



LAND USE PLANNING

# Community Participation Plan







## Acknowledgement of Country

Canterbury Bankstown acknowledges the traditional country of the Daruk (Darug, Dharug, Daruk, Dharuk) and the Eora People.

We recognise and respect their cultural heritage, beliefs and relationship with the land.

We acknowledge they are of continuing importance to Aboriginal and Torres Strait Islander people living today.



## CONTENTS

Section 1	What is a Community Participation Plan? .....	4
Section 2	What are the exhibition requirements? .....	6
Section 3	Why is community participation in planning important? .....	20
Section 4	How can the community participate in the planning process? .....	24
Section 5	How should Council measure participation? .....	32

### Abbreviations used in this Community Participation Plan

Canterbury Bankstown	Canterbury Bankstown Local Government Area
Council	Canterbury Bankstown Council
CPP	Community Participation Plan



## **SECTION 1–WHAT IS A COMMUNITY PARTICIPATION PLAN?**

### **1.1 Introduction**

Canterbury Bankstown Council recognises the uniqueness of its diverse and vibrant community. This Community Participation Plan wants to make sure that Canterbury Bankstown continues to support and enable a rich culture and inclusive community spirit through great urban design.

Community input and participation is crucial for creating great places and thriving communities across Canterbury Bankstown in the face of growth and change. This CPP is an invitation to the community to participate in planning so better economic, social and environmental outcomes can be achieved for today's community and future generations.

There are many pathways for planning approval depending on the size and scale of development, and just as many opportunities for community participation. This CPP provides:

- Guidance on how the community can have a say on different types of planning documents on a general level (for example the Local Environment Plan) to a specific level (for example development applications).
- Transparency and clarity for the community to clearly understand its role in the development assessment and plan making process.

### **1.2 Where does this CPP apply?**

This CPP applies to the Canterbury Bankstown Local Government Area.

### **1.3 What is included in this CPP?**

The development of this CPP is in accordance with the Environmental Planning and Assessment Act 1979, Council's Community Strategic Plan and Council's Community Engagement Policy and Framework, as shown in Figure 1.

This CPP provides details on both mandatory and best practice approaches to ensure meaningful and timely participation in planning across Canterbury Bankstown for developments and plans where Council is the delegated authority. It also explores opportunities for participation in matters external to Council but recognises this as optional and where the public authority is undertaking appropriate engagement, it would not require Council to take any further action.



This CPP also forms Council’s approved ‘Submissions Policy’ as referenced under Council’s Local Planning Panel delegations. This allows Council (as the delegated authority) to direct certain development applications to the Local Planning Panel based on the number of submissions. Referrals to the Local Planning Panel remain as per Council’s delegations unless otherwise specified in this document.

Figure 1: Council’s Community Engagement Framework



#### 1.4 How will this CPP be used?

This CPP focuses on community participation in land use planning as there are certain exhibition requirements that apply to planning under the Environmental Planning and Assessment Act 1979.

This CPP will provide the community with certainty over the level of engagement for certain types of development and planning projects. It will ensure transparency and accountability on planning and development decisions through an appropriate and consistent engagement method and timeframe.



## SECTION 2–WHAT ARE THE EXHIBITION REQUIREMENTS?

### 2.1 Introduction

This section outlines the exhibition requirements for Council’s statutory and strategic planning functions.

<b>STATUTORY</b> Development assessment	<b>STRATEGIC</b> Plan making
Assessment of development applications and modifications of development consents	Strategic planning projects such as: <ul style="list-style-type: none"><li>• Planning proposals</li><li>• Development Control Plans</li><li>• Contributions Plans</li><li>• Planning Agreements</li><li>• Local Strategies and Master Plans</li></ul>

### PART A: STATUTORY

### 2.2 What are the exhibition requirements for development applications?

Tables 1 to 3 outline the exhibition requirements for development applications and include:

- public exhibition at Council’s Customer Service Centres (Bankstown and Campsie) and libraries (Campsie, Riverwood and Bankstown),
- notice on Council’s website,
- notification letter to property owners of neighbouring sites,
- for Type B development, a sign exhibited on the land and displayed on a signpost or board, visible from public space,
- for Type B development, notification in a local newspaper (online and/or physical version where available).

Development applications that are not subject to Tables 1 to 3 are exempt from this CPP.

In the case of minor development, such as minor subdivisions, shop fit outs and small-scale development that is deemed to have a negligible impact on surrounding sites and residents, the Council officer with the delegated authority may make the decision not to notify such development.



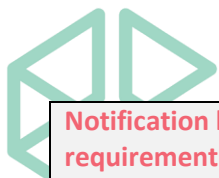
Table 1: Mandatory public exhibition periods.

Development Application	Minimum public exhibition period
Application for development consent for designated development	28 days
Application for development consent for nominated integrated development	28 days
Application for development consent for State significant development	28 days
Application for development consent for threatened species development	28 days
Application for development consent for Category 1 remediation work under the SEPP (Resilience and Hazards) 2021	28 days
Application for development consent that is required to be publicly exhibited by the regulations but not covered in Tables 2 and 3 (including modifications)	28 days
Environmental Impact Statement (under Division 5.1 or 5.2 of the Environmental Planning and Assessment Act 1979)	28 days

Note: If there is an inconsistency between this table and Table 2 or 3, this table prevails.

Table 2: Exhibition requirements for Type A development

<b>Type A development</b>	<p>This applies to development applications that propose relatively small-scaled development (compared to Type B development) for which Council is the delegated authority. Type A development is defined as:</p> <ul style="list-style-type: none"> <li>• Attached dwellings (less than 10 dwellings)</li> <li>• Boarding houses (less than 12 lodgers)</li> <li>• Build-to-rent housing (less than 10 dwellings)</li> <li>• Co-living housing (less than 10 private rooms)</li> <li>• Dual occupancies</li> <li>• Dwelling houses, alteration and additions or ancillary structures two storeys or greater in height</li> <li>• Group homes (less than 12 lodgers)</li> <li>• Hostels (less than 10 lodgers)</li> <li>• Manor houses</li> <li>• Multi dwelling housing (less than 10 dwellings)</li> <li>• Residential flat buildings (less than 10 dwellings)</li> <li>• Secondary dwellings</li> <li>• Semi-detached dwellings</li> <li>• Seniors housing (less than 10 beds and/or less than 10 dwellings)</li> <li>• Shop top housing (less than 10 dwellings)</li> <li>• Change of uses that may result in impacts to adjoining sites</li> <li>• Any other development not subject to larger scaled development notification and advertising (as per Table 3) and where, in the opinion of the relevant Council officer is likely to have a significant impact on residential sites.</li> </ul>
<b>Minimum public exhibition period</b>	14 days

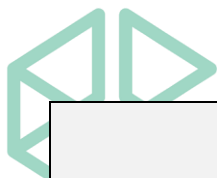


<b>Notification letter requirements</b>	<p>Notification letter to property owners of neighbouring sites, as shown in Figure 2.</p> <p>The notification letter must include the following information:</p> <ul style="list-style-type: none"> <li>(a) the address of the development site,</li> <li>(b) the name of the applicant to carry out the proposed development,</li> <li>(c) a description of the proposed development,</li> <li>(d) clear and legible A4 sized plan(s) of the proposed development that depicts its height, external configuration and siting,</li> <li>(e) advice that during the exhibition period, the plans will be available on Council's website and may be inspected during opening hours at Council offices or at dedicated kiosks in Bankstown, Campsie and Riverwood Libraries,</li> <li>(f) the closing date for written submissions,</li> <li>(g) method of delivery of submissions,</li> <li>(h) reference to political donations form if relevant.</li> </ul> <p>As a guiding principle, Council will limit neighbour notification to those adjoining sites affected by a proposal as well as sites separated by only a walkway, driveway or laneway.</p> <p>The Council officer with delegated authority may notify any other individual, occupier, group, organisation, public authority or similar deemed by Council to have, or likely to have, an interest in the proposed development.</p>
---	---

Table 3: Exhibition requirements for Type B development

<b>Type B development</b>	<p>This applies to development applications where a proposal is likely to have a potential impact on a broader scale than Type A development. Type B development is defined as:</p> <ul style="list-style-type: none"> <li>• Amusement centres</li> <li>• Attached dwellings (10 or more dwellings)</li> <li>• Boarding houses (12 lodgers or more)</li> <li>• Build-to-rent housing (10 or more dwellings)</li> <li>• Co-living housing (10 or more private rooms)</li> <li>• Child care centres</li> <li>• Community facilities</li> <li>• Development subject to the State Environmental Planning Policy (Resilience and Hazards) 2021</li> <li>• Educational establishments</li> <li>• Funeral homes</li> <li>• Group homes (12 lodgers or more)</li> <li>• Hospitals</li> <li>• Hostels (10 lodgers or more)</li> <li>• Hotel or motel accommodation</li> <li>• Massage parlours</li> <li>• Methadone clinics</li> <li>• Multi dwelling housing (10 or more dwellings)</li> <li>• Places of public worship</li> <li>• Public entertainment facilities</li> <li>• Pubs</li> <li>• Recreational areas and major recreational facilities</li> </ul>
---------------------------	---

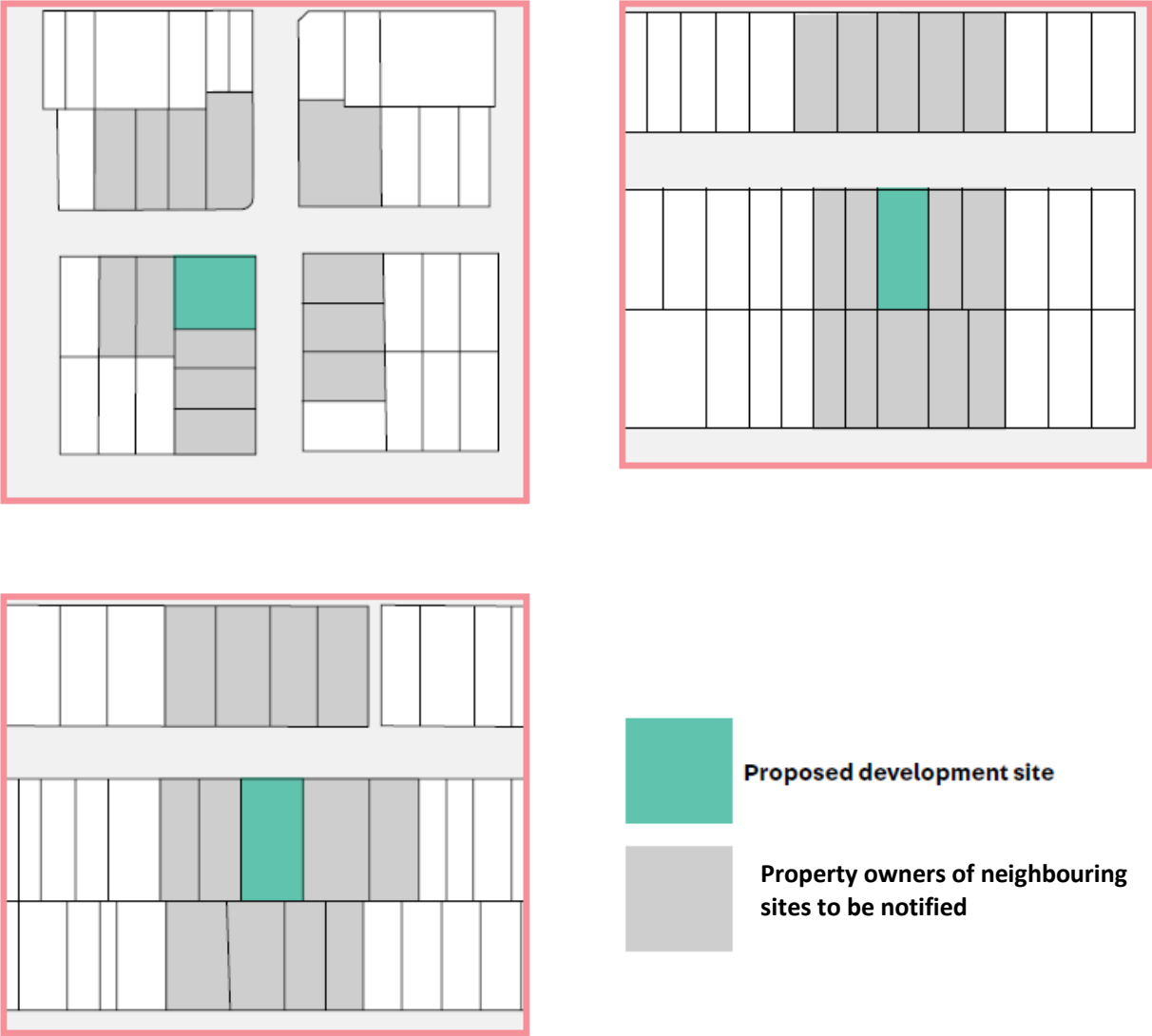




	<ul style="list-style-type: none"> <li>• Registered clubs</li> <li>• Residential flat buildings and shop top housing (10 or more dwellings)</li> <li>• Restricted premises</li> <li>• Seniors housing (10 or more beds and/or 10 or more dwelling)</li> <li>• Serviced apartments</li> <li>• Sex services premises</li> <li>• Complete or substantial demolition of a heritage item</li> <li>• Complete or substantial demolition of any significant feature of a heritage item</li> <li>• Non-residential development in a residential zone requiring a development application (except demolition or strata subdivision or subdivision of an approved dual occupancy or modification of minimal environmental impact)</li> <li>• New building in industrial or business zones</li> <li>• Development in an industrial zone that is adjoining or opposite residential zoned land where the hours of operation extend outside the hours of 7.00am-7.00pm (except demolition, subdivision, modification of minor environmental impact or where development is located inside a retail shopping complex)</li> <li>• Any other development not subject to Type A notification, where in the opinion of the relevant Council officer is likely to have a significant impact on residential sites.</li> </ul>
<b>Minimum public exhibition period</b>	21 days from the date of the advertisement in a local newspaper
<b>Notification letter requirements</b>	<p>Notification letter to property owners of neighbouring sites, as shown in Figure 2.</p> <p>The notification letter must include the following information:</p> <ul style="list-style-type: none"> <li>(a) the address of the development site,</li> <li>(b) the name of the applicant to carry out the proposed development,</li> <li>(c) a description of the proposed development,</li> <li>(d) clear and legible A4 sized plan(s) of the proposed development that depicts its height, external configuration and siting,</li> <li>(e) advice that during the exhibition period, the plans will be available on Council's website and may be inspected during opening hours at Council offices or at dedicated kiosks in Bankstown, Campsie and Riverwood Libraries,</li> <li>(f) the closing date for written submissions,</li> <li>(g) method of delivery of submissions,</li> <li>(h) reference to political donations form if relevant,</li> <li>(i) the name of the consent authority,</li> <li>(j) the name and contact number of the relevant Council officer.</li> </ul> <p>As a guiding principle, Council will limit neighbour notification to those adjoining sites affected by a proposal as well as sites separated by only a walkway, driveway or laneway.</p> <p>The Council officer with delegated authority may notify any other individual, occupier, group, organisation, public authority or similar deemed by Council to have, or likely to have, an interest in the proposed development.</p>



Figure 2: Notification of property owners of neighbouring sites to a proposed development site





### **2.3 Can Council extend the engagement for development applications?**

There may be exceptional circumstances that require an extension of the notification distribution area for engagement and/or the public exhibition periods.

Council's discretion is required for elevating a project if more consultation is considered appropriate in certain circumstances. In most cases, additional engagement means a wider distribution of advertising and notification rather than longer public exhibition periods, however this is subject to discretion on a case-by-case basis.

The Council officer with delegated authority will take the following into consideration:

- significant public interest demonstrated through the number of submissions, petitions or interactions between Council and the community,
- formal requests for extension with sound justification for the extension,
- the scale of and scope of impact of development.

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

### **2.4 How can the public view development applications?**

Plans and information lodged with a development application that is notified in accordance with this CPP will be available for inspection electronically on Council's website and may be inspected during opening hours at Council's Customer Service Centres (Bankstown and Campsie) or at dedicated kiosks in the Bankstown, Campsie and Riverwood Libraries. This will include forms, architectural plans, consultant reports and supplementary documentation submitted with the application.

Council is required by legislation to make available extracts of development applications, subject to written consent of the applicant's architect or design professional as per the Commonwealth Copyright Act 1968. Should a model(s) or an artist's impression(s) of the development be lodged with the application, these will only be available for viewing at Council's Customer Service Centre in Bankstown.



## **2.5 How can the public lodge submissions?**

The submissions period is the same as the public exhibition period. Submissions are letters, emails, petitions or similar written representations from individuals or groups of people regarding a certain application.

## **2.6 How will submissions be considered?**

All submissions received within the nominated public exhibition period will be considered when determining an application. Submissions received after the nominated public exhibition period will be considered where possible. Applications will not be determined prior to the expiry of the nominated public exhibition period.

When making a submission to Council, the submission should:

- Be received by Council on or before the last day of the public exhibition period (unless otherwise specified)
- Be in writing (via mail, email, fax, online form or hand delivered) and addressed to the General Manager, Canterbury Bankstown Council
- Contain the following essential information:
  - the name and address of the person making the submission,
  - the application number and address of the site that is the subject of the development proposal, and
  - detail all reasons for the submission.

## **2.7 Is Council obligated to notify the public of outcomes from the assessment?**

In addition to the public exhibition requirements, it is also a mandatory requirement that Council – as consent authority – formally notify the public of the outcomes from the assessment of the development application (or modification of a development consent that was publicly exhibited). Council will give notice of the determination of an application to each person who makes a written submission. For a petition, the instigator or if the instigator is unknown, the first name listed on the petition will be advised.

This notice must include (directly or by reference to another document):

- The decision
- The date of the decision
- The reasons behind the determination
- How community views were considered in making the decision.





Council's assessment report will specifically address matters of concern raised in submissions and give reasons for the determination.

Where a matter is referred to a Planning Panel, every effort will be made to advise applicants and objectors of the time and date of the meeting.

The terms of any objection will be summarised in Council's development assessment reporting process. The name and address of the objectors will be withheld in the report, however, persons making submissions should be made aware that details of their submission will be kept on file and may be accessed by other members of the public under the Government Information (Public Access) Act 2009.

## **2.8 How will Council renotify amended plans to development applications under assessment?**

If in the opinion of the relevant Council officer, the amended plans to a development application under assessment will have no additional adverse impact on any adjoining or nearby sites, no notification will be required.

For all other amended plans to a development application under assessment, the development application must be renotified for a minimum seven days. The relevant Council officer may extend the time of notification if deemed appropriate.

## **2.9 How will Council notify consent modifications or reviews?**

Applications for a modification to a development consent (section 4.55 or 4.56 of the Environmental Planning and Assessment Act 1979) or a review of a determination will be notified in the same manner as the original development application.

However, if in the opinion of the relevant Council officer a modification application under section 4.55 or 4.56 of the Environmental Planning and Assessment Act 1979 will have no additional adverse impact on any adjoining or nearby sites, no notification will be required.

## **2.10 Will Council notify owners and occupiers in neighbouring local government areas?**

In the instance that a development site adjoins the boundary of a neighbouring Council, a notification letter will be sent to the adjoining Council requesting that Council inform its residents/ratepayers of the proposed development. Alternatively, if deemed appropriate or necessary, a letterbox drop to the affected occupiers may be undertaken and the adjoining Council notified.



### **2.11 How should Council record participation?**

Council has systems setup to manage hard copy and digital submissions. At a minimum, Council commits to:

- Registering each submission (through software or hard copy log)
- Identifying the core issues and responding to these (as they relate to the development application)
- Recording the name and contact details (address or email) for submissions to be official
- Sending an acknowledgement of receipt of submissions
- Outlining how submissions have been considered in the assessment and evaluation of the development application.

The below constitutes a 'unique submission':

- A written submission from an individual household. Submissions from the same household will be considered as a single submission.
- A petition or pro-forma letter (including pro-forma letters with the same contextual content) signed or submitted by multiple persons from different households will be treated as a single submission.



## PART B: STRATEGIC

### 2.12 What are the exhibition requirements?

Table 4 outlines the exhibition requirements and include:

- public exhibition at Council's Customer Service Centres (Bankstown and Campsie),
- notification on Council's website,
- notification in writing to affected and adjoining property owners unless Council is of the opinion that the number of property owners makes it impractical to notify them,
- notification in a local newspaper (online and/or physical version where available) that circulates in the area affected by the strategic planning project.

Table 4: Public exhibition periods

Planning document	Minimum public exhibition period
Draft Community Participation Plan	28 days
Draft Local Strategic Planning Statement	28 days
Planning proposal for a local environmental plan subject to a gateway determination	Gateway determination to specify the public exhibition period
Draft Development Control Plan	28 days
Draft Contributions Plan	28 days
Planning Agreement	28 days
Policy or guidelines	28 days
Plans for urban renewal areas and masterplans	42 days
Re-exhibition of any matter referred to above	As per the original public exhibition period
Public hearing for reclassification of public land	After the exhibition period has ended, at least 21 days public notice is to be given before the public hearing is held (refer to Practice Note 16-001)

The Council officer with delegated authority may notify any other individual, occupier, group, organisation, public authority or similar deemed by Council to have, or likely to have, an interest in the strategic planning project.



### **2.13 Can Council extend the engagement for strategic planning projects?**

There may be exceptional circumstances that require an extension of the notification distribution area for engagement and/or the public exhibition periods.

Council's discretion is required for elevating a project if more consultation is considered appropriate in certain circumstances. In most cases, additional engagement means a wider distribution of advertising and notification rather than longer public exhibition periods, however this is subject to discretion on a case-by-case basis.

The Council officer with delegated authority will take the following into consideration:

- significant public interest demonstrated through the number of submissions, petitions or interactions between Council and the community,
- formal requests for extension with sound justification for the extension,
- the scale and scope of impact of development.

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

### **2.14 How can the public view strategic planning projects?**

Strategic planning projects that are notified in accordance with this CPP will be available for inspection electronically on Council's website and may be inspected during opening hours at Council's Customer Service Centres (Bankstown and Campsie).

In relation to planning proposals, Council is required by legislation to make available extracts of applications, subject to written consent of the applicant's architect or design professional as per the Commonwealth Copyright Act 1968.

### **2.15 How can the public lodge submissions?**

The submissions period is the same as the public exhibition period. Submissions are letters, emails, petitions or similar written representations from individuals or groups of people regarding a certain strategic planning project.





### **2.16 How will submissions be considered?**

All submissions received within the nominated public exhibition period will be considered. Submissions received after the nominated public exhibition period will be considered where possible.

When making a submission to Council, the submission should:

- Be received by Council on or before the last day of the public exhibition period (unless otherwise specified)
- Be in writing (via mail, email, fax, online form or hand delivered) and addressed to the General Manager, Canterbury Bankstown Council
- Contain the following essential information:
  - the name and address of the person making the submission
  - the name of the strategic planning project
  - detail all reasons for the submission.

### **2.17 How should the community be kept informed of outcomes from the engagement?**

While the legislation only makes it mandatory to report back to the community on development application determinations, it is good practice to make sure that the community is properly informed of any outcomes from their engagement through clear addressing of their concerns in the assessment process. This helps build trust and may also contribute to better participation in the future as the community can see they are being heard and that their investment of time has been meaningful.

To close the feedback loop, the post–exhibition report to Council may include a submissions report that summarises the issues raised in submissions and how the issues have been addressed. The name and address of submitters (not including public authorities) will be withheld in the report, however, persons making submissions should be made aware that details of their submission will be kept on file and may be accessed by other members of the public under the Government Information (Public Access) Act 2009.

Council officers will endeavour to resolve issues raised in submissions received during the public exhibition period. However, in some circumstances this may not be possible and will be addressed as part of the assessment. Any unresolved submissions may then be reported to Council post–exhibition to resolve any outstanding concerns which the community or public authorities may have.



## **2.18 Will Council notify owners and occupiers in neighbouring local government areas?**

In the instance that a development site adjoins the boundary of a neighbouring Council, a notification letter will be sent to the adjoining Council requesting that Council inform its residents/ratepayers of the strategic planning project. Alternatively, if deemed appropriate or necessary, a letterbox drop to the affected occupiers may be undertaken and the adjoining Council notified.

## **2.19 How should Council record participation?**

Council has systems setup to manage hard copy and digital submissions. At a minimum, Council commits to:

- Registering each submission (through software or hard copy log)
- Identifying the core issues and responding to these (as they relate to the strategic planning project)
- Recording the name and contact details (address or email) for submissions to be official
- Sending an acknowledgement of receipt of submissions
- Outlining how submissions have been considered in the assessment and evaluation of the strategic planning project.

The below constitutes a 'unique submission':

- A written submission from an individual household. Submissions from the same household will be considered as a single submission.
- A petition or pro-forma letter (including pro-forma letters with the same contextual content) signed or submitted by multiple persons from different households will be treated as a single submission.

CANTERBURY  BANKS







## **SECTION 3—WHY IS COMMUNITY PARTICIPATION IN PLANNING IMPORTANT?**

### **3.1 Introduction**

Planning helps to define local communities. It impacts on the quality of daily experiences for those who live, study, work or visit Canterbury Bankstown. Council is committed to ongoing and meaningful engagement with the community and stakeholders to help improve this experience.

By engaging with the community and seeking to better understand how we live in Canterbury Bankstown, how we connect with each other and what we want the future to be like, we can achieve planning outcomes that are better attuned to community values, concerns, dreams and hopes. Meaningful and authentic community participation creates a shared sense of purpose and understanding of the need to manage growth and embrace change while protecting the natural environment and preserving local character.

The encouragement of greater participation in the planning system will also reduce confusion and ensure a more consistent approach to how people interact (at various levels) with planning matters across Canterbury Bankstown. Council wants to strengthen its relationships and increase engagement within the community, local businesses, Aboriginal and Torres Strait Islander community, community groups and other stakeholders, with a particular emphasis on communities that may be challenged by language, mobility or socio-economic issues that may prevent them from actively participating and being heard. Council also wants to promote shared ownership and strengthen pride within and between neighbourhoods.

### **3.2 Why does Council engage with the community?**

On a broad level Council engages with the community to help build trust and achieve better outcomes. As identified in Council's Community Engagement Policy and Framework, the objectives of good engagement are to:

- identify and understand what is important to the community – their needs, priorities and aspirations,
- ensure that Council's services best meet the range of community needs – inclusive of cultural and social backgrounds,
- allow a range of voices to be heard, not just those people who are articulate, angry, loud or powerful,
- identify shared values, benefits and outcomes and how Council and community can work together to realise Council's goals, and
- manage risks by understanding and anticipating issues before they escalate.





### 3.3 What are the principles of community participation?

This CPP considers the principles outlined in the Environmental Planning and Assessment Act 1979, objectives provided in the Department of Planning and Environment's CPP and Council's Community Engagement Policy and Framework.

Table 5: Principles of community participation

Department objectives (developed from EP&A Act 1979 principles)	Council's Engagement Policy Principles (developed from IAP2 core values)	CPP implementation of objectives and principles
Open and inclusive	Collaborative Respectful	Explore opportunities in planning where participation is sought, and diverse community groups and people of all backgrounds can contribute. Identify and implement inclusive engagement techniques for people of all abilities.
Easy	Embedded Flexible	Prioritise the importance of communicating planning matters in plain English and with visual aids while identifying diverse and accessible opportunities for participation. This CPP also encourages greater digital and electronic engagement.
Relevant	Credible	Identify participation techniques that are relevant to the appropriate planning function and are guided by purpose. This CPP also aims to target participation opportunities based on geography and where residents reside across Canterbury Bankstown.
Timely	Consistent	Ensure planning matters are communicated early with opportunities for ongoing participation or closing of feedback loop.
Meaningful	Evaluated Educational	Consider all community feedback and support ongoing planning education of Council staff and general community through tools, processes and expertise.
Transparent	Credible	Ensure all planning processes are underpinned by the community's right to be informed about the planning matters that affect it.




### 3.4 How can we understand different levels of participation?

The International Association for Public Participation (IAP2) defines engagement as ‘any process that involves the public in problem solving or decision–making and uses public input to make sustainable decisions’.

Engagement or public participation as IAP2 terms the practice, ‘includes all aspects of identifying problems and opportunities, developing alternatives and making decisions’. Table 6 outlines the IAP2 spectrum for engagement that has been considered and applied to this CPP.

Table 6: Application of IAP2 spectrum to this CPP



	<b>Inform</b>	<b>Consult</b>	<b>Involve</b>	<b>Collaborate</b>	<b>Empower</b>
<b>Promise to the public</b>	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.	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.
<b>Frequency of use across planning projects</b>	HIGH	HIGH	MEDIUM	LOW	RARE
<b>Application to planning</b>	Focuses on communications, notifications and closing of feedback loop.	Widely used across a variety of projects.	Focused use on complex projects.	Applied to more strategic and ‘place making’ projects.	This is difficult to achieve within a planning system that has a multilayered policy framework.



### 3.5 Why do we need to apply different levels of participation to different scales of development?

Council has identified various scales of development to assist with the application of appropriate participation opportunities. It is important that Council understands the 'scale' of development to appropriately determine the IAP2 level of community participation required. The three primary scales used in this CPP are development assessment, plan making and other matters external to Council are shown in Table 7.

Table 7: Primary scales for determining participation levels

	<b>STATUTORY Development assessment</b>	<b>STRATEGIC Plan making</b>	<b>Other matters external to Council</b>
<b>Why is this important to participation?</b>	<ul style="list-style-type: none"> <li>• Improve efficiencies - enhancing systems Council has control over</li> <li>• Build trust with the community</li> <li>• Provide clarity and consistency</li> <li>• Involvement in local matters</li> </ul>	Opportunities for embedding community in submissions or exhibition of Council led projects.	<ul style="list-style-type: none"> <li>• Advocate for the community</li> <li>• Opportunity for innovation in community participation for project's outside Council's control</li> </ul>
<b>When?</b>	Primarily during exhibition.	Pre, during and post exhibition	During exhibition as part of ongoing advocacy
<b>How?</b>	Decision making in the public interest	Provide a Council managed platform for consolidating community feedback and incorporating into Council reporting.	<ul style="list-style-type: none"> <li>• Notify the community of the opportunity to submit</li> <li>• Inform the community on how to make submissions</li> <li>• Council to advocate on behalf of the community</li> </ul>
<b>Example</b>	Submit a response to a development application notification.	Attend a workshop or participate in a survey to provide feedback on a plan or design-led process.	Make a submission directly to the external agency or provide feedback to Council for consideration in their formal submission.

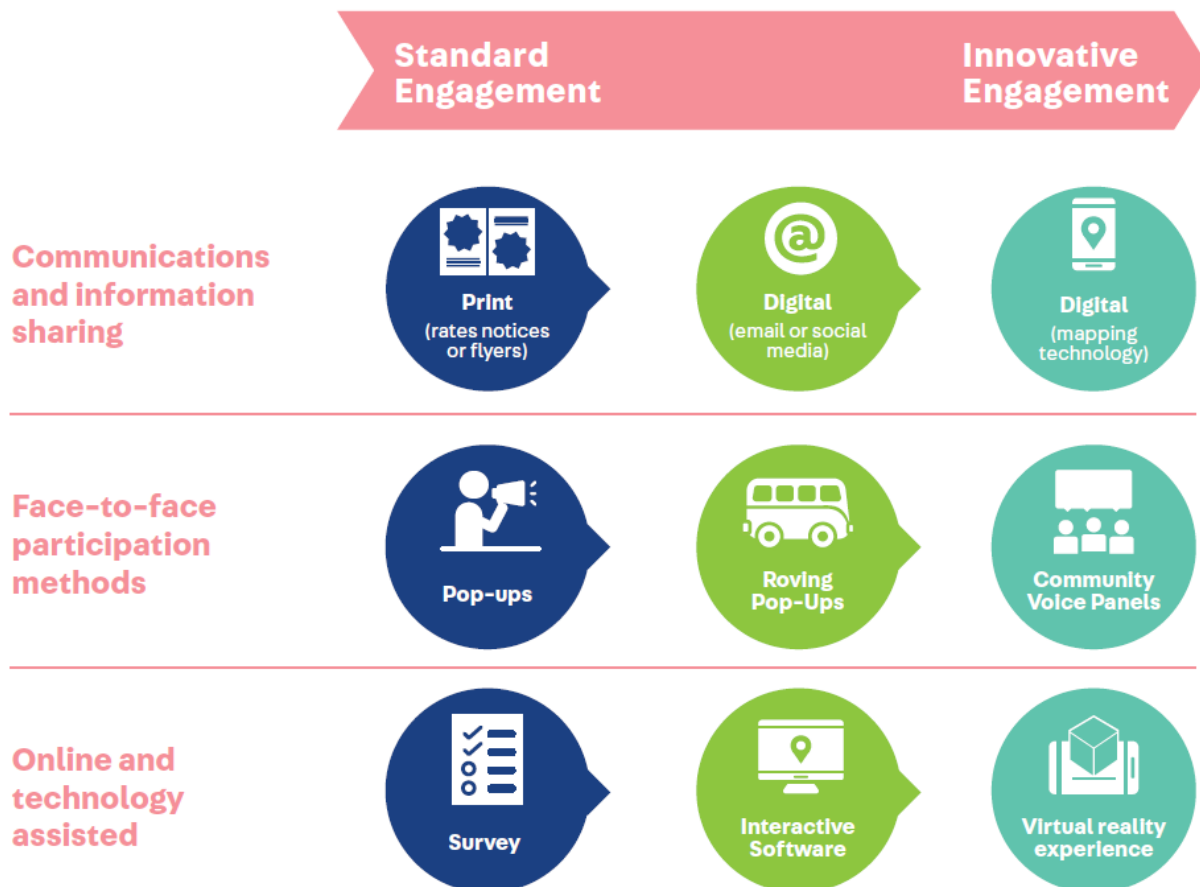


## SECTION 4—HOW CAN THE COMMUNITY PARTICIPATE IN THE PLANNING PROCESS?

### 4.1 Introduction

We will tailor community participation approaches for Council’s planning functions to achieve the benefits of community engagement across the planning system. It is also important for Council to have a mix of techniques that cater for a broad audience as well as different information requirements or degrees of project complexity. This section is a guide for engaging on planning matters.

### 4.2 What are the different types of engagement?







### 4.3 What are the different pathways for planning?

There are many different planning approval pathways in New South Wales. The size, scale and nature of the development will determine which of the assessment pathways is appropriate. For the purposes of this CPP, these pathways have been identified as either Statutory or Strategic:

- Statutory planning manages the assessment of development applications (i.e. can I get approval for my new house design, apartment block, urban renewal site?). The statutory platforms are informed by controls outlined in the strategic platforms.
- Strategic planning sets the desired outcomes and provides direction on how to achieve them (i.e. where are we now and where do we want to be?). The strategic platforms enable development and help manage change. This includes planning proposals, planning controls, contributions plans, and plans for urban renewal sites.

#### PART A: STATUTORY

The planning system in New South Wales is supported by legislation, namely the Environmental Planning and Assessment Act 1979 and the Environmental Planning and Assessment Regulation 2021. The Environmental Planning and Assessment Act 1979 identifies if Council or another authority, such as a panel of experts or the State Government, will assess the development depending on its scale and nature.

The following participation opportunities have been identified based on:

- Minor Development (Council as delegated authority) – Type A and Type B (different types being determined by scale and use – see Table 8)
- Medium and Major Development (Local Planning Panel and Sydney District Planning Panel) – predominantly Type B.

#### Minor Development – Council as delegated authority

Local development is the most common type of development in New South Wales, with projects ranging from home extensions to medium sized commercial, retail and industrial developments. Council officers determine most local development applications under delegated authority of Council.

An overview of different engagement techniques and their timing is provided in Table 8 for different types of development. Note: Development applications for significant development are determined by the Local Planning Panel, or development identified as being regional significant are assessed by the Sydney District Planning Panel.



Table 8: Overview of engagement techniques and timing – Minor Development

Level of participation	When	How pre exhibition	How during exhibition	How post exhibition	Regulatory considerations
<b>INFORM</b>	Notifications during and following exhibition phase (or signage once complying development certificate issued by certifier)	n/a	Letters to adjacent sites.  Advertising in the local newspaper and online.  Not all development applications are advertised.	Advertising in the local newspaper and online.  Notification of outcome to submissions received.	Neighbours (adjacent to the site) are to be notified of the development application in print. It is good practice for all development applications to have a sign placed on site (and this is a requirement for some types of development applications that also would require advertisement in local media). See further detail in Section 2.
<b>CONSULT</b>	At exhibition phase for development applications.	n/a	Online submissions and letters received.	As above	14 days minimum exhibition period for low impact development applications and 28 days minimum for designated development (potential high impact development applications). See further detail in Section 2.

### Medium and Major Development – Local Planning Panel and Sydney District Planning Panel

The Local Planning Panels will determine sensitive and complex development applications. The Local Planning Panel meetings are held in public and are recorded. Matters are referred to the Local Planning Panel under an instrument of delegation.

The Sydney District Planning Panels operate to provide independent, merit-based decision making on regionally significant development. The Panels may also have a role in planning proposals, to undertake rezoning reviews or to act as the planning proposal authority when directed.



Similar to the Local Planning Panels, certain matters are referred to the Sydney District Planning Panels that are deemed regionally significant or have a certain capital investment value. Such development applications are determined by the Panel.

Table 9: Overview of engagement techniques and timing – Medium or Major Development

Level of participation	When	How pre exhibition	How during exhibition	How post exhibition	Regulatory considerations
<b>INFORM</b>	Advertised on Council's website and local newspaper.	Council to advertise and promote the opportunity for participation through submissions or public hearing.	n/a	Closing the feedback loop for participants in the process.	The LPP must give reasonable notice to the public of the times and places of its meetings.
<b>CONSULT</b>	Consult at any time with Council to assist with LPP deliberations.	n/a	The LPP may consult with Council to directly request additional information or to discuss specific impacts of proposed development.	n/a	The LPP must consult with Council for a development that may have a significantly adverse impact on the Council.
	Written submission or verbal submissions	An information session to discuss the proposed development with the public.	A member of the public can register to speak to the LPP at the public meeting. A written submission can be sent to Council and will be recorded.	n/a	Permitted at the LPP's discretion.

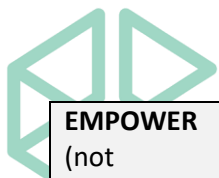


## PART B: STRATEGIC

Plan making can be undertaken by Council or by another delegated authority (Department or Panel). A common policy used in plan making is the Local Environmental Plan. A Development Control Plan provides detailed planning and design guidelines to support the planning controls (outlined in the LEP) and is prepared and adopted by Council. Other plan making processes may include plans for urban renewal areas, contribution plans, master plans, Local Strategic Planning Statements and planning proposals.

Table 10: Overview of engagement techniques and timing – Strategic Planning (Council)

Level of participation	When	How pre exhibition	How during exhibition	How post exhibition	Regulatory considerations
<b>INFORM</b>	Across the entire project timeframe but focused and targeted for participation opportunities.	Factsheets, letters, Have Your Say website and media releases.  Information about the project and its purpose.	Project updated on website and promotion of participation opportunities.	Provide feedback and outline next steps through a Council report.	Publicly exhibit on Council's website.
<b>CONSULT</b>	At a specific stage or across a series of project stages.	Workshops	Online survey and opportunities for written submissions.	Notification of outcomes from exhibition.	Provide opportunity for written submissions as a minimum participation opportunity.
<b>INVOLVE</b>	A series of project stages that seek feedback and explain evolving outcomes.	Deliberative workshops	Online survey and opportunities for written submission.	Notification of outcomes from exhibition (and if relevant seeking participation on final issues for clarification).	Provide opportunity for written submissions as a minimum participation opportunity.
<b>COLLABORATE</b>	Multiple opportunities across the project.	Co-design workshops, advisory committees and participatory decision-making.	Online survey and opportunities for written submission.	Workshops or focus groups that seek participation on finalising the plan.	Provide opportunity for written submissions as a minimum participation opportunity.



<b>EMPOWER</b> (not commonly used)	From the inception of the project to its delivery (and where applicable, continuing after adoption of plan)	Citizen juries, ballots and delegated decisions.	Online survey and opportunities for written submission.	Ongoing involvement from participants through the establishment of a place making group.	Projects are bound and informed by regulatory frameworks.
---------------------------------------	---	--	---	--	---

### External to Council

The State Government and other public authorities develop policies that may affect or relate to planning matters in Canterbury Bankstown. These policies include major projects like airports and legislation such as State Environmental Planning Policies.

For these types of development, there are no requirements that Council undertakes engagement, though Council may choose to inform the community of any project it deems of certain interest and importance to the community. This can take the form of simply providing a link to the relevant external webpage on Council's website. Where the public authority is undertaking appropriate engagement, it would not require Council to take any further action.

Some types of development and infrastructure are deemed to have State significance due to the size, economic value or potential impacts that a development may have. Development that is State Significant Development is identified in the State Environmental Planning Policy (Planning Systems) 2021.

Examples of matters external to Council include:

- Urban renewal strategies and corridors
- Precinct plans and collaboration areas
- Metropolitan and district strategic plans
- State significant development applications
- State significant infrastructure applications
- Critical state significant infrastructure
- Bankstown Airport master plans
- State environmental planning policies
- Statewide planning and design controls.





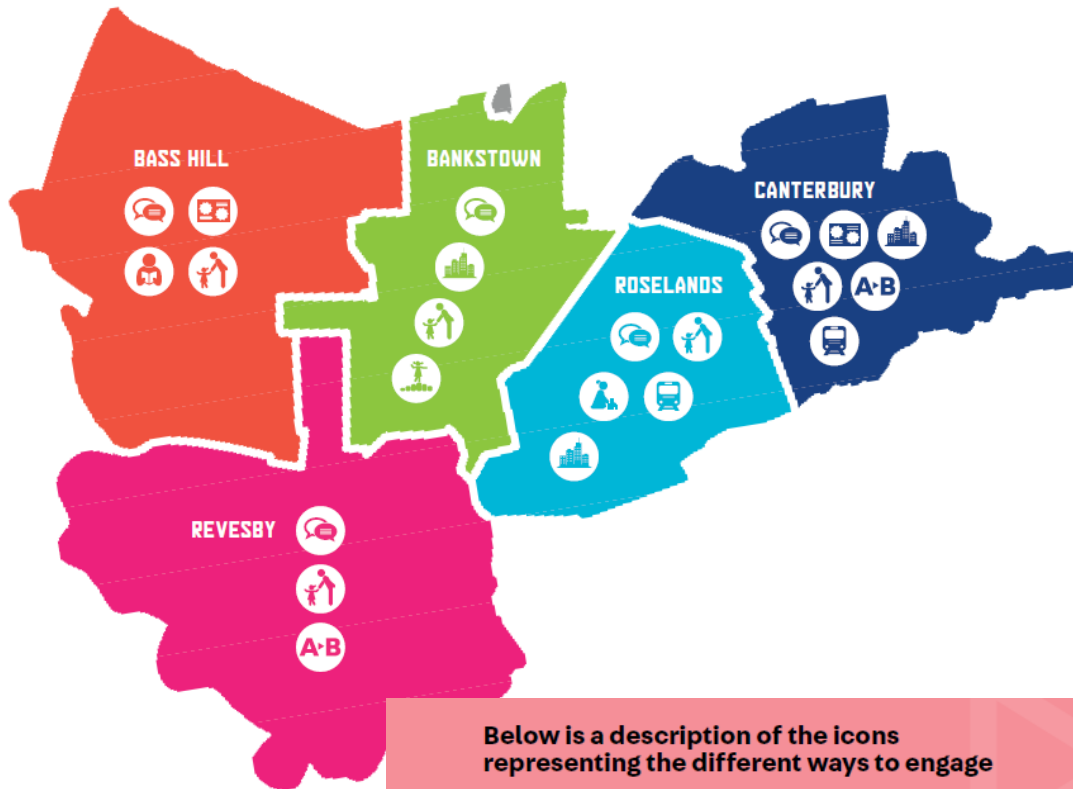
Table 11: Overview of engagement techniques and timing – Strategic Planning (External to Council)

Level of participation	When	How pre exhibition	How during exhibition	How post exhibition	Regulatory considerations
<b>INFORM</b>	Advertise or recruit participation opportunities	Promotion of Council-led participation opportunities.	Promotion of external opportunities.	Report back and keep participants informed.	No legislative requirements
<b>CONSULT</b>	Prior to exhibition to help inform Council's submission or encourage individual submissions.	Workshops or Community voice panels.	Formal written submissions.	n/a	No legislative requirements
	During exhibition or ongoing over the life of the project through advocacy.	n/a	Council's Advisory Groups provide feedback on behalf of the community, particularly when there is a short exhibition window from external agency.	n/a	No legislative requirements

#### 4.4 What type of engagement techniques can be used for different Canterbury Bankstown communities?

This CPP recognises Aboriginal and Torres Strait Islander communities, along with the fast-growing and culturally diverse network of communities that call Canterbury Bankstown home. It aims to apply the place, story and community values to the planning system to identify participation opportunities and engagement ideas to explore when engaging with the varied communities.

The fact the community is diverse and non-homogenous means Canterbury Bankstown is not driven by one viewpoint but many views from around the world. This CPP recognises the importance in understanding this uniqueness in order to effectively engage with people in the planning system. The map below shows engagement techniques that can be explored for the different communities across Canterbury Bankstown in order to tailor engagement to the needs of the community.



**Below is a description of the icons representing the different ways to engage**



**Translations**

Translating material into appropriate language/s, tone and message is essential for engaging with a diverse community.



**Maildrops**

Flyer mail drops or newspaper inserts with translated text are efficient in areas of lower density.



**Outreach in family friendly locations**

Undertaking outreach activities in places that are popular and accessible for families such as parks and playgrounds, is a great way to reach parents, grandparents and children.



**Events in High Density areas**

Undertaking highly visual activities in places such as nearby open spaces, parks and town centres is effective in attracting those who live in high density areas.



**Outreach at train stations**

Undertaking activities at train stations during morning peak hours is effective in communicating with commuters.



**Outreach at community centres**

Utilising community centres that are significant for specific communities is a great way to engage target communities.



**Present clear options for consideration**

Presenting clear and tangible options for feedback will likely be effective for many members of this community.



**Primary schools**

Undertaking engagement with local primary schools is a mechanism to gather insights from young members of the community.



**High Schools**

Connecting with local high schools is effective in gathering youth insights and buy-in.



**Pre-schools**

Establishing partnerships with pre-schools is effective in connecting with parents of very young children.



## **SECTION 5—HOW SHOULD COUNCIL MEASURE PARTICIPATION?**

### **5.1 Evaluation**

Council’s Community Engagement Policy and Framework provides an extensive set of evaluation tools to determine the effectiveness of participation. Evaluation should be undertaken throughout the engagement period, to ensure that improvements to the engagement plan can be implemented throughout the process. Refer to the Community Engagement Policy and Framework for an example of an evaluation framework.







## GLOSSARY

The below definitions have been sourced from Council's Community Engagement Policy:

Term	Definition
Community	Community refers to the people who have a stake and interest in the Canterbury Bankstown Local Government Area (LGA) and includes people who: live, work, study or conduct business in the LGA, visit, use or enjoy the services, facilities and public places located within the LGA.
Community engagement	The involvement of the community in the decision making process of Council, where the community is encouraged to provide feedback on a range of issues that affect them.
Stakeholder	Individuals or groups who have an interest or are impacted by the decisions of Council, these may include business representatives, professional associations, local community groups, or other levels of Government and Government agencies.
International Association for Public Participation (IAP2)	IAP2 is an international association which seeks to promote and improve the practice of public participation or community engagement, incorporating individuals, governments, institutions and other entities that affect the public interest throughout the world.







The below definitions have been sourced from Community Participation Plan Template:

Term	Definition
Contributions plan	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
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 plan	A plan that provides detailed planning and design guidelines to support the planning controls in a LEP
Gateway determination	A gateway determination is issued following an assessment of the strategic merit of a proposal to amend or create an LEP and allows for the proposal to proceed to public exhibition
Local environmental plan (LEP)	An environmental planning instrument developed by a local planning authority, generally a council. An LEP sets the planning framework for a Local Government Area
Regional strategic plan	20-year plans that address the community's needs for housing, jobs, infrastructure and a healthy environment for a DPE Region
State Environmental Planning Policy (SEPP)	An environmental planning instrument developed by the Department, that relates to planning matters that are state significant or are applicable across the state
State significant development (SSD)	Some types of development are deemed to have State significance due to the size, economic value or potential impacts that a development may have. Examples of possible SSD include new educational establishments, hospitals and energy generating facilities
State significant infrastructure (SSI)	SSI includes major transport and services development that have a wider significance and impact than on just the local area. Examples of possible SSI include rail infrastructure, road infrastructure and water storage and treatment plants
Urban renewal areas	Includes: <ul style="list-style-type: none"> <li>• Growth centres: Land identified in State Environmental Planning Policy (Precincts) 2021, earmarked for the establishment of vibrant, sustainable and liveable neighbourhoods that provide for community well-being and high quality local amenity</li> <li>• Planned precincts: Identified locations across Greater Sydney with good access to existing or planned public transport connections, suitable for rejuvenation with new homes and jobs</li> <li>• State significant precincts: State significant precincts are large areas of predominantly State-owned land, within Greater Sydney, that are identified by the State Government as areas for growth because of their social, economic or environmental characteristics</li> </ul>