



# Community Engagement Strategy

2025-2028

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 **Parkes**  
Shire Council



# Parkes Shire Council

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# Community Engagement Strategy

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## Acknowledgement of Country

Parkes Shire is part of the Wiradjuri nation - the largest Aboriginal territory at the time of European settlement. Parkes Shire Council acknowledges the Wiradjuri people who are the Traditional Custodians of the Land and pays respect to the Elders both past and present of the Wiradjuri nation.

The Wiradjuri are the largest group in central New South Wales (NSW) by area and population, with lands stretching from Coonabarabran in the North to the Great Dividing Range and out to Western NSW, encompassing one fifth of NSW and were known as the people of the three rivers: the Wambuul (now known as the Macquarie River), the Galari (the Lachlan River), and the Marrambidya (the Murrumbidgee River).

The Wiradjuri people lived in harmony with the Country, they believed they didn't own the land, but they were responsible for looking after it. The Gugaa (Goanna) is the overarching totem for the Wiradjuri Nation. It is the symbol that connects all people, past and present, to Wiradjuri land.

We recognise and respect their cultural heritage, beliefs and continuing connection with the land and rivers and recognise the resilience, strength, and pride of the Wiradjuri community.

DRAFT



## Mayoral Message

I would like to begin by acknowledging the Wiradjuri land on which we live and work and expressing my gratitude to our community for embracing a shared vision of a brighter future for our Shire.

At Parkes Shire Council, we are pleased to present our Community Engagement Strategy. This initiative highlights our dedication to fostering strong, meaningful connections with the community and establishes a framework for transparent communication, collaborative idea-sharing, and inclusive decision-making.

Engaging with our residents is fundamental to achieving outcomes that are both fair and sustainable. By placing the values, interests, and aspirations of our community at the forefront, we can make well-informed decisions that serve everyone's best interests.

This strategy provides a platform for us to listen and for you to feel heard. It represents our commitment to fostering open communication channels that support meaningful discussions, innovative ideas, and a shared vision.

We deeply value the expertise, skills, and knowledge of our residents and stakeholders. Your active participation shapes the future of our Shire, helping us make decisions that genuinely reflect community needs and priorities.

Our engagement approach combines traditional engagement methods, such as workshops, surveys, and public notices, with modern tools like digital platforms and social media. These diverse channels ensure everyone has the opportunity to connect and contribute in a way that suits them.

Inclusiveness is a guiding principle of this strategy. We have designed it to be clear and easy to understand, ensuring all members of our community have the opportunity to participate meaningfully.

Thank you for being an essential part of this journey. Together, we can continue building a connected, vibrant, and sustainable Parkes Shire.

<signature>

Neil Westcott

Mayor of Parkes Shire



## 1. PURPOSE OF THE COMMUNITY ENGAGEMENT STRATEGY

The Community Engagement Strategy has been developed to guide ongoing communication between Council and the community for planning for the future. An engaged and involved community is a key target outlined in Council's Community Strategic Plan.

Parkes Shire Council actively encourages community participation in the governance and decision-making process and sees that this is an essential factor to successful decision making.

Council is committed to having open, honest, respectful and truthful communication with the community and encourages the community to do the same. This strategy aims to increase levels of engagement in a way that the community expects.

## 2. WHAT IS COMMUNITY ENGAGEMENT

Community Engagement can be defined as any process that involves the community in problem-solving and decision making and uses this input to make better decisions. Community Engagement is a two-way process that seeks to inform, identify issues and seek resolution with the community using a range of techniques.

### 2.1. Benefits of Community Engagement

Parkes Shire Council recognises that communities which are informed, consulted and empowered are successful communities. Successful community engagement will demonstrate a collaborative effort to resolve issues and plan for the future which will result in better outcomes for Council and the community. Community engagement complements the official electoral process and is a key method for participatory democracy.

**Decision making is improved** – Better decisions are made when we have information, and all points of view have had the opportunity to be heard. Where feasible and desirable, Council's decisions need to match the needs and aspirations of the community.

**It builds trust** – Trust and understanding grows in an environment where engagement and involvement is taken seriously.

**It builds networks** – When we work together, we meet other people, build relationships and have the opportunity to form purposeful networks.

**It helps create stronger communities** – Trusting, confident and involved communities are stronger and able to respond to change and circumstances "together" using their combined resources on potential solutions.



### 3. COMMUNITY ENGAGEMENT ROLES

#### **Councillors**

A Councillor's role in community engagement is to participate as an elected member, listen to the views of the community and consider these views when making decisions at Council.

#### **Community**

Community engagement empowers our community to share their voices, ensuring their perspectives and ideas are heard and considered. By actively participating in engagement activities, community members play a vital role in shaping decisions and resolutions made by Councillors and Parkes Shire Council. This collaborative process helps ensure that the community's needs and aspirations are reflected in the actions that shape its future.

#### **Council Staff**

A Council staff member's role in community engagement is to organise and facilitate the discussion, record, provide feedback, evaluate the engagement, and consider the community's views when making recommendations to Council. Both Councillors and Council staff are encouraged not to dominate or direct community discussions, nor is it to dismiss the community's input. Instead, Councillors and staff should allow discussions to move forward in an open, respectful and inclusive way.

### 4. OUR VALUES AND OBJECTIVES WHEN ENGAGING WITH OUR COMMUNITY

| <b>Values of Engagement</b>           | <b>Our promise to the community</b>  |
|---------------------------------------|--|
| Caring and Friendly                   | Community engagement will be conducted in a way that demonstrates a genuine commitment for quality consultations with the community and a desire to hear the community's views and aspirations.  |
| Open to new ideas                     | Community engagement activities will be well planned and directed towards getting a better understanding of the community's views and on issues of importance to them. Consultation activities will provide opportunities for meaningful dialogue and input from key stakeholders.   |
| Acting with integrity and respect     | Consultation objectives and the role of the community in the decision-making process will be well defined from the outset. The community will be equipped with the necessary information prior to and during community engagements to ensure the effectiveness of the process and its outcomes. The information will provide objective, balanced and accessible content about the particular issue or project. |
| Engaging and willing to work together | Council will seek to engage stakeholders at the earliest stage possible and continue to keep them informed and involved throughout the process. Well planned and inclusive community consultation processes are vital to the success of Council's engagement with the community.   |



| Objective                                    | Guiding principles   |
|--|--|
| 1. Community engagement will be timely       | Engagement activities are held at convenient times so that as many people as possible can participate. Engagement is planned so that enough time is allocated to the process so input can be considered and not rushed.  |
| 2. Inclusive and accessible information      | Consider groups whose voice may not normally be heard in community discussions. This might include people with disabilities, Aboriginal communities, people from culturally or linguistically diverse backgrounds, young people, people in geographically isolated areas, and the elderly.<br>Provide clear, concise information that is easy to read and understood by a wide range of audiences. Use a variety of methods that enable our community to get involved by using a range of channels to reduce potential barriers relating to participation. |
| 3. People are heard and not just listened to | Facilitate two-way engagement processes that seek to inform, identify issues and seek resolution with the community.   |
| 4. Expectations are well managed             | Purpose of engagement is clearly defined from the outset and the community understands their role in the decision-making process.  |
| 5. Feedback is part of the process           | Following engagement activities, the community will be provided with feedback about the progress of the project or plan and advised on how their input will contribute to the outcome or decision.   |

## 5. LEVELS OF ENGAGEMENT

Our approach to community engagement is guided by the International Association Public Participation (IAP2) Spectrum of Engagement. The table below describes the five levels of engagement within the spectrum.

The level of engagement is directly related to the complexity of the information needed and the degree of impact an action could have on the community. The higher the impact, the more complex the information, the greater the potential risk and therefore the more engagement is needed.

|          | Inform   | Consult   | Involve   | Collaborate   | Empower  |
|----------|--|---|---|---|--|
| Our goal | To provide balanced and objective information to make our community aware of something that has happened or will happen. | To listen to our community's feedback on options or a potential decision and take their input into account. | To seek input to identify issues, concerns and aspirations to inform decision making and show how that input has informed the decision. | To work with our community to develop a detailed understanding of all the issues and opportunities and identify agreed solutions at | To work with our community to develop a detailed understanding of all the issues and opportunities and identify agreed solutions at every step of the process. |





|   |                           |  |  |   |  |
|---|---------------------------|--|--|---|--|
|   |                           |  |  | every step of the process.  |  |
| Our promise to our community                                  | We will keep you informed | We will listen to and acknowledge your concerns. | We will work with you to exchange information, ideas and concerns. | We will seek advice and innovation from amongst the various stakeholder groups. | We will work with you to implement agreed decisions. |
| The role of our Community                                     | Listen                    | Contribute                                       | Participate  | Partner   | Partner or Lead                                      |
| ..... INCREASING LEVEL OF PUBLIC IMPACT ON THE DECISION ..... |                           |  |  |   |  |

## 6. WHO WE ENGAGE WITH

Council is committed to undertaking meaningful engagement with our community and stakeholders and understands that effective community engagement requires an informed and representative group of participants, time for deliberation, and consensus on recommendations on the decision or project.

Council undertakes a stakeholder identification process to identify who is impacted or interested in a decision and will then select the best methods of engagement to encourage participation and effective engagement. We work hard to identify and engage directly with the most impacted, including those who face barriers to participation. Some community members fall within multiple stakeholder groups, making them particularly relevant to certain engagement processes.

### 6.1. Our Community Stakeholders

| Stakeholder Group                 | Examples  |
|-----------------------------------|---|
| Residents and Ratepayers          | Those who live and/or pay rates in the Parkes Local Government Area.  |
| Councillors and Council Staff     | Elected members (Councillors), employees and contractors of Parkes Shire Council.   |
| Community Consultative Committees | Community Consultative Committees (CCC's) are established to represent individual township communities and ensure that residents have a direct say in the development of their communities. CCC's are established in Peak Hill, Alectown, Tullamore, Trundle, Bogan Gate and Cookamidgera.  |
| Section 355 Committees            | Committees with delegated authority to make decisions on behalf of Council. Committees are made up of Councillors, Council Staff and community representatives. These committees include: <ul style="list-style-type: none"> <li>• Economy, Destination and Events Advisory Committee</li> <li>• Access and Inclusion Advisory Committee</li> <li>• Community, Liveability and Culture Advisory Committee</li> <li>• Sport and Recreation Advisory Committee</li> </ul> |
| Advisory Groups                   | Includes Community Advisory Committees and working parties focused on specific topics like economic development, heritage, and culture.   |



|   |  |
|---|--|
| Business and Peak Industry Bodies                 | Local businesses, associations, networks, and organisations active in the community or that Council are affiliated with. |
| Users of Services and Facilities                  | Groups or individuals who access and use local facilities like sports grounds, libraries, and community centres.         |
| Population Groups                                 | Specific groups with demographic commonalities such as age, background, ability, gender, cultural heritage.              |
| Government Agencies                               | Departments of state and federal government whom Council advises and seeks advice or funding for projects.               |
| Non-Government Agencies and Support Organisations | Community groups and organisations that provide community support services.  |
| Visitors and Event Attendees                      | Individuals traveling to the Parkes region for tourism, events, recreational activities, or use of facilities.           |
| Media   | Local and regional media outlets helping to communicate topics of interest to the community.                             |
| School and Education Providers                    | Schools, training centres and providers, and early learning facilities.  |

## 7. HOW WE ENGAGE

Council uses a variety of communication methods and channels to reach the community, supporting, promoting, and informing stakeholders about engagement activities. These efforts align with Council's Communications Policy, which provides guidelines on how Council should interact with external stakeholders across these communication channels.

| Types of Communication Channels   | Methods of Communication and Engagement  |
|-----------------------------------|--|
| Printed and Digital Publications  | Printed Newsletters<br>E-Newsletters<br>Letterbox Drops<br>Business Papers<br>Operational Reports  |
| Media and Broadcast Communication | Local Newspapers<br>Public Notices<br>Media Releases<br>Mayoral Messages and Updates<br>2PK Radio Mayoral Update<br>Television Advertisements<br>News Stories                                |
| Signage and Display Advertising   | Posters<br>Billboards and Banners<br>Flyers<br>Notice Board Advertisements<br>Fact Sheets  |
| Online Websites                   | Key information on Council Services<br>Visitor Information<br>Strategic Plans and Policies<br>News and Project Updates<br>Events<br>Public Notices<br>Business Papers and Reports<br>Surveys |



|                                 |  |
|---------------------------------|--|
|                                 | Feedback Forms   |
| Social Media Engagement         | Posts<br>Reels<br>Stories<br>Project Photo Updates<br>Public Events<br>Items of Community Interest |
| In-Person Engagement Activities | Workshops<br>Drop-In Sessions<br>Community and Focus Groups<br>Site Visits<br>Council Meetings     |

## 8. PURPOSE OF A COMMUNITY PARTICIPATION PLAN

A Community Participation Plan (CPP) is intended to make it easier for the community to understand how to participate in planning matters in NSW. The requirement to prepare a CPP applies to all relevant planning authorities under the Environmental Planning and Assessment Act 1979 (EP&A Act).

A CPP sets out how and when planning authorities will engage with its community on the planning functions it performs (i.e. when Council is the consent authority).

## 9. PLANNING THE ENGAGEMENT

Each engagement process is unique and will require a variety of methods to meet the needs of both the community and the circumstances the engagement is looking to inform.

When undertaking community engagement, Council will follow a six-step process:

|    |                        |
|----|------------------------|
| 1. | Planning               |
| 2. | Engaging               |
| 3. | Analysis and Reporting |
| 4. | Decision Making        |
| 5. | Sharing                |
| 6. | Evaluating the Process |

### 9.1. Step 1 - Planning

When required, a plan will be developed for engagement that clearly outlines the following:

- The purpose of the engagement
- The objectives of the engagement
- Roles and responsibilities
- The negotiables and non-negotiables of the project
- The stakeholders to be engaged
- The level of engagement
- The communication channels and methods to support the engagement
- Risk management identification
- Budget
- Evaluation, feedback and reporting



## **9.2. Step 2 - Engaging**

We deliver our engagement process by talking to the identified stakeholders about the engagement, where they can find out more information, how they can participate, timeframes and how feedback will be acted upon. In each engagement project, consideration is given to a range of tools currently in use by Council. Different tools are used for different purposes, depending on the subject of the engagement, the community in which we are engaging, the resources available and the breadth of the engagement required. The higher the project is on the spectrum of engagement; the more information needs to be provided to the community to enable the gathering of informed and considered feedback, and tools are selected to encourage a deeper conversation. This is to ensure we gain the appropriate level of information from the community to inform the decision-making process.

## **9.3. Step 3 - Analysis and Reporting**

All the feedback gained through the engagement activities are reviewed and analysed, and an engagement report is written summarising the feedback and presenting key themes and findings. The level of detail provided in the report is dependent on the level of engagement determined in the planning stage. This is presented to our elected Council to inform the decision-making process.

## **9.4. Step 4 - Decision Making**

Feedback from the community gained during the engagement process goes into the decision-making process. Other things to be considered along with the feedback are:

- Budget impacts
- Legislation
- Council policies and resolutions
- Technical and professional advice
- Economic, environmental social and governance impacts

## **9.5. Step 5 - Sharing**

Information gained through the engagement, and how it has impacted on decision making, will be shared with both those stakeholders who took part in the engagement process and the wider community. This will be done in a timely and accessible way, so participants understand how their involvement influenced the process and the eventual outcome or decision.

## **9.6. Step 6 - Evaluating the Process**

Evaluating engagement is a continuous process, so plans and activities can be adjusted should an aspect not be working well. These lessons learnt will be shared across Council and inform improvements to the process. Evaluation considerations may include:

- Number of people involved in the process
- Quality and usefulness of the information obtained in the process
- Influence of the engagement on decision making process
- Level to which the engagement objectives were achieved

## **10. WHEN WE ENGAGE**

Under Council's Integrated Planning and Reporting Framework, community engagement is built into the process to ensure that the community is providing feedback, advice and direction to Council's activities. Community engagement is important not only when developing plans and strategies but



also in Council's reporting to ensure our community is informed about Council's works and operations.

With every new term of Council (every 4 years), Council will involve and collaborate with the community in reviewing the Community Strategic Plan (10-year plan) and priorities over the next term of Council (4 years).

The IP&R Framework is underpinned by strong community engagement. Engagement with residents as well as business, state agencies and non-government organisations is essential to creating plans that will truly represent the aspirations and needs of the local community.

Council will engage with the community, where appropriate, when:

- Proposing a change in service or strategic direction
- A new project, plan or initiative is being developed
- Developing or changing a significant policy, strategy or plan
- Planning major infrastructure projects
- Making decisions that will impact our community

To ensure consistency across the organisation, an engagement matrix has been developed.

| LGA WIDE IMPACT  |   | LOCAL AREA / GROUP IMPACT  |  |
|--|---|--|--|
| HIGH   | LOW   | HIGH   | LOW  |
| LEVEL 1  | LEVEL 2   | LEVEL 3  | LEVEL 4  |
| <ul style="list-style-type: none"> <li>• High impact, large scale, strategic and long-term projects with a history of controversy or conflict across the wider community.</li> <li>• Existing or historical high level of community interest.</li> </ul> | <ul style="list-style-type: none"> <li>• Operational projects which require information to be shared across the LGA or to a specific population group.</li> <li>• No history of controversy or conflict and historically low interest.</li> </ul> | <ul style="list-style-type: none"> <li>• Large project of high impact on a specific locality. Existing or historical controversy or conflict locally.</li> <li>• Existing or historical high level of local interest.</li> </ul> | <ul style="list-style-type: none"> <li>• Operational or small project which requires information to be shared to a specific locality.</li> <li>• No history of controversy or conflict.</li> </ul> |
| EXAMPLES   |   |  |  |
| <ul style="list-style-type: none"> <li>• Special rate variations,</li> <li>• Community Strategic Plans, reviews of the LEP, DCP.</li> </ul>  | <ul style="list-style-type: none"> <li>• Flagship events, policy updates, changes to waste services, fees and charges of services or facilities.</li> </ul>   | <ul style="list-style-type: none"> <li>• Master plans for local shopping precincts, sporting fields or community facilities such as a library.</li> </ul>  | <ul style="list-style-type: none"> <li>• Naming of a local facility, upgrades to parks and playgrounds, minor local traffic proposals.</li> </ul>  |

## 11. WHEN WE WON'T ENGAGE

There are times when Council will only inform the community of our decisions and actions. These will occur in cases when:

- There is no scope for community input
- Public health and safety are at risk
- An immediate resolution is required
- An initiative involves confidential or commercial information
- Developing or reviewing internal procedures and protocols
- Council is responding to an emergency
- There are legal constraints



When decisions are made without engagement, the community will be informed about why the decision was made, where appropriate.

## 12. MANDATORY ENGAGEMENT

Community Engagement in Council’s Land- Use Planning and Development Control Activities  
Our community and stakeholders are engaged on land use planning and development control matters through formal exhibition periods and the development application notification process. The following tables and information set out the exhibition and notification periods for strategic planning documents and development applications, and how the community and stakeholders can make a submission to Council in relation to development application matters.

Development that meets the requirements for neighbour notification is notified to adjoining landowners for the prescribed period.

Publicly exhibited development is development that, in addition to neighbour notification requirements, is advertised in a local newspaper on at least one occasion and available on Council’s website for the prescribed period.

| Minimum Public Exhibition Periods for Strategic Planning Documents                |   |
|---|---|
| Strategic Planning Documents  | Exhibition Periods  |
| Draft Community Participation Plans   | 28-days   |
| Draft Local Strategic Planning Statements   | 28-days   |
| Draft Contribution Plans  | 28-days   |
| Planning proposals for local environmental plans subject to gateway determination | 28-days or as specified by the gateway determination which may find, due to minor nature of the proposal, that no public exhibition is required |

| Minimum Public Exhibition Periods Procedures for Development Applications and other matters   |  |
|---|--|
| Development Applications  | Notification/Exhibition Periods  |
| Application for development consent (other than for complying development certificate, for designated development or for State significant development) | 14-days except where the application is exempt from public exhibition or notification as specified below                                     |
| Application for development consent for designated development  | 28-days  |
| Environmental impact statement obtained under Division 5.1 of the EP&A Act  | 28-days  |
| Modification to Development Applications  | Notification/Exhibition Periods  |
| Application for Section 4.55(1), 4.55(1A) and 4.55(2) modification  | 14-days or were determined by a delegated officer that due to minor nature of the proposal, no public exhibition or notification is required |

### Development Applications that will be publicly exhibited

The following development is publicly exhibited development for the purposes of this plan:

- a. Any development where Parkes Shire Council is either the applicant for consent or is the landowner
- b. Commercial development (in a commercial zone) where the development will adjoin a residential zone (excluding change of use and minor internal alterations and additions)
- c. Development involving heritage Items
- d. Industry (in an industrial zone) where the development will adjoin a residential zone



- e. Medium density housing types involving more than 3 separate dwellings
- f. Subdivisions involving the creation of more than 10 new allotments
- g. Agricultural produce industry (not in a commercial or industrial zone), amusement centre, animal boarding or training establishment (more than 20 animals), brothel, business premises (not in a commercial or village zone), caravan park, centre-based child care facility, correctional centre, crematorium, depot (not in an industrial zone), educational establishment, entertainment facility, extractive industry, feedlot, food and drink premises (not in a commercial zone), function centre, hazardous storage establishment, health consulting rooms / health services facility (not in a commercial or village zone or health precinct), heavy industrial storage establishment, heavy industry, helipad, highway service centre, hospital, hostel, hotel or motel accommodation (not in a commercial zone), intensive livestock agriculture, liquid fuel depot, medical centre (not in a commercial or village zone or health precinct), mine, mixed-use development (not in a commercial or industrial zone), neighbourhood shop / supermarket (not in a commercial zone), offensive industry / storage establishment, passenger transport facility, places of public workshop, pub (not in a commercial zone), recreation facilities, restaurant / café (not in a commercial or zone), restricted premises, rural industries, sawmill, seniors housing, service station, tourist and visitor accommodation, vehicle repair station / vehicle sales or hire premises (not in an industrial, village or commercial zone), veterinary hospital (not in a commercial or village zone), waste or resource management facility)

#### **How will the application be exhibited?**

Where a Development Application or Modification Development Application is required to be publicly exhibited under this plan, the application shall be made available for inspection at the Parkes Shire Council Administration Centre commencing from the date on which the public notice was placed in the local newspaper. The application will also be included on the Parkes Shire Council website.

Council is not required to make environmental impact statements whose publication would be contrary to the public interest because of its confidential nature or for any other reason, available for public inspection.

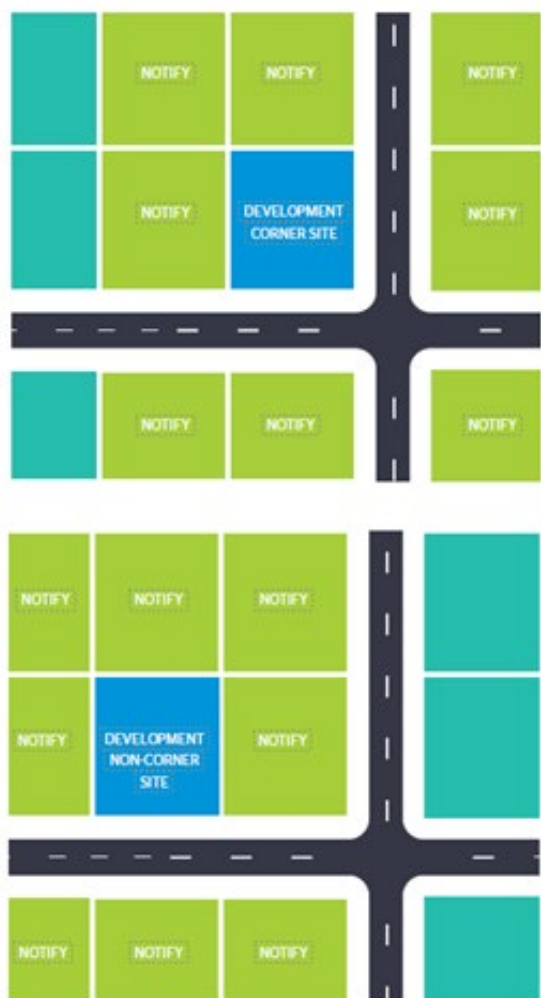
#### **Development Applications that will be neighbour notified**

All Development Applications will be subject to neighbour notification, except for the following development:

- a. The development is permitted on land zoned SP1 Special Activities under Parkes Local Environment Plan 2019
- b. The development is for internal alterations to a building only
- c. The development is strata subdivisions of the existing buildings
- d. The development is for subdivisions involving only minor adjustments to existing property boundaries
- e. The development is for renovation works such
- f. as re-cladding of buildings, replacement of windows, doors or repainting of facades where the works are contained entirely within the building envelope
- g. The development relates to an amendment that is a result of a condition imposed on an existing Development Applicant that has previously been notified in accordance with this plan
- h. The development relates to a modification
- i. under Section 4.55(1) and (1A) of the Environmental Planning and Assessment Act 1979, involving minor error, misdescription, miscalculation or minimal environmental impact
- j. The development is or a change of use of a building that does not include any changes to operating hours, traffic and noise generation
- k. The development relates to a Class 10 structure (under the Building Code of Australia) that complies with all relevant objectives and standards of this plan



- l. The development is for a rural dwelling that is permitted on land zoned RU1 Primary Production under Parkes Local Environment Plan 2012 that complies with all relevant objectives and standards of this plan
- m. The development is ancillary to a rural dwelling that is permitted on land zoned RU1 Primary Production under Parkes Local Environmental Plan 2012 that complies with all relevant objectives and standards of this plan
- n. The development is for an industrial building/activity that is permitted on land zoned IN1 General Industrial under Parkes Local Environmental Plan 2012 that complies with all relevant objectives and standards of this plan and does not adjoin a residential use or zone.



### Persons to be notified

For Development Applications requiring neighbour notification under the plan, written notification of the proposed development will be provided to the owner(s) of land immediately adjoining or adjacent to the subject land (as shown on Council's Property and Rating System at the time of notification) including land that is separated from the subject land by a watercourse, road, pathway, driveway, railway or similar thoroughfare. The diagram below illustrates the approach:

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

### Making of submissions

Submissions in respect of a Development Application or Modification Development Application that is notified or exhibited must be received by Council within the prescribed period, or within the period as may be deemed appropriate by the Council or its delegated officers. Public holidays are





excluded from this period. The period between 25 December and 02 January (inclusive) is excluded from the calculation of a period of public exhibition.

A submission may be made by any person whether or not that person has been or is entitled to be given notification of the application under the plan.

Submissions must be made in writing and must clearly indicate the name and address of the person making the submission. The submission should relate directly to the application and if the submission is by way of objection, it must state the reasons for objection. Any submissions received by Council may be:

- Referred to the applicant for consideration
- The subject of freedom of information requests under the Government Information (Public Access) Act 2009
- Included in Council Business Papers (i.e. made public)

Council reserves the right not to consider anonymous submissions.

#### **Considerations of submissions**

Where a submission is received in relation to a Development Application or Modification Development Application that has been neighbour notified or exhibited under the plan, and that submission has been received within the period allowed for the making of submissions under the plan, Council must consider that submission prior to the application being determined.

Nothing in the plan prevents Council or its delegated officers from considering a submission that is received outside of the period allowed for making submissions under this plan, provided the application has not already been determined by Council.

The content of any submission received by Council in relation to an application that has been neighbour notified under this plan will be considered in full as part of an assessment report for the application.

If the issue(s) raised in the submission cannot be resolved in full as part of the assessment process, the application will be presented at a monthly meeting of the Council. The terms of any submission(s) will be summarised in the assessment report by the authorised officer. Council is not bound to adopt or support a submission when making its determination.

Decisions on publicly exhibited plans and applications will not be made until after the exhibition period. If a particular matter has different exhibition or notification periods, the longer period will apply.

#### **Amendment of a development post notification**

For Development Applications or Modification Applications that are amended post neighbour notification or exhibition and at any time prior to determination, the application will be re-notified in accordance with the plan when it is considered that there will be an additional likely environmental impact.

If, in the opinion of Council or its delegated officers, the likely environmental impact is the same or will be reduced as a result of the amendments, the application will not need to be re-notified under this plan.

If an application is withdrawn by the applicant and a subsequent application is made, the new application will need to be notified or exhibited under the plan, as if the previous application had not been made.



### **13. MEASURING OUR SUCCESS**

Part of a successful engagement plan includes using robust measures to evaluate engagement activities and identify opportunities to improve processes and outcomes. We measure the success of our engagement activities using a range of quantitative and qualitative metrics, depending on the scope and type of engagement.

Council also regularly monitors and measures how we're tracking as an organisation to engage our community using tools such as feedback forms, community surveys, online analytics to measure elements such as the reach of passive and active stakeholders, the demographic profile of active stakeholders and how data collected during engagement is used to inform decisions.

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