

2021

COMMUNITY ENGAGEMENT PLAN

YOUR SAY MATTERS

DRAFT

Council recognises the Traditional Owners of the lands of Hornsby Shire, the Darug and Guringai peoples, and pays respect to their Ancestors and Elders past and present and to their Heritage. We acknowledge and uphold their intrinsic connections and continuing relationships to Country.

Hornsby Shire Council

ABN 20 706 996 972

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Visit us

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Please check the website for the latest opening hours for the Customer Service Centre and Duty Officer.

Disclaimer

Every effort has been made to provide accurate and complete information. However, the authors assume no responsibility for any direct, indirect, incidental, or consequential damages arising from the use of information in this document.

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Need Help?

This document contains important information. If you do not understand it, please call the Translating and Interpreting Service on 131 450. Ask them to phone 9847 6666 on your behalf to contact Hornsby Shire Council. Council's business hours are Monday to Friday, 8.30am-5pm.

Chinese Simplified

需要帮助吗？

本文件包含了重要的信息。如果您有不理解之处，请致电131 450联系翻译与传译服务中心。请他们代您致电9847 6666联系Hornsby郡议会。郡议会工作时间为周一至周五，早上8:30 - 下午5点。

Chinese Traditional

需要幫助嗎？

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German

Brauchen Sie Hilfe?

Dieses Dokument enthält wichtige Informationen. Wenn Sie es nicht verstehen, rufen Sie bitte den Übersetzer- und Dolmetscherdienst unter 131 450 an. Bitten Sie ihn darum, für Sie den Hornsby Shire Council unter der Nummer 9847 6666 zu kontaktieren. Die Geschäftszeiten der Stadtverwaltung sind Montag bis Freitag, 8.30-17 Uhr.

Hindi

क्या आपको सहायता की आवश्यकता है?

इस दस्तावेज़ में महत्वपूर्ण जानकारी दी गई है। यदि आप इसे समझ न पाएँ, तो कृपया 131 450 पर अनुवाद और दुभाषिया सेवा को कॉल करें। उनसे हॉर्न्सबी शायर काउंसिल से संपर्क करने के लिए आपकी ओर से 9847 6666 पर फोन करने का निवेदन करें। काउंसिल के कार्यकाल का समय सोमवार से शुक्रवार, सुबह 8.30 बजे-शाम 5 बजे तक है।

Korean

도움이 필요하십니까?

본 문서에는 중요한 정보가 포함되어 있습니다. 이해가 되지 않는 내용이 있으시면, 통역번역서비스(Translating and Interpreting Service)로 전화하셔서(131 450번) 귀하를 대신하여 혼즈비 셔 카운슬에 전화(9847 6666번)를 걸어 달라고 요청하십시오. 카운슬의 업무시간은 월요일~금요일 오전 8시 30분~오후 5시입니다.

Tagalog

Kailangan ng tulong?

Itong dokumento ay naglalaman ng mahalagang impormasyon. Kung hindi ninyo naiintindihan, pakitawagan ang Serbisyo sa Pagsasalinwika at Pag-iinterpretar (Translating and Interpreting Service) sa 131 450. Hilingin sa kanilang tawagan ang 9847 6666 para sa inyo upang kontakin ang Hornsby Shire Council. Ang oras ng opisina ng Council ay Lunes hanggang Biyernes, 8.30n.u.-5n.h.

Creative

EMPOWERING
DIVERSE
SAFE

Opportunities

Community

Friendly &
approachable

Friends

CREATIVE
DIVERSE
INCLUSIVE

Accessible

IMPROVE

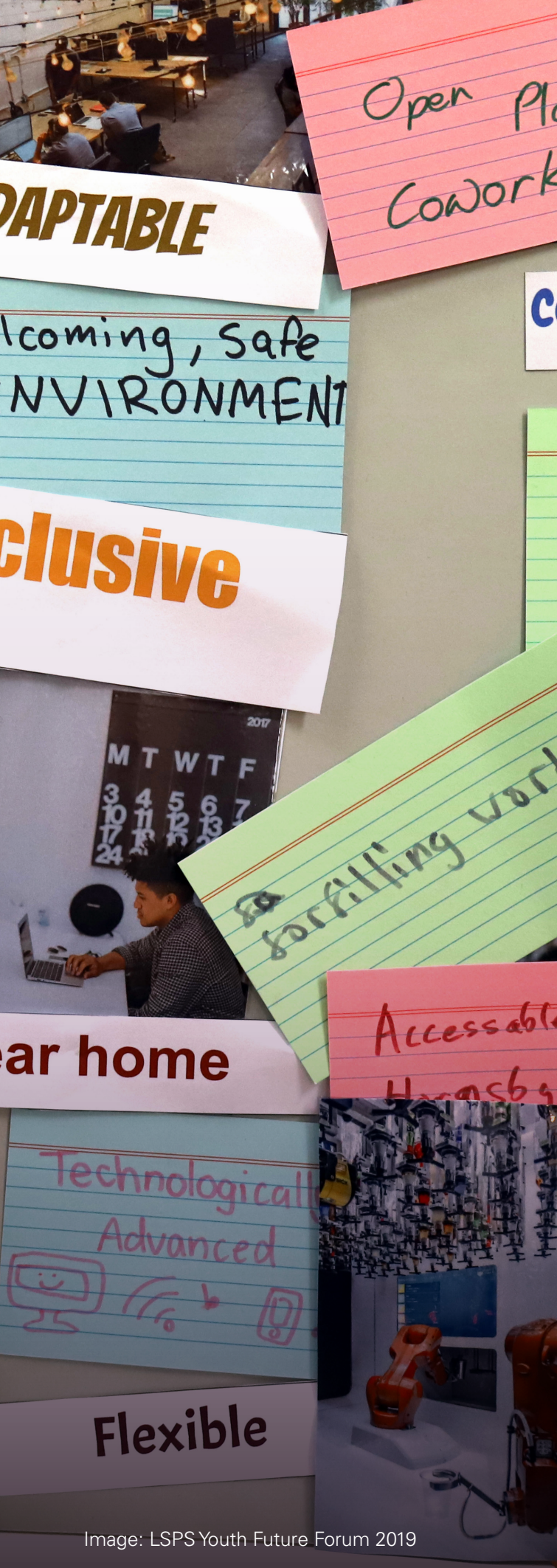


Image: LSPS Youth Future Forum 2019

Contents

Introduction.....	7
Our promises to you.....	8
Our engagement framework.....	10
Our approach to community engagement.....	13
Monitoring and evaluation.....	17
Community participation in planning.....	18
Our approach.....	18
Development applications.....	20
Strategic planning functions.....	26
How to get involved.....	29



Image: LSPS Youth Future Forum 2019

Introduction

“ *We're making it easier for you to understand how you can have your say.*

You're an important member of our community and when it comes to what matters to you – our environment, new developments and infrastructure – what you have to say about it matters to us.

That's why we're making it even easier for you to understand your part in the conversation and the decisions that affect you and our community.

This community engagement plan explains our commitment to you and how you can be involved in making Hornsby Shire an even better place to live.

”

What is the Hornsby Shire Council community engagement plan?

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.

You can participate in a diverse range of issues. You can provide feedback on a new neighbourhood playground or a development matter. You can also participate in developing new council policies and strategies.

Your participation informs and guides the decision-making functions of Council.

What region does this community engagement plan apply to?

This community engagement plan applies to all land within Hornsby Shire Council local government area relating to the operation of planning functions outlined in the Environmental Planning and Assessment Act 1979.

This plan is for all individuals and groups who live or work in Hornsby Shire, or will be affected by our decisions.

We are committed to building open, transparent and active relationships with you.

Why do we need a community engagement plan?

Council is committed to meaningful community engagement. We also developed this plan to meet the requirements of the Local Government Act 1993 to provide a community engagement strategy. Additionally, this plan meets our requirements under Division 2.6 and Schedule 1 of the Environmental Planning and Assessment Act 1979 to prepare a community participation plan.

Our promises to you

Seven core principles drive our approach to engaging with you. 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

Community engagement is strategy-led

We will:

- Work with you to make better decisions
- Ensure public contributions influence decision-making
- Value the feedback you provide on how we can improve.

We will do this by:

- Building open, transparent and active relationships with you
- Continuously exploring better, smarter ways that we engage with you.

Community engagement is proactive

We will:

- Actively provide opportunities for you to be involved in decisions that you are interested in
- Seek input from you in designing how you can participate.

We will do this by:

- Ensuring we know why and who we are engaging
- Being upfront about which decisions you can influence and those which are non-negotiable

Community engagement is open and inclusive

We will:

- Keep you informed about project and planning matters
- Provide a safe environment so you feel comfortable and confident to be part of the decision-making process
- Engage our community strategically to ensure the information we capture is accurate and represents our community as a whole.

We will do this by:

- Using a variety of engagement methods so everyone can participate, no matter their group or age
- Hosting a range of information and engagement events at venues throughout Hornsby that are easy for you to access.

Community engagement is easy

We will:

- Present you with information that is written in plain English and easy to understand
- Provide a content translation conversion service
- Clearly show you the purpose of any engagement activity and how and when you can be involved
- Use visual aids when it's appropriate

We will do this by:

- Advertising opportunities for you to participate as widely as possible through channels like email, newspaper, media releases, social media, our website and direct mail
- Giving you multiple ways to give us feedback like email, through the post or speaking to us
- Making it easy for you to visualise a proposed project or plan by using interactive maps or 3D representations.

Community engagement is relevant

We will:

- Define the purpose of our engagement activities and adapt them to suit the context, nature, scale and the level of community interest in the project, plan or issue.

We will do this by:

- Targeting our engagement campaigns, surveys or information available on social media to specific community groups
- Sending you information relevant to a project or planning matter you tell us you're interested in
- Reviewing the outcomes of previous consultations so we can learn how we can do it better next time.

Community engagement is timely

We will:

- Involve you as early as possible in planning processes for plans and projects
- Meet the required minimum exhibition timeframes
- Give you plenty of time to give us feedback.

We will do this by:

- Notifying you early in the exhibition timeframe on how you can be part of making decisions via our website, local print publications and media releases
- The timeframe for you to give us feedback will depend on the nature of the proposed plan or project.

Community engagement is meaningful

We will:

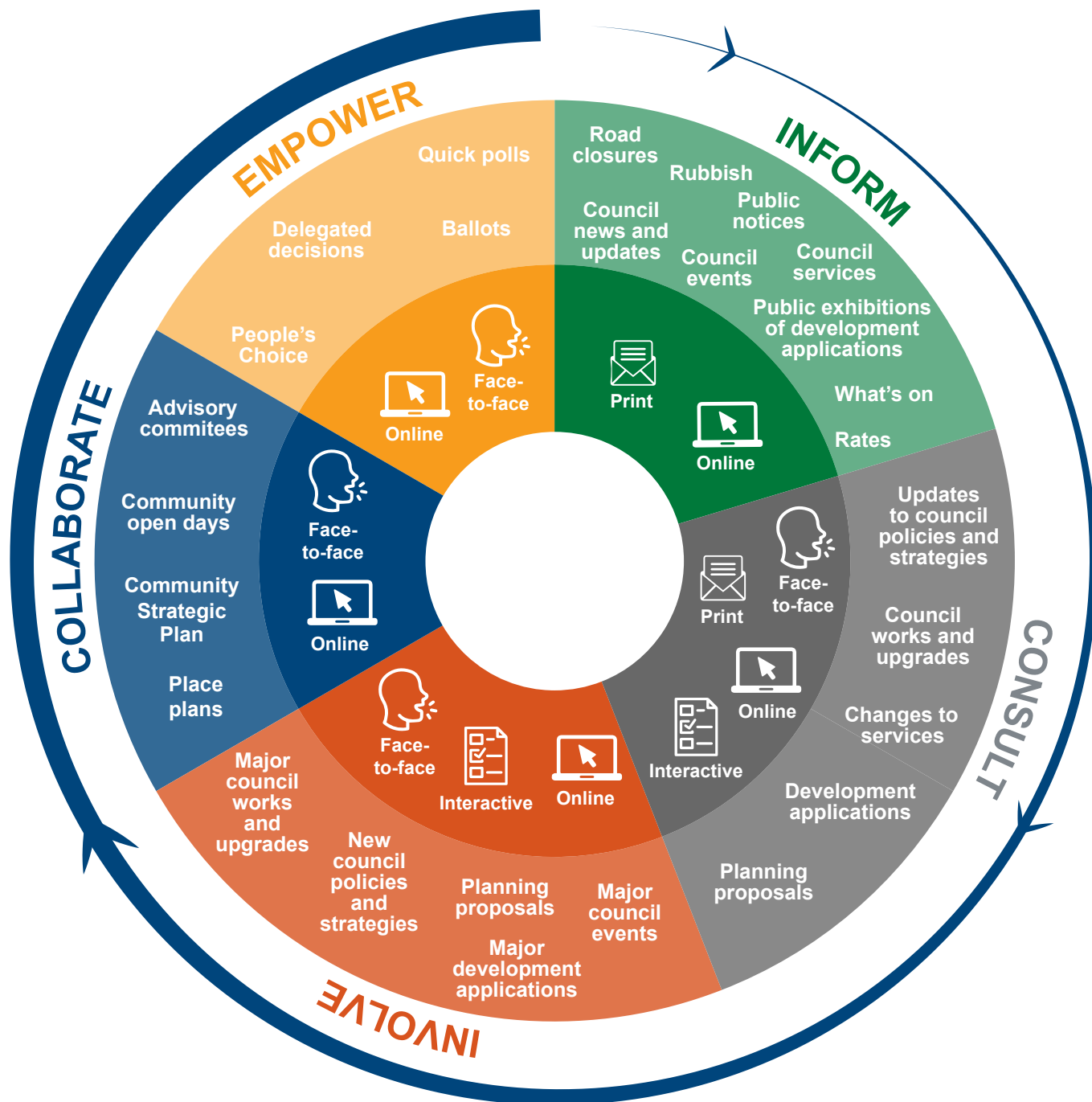
- Keep giving you meaningful opportunities to be part of council decisions that affect you
- Thoughtfully consider your feedback
- Report back to you about the reasoning behind our decisions.

We will do this by:

- Amending our plans or giving you more information as a result of your feedback.

Not all matters require the same level of participation. Our approach is focussed on providing you with relevant and targeted information, as well as being clear about when and how you can provide feedback to Council.

HORNBY SHIRE COUNCIL – COMMUNITY ENGAGEMENT PLAN



Your level of impact, influence and involvement

Low

High







Image: LSPS Community Cruise




Our approach to public engagement

Our engagement with the community is guided by the five levels of our Engagement Framework. An important part of this process is to understand the level of impact of a project, the scope of the community's input and the role those consulted will have in relation to the decision-making process. These factors will help us determine the appropriate level of community participation and it is expected that most engagement processes will be conducted within the Inform to Collaborate levels on the IAP2 spectrum.

We will use a range of engagement tools to provide you with relevant information about local issues. We will often use a combination of print and/or online communications to share information with you. If we are seeking your active participation, we will provide information on how you can be involved.

The specific role of each level of engagement, and some of the tools we may utilise is outlined below.

Participation level	When	Possible tactics
 <p>Inform</p> <p>We will notify you when a decision has been made or to provide you with the opportunity to give feedback or get in touch.</p>	<p>When providing you with information, we will:</p> <ul style="list-style-type: none"> ■ Provide details on how you can get in touch with council if you have any further questions ■ Respond to any questions in a timely manner. 	<ul style="list-style-type: none"> ■ Discussion papers, reports, fact sheets, letters, flyers, newsletters ■ Emails, bulk text messages ■ Web pages, campaign/project microsites ■ Social media ■ Pop-up stalls, displays, open days ■ Advertisements ■ Media releases ■ Billboard, banner, poster, signage ■ Direct mail, rate notices ■ Marketing automation ■ Community events ■ Speaking at Council meetings
 <p>Consult</p> <p>We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.</p>	<p>When consulting with you, we will:</p> <ul style="list-style-type: none"> ■ Provide a summary of the outcomes to demonstrate how your feedback has informed the outcome and decision-making process. 	<ul style="list-style-type: none"> ■ Workshops, focus groups, stakeholder interviews ■ Surveys (phone and online) ■ Community Facebook groups, submissions (email and post), listening post (online forum) ■ Pop-up stalls ■ Open days, open house, site tour ■ Photo competition ■ Interactive collaborative mapping (such as Social Pinpoint) ■ Door knocking ■ Forum, briefing, information session ■ Hotline/phone-in ■ Interactive mobile app ■ Polls ■ Suggestion box ■ Community events

Participation level	When	Possible tactics
 <p>Involve</p> <p>We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.</p>	<p>When involving you, we will:</p> <ul style="list-style-type: none"> ■ Provide a summary of the outcomes to demonstrate how your feedback has informed the outcome and decision-making process. 	<ul style="list-style-type: none"> ■ Reference groups ■ Discussion groups, workshops ■ CALD focus group ■ Youth summit ■ Card storm (brainstorm without group think) ■ Citizens panel ■ Committees ■ Community conversations ■ Creative arts expression ■ Open space ■ Participatory editing ■ Public hearing or inquiry ■ Public meeting ■ Working party
 <p>Collaborate</p> <p>We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.</p>	<p>When collaborating with you, we will:</p> <ul style="list-style-type: none"> ■ Work with you to identify and summarise the outcomes of collaboration, and in the development of some recommendations ■ Explain how the outcomes will be considered as part of the decision-making process. 	<ul style="list-style-type: none"> ■ Stakeholder meetings (community, advisory and cultural groups) ■ Councillor inception meeting ■ Community deliberative forums ■ Stakeholder networks and interagency ■ Appreciative inquiry ■ Co-design ■ Deliberative polling ■ Round table ■ Symposium
 <p>Empower</p> <p>We will implement what you decide</p>	<p>When you are empowered, you will:</p> <ul style="list-style-type: none"> ■ Identify and summarise the outcomes of the process and make final decisions. 	<ul style="list-style-type: none"> ■ Council empowers the community to make recommendations, which Council will give a high level of consideration to when making our decisions. ■ Citizen's Assembly ■ Community Panel ■ Mini-publics

Have Your Say

hornsby.nsw.gov.au/yoursay

Have Your Say is our tool for online engagement, where you can learn about important projects and provide feedback via surveys or online submissions.

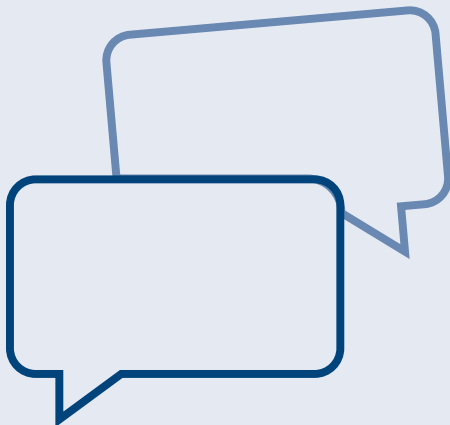
You can register to receive updates on current consultations and exhibitions via a weekly email, and we will also keep you informed via Council's monthly eNews, local print publications and on our social media platforms.

Project Contacts

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:

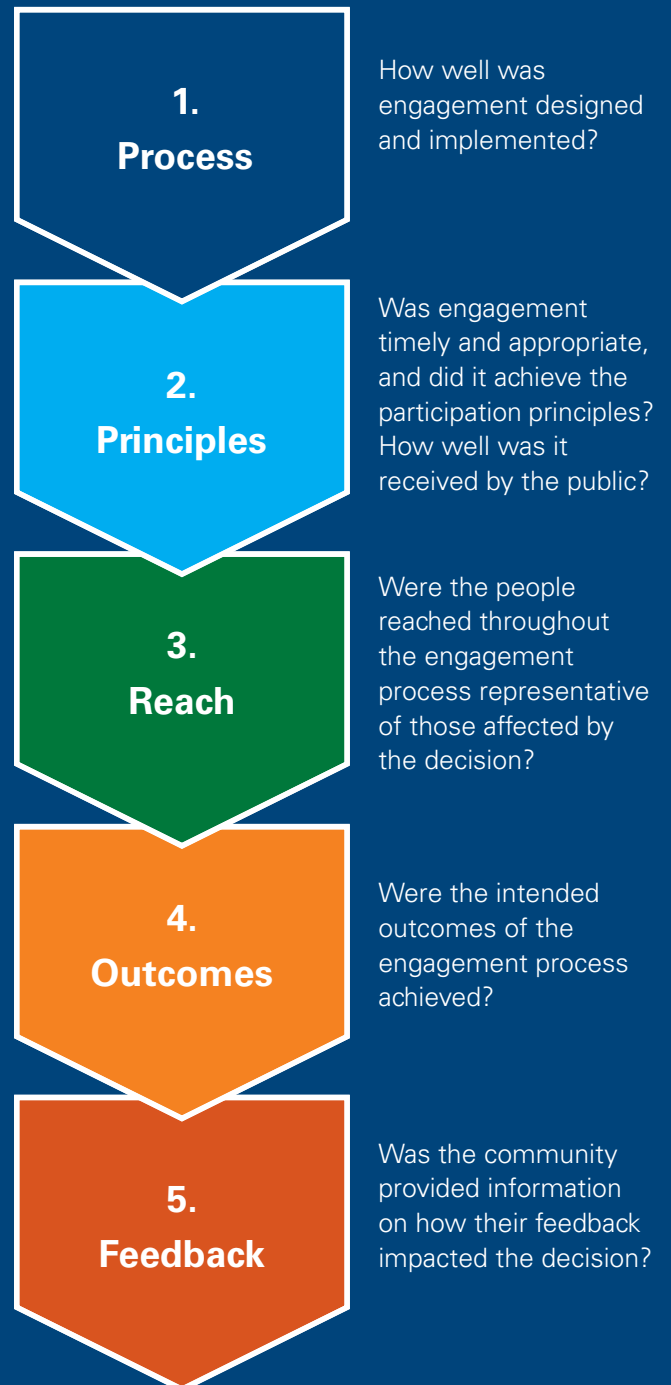
- In-person at the Customer Service Centre at 296 Peats Ferry Road, Hornsby NSW 2077
- Via telephone to 9847 6666
- Via email to HSC@hornsby.nsw.gov.au





Monitoring and evaluation

The following approach is used to evaluate our community engagement activities.



Community participation in planning

You can participate in planning and assessment matters. You can also participate in developing strategies and proposals that Council or local, district or regional planning panels need to assess.

Our approach to community participation

Exhibitions are a valuable way to communicate information about draft plans or proposals and strategic documents and receive community feedback.

Planning functions will usually fall into either the inform or consult engagement levels.

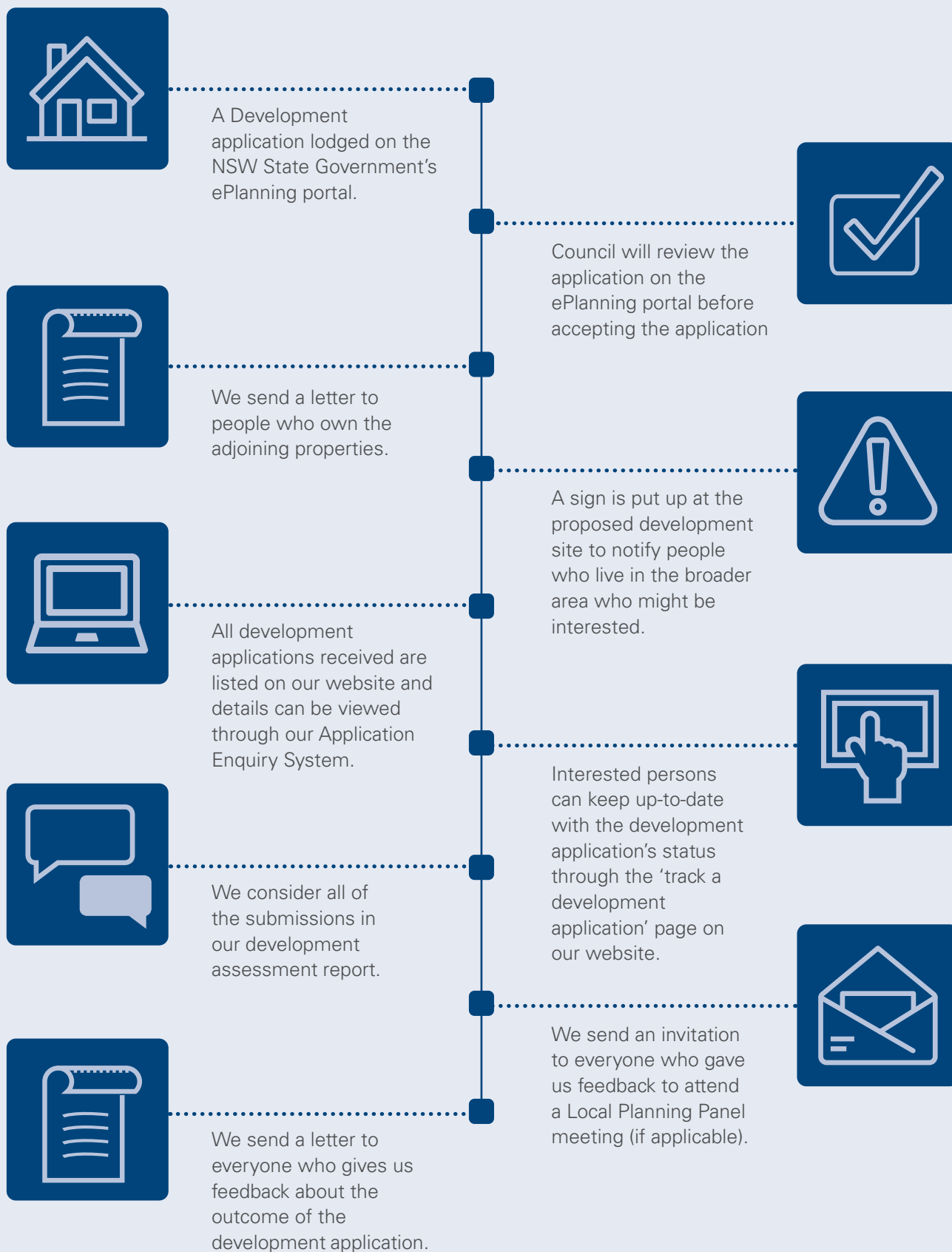
Engagement level	When	How
Inform We will notify you about proposals or plans and provide relevant and accurate information as these progress through the planning system.	We will notify you as soon as possible once we receive an application and keep you updated at regular milestones including when an application is to be considered by the Local Planning Panel.	<ul style="list-style-type: none">■ Letter mailout■ Our website■ Media releases■ Social media■ Newsletter
Consult We will consult with the community and acknowledge and address the feedback throughout the decision-making process.	Once a draft plan or proposal has been prepared, we will place it on formal exhibition where you will have the opportunity to provide feedback.	<ul style="list-style-type: none">■ Public exhibition■ Surveys■ Pop-ups■ Drop-in sessions
Determination We will inform you about decisions on proposals or plans, and address how your feedback was considered throughout the decision-making process.	We'll let you know about the outcome of the decision as soon as possible once the decision has been made.	<ul style="list-style-type: none">■ Updates on our website■ Letters to submitters■ Post-exhibition report



Image: LSPS Youth Future Forum 2019

Development applications

Development consent functions



Notification and exhibition of development applications and other development matters

We exhibit applications in line with the Environmental Planning and Assessment Act 1979. This table shows you how, and for how long, we advertise common development applications.

Application type	Sign on property	Applications listed on Council's website	Letter to adjoining property owner	Minimum mandatory timeframe
Advertised development: <ul style="list-style-type: none"> ■ Designated development ■ Nominated integrated development (development that requires approval under the Heritage Act, Water Management Act and Protection of the Environment Operations Act) ■ Threatened species development ■ Class 1 Aquaculture 	✓	✓	✓	28 days
Other integrated development	✓	✓	✓	14 days
Local development (other than listed below)	✓	✓	✓	14 days
Local development involving: <ul style="list-style-type: none"> ■ Dwelling house and ancillary work ■ Advertising signs ■ Temporary land use (per clause 2.8 of Hornsby Local Environmental Plan) 	✓	✗	✓	14 days
Section 8.2 Applications (review of a determination)	✓	As per original development application.	✓ We also send letters to people who object to the original development application.	14 days
Section 4.55(2) and 4.56 Applications (modification of a development application)	✓	As per original development application.	✓ We also send letters to people who object to the original development application.	14 days
Environmental Impact Statement obtained under Division 5.1	✗	✓	✓	28 days



Exhibiting applications

Exhibition periods

- Applications will be notified on Council's website in accordance with the period specified in the table above.
- We may extend the minimum exhibition period for development when there is significant community interest.
- We'll extend minimum exhibition periods when they cross over the Christmas/New Year period. Days between 20 December and 10 January aren't included in minimum exhibition periods.
- Time frames are calendar days and include weekends.

Notification of amendments before determining applications

- We might re-exhibit an amended application where the assessment officer is of the view that the changes negatively affect the surrounding properties.
- If we re-exhibit a development application and the assessment officer is of the view that it only differs slightly from the original application, we'll send a letter to the affected property owners and submitters. The exhibition period will be 14 days or when we have received all submissions – whichever occurs first.
- When the amended application differs significantly from the original, we'll re-exhibit the application.

Note: The re-exhibition requirements for designated and other advertised development are prescribed in the Environmental Planning and Assessment Act 1979 and regulations.

Development not exhibited

We don't need to exhibit or notify the public about these applications:

- Modifications for minor errors, misdescription or miscalculation (section 4.55(1))
- Modifications of minimal environmental impact (section 4.55(1A))
- Temporary community advertisements
- Any other development we don't think would negatively impact the surrounding properties and area.

Exhibition methods

Our website

Every week, we publish a list of all of the development applications we received during the week on our website: hornsby.nsw.gov.au. Details of each application may be viewed through our Application Enquiry System.

Sign on property

- The applicant needs to display the A4-sized notice we issue in a prominent position so members of the community can read it easily throughout the exhibition period. See the Notification and exhibition of development applications table for more information about exhibition periods.
- The applicant needs to give us evidence the sign was displayed at the site at the beginning of the exhibition period. This evidence can be a dated photograph or a statutory declaration.

Letters to adjoining property owners

- We'll send a letter to adjoining property owners to advise them we received an application, and invite them to comment.
- An adjoining property is a property that shares a common boundary with the subject site, or a property directly across the road from the subject site.
- In addition to an adjoining property, Council may extend the area of notification if in Council's opinion the development may potentially impact on the wider locality.
Note: Pre-consultation with neighbours or affected landowners is encouraged as best practice before lodging a development application to assist in reducing delays.
- If an adjoining property is a lot within the Strata Schemes (Freehold Development) Act 1973, a written note to the lessor under the leasehold strata scheme, and to the owner's corporation, is taken as a written notice to all of the owners.
- If an adjoining property has more than one owner or occupier, a written note to one owner or occupier is taken as a written notice to all owners or occupiers.
- When requested, we'll provide a written notice to civic trusts, chambers of commerce or other community groups to let them know about proposed developments that are likely to have implications for the broader community.

Public authorities

We'll refer applications to public authorities if the application requires their approval under the Environmental Planning and Assessment Act 1979, or if we think the authority might be interested in the application.

Submissions

Lodging a submission

Anyone can submit a response to a development application. You don't need to have received a letter about it.

Your submission needs to be in writing and include:

- Your name, address and email address
- The address of the proposed development
- Council's application number
- Your reasons for objecting or supporting the proposal.

You can email your submission directly to devmail@hornsby.nsw.gov.au. You can also comment via our Application Enquiry System or post.

Considering submissions

- All submissions received within the exhibition period will be included in the assessment of the application.
- Only submissions that are made electronically via devmail@hornsby.nsw.gov.au or our Application Enquiry System will receive an acknowledgement of receipt.
- Where an application is to be determined at a panel meeting, rather than by Council officers, we will invite the applicant and all submitters to attend the meeting.
- Petitions are recorded as one submission containing the number of signatures.
- When we receive a petition, we will send updates to the lead petitioner only. It is the lead petitioner's responsibility to inform co-petitioners about any updates.
- Applicants can check on the status of development applications on our website at hornsby.nsw.gov.au.
- We do our best to consider submissions we receive outside of the exhibition period. However, there is no guarantee.
- Note that submissions may be made publicly available in accordance with relevant legislation.

Post determination notification

In line with the Environmental Planning and Assessment Act 1979, we notify the public of the outcomes when we assess an application.

We'll notify submitters what we determined in writing. For a petition, we'll advise the lead petitioner.

We'll publish the outcomes of applications on our website at hornsby.nsw.gov.au.

Notifications about the outcomes of applications include:

- The decision
- The date of the decision
- The reasons for the decision
- How we considered the community views in making the decision.

In accordance with Section 10.4 of the Environmental Planning and Assessment Act 1979, any person or organisation that has made a submission about a relevant planning application and has made a reportable political donation or gift to a Councillor or employee of the Council must make a political donations disclosure statement.



Strategic planning functions

Overview of strategic planning functions and exhibition periods

In accordance with the Environmental Planning and Assessment Act 1979, the minimum mandatory timeframes are as outlined below. Depending on the scale and nature of the proposal, we can extend the timeframes to allow the community enough time to properly consider it.

Draft community participation plans

What is the community participation plan?	Minimum exhibition period
The Hornsby community participation plan explains how we engage with our community across all of our planning functions so people in our community can easily understand how they can be part of planning matters.	28 days

Draft local strategic planning statements

What is the local strategic planning statement?	Minimum exhibition period
<p>Our local strategic planning statement (LSPS) sets out a 20-year vision for land use in Hornsby Shire. It identifies the special character and community values we preserve and how we manage growth and change.</p> <p>Legislation requires all councils in New South Wales to prepare an LSPS. LSPSs unify state, regional, district and local strategies and allow councils to translate their strategic planning work into local priorities and actions that shape development controls.</p>	28 days

Draft planning studies and reviews

What is a draft planning study?	Minimum exhibition period
Before preparing a major amendment to the local environmental plan or development control plan, Council conducts a planning study or review.	28 days *Council may extend this based on the urgency, scale and nature of the study or review. A consultation strategy will be reported to Council with any draft strategic planning study or review and will include the methods of consultation and identification of residents to be notified.

Planning proposals for local environment plans subject to gateway determination

What is a local environmental plan?	Minimum exhibition period
<p>A local environment plan (LEP) is a legal instrument that establishes land use zones and imposes standards to control development. The purpose of an LEP is to implement our strategic plans to achieve the objectives of the Environmental Planning and Assessment Act 1979.</p> <p>To amend an LEP, a planning proposal must be submitted to the New South Wales Department of Planning, Industry and Environment for a gateway determination. The gateway determination will identify the merit of the proposed plan-making process and specify if the planning proposal is to proceed and establish conditions we need to comply with.</p>	<p>28 days, or the time period specified in the gateway determination</p> <p>*Council undertakes an additional informal notification process beyond that required by legislation for owner-initiated Planning Proposals. On receipt of an owner-initiated Planning Proposal, Council will seek feedback (14 day exhibition period) prior to consideration by Council or the Department of Planning, Industry and Environment.</p>

Draft development control plans

What is a development control plan?	Minimum exhibition period
<p>We create development control plans (DCP) to provide detailed planning and design guidelines within certain areas to implement the controls outlined in the LEP.</p> <p>We will occasionally amend a DCP and introduce new controls or modify existing DCP provisions to respond to legislative changes or clarify the intent of an existing control.</p>	<p>28 days</p>

Draft contribution plans

What is a contributions plan?	Minimum exhibition period
<p>Contribution plans allow us to levy new developments to provide local infrastructure and community facilities. These plans can occasionally be amended to reflect land rezoning and to meet additional needs required by population growth.</p>	<p>28 days</p>

Voluntary Planning Agreement

What is a Voluntary Planning Agreement?	Minimum exhibition period
<p>A VPA is an agreement voluntarily entered into by a public authority (Council) and a developer to deliver public benefits. These include monetary contributions, the provision of community facilities, affordable housing, public infrastructure, dedication of land to Council, conservation of the natural environment and any other material of public benefit or any combination of these.</p>	<p>28 days</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>

How to lodge a submission

Anyone can make a submission in response to a strategic plan or strategy. You don't need to have been formally notified, and your submission can support or oppose a matter.

You need to make your submission in writing – by mail, via an email or through our website: hornsby.nsw.gov.au.

Include these details with your submission:

- Your name, postal address and email address
- The name of the strategy or plan
- Your reasons for objecting or supporting the strategy or plan.

Please note that submissions may be made publicly available upon request, other than personal information contained within them, in accordance with relevant legislation.

Consultation Strategies

When a Strategic planning report or policy is reported to Council for endorsement for exhibition, the report will include a strategy, outlining at a minimum, the exhibition period, who will be consulted and where the plans and supporting documentation can be viewed. Each consultation strategy will vary depending on the urgency, scale, nature of the study and anticipated level of community interest. We use the Have Your Say page on the Noticeboard tab on Council's website to display all current exhibitions.

Current planning proposals can also be viewed on Council's website under the 'Building and Development' tab through the 'Planning Proposals' page.

How we consider submissions

We consider all submissions we receive within the exhibition periods. We also do our best to consider submissions we receive outside of the exhibition period, but we can't guarantee this.

When we receive a petition, we only communicate through the lead petitioner. Check with them if you signed a petition and would like an update. We record petitions as one submission containing the number of signatures.





How to get involved

There are so many ways you can give us feedback or talk about planning matters with us.

Hornsby Shire Council

ABN 20 706 996 972

Contact details

PO Box 37, Hornsby NSW 1630

Phone: 9847 6666

Fax: (02) 9847 6999

Email: hsc@hornsby.nsw.gov.au

Customer service (telephone and online) hours:
8.30am–5pm Monday to Friday (excluding public holidays)

hornsby.nsw.gov.au

Visit us

296 Peats Ferry Road, Hornsby NSW 2077

Please check the website for the latest opening hours for the Customer Service Centre.

Duty officer

A duty officer is available to provide general town planning and engineering advice.

Please check the website for the latest opening hours for the Duty Officer.

