

Positively

PENRITH

2024-28

Adopted December 2024

Community Engagement Strategy

And

Community Participation Plan



Interpreting Assistance

ENGLISH	If you do not understand this, please contact the Telephone Interpreting Service on 131 450 and ask them to contact Penrith City Council on your behalf on (02) 4732 7777. Or come to the Council offices and ask for an interpreter.
ARABIC	إذا لم يكن بإمكانك قراءة النص أعلاه، الرجاء الاتصال بخدمات الترجمة الفورية الهاتفية (TIS) على الرقم 131 450 والطلب منهم الاتصال بدورهم بمجلس مدينة بنريث نيابة عنك على الرقم 4732 7777 (02). أو يمكنك الحضور إلى المجلس وطلب ترتيب مترجم فوري لك.
CHINESE	如果您无法阅读这些文字，请致电 131 450 联系电话传译服务中心，请他们代您拨打 (02) 4732 7777 联系 Penrith 市议会。您也可以亲自到市议会来并要求获得口译服务。
GREEK	Αν δεν μπορείτε να το διαβάσετε αυτό, τηλεφωνήστε στην Τηλεφωνική Υπηρεσία Διερμηνέων στο 131 450 και ζητήστε τους να επικοινωνήσουν με το Δήμο Penrith (Penrith City Council) για λογαριασμό σας στον αριθμό (02) 4732 7777, ή ελάτε στη Δημαρχία και ζητήστε διερμηνέα.
HINDI	यदि आप इसे नहीं पढ़ पाते हैं, तो कृपया 131 450 पर टेलीफोन दुभाषिया सेवा से संपर्क करें और उनसे कहें कि वे आपकी ओर से पेनरथि सिटी काउंसिल से (02) 4732 7777 पर संपर्क करें. या आप काउंसिल आएँ और एक दुभाषिया की मांग करें.
ITALIAN	Se non riuscite a leggere questo, contattate il servizio telefonico di interpretariato al numero 131 450 e chiedetegli di contattare da parte vostra il comune di Penrith City al numero (02) 4732 7777 oppure venite in comune e richiedete un interprete.
MALTESE	Jekk ma tistax taqra dan, jekk jogħġbok, ikkuntattja lit-Telephone Interpreting Service fuq 131 450 u itlobhom biex jikkuntattjaw Penrith City Council f'ismek fuq (02) 4732 7777. Jew ejja l-Kunsill u itlob għal interpretu.
PERSIAN	اگر نمی توانید این مطلب را بخوانید، لطفاً به خدمات ترجمه تلفنی به شماره 131 450 زنگ بزنید و از آنان بخواهید با شورای شهر پنریت Penrith City Council به شمار 4732 7777 (02) از جانب شما تماس بگیرند. یا اینکه به شهرداری Council آمده و مترجم بخواهید.
PUNJABI	ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਨਹੀਂ ਸਮਝਦੇ ਅਤੇ ਕਸਿੰ ਦੁਆਰਾ ਈ ਲੋੜ ਹੈ, ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ 131 450 'ਤੇ ਟੈਲੀਫੋਨ ਇੰਟਰਪ੍ਰੀਟਿੰਗ ਸਰਵਿਸ ਨੂੰ ਫੋਨ ਕਰੋ ਅਤੇ ਉਨ੍ਹਾਂ ਨੂੰ (02) 4732 7777 'ਤੇ Penrith City Council (ਪੈਨਰਥਿ ਸਿਟੀ ਕੌਂਸਲ) ਨੂੰ ਫੋਨ ਕਰਨ ਲਈ ਕਹੋ।
SINGHALESE	ඔබට මෙය කියවීමට නොහැකි නම්, කරුණාකර දුරකථන අංක 131 450 ඔස්සේ දුරකථන පරිවර්තන සේවාව (Telephone Interpreting Service) අමතා ඔබ වෙනුවෙන් දුරකථන අංක (02) 4732 7777 අමතා පෙන්රිත් නගර සභාව (Penrith City Council) හා සම්බන්ධ කර දෙන ලෙස ඉල්ලා සිටින්න. නැතිනම් නගර සභාව වෙත පැමිණ භාෂා පරිවර්තකයකු ලබා දෙන ලෙස ඉල්ලා සිටින්න.
TAGALOG	Kung hindi mo naiintindihan ang dokumentong ito at kailangan mo ng isang interpreter, mangyaring tumawag sa Telephone Interpreting Service sa 131 450 at hilingin sa kanila na tumawag sa Penrith City Council sa (02) 4732 7777.
TAMIL	இதை உங்களால் வாசிக்க இயலவில்லை என்றால், 'தொலைபேசி உரைபெயர்ப்பு சேவையை 131 450 எனும் இலக்கத்தில் அழைத்து 'பென்றித் நகரவைப்புடன் (02) 4732 7777 எனும் இலக்கத்தில் உங்கள் சார்பாக தொடர்பு கொள்ளுமாறு கேளுங்கள். அல்லது நகரவைக்கு விஜயம் செய்து உரைபெயர்ப்பாளர் ஒருவர் வேண்டுமெனக் கேளுங்கள்.
VIETNAMESE	Nếu quý vị không thể đọc được thông tin này, xin liên lạc Dịch Vụ Thông Dịch Qua Điện Thoại ở số 131 450 và yêu cầu họ thay mặt quý vị liên lạc với Hội Đồng Thành Phố Penrith ở số (02) 4732 7777. Hoặc hãy tới Hội Đồng và yêu cầu có thông dịch viên.

Cover photo - residents enjoying the St Marys Lights Up winter event

Acknowledgment of Country

We acknowledge and pay respect to the Darug and Gundungarra people who are the traditional owners in which Penrith Local Government Area is situated.

We also pay our respect to elders past, present and emerging, and to the First Nations people living in our community today.

NICE (Nations in Cultural Exchange) project celebration, Kingswood Park



Mayor's message



A message from the Mayor

I am pleased to present Penrith City Council's Community Engagement Strategy and Community Participation Plan.

Engagement is at the heart of Council's projects and activities; this document demonstrates Council's approach to communication and engagement with our community – the people, organisations and businesses that are invested in the future of our City.

Council is committed to ongoing, open communication and community participation. It is crucial that our community has the knowledge and the ability to provide insights and feedback on the projects or issues that affect the way they live, work or play in the Penrith Local Government Area. This will lead to better outcomes for everyone.

Engaging our community on proposals, issues and opportunities is vital for building a great City where all voices are heard, and where the needs and aspirations of our community help shape the decisions that affect them.

This document provides transparency and clarity for all stakeholders so they can understand the role they play in the engagement process and at what stage, or stages, Council engages with them. It also ensures decisions that affect our City and its people are made in an open and transparent way.

It acknowledges that stakeholders' needs vary; because of this, Council undertakes a range of engagement approaches so we understand and consider all views before making important decisions.

This document aligns with the IAP2 (International Association of Public Participation) Spectrum model and details the requirements, guidelines and processes we use to ensure our engagement is clear, accountable, meaningful, inclusive and accessible to all.

Importantly, at Penrith City Council, engagement is something that will continue to evolve, and we will continue to look for new ways to engage our community about the things that matter to them.

A handwritten signature in black ink, appearing to read 'Todd Carney'. The signature is fluid and cursive.

Todd Carney
Mayor of Penrith

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Introduction

Community engagement is at the heart of local government. It helps communities to be active participants in shaping their own future and play a part in positive changes. Council has a vital role to play in providing opportunities for people to be involved in creating good public policy and ensuring relevant, quality services.

Penrith City Council is committed to engaging the community in a transparent, accessible, open, and accountable way. We know that by listening to our community we will make better decisions. The Community Engagement Strategy and Participation Plan 2022-2026, presented in two sections within the document, has been developed in response to increasing community expectations and their right to have a say on Council's decision-making and to align engagement practices with State government legislation.

Glossary

Community

For the purpose of this document, community refers to anyone with an interest in decisions made in Penrith Local Government Area including stakeholders from the public and private sector.

Stakeholder

An individual or group with a strong interest in the decisions of council or directly impacted by their outcomes. Community becomes stakeholders when a project directly affects them.

IAP2

The International Association for Public Participation (IAP2) is an organisation advancing the practice for public participation. IAP2 supports people who implement participation in public decision-making processes.

*One of the many ways
to enjoy the Yandhai
Nepean Crossing*



What is Community Engagement?

Community engagement, also known as 'public participation' is about involving the community in making decisions that shape their City. Engaging people on ideas, issues and opportunities is crucial for building a great City where people want to live, work, and visit.

Robust community engagement is the basis for understanding decisions, sharing perspectives, improving outcomes and building trust between Council, the community and other partners.

Effective engagement will:

- Ensure community needs and expectations are understood and reflected in the decisions and actions of Council
- Result in better, more sustainable decisions
- Build trust and improve accountability through transparency of decision-making
- Value local knowledge and foster local problem-solving
- Improve understanding of Council's planning, prioritising and resourcing
- Identify critical issues and opportunities early
- Optimise use of limited resources and maximise efficient resource allocation
- Feedback to the community the result of the engagement process

What is Public Participation?

Public Participation is the process of undertaking purposeful activities which invite the community's input in order to influence a decision or document. This could be in person at an activity such as a workshop or information booth, or via a written submission or survey.

This democratic approach to decision-making ensures there are avenues for the community to have a say in the decisions that affect them - with the objective of making better public decisions which reflect the interests and concerns of potentially affected people and entities.

Community members come together for a "Walk Against Violence" at Tench Reserve



Community Engagement Strategy

The Community Engagement Strategy section in this document, outlines Council's approach to engagement. It provides transparency and clarity for all stakeholders so they can understand their role in decisions they are interested in or impacted by, in order to achieve better outcomes for our community and environment.

The strategy defines who, when and how we will engage. The level of community involvement varies depending on the project and the potential impact of the decision.

Legislative requirements

The following pieces of Legislation inform this Strategy and the way Penrith City Council engages our community.

Local Government Act 1993, Section 8A and Section 402A

The council must establish and implement a strategy (its Community Engagement Strategy) based on social justice principles, for engagement with the local community when developing its plans, policies and programs and for the purpose of determining its activities (other than routine administrative matters).

The Children's Guardian Amendment (Child Safe Scheme) Bill 2021

Child Safe Standard 2 – Children participate in decisions affecting them and are taken seriously

Children are safer when organisations teach them about their rights to be heard, listened to and believed. A child safe organisation actively seeks the opinions of children and when doing so considers their age, development, maturity, understanding, abilities and how they communicate. Children are encouraged and supported to regularly contribute to decisions that affect them.

Community Participation Plan

The Community Participation Plan section outlines how you can get involved in local and City-wide land use planning to achieve better outcomes for today as well as the future.

The plan covers legislative requirements for mandatory public engagement for all of Council's planning functions. It builds on the approach established by the Community Engagement Strategy and includes specific information about community participation on planning and development decisions in the Penrith Local Government Area (LGA).

Legislative requirements

The Environmental Planning and Assessment Act 1979 (the EP&A Act)

Schedule 1 Community Participation Requirements and Division 2.6 Community Participation



Penrith Producers event at Triangle Park, Penrith



SECTION 1

Children enjoying a silent disco at Bright Nights Kingswood

Community Engagement Strategy

Our community

A broad range of community voices are required to shape Penrith City, which is why your feedback is important. Listening to residents, rate payers as well as visitors from different age groups, suburbs, wards, cultural background and family life stages helps Council get a better understanding of how a decision affects different people in our community. The more information we have about the impacts of a decision, the closer we are to achieving an outcome that balances benefit across the community.

POPULATION
217,644

5% First Nations



14.4%
Children (0-9)



13.0%
Adolescents (10-19)



59.5%
Adults (20-64)



12.9%
Seniors (65+)



5.5%
have need for assistance with a core activity



29.7%
Born overseas
Top 5 India England
Philippines New Zealand
China



23.9%
Speak a language other than English
Top 5 Arabic Punjabi Tagalog
Hindi Mandarin

Top 5 Ancestry Australian, English, Irish, Scottish, Australian Aboriginal.

Source: Australian Bureau of Statistic 2021



53%

of residents have contacted Council in the past 12 months



Residents are most likely to access information through social media and Council's website



90%
are at least somewhat satisfied with their contact with Council



81%
are at least somewhat satisfied with Council's efforts to inform residents



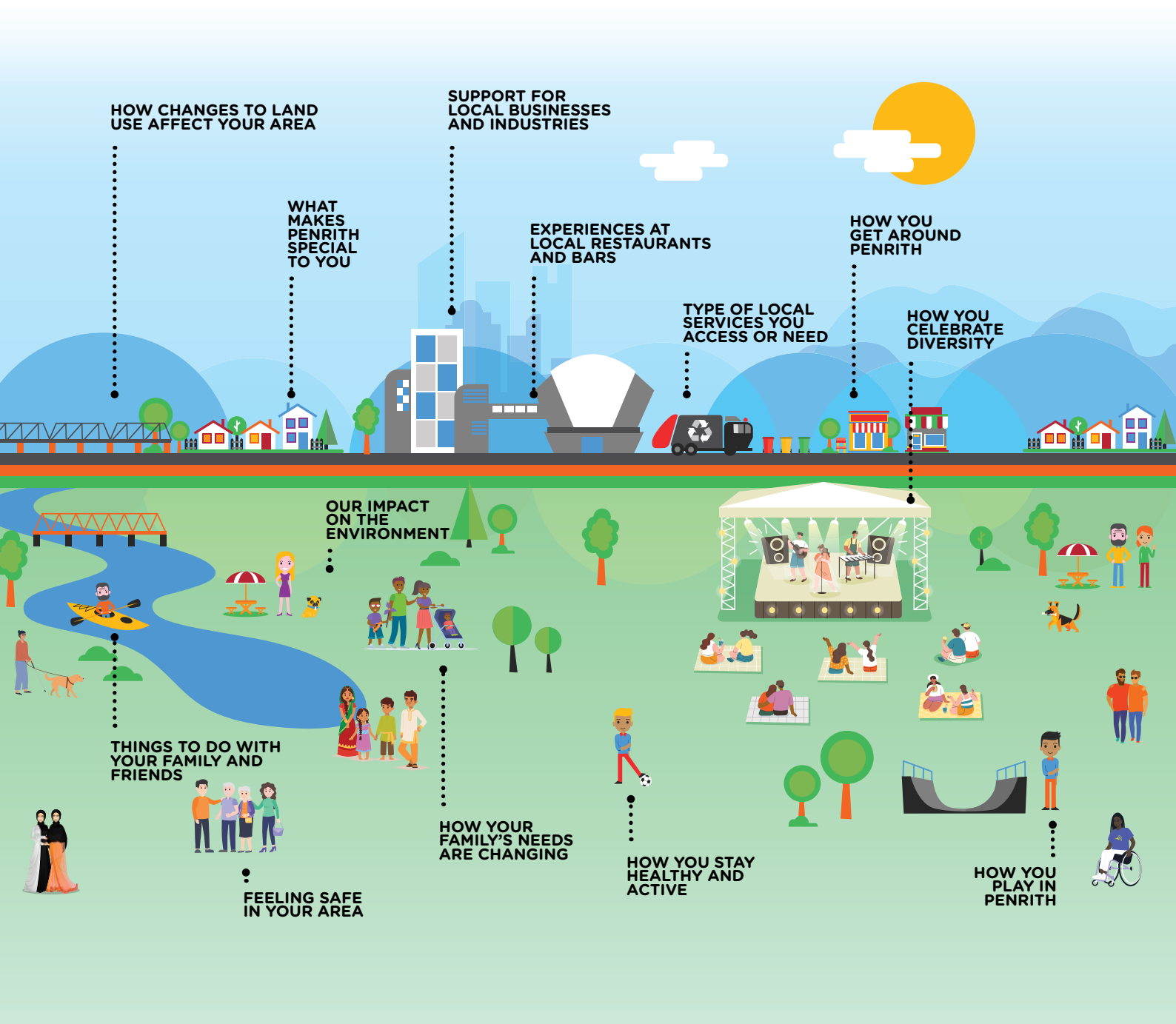
71%
are at least somewhat satisfied with Council's efforts to involve residents

Source: Community Satisfaction Survey 2024

Why participate in engagement?





Participating in community engagement contributes to improving the quality of life for those living in the Penrith local government area (LGA) and has a direct impact on Council planning, facilities management and service delivery. It can be a rewarding and beneficial experience. By getting involved in a decision-making process you can:

- Be a leading voice for the community
- Share ideas, aspirations, concerns, needs and experiences
- Make connections and hear what other residents think
- Find out more information about projects or plans directly from the project team
- Learn about the matters Council must consider before making the decision
- Gain a better understanding of how the outcome of the decision will benefit the wider community



A principles based approach

Council is committed to the following engagement principles based on the social justice principles of equity, access, participation and rights.

PRINCIPLE	OUR COMMITMENT	IN PRACTICE
 <p>Tailored and inclusive</p>	<p>We remove barriers to participation to ensure we hear from as many people as possible, with particular efforts made to identify and hear from underrepresented community groups.</p>	<ul style="list-style-type: none"> • Identifying groups impacted by a decision or project. • Choosing methods that suit their needs. • Identifying gaps and building relationships with groups we don't reach. • Being flexible in the way we collect feedback
 <p>Clear and timely communication</p>	<p>We provide clear, accessible and prompt information about how you can have your say to give you time to provide informed feedback.</p>	<ul style="list-style-type: none"> • Providing information early • Using language which is easy to understand and concise • Providing updates on progress and on the final outcome
 <p>Meaningful and genuine</p>	<p>We facilitate genuine opportunities to listen to and understand your aspirations, ideas, needs and concerns so you can inform the outcomes.</p>	<ul style="list-style-type: none"> • Clarifying what can and can't be influenced by the engagement • Respecting the time and effort of those who participate in the engagement • Listening openly and applying feedback objectively
 <p>Work in partnership</p>	<p>We work in respectful partnerships, with the understanding that community and government are responsible for shaping Penrith.</p>	<ul style="list-style-type: none"> • Developing a vision together • Agreeing on shared goals • Fostering openness and trust • Ensuring engagement opportunities are regular and feedback is communicated

Penrith Producers event at Triangle Park, Penrith



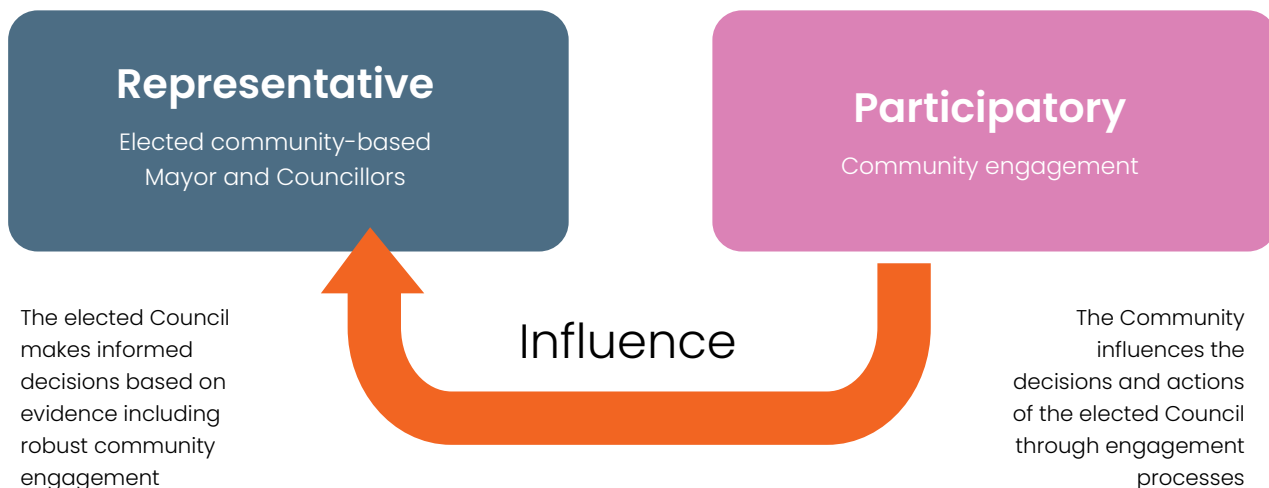
What engagement looks like at Penrith City Council

Council makes decisions through local democracy processes which are both representative and participatory.

Representative democracy is the process by which the community elects their local representatives, Councillors, to be the governing body of the Council. The elected Council develops and implements policies, programs and long-term strategic plans, ensures financial sustainability, monitors performance, and makes decisions to direct and control the affairs of the Council. The elected Council is the final decision maker and is accountable to the community.

Participatory democracy is the process by which community members are actively involved in decisions that affect them. The community can participate through a variety of community engagement processes that influence and shape the elected Council's decisions. Council recognises that people have a right to be informed and to have a say on matters that are important to them, or which have an impact on their daily lives.

In practice, this might include methods of engagement such as surveys, listening posts, workshops, focus groups, or other techniques for the community to provide input.

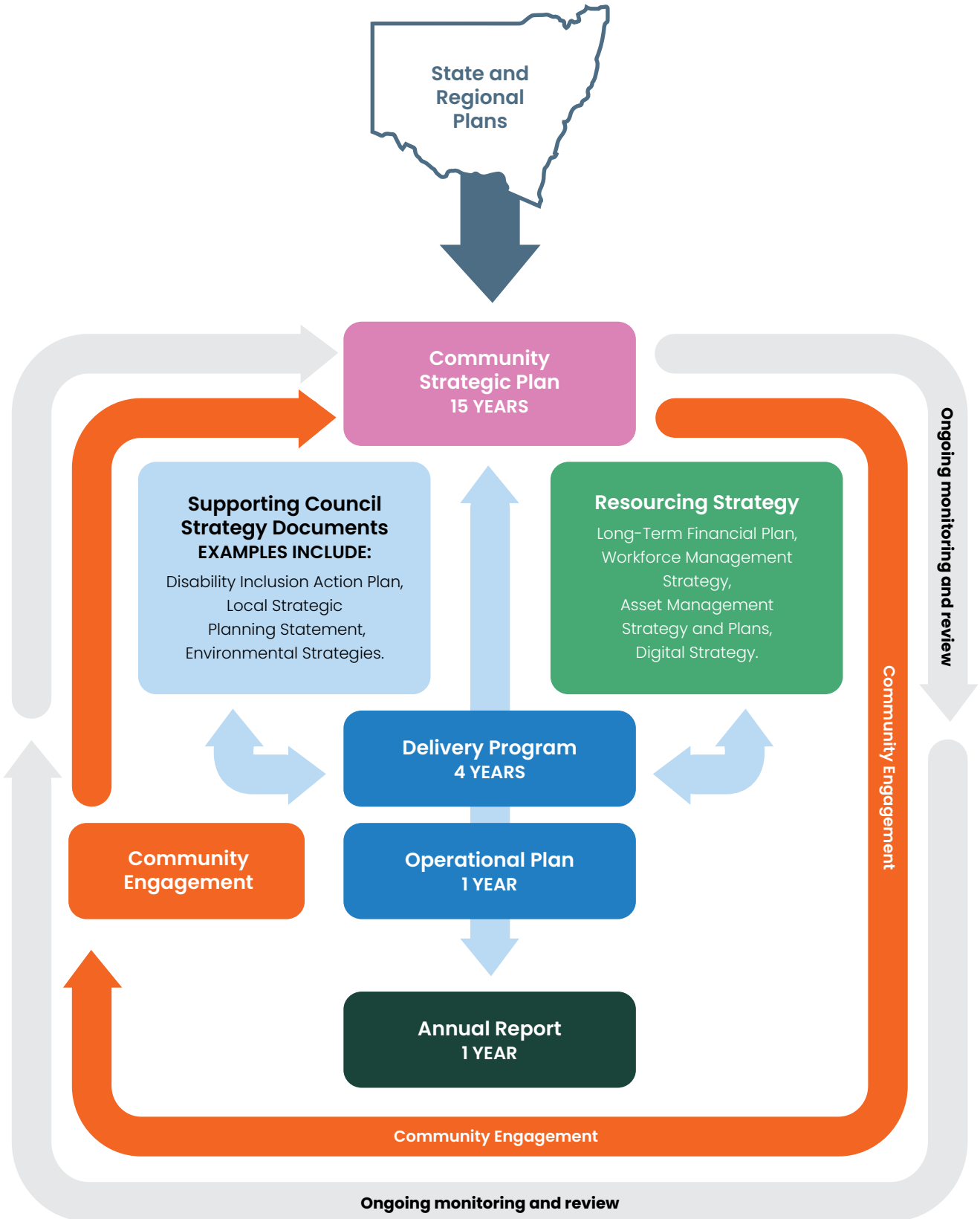


Children play at the Mondo Community Space, Penrith



The Integrated Planning and Reporting Framework

The role of the community is at the heart of the Integrated Planning and Performance Framework (IP&R). Our engagement is linked to plans, strategies and work outlined in the framework and shows how often we engage around those plans and strategies. Ongoing community engagement and the feedback that people provide establishes the overarching ten year strategic direction of Council through the Community Strategic Plan and develops the four-year Delivery Program of principal activities which ultimately influences our day-to-day activities and service provision through the annual Operational Plan.



How we engage

Our approach to engagement can vary depending on the need and impact of the project and is guided by the IAP2 (International Association of Public Participation) Spectrum.

The role of the community as well as other stakeholders in a decision-making process is identified in five different levels of participation. Each level outlines how you could be engaged and the level of impact your involvement will have on the outcomes of the decision. This is dependent on the goals, timeframes, resources and levels of concern in the decision to be made.

The IAP2 spectrum is recommended by the Office of Local Government for preparation of Community Engagement Strategies. Importantly, the spectrum defines the public's role in any community engagement program and sets out the promise being made to the public at each participation level.

Council will only ask for feedback on decisions where the community or stakeholders can impact the outcome or as required by legislation.

The levels of engagement and how we may engage are outlined below and should be thought of as building blocks; with inform being the first level of engagement, and each progressive level of engagement from consult to empower presenting more opportunity for community participation in the process. Please note that the techniques listed are examples only. Engagement plans are tailored to suit the project needs, stakeholders and level of engagement.

Community barbecue at Robin Wiles Park, North St Marys



IAP2 SPECTRUM	IN PRACTICE	EXAMPLE TECHNIQUES
<p>INFORM</p> <p>A decision has been made.</p> <p>Council is providing information to the community to assist them in understanding the problem and solution.</p>	<p>We will use a range of communication techniques to make the community aware of the decision and its implications.</p> <p>We will respect that making decisions without community consultation should be done fairly and only when necessary e.g. due to safety or legal reasons.</p>	<p>Council website and apps</p> <p>Social Media</p> <p>E-news</p> <p>Letterbox drop</p> <p>Public notices</p> <p>Local media</p>
<p>CONSULT</p> <p>A decision needs to be made.</p> <p>Council is seeking feedback from the community to assist in the decision-making process.</p>	<p>We will use a range of communication techniques to make the community aware of the opportunity to provide feedback.</p> <p>We will accept feedback through a variety of channels and provide reasonable timeframes for the community to understand and consider the issue before providing feedback.</p> <p>We will give equal consideration and weight to all contributions.</p>	<p>As above, and</p> <p>Yoursay Penrith</p> <p>Survey</p> <p>Interview</p> <p>Crowdsourcing</p> <p>Listening posts</p>
<p>INVOLVE</p> <p>A decision needs to be made.</p> <p>Council is seeking the community's involvement in designing possible solutions.</p>	<p>We will work with the community to understand their concerns and aspirations.</p> <p>We will provide feedback to the community so that they understand how their input influenced the decision.</p>	<p>As above, and</p> <p>Workshops</p> <p>Drop in sessions</p>
<p>COLLABORATE</p> <p>A decision needs to be made.</p> <p>Council is seeking to collaborate with the community to make a decision together.</p>	<p>We will be guided by the community as we progress together through each stage of the decision-making process.</p> <p>We will invite a broad scope of ideas and innovation into the conversation and commit to incorporating the solutions and advice brought forward.</p>	<p>As above, and</p> <p>Focus group</p> <p>Yarning circle</p> <p>Advisory Group</p>
<p>EMPOWER</p> <p>A decision needs to be made.</p> <p>Council is seeking to place final decision making in the hands of the community.</p>	<p>We will facilitate the decision-making process, remaining guided by the participants.</p> <p>We will implement the decision agreed upon by the participants.</p>	<p>As above, and</p> <p>Citizens jury</p> <p>Community Panel</p> <p>Participatory budgeting (eg Mayor's Challenge)</p>

Who we engage with

A vital component of undertaking community engagement includes identifying and understanding who are the key stakeholders who will be impacted by or who have an interest in a decision. Given the extensive scope of Council's work it is necessary that a range of views are heard. This will at times require engaging with communities outside of the LGA. The list of stakeholders is long and varied and by no means definitive. Stakeholders would be determined based on what Council is engaging on.



Inclusive participation

Inclusive participation is ensuring everyone in our community has the opportunity to share their ideas and perspectives through the community engagement process to inform our decision-making.

This makes our decision making more robust as it takes into account a broad range of views and perspectives.

Council is committed to engaging diverse groups of people, ensuring all voices are heard. We recognise, respect and value differences based on language, ethnicity, age, gender, religion, disability, sexual orientation and other variables that influence personal perspectives and situations.

We understand that different people like to engage in different ways, and what is suitable for one group may not be for others. We continue to look for ways to identify gaps and find solutions in our community engagement approaches.

Community engagement activities will be sensitively planned for the intended audience and mitigate any barriers including:

- Valuing cultural protocols, knowledge and foster local problem-solving.
- Building trust and establishing relationships with diverse communities.
- Information and materials provided in languages other than English and in accessible formats.
- A variety of engagement methods that is tailored, flexible and appropriate for the specific groups.
- Accessible venues and engagement locations.
- Provision for assistance where needed to participate.
- Appropriate time and day for the target groups.

One Community Many Abilities, campaign launch



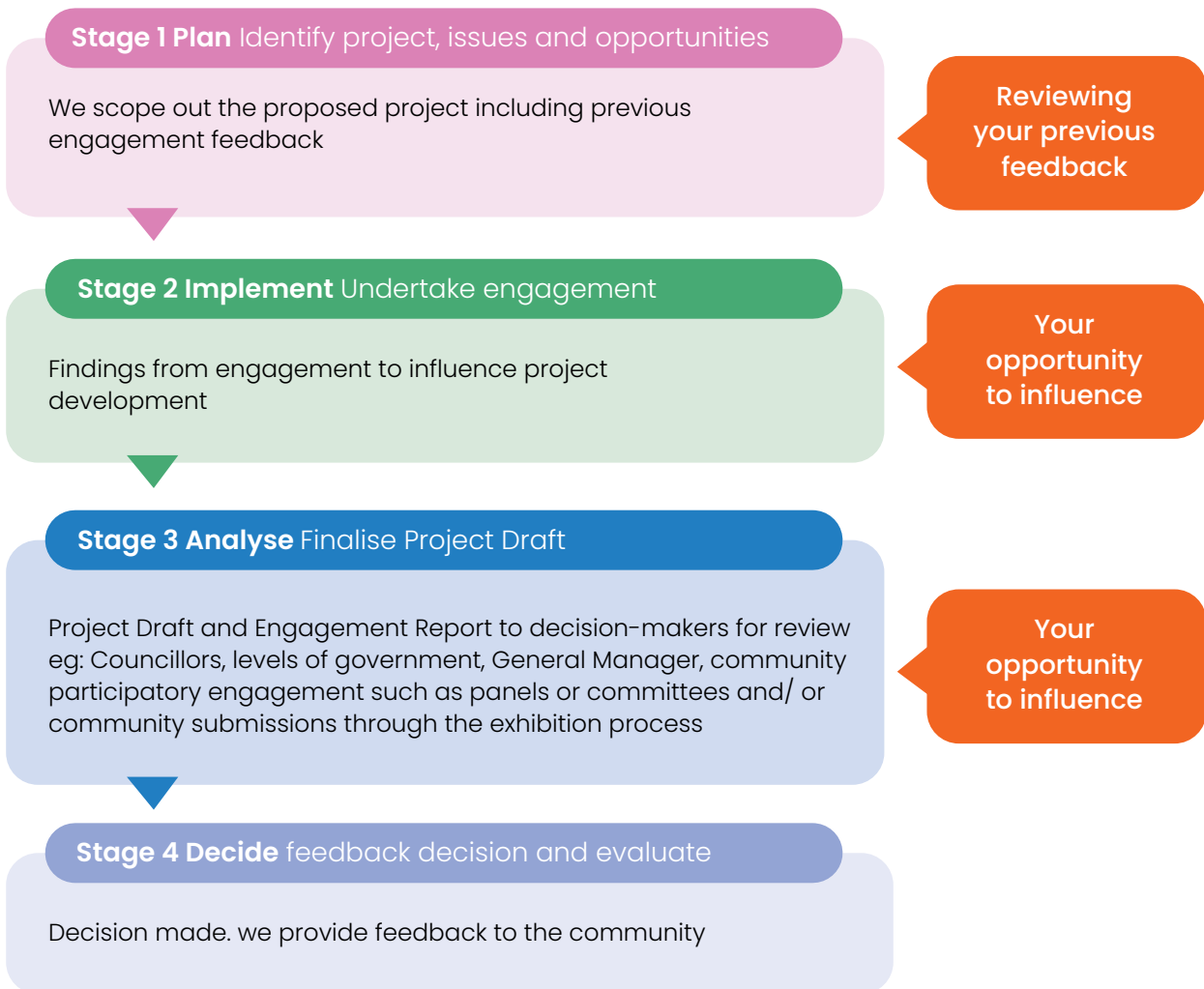
The engagement process and how it informs decision-making

Depending on the project, the final decision-making power may rest with either community, Councillors, the General Manager, another government agency or a combination of these stakeholders.

Throughout the engagement process there are opportunities for the community to influence the decision, project or document. We will clearly explain the level of engagement and influence we are seeking and make sure we keep you updated on the progress of the decision. Reasons that may limit your ability to inform a decision include safety, budget or resource constraints State or Federal Government legal requirements or other factors which Council cannot influence. For example, sometimes Council will collect comments on behalf of the State Government.

When this happens, we can only forward your comments on. In other cases, Council is given a target – such as a housing development target over five years – which we cannot change. When this happens, we can consider comments about how to meet the target, but not about whether the target itself is right.

The decision process can be complex. The diagram below highlights the key stages of a decision-making process usually used to prepare a plan, policy, service or strategy. There will be situations where the community can be engaged in greater detail and other instances when there will be limited to no opportunity to be involved.



Community Engagement Strategy implementation

To achieve its goal of meaningful community engagement in support of evidence-based decision-making, Council undertakes to deliver the following actions, which will be reviewed every four years:

ACTIVITY	PERFORMANCE MEASURE	RESPONSIBILITY
Deliver best-practice engagement that is meaningful, accessible, and appropriate for our community	Employ a variety of engagement methods, with both online and face-to-face options provided where possible Translate information when required, and use simple language in all communications	Corporate Strategy / whole organisation
Review the Community Engagement Strategy and Participation Plan every four years	Provide the community opportunity to have their say on the Community Engagement Strategy and Participation Plan	Corporate Strategy
Undertake a community satisfaction survey biannually	Share the results of the survey with the community biannually Maintain an overall customer satisfaction rating of 90% or above	Corporate Strategy / whole organisation
Review and encourage community participation in engagement activities	Report on engagement within the Annual Report, including volume of responses to community feedback opportunities Quantitative and qualitative information collected via a variety of engagement methods Implement a strategy to increase participation and membership of the Your Say Penrith community	Corporate Strategy / Communications / whole organisation
Provide feedback on engagement results	More than 80% of Council's engagement programs share post-engagement results or feedback back with participants via Your Say page or other communication channels	Corporate Strategy / whole organisation
Build staff capacity in and understanding of engagement, including the IAP2 Framework and their responsibilities to comply with legislative requirements and Council policies and practices	Learning and development opportunities for staff Internal roll-out and continued promotion of Community Engagement Framework, Guidelines and Toolkit Share engagement and research insights with staff via presentations, documented case studies and data to encourage informed, best-practice decision-making Establish an internal engagement network for staff to share ideas and leverage opportunities	Corporate Strategy
Coordinate engagement activities to streamline public consultations / exhibitions, where possible	Maintain an internal engagement calendar to support better planning and coordination of engagement programs	Corporate Strategy



SECTION 2

Panthers supporters, High Street Penrith

Community Participation Plan

This Community Participation Plan (CPP) outlines how Council and other local determining authorities will engage the Penrith community on strategic land use planning and development matters. The CPP also explains how we report and tell our community about decisions. The CPP applies the principles and approach of the Community Engagement Strategy (CES).

The Environmental Planning and Assessment Act 1979 (EP&A Act) requires all planning authorities, including Councils, to prepare a CPP to outline how and when the community will be engaged across planning functions like policy making and assessment. The EP&A Act also sets the minimum notification requirements for planning related projects.

EP&A Act 1979 – Principles of Community Engagement

- The community has a right to be informed about planning matters that affect it
- Council will encourage effective and on-going partnerships with the community to provide meaningful opportunities for community participation in planning
- Planning information will be in plain language, easily accessible and in a form that facilitates community participation in planning
- The community will be given opportunities to participate in strategic planning as early as possible to enable community views to be genuinely considered
- Community participation will be inclusive and Council will actively seek views that are representative of the community
- Members of the community who are affected by proposed major development will be consulted by the proponent before an application for planning approval is made
- Planning decisions will be made in an open and transparent way and the community should be provided with reasons for those decisions (including how community views have been taken into account)
- Community participation methods (and the reasons given for planning decisions) should be appropriate having regard to the significance and likely impact of the proposed development



Penrith Producers event at Triangle Park, Penrith

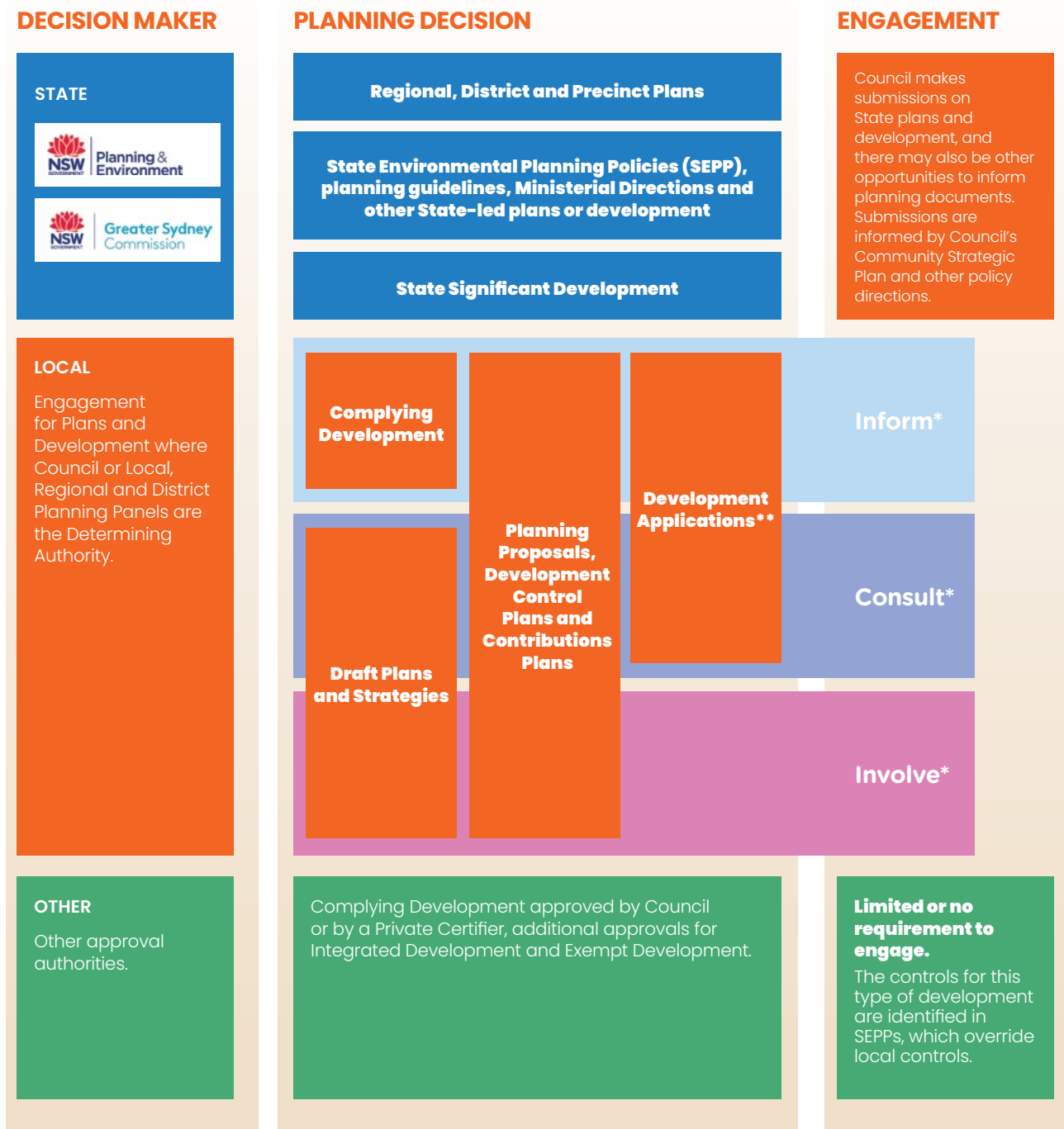
When the Community Participation Plan doesn't apply

This CPP doesn't apply to all development in Penrith. The NSW State Government and other authorities assess and determine planning and development matters where the impacts of those matters extend beyond Penrith.

For plans or development where Council isn't the determining authority, the relevant authority's Community Participation Plan applies. This CPP also doesn't apply to the non-planning and development related functions of Council.

Levels of engagement for planning and development decisions

The following graphic indicates the levels of engagement Council can provide for different types of plans or development. Council may provide more or less engagement as necessary. From time to time, Council may engage differently.



* These terms are from the IAP2 Participation Spectrum on page 14 of the Community Engagement Strategy. The level of engagement will vary to suit each plan or development and the level of community interest.

** For some development types, notification or engagement may not be required. More information on these development types is provided on page 26

PLANNING

PLANNING DOCUMENTS	WHAT THEY DO	MINIMUM EXHIBITION AND RE-EXHIBITION PERIODS
Draft Community Participation Plans	The CPP is designed to make participation in planning matters clearer for the community. It does this by setting out in one place how and when the community can participate in the planning system, Council functions and different types of proposals.	28 days
Draft Local Strategic Planning Statement and other local Strategies	Delivers community objectives by: <ul style="list-style-type: none"> identifying planning priorities, explaining how these priorities will be delivered, and demonstrating how Council will monitor and report on progress. 	28 days
Planning Proposals for Penrith Local Environmental Plan 2010 (LEP) amendments	An LEP sets the land use controls for Penrith. Planning Proposals: <ul style="list-style-type: none"> amend LEP land use controls, reclassify Council owned land, or make administrative changes to the LEP. 	28 days, or as specified by the Gateway Determination
Draft Development Control Plan	Provides detailed considerations for assessing a development	28 days
Draft Contribution Plans	Set the amount and reasoning for development contributions. Development contributions are levies a developer pays for infrastructure to service new development	28 days
Draft Voluntary Planning Agreement (VPA)	An arrangement between a developer and council and/or another planning authority, where the developer seeks to deliver a material public benefit (usually a monetary contribution or infrastructure). A VPA can be offered in connection with a planning proposal, development application, modification of development consent or an application for complying development.	Minimum exhibition/ re-exhibition: 28 days (in accordance with legislation)
Draft Works In Kind Agreement (WIKa)	A voluntary arrangement between a developer and council, where the developer undertakes works (or part of the works) that are included within a contribution plan, in part or full satisfaction of a condition imposed on a development application consent or a complying development certificate.	Minimum exhibition/ re-exhibition: 28 days (in accordance with legislation)

DEVELOPMENT

TYPE	WHAT IT IS	MINIMUM EXHIBITION PERIOD
Exempt and Complying Development	Development that does not require the lodgement, assessment and determination of a Development Application by Council. Development of this nature can either be done without an assessment or approval process (as exempt development) or through a fast-track assessment process (as complying development). Capability for development to be either exempt or complying is outlined at www.planning.nsw.gov.au/Assess-and-Regulate/Development-Assessment/Planning-Approval-Pathways/Complying-development State Environmental Planning Policy (Exempt and Complying Development Codes) 2008. If development can be undertaken as complying development, this can be pursued through the Council or a suitably accredited Private Certifier.	The period (if any) determined by the person or body responsible for publicly exhibiting the application or matter.
Application for development consent for local development and integrated development	For development under Council's local controls including, but not limited to new dwellings and commercial, retail, or industrial sites.	14 days (can be reduced to 7 days or extended by the assessing Council Officer, in accordance with this Plan).
Application for development consent for designated development	For development likely to have a higher impact, or that is located in or near environmentally sensitive areas.	28 days
Environmental Impact Statements obtained under Division 5.1 of the EP&A Act	Supports certain development applications by identifying and responding to any environmental impacts of the development.	28 days.
Integrated Development	Integrated development requires approval under another Act or Regulation, in addition to the EP&A Act.	14 days
Threatened species development	Development to which section 7.7 (2) of the Biodiversity Conservation Act 2016 or section 221ZW of the Fisheries Management Act 1994 apply.	28 days

DEVELOPMENT

TYPE	WHAT IT IS	MINIMUM EXHIBITION PERIOD
Nominated integrated development	Requires an additional approval under the following acts: <ul style="list-style-type: none"> • Heritage Act 1977, • Water Management Act 2000, or • Protection of the Environment Operations Act 1997 	28 days
Re-exhibition of any amended application		The period (if any) determined by the person or body responsible for publicly exhibiting the application or matter
Application for development consent for remediation work	Remediation works requiring consent are governed by State Environmental Planning Policy (Resilience and Hazards) 2021 (Chapter 4) in combination with State Environmental Planning Policy (Biodiversity and Conservation) 2021 (Chapter 9)	28 days
Application for modification of development consent that is required to be publicly exhibited	Modification of development consent must take place in accordance with the Environmental Planning and Assessment Regulations 2021.	14 days
Review of Environmental Factors (where applicable)	Environmental Assessment under Division 5.1 of the Environmental Planning and Assessment Act 1979.	14 days 21 days for all matters under Part 2.2, Division 1 of <i>State Environmental Planning Policy (Transport and Infrastructure) 2021</i> . This period can be extended by Council's assessing officer, in accordance with the Department of Planning and Environment's Guideline for Division 5.1 assessments.

The mandatory notification or advertising period for an application for the review of a determination or decision of a consent authority under sections 8.2 and 8.3 of the Environmental Planning and Assessment Act 1979 is 14 days.

How to have your say

You can share your ideas, concerns or support on planning and development matters by making a written submission when the matter is on exhibition, or by making a verbal submission at a public hearing.

Public exhibition

A public exhibition is when Council formally seeks comment from the community about a draft plan or development. The community and key stakeholders are encouraged to provide feedback to Council by providing a written submission or by making a verbal submission at a public hearing. Council's dedicated exhibition page is yoursaypenrith.com.au. In addition, Development Applications and other publications may be notified via Council's 'Public Notices' section on Council's website or via the NSW Planning Portal.

Exhibition timeframes

Council will always exhibit a proposal for the minimum periods required in this CPP and any relevant legislation or environmental planning instrument (EPI). Where there is an inconsistency between this CPP and any relevant legislation or EPI, the requirement in the legislation or EPI will be applied. The minimum exhibition periods identified in this CPP are in calendar days and include weekends and public holidays.

Extension of exhibition period

An exhibition period may be extended beyond the minimum exhibition periods identified in the CPP if:

- The proposed changes, in Council's opinion, may generate adverse impacts, having regard to nature, scale and proposed location.
- The exhibition period occurs over 20 December to 10 January. In this instance, the "count" for the number of days a plan or development is exhibited will stop on the 20th and re-start on the 10th.
- An exhibition period ends on a weekend or public holiday. In this instance, the exhibition period will end on the next business day.
- The proposed planning changes are complex or may affect a significant number of properties.

Submission methods

The community can comment on a draft plan or development by making a written submission during a public exhibition period or by providing a verbal submission at a public hearing if one is held (refer to below subsection 'Public hearings'). Anonymous submissions will not be considered or acknowledged. It is a requirement under cl 10.4 of the Environmental Planning and Assessment Act to disclose within the submission whether a political donation has been made.

Anonymous submissions will not be considered or acknowledged. It is a requirement under cl 10.4 of the Environmental Planning and Assessment Act 1979 to disclose within the submission whether a political donation has been made.

Written submissions must be made directly to the relevant Council department by one of the following methods by the conclusion of the exhibition period to be formally considered as a submission:

- Emailed to a Council verified email address
- Mail – PO Box 60, Penrith NSW 2751
- In person at:
Penrith Civic Centre
601 High Street, Penrith NSW 2750
St Marys Business Office
207-209 Queen Street, St Marys NSW 2760
- Council's website via yoursaypenrith.com.au or via the Public Notices section.

A submission will only be accepted if it is made directly to Council through one of the above channels. Submissions will not be accepted or acknowledged if received through third party websites.

The relevant contact person and submission methods will be identified in the notification/advertisement for the exhibition of the draft plan or development. For a submission to be counted as an individual it must be in substance unique, distinctive or unlike any other submission and does not include a petition or any submission that contains the same or substantially the same text as defined in the Local Planning Panels Direction.

Petition submissions must identify a main petition contact. If this is not identified in the submission it will be assumed that the first signatory is the main petition contact.

Public hearings

Public hearings will be held:

- For all planning proposals to reclassify Council owned land, or
- At Council's discretion, if a submission is received from the community requesting a public hearing in respect to a draft Planning Proposal.

At a public hearing, you can make a verbal submission that will be recorded and reported to the determining authority in a Public Hearing report, which will be made publicly available. If a public hearing will be held, notification of the date, time and location of the hearing on Council's website and a local newspaper.

How submissions will be considered

Council will review all matters raised in submissions before making a decision on a draft plan or development matter. All matters raised in submissions will be addressed and reported to the determining authority for its consideration.

If you make a submission on a draft plan, Council will notify you when the matter is going to be reported to the determining authority. For petition submissions, only the nominated main petition contact will be notified. You can present directly to the determining authority by registering to speak at a public meeting where the planning matter is reported. You can register to address a meeting on Council's website.

Viewing or accessing submissions

Submissions are not considered confidential and may be made publicly available. Personal details will not be made public. Copies of submissions can be requested through the GIPA Act via Council's Access to Information process.

Advertising and notification

The level of engagement on a draft plan or development matter may vary across projects, but at a minimum Council will:

- Provide written notice to adjoining owners and occupiers
- Provide all relevant information on Council's website and 'Your Say Penrith'
- Make all relevant documents publicly available at Council's Civic Centre
- Advertise the exhibition in a local newspaper
- For certain development proposals, public notice will also be provided at the affected property
- Where a draft proposal, strategy or development is likely to affect the broader community, additional residents and stakeholders may also be notified.

When advertising and notification are required

The following tables explain how Council will engage with the community about draft plans and development.

Local Planning Policy and Council Strategies

Public exhibition of all proposed changes to plans and introduction of new plans/agreements are advertised in the Western Weekender newspaper. If a plan is site specific, adjoining residents may also be notified by letter.

Advertisements will be published on Council's website after plans are Made or Adopted.

DEVELOPMENT/LAND USE	NOTIFICATION LETTER	ADVERTISEMENT
Advertising Signage	Potential – see below	Potential – where required by the provisions of SEPP (Industry & Employment) 2021 (chapter 3)
Animal Boarding & Training Establishment	Yes	No
Boarding House	Yes	Yes
Commercial or Industrial Development – Change of Use	Potential – see below	No
Commercial or Industrial Development – New Development	Yes	Potential – see below
Commercial or Industrial Development – Alterations and Additions to Existing Development	Potential – see below	No
Child Care Centre	Yes	Yes
Community Facility	Yes	Potential – see below
Dual Occupancy	Yes	No
Dwelling House – Greater than Single Storey	Yes	No
Dwelling House – Single Storey	Potential – see below	No
Earthworks/Filling of Land	Yes	No – unless classified as nominated integrated development
Educational Establishment (new or alterations and additions)	Yes	Potential – see below
Health Services Facility/Health Consulting Rooms	Yes	Potential – see below

DEVELOPMENT/LAND USE	NOTIFICATION LETTER	ADVERTISEMENT
Home Business/Home Industry	Yes	No
New Hotel, Motel or Pub Development (excluding small bar as a change of use)	Yes	Yes
Alterations and Additions to a Hotel, Motel or Pub Development (excluding small bar as a change of use)	Potential – see below	Potential – see below
Master planned/staged development s (including subdivisions with earthworks, civil and open space infrastructure and current/future building works)	Yes	Yes
Mixed Use Development/Shop Top Housing (Containing Upper Floor Residential Units Above Commercial Floor Area)	Yes	Yes
Multi-Unit Housing	Yes	Yes
Place of Public Worship	Yes	Potential – see below
Registered Club (new or alterations and additions)	Yes	Potential – see below
Residential Flat Building	Yes	Yes
Alterations and Additions to a Hotel, Motel or Pub Development (excluding small bar as a change of use)	Potential – see below	Potential – see below
Mixed Use Development/Shop Top Housing (Containing Upper Floor Residential Units Above Commercial Floor Area)	Yes	Yes
Alterations and Additions to a Hotel, Motel or Pub Development (excluding small bar as a change of use)	Potential – see below	Potential – see below
Multi-Unit Housing	Yes	Yes
Place of Public Worship	Yes	Potential – see below
Registered Club (new or alterations and additions)	Yes	Potential – see below
Residential Flat Building	Yes	Yes
Secondary Dwelling	Yes	No
Seniors Living/Aged Care Development	Yes	Yes
Small Bar (Change of Use)	Yes	No
Strata/Stratum Title Subdivision of an Approved/Constructed Development	Not Required	No
Subdivision of Land (including or excluding road construction)	Yes	No – unless classified as integrated development
Warehouse and Distribution Facilities	Yes	Potential – see below
Works Ancillary to a Dwelling House	Potential – see below	No
Works to a Listed Heritage Item	Potential – see below	Potential – see below
Other Development (not specifically listed elsewhere within this table)	Potential – see below	Potential – see below

Where the above table makes reference to “potential – see below”, advertising or public notification is at the discretion of the assessing officer having regard to the scale and nature of the proposal, the potential for adverse impact resulting from the development, and compliance with the applicable development standards within Council’s local planning controls, any relevant legislation, EPIs, adopted Precinct Plans or any other adopted policies and specifications of Council.

It is noted that other legislation and EPIs establish minimum notification and/or advertising requirements. Where there is an inconsistency between this CPP and any relevant legislation or EPI, the notification/ advertising requirements in the legislation or EPI will be applied.

Modification applications are to be notified and advertised in accordance with the above table. At the discretion of Council’s assessing officers, where a proposed modification is considered to be minor in nature and unlikely to generate any adverse impacts, advertisement in a local newspaper may not be required.

Review of Determination is to be notified and advertised for a minimum period of 28 days.

Who will be notified

In addition to the mandatory minimums provided in this Plan, Council’s assessing officers will determine what advertising and notification is appropriate, depending on significance and likely impact of a draft plan or development. Council’s assessing officers, at their discretion, may choose to increase a notification area or use other methods to engage the community.

Notification will be based on the data in Council’s records at the time of notification. Changes to land ownership will not trigger renotification. This shall be a due diligence requirement for an incoming purchaser.

Re-notification of an amended development application may also be required based on a determination from the Council’s assessing officer having regard to the significance or nature of the amendments and their potential for likely impact.

When notification of development decisions is required

Council will notify the community of its decision on a development for the following:

- The determination of an application for development consent
- The determination of an application for the modification of a development consent that was publicly exhibited
- The granting of an approval, or the decision to carry out development, where an environmental impact statement was publicly exhibited under Division 5.1 of the EP&A Act.

This notification will appear on Council’s website. If the lodgement of a development application was publicly exhibited with an advertisement in the local newspaper, an advertisement of the determination will also appear in the local newspaper.

In addition to the above, if you made a submission on a draft development, Council will notify you of its decision on the matter.

For all petition submissions, the nominated main petition contact will be notified.

Where information is available

During a public exhibition, all relevant information on a draft plan or development will be available on Council’s ‘Your Say Penrith’ website and at the Penrith Civic Centre.

The community can provide feedback to Council or raise questions about current projects at any time. Council can be contacted at:

Council offices
Penrith Civic Centre, 601 High Street, Penrith or
St Marys Business Office, 207-209 Queen Street
by phone on 4732 7777, or
by email at council@penrith.city

Translation service: 131 450

Please check Council’s website for current contact details and operating hours.

READY TO HAVE YOUR SAY?

Join our online community to keep up to date and participate in shaping Penrith's future



yoursaypenrith.com.au



PENRITH CITY COUNCIL

Civic Centre
601 High Street
Penrith NSW

Phone: 02 4732 7777

Email: council@penrith.city