LET'S SHAPE LAKE MAC

Community Engagement Strategy (including Community Participation Plan)

2022-2024

ACKNOWLEDGEMENT OF COUNTRY

We remember and respect the Ancestors who cared for and nurtured this Country.
Dhumaan ngayin ngarrakalu kirraanan barayidin.

It is in their footsteps that we travel these lands and waters.
Ngarrakalumba yuludaka bibayilin barayida baaduka.

Lake Macquarie City Council acknowledges the Awabakal people and Elders past, present and future.
Lake Macquarie City Council dhumaan Awabakala ngarrakal yalawaa, yalawan, yalawanan.

Wording by the Aboriginal Reference Group and translated by Miromaa Aboriginal Language and Technology Centre.

MESSAGE FROM THE MAYOR

Local government exists to serve our community.

It follows, then, that our community's needs, priorities and values guide us in everything we do.

This cannot happen without consistent, comprehensive community engagement.

Seeking feedback and input into major projects, developments, events and proposals helps ensure the diversity of voices and opinions in our community are heard.

Engagement also keeps the community informed about what we do and how it might affect them.

But informing residents and businesses and getting their feedback is a job only half done.

The other critical element of community engagement is listening to those voices – taking what they say to help shape what we do.

We can't always do what everyone in the community wants. But we can always strive to make sure everyone in the community gets the opportunity to have their say.

That's what this strategy is about.

It provides the framework for proactive, ongoing engagement that builds trust and understanding in our community.

The steps outlined in this document will help make us a more efficient, more effective organisation.

Ultimately, that will make Lake Mac a better place for everyone.

Cr Kay Fraser
Mayor of Lake Macquarie

THANKS TO OUR COMMUNITY

Thank you to the people who shared their input, ideas and reflections to help shape this Community Engagement Strategy. We reached out to you to seek your involvement and participation in conversations, activities and workshops about the principles and practice of community engagement. We appreciate your time and interest and look forward to fostering a deeper culture of public participation together. To find out more about the Community Engagement Strategy consultation, visit **shape.lakemac.com.au/shaping-our-city**.

INTRODUCTION

BACKGROUND

We live in a city like no other, with lively communities, beautiful beaches, lush forests and the delights of lakeside life. A city that's rich in new ideas and next-generation thinking – a natural playground for progress and possibility. To live here is to be connected. To be part of a genuine community that values creativity and collaboration, wellbeing and sustainability, opportunity and diversity. A community alive with energy and optimism, thriving in a city that's home to exciting adventures and industry, new experiences and innovation. Our people shape our future, rather than waiting for it. And our vision for Lake Macquarie does the same, forging ahead with purpose and working tirelessly to make tomorrow greater.

This Community Engagement Strategy outlines our approach to engaging with the community and stakeholders. It provides transparency and clarity for all stakeholders so they can understand their role in the decision-making process. The strategy outlines who, when and how we will engage on plans and policies. The level of community involvement varies depending on the project and the potential impact of the decision.

Engaging with our stakeholders and community allows us to gather feedback, which may include views, needs, issues and aspirations, and use this information to make effective, robust and sustainable decisions.

While engagement does not replace the final decision-making of the elected Council, community engagement plays an important role, ensuring the final recommendations made by staff are equitable and well-informed.

WHAT IS COMMUNITY ENGAGEMENT?

Community engagement is the process of involving people in the decisions that affect their lives and environment. It is proactive and ongoing, promoting open discussion and shared responsibilities for decisions.

Community engagement can involve a broad variety of activities. One way to understand the different types of engagement is through a continuum from informing (reflecting a low level of engagement) through to active participation (reflecting a high level of engagement).

Council recognises that people have a right to be informed and to have a say on projects that are important to them or may impact on their daily lives. Community engagement gives Council a better understanding of community views and values, and helps us make more informed decisions and deliver better services.

PRINCIPLES

Our Community Strategic Plan 2022-2032 guides the future direction of our city for the next 10 years, and this strategy will assist in delivering the vision and aspirations for the future of Lake Macquarie City. Council adopted the United Nations (UN) Sustainable Development Goals to guide all its activities. This strategy will help Council make progress on UN Sustainable Development Goal 16: Peace, Justice and Strong Institutions, which aims to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

Our approach reflects the social justice principles of equity, access, participation and rights.

Council's community engagement principles aim to ensure our engagement:

- has a clear purpose, objectives and approach

- is easy for the community to access and participate in

- is clear and simple

- builds trust and understanding

- is meaningful, authentic and adds value

- is evaluated and improved.

INTEGRATED PLANNING AND REPORTING FRAMEWORK

STATE PLANS AND STRATEGIES

RELEVANT REGIONAL PLANS AND PRIORITIES

JOINT ORGANISATION STATEMENT OF STRATEGIC REGIONAL PRIORITIES

COMMUNITY STRATEGIC PLAN

Ongoing monitoring and review

OTHER COUNCIL STRATEGIES AND PLANS
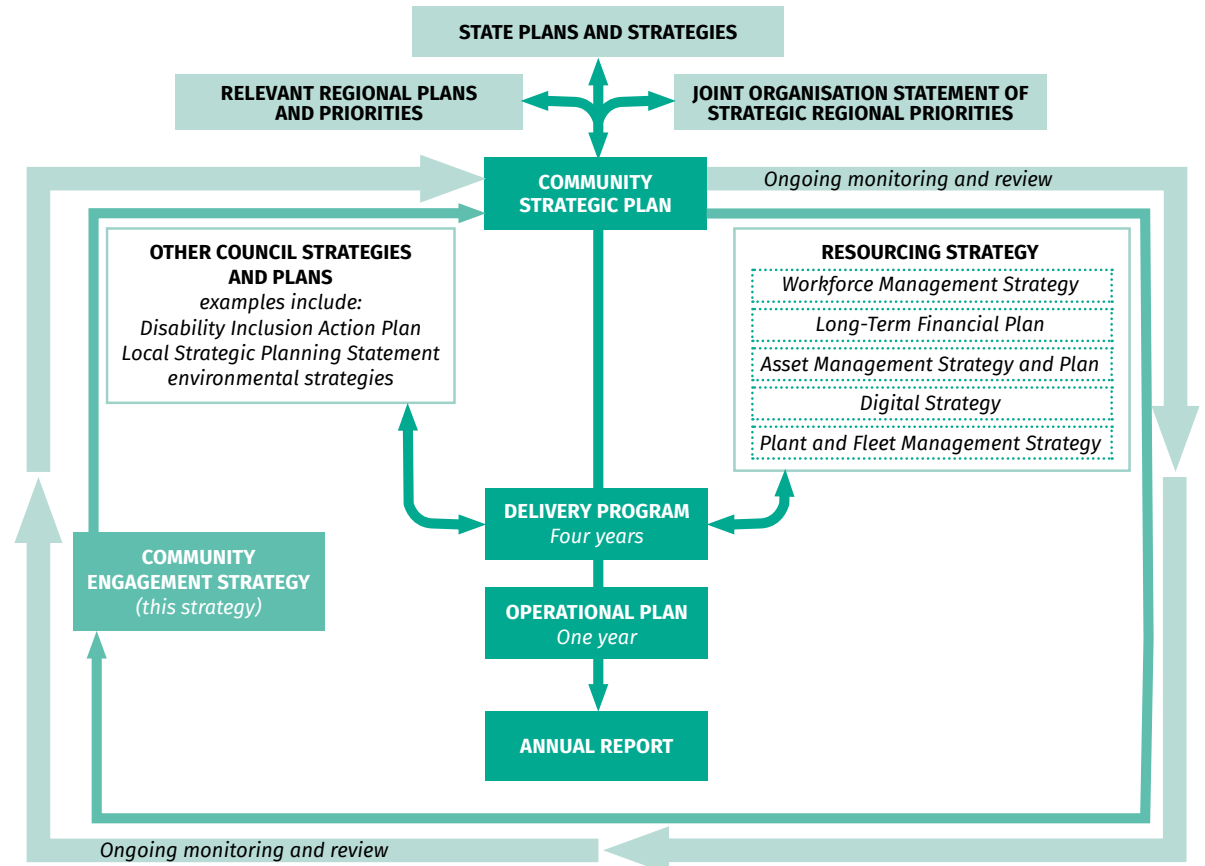*examples include:*
Disability Inclusion Action Plan
Local Strategic Planning Statement
environmental strategies

RESOURCING STRATEGY
Workforce Management Strategy
Long-Term Financial Plan
Asset Management Strategy and Plan
Digital Strategy
Plant and Fleet Management Strategy

COMMUNITY ENGAGEMENT STRATEGY
(this strategy)

DELIVERY PROGRAM
Four years

OPERATIONAL PLAN
One year

ANNUAL REPORT

Ongoing monitoring and review

LEGISLATIVE REQUIREMENTS

Council must comply with several pieces of legislation that set out when we must initiate consultation. The *Local Government Act 1993* requires that Council establish and implement a strategy (its Community Engagement Strategy) 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 Environmental Planning and Assessment Act 1979 also requires that all councils outline how and when the community will be engaged across planning functions like policy-making and assessment.

Our Community Engagement Strategy has been developed in accordance with these requirements, as well as those set out in the *Local Government Act 1993*.

It will be reviewed every four years at a minimum and made available at **lakemac.com.au**.

WHAT ENGAGEMENT LOOKS LIKE FOR LAKE MAC

Our engagement is usually linked to plans, strategies and work outlined in our Integrated Planning and Reporting Framework. This framework shows how often we engage around those plans and strategies. Community engagement and the feedback people provide influence every part of what we do, including our day-to-day activities and overarching goals and strategies.

WHAT IS OUR APPROACH TO COMMUNITY ENGAGEMENT?

Meaningful engagement helps shape the strategic direction of our city, as well as informing the various policies and plans that support this vision.

When Council has the opportunity to control the outcomes of a decision, we are committed to providing best practice engagement based on our principles of engagement and guided by the International Association for Public Participation (IAP2).

Our engagement approach can vary depending on the need and impact of the project. Legislation sets the minimum requirements for planning-related projects. Council is also governed by the requirements specified in the *Local Government Act 1993*. The IAP2 Public Participation Spectrum helps determine the scope of our community's input and the role those engaged will have in the decision-making process.
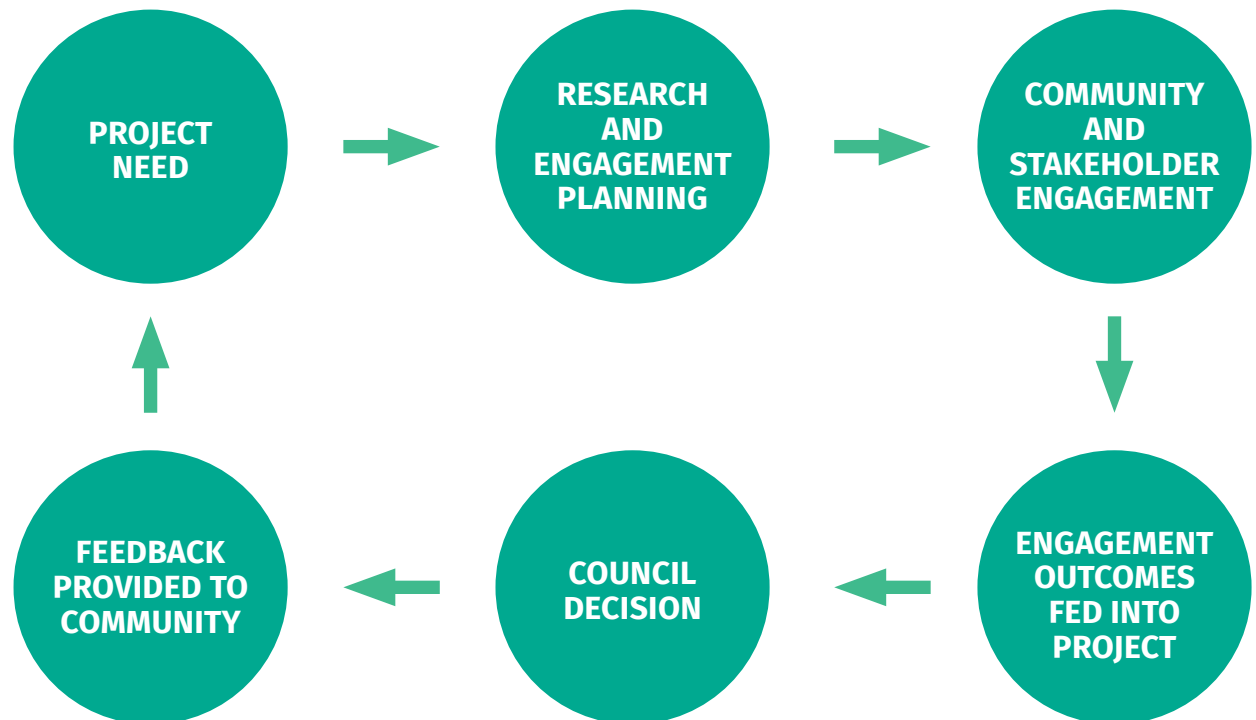
IAP2 SPECTRUM – LEVEL OF IMPACT

Increased impact on the decision →

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide balanced and objective information in a timely manner	To obtain feedback on analysis, issues, alternatives and decisions	To work with the public to make sure that concerns and aspirations are considered and understood	To partner with the public in each aspect of decision-making	To place final decision-making in the hands of the public
PROMISE	"We will keep you informed"	"We will listen to and acknowledge your concerns"	"We will work with you to ensure your concerns and aspirations are directly reflected in the decisions made"	"We will look to you for advice and innovation and incorporate this in decisions as much as possible"	"We will implement what you decide"
EXAMPLE TECHNIQUES	Website e-newsletters	Public exhibitions Surveys	Workshops Drop-in sessions	Community-centred Council committees Community and stakeholder reference groups	Deliberative processes

KEY OBJECTIVES

This strategy will guide how we plan and undertake engagement. Successful engagement programs are underpinned by careful preparation and thorough planning. Planning for engagement considers a range of factors including who the project will impact, how much impact the project will have and how interested the community might be in the project. The requirements for community engagement will also be considered (e.g. minimum or maximum exhibition timeframes) to ensure the community can provide input. It is important we prepare ourselves effectively to deliver best practice community engagement. The general process for starting community engagement, and how it works within Council, is shown in the diagram.

PROJECT NEED → RESEARCH AND ENGAGEMENT PLANNING → COMMUNITY AND STAKEHOLDER ENGAGEMENT → ENGAGEMENT OUTCOMES FED INTO PROJECT → COUNCIL DECISION → FEEDBACK PROVIDED TO COMMUNITY → PROJECT NEED

CHALLENGES TO ENGAGEMENT (RISKS AND OPPORTUNITIES)

Council will need to overcome the following challenges when undertaking engagement activities:

LIMITED PARTICIPATION: Engagement needs to be broadly promoted to ensure all members of the community have the opportunity to actively participate.

ACCESSIBILITY: Engagement needs to take place in accessible locations across the city and use both technology and traditional methods.

FAILURE TO ENGAGE HARD TO REACH GROUPS: Targeted engagement is needed to reach certain groups such as young people, families and minority groups.

RESOURCE AND TIMING CONSTRAINTS: We must ensure there are a range of opportunities and sufficient information available to enable a high level of public participation.

SCOPE CREEP* AND EXPECTATIONS: It is important to provide context and scope to help manage community expectations and define engagement aims.

LACK OF INTERNAL ENGAGEMENT: Start the conversation early with Council staff around the opportunities for involvement.

CONSULTATION FATIGUE: Stagger engagement to reduce the risk of the community and key stakeholders feeling saturated.

* the definition of scope creep is when a project's scope changes, the project work starts to extend or "creep", beyond what was originally agreed

LISTENING TO OUR COMMUNITY
CONSULTATION FEEDBACK

A range of engagement techniques were used to raise awareness and seek input and feedback to inform the development of our Community Engagement Strategy. This included:

Lake Mac 100 voices community summit attended by a diverse group of **103** community members from across the city

Information on how to get involved included in **enewsletters**

37,500 people reached across social media with **1600** engagements

414 visits to Council's online engagement portal, Shape Lake Mac, with **119** comments on the discussion forum topics

Workshop with Lake Macquarie Youth Advisory Council

Three pop-up sessions held across the city

WHAT YOU TOLD US:

Reporting back on engagement outcomes is a key factor to identify how feedback has helped shape a project.

Engagement should be two-way and inclusive, offering multiple channels and platforms for participation where possible.

Engagement must be meaningful, transparent, accessible and relevant to stakeholders.

Presenting the right information, with enough time for the community to provide feedback, is important.

Online engagement is an important element of engagement. Face-to-face opportunities should target high-traffic areas, such as sporting events and shopping centres.

Engagement should target younger people and minority groups where relevant.

Where appropriate, financial incentives relevant to the target audience would be an effective way to gain involvement in community engagement projects.

STAKEHOLDERS

Community engagement is a shared responsibility. We all have a role to play in participatory decision-making that shapes the places where we live, work, play and create. There are roles for both Council and the community in initiating, leading, participating in and delivering engagement activities.

We want to ensure that the voices of the Awabakal People are included in our engagement process and that relationships with our Aboriginal and Torres Strait Islander communities are meaningful. Engagement with these communities will be undertaken in line with Lake Macquarie City Aboriginal Community Plan 2019-2023, Bayikulinan.

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

- **Lake Macquarie City residents and ratepayers**
- **State and Federal Members**
- **relevant government agencies (including Department of Planning and Environment, Transport for NSW, Department of Communities and Justice, NSW Health, Office of Local Government, Destination NSW, Create NSW, NSW Office of Sport and Recreation, Hunter Central Coast Development Corporation, NSW Department of Education)**
- **community-centred committees, such as Lake Macquarie Youth Council and Access and Inclusion Advisory Panel**
- **local business community**
- **Aboriginal and Torres Strait Islander communities**
- **interest and industry groups**
- **community groups.**

ELECTED OFFICIALS AND COUNCIL ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITIES
The Mayor	Act as the spokesperson for the Council to promote engagement on key strategic plans including developing the Community Strategic Plan.
	Together with the Chief Executive Officer, ensure adequate opportunities and mechanisms for engagement between Council and the local community.
	Promote partnerships between Council and key stakeholders.
Mayor and Councillors	Promote engagement on key strategic plans including supporting and participating in community engagement for the development of the Community Strategic Plan.
	Participate in the development of Integrated Planning and Reporting documents, including the Community Strategic Plan.
	Endorse the Community Strategic Plan on behalf of the community and approve the remaining component Integrated Planning and Reporting documents.
	Participate in community engagement activities, alongside Council staff.
Chief Executive Officer	Oversee preparation of the Community Strategic Plan and Integrated Planning and Reporting documents and endorsement by the elected council.
	Ensure that community members are given enough information to participate in the Integrated Planning and Reporting process in a meaningful way.
Council staff	Work with and support the Chief Executive Officer in the development of the strategy and plans to engage the community.
	Implement the Community Engagement Strategy and provide timely advice to the Chief Executive Officer on community views.

HOW WILL WE ENGAGE THE COMMUNITY?

LEVEL OF PARTICIPATION	CHANNEL OF INFORMATION	IN PRACTICE
Inform	Website, social media and e-newsletters	Provide information via: - Council's website, including Shape Lake Mac - social media, including Facebook, Twitter, Instagram, LinkedIn, YouTube and e-newsletters.
	Advertisements, public notices, signs, letters, postcards, ground stickers and Your City newsletter	This information could include: - inviting the community to participate in engagement - describing the matter, project or issue - outlining how people can find out information - advising how to make a comment or be involved - outlining the timeframe for consultation.
	Customer Service Centre and Lake Mac Libraries	Information may be accessed during public exhibition at both the Customer Service Centre and Lake Mac Libraries.
Consult and Involve	Shape Lake Mac	Shape Lake Mac, Council's online engagement platform where the community can provide feedback on community engagement projects via discussion forums, mapping tools, idea walls, surveys, question and answers, polls and submissions.
	Community meetings and workshops	Meetings (in person, online or hybrid) with community members and stakeholders to provide an opportunity to work through an issue or gather feedback on particular aspects of a project.
	Council meetings	Members of the community can participate in Council's formal meeting process prior to a decision being made, as outlined in Council's Code of Meeting Practice. This can include speaking at Public Forum or submitting a petition as per Council's Petitions Policy.
	Public exhibitions	The exhibition process seeks online or written community and stakeholder feedback on a plan, development application, policy or project.
	Surveys	Using market research software for telephone, online and offline surveys, such as the biennial Community Satisfaction Survey.
	Drop-in sessions and pop-up stalls	Provide a face-to-face opportunity for the community to attend a drop-in session or a pop-up stall to gather information and provide feedback on an issue or project/policy-related decision.
Collaborate and empower	Community-centred Council committees	To support community engagement, Council may establish committees in accordance with relevant laws and Council policies and procedures, to assist in achieving objectives under the Community Strategic Plan. Membership can be made up of Councillors, Council staff, external agencies and skilled community members.
	Deliberative processes	Deliberative forums are used for in-depth consideration of an issue by a cross-section of the community to provide well-informed feedback on a particular issue.
	Community and stakeholder reference groups	Groups of community and stakeholders that meet with staff, Councillors, or others to work through an issue, determine a decision for a project, policy or plan and provide advice.

WHAT IS A PUBLIC EXHIBITION?

Public exhibition plays an important role in enabling the community to participate in the planning process. Public exhibition is the official period in which draft documents or certain development applications are made available for feedback. Public exhibition of draft documents must first be endorsed by Council before being made available for public comment.

Publicly exhibited plans, applications and other matters cannot be made, determined or finalised until after the minimum public exhibition period. If a plan, application or other matter is placed on public exhibition for a specified longer period, the plan or application is not to be made, determined or finalised until after that specified longer period.

Anyone with an interest in a planning matter is welcome to make a submission. Submissions by the community, with respect to a plan, application or other matter, may be made during the period of its public exhibition. If the plan, application or other matter is placed on public exhibition for a specified longer period, submissions may be made during that specified longer period.

Information on public exhibitions can be found at **shape.lakemac.com.au** and/or **lakemac.com.au/our-Council/Public-notices**.

IMPLEMENTATION

WHEN WE ENGAGE

The following table explains how we will engage with our community about plans and strategies, as well as other work we do, so our community knows what to expect from us. Planning-related projects have specific exhibition timeframes that must be met, which are outlined in the following pages.

PROJECT	LEVEL OF ENGAGEMENT	HOW	WHAT	EXHIBITION PERIOD
Council's key long-term plans • Community Strategic Plan • Delivery Program • Resourcing Strategy • Community Engagement Strategy • Local Strategic Planning Statement • strategies • master plans	Involve	Involve the community to ensure priorities are reflected in the decision. Provide a range of opportunities/channels for the community to share their views. Prior to public exhibition there may be multiple rounds of engagement undertaken to develop a draft plan.	Directly reflect community concerns and aspirations in the finalised plan.	28 days
Council's annual Operational Plan, budget and fees and charges	Consult	Involve the community to ensure priorities are reflected in the decision. Provide a range of opportunities/channels for the community to share their views.	Directly reflect community concerns and aspirations in the finalised plan.	28 days
Key Council policies • Code of Meeting Practice • Payment of Expenses and Provision of Facilities to Councillors Policy • others as required	Consult	Council's website.	Acknowledge concerns and provide feedback on how public input influenced the decision.	28 days or 42 days as specified by legislative requirements or Council resolution.
New capital works (for example, skate parks and playgrounds and consultation to prepare draft master plans prior to exhibition)	Involve	Involve the community to ensure priorities are reflected in the decision. Provide a range of opportunities/channels for the community to share their views.	Directly reflect community concerns and aspirations in the finalised plan.	Minimum 21 days

PROJECT	LEVEL OF ENGAGEMENT	HOW	WHAT	EXHIBITION PERIOD
Planning proposals for local environmental plans, subject to a Gateway Determination Planning proposals can be prepared to: • rezone land to change the uses allowed on the land • make administrative amendments to the Lake Macquarie Local Environmental Plan 2014 (for example, addition of heritage items, changes to permitted land uses in certain zones, updates to clauses and maps).	Consult	Letter/notification sent to landowners and adjoining landowners. Minor amendments that do not affect a site may not be notified (see note 1). Notified on Council's website. Notified on NSW planning portal.	Acknowledge concerns and provide feedback on how public input influenced the decision.	28 days (or as specified by the Gateway Determination, which may find that no exhibition is required for a minor proposal).
Reclassification of land Land in Council ownership must be classified for either community or operational use under the Local Government Act 1993. Community land is for land designated for community use such as community halls, libraries and recreational facilities. Operational land serves a commercial or operational function such as offices, work depots or land being retained for strategic reasons. When land comes into community ownership, for example, new sportsgrounds, they need to be classified correctly. In addition, Council sometimes reclassifies land it no longer requires for community use to allow leasing or sale of land. For example, reclassification of community land to operational land at various sites across the city.	Consult	Council's website. Notification/letter.	Acknowledge concerns and provide feedback on how public input influenced the decision.	28 days or as specified by the Gateway Determination and a public hearing scheduled for at least 21 days after the public exhibition occurs.
Local Approvals Policy The Local Approvals Policy identifies low-impact activities that can be undertaken without approval from Council such as community events, footway dining and mobile vending, provided they meet certain criteria.	Consult	Council's website.	Acknowledge concerns and provide feedback on how public input influenced the decision.	42 days
Draft development control plans and guidelines The Lake Macquarie Development Control Plan 2014 and Guidelines provide controls to guide new development, which are considered in the assessment of development applications. For example, Mount Hutton Town Centre Area Plan to guide the development of the area and administrative amendments, such as Waste Management Guideline.	Consult	Council's website. If the Development Control Plan amendment is site-specific (for example, area plans which only apply to certain sites in the city) we notify landowners and adjoining landowners. Minor amendments or general amendments that do not affect a specific site may not be notified by letter.	Acknowledge concerns and provide feedback on how public input influenced the decision.	28 days

PROJECT	LEVEL OF ENGAGEMENT	HOW	WHAT	EXHIBITION PERIOD
Planning strategies, structure plans or master plans that may result in changes to the Lake Macquarie Local Environment Plan and Development Control Plan through implementation Examples include strategies such as Local Strategic Planning Statement, Housing Strategy and structure plans for areas such as Wyee.	Involve	Council's website.	Directly reflect community concerns and aspirations in the finalised plan.	28 days
Draft contribution plans A plan that levies new development for facilities such as transport, community and recreational facilities required to service new development. For example, Belmont Development Contributions Plan.	Consult	Council's website.	Acknowledge concerns and provide feedback on how public input influenced the decision.	28 days
Draft planning agreements Planning agreements entered into between Council and a developer. The planning agreement allows contributions for land dedication, recreation, community and transport facilities in lieu of development contributions under the *EP and A Act*. For example, North Cooranbong Voluntary Planning Agreement.	Consult	Council's website. Planning agreements must be exhibited alongside the associated development application or planning proposal.	Acknowledge concerns and provide feedback on how public input influenced the decision.	28 days
Development application Application for development consent (other than for complying development certificate, for designated development or for State Significant Development) Examples include development applications for some residential, commercial, retail and industrial development and some applications for modification.	Consult	Letter. See information on page 23 for when notification is not required.	Acknowledge concerns and provide information on how public input was considered in the assessment.	14 days* *Council may extend the public exhibition period without further notification to those already notified.
Development application consent for designated development Designated developments are higher impact developments that are detailed in Schedule 3 of the Environmental Planning and Assessment Regulation 2021 and include activities such as aquaculture, coalmines, chemical storage facilities, extractive industries, electricity generating stations and marinas. These developments need to be supported by an environmental impact statement.	Consult	Letter. Council's website. Site notice.	Acknowledge concerns and provide information on how public input was considered in the assessment.	28 days

PROJECT	LEVEL OF ENGAGEMENT	HOW	WHAT	EXHIBITION PERIOD
Development application for nominated integrated development, threatened species development and Class 1 aquaculture development	Consult	Letter. Council's website.	Acknowledge concerns and provide information on how public input was considered in the assessment.	28 days
Development application (DA) – application for development consent for State Significant Development Some types of development are deemed to have State significance due to the size, economic value or potential impacts that a development may have. State Significant Development (SSD) is identified in the State Environmental Planning Policy (State and Regional Development) and includes development such as new education establishments, hospitals and correction centres, mining and extraction operations, tourist and port facilities. A proposal is identified for SSD if it is over a certain size, within a sensitive environmental area, or exceeds a capital investment.	As required by the NSW Department of Planning and Environment.	These are managed by the NSW Department of Planning and Environment and will be viewable on the department's website.	As required by the NSW Department of Planning and Environment.	As required by the NSW Department of Planning and Environment.
Environmental Impact Statement (EIS) – obtained under Division 5.1 EIS's prepared for development under Part 5 of the *EP and A Act* for certain development such as State Significant Development.	As required by the NSW Department of Planning and Environment.	These are managed by the NSW Department of Planning and Environment and will be viewable on the department's website.	As required by the NSW Department of Planning and Environment.	As required by the NSW Department of Planning and Environment.
Environmental Impact Assessment (EIA) – for State Significant Infrastructure under Division 5.2 State Significant Infrastructure includes major transport and services development such as rail and road infrastructure, pipelines and development in National Parks.	As required by the NSW Department of Planning and Environment.	Published to the NSW Department of Planning and Environment Planning Portal. Council's website.	As required by the NSW Department of Planning and Environment.	As required by the NSW Department of Planning and Environment.

Disclaimer: for any inconsistencies, refer the *EP and A Act 1979*, and Regulations 2000.

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

In certain circumstances, Council may dispense with notification. Notification is not required, except in relation to heritage items or heritage conservation areas nominated within Lake Macquarie Local Environmental Plan (LMLEP) 2014, when:

1. Council is of the opinion an amended or substituted application (including applications under s4.55 or s8.3 of the *Environmental Planning and Assessment Act*) varies in a minor respect from the original application that was previously notified

2. Council is of the opinion the development is of a minor nature and/or will not adversely affect the amenity of adjoining land or the locality

3. the application is for a temporary use as detailed in LMLEP 2014 and in the opinion of Council will not adversely affect the amenity of the locality

4. development is for a new residential dwelling house, or additions to a residential dwelling house provided the development:

   a) is a maximum of two storey and

   b) has a maximum height of 8.5m measured from the existing ground level and

   c) the external wall of the building is not built within 900mm of the lot boundary.

5. development is for a new attached or detached ancillary development to a residential dwelling house, provided the development:

   a) has a maximum height of 4.5m measured from the existing ground level and

   b) the external wall of the building is not built within 900mm of the lot boundary.

Note one: For Planning Proposals, draft Development Control Plans, affected land owners and adjoining land owners are typically notified where amendments will affect their property. Minor amendments that do not affect a site may not be notified.

Note two: Written notice of the development application is sent to the person(s) as appear to:

   a) own land that adjoins the land to which the development application relates;

   b) own land that in the opinion of the assessing officer may be affected by the application.

Where the land is a parcel created under the *Community Land Development Act,* Strata titles, or *Strata Titles (Leasehold) Acts*, a written notice to the Governing Association is taken to be the owner.

Where more than one person is listed as the owner, a written notice to one of the owners is taken to be a notice to the owner.

EXEMPT AND COMPLYING DEVELOPMENT

Some development, such as exempt and complying development under the State Environmental Planning Policy (Exempt and Complying Development Codes) 2008, does not allow opportunities for community engagement.

HOW WE LISTEN AND RESPOND

We want to ensure the feedback of people we engage with is considered when decisions are made. Once feedback has been considered, Council staff will recommend next steps or outcomes. As part of the process to close the loop, we will:

- update the Shape Lake Mac project page outlining engagement outcomes and next steps

- email those who provided feedback with the outcomes of the consultation and link to the project page. Prior to the elected Council considering the matter, we will also email everyone who has provided feedback (and not opted out of receiving updates), that the item/report has been placed on the Council meeting agenda.

When an item has been placed on public exhibition or has been out for community consultation, any resulting report to Council must present the findings of the community engagement undertaken including statistics and data. The Council report will include a high-level summary of engagement including:

- what engagement and communication methods were used

- statistics of participation and promotion

- information about submissions/ feedback received.

The report will also include an attachment that summarises the submissions received and provides a staff response.

Following a Council resolution, we will email everyone who has provided feedback (and not opted out of receiving updates) of the outcome, update the Shape Lake Mac project page and include the outcome in the Shape Lake Mac enewsletter.

DEVELOPMENT APPLICATIONS

We will acknowledge submissions at the end of the exhibition period. We will consider the matters raised in submissions received during public exhibition. Issues raised will be addressed through the assessment and details published on Council's website.

EVALUATION AND MEASUREMENT

To measure and evaluate the effectiveness of our engagement, we assess:

- participation levels in engagement activities, considering the nature of the project

- the quality of responses in terms of relevance to the program or project

- assessment of relevant engagement methods appropriate to stakeholders

- verbal and written feedback from the community on the effectiveness of engagement activities

- achievement of the identified engagement principles objectives (listed on page 5) within the Community Engagement Strategy

- inclusive community representation.

These evaluation results will be used to improve future engagement strategies and methods.

This strategy will be reviewed within three months of local government elections, as part of the broader review of the Community Strategic Plan, or as required in the event of legislative changes or requirements.

APPENDIX ONE
COMMUNITY ENGAGEMENT MATRIX

		WHEN WE USE THEM			
ENGAGEMENT PURPOSE	THE TOOLS WE USE	CAPITAL WORKS PROJECTS	KEY COUNCIL POLICIES	STRATEGIC LAND USE PLANNING	KEY LONG TERM PLANS
Informing our community	Email, letter or SMS	U	O	U	U
	Letterbox drop (brochures or postcards), rates notice insert	A	R	U	O
	Newsletter/enewsletter	A	U	A	A
	Media release	U	R	U	U
	Report	U	U	A	A
	Website (Public notices)	R	R	U	R
	Social media and video	U	O	U	A
Requesting information	Public exhibition	O	O	A	A
	Shape Lake Mac web page (may include survey, discussion forum, mapping tools, idea walls, question and answers, polls and submissions)	A	A	A	A
Involving individuals and community groups	Focus group or workshop	O	R	R	O
	Reference group	R	R	O	O
	Information session	U	R	U	U
	Drop-in/pop-up session	U	R	U	U

Key: A = Always   U = Usually   O = Occasionally   R = Rarely

lakemac.com.au