

CITY OF COFFS HARBOUR
COMMUNITY
PARTICIPATION
& ENGAGEMENT PLAN



MARCH 2023



CITY OF COFFS HARBOUR
www.coffsharbour.nsw.gov.au



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ACKNOWLEDGMENT OF COUNTRY



City of Coffs Harbour acknowledges the traditional custodians of the land, the Gumbaynggirr people, who have cared for this land since time immemorial. We pay our respects to their elders, past, present and emerging, and commit ourselves to a future with reconciliation and renewal at its heart.

Image: Bush Life by Reece Flanders, 2019.

About this image: This painting was inspired by knowledge passed to me from one of my elders about how life was in the bush, in the old days, the coastline is represented in the top left corner, with camps scattered through the painting, each one responsible for preserving that animal so that they weren't taking too much from the land.

EXECUTIVE SUMMARY

At City of Coffs Harbour, we share the community's passion and pride in the Coffs Harbour region. We are committed to working together to celebrate the Coffs lifestyle and preserve our natural environment. Council is committed to creating great places to live, work and play across the Coffs Harbour region.

We believe that the best planning outcomes are reached when communities are engaged in the planning process at the earliest opportunity. This Community Participation and Engagement Plan is about the people of the Coffs Harbour Local Government Area contributing to Council decision-making through community-led recommendations. It is about asking, listening, and supporting the community to learn more about local government and how it can best work for them.

This Plan sets out our approach to facilitating community participation and engagement. It explains why, when and how Council will engage with the community. In short, it is designed to be an easy-to-use guide for community members to know when and how they can participate in decisions that could affect their future.

This Plan also reflects the legislation requiring Council to ensure communities participate in decisions that affect their future. Council will continue to improve and refine its community engagement processes – it is one of Council's key responsibilities. We aim to engage early and broadly and will continue to improve access to information.

We welcome the combined experience, imagination and common sense of the Coffs Harbour region to help guide Council decision-making. As a community, we will grow and learn from each other, and in turn Council decisions will be more aligned to community aspirations and expectations.

The MyCoffs Community Strategic Plan is community led and reflects the community's aspirations for the Coffs region and sets direction for Council's planning and decision making over a 10- year period. The MyCoffs Community Vision is that we are connected, sustainable and thriving. That is the spirit underlying this Plan.



WHAT IS COUNCIL'S COMMUNITY PARTICIPATION & ENGAGEMENT PLAN?

This is Council's Community Participation and Engagement Plan. It is designed to make participation in Council's decision-making easier for the community. The Plan is informed by our Community Engagement Policy and has been developed in accordance with the community participation and engagement requirements of the Environmental Planning and Assessment Act 1979 and the Local Government Act 1993.

WHAT DOES COUNCIL DO FOR THE COMMUNITY?

Council's responsibility is to promote the well-being of the Local Government Area as a whole and provide a range of services across the Coffs Harbour Local Government Area. We administer various laws and regulations to help maintain and improve services and facilities for the community such as, environmental planning, land use planning, public health, infrastructure design, construction and maintenance, community planning and programs, sporting and recreational services, environmental protection and waste management.

WHAT IS COMMUNITY PARTICIPATION AND ENGAGEMENT?

Community participation and engagement is an overarching description that covers how we engage the community in Council's work. This Plan sets out how and when you can learn about, inform, influence and assist in a range of Council functions, including policy and strategy development, project design and implementation, strategic and land-use plan preparation and assessment of development applications.

WHY IS OUR COMMUNITY PARTICIPATION AND ENGAGEMENT PLAN IMPORTANT?

This Plan is important because it sets out a whole-of-Council, organisation-wide, commitment and consistent approach to community engagement and participation. This facilitates a common understanding and approach between Council and our community and refers to the broad manner in which the views, aspirations and values of the community and stakeholders are sought and considered.



WHO IS OUR COMMUNITY?

When we refer to 'community', we are referring to a wide range of stakeholders. The Coffs Harbour Local Government Area includes a large and diverse community. Council's efforts to engage with its community must reflect this diversity and make concerted efforts to engage with people who are marginalised or disadvantaged. Our community includes people across the Coffs Harbour Local Government Area who:

- live
- study
- conduct private, community organisation or government business
- work
- own property
- visit or use the services, facilities and public spaces and places



WHAT DOES THE COMMUNITY PARTICIPATION AND ENGAGEMENT PLAN APPLY TO?

This Plan applies across the range of functions that Council is responsible for, such as planning, some policy development, programs and activities.

Strategic, land use and natural resource plan preparation is an essential aspect of our work. We plan to set the strategic direction, vision and context for the future of the Coffs Harbour Local Government Area. We plan for places and communities, which integrate social, environmental and economic factors with the area's special attributes and their future realisation within the planning system and services to best achieve the desired community outcomes.

Examples of this work include amendments to or the creation of the following types of plans. Note, this is not an exhaustive list and does not cover all plans that may be produced by Council.

- Community strategic plans
- Strategic plan preparation, including local strategic planning statements, local growth management strategies, place manuals, masterplans, plans of management and associated specialist studies
- Land use plan preparation, including local environmental plans, development control plans, contributions plans and associated specialist studies
- Environmental plan preparation, including biodiversity strategies, floodplain management strategies, coastal and estuary management plans and associated specialist studies
- Heritage plan preparation, including cultural heritage, Indigenous heritage, European heritage and associated specialist studies
- Strategic, Service or Action Plans such as a Sports Facility Plan, Community & Cultural Facility Planning, Service and Sector plans and guidelines
- Asset Management Strategies and Plans

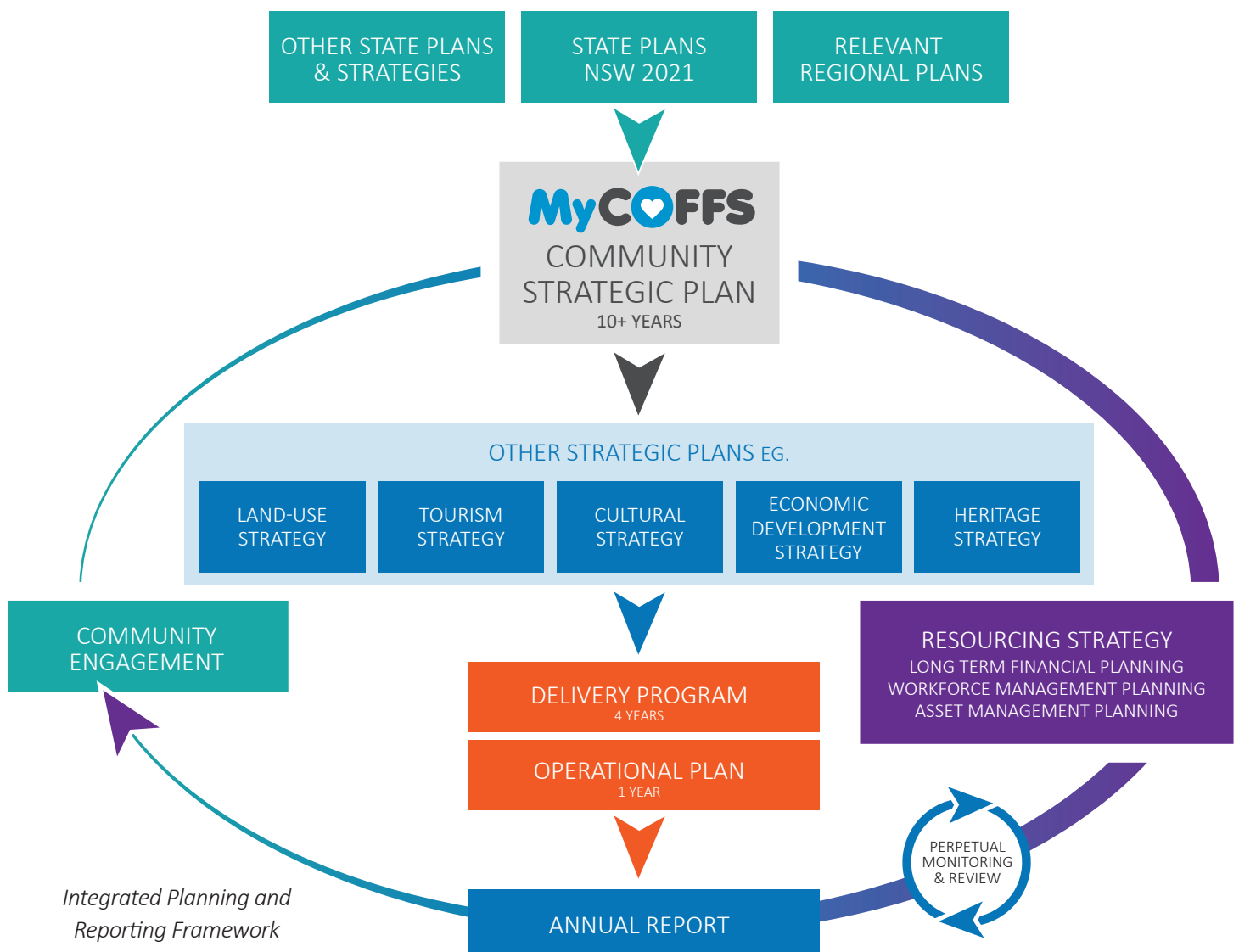


OVERARCHING FRAMEWORKS THAT GUIDE US

MYCOFFS COMMUNITY STRATEGIC PLAN

The MyCoffs Community Strategic Plan is a whole-of-community Plan that sets out the long-term aspirations for the community of the Coffs Harbour Local Government Area. It reflects where we want to be in ten years and is the key reference point for Council. MyCoffs is developed with a minimum ten-year timeframe and is reviewed in the year following each Council election, in collaboration with the community. While the process is facilitated by Council, MyCoffs belongs

to the community and collaboration is essential to shaping its objectives and vision. The four-year Delivery Program is the Council document that outlines how Council will address the objectives in MyCoffs that are within its area of responsibility, and the annual Operational Plan outlines how we will do this on an annual basis. These documents are developed in conjunction with the Resourcing Strategy (Asset Management Strategy, Workforce Plan and Long Term Financial Plan) and are put on exhibition and made available for public comment before they are adopted by Council.



PLACEMAKING

Council is committed to prioritising better place outcomes in everything we do. This means that we take a people-centred approach to the planning, design and management of all places and spaces within the Local Government Area.

Council has adopted a placemaking framework for the Coffs Harbour Local Government Area to enhance liveability, create opportunities for economic prosperity and embrace design excellence. This approach is aimed at setting a vision for a place with the community, and then adjusting Council's planning rules to fit with the vision for the place. Delivering this placemaking framework across the Local Government Area aims to ensure that the community is consulted

when Council is setting the future direction or vision for various places within the Local Government Area. Council's adopted principles of placemaking can be explained as follows:

- The community is the expert
- The focus is on creating a place not a design
- Partnerships are important
- Observing how a place is used is essential
- Community-led visions are encouraged
- Simple and inexpensive solutions can make a difference
- Grouping activities together creates vibrancy
- There's a solution for every problem
- Built form has a key role in how a place functions
- Ongoing activation of places is necessary
- Great spaces require ongoing maintenance

Over time, Council proposes to undertake a series of placemaking exercises to develop Place Manuals for key villages and precincts around the Local Government Area. It will also be captured in the visions of the Local Strategic Planning Statement and the Local Growth Management Strategy. Our placemaking framework involves significant community participation and engagement during the development of these Place Manuals.



PLACEMAKING
FRAMEWORK

OUR COMMUNITY PARTICIPATION AND ENGAGEMENT APPROACH

OUR COMMUNITY PARTICIPATION PRINCIPLES

At Council our participation principles provide a foundation for how we endeavour to do things so that the community knows what to expect from us.

Our community engagement, participation and planning principles:

**Are based on
the principles
of social justice**

**Are accessible and
timely for everyone
including the most
vulnerable**

**Are transparent,
accountable and
proactive**

**Enhance Council
decision making by
genuinely considering
feedback from
community members
who are affected by or
interested in decisions
that they can influence**

WHAT DOES OUR COMMUNITY PARTICIPATION AND ENGAGEMENT LOOK LIKE?

We design our engagement approach so that even where there may not be community-wide consensus on the decision or outcomes, there can be acknowledgment that the process was fair with proper and genuine consideration given to the range of community views and concerns.

Council balances a wide range of factors to ensure that decisions are both in the community's interest and meets legislative requirements, strategic priorities of Council, land-use priorities and other applicable policies and guidelines. While we aim for a consistent approach to community participation and engagement, we acknowledge that no two engagement projects will ever be the same. Our community participation and engagement will be tailored, and depends on a

range of factors such as the urgency of the issue, the level and scale of the potential impact, the legislated requirements, the extent of public interest and resourcing available.

Council uses the International Association for Public Participation (IAP2) spectrum of engagement to help inform the development of community participation and engagement strategies so that community and stakeholders are appropriately involved on projects or matters that affect them. The IAP2 approach is widely considered the best practice benchmark for community engagement and is summarised in Table 1. Council's External Communication Strategy provides a framework to guide all external communication from Council and links closely with this Plan and largely supports the 'inform' level of the IAP2 spectrum.

WHO DO WE TAILOR PARTICIPATION FOR?

Council is committed to engaging with all people across our community. In line with our principles, we encourage participation from groups who may find it difficult to participate in standard engagement activities. Our goal is to provide opportunities for participation that are flexible and appropriate for our community, and that take account of language, literacy, cultural barriers and accessibility considerations. Groups of people that may require tailored approaches or additional resources to participate in decision making that affects them includes:



Table 1: IAP2 Spectrum of Engagement



		INFORM		CONSULT		INVOLVE		COLLABORATE		EMPOWER
Goal of engagement	We will provide balanced and objective information to assist you in understanding the problem, alternatives, opportunities and/or solutions.	We will obtain public feedback on analysis, alternatives and/or decisions.	We will work with you throughout the process to ensure that your concerns and aspirations are consistently understood and considered.	We will work together with you in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	We will help work towards the level of capacity to help the community lead and decide on a matter.					
Role of the community	LISTEN	CONTRIBUTE	PARTICIPATE	PARTNER	LEAD					
What this may look like	We notify the community of certain types of development proposals, activities, policies, strategies and plans, make relevant documentation publicly available as specified by legislation and this Community Participation and Engagement Plan. We update information on the status of development proposals and plans as they progress through the planning system.	We consult with the community and invite comment on a development proposal, draft strategy, plan or policy.	We conduct a range of both targeted and broad engagement activities designed to collect stakeholder and community ideas, issues, concerns and views so they can be taken into account in the development of the draft plan or strategy.	We work together with community to develop an understanding of all issues and interests to work out alternatives and identify preferred solutions.	*'Empower' provides final decision-making power to the public. Under the <i>Local Government Act 1993</i> , the only decision-making power that will be placed in the hands of the public is that of electing Councillors every four years. While the Act empowers an elected Council to make policy, strategic and budget decisions except where delegated to staff, a committee, or a subsidiary, delegations for decision-making cannot be made to the public.					
City of Coffs Harbour engagement examples (indicative only and may vary with each project or initiative).	Customer contact centre, telephone contact, in person meeting, written correspondence, fact sheets, letter mail outs, Council website, media release, in Council's public notices, displays in Council venues, displays in suitable public venues, Have Your Say website, social media, radio/TV and other information channels.	As per inform including initiatives such as: Call for submissions, public exhibition, online/written survey, telephone survey, focus groups, public meeting.	As per inform and consult, including initiatives such as: One-on-one meetings with key stakeholders, workshops, site visits, community forum, deliberative polling.	As per inform, consult and involve including initiatives such as: Advisory committees, reference groups, working party, community summit/panels.						

*Adapted from IAP2's Public Participation Spectrum. See: <https://www.iap2.org.au/Home>



HOW AND WHEN CAN YOU PARTICIPATE?

We will seek community feedback and submissions in the development and setting of Council priorities, some policies, strategies, plans and activities. Opportunities to contribute and participate in processes are listed in this chapter along with guidance on how to make submissions and where to stay informed of Council's decision making processes.

ABOUT MANDATORY PUBLIC EXHIBITIONS

The *Local Government Act 1993* and the *Environmental Planning and Assessment Act 1979* identify certain matters or proposals which Council is required to place on public exhibition. We will exhibit certain matters or proposals for the minimum timeframe and will consider an extended exhibition based on the scale and nature of the matter or proposal. Public exhibitions are one of the main techniques that we use to obtain submissions from the community. During a public exhibition we make certain documents publicly available. These documents will usually include a draft of the matter or proposal that we are seeking input on plus relevant supporting documentation.

During a public exhibition period, the community can contribute to Council's decision-making process by making a submission on the matter or proposal being exhibited. Community participation on these matters or proposals must comply with legislated requirements, and therefore must be done via a formal submission in accordance with Council's Submissions Policy.

MAKE A VALID SUBMISSION

You are able to make a formal submission to Council via email, in writing or online. In order for Council to consider your formal submission, it must contain your name and legitimate contact details (e.g. name, email, phone number and address). It must reference the matter you are making your submission about (such as application number or proposal title) and your reasons for the submission. Submissions in writing must also contain the signature of each person making the submission.

Make your formal submission on a matter or proposal on public exhibition via:

- Email to Council's email address: coffs.council@chcc.nsw.gov.au
- In writing, submitted in person at Council's Customer Service Centre or by post to Locked Bag 155, Coffs Harbour, NSW 2450
- Online, via Council's Have Your Say website: haveyoursay.coffsharbour.nsw.gov.au (note that submissions to development applications cannot be submitted through this website)
- Online, via Council's website at online forms- [Development Application Forms](#).

An effective submission should:

- introduce yourself or the group you represent,
- outline your concerns/issues with the matter or proposal,
- make recommendations and clear statements,
- use evidence to support your argument,
- identify any good aspects of the matter or proposal,

- be clear and concise, and
- not contain emotive, abusive or disrespectful language.

Submissions must be accompanied, where relevant, by a "Disclosure Statement of Political Donations and Gifts" in accordance with the provisions of the *Local Government and Planning Legislation Amendment (Political Donations) Act*. Disclosure forms are available from Council's Customer Service Section or on Council's website.

Part 1 Division 3 of Schedule 1 of the *Environmental Planning and Assessment Act 1979* also specifies the following provisions relating to public exhibition:

- Submissions may be made during a nominated public exhibition period.
- The matter or proposal will not be made, determined or finalised until after the public exhibition period (as specified in the Coffs Harbour Community Participation and Engagement Plan) has ended and submissions received have been considered.
- Council is not required to make available for public inspection any part of an Environmental Impact Statement whose publication would, in Council's opinion, be contrary to the public interest because of its confidential nature or for any other reason. A formal application under the *Government Information (Public Access) Act 2009* would have to be made in this instance.
- The notification period starts a day after the notice is first published.
- The period between 20 December and 10 January (inclusive) will be excluded from the calculation of a period of public exhibition.

HOW WILL YOUR SUBMISSION BE CONSIDERED?

Submissions are forwarded to relevant staff for review, and formally reported to Council or other relevant determining authorities, to assist in the consideration of the issues. Each submission is considered on its merits. Submissions cannot solely determine the outcome of an issue as Council must take a range of matters into account in making its decision. No subjective weighting is given to any submission due to its origin or any other factor to elevate its importance above any other submission.

The *Government Information (Public Access) Act 2009* requires Council to provide public access to information held unless there are overriding public interest considerations against disclosure. Any submissions received can be made publicly available unless you can demonstrate that the release of part or all of the information would not be in the public interest. However, Council is obliged to release information if required by court order or other specific law.



The mandatory public exhibition requirements set out in the legislation for plan-making and other functions of Council, which are in calendar days, are set out in the table below. A list of all policies with mandatory timeframes for public exhibition is outlined in the *Local Government Act 1993*.

PLAN MAKING REQUIREMENTS

Table 2: Plan making mandatory exhibition timeframes

What	Timeframe - mandatory	Form of notification - Council's commitment
Draft Community Participation and Engagement Plan	28 days	Council's Have Your Say website and Facebook
Draft Community Strategic Plan (MyCoffs)	28 days	Council's Have Your Say website, Facebook, local media, printed notification at Administration Centre and Library branches.
Draft delivery program (including fees and charges)	28 days	
Draft operational plan	28 days	
Draft plans of management	28 days of exhibition, and submissions can be made 42 days from the initial date of exhibition	Council's Have Your Say, local media, printed notification at Administration Centre and Library branches

PLAN MAKING - LAND USE AND ENVIRONMENTAL PLANNING

The *Environmental Planning and Assessment Act 1979* sets out the laws under which town planning in NSW takes place. Opportunities to participate in planning in the Coffs Harbour Local Government Area will be provided that are both compliant with relevant legislation and commensurate with the nature, scale and likely impact of the matter or proposal. Various other pieces of legislation set out the laws under which environmental planning in NSW takes place, such as the *Coastal Management Act 2016* and *Local Government Act 1993*. Some other planning strategies (such as masterplans and place plans) are not regulated by legislation. The following subsections relate to the various planning and environmental planning functions undertaken by Council.

PLAN AND POLICY MAKING

Council is responsible for making plans and policies in response to the planning legislation framework in NSW. Some plans involve setting the strategic vision and policy direction for the whole of the Local Government Area (for example, Council's Local Strategic Planning Statement and its Local Growth Management Strategy); or for individual localities (for example, Precinct Plans, Place Plans, Masterplans and Plans of Management). Other plans involve setting the land-use planning framework for the Local Government Area (for example, Council's Local Environmental Plan, Development Control Plan and Contributions Plans). Plans and policies that are developed to protect the natural environment or cultural heritage include biodiversity strategies, floodplain management strategies, coastal management programs and cultural or Indigenous heritage management plans. Often these plans are accompanied by associated specialist studies. Each time that Council prepares a new plan or policy in response to land-use planning legislation, we aim to allow the community to participate.



PUBLIC EXHIBITION REQUIREMENTS FOR COUNCIL’S PLAN MAKING FUNCTIONS

Schedule 1 of the *Environmental Planning & Assessment Act 1979* sets a minimum exhibition timeframe for most planning-related functions. Council will always exhibit a draft plan (and its associated specialist studies) for this minimum timeframe and will consider an extended timeframe for exhibition based on the scale, likely impacts and nature of the plan.

Mandatory public exhibition requirements for plan making, which are in calendar days, are set out in the table below:



Table 3: Land use plan making mandatory exhibition minimum timeframes

What	Timeframe - mandatory	Form of notification - Council’s commitment
Draft Local Environmental Plans (also known as planning proposals) which are subject to a determination in accordance with the NSW Department of Planning, Industry and Environment’s ‘Gateway’	28 days or as specified by the Gateway determination which may find, due to the minor nature of the proposal, that a lesser public exhibition period is required, or that no public exhibition is required	Council’s Have Your Say website and Coffs Newsroom
Draft Development Control Plans	28 days	
Draft Contributions Plans	28 days	
Draft Local Strategic Planning Statements	28 days	Council’s Have Your Say Website, Coffs Newsroom, Facebook and local media

Some matters and proposals are not subject to mandatory exhibition timeframes. However, as a matter of course, and in line with our participation principles, we will typically facilitate a public exhibition process for non-mandatory matters or proposals in accordance with the timeframes described in the table below:

Table 4: Non-mandatory exhibition minimum timeframes

What	Timeframe - mandatory	Form of notification - Council's commitment
Draft Policies, Strategies and Guidelines	14 days	Council's Have Your Say website and Coffs Newsroom
Draft Place Manuals/ Masterplans	28 days	Council's Have Your Say website, Coffs Newsroom, Facebook, local media, Council Administration Centre and Libraries
Re-exhibition of any matter or proposal referred to above.	Discretionary based on the urgency, scale and nature of the proposal	Discretionary based on the urgency, scale and nature of the proposal

Note: There may be other land-use matters or proposals not subject to mandatory exhibition timeframes or listed in the above table for which we have the option to publicly exhibit and engage with the community in line with our participation principles. Additionally, there may be some occasions where a government priority or administrative requirement demands immediate action on matters or proposals that prevent the implementation of our usual community participation and engagement process.



DEVELOPMENT APPLICATION REQUIREMENTS

Most development proposals, except for those that can be undertaken as exempt development under State planning legislation, require approval from Council before they can proceed. This is known as development consent. To obtain development consent, a development application must be made to Council.

When a development application is lodged, Council will make a decision about whether or not the development application needs to be placed on public exhibition (advertised) and/or notified (in writing) to neighbours; or neither of these. This decision will be made in accordance with state planning legislation and this Plan.

PUBLIC EXHIBITION REQUIREMENTS FOR



DEVELOPMENT APPLICATIONS

The *Environmental Planning and Assessment Act 1979* and Regulation identify the types of development which are required to be publicly exhibited and/or notified. This legislation also specifies how and where the public exhibition must take place and the minimum public exhibition periods that apply to certain types of development. Types of Development have been defined in the Appendices.

There are two main categories of development:

1. **Local Development**, where Council or a planning panel is the consent authority. Local development can be further categorised into the following sub-categories:
 - Designated Development,
 - Integrated Development, and
 - Other Advertised Development (which includes additional Advertised Development that Council has nominated for inclusion in this Community Participation and Engagement Plan).
2. **State-Significant Development**, where the Minister of Planning, Industry & Environment is the consent authority.

Note: Council has chosen to advertise additional development to what is required under the legislation. Development that has been identified as Advertised Development for the purpose of this Plan is listed in the Appendices.

The minimum and mandatory public exhibition requirements for Local and State Significant Development described in this section are summarised in the table on the next page:

Table 5 Development Assessment mandatory exhibition requirements

Development Application Type	Minimum Exhibition Timeframe	Form of notification of public exhibition
Application for development consent for Designated Development	28 days (EP&A Act)	Written notice to public authorities Published notice on Council's website Notice exhibited on the land
Application for development consent for State-Significant Development (assessed by the DPIE)	28 days (EP&A Act)	Written notice to adjoining property owners Written notice to public authorities Published public notice on Council's and DPIE's website
Other Advertised Development- Nominated Integrated Development or Threatened Species Development	28 days	Written notice to adjoining property owners Written notice to public authorities Published public notice on Council's and DPIE's website



Table 5 Development Assessment mandatory exhibition requirements (continued)

Development Application Type	Minimum Exhibition Timeframe	Form of notification of public exhibition
Other Advertised Development- Class 1 aquaculture development and any other development identified as Advertised Development in an Environmental Planning Instrument or this Community Participation and Engagement Plan	14 days	Published public notice on Council's website Written notice to adjoining property owners Written notice to public authorities Additional requirements for telecommunications facilities: Written notice to property owners within 250 metres of the facility and other property owners whom the City deems may have an interest in, or be affected by, the design and/or location of the proposed facility.
Application for modification of development consent that is required to be publicly exhibited by the regulations	The same period specified for this type of development application in this table	The same forms specified for this type of development application in this table
Application for Section 4.55(2) of EP&A Act modification of a development consent	14 days or if this Community Participation and Engagement Plan specifies that no public exhibition or notification was required for the original application— no public exhibition or notification	The same forms specified for this type of development application in this table

PUBLIC NOTIFICATION PROTOCOL FOR DEVELOPMENT APPLICATIONS

Development identified as Notified Development for the purpose of this Plan will be publicly notified by written notice of the development application for a period of 14 calendar days. Written notification will be made to adjoining and surrounding land owners (adjoining plus two properties) and the owners of the land that, in the opinion of Council, may be detrimentally affected by the proposal.

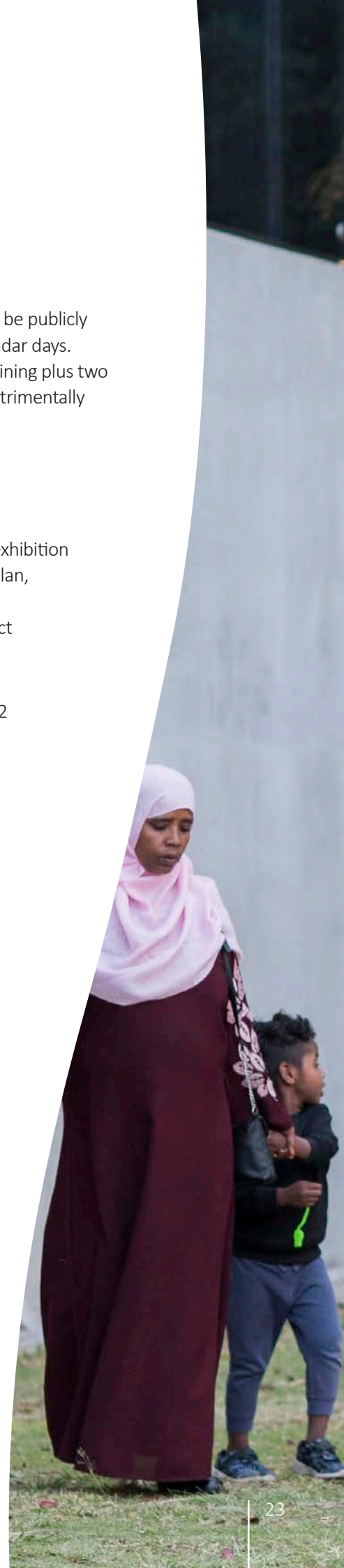
NOTIFIED DEVELOPMENT

Notified Development is all Local development that is not subject to mandatory exhibition requirements listed in Table 6 of this Community Participation and Engagement Plan, except where in the opinion of the Consent Authority the development will not detrimentally affect the enjoyment of adjoining land or locality or adversely impact on adjoining development or the local environment. For example, the following developments are not usually notified:

- new dwellings and alterations and additions to existing dwellings in Zone RU2 Rural Landscape and Zone R5 Large Lot Residential;
- new single storey dwellings;
- alterations and additions to existing single storey dwellings;
- ancillary residential structures such as decks, pools, garages, carports, outbuildings and awnings etc.;
- ancillary rural structures such as farm sheds, stables, etc.;
- subdivision of land for a boundary adjustment or strata title scheme;
- minor alterations and additions to commercial, retail, public, and recreation use developments;
- changes of use

EXCEPTIONS FOR ADVERTISED DEVELOPMENT AND NOTIFIED DEVELOPMENT

- Despite the above, Council may elect to publicly exhibit and/or notify a development, in particular unconventional development and development that significantly contravenes development standards or development controls within Council's *Local Environmental Plan 2013* or the *Development Control Plan 2015*, if it is considered to be in the public interest to do so
- e-notification of development prescribed as advertised development or notified development for the purpose of this Plan that has been amended before it has been determined may be dispensed with where the consent authority is of the opinion that the amended application differs only in minor respects from the



original application

- Public exhibition and/or notification of a Section 4.55 (1) and (1A) application to modify a development consent post determination may be dispensed with if, in the opinion of the consent authority, the proposed modification is minor in nature and is unlikely to detrimentally affect the enjoyment of adjoining land or locality.

HOW DOES COUNCIL DECIDE IF A DEVELOPMENT WILL DETRIMENTALLY AFFECT THE ENJOYMENT OF ADJOINING LAND OR LOCALITY?

By taking the following matters into consideration:

- building design, siting and bulk;
- views to and from the land;
- potential overshadowing impacts on adjoining residences;
- likely privacy impacts on adjoining and nearby residences;
- the ecological values of the site and surrounding area;
- environmental hazards posed by the development such as noise, vibration and odour;
- the presence of coastal hazards on the site;
- likely impacts on a listed heritage item;
- the presence of Aboriginal objects or an Aboriginal place of heritage significance on or near the site;
- the potential social and/or economic impacts of the proposal;
- Likely impacts on pedestrian or vehicular access, parking availability and traffic volumes in the locality;
- potential impact on the established streetscape and local character;
- safety and security issues associated with the

development;

- the extent of earthworks proposed;
- potential impact of stormwater infrastructure and flows on adjoining or nearby properties;
- significant non-compliance with a development standard within Coffs Harbour *Local Environmental Plan 2013* or development control within Council's *Development Control Plan 2015*.

PROVIDE FEEDBACK ON NON-MANDATORY MATTERS

We also exhibit a wide range of plans and policies and invite community feedback to enhance outcomes for the community when it is not a mandatory requirement. Council regularly engages with the public on a number of non-statutory matters or proposals such as growth strategies, town centre master plans, public realm improvements, service level reviews, facility and sector development plans.

WHAT IS THE DIFFERENCE BETWEEN FEEDBACK AND A SUBMISSION?

A submission is formal correspondence responding to a matter that Council publicly exhibits to comply with mandatory exhibition timeframes.

Feedback is any correspondence relating to a matter or proposal outside of a mandatory public exhibition period. In some instances, feedback obtained may be considered as part of a mandatory exhibition, but only where specified in the engagement material. Examples of feedback that Council receives that is not always related to a mandatory public exhibition includes complaints, customer requests and feedback from Council Committees.

HOW TO STAY INFORMED ON DECISIONS THAT COUNCIL IS MAKING

The community can stay informed on Council's decision making processes both online and in person.

Council meetings

Council notifies the public of the times and places of its meetings, and the meetings of those committees of which all the members are Councillors. These meetings are open to the public. The public may register to address Council, or any of its committees, on matters that are listed on the Council Meeting agenda at any Council meeting. The agenda is typically available on the Council website on the Friday prior to the meeting. Minutes and agendas of Council meetings are available on the Council website. Council meetings are broadcast live via an online streaming service. Links to archives of Council meetings are also available online on Council's website.

Have Your Say Coffs Harbour

[Have Your Say](#) is Council's online engagement platform where you can see projects that are open for submissions or feedback. You can also visit this site to stay informed on projects that are not open for public comment.

Social media

Council uses social media to connect with and inform community members on a range of Council related events, services and decisions. We also promote opportunities for the community to participate in formal submissions and feedback processes on socials. Due to legislated requirements for formal submissions on public exhibitions, social media platforms cannot be used as a tool for gathering input on current matters or proposals.



Public notices

Council publishes advertisements and public notices to help inform residents of events, programmes, road closures, planning matters and other services. These are published on Council's website under Council's public notices page. Public notices may also be published in local media and Council newsletters.

DA Tracker

Search for recent development applications received, advertised or finalised by Council in relation to a particular property by going to the below link or searching 'DA Tracker' on Council's website. <https://chcc-icon.saas.t1cloud.com/public/Pages/XC.Track/SearchApplication.aspx?as=n>

Council administration building and libraries

Current matters and proposals are available for viewing at Council's administration building and library branches

CLOSING THE LOOP – ACKNOWLEDGEMENT, NOTIFICATION AND FEEDBACK

CLOSING THE LOOP ON COMMUNITY ENGAGEMENT

Community engagement and participation outcomes are not only of interest to participants but may be of interest to the wider community who may be interested in a particular matter or proposal.

A summary of engagement outcomes and the range of community views and concerns will be published on the relevant Have Your Say engagement project page and sent to participants if contact details have been given.

Results and outcomes from market research and surveys undertaken by Council are also of interest or useful for organisations and groups looking to submit grant applications or invest in the Coffs Harbour region. Surveys and research such as Customer Satisfaction, Community Wellbeing and PlaceScore will be made available on Council's website.

ACKNOWLEDGEMENT AND NOTIFICATION –PLAN AND POLICY MAKING

When a formal submission is lodged in relation to a matter or proposal that has been placed on public exhibition (advertised) and/or notified to neighbours, Council will acknowledge this submission in writing within 5 days of the close of the exhibition period.

If the matter or proposal is to be reported to Council for a decision, those people who provided their email address in their formal submission to Council will be notified of the upcoming Council meeting and will be given the opportunity to speak for or against the officers recommendation, in accordance with Council's adopted Code of Meeting Practice procedures. When a decision is



made in relation to a matter or proposal that had been placed on public exhibition, all those who made a submission will be notified of Council's resolution in regard to the matter or proposal within 2 weeks of the Council meeting.

ACKNOWLEDGEMENT AND NOTIFICATION - DEVELOPMENT APPLICATIONS

When a formal submission is lodged in relation to a development application that has been placed on public exhibition (advertised) and/or notified, Council will acknowledge this submission in writing within 5 days of the close of the exhibition period. If the development application is to be reported to Council for a decision, those people who provided their email address in their formal submission to Council will be notified of the upcoming Council meeting and provided with the opportunity to request to speak for or against the officers recommendation, in accordance with Council's Code of Meeting Practice. When a decision is made in relation to a development application, all those who made a submission in relation to that development application will receive written notification providing the determination outcome and information on how to access the Notice of Determination.

MONITORING AND REVIEW OF THE PLAN

Our Plan will be reviewed on a periodic basis to ensure it is meeting its objectives. It is intended to review this document in line with *Local Government Act 1993* and Integrated Planning and Reporting four yearly review cycle.

Council will monitor the Bi-annual Community Wellbeing Survey Civic leadership question results from the following question “Do you feel you have the opportunity to have your say on important issues that affect your community?”

RELATED POLICIES

All adopted Council policies are available on [Council's website](#).

RELATED DOCUMENTS

[Local Government Act 1993](#)

[Environmental Planning and Assessment Act 1979](#)

[Environmental Planning and Assessment Regulation 2000](#)

[Government Information \(Public Access\) Act 2009 \(GIPA Act\)](#)

[Crown Land Management Act 2016](#)

[The Integrated Planning & Reporting Framework](#)

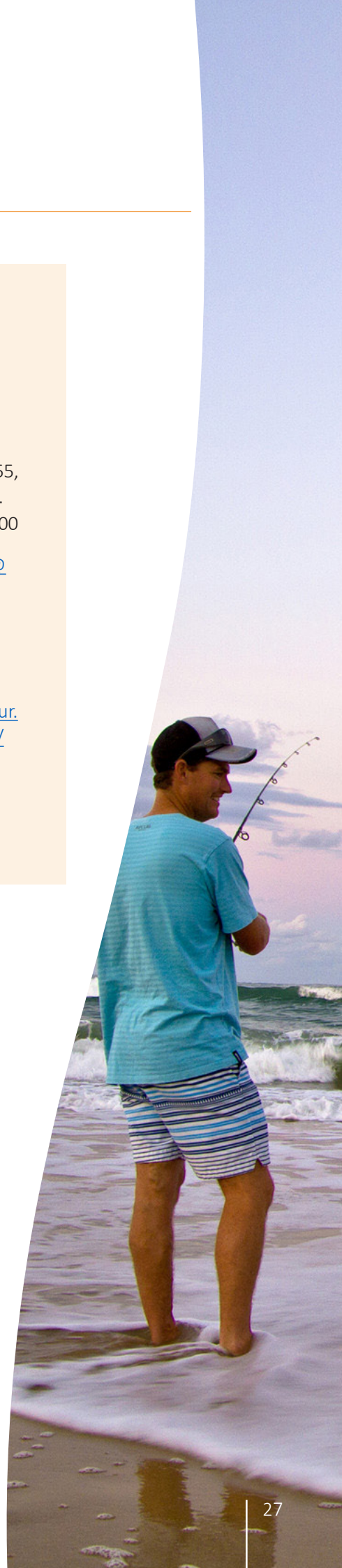
CONTACT US

Submit a ‘Customer Request’ via the [Council website](#)

Write to the General Manager at Locked Bag 155, Coffs Harbour, NSW, 2450.
Phone us on (02) 6648 4000

Email us at coffs.council@chcc.nsw.gov.au

Write to your elected Councillors- you can find their contact details here: <https://www.coffsharbour.nsw.gov.au/Your-Council/About-Council/Pages/Councillors.aspx>



APPENDICES

GLOSSARY OF TERMS

Term	Explanation
Community	All the people who live, work, study, own property, conduct private, community organisation or government business, visit or use the services, facilities and public spaces and places across the Coffs Harbour Local Government Area.
Community engagement	The broad manner in which the views, aspirations and values of the community are sought and considered to inform, influence and assist in the decision-making of Council.
Community engagement strategy	A strategy for engagement with the local community when Council is developing its plans, policies and programs and for the purpose of determining its activities (other than routine administrative matters).
Contribution Plans (CP)	A plan developed by councils for the purpose of gaining financial contributions from new development towards the cost of new and upgraded public amenities and/or services required to accommodate the requirements arising from the new development.
Designated development	<p>Refers to developments that are high impact (e.g. likely to generate pollution) or are located in or near an environmentally sensitive area (e.g. a coastal wetland). There are two ways a development can be categorised as 'designated development':</p> <ul style="list-style-type: none"> - the class of development can be listed in Schedule 3 of the EP&A Regulation as being a designated development, or - a Local Environment Plan (LEP) or State Environmental Planning Policy (SEPP) has declared the development to be designated. <p>Examples of designated development include chemical factories, large marinas, quarries and sewerage treatment works. For the Regulation's full list of designated developments, refer to Schedule 3 of the Environmental Planning and Assessment Regulation.</p>
Development Application (DA)	An application to obtain consent to carry out development on an area/site. This usually includes a form, detailed plan drawings and supporting documents.
Development Control Plan (DCP)	A plan developed by councils that provides detailed planning and design guidelines to support the planning controls in a local environmental plan (LEP).
Feedback	Any correspondence relating to a matter or proposal outside of a formal public exhibition period.

Integrated development	Any development application that requires an approval to be obtained from other public authorities (e.g. the Environment Protection Authority) before consent can be granted. Integrated development applications require a permit listed in s91 of the Environmental Planning and Assessment Act (e.g. an aquaculture permit, mining lease, pollution license, Aboriginal heritage impact permit).
International Association for Public Participation (IAP2)	A recognised association in establishing the principles and values for effective community engagement.
Local Environmental Plan (LEP)	An environmental planning instrument developed by a local planning authority, generally a council, which sets the local land-use planning framework for a Local Government Area.
Local Strategic Planning Statement (LSPS)	A plan developed by councils to set out the 20-year strategic vision for land use and growth in a Local Government Area, addressing the special character and values that are to be preserved and how change will be managed into the future
Marginalisation	A state in which individuals are living on the fringes of society because of their compromised or severely limited access to the resources and opportunities needed to fully participate in society. Marginalised people experience a complex, mutually reinforcing mix of economic, social, health and early-life disadvantage, as well as stigma.
MyCoffs Community Strategic Plan	The MyCoffs Community Strategic Plan is community led and reflects the community's aspirations for the Coffs region and sets direction for Council's planning and decision making over a 10-year period.
Other Advertised Development	Includes: <ul style="list-style-type: none"> - Nominated Integrated Development- any development application that requires an approval under the <i>Heritage Act 1977 (NSW)</i>, the <i>Water Management Act 2000 (NSW)</i> or the <i>Protection of the Environment Operations Act 1997 (NSW)</i>, - Threatened species development- development affecting threatened species which requires a species impact statement, - Class 1 aquaculture development- development that is Class 1 aquaculture under SEPP 62-SustainableAquaculture, - Development that is identified to be Advertised Development by this Community Participation and Engagement Plan.

Place Manual	A comprehensive masterplan that captures a common vision to guide growth and changes for villages and precincts within the Local Government Area in line with the community's needs and aspirations. For specific detail in relation to the particular villages and precincts please refer to Section 3.3. of Council's Local Growth Management Strategy.
Planning Proposal	A document that explains the intended effect of a proposed amendment to the local environmental plan (LEP) and sets out the justification for making that plan.
Public exhibition	A set period of time when a Council matter or proposal is made available for the community to make either a formal submission or to provide feedback
Public notice	A notice providing information for the public in relation to a matter or proposal on 'public exhibition' by publishing a notice on Council's website, a Council newsletter, by placing a notice on the land or by giving written notice to specific landowners
Social justice principles	<p>The four principles underpinning social justice are: access, equity, participation and rights.</p> <p>Equity – there should be fairness in decision-making, prioritising and allocation of resources, particularly for those in need. Everyone should have a fair opportunity to participate in the future of the community. The planning process should take particular care to involve and protect the interests of people in vulnerable circumstances.</p> <p>Access – all people should have fair access to services, resources and opportunities to improve their quality of life and enable their participation.</p> <p>Participation – everyone should have the maximum opportunity to genuinely participate in decisions that affect their lives.</p> <p>Rights – equal rights should be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life and be heard.</p>
Socioeconomic disadvantage	Refers to people's access to material and social resources as well as their ability to participate in society
State Environmental Planning Policy (SEPP)	An environmental planning instrument developed by the New South Wales Government that relates to planning matters that are State-significant or are applicable across the State.

State-significant development (SSD)	Some types of development are deemed to have State significance due to its size, economic value or potential impacts. Examples of possible SSDs include: new educational establishments, hospitals and energy-generating facilities.
Submission	<p>The act of providing comment on a matter or proposal that is on 'public exhibition' within the specified submission period. A submission can be:</p> <ul style="list-style-type: none"> - in support; - in opposition; - in support in some parts and in opposition in other parts; or - neither in support or in opposition but comprising neutral comment for consideration

Table 6: Advertised Development for the purpose of this Community Participation and Engagement Plan

Animal boarding or training establishment	Heavy industries
Camping grounds	Industry > 1000m2 GFA
Caravan parks	Infill development in a Heritage Conservation Area
Centre-based child care facility (excluding approved family day care)	Major development on public land or Council controlled land
Demolition (including partial) of or significant façade works to a building in a Heritage Conservation Area	Major road infrastructure facilities
Commercial premises >1000m2 GFA	Place of public worship
Community facility	Recreation facilities (indoor, major, and outdoor)
Demolition (including partial) or relocation of a Heritage item	Registered clubs
Eco-tourist facilities	Residential accommodation with either more than 10 dwellings or higher than three stories (including seniors housing)
Educational Establishment	Restricted premises
Emergency Services Facility	Sex services premises
Entertainment facility	Subdivision involving 10 lots or more (including residential and rural residential subdivision)
Extractive industry	Telecommunications facilities
Food and drink premises licensed under the <i>Liquor Act 2007</i>	Tourist and visitor accommodation (excluding bed and breakfast accommodation and farm stay accommodation)
Health Services Facility (Hospitals, Patient transport facilities)	

Note: Advertising for new land uses (and alterations and additions to land uses) listed in Table 6 can be dispensed with where, in the opinion of the consent authority, the development is minor in nature and/or is unlikely to detrimentally affect the enjoyment of adjoining land or the locality.

