Act 1979*. Council does this by publishing all notices of determinations on Council's website.

Any person who made a submission relating to the DA will be informed of the decision and reason(s) for the decision. For submissions made by petition, only the principal author or first signatory will be informed.



10.5 Development assessment notification requirements

(TABLE 1)

Category	Development Type	Notified	Notification Period
RESIDENTIAL	All dwelling houses	✓	▶ 14 days
	Secondary Dwellings	✓	▶ 14 days
	Dual Occupancies	✓	▶ 14 days
	Multi dwelling housing and attached dwellings	✓	▶ 21 days
	Residential Flat Buildings, Shop Top Housing	✓	▶ 21 days
	Boarding Houses	✓	▶ 21 days
	Group Homes	✓	▶ 21 days
	Seniors Housing	✓	▶ 21 days
	Alterations and Additions to dwelling houses, carports, garages, outbuildings and swimming pools	✓	▶ 14 days
	COMMERCIAL	New Development	✓
Alterations and Additions		✓	▶ 14 days
Change of use		✗	▶ N/A
Pubs and registered clubs		✓	▶ 14 days
INDUSTRIAL	Non-Residential Development in a Residential Zone or Business and Industrial Zones adjoining a residential area (that may have an impact on residential amenity)	✓	▶ 21 days
	New Development	✓	▶ 14 days
	Alterations/Additions to industrial buildings	✓	▶ 14 days
	Change of use	✗	▶ N/A
	Change of use where there is potential impact on residential amenity or business operation	✓	▶ 14 days
	Potential hazardous industries (where SEPP 33 applies)	✓	▶ 14 days

Category	Development Type	Notified	Notification Period
SUBDIVISION	Torrens or Community Title subdivision	✓	▶ 14 days
	Subdivision of an approved dual occupancy (Torrens, Community Title, or Strata)	✗	▶ N/A
	Strata Subdivision	✗	▶ N/A
	Stratum subdivision or boundary adjustments	✗	▶ N/A
OTHER	Educational Establishments (within residential zone)	✓	▶ 21 days
	Places of Public Worship	✓	▶ 21 days
	Child Care Centres	✓	▶ 21 days
	Hospitals	✓	▶ 21 days
	Brothels and restricted premises	✓	▶ 21 days
	Demolition or substantial demolition of a heritage item (building, work, relic, tree or place in a heritage conservation area)	✓	▶ 21 days
	Designated Development	✓	▶ 28 days
	Integrated Development	✓	▶ 28 days
INTERNAL WORKS	Where the proposal is for internal alterations and does not alter or modify the height or external configuration of the building. This can include modifications under Section 4.55 (1A) of the <i>Environmental Planning and Assessment (EP&A) Act</i> .	✗	▶ N/A
DEMOLITION	Demolition of a building that is not a heritage item or within a heritage conservation area	✗	▶ N/A
EXEMPT & COMPLYING DEVELOPMENT	Any development under SEPP (Exempt & Complying Development Codes) 2008	✗	▶ N/A
SECTION 8.2	Review of Determination under S8.2 of <i>EP&A Act</i>	Same as the original DA	▶ N/A
TREE REMOVAL	Heritage Conservation Area	✓	▶ 14 days
	Heritage Item	✓	▶ 14 days

*Any categories not included are at the discretion of the Executive Director City Planning and Design or Group Manager Development and Traffic Services.





Address: 126 Church St, Parramatta
PO Box 32, Parramatta NSW, 2124

Phone: 1300 617 058

Email: council@cityofparramatta.nsw.gov.au

Web: cityofparramatta.nsw.gov.au

Social: [@parracity](#)

[@cityofparramatta](#)

[@cityofparramatta](#)

 **For non-English speakers, phone interpretation services are available via TIS National on 131 450.**

KOREAN

본 소식지와 관련해 통역 지원이 필요하신 경우, TIS (131 450)에 전화하여 Parramatta Customer Service (9806 5050)를 연결해 달라고 요청하시면 됩니다. 업무시간은 월요일에서 금요일, 오전 8시 30분부터 오후 5시까지입니다.

CHINESE

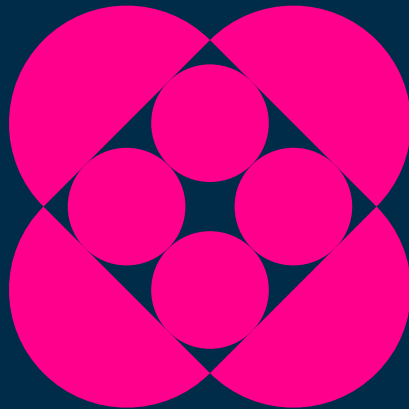
如果你需要翻译协助阅读这份新闻简报, 请联系 TIS, 电话131 450, 要求他们代表你接通巴拉玛打市议会顾客服务处, 电话 9806 5050。顾客服务处的工作时间是每星期一至星期五, 上午8:30至下午5:00。

ARABIC

إذا كنت بحاجة للمساعدة في ترجمة هذه النشرة, اتصل بـ TIS على الرقم 131 450 واطلب منهم الاتصال نيابة عنك بخدمة زبائن باراماتا على الرقم 9806 5050 من الإثنين إلى الجمعة بين الساعة 8:30 صباحاً و 5:00 مساءً.

HINDI

यदि आपको यह सूचना-पत्र समझने में सहायता चाहिए तो कृपया TIS को 131 450 पर फ़ोन करें और उनसे कहें कि आपकी तरफ़ से पैरामाटा कस्टमर सर्विस को 9806 5050 पर फ़ोन करें। यह सेवा सोमवार से शुक्रवार, सुबह 8.30 बजे से शाम 5.00 तक उपलब्ध है।



Community Engagement Strategy

2022–2024



[cityofparramatta.nsw.gov.au](https://www.cityofparramatta.nsw.gov.au)