

# Community Engagement Strategy

And

Community Participation Plan



# Interpreting Assistance

ENGLISH	If you do not understand this, please contact the Telephone Interpreting Service on 131 450 and ask them to contact Penrith City Council on your behalf on (02) 4732 7777. Or come to the Council offices and ask for an interpreter.
ARABIC	إذا لم يكن بإمكانك قراءة النص أعلاه، الرجاء الاتصال بخدمات الترجمة الفورية الهاتفية (TIS) على الرقم 131 450 والطلب منهم الاتصال بدورهم بمجلس مدينة بنريث نيابة عنك على الرقم 4732 7777 (02). أو يمكنك الحضور إلى المجلس وطلب ترتيب مترجم فوري لك.
CHINESE	如果您无法阅读这些文字，请致电 131 450 联系电话传译服务中心，请他们代您拨打 (02) 4732 7777 联系 Penrith 市议会。您也可以亲自到市议会来并要求获得口译服务。
GREEK	Αν δεν μπορείτε να το διαβάσετε αυτό, τηλεφωνήστε στην Τηλεφωνική Υπηρεσία Διερμηνέων στο 131 450 και ζητήστε τους να επικοινωνήσουν με το Δήμο Penrith (Penrith City Council) για λογαριασμό σας στον αριθμό (02) 4732 7777, ή ελάτε στη Δημαρχία και ζητήστε διερμηνέα.
HINDI	यदि आप इसे नहीं पढ़ पाते हैं, तो कृपया 131 450 पर टेलीफोन दुभाषिया सेवा से संपर्क करें और उनसे कहें कि वे आपकी ओर से पेनरथि सिटी काउंसिल से (02) 4732 7777 पर संपर्क करें. या आप काउंसिल आएँ और एक दुभाषिये की माँग करें.
ITALIAN	Se non riuscite a leggere questo, contattate il servizio telefonico di interpretariato al numero 131 450 e chiedetegli di contattare da parte vostra il comune di Penrith City al numero (02) 4732 7777 oppure venite in comune e richiedete un interprete.
MALTESE	Jekk ma tistax taqra dan, jekk jogħġbok, ikkuntattja lit-Telephone Interpreting Service fuq 131 450 u itlobhom biex jikkuntattjaw Penrith City Council f'ismek fuq (02) 4732 7777. Jew ejja l-Kunsill u itlob għal interpretu.
PERSIAN	اگر نمی توانید این مطلب را بخوانید، لطفاً به خدمات ترجمه تلفنی به شماره 131 450 زنگ بزنید و از آنان بخواهید با شورای شهر پنریت Penrith City Council به شمار 4732 7777 (02) از جانب شما تماس بگیرند. یا اینکه به شهرداری Council آمده و مترجم بخواهید.
PUNJABI	ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਨਹੀਂ ਸਮਝਦੇ ਅਤੇ ਕਮਿ ਦੁਭਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ 131 450 'ਤੇ ਟੈਲੀਫੋਨ ਇੰਟਰਪ੍ਰੀਟਿੰਗ ਸੇਵਾ ਨੂੰ ਫੋਨ ਕਰੋ ਅਤੇ ਉਨ੍ਹਾਂ ਨੂੰ (02) 4732 7777 'ਤੇ Penrith City Council (ਪੈਨਰਥਿ ਸਿਟੀ ਕਾਊਂਸਲ) ਨੂੰ ਫੋਨ ਕਰਨ ਲਈ ਕਹੋ।
SINGHALESE	ඔබට මෙය කියවීමට නොහැකි නම්, කරුණාකර දුරකථන අංක 131 450 ඔස්සේ දුරකථන පරිවර්තන සේවාව (Telephone Interpreting Service) අමතා ඔබ වෙනුවෙන් දුරකථන අංක (02) 4732 7777 අමතා පෙන්රිත් නගර සභාව (Penrith City Council) හා සම්බන්ධ කර දෙන ලෙස ඉල්ලා සිටින්න. නැතිනම් නගර සභාව වෙත පැමිණ හානා පරිවර්තකයකු ලබා දෙන ලෙස ඉල්ලා සිටින්න.
TAGALOG	Kung hindi mo naiintindihan ang dokumentong ito at kailangan mo ng isang interpreter, mangyaring tumawag sa Telephone Interpreting Service sa 131 450 at hilingin sa kanila na tumawag sa Penrith City Council sa (02) 4732 7777.
TAMIL	இதை உங்களால் வாசிக்க இயலவில்லை என்றால், 'தொலைபேசி உரைபெயர்ப்பு சேவையை 131 450 எனும் இலக்கத்தில் அழைத்து 'பென்றித் நகரவையுடன் (02) 4732 7777 எனும் இலக்கத்தில் உங்கள் சார்பாக தொடர்பு கொள்ளுமாறு கேளுங்கள். அல்லது நகரவைக்கு விஜயம் செய்து உரைபெயர்ப்பாளர் ஒருவர் வேண்டுமெனக் கேளுங்கள்.
VIETNAMESE	Nếu quý vị không thể đọc được thông tin này, xin liên lạc Dịch Vụ Thông Dịch Qua Điện Thoại ở số 131 450 và yêu cầu họ thay mặt quý vị liên lạc với Hội Đồng Thành Phố Penrith ở số (02) 4732 7777. Hoặc hãy tới Hội Đồng và yêu cầu có thông dịch viên.



# Statement of recognition

Council values the unique status of Aboriginal people as the original owners and custodians of lands and waters including the lands and waters of Penrith City.

Council values the unique status of Torres Strait Islander people as the original owners and custodians of the Torres Strait Islands and surrounding waters.

**We work together for a united Australia and city that respects this land of ours, that values the diversity of Aboriginal and Torres Strait Islander cultural heritage, and provides justice and equity for all.**



# Mayor's message



I'm pleased to present Penrith City Council's Community Engagement Strategy, a document that demonstrates how Council engages with the community.

Engagement is at the very heart of Council's projects and delivery program outcomes; this strategy outlines how we will communicate and engage with our community. It provides transparency and clarity for all stakeholders so they can understand the role they play in the engagement process and at what stage or stages Council will engage with them.

Engagement is fundamentally about seeking better outcomes for everyone. An engaged community that has the knowledge and the ability to provide insights and feedback on the projects or issues that affect the way they live, work or play in our city will lead to better outcomes.

This strategy outlines the steps involved in engagement and identifies stakeholders. It aligns with the IAP2 Public Participation Spectrum model while committing to inclusive participation across our community.

Engagement is something that will continue to evolve – this framework is reviewed every four years, with feedback always welcomed.

A handwritten signature in black ink, reading "Tricia Hitchen". The signature is fluid and cursive, with a long horizontal stroke at the end.

**Tricia Hitchen**  
**Mayor of Penrith**



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# Introduction

Community engagement is at the heart of local government. It helps communities to be active participants in shaping their own future and play a part in positive changes. Council has a vital role to play in providing opportunities for people to be involved in creating good public policy and ensuring relevant, quality services.

Penrith City Council is committed to engaging the community in a transparent, accessible, open, and accountable way. The Community Engagement Strategy and Participation Plan 2022–2026, presented in two sections within the document, has been developed in response to increasing community expectations and their right to have a say on Council's decision-making and to align engagement practices with State government legislation.

## Glossary

### Community

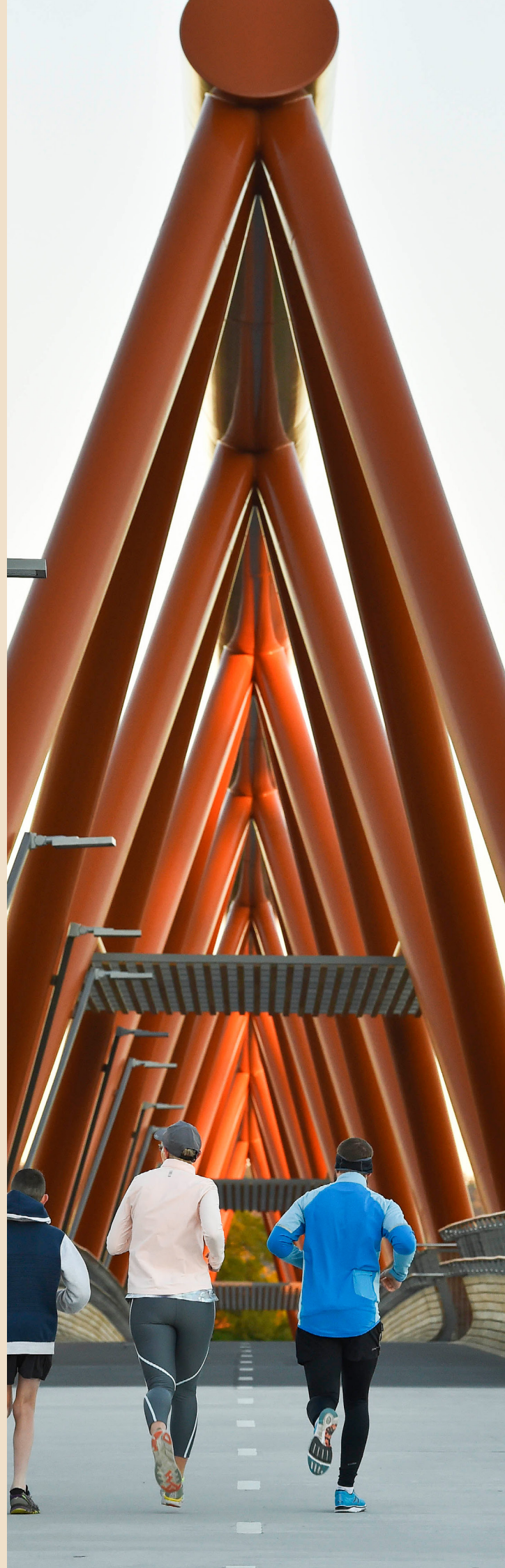
For the purpose of this document, community refers to anyone with an interest in decisions made in Penrith Local Government Area including stakeholders from the public and private sector.

### Stakeholder

An individual or group with a strong interest in the decisions of council or directly impacted by their outcomes. Community becomes stakeholders when a project directly affects them.

### IAP2

The International Association for Public Participation (IAP2) is an organisation advancing the practice for public participation. IAP2 supports people who implement participation in public decision-making processes.





# What is Community Engagement?

Community engagement, also known as 'public participation' is about involving the community in making decisions that shape their City. Engaging people on ideas, issues and opportunities is crucial for building a great City where people want to live, work, and visit.

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

Effective engagement will:

- Ensure community needs and expectations are understood and reflected in the decisions and actions of Council
- Result in better, more sustainable decisions
- Build trust and improve accountability through transparency of decision-making
- Value local knowledge and foster local problem-solving
- Improve understanding of Council's planning, prioritising and resourcing
- Identify critical issues and opportunities early
- Optimise use of limited resources and maximise efficient resource allocation
- Feedback to the community the result of the engagement process





# Community Engagement Strategy

The Community Engagement Strategy section in this document, outlines Council's approach to engagement. It provides transparency and clarity for all stakeholders so they can understand their role in decisions they are interested in or impacted by, in order to achieve better outcomes for our community and environment.

The strategy defines who, when and how we will engage. The level of community involvement varies depending on the project and the potential impact of the decision.

## **Legislative requirements**

*Local Government Act 1993, Section 8A and Section 402A*

The council must establish and implement a strategy (its Community Engagement Strategy) based on social justice principles, for engagement with the local community when developing its plans, policies and programs and for the purpose of determining its activities (other than routine administrative matters).

*The Children's Guardian Amendment (Child Safe Scheme) Bill 2021*

Child Safe Standard 2 – Children participate in decisions affecting them and are taken seriously

Children are safer when organisations teach them about their rights to be heard, listened to and believed. A child safe organisation actively seeks the opinions of children and when doing so considers their age, development, maturity, understanding, abilities and how they communicate. Children are encouraged and supported to regularly contribute to decisions that affect them.

# Community Participation Plan

The Community Participation Plan section outlines how you can get involved in local and City-wide land use planning to achieve better outcomes for today as well as the future.

The plan covers legislative requirements for mandatory public engagement for all of Council's planning functions. It builds on the approach established by the Community Engagement Strategy and includes specific information about community participation on planning and development decisions in the Penrith Local Government Area (LGA).

## **Legislative requirements**

*The Environmental Planning and Assessment Act 1979 (the EP&A Act)*

Schedule 1 Community Participation Requirements and Division 2.6 Community Participation









## SECTION 1

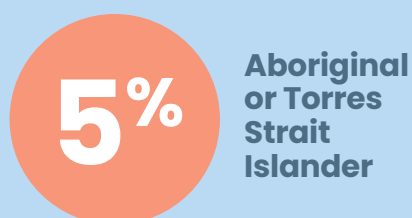
# Community Engagement Strategy



# Our community

A broad range of community voices are required to shape Penrith City, which is why your feedback is important. Listening to residents, rate payers as well as visitors from different age groups, suburbs, wards, cultural background and family life stages helps Council get a better understanding of how a decision affects different people in our community. The more information we have about the impacts of a decision, the closer we are to achieving an outcome that benefits the wider community.

POPULATION  
**217,644**



**14.4%**  
Children (0-9)



**13.0%**  
Teenagers (10-19)



**59.5%**  
Adults (20-64)



**12.9%**  
Seniors (65+)



**5.5%**  
have need for assistance with a core activity



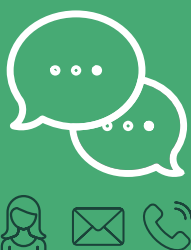
**29.7%**  
Born overseas  
Top 5 India England  
Philippines New Zealand  
China



**23.9%**  
Speak a language other than English  
Top 5 Arabic Punjabi Tagalog  
Hindi Mandarin

**Top 5 Ancestry** Australian, English, Irish, Scottish, Australian Aboriginal.

Source: Australian Bureau of Statistic 2021



**50%**  
of residents have contacted Council in the past 12 months



Residents are most likely to access information through social media and Council's website



**81%**  
are at least somewhat satisfied with their contact with Council



**80%**  
are at least somewhat satisfied with Council's efforts to inform residents



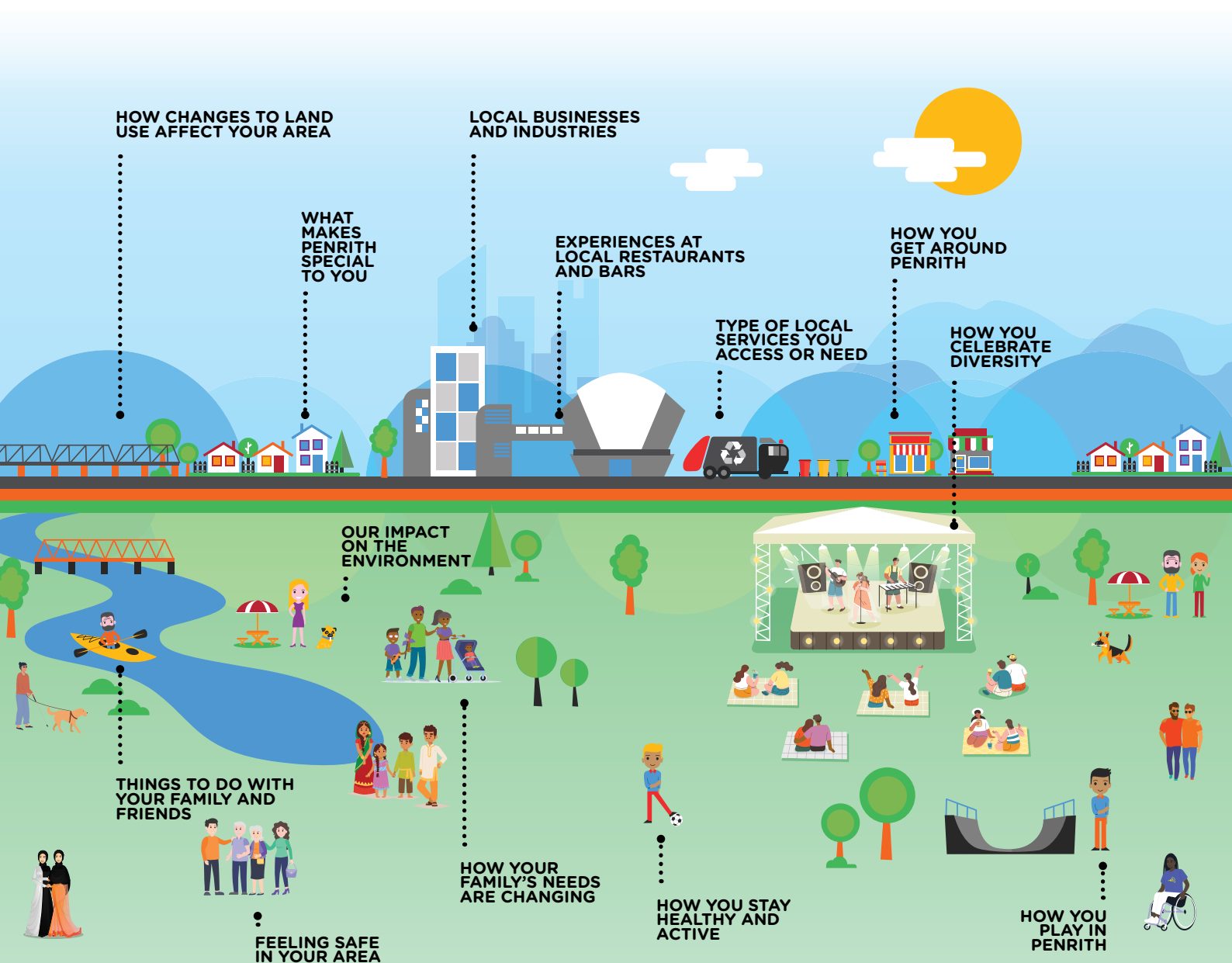
**72%**  
are at least somewhat satisfied with Council's efforts to involve residents

Source: Penrith Community Satisfaction Survey 2022

# Why participate in engagement?





Participating in community engagement contributes to improving the quality of life for those living in the Penrith local government area (LGA) and has a direct impact on Council planning, facilities management and service delivery. It can be a rewarding and beneficial experience. By getting involved in a decision-making process you can:

- Be a leading voice for the community
- Share ideas, aspirations, concerns, needs and experiences
- Make connections and hear what other residents think
- Find out more information about projects or plans directly from the project team
- Learn about the matters Council must consider before making the decision
- Gain a better understanding of how the outcome of the decision will benefit the wider community



# A principles based approach

Council is committed to the following engagement principles based on the social justice principles of equity, access, participation and rights.

PRINCIPLE	OUR COMMITMENT	IN PRACTICE
 <b>Tailored and inclusive</b>	<p>We remove barriers to participation to ensure we hear from as many people as possible, with particular efforts made to identify and hear from underrepresented community groups.</p>	<ul style="list-style-type: none"> <li>• Identifying groups impacted by a decision or project.</li> <li>• Choosing methods that suit their needs.</li> <li>• Identifying gaps and building relationships with groups we don't reach.</li> <li>• Being flexible in the way we collect feedback</li> </ul>
 <b>Clear and timely communication</b>	<p>We provide clear, accessible and prompt information about how you can have your say to give you time to provide informed feedback.</p>	<ul style="list-style-type: none"> <li>• Providing information early</li> <li>• Using language which is easy to understand and concise</li> <li>• Providing updates on progress and on the final outcome</li> </ul>
 <b>Meaningful and genuine</b>	<p>We facilitate genuine opportunities to listen to and understand your aspirations, ideas, needs and concerns so you can inform the outcomes.</p>	<ul style="list-style-type: none"> <li>• Clarifying what can and can't be influenced by the engagement</li> <li>• Respecting the time and effort of those who participate in the engagement</li> <li>• Listening openly and applying feedback objectively</li> </ul>
 <b>Work in partnership</b>	<p>We work in respectful partnerships, with the understanding that community and government are responsible for shaping Penrith.</p>	<ul style="list-style-type: none"> <li>• Developing a vision together</li> <li>• Agreeing on shared goals</li> <li>• Fostering openness and trust</li> <li>• Ensuring engagement opportunities are regular and feedback is communicated</li> </ul>





# What engagement looks like at Penrith City Council

Council makes decisions through local democracy processes which are both representative and participatory.

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

Participatory democracy is the process by which community members are actively involved in decisions that affect them. The community can participate through a variety of community engagement processes that influence and shape the elected Council's decisions. Council recognises that people have a right to be informed and to have a say on matters that are important to them, or which have an impact on their daily lives.

## Representative

Elected community-based  
Mayor and Councillors

The elected Council makes informed decisions based on evidence including robust community engagement

## Participatory

Community engagement

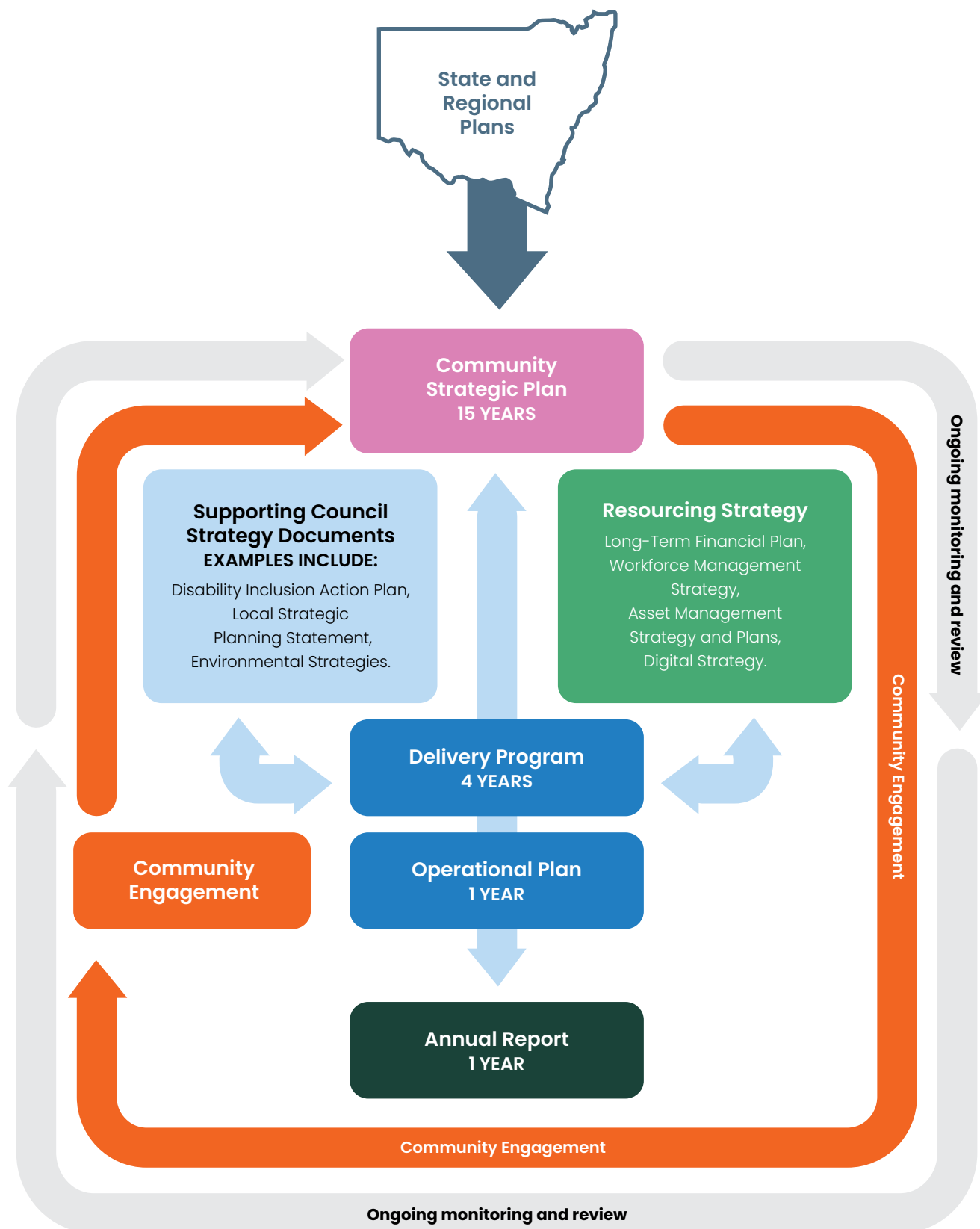
The Community influences the decisions and actions of the elected Council through engagement processes

Influence



## The Integrated Planning and Reporting Framework

The role of the community is at the heart of the Integrated Planning and Performance Framework (IP&R). Our engagement is linked to plans, strategies and work outlined in the framework and shows how often we engage around those plans and strategies. Ongoing community engagement and the feedback that people provide establishes the overarching ten year strategic direction of Council through the Community Strategic Plan and develops the four-year Delivery Program of principal activities which ultimately influences our day-to-day activities and service provision through the annual Operational Plan.





# How we engage

Our approach to engagement can vary depending on the need and impact of the project and is guided by the IAP2 (International Association of Public Participation) Spectrum.

The role of the community as well as other stakeholders in a decision-making process is identified in five different levels of participation. Each level outlines how you could be engaged and the level of impact your involvement will have on the outcomes of the decision. This is dependent on the goals, timeframes, resources and levels of concern in the decision to be made.

The IAP2 spectrum is recommended by the Office of Local Government for preparation of Community Engagement Strategies. Importantly, the 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.

Council will only ask for feedback on decisions where the community or stakeholders can impact the outcome or as required by legislation.

The levels of engagement and how we may engage are outlined below and should be thought of as building blocks; with inform being the first level of engagement, and each progressive level of engagement from consult to empower presenting more opportunity for community participation in the process. Please note that the techniques listed are examples only. Engagement plans are tailored to suit the project needs, stakeholders and level of engagement.





IAP2 SPECTRUM	IN PRACTICE	EXAMPLE TECHNIQUES
<b>INFORM</b>  <b>A decision has been made.</b>  Council is providing information to the community to assist them in understanding the problem and solution.	We will use a range of communication techniques to make the community aware of the decision and its implications. We will respect that making decisions without community consultation should be done fairly and only when necessary e.g. due to safety or legal reasons.	Council website and apps Social Media E-news Letterbox drop Public notices Local media
<b>CONSULT</b>  <b>A decision needs to be made.</b>  Council is seeking feedback from the community to assist in the decision-making process.	We will use a range of communication techniques to make the community aware of the opportunity to provide feedback. We will accept feedback through a variety of channels and provide reasonable timeframes for the community to understand and consider the issue before providing feedback. We will give equal consideration and weight to all contributions.	As above, and Yoursay Penrith Survey Interview Crowdsourcing Listening posts
<b>INVOLVE</b>  <b>A decision needs to be made.</b>  Council is seeking the community's involvement in designing possible solutions.	We will work with the community to understand their concerns and aspirations. We will provide feedback to the community so that they understand how their input influenced the decision.	As above, and Information kiosks Drop in sessions
<b>COLLABORATE</b>  <b>A decision needs to be made.</b>  Council is seeking to collaborate with the community to make a decision together.	We will be guided by the community as we progress together through each stage of the decision-making process. We will invite a broad scope of ideas and innovation into the conversation and commit to incorporating the solutions and advice brought forward.	As above, and Focus group Yarning circle Advisory Group
<b>EMPOWER</b>  <b>A decision needs to be made.</b>  Council is seeking to place final decision making in the hands of the community.	We will facilitate the decision-making process, remaining guided by the participants. We will implement the decision agreed upon by the participants.	As above, and Citizens jury Community Panel

# Who we engage with

A vital component of undertaking community engagement includes identifying and understanding who are the key stakeholders who will be impacted by or who have an interest in a decision. Given the extensive scope of Council's work it is necessary that a range of views are heard. This will at times require engaging with communities outside of the LGA. The list of stakeholders is long and varied and by no means definitive. Stakeholders would be determined based on what Council is engaging on.





# Inclusive participation

Inclusive participation is ensuring everyone in our community has the opportunity to share their ideas and perspectives through the community engagement process to inform our decision-making.

Council is committed to engaging diverse groups of people, ensuring all voices are heard. We recognise, respect and value differences based on language, ethnicity, age, gender, religion, disability, sexual orientation and other variables that influence personal perspectives and situations.

We understand that different people like to engage in different ways, and what is suitable for one group may not be for others. We continue to look for ways to identify gaps and find solutions in our community engagement approaches.

Community engagement activities will be sensitively planned for the intended audience and mitigate any barriers including:

- Valuing cultural protocols, knowledge and foster local problem-solving.
- Building trust and establishing relationships with diverse communities.
- Information and materials provided in languages other than English and in accessible formats.
- A variety of engagement methods that is tailored, flexible and appropriate for the specific groups.
- Accessible venues and engagement locations.
- Provision for assistance where needed to participate.
- Appropriate time and day for the target groups.



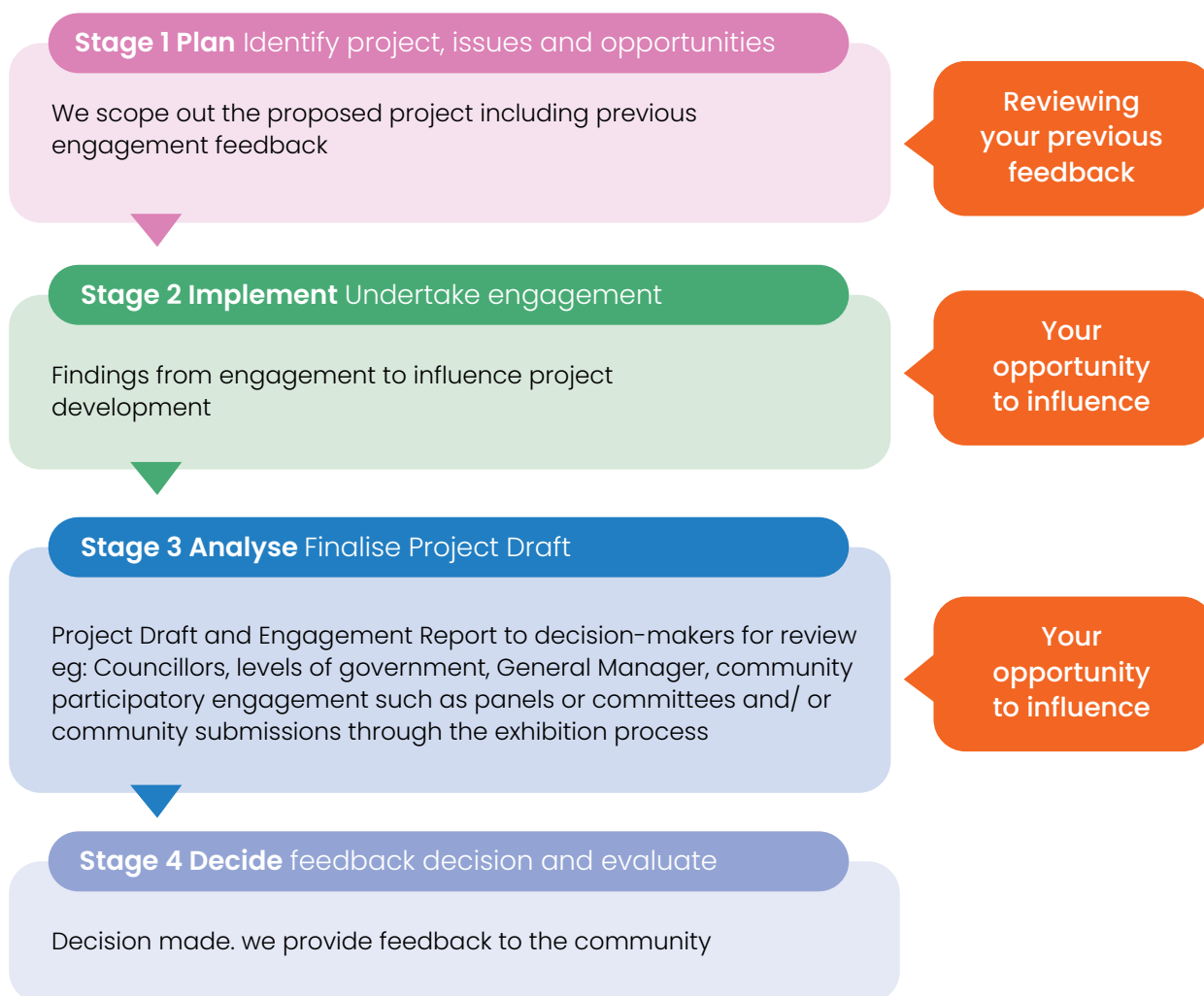
# The engagement process and how it informs decision-making

Depending on the project, the final decision-making power can be placed with either community, Councillors, the General Manager, another government agency or a combination of these stakeholders.

Throughout the engagement process there are engagement opportunities to influence the decision. We will clearly explain the level of engagement and influence we are seeking and make sure we keep you updated on the progress of the decision. Reasons that may limit your ability to inform a decision include safety, State or Federal Government legal requirements or other factors which Council cannot influence. For example, sometimes Council will collect comments on behalf of the State Government.

When this happens, we can only forward your comments on. In other cases, Council is given a target – such as a housing development target over five years – which we cannot change. When this happens, we can only consider comments about how to meet the target, but not about whether the target itself is right.

The decision process can be complex. The diagram below highlights the key stages of a decision-making process usually used to prepare a plan, policy, service or strategy. There will be situations where the community can be engaged in greater detail and other instances when there will be limited to no opportunity to be involved.





# Evaluation and reporting

Monitoring and reviewing Council's engagement activities is essential in order to identify areas for improvement and to realise goals more efficiently. Council will use a variety of evaluation and reporting methods to assess and communicate its progress including:

- Reviewing the strategy and policy every four years
- Undertaking a community satisfaction survey bi-annually and reporting these outcomes
- Reviewing participation levels in engagement activities
- Reviewing verbal and written feedback from stakeholders on the effectiveness of our engagement activities
- Quantitative and qualitative information collected
- Reporting on Engagement within Annual Report
- Providing feedback on engagement results

# Building staff capacity in engagement

Organisational capacity building and training in order to assist in the implementation of this strategy, learning and development opportunities on community engagement practices will be encouraged across the organisation. By promoting these opportunities, Council will continuously build the capacity of the organisation to deliver community engagement by providing staff with the appropriate skills and knowledge to plan for, manage and facilitate engagement activities.







## SECTION 2

# Community Participation Plan



This Community Participation Plan (CPP) outlines how Council and other local determining authorities will engage the Penrith community on planning and development. The CPP also explains how we report and tell our community about decisions. The CPP applies the principles and approach of the Community Engagement Strategy (CES).

The Environmental Planning and Assessment Act 1979 (EP&A Act) requires all planning authorities, including Councils, to prepare a CPP to outline how and when the community will be engaged across planning functions like policy making and assessment. The EP&A Act also sets the minimum notification requirements for planning related projects.

## EP&A Act 1979 – Principles of Community Engagement

- The community has a right to be informed about planning matters that affect it
- Council will encourage effective and on-going partnerships with the community to provide meaningful opportunities for community participation in planning
- Planning information will be in plain language, easily accessible and in a form that facilitates community participation in planning
- The community will be given opportunities to participate in strategic planning as early as possible to enable community views to be genuinely considered
- Community participation will be inclusive and Council will actively seek views that are representative of the community
- Members of the community who are affected by proposed major development will be consulted by the proponent before an application for planning approval is made
- Planning decisions will be made in an open and transparent way and the community should be provided with reasons for those decisions (including how community views have been taken into account)
- Community participation methods (and the reasons given for planning decisions) should be appropriate having regard to the significance and likely impact of the proposed development



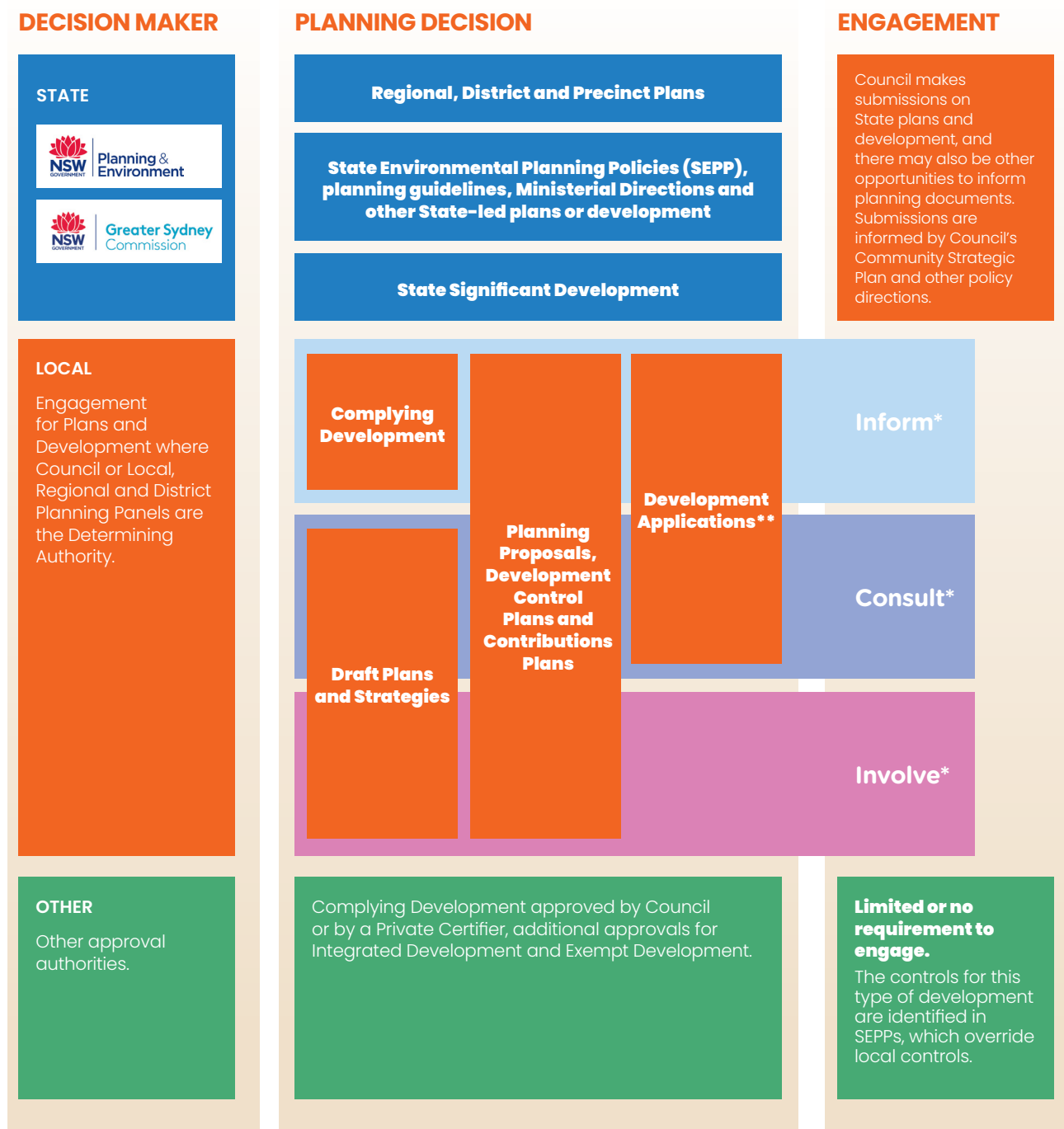
## When the Community Participation Plan doesn't apply

This CPP doesn't apply to all development in Penrith. The NSW State Government and other authorities assess and determine planning and development matters where the impacts of those matters extend beyond Penrith.

For plans or development where Council isn't the determining authority, the relevant authority's Community Participation Plan applies. This CPP also doesn't apply to the non-planning and development related functions of Council.

# Levels of engagement for planning and development decisions

The following graphic indicates the levels of engagement Council can provide for different types of plans or development. Council may provide more or less engagement as necessary.



\* These terms are from the IAP2 Participation Spectrum on page 14 of the Community Engagement Strategy. The level of engagement will vary to suit each plan or development and the level of community interest.

\*\* For some development types, notification or engagement may not be required. More information on these development types is provided on page 26



## PLANNING

PLANNING DOCUMENTS	WHAT THEY DO	MINIMUM EXHIBITION AND RE-EXHIBITION PERIODS
Draft Community Participation Plans	The CPP is designed to make participation in planning matters clearer for the community. It does this by setting out in one place how and when the community can participate in the planning system, Council functions and different types of proposals.	28 days
Draft Local Strategic Planning Statement and other local Strategies	Delivers community objectives by: <ul style="list-style-type: none"> <li>identifying planning priorities,</li> <li>explaining how these priorities will be delivered, and</li> <li>demonstrating how Council will monitor and report on progress.</li> </ul>	28 days
Planning Proposals for Penrith Local Environmental Plan 2010 (LEP) amendments	An LEP sets the land use controls for Penrith. Planning Proposals: <ul style="list-style-type: none"> <li>amend LEP land use controls,</li> <li>reclassify Council owned land, or</li> <li>make administrative changes to the LEP.</li> </ul>	28 days, or as specified by the Gateway Determination
Draft Development Control Plan	Provides detailed considerations for assessing a development	28 days
Draft Contribution Plans	Set the amount and reasoning for development contributions. Development contributions are levies a developer pays for infrastructure to service new development	28 days
Draft Voluntary Planning Agreement (VPA)	An arrangement between a developer and council and/or another planning authority, where the developer seeks to deliver a material public benefit (usually a monetary contribution or infrastructure). A VPA can be offered in connection with a planning proposal, development application, modification of development consent or an application for complying development.	Minimum exhibition/re-exhibition: 28 days (in accordance with legislation)
Draft Works In Kind Agreement (WIKa)	A voluntary arrangement between a developer and council, where the developer undertakes works (or part of the works) that are included within a contribution plan, in part or full satisfaction of a condition imposed on a development application consent or a complying development certificate.	Minimum exhibition/re-exhibition: 28 days (in accordance with legislation)

## DEVELOPMENT

TYPE	WHAT IT IS	MINIMUM EXHIBITION PERIOD
Exempt and Complying Development	Development that does not require the lodgement, assessment and determination of a Development Application by Council. Development of this nature can either be done without an assessment or approval process (as exempt development) or through a fast-track assessment process (as complying development). Capability for development to be either exempt or complying is outlined at <a href="http://www.planning.nsw.gov.au/Assess-and-Regulate/Development-Assessment/Planning-Approval-Pathways/Complying-development">www.planning.nsw.gov.au/Assess-and-Regulate/Development-Assessment/Planning-Approval-Pathways/Complying-development</a> State Environmental Planning Policy (Exempt and Complying Development Codes) 2008. If development can be undertaken as complying development, this can be pursued through the Council or a suitably accredited Private Certifier.	The period (if any) determined by the person or body responsible for publicly exhibiting the application or matter.
Application for development consent for local development and integrated development	For development under Council's local controls including, but not limited to new dwellings and commercial, retail, or industrial sites.	14 days (can be reduced to 7 days or extended by the assessing Council Officer, in accordance with this Plan).
Application for development consent for designated development	For development likely to have a higher impact, or that is located in or near environmentally sensitive areas.	28 days
Environmental Impact Statements obtained under Division 5.1 of the EP&A Act	Supports certain development applications by identifying and responding to any environmental impacts of the development.	28 days.
Integrated Development	Integrated development requires approval under another Act or Regulation, in addition to the EP&A Act.	14 days
Threatened species development	Development to which section 7.7 (2) of the Biodiversity Conservation Act 2016 or section 221ZW of the Fisheries Management Act 1994 apply.	28 days



DEVELOPMENT		
TYPE	WHAT IT IS	MINIMUM EXHIBITION PERIOD
Nominated integrated development	Requires an additional approval under the following acts: <ul style="list-style-type: none"> <li>• Heritage Act 1977,</li> <li>• Water Management Act 2000, or</li> <li>• Protection of the Environment Operations Act 1997</li> </ul>	28 days
Re-exhibition of any amended application		The period (if any) determined by the person or body responsible for publicly exhibiting the application or matter
Application for development consent for remediation work	Remediation works requiring consent are governed by State Environmental Planning Policy (Resilience and Hazards) 2021 (Chapter 4) in combination with State Environmental Planning Policy (Biodiversity and Conservation) 2021 (Chapter 9)	28 Days
Application for modification of development consent that is required to be publicly exhibited	Modification of development consent must take place in accordance with the Environmental Planning and Assessment Regulations 2021.	14 Days

The mandatory notification or advertising period for an application for the review of a determination or decision of a consent authority under sections 8.2 and 8.3 of the Environmental Planning and Assessment Act 1979 is 14 days.



# How to have your say

You can share your ideas, concerns or support on planning and development matters by making a written submission when the matter is on exhibition, or by making a verbal submission at a public hearing.

## Public exhibition

A public exhibition is when Council formally seeks comment from the community about a draft plan or development. The community and key stakeholders are encouraged to provide feedback to Council by providing a written submission or by making a verbal submission at a public hearing.

## Exhibition timeframes

Council will always exhibit a proposal for the minimum periods required in this CPP and any relevant legislation or environmental planning instrument (EPI). Where there is an inconsistency between this CPP and any relevant legislation or EPI, the requirement in the legislation or EPI will be applied.

The minimum exhibition periods identified in this CPP are in calendar days and include weekends and public holidays.

## Extension of exhibition period

An exhibition period may be extended beyond the minimum exhibition periods identified in the CPP if:

The proposed changes, in Council's opinion, may generate adverse impacts, having regard to nature, scale and proposed location.

The exhibition period occurs over 20 December to 10 January. In this instance, the "count" for the number of days a plan or development is exhibited will stop on the 20th and re-start on the 10th.

An exhibition period ends on a weekend or public holiday. In this instance, the exhibition period will end on the next business day.

The proposed planning changes are complex or may affect a significant number of properties.

## Submissions

The community can comment on a draft plan or development by making a written submission during a public exhibition period or by providing a verbal submission at a public hearing if one is held (refer to below subsection 'Public hearings').

Written submissions can be sent by email or post to the relevant department of Council. The relevant contact person and submission methods will be identified in the notification/advertisement for the exhibition of the draft plan or development.

Submissions are not considered confidential and may be made publicly available. Personal details will not be made public.

## Public hearings

Public hearings will be held:

for all planning proposals to reclassify Council owned land, or

at Council's discretion, if a submission is received from the community requesting a public hearing in respect to a draft Planning Proposal.

At a public hearing, you can make a verbal submission that will be recorded and reported to the determining authority in a Public Hearing report, which will be made publicly available. If a public hearing will be held, notification of the date, time and location of the hearing on Council's website and a local newspaper.

## How submissions will be considered

Council will review all matters raised in submissions before making a decision on a draft plan or development. All matters raised in submissions will be addressed and reported to the determining authority for its consideration.

If you make a submission on a draft plan, Council will notify you when the matter is going to be reported to the determining authority. You can present directly to the determining authority by registering to speak at a public meeting where the planning matter is reported. You can register to address a meeting on Council's website.



# Advertising and notification

The level of engagement on a draft plan or development may vary across projects, but at a minimum Council will:

- Provide written notice to adjoining owners and occupiers
- Provide all relevant information on Council's website and 'Your Say Penrith'
- Make all relevant documents publicly available at Council's Civic Centre
- Advertise the exhibition in a local newspaper
- For certain development proposals, public notice will also be provided at the affected property
- Where a draft proposal, strategy or development is likely to affect the broader community, additional residents and stakeholders may also be notified.

## When advertising and notification are required

The following tables explain how Council will engage with the community about draft plans and development.

### Local Planning Policy and Council Strategies

Public exhibition of all changes to plans and introduction of new plans/agreements are advertised in the Western Weekender newspaper. If a plan is site specific, adjoining residents may also be notified by letter.

Advertisements will be published in the Western Weekender after plans are Made or Adopted.

DEVELOPMENT/LAND USE	NOTIFICATION LETTER	ADVERTISEMENT
Advertising Signage	Potential – see below	Potential – where required by the provisions of SEPP (Industry & Employment) 2021 (chapter 3)
Animal Boarding & Training Establishment	Yes	No
Boarding House	Yes	Yes
Commercial or Industrial Development – Change of Use	Potential – see below	No
Commercial or Industrial Development – New Development	Yes	Potential – see below
Commercial or Industrial Development – Alterations and Additions to Existing Development	Potential – see below	No
Child Care Centre	Yes	Yes
Community Facility	Yes	Potential – see below
Dual Occupancy	Yes	No
Dwelling House – Greater than Single Storey	Yes	No
Dwelling House – Single Storey	Potential – see below	No
Earthworks/Filling of Land	Yes	No – unless classified as nominated integrated development
Educational Establishment (new or alterations and additions)	Yes	Potential – see below
Health Services Facility/Health Consulting Rooms	Yes	Potential – see below

DEVELOPMENT/LAND USE	NOTIFICATION LETTER	ADVERTISEMENT
Home Business/Home Industry	Yes	No
New Hotel, Motel or Pub Development (excluding small bar as a change of use)	Yes	Yes
Alterations and Additions to a Hotel, Motel or Pub Development (excluding small bar as a change of use)	Potential – see below	Potential – see below
Master planned/staged development s (including subdivisions with earthworks, civil and open space infrastructure and current/future building works)	Yes	Yes
Mixed Use Development/Shop Top Housing (Containing Upper Floor Residential Units Above Commercial Floor Area)	Yes	Yes
Multi-Unit Housing	Yes	Yes
Place of Public Worship	Yes	Potential – see below
Registered Club (new or alterations and additions)	Yes	Potential – see below
Residential Flat Building	Yes	Yes
Alterations and Additions to a Hotel, Motel or Pub Development (excluding small bar as a change of use)	Potential – see below	Potential – see below
Mixed Use Development/Shop Top Housing (Containing Upper Floor Residential Units Above Commercial Floor Area)	Yes	Yes
Alterations and Additions to a Hotel, Motel or Pub Development (excluding small bar as a change of use)	Potential – see below	Potential – see below
Multi-Unit Housing	Yes	Yes
Place of Public Worship	Yes	Potential – see below
Registered Club (new or alterations and additions)	Yes	Potential – see below
Residential Flat Building	Yes	Yes
Secondary Dwelling	Yes	No
Seniors Living/Aged Care Development	Yes	Yes
Small Bar (Change of Use)	Yes	No
Strata/Stratum Title Subdivision of an Approved/Constructed Development	Not Required	No
Subdivision of Land (including or excluding road construction)	Yes	No – unless classified as integrated development
Warehouse and Distribution Facilities	Yes	Potential – see below
Works Ancillary to a Dwelling House	Potential – see below	No
Works to a Listed Heritage Item	Potential – see below	Potential – see below
Other Development (not specifically listed elsewhere within this table)	Potential – see below	Potential – see below



Where the above table makes reference to “potential – see below”, advertising or public notification is at the discretion of the assessing officer having regard to the scale and nature of the proposal, the potential for adverse impact resulting from the development, and compliance with the applicable development standards within Council’s local planning controls, any relevant legislation, EPIs, adopted Precinct Plans or any other adopted policies and specifications of Council.

It is noted that other legislation and EPIs establish minimum notification and/or advertising requirements. Where there is an inconsistency between this CPP and any relevant legislation or EPI, the notification/ advertising requirements in the legislation or EPI will be applied.

Modification applications are to be notified and advertised in accordance with the above table. At the discretion of Council, where a proposed modification is considered to be minor in nature and unlikely to generate any adverse impacts, advertisement in a local newspaper may not be required.

Review of Determination is to be notified and advertised for a minimum period of 28 days.

#### **Who will be notified**

In addition to the mandatory minimums provided in this Plan, Council Officers will determine what advertising and notification is appropriate, depending on significance and

likely impact of a draft plan or development. Council, at its discretion, may choose to increase a notification area or use other methods to engage the community.

Notification will be based on the data in Council’s records at the time of notification. Changes to land ownership will not trigger renotification. This shall be a due diligence requirement for an incoming purchaser.

#### **When notification of development decisions is required**

Council will notify the community of its decision on a development for the following:

- The determination of an application for development consent
- The determination of an application for the modification of a development consent that was publicly exhibited
- The granting of an approval, or the decision to carry out development, where an environmental impact statement was publicly exhibited under Division 5.1 of the EP&A Act.

This notification will appear on Council’s website and a local newspaper.

In addition to the above, if you made a submission on a draft development, Council will notify you of its decision on the matter.

## **Where information is available**

During a public exhibition, all relevant information on a draft plan or development will be available on Council’s ‘Your Say Penrith’ website and at the Penrith Civic Centre.

The community can provide feedback to Council or raise questions about current projects at any time. Council can be contacted at:

Council offices

Penrith Civic Centre, 601 High Street, Penrith or  
St Marys Business Office, 207–209 Queen Street  
by phone on 4732 7777, or  
by email at [council@penrith.city](mailto:council@penrith.city)

Translation service: 131 450

Please check Council’s website for current contact details and operating hours.

# READY TO HAVE YOUR SAY?

Join our online community to keep up to date and participate in shaping Penrith's future



[yoursaypenrith.com.au](https://yoursaypenrith.com.au)



## PENRITH CITY COUNCIL

Civic Centre  
601 High Street  
Penrith NSW

**Phone:** 02 4732 7777

**Email:** [council@penrith.city](mailto:council@penrith.city)