



RANDWICK CITY

Community Engagement Strategy

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About this strategy

This Community Engagement Strategy was adopted by Council on 29 April 2025. It will be next reviewed following local government elections which are scheduled for September 2028. The Strategy has been developed with community feedback including consultation conducted in 2022 and a review by Council and public exhibition in 2024-25.

Acknowledgement of Country

Randwick Council pays respect to the traditional custodians of the land, the Bidjigal and Gadigal people, and we acknowledge the living and continuing culture of the traditional custodians of this country. We recognise that the traditional custodians have occupied and cared for this Country over countless generations, and we celebrate their ongoing contributions to the life of the area.

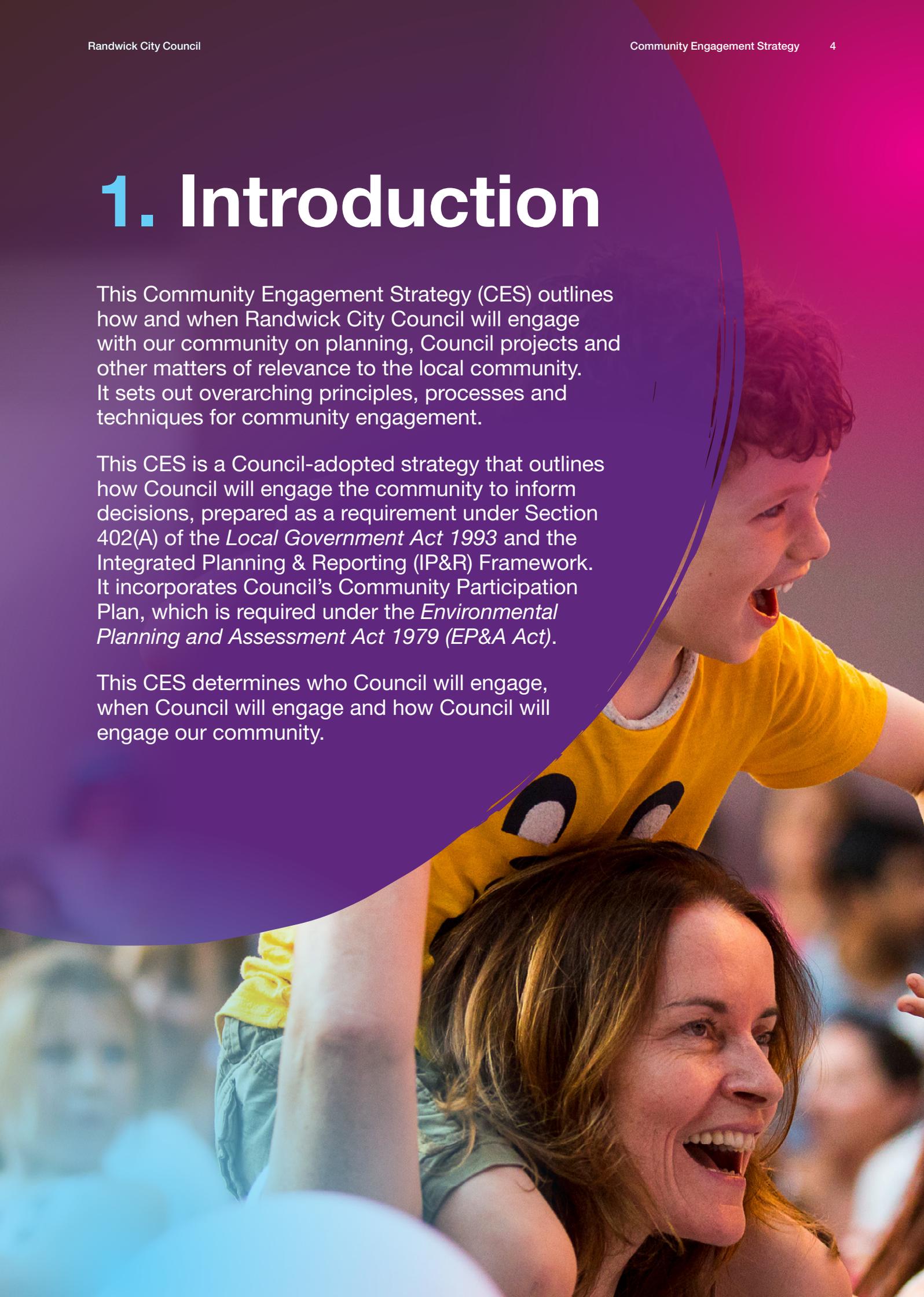


1. Introduction

This Community Engagement Strategy (CES) outlines how and when Randwick City Council will engage with our community on planning, Council projects and other matters of relevance to the local community. It sets out overarching principles, processes and techniques for community engagement.

This CES is a Council-adopted strategy that outlines how Council will engage the community to inform decisions, prepared as a requirement under Section 402(A) of the *Local Government Act 1993* and the Integrated Planning & Reporting (IP&R) Framework. It incorporates Council's Community Participation Plan, which is required under the *Environmental Planning and Assessment Act 1979 (EP&A Act)*.

This CES determines who Council will engage, when Council will engage and how Council will engage our community.



Getting help translating this document

This Community Engagement Strategy (CES) outlines how and when Randwick City Council will engage with our community on planning, Council projects and other matters of relevance to the local community. It sets out overarching principles, processes and techniques for community engagement.

If you would like to speak to an interpreter, please call the Telephone Interpreting Service (TIS) on 131 450.

本社區參與策略 (Community Engagement Strategy - CES) 概述了 Randwick 市議會應在何時以何種方式尋求社區民眾參與有關規劃、市議會項目以及其它與當地社區有關的事務。此策略設定了社區參與的基本原則、流程和技術事宜。

如果您需要傳譯員服務，請撥打131 450聯絡電話傳譯服務中心 (TIS)。

本社区参与策略 (Community Engagement Strategy - CES) 概述了 Randwick 市议会应在何时以何种方式寻求社区民众参与有关规划、市议会项目以及其它与当地社区有关的事务。此策略设定了社区参与的基本原则、流程和技术事宜。

如果您需要传译员服务，请拨打131 450联络电话传译服务中心 (TIS)。

Αυτή η Στρατηγική Κοινωνικής Δέσμευσης (CES) περιγράφει πώς και πότε το Δημοτικό Συμβούλιο του Randwick θα συνεργαστεί με την κοινότητά μας σχετικά με τον σχεδιασμό, τα έργα του Δήμου και άλλα θέματα που σχετίζονται με την τοπική κοινότητα. Καθορίζει γενικές αρχές, διαδικασίες και τεχνικές για τη συμμετοχή της κοινότητας.

Εάν θέλετε να μιλήσετε με διερμηνέα, καλέστε την Υπηρεσία Τηλεφωνικής Διερμηνείας (TIS) στο 131 450.

Esta Estrategia de Participación Comunitaria (Community Engagement Strategy – CES) describe cómo y cuándo el Concejo Municipal de Randwick interactuará con nuestra comunidad acerca de la planificación, los proyectos del Concejo y otros temas de importancia para la comunidad local. Presenta principios, procesos y técnicas globales para la participación comunitaria.

Si desea hablar con un intérprete, llame al Servicio de Interpretación Telefónica (TIS), en el 131 450.

1.1 Shaping our strategy – Community insights

Your feedback helped shape this strategy.

In 2022, we asked our community what they wanted to be engaged on, how and when they would like to be engaged.

We gathered input through an online survey and the Randwick 100 workshop, where 100 demographically representative community members discussed engagement with Council.

The insights gathered directly informed this strategy.

Incorporating your feedback

The following initiatives are included in the strategy due to community feedback.

- Minimum public exhibition periods for all Council activities.
- Direct notifications to tenants (in addition to owners) about Development Applications.
- A commitment to hold a minimum number of face-to-face engagement activities each year.
- Opportunities for you to meet with your local Councillors.

What we heard

- **Preferred engagement methods:**
Our community values online surveys and in-person workshops or focus groups as preferred ways to engage with the Council.
- **Top face-to-face preferences:**
Small focus groups and pop-ups in popular areas such as parks, beaches, and shopping centres.
- **Primary motivation for engagement:**
Our community participates in engagement activities to contribute to improving their local area.



1.2 What is community engagement?

“Effective and meaningful engagement is at the heart of local government and the IP&R process. It helps communities shape their own futures and informs the vision and direction of council.” – Office of Local Government.

Community engagement is the process of involving people in decision-making that affects their lives. It ensures the community is informed and has a strong voice in the Council’s processes and projects that impact their daily life. This helps Council to better understand the views, values and aspirations of our community and deliver better decisions and outcomes. Participation and collaboration are essential for building our sense of community and ensuring our future vision comes to life.

1.3 Why do we need a strategy?

This strategy outlines our approach to community engagement so that all stakeholders understand their role in planning and decision-making processes.

It is critical to develop a fit for purpose and balanced approach that responds to:

- the demand for community consultation
- the resources available
- the significance of an issue for the community and
- the level of influence the community has on a decision.

1.4 Why is community engagement important?

Randwick City Council is committed to engaging with our community in a meaningful way that not only supports decision-making but builds our relationships and strengthens our sense of community.

Our community has local knowledge and are the experts of our place.

Why we engage with our community:

- We’re legally and ethically obligated
- It aligns with Council’s values and purpose to serve the community
- We get better outcomes using community knowledge and experience
- Good engagement can save time and cost
- Good engagement leads to higher customer satisfaction.

How community engagement supports Council’s planning and decision-making:

- We better understand the needs and aspirations of our community
- We hear new ideas and co-develop a common future vision
- We learn how Council can implement and refine our projects, programs and services
- We check we are on the right track.



1.5 Legislative requirements

Community is at the heart of what we do.

We regularly undertake engagement with our communities when we develop projects, strategies, plans and when things are changing in our area. The views of the community are then reported to Council to inform their decisions.

Community engagement is required by state government legislation, including the *Local Government Act 1993* and *Environmental Planning and Assessment Act 1979*. Under Section 402(4) of the *Local Government Act 1993*: A council must establish and implement a strategy for engagement with the local community (called its Community Engagement Strategy) when developing its plans, policies and programs, and for the purpose of determining its activities (other than routine administrative matters).

The Environmental Planning Assessment Act 1979 also requires that all planning authorities, including Council, outline how and when the community will be engaged across planning functions like policy making and development assessment. There are mandatory statutory timeframes for the public exhibition of planning related documents and applications including planning proposals, planning agreements and development applications. This Community Engagement Strategy has been developed in accordance with the requirements under the EP&A Act.

Other legislation that requires Council to undertake community engagement includes:

- Crown Lands Management Act 2016
- Roads Act 1993
- Multicultural NSW Act 2000
- Disability Inclusion Act 2014
- Children's Guardian Act 2019
- *Geographical Names Act 1966*

The Office of Local Government has guidelines specifying the Community Engagement Strategy should be reviewed and adopted by Council every four years. This document aligns with the Office of Local Government guidelines and standards.

Community engagement on State Significant Developments is not covered in this Strategy as the process, including notification, is managed by the NSW Department of Planning, Housing and Infrastructure.



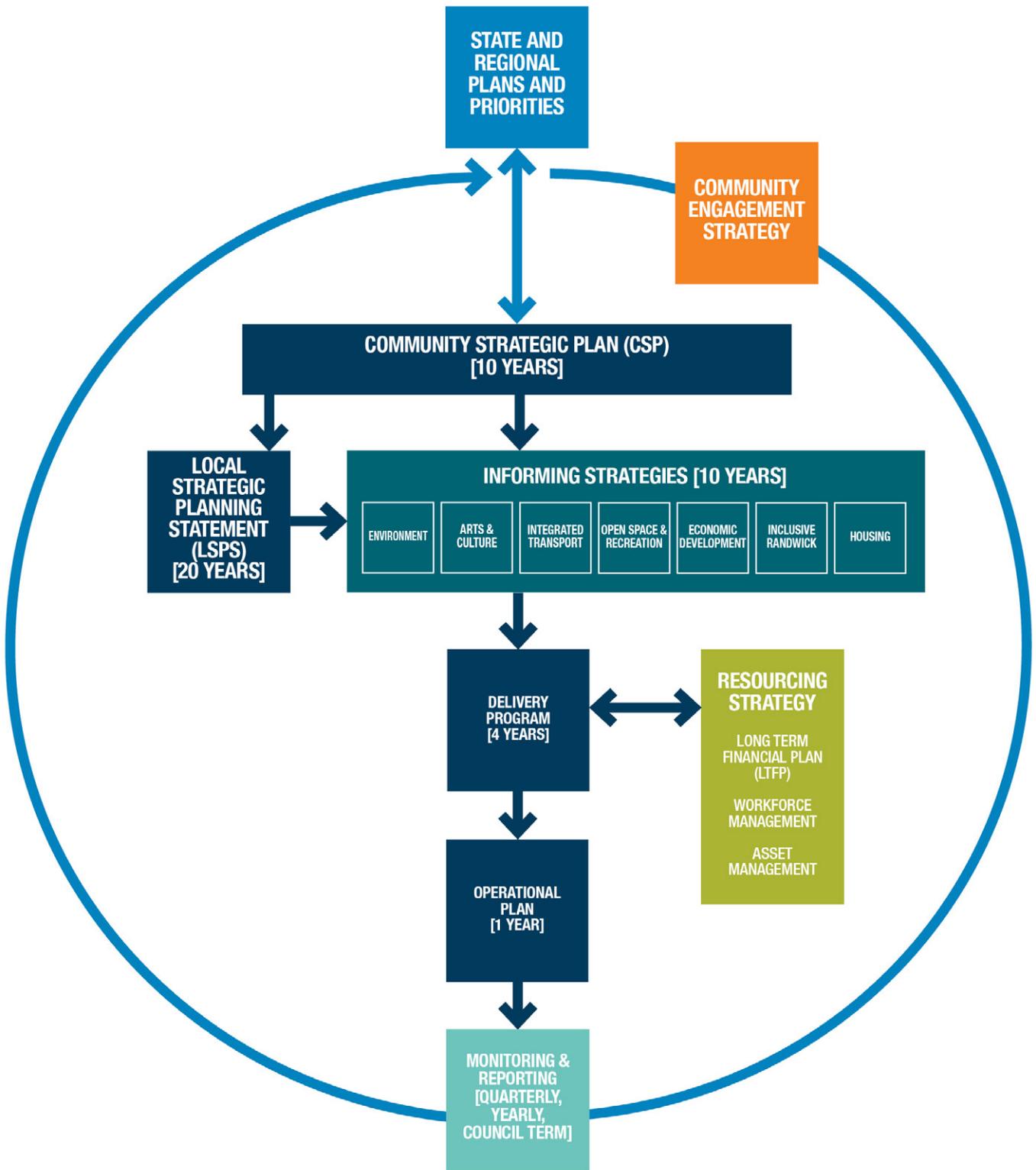
1.6 How this links to our strategic framework

All councils are required to have a community strategic plan that sets long-term goals and outcomes. This plan, along with a long-term financial plan and delivery program, ensures local needs are planned for and met. These documents along with other mechanisms, including a community engagement strategy, make up the integrated planning and reporting framework (IP&R).

This CES sits within Council's suite of strategic documents, that include:

- Local Strategic Planning Statement (20 years)
- Community Strategic Plan (10 years)
- Delivery Program (4 years)
- Operational Plan (1 year)
- Resourcing Strategy
- Community Engagement Strategy (incl. Community Participation Plan)

Figure 1: Integrated Planning and Reporting strategic framework



2. Our guiding principles

Council's community engagement approach is guided by eight community engagement principles, based on Council's values and developed in collaboration with our community.

RESPECT

We will actively listen to our community, provide accurate and timely information, and respect individual differences.

INFORM

Our community has a right to be informed about matters that affect them and their contribution will influence our decision-making.

PARTNERSHIP

Council will develop effective and on-going partnerships with our community and stakeholders to provide meaningful opportunities for community participation.

ACCESSIBLE

Information will be in plain language and accessible and engagement events will be easily accessible and in a form that facilitates community participation.

PARTICIPATION

Our community will be given opportunities to participate in council projects at an early stage to enable community views to be genuinely considered.

INCLUSION

Community engagement will be inclusive and Council will actively seek views that are representative of our community, including groups who are often under-represented in decision making.

TRANSPARENT

Decisions will be made in a transparent way and our community will be informed of the outcome with information showing how community views have been taken into account.

CONSIDERED

Community engagement methods will be appropriate having regard to the significance and likely impact of the project, proposal or development.

In addition to the above, social justice principles underpin our engagement approach:

- **Access** – Council will provide access to services, resources and opportunities to improve the quality of life of our community.
- **Equity** – Council will prioritise fairness in our decision making, prioritization and allocation of resources, and respond to community members in need.
- **Participation** – Council will ensure all people have a fair opportunity to participate in decisions that affect their lives and the future of our community.
- **Rights** – Council will aim for equal rights regardless of age, gender, ability, cultural background and sexuality.

3. Understanding our community

Our community is made up of everyone who lives, works, studies and visits the Randwick LGA. We are home to more than 141,840 residents, and millions more people visit our area each year. It is anticipated that the population of our area will grow to 180,150 by 2036 (source: Randwick Council Housing Strategy).

The Gadigal and Bidjigal people are the traditional custodians of the land we now know as the Randwick local government area.



POPULATION

141,840

Population density (2023 ERP)

3,903

Persons per km² (423 Greater Sydney)

37

Median age (37 GS)

18.2%

Under 18 (21.8% GS)

20.4%

Over 60 (20.5% GS)

AGE STRUCTURE

6,832

Babies and pre-schoolers (0 to 4)

9,758

Primary schoolers (5 to 11)

7,805

Secondary schoolers (12 to 17)

12,447

Tertiary education and independence (18 to 24)

24,573

Young workforce (25 to 34)

29,396

Parents and homebuilders (35 to 49)

15,979

Older workers and pre-retirees (50 to 59)

12,136

Empty nesters and retirees (60 to 69)

11,950

Seniors (70 to 84)

3,371

Elderly aged (85 and over)

CHANGE 2016-2021

-813

Babies and pre-schoolers (0 to 4)

-34

Primary schoolers (5 to 11)

+714

Secondary schoolers (12 to 17)

-7,111

Tertiary education and independence (18 to 24)

-2,000

Young workforce (25 to 34)

-536

Parents and homebuilders (35 to 49)

+884

Older workers and pre-retirees (50 to 59)

+635

Empty nesters and retirees (60 to 69)

+1,658

Seniors (70 to 84)

+190

Elderly aged (85 and over)

FINANCES

\$2,311

Median weekly household income (\$2,099) (\$1849 NSW)

36.3%

High-income households (+\$3,000) (30.1% GS)

17.2%

Low-income households (less than \$800) (17.9% GS)

\$699

Median weekly mortgage repayment (\$560 GS) (\$500 NSW)

\$550

Median weekly rent (\$470 GS) (\$420 NSW)

DISABILITY & HEALTH

4.1%

Need for assistance with core activities (5.2% GS)

25.8%

One or more long-term health conditions (27.5% GS) (30.9% NSW)

6.5%

Mental health condition most common long-term health condition

EMPLOYMENT

64%

Participation rate in labour force (60% GS)

4.3%

Unemployment rate (5.1% GS)

UNPAID WORK

13.7%

Volunteer (11.6% GS) (13% NSW)

10.2%

Unpaid care (10.6% GS) (11.5% NSW)

EDUCATION

43.3%

Bachelor or higher degree (33.4% GS)

11.6%

Vocational qualification (14.8% GS)

10.7%

Currently studying at a tertiary level (2021)

8.1%

Currently studying university (2021)

INDUSTRY SECTOR (2020-21)

13.8%

Health Care and Social Assistance (13.4% NSW)

10.9%

Education and Training (8.7% NSW)

13.7%

Professional, Scientific and Technical Services (8.9% NSW)

8.2%

Construction (8.6% NSW)

7.7%

Financial and Insurance Services (5.3% NSW)

PEOPLE BORN OVERSEAS

40%

Born overseas (39% GS) (29% NSW)

6.4%

United Kingdom

3.1%

China

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE (2021)

1.8%

(1.7% GS) (3.4% NSW)

2.5%

Ireland

1.9%

New Zealand

1.5%

Indonesian

LANGUAGE OTHER THAN ENGLISH

27.8%

Spoke a language other than English (37.4% GS) (26.6% NSW)

3.7%

Mandarin

3%

Greek

OVERSEAS ARRIVALS (2016)

24.2%

Arrived in Randwick between 2016 and 2021 (19.1% GS) (18.5% NSW)

2.3%

Cantonese

1.9%

Spanish

1.8%

French

HOUSEHOLD TYPE

27.4%

Couples with children (34.4% GS) (30.8% NSW)

24%

Couples without children (23.3% GS) (25% NSW)

8.6%

One parent families (10.5% GS) (10.6% NSW)

7.2%

Group households (4% GS) (3.7% NSW)

27%

Lone households (22.2% GS) (23.7% NSW)

HOUSEHOLD SIZE

2.4

Average household size (2.7 GS) (2.6 NSW)

28.2%

1 person

34.2%

2 person

TENURE TYPE

25.9%

Fully owned (26.7% GS) (30.3% NSW)

22.8%

Mortgage (31.9% GS) (31% NSW)

16.2%

3 person

14.9%

4 person

4.9%

5 person

44.8%

Renting (34.7% GS) (31.3% NSW)

6.1%

Social housing (4.1% GS) (4% NSW)

1.7%

6+ person

DWELLING TYPE

74%

Medium or high density (46% GS) (35% NSW)

MOTOR VEHICLES

15.4%

Households do not own a motor vehicle (10.8% GS) (8.7% NSW)

4. Who do we engage with?

A vital component of the community engagement process involves identifying and understanding the key stakeholders who will be impacted by or who have an interest in a decision. These people can be place-based, where they identify with a defined geographic area, such as a particular site, street or neighbourhood. They can be interest based where they share a particular interest such as local business. They can be identity based where they share a similar characteristic, belief, or life experience such as young people, people living with a disability or First Nations community members. We also need to consider our future communities.

Council seeks a range of perspectives, values, needs and ideas through its engagement processes and ensures that the community is informed about projects, plans and initiatives across the Randwick LGA. We do this through our communication channels and broad and targeted consultation fit for purpose and specific to a project or interest group.

4.1 Who do we engage with?

Our community is made up of many different individuals, groups and organisations. All of these groups are important and will be engaged in different ways at different times. The following are some of the key stakeholders in our community engagement process:



4.2 Internal and external committees and reference groups

Council has established a range of meeting and group structures to facilitate face to face engagement and ongoing collaboration on specific subject matters with both internal and external representatives.

This includes Precinct Committees, Let's Chat pop-up forums, working groups and committees as well as being a member of multiple community and service provider forums.

Precinct Committees

Council has run local Precinct Committees since 1995. Precincts are resident-run community groups who meet regularly, are open to everyone in the area to attend and are supported by Council. Meetings are typically monthly or every second month and meetings are run by a volunteer chairperson elected by residents. Council supports Precincts by sharing information, providing funding and responding to resolutions passed at meetings.

Advisory Committees

At the start of the 2024 Council term, the Council committed to establishing specialist Advisory Committees. These committees meet on an ad hoc basis to fulfill specific functions and include delegated Councillors, Council Officers, and sometimes community representatives. While they do not have decision-making power, Advisory Committees serve as a crucial channel for the Council to engage with and gather feedback from traditionally harder-to-reach communities. The Advisory Committees include:

- Aboriginal Consultative Committee
- Access & Older Person Advisory
- Arts and Cultural Advisory
- Coogee Beach Stormwater Quality Advisory Committee
- Cultural Diversity and Equity Advisory
- Cycleway and Bike Facilities
- Resilience Committee
- Sports Youth Advisory

Council membership on outside committees

Council is a member of a number of committees external to Council. These include the Sydney Eastern City Planning Panel, the NSW Public Libraries Association, Randwick Traffic Committee, SSROC and the Sydney Coastal Councils group.

Special Committees

Council convenes a number of special committees. Some are issue or project based, while others bring together community leaders and representatives for a particular area of interest.

Committees include: Audit, Risk and Improvement, Coastal Advisory, Cycleway and Bike Facilities, Resilience Committee, Sports Committee, Anzac Trust, La Perouse Museum and Headland Trust.

Interagency meetings

Council is a member of a number of interagency committees. These committees provide a direct connection between different services providers – private, government and not-for-profit working in a particular sector. Council convenes some committees and is a member of others.

Some of the committees include: Inner East Sydney Multicultural Interagency (IESMI), Eastern Suburbs Domestic Violence Network (ESDVN), South East Sydney CALD Water Safety Committee, Eastern Suburbs Homelessness Assertive Outreach Collaboration (ESHAC), the Hub @ Lexo Operational Working Group, Elder's Morning Tea, Eastern Sydney Youth Services Network Meeting (ESYSN) and Police Aboriginal Consultative Committee.



Council regularly engages with our community in a number of ways...

Let's Chat

Our Let's Chat pop-ups make it easier to talk directly with your local Councillors and Council staff at a convenient location near you. They are held in local parks, beaches and shopping centres and provide an informal opportunity to raise local issues and make your voice heard. Everyone is welcome.

Randwick Precinct Committees

Council supports local, resident-run groups called Precincts. They are run as a partnership and are an important part of Council's commitment to consult and engage our local community.

Every resident and ratepayer is automatically a member of their local precinct and entitled to attend meetings, discuss local issues and raise motions for debate.

Precincts help bring local people together, foster a sense of community and help deliver positive change in partnership with Council.



4.3 Our commitment to inclusive communications and engagement

Council recognises that some communities experience barriers to participation, including language, accessibility, cultural, safety or time constraints. We are committed to creating opportunities so everyone in our community can participate and have their say through the thoughtful design of communications and engagement activities.

Our community engagement principle about inclusion recognises that we know there are groups in our community who are under-represented when it comes to having a say about decisions and commits us to making consistent effort to overcome barriers to participation. Some of these under-represented groups in our community include:

- First Nations community members
- Young people
- People from culturally and linguistically diverse backgrounds
- People with a disability
- Social housing tenants

Council also acknowledges that there are a range of factors which can impact an individual's ability to participate in engagement activities, including:

- Digital literacy
- Language proficiency
- Cultural traditions, beliefs or practices
- Location and accessibility of engagement venues
- Lack of time
- Lack of trust in government

There are a number of ways we will ensure we are reaching a diverse cross-section of our community, including:

- Adopting a range of engagement tools, including online and face to face
- Providing material that is accessible by people with vision impairment and other disability
- Undertaking engagement at appropriate times and appropriate days, and considering suitable methods and venues for the target group
- Considering the reach of our engagement activities and adjusting to suit the needs of specific groups in our community where necessary
- Convening formalised Advisory Committees with community members with lived experience (for example, young people, people with disability, First Nations community)
- Targeting engagement to specific groups by going to where they are or targeting paid social media
- Collecting demographic information about the people who are participating in our engagement

This will help to ensure that everyone in our community has the opportunity to contribute their ideas to make the Randwick LGA even better.



4.4 Aboriginal and Torres Strait Islander communities

Engagement with Aboriginal and Torres Strait Islander communities should include:

- Listening to and respecting the voices of Aboriginal and Torres Strait Islander communities.
- Understanding the diversity of experiences, insights, and expertise within Aboriginal and Torres Strait Islander communities.
- Fostering strong relationships by allowing time, flexibility, and adaptability in our approach to build trust.

Randwick City Council's local Aboriginal stakeholders include:

- La Perouse Local Aboriginal Land Council
- La Perouse Aboriginal Community Alliance
- Traditional Custodians of the local area
- Elders, community leaders and residents in Randwick LGA
- Cultural knowledge holders
- Aboriginal and Torres Strait Islander workers and students
- Aboriginal and Torres Strait Islander-controlled organisations, including community services, cultural organisations, health, and wellbeing organisations and sporting groups
- Aboriginal and Torres Strait Islander businesses
- Gujaga Foundation



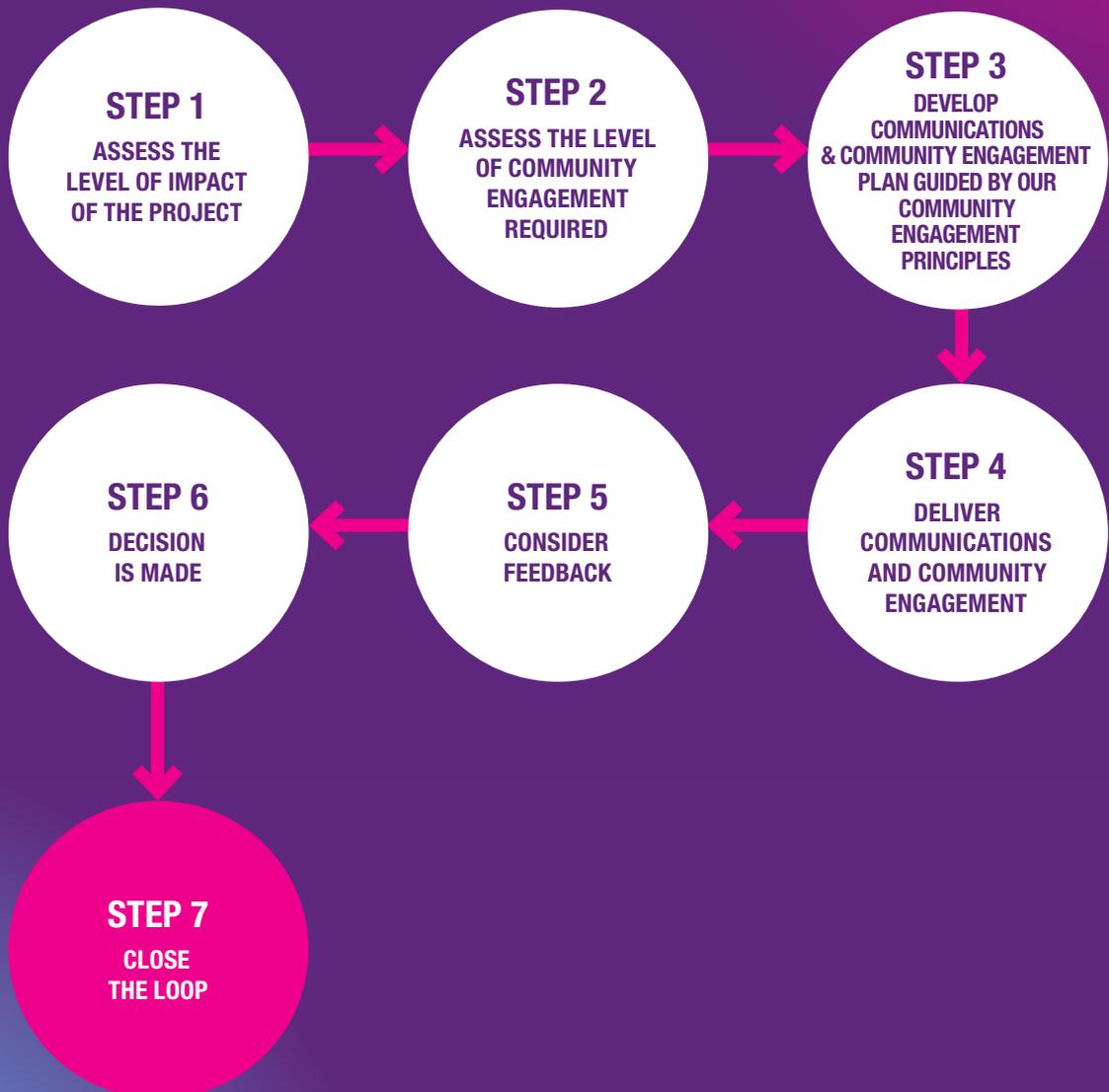
5. What does community engagement look like at Randwick City Council?



5.1 Our engagement process

The following diagram explains Council’s general approach to designing and delivering community engagement. This process ensures that Council proactively, strategically and consistently considers the role, purpose, scope and methods for communicating and engaging with the community. It should be noted that some projects go through this process or parts of this process multiple times throughout project stages.

The matrix in Section 5.3 sets out how Council will engage by project type and outlines minimum exhibition periods and possible engagement activities.



5.2 How we engage

The amount of resources, time and depth of an engagement will depend on the level of impact and significance of an activity. Council will engage with the community when:

- Community input can add to a project or decision-making
- Undertaking research to identify community needs
- Responding to expressions of community interest
- It resolves to consult the community, or
- Required by law or by agreement with a government agency or statutory body.

In designing and delivering community engagement, Council will ensure the community engagement is fit for purpose and considers the level of impact of the project.

Our community has told us that they value online engagement opportunities that are quick and can be undertaken at their leisure. Online engagement tools are evolving and Council has embraced new techniques, particularly during the Covid-19 pandemic. We will continue to test new online tools and approaches to try to increase inclusion and access to improve our engagement processes.

Our community has told us that they also value targeted, localised face to face opportunities that are likely to be accessible to a broad range of community members and larger representative face to face engagement activities when there are more strategic issues to discuss.

As a minimum, Council will undertake the following face to face engagement with our community:

- Twice yearly Let's Chat sessions in each ward
- Quarterly Advisory Committees
- Monthly or bimonthly Precinct Committee Meetings

Other face to face engagement that Council might undertake, depending on the project type is detailed in our community engagement matrix in Section 5.3, and could include focus groups, workshops and pop-ups.

5.2.1 Determining the level of impact

We know that Council activities can have potential, real or perceived impacts. These can be beneficial or negative, or impact on different groups and individuals in different ways.

We know that some projects and initiatives require more community input than others. It is critical to develop a balanced approach between the demands for community consultation, time and resources available, significance of an issue for the community and level of influence the community has on a decision.

Council will consider the level of impact when determining the engagement program:

What is higher impact?

Matters that have a higher real or perceived impact across Randwick City or on particular community groups, or have the potential for high level interest or controversy will be considered 'higher level impact'. The consultation techniques employed will be more substantial. Examples include City-wide strategies or programs, special rate variations, annual budgets and operational plans and long-term planning policies.

What is lower impact?

Matters that involve smaller changes or improvements of a more local level, that are low risk, will be considered 'lower level impact' and appropriate consultation techniques will be used to communicate with those most affected. Examples include proposed upgrades to local parks, playgrounds and buildings, streetscape changes and local traffic matters.

5.2.2 Determining appropriate community engagement

Council uses the internationally recognised International Association of Public Participation (IAP2) Spectrum of Public Participation to determine level of public participation and the corresponding types of engagement activities it undertakes (see Figure 3). We will determine participation levels for each community engagement program so that both Council and community clearly understand their role and what Council will do with the feedback.

Every Community Engagement Plan Council creates, (excluding for planning matters which are dealt with in a regulated way), will determine where on the spectrum the community engagement will be and this will help to determine the communication and engagement activities required.

5.2.3 When we don't consult

There are some instances where the community and stakeholders may not be involved in a decision-making process. This may include operational matters where public input cannot influence an activity, where Council is legally or contractually obligated to take certain action, or in regulatory or urgent public safety matters such as remediation works. It may also include matters where previous consultation or research has already occurred and further engagement is not considered necessary. Despite this, Council will always endeavour to inform the Randwick City community wherever possible.

Figure 3: Public participation spectrum (adapted from IAP2 Public Participation Spectrum)

Increasing level of public participation

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	“We will keep you informed.”	“We will listen to and acknowledge your concerns.”	“We will work with you to ensure that your concerns and aspirations are directly reflected in the decisions made.”	“We will look to you for advice and innovation and incorporate this in decisions as much as possible.”	“We will implement what you decide.”

5.3 When we engage

The following outlines how Council will engage with the community on a range of strategies, plans, works and other services and initiatives we deliver.

Some types of projects have specific engagement activities and timeframes for community engagement that are determined in legislation. Council must legally abide by these, as a minimum.

In some instances, particularly under the “inform” level of the IAP2 spectrum of participation, Council may only

communicate about a project by providing information in various forms, with no other community engagement activities in addition.

The following community engagement matrix shows typical communications and engagement activities that Council will undertake. It should be noted however that there are a myriad of engagement tools and techniques and so this list may change over time as Council tries new things or technology changes. Appendix B shows a list of engagement activities Council could undertake at the different participation levels on the IAP2 public participation spectrum.



Table 1: Community engagement matrix

PROJECT TYPE	IMPACT	SUGGESTED PARTICIPATION LEVEL	MINIMUM EXHIBITION PERIOD	SUGGESTED COMMUNICATIONS	SUGGESTED ENGAGEMENT ACTIVITIES
Statutory Plans and other matters This may include: Community Engagement Strategy, planning proposals, development control plans, developer contribution plans, planning agreements, special rate variations	Lower impact	inform consult	28 days	<ul style="list-style-type: none"> • Online engagement portal • Notification of impacted stakeholders • Physical exhibition of documents 	<ul style="list-style-type: none"> • Submissions
	Higher impact	consult involve collaborate	42 days	In addition to lower impact: <ul style="list-style-type: none"> • Written notification (City-wide) 	<ul style="list-style-type: none"> • Workshops • Pop-up stalls • Representative telephone survey
Other Council Plans and strategies This includes non-legislated plans, policies and strategies such as masterplans, studies and informing strategies.	Lower impact	inform consult	28 days	<ul style="list-style-type: none"> • Online engagement portal • Notification of impacted stakeholders • Physical exhibition of documents 	<ul style="list-style-type: none"> • Submissions • Online survey
	Higher impact	consult involve collaborate	28 days	In addition to lower impact: <ul style="list-style-type: none"> • Written notification • Site notice 	<ul style="list-style-type: none"> • Workshops • Pop-up stalls • Drop-in session • Webinar Q & A • Representative telephone survey
Infrastructure projects This includes Council construction or renewal of community facilities, buildings, parks and playgrounds.	Lower impact	inform	28 days	<ul style="list-style-type: none"> • Online engagement portal • Notification of impacted stakeholders • Physical exhibition of documents 	<ul style="list-style-type: none"> • Submissions • Online survey
	Higher impact	consult involve collaborate	42 days	In addition to lower impact: <ul style="list-style-type: none"> • Site notice • Written notification 	<ul style="list-style-type: none"> • Pop-up stall • Focus group • Drop-in session • Webinar Q & A

Notes and clarifications on the matrix:

- Timeframes are in calendar days and include weekends and public holidays.
- If the exhibition period is due to close on a weekend or a public holiday, Council may extend the exhibition to finish on the first available work day.
- The period between 20 December and 10 January (inclusive) is excluded from the calculation of a period of public exhibition. Council will not initiate an exhibition/ notification period during this time. This timeframe is consistent with clause 16, Schedule 1 of the EP&A Act.
- Where an Act or Regulation mandates a specific exhibition period than listed in this policy, then the Act or Regulation will take precedence.
- Council will consider all submissions received within the exhibition period. Late submissions will only be considered in extenuating circumstances, and at the discretion of the Council officer assessing the proposal.
- Residential Parking Schemes are implemented if a majority of residents within a proposed area support its introduction.
- Applications for state significant development and state significant infrastructure are exhibited by the NSW Department of Planning, Housing and Infrastructure.
- Exempt and complying development are separately defined under the Act and do not currently provide for community input. Notwithstanding, it is noted that neighbours must be advised of certain complying developments in accordance with Clause 134 of the EP&A Regulation 2021.

Table 1: Community engagement matrix

PROJECT TYPE	IMPACT	SUGGESTED PARTICIPATION LEVEL	MINIMUM EXHIBITION PERIOD	SUGGESTED COMMUNICATIONS	SUGGESTED ENGAGEMENT ACTIVITIES
Community programs This includes Council projects relating to Council service levels, change of use of a location, introduction or modification to a Council supplied community service. Examples might include introduction of new dog off-leash areas or a change to a Council service such as waste collection frequency.	Lower impact	inform	28 days	<ul style="list-style-type: none"> • Online engagement portal • Notification of impacted stakeholders • Physical exhibition of documents 	<ul style="list-style-type: none"> • Submissions • Online survey
	Higher impact	consult involve collaborate	42 days	In addition to lower impact: <ul style="list-style-type: none"> • Site notice • Written notification 	<ul style="list-style-type: none"> • Pop-up stall • Focus group • Representative telephone survey
Local transport and traffic matters This includes road closures parking changes and creation or amendment of Resident Parking Schemes.	Lower impact	inform	–	<ul style="list-style-type: none"> • Reported to Traffic Committee (including publishing agenda and resolution online) • Notification of impacted stakeholders 	
	Higher impact	consult involve collaborate	28 days	In addition to lower impact: <ul style="list-style-type: none"> • Online engagement portal • Site notice • Physical exhibition of documents 	<ul style="list-style-type: none"> • Submissions • Site meeting
Development applications (DAs) Local and Regional development applications, modification applications and review applications that require public notification.	Level 1*	inform	–	<ul style="list-style-type: none"> • Not formally notified or advertised, but are published on Council’s website. 	
	Level 2*	consult	14 days	<ul style="list-style-type: none"> • Website notice • Written notification 	<ul style="list-style-type: none"> • Submissions
	Level 3*	consult	14 days	<ul style="list-style-type: none"> • Website notice • Written notification • Site notice 	<ul style="list-style-type: none"> • Submissions
Applications for Designated Development	Higher impact	inform consult	28 days	<ul style="list-style-type: none"> • Website notice • Written notification 	
Applications for Integrated or Threatened species development	Higher impact	inform consult	28 days	<ul style="list-style-type: none"> • Website notice • Written notification 	
Environment impact statements obtained under Division 5.1	Higher impact	inform consult	30 days	<ul style="list-style-type: none"> • Website notice 	

* See definitions in 5.4.1.

5.4 Public notification requirements relating to trees

Council recognises the importance of trees across the LGA and is committed to increasing tree canopy cover to 40% by 2040.

Trees provide a wide range of benefits including improving air quality, carbon sequestration, increasing biodiversity and habitat, reducing temperature and enhancing streetscape appeal and social health and well-being.

The retention of significant, healthy and structurally sound trees is a priority. Whilst tree removal is a last resort, public safety always takes priority.

Should a tree in a street or park be proposed for removal, Council will place a notification sign on or near the tree for a minimum period of 14 calendar days advising the reason for removal and the intended replacement planting. No notification may be provided where the removal is due to a tree which is at high risk of failure.

The management of trees, including public and private trees including decisions to prune, remove or otherwise manage trees is governed by Council's tree policies and Development Control Plan.

Decisions on removing trees is delegated to the General Manager to enact except where the tree is:

- a public fig tree or other species of significant size and age that has caused structural damage to public or private property and is not viable to retain;

OR

- a public tree on Council's Significant Tree Register

In the above cases the recommendation to remove the tree should be reported to Council for consideration.

Where a report is submitted to Council recommending tree removal, Council will notify residents in the street about the report and advise how they can address Council.



5.5 Requirements for notification of development related matters

This section details the consultation tools and techniques that are required for:

- Local and Regional development applications
- Applications to modify an existing consent
- Applications to review a determination

5.4.1 Level of public notification

The level of notification required for development applications (DAs) depends on the land use zone as well as the type and scale of the development. Table 2 details the level of public notification required for each type of development application.

- **Level 1:** applications that are considered to have minimal environmental impact and are not likely to result in any adverse impacts on the broader community or adjoining/neighbouring sites. These applications do not require any formal notification. Council publishes the notice on our website.
- **Level 2:** applications that may impact adjoining/neighbouring sites but are unlikely to have adverse impacts on the broader community. These applications require a written notice to be sent to specified persons likely to be affected as well as publishing on our website.
- **Level 3:** applications that may have impacts on the broader community. These applications require written notices, site notices and website notices.



Table 2: Public notification requirements for development applications (DAs)

LEVEL 1 WEBSITE NOTICE ONLY	LEVEL 2 WEBSITE NOTICE + WRITTEN NOTICE	LEVEL 3* WEBSITE NOTICE + WRITTEN NOTICE + SITE NOTICE
<ul style="list-style-type: none"> • Internal fit out of a building in an employment or industrial zone (excluding heritage items); • Internal alterations to a dwelling or associated outbuilding (excluding heritage items); • Realignment of boundaries; • Strata and/or stratum Subdivision; • Minor external alterations to a dwelling or associated outbuilding (excluding heritage items or conservation areas); • Applications that have insufficient information and are refused for that reason; • Tree works not affecting adjoining properties. • Any other development which in the opinion of a the Manager Development Assessment is of minimal environmental impact or ancillary in nature; and is not likely to result in any adverse impacts on the broader community or adjoining/ neighbouring sites. 	<p>Any development that is not listed under Level 1 or Level 3</p>	<p>Residential zones (R1, R2, R3) (new development only)</p> <p>Boarding houses; Commercial premises; Car parks; Community facilities; Child care centres; Multi dwelling housing; Passenger transport facilities; Places of public worship; Residential flat buildings; Serviced apartments; Health consulting rooms; Hostels; Hotel or motel accommodation; Recreation facilities (indoor); Recreation facilities (outdoor); Seniors housing; Shop top housing; Service station; Animal boarding and facilities.</p> <hr/> <p>Employment zones (E1, E2) (new development only)</p> <p>Amusement Centres; Backpackers accommodation; Boarding houses; Car parks; Educational Establishments; Entertainment facilities; Function centres; Funeral Homes; High technology industries, Hostels; Hospitals; Hotel or Motel accommodation; Information and education facilities, Local distribution premises, Medical centres, Passenger transport facilities; Places of public worship; Recreational facilities (indoor); Recreational facilities (outdoor); Registered clubs; Residential care facilities; Residential flat buildings; Restricted premises; Retail premises (excluding shops; kiosks; restaurants or cafes; and takeaway food and drink premises); Service stations; Serviced apartments; Shop top housing; Vehicle repair stations, Veterinary hospitals.</p> <hr/> <p>Industrial zone (E4) (new development only)</p> <p>All development in this zone except for Environmental protection works; Flood mitigation works; Home based child care; Home businesses; Home Occupation (sex services); Kiosks; Neighbourhood shops; Roads; Advertising structures.</p> <hr/> <p>Other zones (RU4, SP1, SP2, RE1, RE2, C2) (new development only)</p> <p>All development in these zones except for footpath dining and trading in the SP zones; Environmental protection works; Flood mitigation works; Roads.</p> <hr/> <p>All zones (new development AND alterations/additions)</p> <ul style="list-style-type: none"> • Sex services premises • Restricted premises • Registered clubs and pubs • Alterations, additions, demolition, damaging or defacing of a building or work that is a heritage item or in a conservation area, except where the development in the opinion of a Senior Council Planning Officer will not adversely affect the significance of the item or conservation area • Development relating to conservation incentives under clause 5.10(10) of the Randwick LEP • Existing use rights • New commercial development with a gross floor area of 1000m2 or more. • Development requiring consent under a SEPP (except secondary dwellings). • Development types requiring a website notice under the EP&A Act or Regulation including: designated, integrated, threatened species and advertised development • Other applications, which in the opinion of the Manager Development Assessment are of broad community interest.

* A development may be exempt from requiring a site notice, if in the opinion of the Manager Development Assessment, the proposal will not result in adverse impacts on the broader community

5.4.2 Amended applications (Re-notification)

A DA may be amended or varied by the applicant (with the agreement of Council officers) before the application is determined. For amendments prior to determination of an application, Council may renotify:

1. Those persons who made submissions on the original application. Note: If the amendments will have a lesser or the same effect as the original application (for example, internal changes or external changes which cannot be seen from the correspondent's property) then re-notification is not required and submissions on the original application will be considered in the assessment.
2. Any other persons who own adjoining or neighbouring land (including those who were previously notified of the application) who may, in the opinion of Council, be further detrimentally affected by the amendments if carried out.

5.4.3 Applications to modify an existing consent

An applicant may lodge an application to modify a development consent or a deferred commencement consent under Section 4.55 and 4.56 of the Act.

Modification applications will be notified / advertised as shown in table 3 below.

5.4.4 Applications to review a determination

Applications made under Division 8.2 of the Act to review the determination of a DA or a modification decision, will be notified and/or advertised in the same manner as the original application. Council will also notify, or make reasonable attempts to notify, each person who made a submission to the original application.

Table 3: Public notification requirements for modification applications

MODIFICATION TYPE	LEVEL OF NOTIFICATION
Section 4.55 (1) application	No notification
Section 4.55 (1A) application	No notification
Section 4.55 (2) and Section 4.56 application (excluding designated development)	As per the original application. Note: An application may be exempted from notification and/or advertising where, in the opinion of the Manager Development Assessment, the proposed changes are not likely to result in any adverse impacts on adjoining or nearby land.
Section 4.55 (2) and Section 4.56 application where the original development application was for designated development	Website notice and Council will also notify or make reasonable attempts to notify each person who made a submission in respect of the relevant DA of the proposed modification by sending written notice to the last address known to the consent authority of the submitter. If the proposed modification may result in impacts that, in the opinion of Council, are not minimal, Council will also send written notices to properties that may be affected by the proposal.

5.4.5 Procedures for public notification

This section details the procedures for written notices, website notices and site notices for development-related matter.

Written notice procedures

Written notice involves letters being sent in the form of an email or standard mail to the owners and occupants* of properties that may be affected by the proposal. Council endeavours to provide written notification as soon as practicable after a development proposal is lodged. The notification period will commence from the date stated in the written notice.

Extent of notification

When notifying adjoining land owners and occupants of a development proposal, the Council will send letters to owners and occupants within a 40m radius measured from each boundary of the development site. This approach is indicated in Table 2.

The notification area may be increased or decreased at the discretion of a Council planning officer, considering the nature and the likely impact of the proposal. For example, where small changes to the rear of a building or property may only be of interest to adjacent owners and occupants, only these owners/occupants will be notified.

If land is owned by more than one person, a written notice to one owner is taken to be a written notice to all the owners of that land.

When a development proposal is likely to affect owners of land outside Randwick City, the Council will contact the neighbouring Council for details to send written notices out to these persons and occupants.

Strata schemes & Community/Neighbourhood Schemes

For strata titled properties, a notice will also be sent to the Owners Corporation as well as the owners of each strata unit. For community/neighbourhood schemes a notice will be sent to the Community and/or Neighbourhood Association.

Returned Written Notices

Letters and emails notifying owners are sometimes returned to the Council for various reasons including incorrect addresses. In these cases, Council will check its records and if an address needs correcting, will re-send the letter or email.

The public exhibition period will not be formally extended where a written notification is delayed in this manner. Council may, however, give that person an extension of time to make a submission.

Website notice procedures

A website notice involves online publication of the development application. This is typically done on Council’s website using the DA Tracker Tool and on the NSW Government Planning Portal website. Note that Council is no longer required to publish printed notices in newspapers.

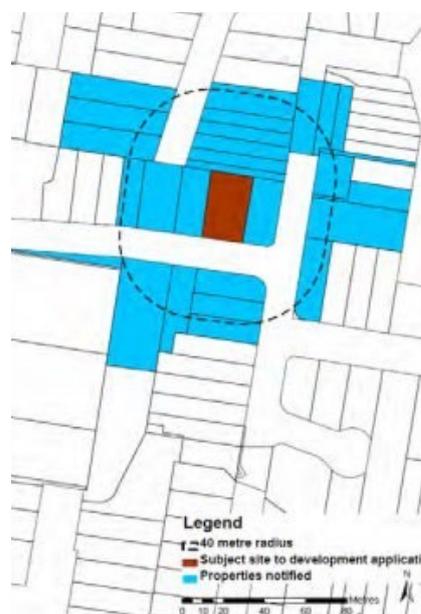
Site notice procedures

For all developments that require a site notice, Council will erect (and later remove) a site notice at the proposed development site. The site notice will provide a brief description of the proposal and detail the notification end date. If Council is advised of a site notice being removed prior to the end of the notification period, Council will endeavour to install a replacement sign; however, the public exhibition period will not be formally extended.

Additional public notice requirements

Part 3, Division 5 of the EP&A Regulation 2021 details additional requirements for public notification of designated development, nominated integrated development and threatened species development.

Fig 2: 40m radius for notifications



5.6 Reporting on engagement activities

Information collected through community engagement helps staff and Councillors to make decisions. It is also important that our community understands how their voice has been listened to and considered in decision-making. Council will ‘close the loop’ with our community and inform them of the outcomes after we engage with them. Community engagement outcomes will be reported as part of Council’s monitoring and reporting cycle.

Randwick City Council will:

- Promote consultation opportunities on Council’s Your Say website – this includes engagement techniques, timelines and locations
- Report broadly on demographics of consultation participants – overview of who participated in the process
- Summarise key issues and themes emerging from consultation to inform decision making
- Evaluate our engagement processes and outcomes.

The outcomes of community engagement processes will be documented on Council’s websites including Your Say Randwick and may also be publicly reported to Council for their use in making decisions.

Council will where possible notify all people involved in a consultation the outcomes of that consultation and how their input has been used.

Kokoda Memorial Park playground upgrade

CONSULTATION OUTCOMES

YOUR SAY RANDWICK

ABOUT THE CONSULTATION

Randwick City Council is upgrading the playground at Kokoda Memorial Park, Kensington. In June and July 2019 we asked the community to tell us how the new playground should be designed.

More than 40 playgrounds were designed by local kids aged 1 to 11 years old, some with a little help from mum and dad.

WHAT THE KIDS TOLD US

Kids want a playground where they can:

Jump Swing Climb Slide

WHAT THE GROWN-UPS TOLD US

“ Add a bigger swing, slide and climbing area for older children ”

“ It would be great to see equipment for kids 0 through to 12 years old ”

“ This is a long awaited upgrade. Having equipment that is suitable for all ages is a must ”

WHAT'S NEXT?

Your feedback will be used to help develop concept plans for the playground upgrade. The proposed plans will go on public exhibition later in 2019.

Their favourite play equipment is:



✓ Forest giraffe



✓ Tower slide



✓ Emerald space net



✓ Combo nest swing



✓ Tower and climber



✓ Trampoline

GET INVOLVED We love listening to you! Get involved and have your say at Your Say Randwick. www.yoursay.randwick.nsw.gov.au



Randwick City Council
a sense of community

1300 722 542
randwick.nsw.gov.au

6. Evaluation of our community engagement

Community engagement outcomes will be reported as part of Council's monitoring and reporting cycle.

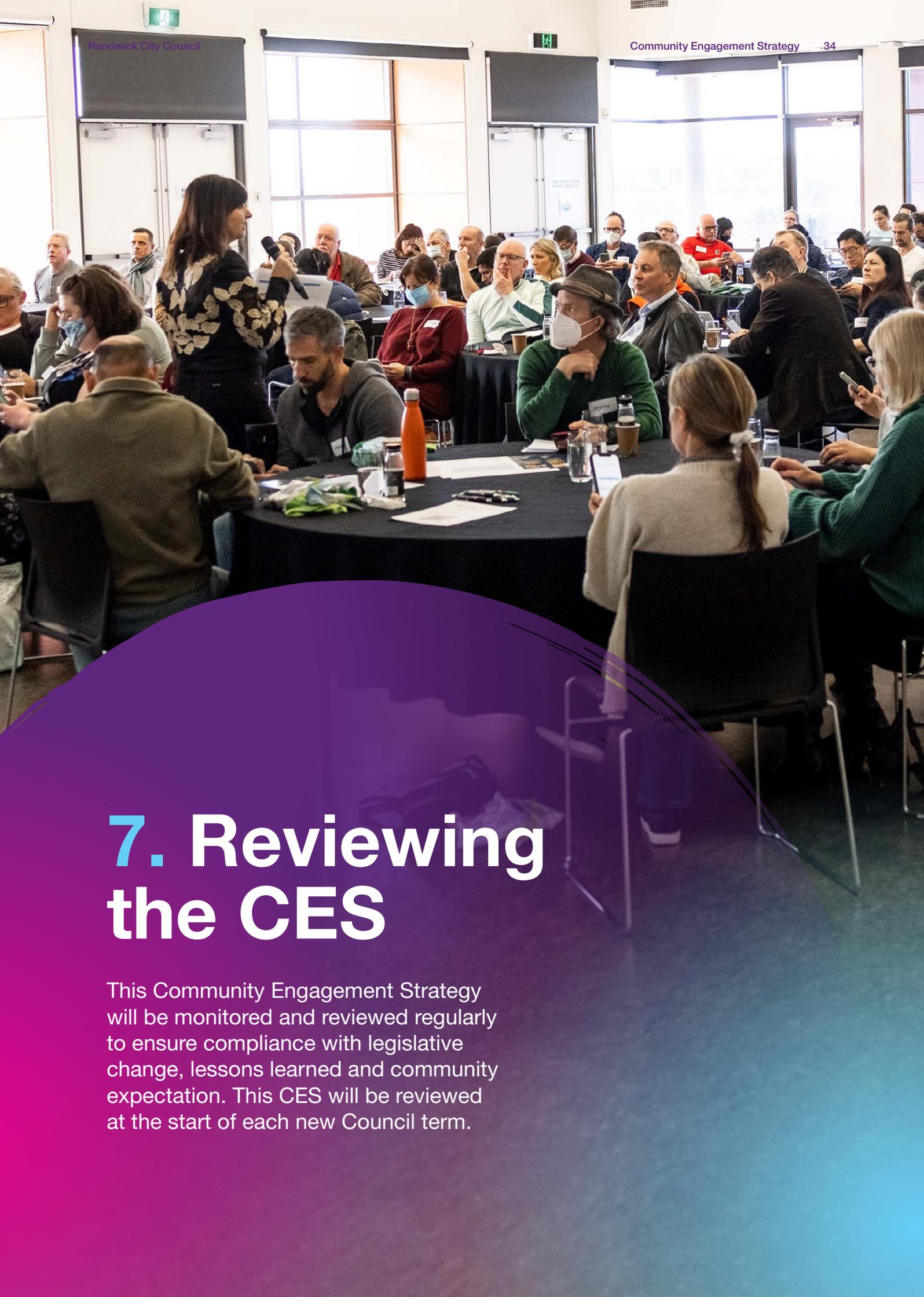
We will collect community feedback, insights from project teams, information from our website, as well as demographic information collected through engagement activities to evaluate engagement outcomes. Evaluation will assist in:

- Reporting on outcomes
- Identifying gaps in data collections
- Learning what did and did not work
- Building knowledge and skills
- Improving our processes.

Ways that we can measure our engagement outcomes include:

- Reviewing the outcomes of the consultation against the specific objectives developed at the start of the project.
- Reviewing the quantity and quality of feedback provided. We will test whether the feedback:
 - Was from the target audience
 - Was suggestive that the audience was adequately informed about the project
 - Suggests that the community was adequately communicated with.





7. Reviewing the CES

This Community Engagement Strategy will be monitored and reviewed regularly to ensure compliance with legislative change, lessons learned and community expectation. This CES will be reviewed at the start of each new Council term.

Appendix A – Definitions

TERM	DEFINITION
Community	Refers to all stakeholders, audiences, community groups and businesses.
Community engagement	Any process that involves the public in problem solving or decision making and uses public input to make sustainable decisions. Community engagement is also often called community participation and community consultation.
Community Engagement Strategy (GES)	Refers to this document.
Community Strategic Plan (CSP)	A Council plan prepared under the Local Government Act 1993 that focuses on achieving the long term social, environmental and economic aspirations of the community.
Community Participation Plan (CPP)	A Council plan prepared under the Environmental Planning & Assessment Act 1979 that guides the community to make participation in planning clearer for all stakeholders.
Contribution plans	A plan developed by councils for the purpose of gaining financial contributions from new development towards the cost of new and upgraded public amenities and/or services required to accommodate the new development.
Culturally and linguistically diverse (CALD)	Refers to people from culturally and linguistically diverse (CALD) backgrounds including those who speak a language other than English (LOTE), people from non-English speaking backgrounds (NESB), migrants, refugees, and people with culturally and linguistically diverse ancestry.
Designated development	The Environmental Planning and Assessment (EP&A) Regulation 2000 classifies certain developments as designated development. These are generally high impact developments (for example, likely to generate pollution) or are located in or near an environmentally sensitive area (for example, a coastal wetland).
Development application (DA)	An application for consent under Part 4 of the Environmental Planning and Assessment Act 1979 to carry out development but does not include an application for a complying development certificate.
Development control plans (DCPs)	A plan that provides detailed planning and design guidelines to support the planning controls in a Local Environmental Plan.
Deliberative engagement	Deliberative democracy or deliberative engagement involved a representative sample of the community considering information presented to them collectively to come up with solutions or recommendations as a group.
Engagement	All activities undertaken to seek community feedback on Council projects, initiatives, and services for decision-making purposes. See Appendix 2 for list of engagement activities.
Gateway determination	A gateway determination is issued following an assessment of the strategic merit of a proposal to amend or create an LEP and allows for the proposal to proceed to public exhibition.
Integrated development	Development (not being state significant development or complying development) that, in order for it to be carried out, requires development consent under the EP&A Act and one or more other Acts.

Appendix A – Definitions

TERM	DEFINITION
International Association for Public Participation (IAP2)	An international member association which seeks to promote and improve the practice of public participation or community and stakeholder engagement, incorporating individuals, governments, institutions and other entities that affect the public interest throughout the world.
Local development	Covers most development assessed by Council. It is the most common type of development in NSW, with projects ranging from home extensions to medium sized commercial, retail and industrial developments. Local developments are notified and assessed by Council; and then determined by delegated Council staff or the Randwick Local Planning Panel.
Local Environmental Plan (LEP)	An environmental planning instrument developed by a local planning authority, generally a council. An LEP sets the planning framework for a Local Government Area (LGA).
Local Strategic Planning Statement (LSPS)	A document prepared by Council which sets a 20-year vision for land use in the local area and details how growth and change will be managed into the future.
Pop-up	A place based temporary activation where community can meet with Council staff or Councillors and learn about a project or provide feedback.
Planning proposal	A document that explains a request or intended effect of a proposed LEP (or LEP amendment) and sets out the justification for the request. A planning proposal may seek to change the planning controls relating to a particular site, area, locality or local government area.
Public Participation Spectrum	A guide published by the IAP2 designed to assist with the selection of the level of participation that defines the public's role in a community engagement program. It outlines the promise being made to the public at each participation level. This spectrum is widely considered to be industry best practice amongst government and private sectors.
Stakeholder	Refers to anyone with an interest in or who is impacted by a project.
State Environmental Planning Policy (SEPP)	An environmental planning instrument developed by the NSW Department of Planning, Housing and Infrastructure that relates to planning matters that are state significant or are applicable across the state.
State significant development (SSD)	Some types of development are deemed to have State significance due to the size, economic value or potential impacts. Examples of possible SSD include: new educational establishments, hospitals and energy generating facilities. These developments are notified and assessed by the NSW Department of Planning, Industry and Environment.
Traffic Committee	The Randwick Traffic Committee is a committee of Randwick City Council set up under a delegation from Transport for NSW (TfNSW), to deal with traffic matters on local roads. Meeting agendas and minutes are published on Council's website. Members of the public can attend.

Appendix B – Communication and engagement activities

The table below provides an outline of engagement activities that can be deployed by Council at various stages of the IAP2 public participation spectrum.

ACTIVITY	DESCRIPTION	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Advertising notices	A publicly displayed advertisement with information about a project or engagement opportunity.	✓				
Advisory Committee	A Council managed group of individuals who represent a specific subject matter or have lived experience, who meets with Council regularly to provide advice and feedback.			✓	✓	✓
Briefing	Presentations and discussions with community or stakeholder groups. This varies from informing to gathering feedback, ideas or options.	✓	✓	✓	✓	
Citizen's jury	A representative sample of citizens are randomly selected to form a citizen's jury which deliberates on a problem or opportunity. The jury hears evidence and deliberates to make a recommendation or decision.				✓	✓
City-wide notification	Refers to providing written notice either via flyer / leaflet or letterbox drop to the entire LGA. Can be to the household, ratepayers or both.	✓	✓	✓		
Deliberative polling	A structured process where randomly selected participants explore and deliberate on a topic and then their opinions are polled. Results of the poll are shared with the group and publicly.			✓		
Door knock	Community engagement or project teams go door-to-door to liaise with affected stakeholders.	✓	✓			
Drop-in session	Community can drop-in to meet and speak with Council staff about a project.	✓	✓			
Flyer / leaflet	A way to provide information on a specific issue or initiative to a selected or broad audience. Contains basic information on key aspects of the project written in plain English and should provide information on how the community can participate in the engagement process.	✓				
Focus group	A small group discussion hosted by a facilitator about a specific topic. It is designed to allow for an open discussion that is guided by a series of questions.		✓	✓	✓	
Interactive online tools	Activities on the Your Say Randwick website that the community can participate in, including ideas boards where participants can post an idea they have, and interactive maps where participants can identify a certain location in the LGA and provide feedback.	✓	✓	✓		
Interviews	One-on-one discussions to explore and understand community or stakeholder needs, perspectives, insights and feedback.	✓	✓	✓	✓	
Letterbox drop	Printed notification distributed direct to a household either via Australia Post or hand delivered. May also be sent to the ratepayer's nominated mailing address.	✓	✓	✓	✓	
Meeting	Small group facilitated conversations.	✓	✓	✓	✓	
Newsletter	Can be designed to inform, seek feedback, to gather ideas, and to update the community on the engagement project and how community input has informed Council decision-making. This can be print or online.	✓	✓	✓		

Appendix B – Communication and engagement activities

ACTIVITY	DESCRIPTION	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Notification of impacted stakeholders	Refers to notifying people identified as potentially affected by a proposal. This can be done via multiple means including verbally, digitally or through printed material.	✓	✓			
Online engagement portal	Refers to a website for sharing information and enabling participation. Council's consultation website is called Your Say Randwick. www.yoursay.randwick.nsw.gov.au .	✓	✓	✓		
Online survey	Usually a short survey with mostly quantitative questions that can be accessed via a website.		✓	✓	✓	
Physical exhibition of documents	This refers to making printed versions of material available for public viewing. This is typically done at Council's Customer Service Centre and libraries during the exhibition period.	✓	✓			
Pop-up stall	A temporary stall in a public place where community can speak with staff or Councillors or provide feedback on issues or projects. Examples include Let's Chat pop up sessions.	✓	✓	✓		
Representative telephone survey	A series of questions provided to a sample which is weighted to reflect the demographics of the area to provide a more accurate view of community attitudes.		✓	✓	✓	
Site notices	A letter, sign, advertisement or notice may be used to invite the community to participate.	✓	✓			
Site meeting	A small meeting to discuss a localised issue. Meetings are typically attended by Council staff and/or Councillors and impacted residents invited to attend.	✓	✓			
Submissions	A process of collecting feedback. Submissions are typically supplied via online engagement portal such as Your Say Randwick. Council also accepts submissions via email and in writing.					
Tour / Walkshop	Community and stakeholders are invited to tour a site. Can be designed to foster relationships, raise awareness, increase understanding, educate, or to change perspectives.	✓	✓	✓	✓	
Webinar	Online interactive web-based seminar or presentation. Webinars can include a wide range of features such as live video streaming, voting, commenting or Q&As.	✓				
Website notice	Refers to publication of Development Application details on Council's website and the NSW Planning Portal.	✓				
Workshop	A structured method to explore specific, complex issues, and where participants work in small groups, can be online or face to face.		✓	✓	✓	
Written notification	Individualised letters (where possible) sent to affected or interested community members and stakeholders. Can be a legal requirement.	✓	✓			

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