

Item	Document(s)	Page	Summary of Item	Recommendation in submission	Staff recommendation / feedback
1.1	Plan	11	The Engagement Framework and the Cycle proposed - Inform, Consult, Involve, Collaborate, Empower - with an emphasis on Inform and Collaborate, is most commendable.		Noted.
1.2	Plan	14	Inform - How Opportunity to give feedback or get in touch.	<p>Re feedback on day to day operational matters and / or incidents: There is scope to provide feedback via the web link; or phone; or via direct contact with Council Officer(s). Use of hornsby.nsw.gov.au/your say can result in delay of communication . Preference is to provide such feedback direct to Council Officers who can initiate relevant action, and, at the same also copy to HSC@hornsby.nsw.gov.au - except where the matter is part of an on-going, more detailed, nature.</p> <p>Where items are copied to HSC@hornsby.nsw.gov.au, system generated automatic reference number to be provided. [This can assist if an Officer is on extended leave, for example, and alternative follow up is required via HSC.]</p>	<p>hornsby.nsw.gov.au/yoursay is Council's webpage for feedback on items on public exhibition.</p> <p>All day to day operational matters and / or incidents are requested to be reported directly to Council's Customer Service Team in the first instance via the following channels:</p> <ul style="list-style-type: none"> - In-person at the Customer Service Centre at 296 Peats Ferry Road, Hornsby NSW 2077 - Via telephone to 9847 6666 - Via email to HSC@hornsby.nsw.gov.au - Online at https://eservices.hornsby.nsw.gov.au/ePathway/Hornsby/Web/Mobility/CityWatch/index.html <p>All matters reported via these channels will be logged in Council's system for action and a reference number provided.</p>
1.3	Plan	16	Your Say Site Not clear if this facility has scope to attach photos and/or documents.	<p>Review site address for scope to attach photos, documents.</p> <p>Reference numbers to be provided automatically.</p>	<p>Submissions to public exhibitions can be made in multiple ways, including via email to HSC@hornsby.nsw.gov.au, which allows for documents and photos to be attached.</p> <p>Reference numbers are not provided at this time but will be explored in the future when considering new engagement platforms.</p>
1.4	Plan	21	14 day mandatory minimum 14 days appears too low.	Extend minimum to 21 days.	<p>14 days mandatory minimum is a legislative requirement determined by NSW Government for Development Applications and other development matters on public exhibition.</p> <p>Amendment: Page 21 of the draft Plan updated to include additional wording in the heading (in bold).</p> <p>Notification and exhibition of development applications and other development matters</p>

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1.5	Plan	26	<p>28 day minimum Council Business Meetings have Papers posted to the Council Web site usually on the Monday week before the Wednesday Business Meeting each month. The internal cut-off is the preceding Friday.</p> <p>Where there are numerous important Papers for a particular Meeting, such postings provide relatively little time for consideration - and preparation and submission of a reply and request to speak if appropriate.</p>	Initiate more internal compliance with the Friday cut-off.	<p>Business papers are published in line with Council's Code of Meeting Practice, point 3.25 of the Code states:</p> <p>3.25 For the purposes of clause 3.23, copies of agendas and business papers must be published on Council's website and made available to the public at a time that is as close as possible to the time they are available to Councillors. (S9(3)).</p> <p>Business papers are published at 5pm the Monday nine days prior to the Council meeting. Councillors are advised that business papers are available for viewing at the same time as they are published to Council's website and are available to the public.</p> <p>Amendment: Page 7 of the draft Plan updated to include the following wording (in bold) to clarify the purpose of the draft Plan:</p> <p>This community engagement plan is your guide to how you can help to plan our future by providing feedback on items placed on exhibition for formal public consultation.</p>
1.6	Plan	28	<p>Access to and navigation of the Council's web site. Navigation of the Council's Web -site and locating information- whether current or historical - is not straightforward or intuitive.</p>	Establishment of a 'reference group' to provide direct feedback to Council on issues and enhancements to Council's Web-site.	Noted – for Council's next review of its website.
2.1	Policy and Plan	n/a	<p>Importance of meaningful engagement with local Traditional Owners and the local Aboriginal community in the Hornsby LGA. There continues to be a need for better planning to ensure that these voices are heard and included. Since the lack of a specific Aboriginal Social Plan, the local Aboriginal community has become even further isolated. The connectivity of today is missing from the available reference material.</p>	Recommend that Council, in its next term, commits to developing a Reconciliation Action Plan, which should involve a priority to employ First Nations staff. The work required to better connect Council with the local Aboriginal community is often beyond the scope of a part-time, volunteer advisory committee.	Hornsby Aboriginal and Torres Strait Islander Consultative Committee (HATSICC) is Council's advisory committee on Indigenous matters. The matters raised in this submission are currently being discussed by HATSICC.
3.1	Policy and Plan	General	<p>We welcome an engagement plan that further improves the aspects of information, consultation, involvement, collaboration and empowerment of residents to make better decisions.</p> <p>As a Trust, we have some experience with the previously used methods of engagements and we wish to use that experience to provide relevant feedback to this policy and plan.</p> <p>A few examples of recent positive community engagements:</p>	<p>As a community, we would like to engage with a single point of contact representation who will be responsible for specific projects. All engagement and correspondence feedback would then come from the same team.</p> <p>- In the recent past we have had real difficulty escalating after not receiving responses to repeated communication. Who do we escalate to? Do we have a Community Relations Officer? We recall one engaged in the past.</p>	<p>Amendment: Page 7 of the draft Plan updated to include the following wording (in bold) to clarify the purpose of the draft Plan:</p> <p>This community engagement plan is your guide to how you can help to plan our future by providing feedback on items placed on exhibition for formal public consultation.</p> <p>Amendment: Page 16 of the draft Plan updated to include the following wording (in bold):</p> <p>Each item on exhibition will have a nominated project contact. Questions can also be directed to Council's Customer Service Team via the following channels:</p> <p>In-person at the Customer Service Centre at 296 Peats Ferry Road, Hornsby NSW 2077 – Via telephone to 9847 6666 – Via email to HSC@hornsby.nsw.gov.au</p>

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3.2	Policy and Plan	General	<ul style="list-style-type: none"> - Friday night food trucks - Traffic calming in Pennant Hills - our "Six Places Walk" proposal <p>A few examples where community engagements can be further improved:</p>	<p>We would like to see reasonable and clear timelines for projects. We understand timelines can change but would like to understand why these changes are made, so we can better understand the process. We request this change is then communicated back to people who have made submissions.</p>	<p>Council to consider incorporating timelines on its website in conjunction with implementation of a future engagement platform, and to include in such timelines when changes occur and why.</p>
3.3	Policy and Plan	General	<ul style="list-style-type: none"> - The "Fisher Avenue/Trebor Rd" development - The stalled Cycle path consultation as some examples where there was disappointment. 	<p>We would like to understand better the expectations and long term process behind each aspect of the consultation, and have these aspects more visible. For example, a recent planning study review may be misunderstood by the engaged community for what it actually is: a planning study that leads to a strategy paper that potentially may lead to implementation in to LEP and DCP.</p> <ul style="list-style-type: none"> - Clear explanations of the role of each document on offer, and where it sits in its pipeline of consultation, would help. 	<p>Council to include an explanation of the role of the document and where it sits in the pipeline of consultation in the document summary.</p>
3.4	Policy and Plan	General		<p>Per the time limitations that many of us have, quick focused questionnaires that the council have previously used may provide valuable feedback.</p>	<p>Council uses questionnaires depending on the specifics of the project and the consultation.</p>
3.5	Policy and Plan	General		<p>We are aware of the council's time limitations but we would like to understand more on how the community can better engage with councillors such as at council meetings.</p> <ul style="list-style-type: none"> -Some Councillors are inaccessible and do not respond to repeated communication. 	<p>Council has previously held Community Forums and will investigate similar formats again once the new Council term commences.</p> <p>Councillors' details are available on the website, for the community to make direct contact.</p>
3.6	Policy and Plan	General		<p>A well published process for the community and the Trust to present projects that have long term value for the Shire would be very welcome.</p> <ul style="list-style-type: none"> -We are aware of a proposed clubhouse/sporting ground development. As a Trust, we feel it would be appropriate to engage with the community to get some feedback about such proposals. 	<p>Council's role is to facilitate engagement on Council's own projects.</p> <p>A number of opportunities exist for the community to provide comments on proposed developments, including through Plan of Management for recreational reserves, through Development Applications, through Council's Delivery Program and Operational Plan and through opportunities to comment on the development of park master plans.</p> <p>Mayoral (and Councillor) meetings are available on request to the Mayor's office for stakeholders to present ideas to Council.</p>
3.7	Policy and Plan	General		<p>Note that proactive consultation with the PHDCT and similar groups at the first opportunity will give the council most likely fast results and quality responses. We support appropriate development with considered design and the inclusion of landscaping that integrates with the surrounding area.</p>	<p>In the development of a community engagement strategy, all key stakeholders are identified and the tools to communicate with them throughout consultation are identified.</p>
3.8	Plan	General		<p>The council proactively seeks engagement from Trusts, Sporting Groups and similar community groups. Council does this by emailing the community group when documents and plans become available for engagement.</p>	<p>Amendment: Page 16 of the draft Plan updated to include the following wording (in bold) wording:</p> <p>You can register to receive updates on current consultations and exhibitions via a weekly email, and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.</p>

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3.9	Plan	8	Community engagement is open and inclusive We will do this by:	Include: Email Trusts and community groups who have registered to be informed.	Amendment: Page 16 of the draft Plan updated to include the following wording (in bold) wording: You can register to receive updates on current consultations and exhibitions via a weekly email , and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.
3.10	Plan	9	Community engagement is relevant We will do this by:	Include: Email Trusts and community groups who have registered to be informed.	Amendment: Page 16 of the draft Plan updated to include the following wording (in bold) wording: You can register to receive updates on current consultations and exhibitions via a weekly email , and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.
3.11	Plan	9	Community engagement is timely (need to keep timelines for when this matter will be finalised) We will do this by:	Include: Email Trusts and community groups who have registered to be informed.	Amendment: Page 16 of the draft Plan updated to include the following wording (in bold) wording: You can register to receive updates on current consultations and exhibitions via a weekly email , and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.
3.12	Plan	9	Community engagement is meaningful We will do this by:	Include: Email Trusts and community groups who have registered to be informed.	Amendment: Page 16 of the draft Plan updated to include the following wording (in bold) wording: You can register to receive updates on current consultations and exhibitions via a weekly email , and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.
3.13	Plan	14/15	Our approach to Public engagement Inform Consult Collaborate Empower	How: 1. Rate notices are a good inclusion. From a practical point this will go out once a quarter and may be more useful for long term projects. 2. We suggest you use the back of the rates envelope, include a leaflet. Include: (under all headings) Email Trusts and community groups who have registered to be informed.	Council uses the back of the rates notices for advertising and other matters. Most recently, this included notification of the Hornsby and Westleigh Parks' draft master plans public consultation. Amendment: Page 16 of the draft Plan updated to include the following wording (in bold) wording: You can register to receive updates on current consultations and exhibitions via a weekly email , and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.
3.14	Plan	16	Have your say	hornsby.nsw.gov.au/yoursay Is a great link and should be used often in council communication. 1. Put this at the back of every single HSC envelope.	Council has been actively and more extensively promoting the Have Your Say page through regular inclusion in our monthly print ads, monthly eNews and Facebook posts. The digital footbridge in Hornsby is also used regularly to promote Have Your Say.
3.15	Plan	18	Community participation in planning Inform Consult Determination	How: Include: (under all headings) Email Trusts and community groups who have registered to be informed.	Amendment: Page 16 of the draft Plan updated to include the following wording (in bold) wording: You can register to receive updates on current consultations and exhibitions via a weekly email , and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.

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3.16	Plan	21,22	<p>Development Applications.</p> <p>Agreement and support for: - Section 8.2 Applications (review of a determination) Section 4.55(2) and 4.56 Applications (modification of a development application).</p> <p>- We also send letters to people who object to the original development application when the amended application differs significantly from the original we'll re-exhibit the application.</p> <p>However, the letter frequently does not get sent to everyone who might be affected and it seems random which neighbour received and who didn't.</p>	<p>Our suggestions</p> <p>2. Make use of email addresses where the Ratepayer is registered at the relevant addresses.</p> <p>3. Consider a voluntary register for Shire residents to link their email/phone to an address.</p> <p>4. Consider putting a standard note on nearby lamp-posts in the affected streets.</p>	<p>Residents are contacted regarding development application matters using the resident preferred contact details in Council's register. Residents may indicate that their preferred address is via either post or email.</p> <p>The applicant needs to display the A4-sized notice issued by Council in a prominent position, so members of the community can read it easily throughout the exhibition period.</p>
3.17	General		Some feedback in submissions gets lost in translation	What about another "iteration" after the formal feedback, with a small meeting (can be Zoom) to engage the Staff/Consultants concerned, for potential noting/inclusion. The attendees would need to be specific about what they want to raise with the point written in advance of the invitation.	Submitters are welcome to get in touch with the specified project contact to discuss their submission.
4.1	Plan	8	Community engagement is strategy-led: Council fails to "ensure public contributions influence decision-making".	Improvement is needed to ensure public contributions influence decision-making.	Council has recently updated its practices to provide comparison documents for strategies and plans and makes these available on its website.
4.2	Plan	8	Community engagement is strategy-led: Council does not value the feedback provided by the community. If it did, then the public contributions would have more "influence" in the decision-making.	Improvement is needed in council learning to value feedback.	<p>Council considers all submissions prior to adopting final documents.</p> <p>Council will provide a summary of the outcomes which demonstrate how feedback has informed the decision-making process.</p>
4.3	Plan	8	Community engagement is strategy-led: Council fails to value community feedback and to respond to community concerns.	Improvement is needed in providing information to the community in a timely and transparent manner.	Council makes all information available in accordance with relevant legislation.
4.4	Plan	8	Community engagement is proactive: Council does not actively provide opportunities to be involved in decisions that you are interested in.	Improvement is needed to ensure residents are involved in decisions that they are interested in.	Council actively promotes public exhibitions through multiple channels and considers the format and timing of face-face engagement opportunities specific to the project needs and key stakeholders.

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4.5	Plan	8	Community engagement is open and inclusive: Council does not keep residents informed about projects and planning matters.	Improvement is needed in keeping residents informed.	<p>Council actively promotes public exhibitions through multiple channels and considers the format and timing of face-face engagement opportunities specific to the project needs and key stakeholders.</p> <p>Written notification of development applications is provided to owners of properties with a common boundary with the site that is the subject of an application. The notification area may be expanded for complex applications.</p> <p>Where amended plans are re-exhibited, a letter is sent to people who were originally notified of the application and any persons who made a submission.</p> <p>The notification of matters to be reported to the Sydney North Regional Planning Panel established under State Government legislation is undertaken by the Panel Secretariat and is not the responsibility of Council.</p> <p>Amendment: Page 16 of the draft Plan updated to include the following wording (in bold) wording:</p> <p>You can register to receive updates on current consultations and exhibitions via a weekly email, and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.</p>
4.6	Plan	8	Community engagement is open and inclusive: Council does not provide a safe environment so that residents feel comfortable and confident to be part of the decision-making process.	Improvement is needed in providing a safe environment.	<p>In establishing all face-face engagement activities, Council's priority is an environment where all participants feel comfortable to share their views.</p> <p>Social media channels are used to support the promotion of public consultations and are not considered as formal engagement platforms.</p>
4.7	Plan	8	Members of the public do not always feel comfortable speaking at Council meetings. Council doesn't address the issues raised by residents.	Improvement is needed in providing an environment where residents are confident of being part of the decision making process	Council acknowledges that speaking at Council meetings can be daunting.
4.8	Plan		Council fails to ensure that "the information it captures is accurate and represents our community as a whole". A recent Facebook post captured information that was inaccurate and uninformative.	Improvement is needed to ensure that captured information is accurate.	<p>Council aims to reach and receive feedback from a representative sample of the community and designs engagement programs to achieve this.</p> <p>Information posted by Council to Facebook is fact checked for accuracy and for relevance to our community. Council moderates any abusive comments in response to posts but is not responsible for the accuracy of links shared in the comments section. Council encourages healthy conversations in response to events, issues and ideas.</p>

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4.9	Plan	8	Community engagement is easy: Council fails to advertise opportunities to participate widely enough.	Improvement is needed to ensure residents are kept informed.	<p>Council aims to promote public consultations as widely as possible, depending on the specifics and timing of each project.</p> <p>Channels used to promote public exhibitions include:</p> <ul style="list-style-type: none"> • Local print publications (monthly) • Council's website and Have Your Say section • Rates notice • Social media (Facebook, Twitter, LinkedIn, Hornsby Localised) • Monthly eNewsletter • Direct email notice • Media release(s) • Digital footbridge sign • Printed copies in libraries and customer service centre <p>Actual channels utilised depend on the nature and timing of the exhibition, for example, local print publication dates and the monthly eNewsletter may fall outside of the exhibition period.</p>
4.10	Plan	9	Community engagement is relevant: Council fails to effectively target specific community groups.	Improvement is needed to ensure engagement is relevant and thorough.	Specific community groups are identified during the planning process for each engagement activity and targeted accordingly. Council acknowledges more work needs to be undertaken to ensure its stakeholder lists are up to date and comprehensive.
4.11	Plan	9	Community engagement is relevant: Council fails to send information relevant to matters that residents tell Council they're interested in.	Improvement is needed to ensure information is sent to all interested parties.	<p>Amendment: Page 16 of the draft Plan updated to include the following wording (in bold) wording:</p> <p>You can register to receive updates on current consultations and exhibitions via a weekly email, and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.</p>
4.12	Plan	9	Community engagement is timely: Council is required by legislation to "meet the required minimum exhibition timeframes". Council should better those minimums to provide the longest period possible for exhibitions of strategies, plans and policies. Council exhibits multiple major plans at the same time.	Improvement is needed to ensure maximum timeframes are provided by being better prepared. Council's failure to properly schedule exhibitions should not impact on residents' ability to comment.	Council makes every effort to stagger major consultations and provide extended consultation periods to maximise opportunity for community input.
4.13	Plan		Community engagement is timely: Council fails to apply reasonable deadlines which would allow plenty of time to give feedback.	Improvement is needed to ensure maximum timeframes are provided by applying deadlines that are reasonable not arbitrary.	Council will provide as much time as possible, noting legislative requirements and project delivery timelines, which includes internal Council reporting processes and deadlines. Feedback regarding close of business and Friday deadlines will be considered in future engagement planning.

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4.14	Plan	9	<p>Community engagement is meaningful: Council reports on community engagement frequently simply states "comment noted". Large numbers of important submission comments are not raised in Council reports.</p> <p>Feedback given at Council meetings is frequently not discussed or responded to. All speakers feedback should be discussed at the public meeting.</p>	Improvement is needed to ensure feedback is thoughtfully considered.	<p>Council aims to provide feedback on submissions which captures the common themes and/or issues raised, and the project team reports back to Council on changes made as a result.</p> <p>For major consultations, a public outcomes report is prepared and made available to the public.</p> <p>Speakers at Council meetings are invited to present information to Councillors for consideration in their decisions.</p> <p>Public speakers are given the opportunity under Council's Code of Meeting Practice to address Council in respect of any agenda or non-agenda item.</p> <p>Speakers relating to an item on the agenda are heard before the item is debated by Councillors so that any new information provided can be considered and included in the debate.</p> <p>Councillors are also provided with an opportunity to ask any questions of the speaker if clarification or further information is required.</p>
4.15	Plan		Community engagement is meaningful: Council fails to amend plans as a result of feedback.	Improvement is needed to ensure plans are amended as a result of feedback.	<p>Council considers all submissions prior to adopting final documents. Not all submissions will result in changes to the final documents.</p> <p>The issues raised in submissions are addressed in the officer's report evaluating the application. The assessment report must consider the merits of any concerns against the relevant planning controls and may suggest amendments or conditions of consents where justified. Submitters may also address the planning panel or the Court for relevant applications as part of the decision-making process.</p>
4.16	Plan	14	Approach to public engagement: Council fails to provide many people "with the opportunity to give feedback or get in touch".	Improvement is needed to ensure opportunities are appropriate and well targeted.	In planning engagement activities, Council will continue to ensure that opportunities are appropriate and well targeted.
4.17	Plan	14	Approach to public engagement: Council does not respond to questions in a timely manner.	Improvement is needed to ensure all questions are responded to in a timely manner.	Council is aware of this feedback. This is very concerning to Council, and we will be ensuring that the Customer Experience Strategy under development includes an initiative to ensure we 'close the loop' on all customer queries and requests, including automatic updates to customers when action is taken and escalating queries and requests that have not been responded to.
4.18	Plan	14	Approach to public engagement: Council does not provide the opportunity for all residents that wish to, to be able to speak at Council meetings.	Improvement is needed to ensure residents are guaranteed a fair and equitable opportunity to speak at council meetings.	<p>Council's current Code of Meeting Practice allows for public forum on agenda and non-agenda items. The Code states that; "Generally, on any given item there will be a maximum of four speakers, usually two speakers for and two speakers against. The number of speakers on any one item may be limited or increased by Council".</p> <p>In accordance with the Code, the Chair may allow more than four speakers on an item and is common practice. The time limit given to public speakers is three minutes, however if the Council is of a mind to extend this limit, a procedural motion may be moved for an extension of time to allow the speaker to finish their address.</p> <p>The Code of Meeting Practice will be reviewed following the Local Government Elections and will be placed on public exhibition to allow community comment on any proposed changes.</p>

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4.19	Plan	14	Approach to public engagement: Council fails to provide an adequate summary of community engagement outcomes.	Improvement is needed to ensure feedback is informing the outcome and decision-making process.	Council aims to provide feedback on submissions which captures the common themes and/or issues raised, and the project team reports back to Council on changes made as a result. For major consultations, a public outcomes report is prepared and made available to the public.
4.20	Plan	15	Approach to public engagement: Council has not explained in this Draft what the following methods of community engagements are or if they have occurred: Card storm ("brainstorm without group think"); Participatory editing; Working party; Appreciative inquiry; Deliberative polling; Round table Citizen's Assembly; Community Panel; Mini-publics.	Improvement is needed to ensure all avenues of feedback are utilized.	The draft Plan details a range of engagement tools that could be used depending on the scope of the project. Not all of these tools have been utilised by Council in previous consultations. Amendment: On page 14-15 of the draft Plan, the column 3 heading in the table updated from "How" to 'Possible tactics'.
4.21	Plan	15	Approach to public engagement: Residents need to be empowered to make decisions	Improvement is needed to ensure residents are empowered to make final decisions, not just every three years at council elections.	Council empowers the community to make recommendations, which Council will give a high level of consideration to when making our decisions.
4.22	Plan	17	Monitoring and evaluation: Council fails to properly design and implement engagement.	Improvement is needed to ensure engagement is properly designed and implemented.	Council considers every method of engagement activity specific to the individual project, with due consideration to the target stakeholders and timeframes.
4.23	Plan	17	Monitoring and evaluation: Council fails to ensure that engagement is timely and appropriate.	Improvement is needed to ensure engagement is timely.	Council considers every method of engagement activity specific to the individual project, with due consideration to the target stakeholders and timeframes.
4.24	Plan	17	Monitoring and evaluation: Council has not provided a list of what the Participation Principles are.	Improvement is needed in the draft document to explicitly list what the participation principles are.	Amendment: Page 8 of the draft Plan to include the following new wording (in bold): These principles align with the seven core principles in Council's Community Engagement Policy: - Community engagement is strategy-led - Community engagement is proactive - Community engagement is open and inclusive - Community engagement is easy - Community engagement is relevant - Community engagement is timely - Community engagement is meaningful
4.25	Plan	17	Monitoring and evaluation: Council fails to provide community engagement that is well received by the public.	Improvement is needed to ensure community engagement is well received by the public.	The State Government has recently introduced a process for the lodgement of development applications via the Planning Portal. The new process enables councils to review applications to ensure all required documentation is provided before an application is accepted by council. It is anticipated that the new process will assist in improving the quality of applications received.
4.26	Plan	17	Monitoring and evaluation: Council fails to reach the people that are representative of those affected by decisions.	Improvement is needed to ensure community engagement is representative of those affected by decisions.	Written notification of development applications is provided to owners of properties with a common boundary with the site that is the subject of an application. The notification area may be expanded for complex applications. The wider community is notified by a sign displayed on the site and via Council's website. It is open to Council to consider the community benefits and associated resource implications for wider notification of development applications.

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4.27	Plan	17	Monitoring and evaluation: Council fails to ensure that the intended outcomes of the engagement process are achieved.	Improvement is needed to ensure the community is adequately informed.	<p>Where amended plans are re-exhibited, a letter is sent to people who were originally notified of the application and any persons who made a submission.</p> <p>The notification of matters to be reported to the Sydney North Regional Planning Panel established under State Government legislation is undertaken by the Panel Secretariat and is not the responsibility of Council.</p> <p>It is acknowledged that it would be appropriate to review DA Tracking on Council's website to indicate when an application is the subject of an appeal in the NSW Land and Environment Court.</p>
4.28	Plan	18	Community engagement in planning: Council fails at every level to "consult with the community and acknowledge and address the feedback throughout the decision-making process".	Improvement is needed to ensure community engagement is acknowledged and addressed throughout the decision-making process	<p>Legislation states that opportunity for community input into the development assessment process should be provided in accordance with the statutory exhibition period.</p> <p>Council's practice is to do our best to consider submissions we receive outside of the exhibition period. However, residents are encouraged to make submissions during the exhibition period to guarantee they are considered.</p>
4.29		18	Community engagement in planning: Council fails to notify residents and the wider community (as and when requested) of DAs.	Improvement is needed to ensure the community is notified as soon as possible.	Popular searches have been provided on Council's website under DA tracking to assist members of the community. The searches include DAs submitted each week and DAs determined each week. The interactive tool also enables members of the public to search for applications by suburb or via mapping.
4.30	Plan	20	Community engagement in planning: Council fails to adequately review development applications before accepting the application.	Improvement is needed to ensure the initial review of DAs is adequate.	<p>The State Government has recently introduced a process for the lodgement of development applications via the Planning Portal. The new process enables councils to review applications to ensure all required documentation is provided before an application is accepted by council. It is anticipated that the new process will assist in improving the quality of applications received.</p> <p>It is open to Council to consider community benefits of allocating additional resources to undertake a more thorough initial evaluation of applications received via the portal.</p>
4.31	Plan	20	Development applications: Council fails to notify residents that are affected by DAs.	Improvement is needed to ensure all affected residents are notified.	<p>Council's current process provides certainty about those persons to be notified of applications, namely, owners of properties with a common boundary with the site that is the subject of an application.</p> <p>However, letters are only one way for the community to keep up to date with development proposals in their local area with the increasing availability of online applications. However, it is open to Council to consider the community benefits and resource implications of extending the written notification process.</p>
4.32	Plan	20	Development applications: Council fails to ensure that developers put up a sign at the development site.	Improvement is needed to ensure that the required sign is put up.	<p>The applicant is required to provide Council with evidence a notification sign was displayed at the site at the beginning of the exhibition period. This evidence can be a dated photograph or a statutory declaration.</p> <p>Where required documentation is not provided, Council will re-exhibit an application or extend the notification period.</p>
4.33	Plan	20	Development applications: Council fails to keep a 'track a development application' page up to date regarding a development application's status.	Improvement is needed to ensure the website status is up to date.	It is acknowledged that it would be appropriate to review DA Tracking on Council's website to indicate when an application is the subject of an appeal in the NSW Land and Environment Court.
4.34	Plan	20	Development applications: Council fails to ensure that everyone who gave feedback on a DA is notified of Local Planning Panel hearings.	Improvement is needed to ensure all submitters are notified.	Where an application is to be determined at a panel meeting, rather than by Council officers, submitters are invited to attend the meeting. Submitters are advised of the meeting in accordance with their preferred notification address in Council's system.

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4.35	Plan	21	Notification and exhibition of DAs and other matters: Council will apparently fail to notify applications for local developments involving a "dwelling house and ancillary work", according to the Draft.	Improvement is needed in Council's application of the EP&A Act.	<p>It is unclear what the reference to fail to notify local development involving a 'Dwelling house and ancillary work' is referring to noting the Table on page 21 shows they are notified by a letter and sign on the property.</p> <p>Historically, Council has not required these types of applications to be notified in the local paper and this has continued to date.</p> <p>Furthermore the 'Applications listed on Council's website' heading relates to the legislative changes implemented to amend the outdated provisions in the EP&A Regulation required planning authorities to notify the public of various planning matters through local newspapers.</p> <p>Notwithstanding, the list of development applications received each week and published on the website includes these applications.</p>
4.36	Plan		Notification and exhibition of DAs and other matters: Council fails to inform in the Draft of just what is a "Threatened Species Development" because that apparently is going to be notified, according to the Draft.	Improvement is needed to clarify development types.	<p>Threatened Species Development is a type of 'Advertised Development' and is defined in the EP&A Regulations:</p> <p>threatened species development means development to which section 7.7(2) of the <i>Biodiversity Conservation Act 2016</i> or section 221ZW of the <i>Fisheries Management Act 1994</i> applies.</p> <p>It is open to Council to include an advisory note in the application type description:</p> <p>Advertised development (as defined in EP&A Reg)</p>
4.37	Plan	22	Exhibiting applications: Council fails to extend the minimum exhibition on the basis of significant community interest. Council repeatedly exhibits documentation that contains incorrect information but expects the community to make comment within the minimum time allocated.	Improvement is needed to ensure that not only are minimum exhibition periods extended when there is significant community interest, but also when council puts erroneous documentation on exhibition.	<p>Council may extend the minimum exhibition period for development when there is significant community interest. Further, Council's practice is to consider late submissions where possible.</p> <p>Any change to Council policy to formally extend exhibition periods should be balanced against State Government reforms aimed at supporting councils and planning panels to fast track DAs to support productivity, investment and jobs during COVID-19.</p>
4.38	Plan	22	Exhibiting applications: Council regularly fails to re-exhibit an amended application.	Improvement is needed to ensure that DAs are amended as a result of public submissions are re-exhibited.	<p>Council's practice is to re-exhibit an amended application if the person who assesses the application is of the view the changes negatively affect the surrounding properties. This ensures that applications are not unduly delayed where minor amendments are proposed to address issues raised in the evaluation of the application or in response to submissions.</p> <p>However, it is open to Council to consider the community benefits, resource implications and impact on development processing times of requiring all amendments to be exhibited.</p>
4.39	Plan	23	Exhibiting applications: Council's failure to notify the public about developments that it doesn't think would negatively impact the surrounding properties and area, assumes that Council is in a position to understand what all the relevant impacts are.	Improvement is needed in assessing whether a development would negatively impact the surrounding properties and area.	<p>Council's practice is to re-exhibit an amended application if the person who assesses the application is of the view the changes negatively affect the surrounding properties. This ensures that applications are not unduly delayed where minor amendments are proposed to address issues raised in the evaluation of the application or in response to submissions.</p> <p>However, it is open to Council to consider the community benefits, resource implications and impact on development processing times of requiring all amendments to be exhibited.</p>

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4.40	Plan	23	<p>Exhibition methods: Council fails to:</p> <ul style="list-style-type: none"> ensure that the applicant displays the DA notice on the property follow through to obtain evidence of the sign until after the end of the exhibition send letters to adjoining property owners (usually) extend the area of notification (usually) provide written notice to community groups. <p>Council should not just adhere to properties that share a boundary or are across the road.</p>	<p>Council should make DA information available at its libraries, particularly now that its Council offices are closed.</p> <p>Improvement is needed to ensure neighbours and residents are notified in an appropriate and timely manner.</p>	It is open to Council to consider the community benefits and resource implications of extending the written notification process.
4.41	Plan	24	<p>Submissions: The Draft specifically states that a person's submission "needs to" include "name, address and email address". That puts residents' privacy and personal protection at risk. Council should reword this section so that it is clear that all personal details should accompany submissions but not form part of the text.</p>	Improvement is needed to ensure privacy and personal protection.	Council redacts name, address and email address before making any submissions public.
4.42	Plan	24	<p>Submissions: Council does not meet its obligations under the relevant legislation when making submissions publicly available. Where a person can be identified by the substance of a submission, Council has an obligation to ask permission of the identifiable person whether they consent to the submission (or other document) being released.</p>	Improvement is needed to ensure council's actions are consistent with privacy and personal protection legislation.	Submissions may be made publicly available in accordance with relevant legislation. However, in the assessment of development applications, submissions are not published on Council's website or provided to third parties including the applicant
4.43	Plan	24	<p>Considering submissions: Council fails to provide clear advice to residents with regard to late submissions.</p>	Improvement is needed to ensure council provides a reasonable amount of flexibility in the timescale for considering submissions as well as ensuring the information on its website is consistent with council plans and policies.	Council's practice is to do our best to consider submissions we receive outside of the exhibition period. However, residents are encouraged to make submissions during the exhibition period to guarantee they are considered.
4.44	Plan	27	<p>Voluntary Planning Agreement: Include information in the Draft informing residents that the 28 days minimum exhibition period for a VPA is concurrent with any DA or Planning Proposal in the box headed "What is a Planning Agreement".</p>	Improvement is needed to ensure council provides accurate information to residents regarding the exhibition of voluntary planning agreements.	<p>Clause 25D of the EP&A Reg details the requirements for notification of planning agreements.</p> <p>Amendment: Include following explanatory note on page 27 for Voluntary Planning Agreement:</p> <p>In accordance with Clause 25D(1) of the EP&A Reg, where practicable, notification of the VPA will occur as part of and contemporaneously with, any notice of the development application that is required; and if it is not practicable for notice to be given contemporaneously, as soon as possible after any notice of the development application that is required to be given.</p>

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4.45	Plan	28	How to lodge a submission: Council fails to advise submitters, in this Draft, that they should not include personal details, such as name, address and email address, within the text of their submission. That puts residents privacy and personal protection at risk.	Improvement is needed to ensure privacy and personal protection.	Council redacts name, address and email address before making any submissions public.
4.46	Plan	28	How we consider submissions: Council fails to provide clear advice to residents with regard to late submissions.	Improvement is needed to ensure council provides a reasonable amount of flexibility in the timescale for considering submissions as well as ensuring the information on its website is consistent with council plans and policies.	Council's practice is to do our best to consider submissions we receive outside of the exhibition period. However, residents are encouraged to make submissions during the exhibition period to guarantee they are considered.
4.4	Policy	1	There seems to be confusion regarding the title of the Related Policies/Plans, i.e. the Community Engagement Plan. It is referred to differently in three places.	A consistent title for the exhibited document would be clearer for the community.	Amendment: Document listed under Related Policies/Plans in the draft Policy updated to ' Community Engagement Plan '. Footer in the draft Plan updated to ' Community Engagement Plan '.
4.48	Policy		Policy Purpose: The Policy states that it " <i>is committed to the process of engaging with every stakeholder segment, including those who are hard to reach</i> ". How do residents who are not online find out about a DA?	Council should make DA information available at its libraries, particularly now that its Council offices are closed.	Information concerning development applications is available under the DA tracking section of Council's website which is accessible from all electronic devices. Computers are available for use by the public at Council libraries providing access to Council's website and development applications. The following is included in four monthly print advertisements with local print publications: To lodge, view and track the latest Development Applications in your area please visit: hornsby.nsw.gov.au/property
4.49	Policy		Policy Purpose: Council does not encourage stakeholders to discuss, decide and debate matters to create better outcomes for the community. Council has never provided a discussion forum for different stakeholder groups to meet in a safe facilitated forum.	The addition of the statement in the Policy that "stakeholders are encouraged to discuss, decide and debate matters to create better outcomes for the community" amounts that process and therefore should either be deleted or actioned in future engagements.	Council is committed to hearing a variety of views regarding its policies, plans and strategies. A recent example of a discussion forum was the Community Cruise held for key community stakeholders during publications consultation on the Local Strategic Planning Statement (LSPS).
4.50	Policy			It is respectfully recommended that all members of Council Shire Council read and adhere to the statement that "Council will seek to uphold the highest standard of engagement" because that currently is not the community's lived experience of this Council.	Noted.
4.51	Policy			These "seven core principles" should be clearly listed in the Draft Community Engagement Plan.	Amendment: Page 8 of the draft Plan to include the following wording (in bold): These principles align with the seven core principles in Council's Community Engagement Policy: - Community engagement is strategy-led - Community engagement is proactive - Community engagement is open and inclusive - Community engagement is easy - Community engagement is relevant - Community engagement is timely - Community engagement is meaningful