

A photograph of two women in dark blue polo shirts with a colorful logo on the chest. One woman is wearing a blue cap and sunglasses, while the other is wearing a light-colored wide-brimmed hat. They are both smiling and looking at a table in front of them. The woman in the foreground is holding a yellow object, possibly a marker or a tool, and appears to be interacting with something on the table. The background shows an outdoor setting with trees and a white canopy structure.

Community Engagement Strategy

2023–2026



Burwood
Inc.1874

Acknowledgment of Country

Burwood Council acknowledges the Wangal Clan of the Eora Nation, the traditional custodians of the lands in which the Burwood Local Government Area is located.

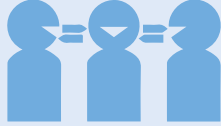
We pay our respects to their elders past, present and emerging. We acknowledge and respect their cultural heritage, beliefs and ongoing relationship with the land.



About this document

You can participate in Council's decisions about projects, planning and building matters, services and plans. This document will help you understand when and how you can influence the decisions Council makes that affect or interest you.

If you would like to speak to an interpreter, please call the Telephone Interpreting Service (TIS) on 131 450 and ask them to call Burwood Council on (02) 9911 9911.



CHINESE - SIMPLIFIED:

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如果您不理解本文件并需要口译员，请拨打电话口译服务电话 131 450 并请他们拨打 (02) 9911 9911 联系 Burwood 市议会。

NEPALI:

यस कागजातको बारेमा

तपाईं परियोजनाहरू, योजना र निर्माण मामलाहरू, सेवाहरू र योजनाहरू बारे काउन्सिलको निर्णयहरूमा भाग लिन सक्नुहुन्छ। यो कागजातले तपाईंलाई कसरी कसरी काउन्सिलले तपाईंलाई असर गर्ने वा चासो दिने निर्णयहरूलाई प्रभाव पार्न सक्छ भनी बुझ्न मद्दत गर्नेछ।

यदि तपाईंले यो कागजात बुझ्नुभएको छैन र एक दोभाषे चाहन्छ भने, कृपया टेलिफोन दोभाषे सेवा (TIS) लाई 131 450 मा कल गर्नुहोस् र तनिहरूलाई (02) 9911 9911 मा Burwood काउन्सिललाई कल गर्न भन्नुहोस्।

ARABIC

دنتسملا اذه لوح

طيطخت و عيراشملا نأشب سلاجملا تارارق يفة كراشملا كنكم يلى ع قيقثولا هذه كدعاست. ططخل او تامدخل او يضرألا تامدخلسا سلاجملا اهدختي يتي تارارقلا يلى ع ريثأتل كنكم يفة يكي و يتي م هفك. كمهت و أكيلى رثؤت يتي لاول

للاصتال يجرى ، مچرتم يلى اجاتحت و دنتسملا اذه مهفت ال تنك اذ ا م م بلطاو 131450 مقرلا يلى ع فتاهال ربع ية يوفشلا مچرتلا مدهب 9911 9911 (02) يلى ع دوويرب سلاجم لاصتالا

ITALIAN:

SU QUESTO DOCUMENTO

Puoi partecipare alle decisioni del Comune su progetti, pianificazione territoriale, servizi e piani. Questo documento ti aiuterà a capire quando e come puoi influenzare le decisioni che il Comune prende che ti interessano o ti interessano.

Se non capisci questo documento e hai bisogno di un interprete, chiama il Telephone Interpreting Service al numero 131 450 e chiedi loro di chiamare il Burwood Council allo (02) 9911 9911.

KOREAN:

이 문서 정보

프로젝트, 토지 사용 계획, 서비스 및 계획에 대한 시의회의 결정에 참여할 수 있습니다. 이 문서는 귀하가 귀하에게 영향을 미치거나 관심이 있는 위원회의 결정에 언제 어떻게 영향을 미칠 수 있는지 이해하는 데 도움이 될 것입니다.

이 문서를 이해하지 못하여 통역사가 필요한 경우 전화 통역 서비스에 131 450으로 전화하여 Burwood Council에 (02) 9911 9911로 전화하도록 요청하십시오.

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Introduction

Purpose

This Strategy outlines Burwood Council's commitment and approach to involving our community in decision-making. It outlines the principles that guide our work through open dialogue, easy and accessible opportunities to have your say, and meaningful participation. This Strategy has been developed with extensive input from individuals, groups and businesses that are from, or connected to, the Burwood Local Government Area.

Our aim is to embed engagement across the whole of Council and continue to listen, reflect and improve on our approach, providing a common language and shared framework for all.

Community engagement is everyone's responsibility and will change as our community grows and evolves. The Strategy is our commitment to transparently engaging with, and involving our community in, decision-making processes.

This strategy also provides our community with information on how to have your say on planning and building matters, and includes mandatory public notification requirements for planning-related matters, including development applications (see **Part 2: Community Participation in Planning Matters**).

Our Commitment to Engagement

Burwood Council is committed to becoming a leader in best practice engagement with our community.

This includes listening to, learning from and partnering with our community. We will reach out, build stronger relationships and partnerships, and draw on local knowledge and expertise.

We recognise the vital role our diverse community plays in making decisions that are in the best interest of Burwood. We are committed to finding ways to make engagement accessible, inclusive and easy for our community. We will continue to be transparent and accountable by reporting back to our community on how their input has influenced decisions.



Definitions

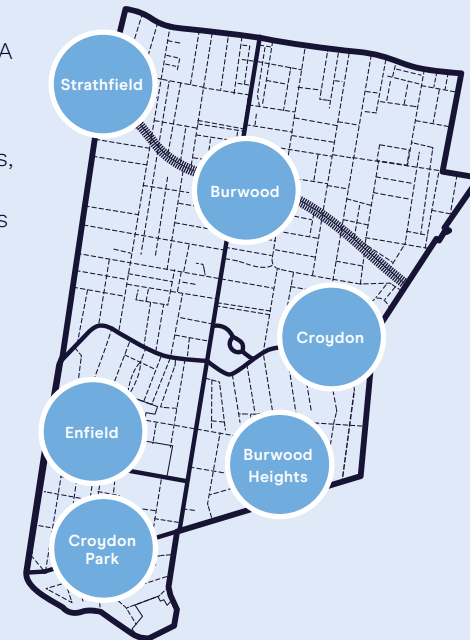
Community

People who live, work, invest, study and visit the Burwood Local Government Area (LGA).

Burwood

The suburbs in the Burwood LGA include:

Burwood, Burwood Heights, Croydon Park, Enfield and parts of Croydon and Strathfield.



Community Engagement

A two-way process that aims to encourage people and groups to get involved and be active in Council decisions that affect them or are of interest to them.

What makes our community unique

Our diverse community

Burwood is a cultural melting pot of inclusive and diverse communities.



We speak more than **56 languages** and come from more than **79 countries**.



We have a newly arrived and changing community. **More than half of our community (58%) were born overseas.** 1 in 3 of whom arrived in the last 5 years



We have many **older established communities** (Italian, Greek, Lebanese, Korean and Anglo-Celtic).



1 in 3 people were born in Australia. Nearly 1 in 2 are Australian Citizens. 1 in 5 people have lived here for more than 20 years.



We are the **5th most diverse LGA in Australia** – nearly 2 in 3 people speak a language other than English.



Our **top 3 languages** spoken (other than English) are:

- #1 Mandarin (20%) – 4 times higher than Greater Sydney
- #2 Cantonese (8%) – nearly 3 times higher than Greater Sydney
- #3 Nepali (7%) – 6 times higher than Greater Sydney



Faith and religion factor strongly in the lives of many Burwood LGA residents. Our **largest 3 religions** are:

- #1 Roman Catholic (19%)
- #2 Hindu (10%) – 2 times higher than Greater Sydney
- #3 Buddhist (8%) – 2 times higher than Greater Sydney

2X

We are one of the fastest growing areas with our **population set to nearly double by 2036.**



We have a **large workforce** that is predominantly made up of young people **aged 24-34 years.**

**12-24
OR 60+**

Nearly 1 in 4 people are either a **young person (12-24 years) or older than 60.**

Our unique places

Burwood is a thriving business and retail centre, with the Town Centre home to almost half (45%) of our population alone.



We have **unique historic villages**, like Croydon and Enfield, each with their own distinct character and charm.



Burwood is the first **strategic centre** west of the Sydney CBD.



Many of our community members live in **high rise apartments**.



We are a **food and cultural destination** with unique offerings like Burwood China Town and Korean cuisine in Strathfield.



Recognised for our **great transport infrastructure**, quality public open spaces and strong commercial activity, Burwood is a central meeting place for many groups, including small and emerging communities.



Our parks, like Burwood Park, Henley Park, Wangal Park and Woodstock Park are heavily used spaces frequented by the community for cultural, social and recreational activities.



Our Burwood **Library and Community Hub** is a unique and creative centre that provides access to spaces to meet and learn.



While we are a small LGA, made up of 6 suburbs, 7km² in size, our places of worship, events, food and shopping both **draw our community together** and attract people from outside the area.

Our vibrant community

Burwood has:

A vibrant economy with **5,500+ local businesses**.

Many **different places of worship**.

A **high quality learning environment** with 11 local schools and tertiary education institutions.

An **active community sector** with many community and government services based in the Burwood Town Centre.

A vibrant and active civil society with many volunteer-run, community and cultural groups providing **social, cultural and recreational support** to members of our diverse community.

See [Burwood Suburb Profiles: Our Unique Places and People](#) to discover more about our unique neighbourhoods and the communities within them.

Why we engage

When our community has their say, better decisions can be made which improve Council's plans, facilities and services and drive greater satisfaction and wellbeing.

Council is also required by law to engage with the community in specific ways on planning matters outlined in the Environmental Planning and Assessment Act 1979 (NSW).

Whenever Burwood Council is planning, delivering a project or making a decision that significantly impacts our community, people will have the opportunity to meaningfully participate in that process.



Our Responsibility (Legislative Requirements)

Some of the ways we engage with our community is guided by NSW Government legislation which sets specific requirements for Council activities.

This Strategy reflects the various requirements for community consultation and engagement set out in the Local Government Act (1993) and Environmental Planning and Assessment Act (1979).

Local Government Act 1993

Sections 402A, 406 and 8A

Requires Council to:

- develop an Engagement Strategy
- involve the community when developing the key strategic plans, policies, services and other matters
- recognise diverse local community needs, interests and abilities.

Environmental Planning & Assessment Act 1979

Section 2.23 and Schedule 1

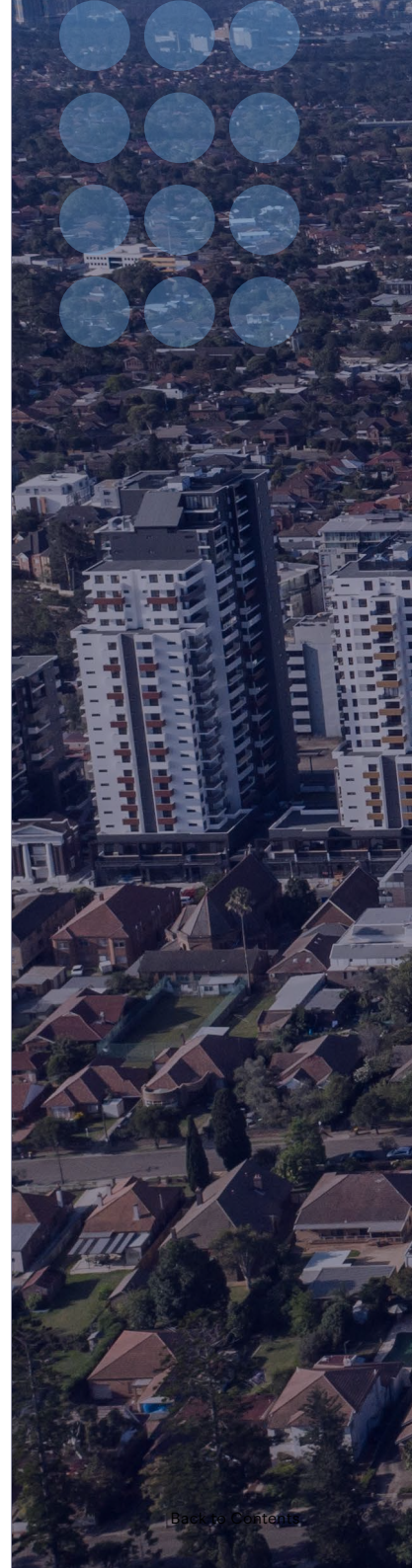
Requires Council to:

- develop a Community Participation Plan, and
- engage the community on all development and planning matters and sets out minimum standards.

Burwood Community Engagement Strategy 2023–2026

This Strategy outlines how Council engages the community and key stakeholders on:

- Council Strategies and policies
- Development and Planning matters
- other matters.



Strategic Planning Framework

The Community Engagement Strategy is a key part of our Integrated Planning and Reporting Framework. It supports and informs a number of Council plans.

Our Community Vision:

‘Burwood is a welcoming and inclusive community that is defined by our diversity of people, liveable places and progressive ideas. We acknowledge and celebrate our history and place, protect our heritage and environment and share a quality of life that is equitable, sustainable and supports each other to thrive and prosper.’ (CSP 2036)

Community Engagement Strategy

How we plan to engage with our community to inform our planning and decision-making

Burwood 2036 Community Strategic Plan

Our 'big picture' plan that identifies our community's main priorities and aspirations for the future and how we will work toward them

State and Regional Plans

Supporting Council strategies & plans e.g. Disability Inclusion Action Plan, Local Strategic Planning Statement

Annual Report

Delivery Program (4 years) & Operational Plan (1 year)

What we will deliver to the community – our services, activities and projects, our annual budget, our detailed works programs

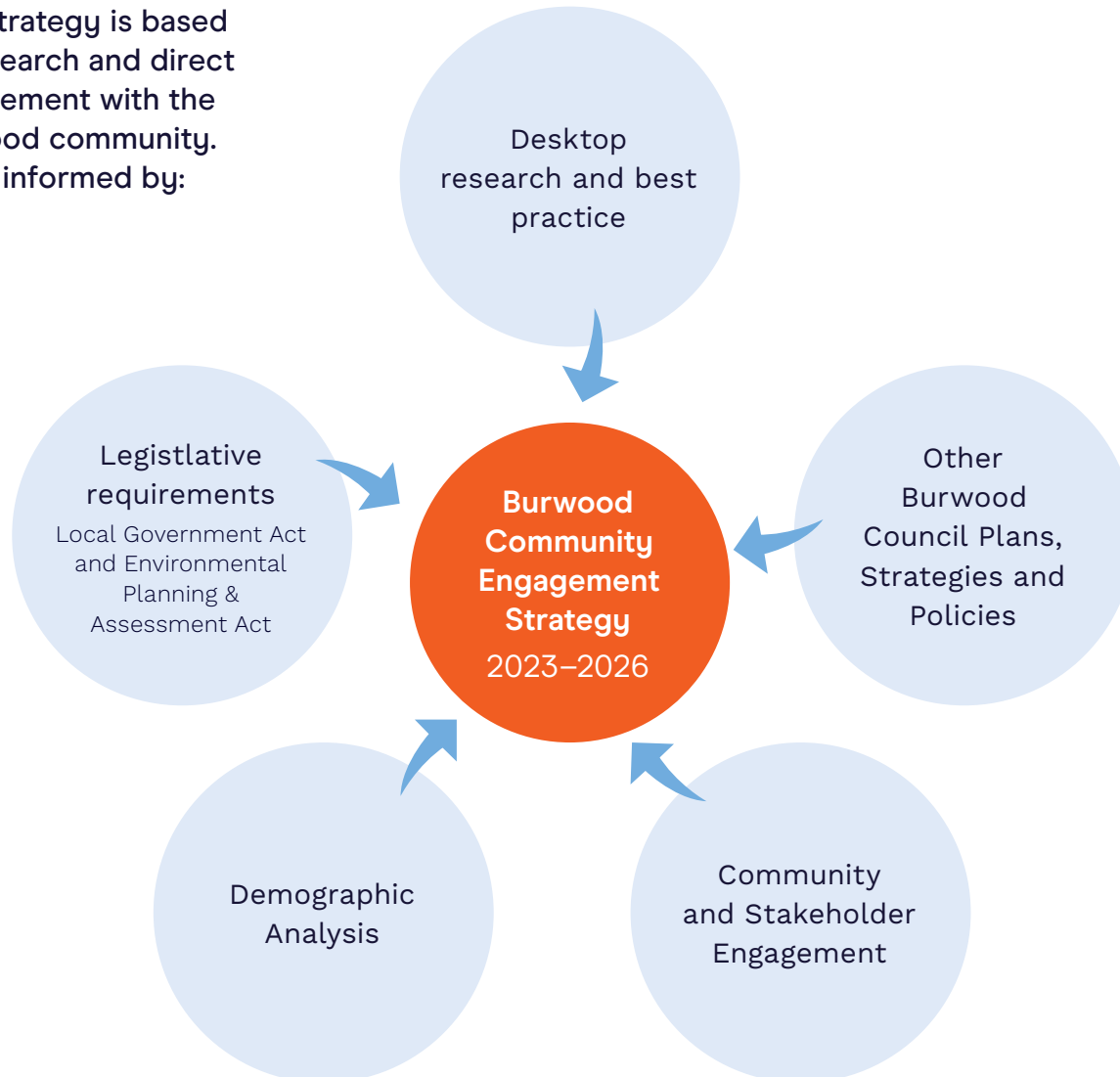
Resourcing Strategy

How we will manage our resources and risks to ensure our assets and our workforce can deliver on our commitments over the next four years

Ongoing monitoring and review

How we developed this strategy

This Strategy is based on research and direct engagement with the Burwood community. It was informed by:



Research

Desktop Research & Best Practice

A review of relevant strategies, trends and learnings has guided Council's approach and identified opportunities for further improvement.

Demographic Analysis

Analysis of demographic data has informed an understanding of who our community is and how we are changing.

[The Culturally Diverse Communities of Burwood Research Paper \(2022\)](#) provides a summary of the research and engagement undertaken to inform this Strategy.

Community and stakeholder engagement

The Strategy has also been shaped by the many voices of our local community who shared their ideas with us while developing this strategy. Participants came from diverse cultural and linguistic backgrounds, across all age groups, abilities and parts of the Burwood LGA.

Who we heard from

1,179 contributions were gathered from people who live, work, invest and visit the Burwood Local Government Area.

453 online and face to face surveys (26 language groups represented)

Community & Business Survey

Identified communication and engagement preferences, barriers and ideas for improvement.

The survey was translated into our top 3 languages to increase participation.

406 phone surveys (Micromex, 2021)

Community Satisfaction Survey

Provided valuable insights into community views on our communication and engagement.

120 pop-up & pop-in participants

Pop-up booths and pop-in consultations

Provided short responses to key questions on engagement and communication.

Council staff engaged with the public in a pop-up booth at high visibility locations such as train stations and shopping centres. Council staff also popped in to consult with community members at existing Council programs, services or activities hosted by other local groups.

35 in-depth interviews

In-depth interviews with community and business representatives

Community and cultural groups, faith-based organisations, business representatives and services working with community members from diverse cultural and linguistic backgrounds provided valuable insights into effective ways to communicate and engage with hard to reach community members.

Connection to Burwood



13 online surveys

Local community groups and service providers survey

Surveys captured feedback on ways Council can overcome barriers to participation and the most effective ways to engage with community members from culturally and linguistically diverse backgrounds.

11 workshop participants

Council Committee Workshops

Council's Committees (including the Multicultural Advisory Committee, Burwood Youth Advisory Group and Disability Inclusion Panel) provided insights into barriers to participation and ways to engage community members who are isolated or harder to reach.

98 online poll responses

E-news and social media polls

One-question poll responses conducted online on Council's communication channels.

Other engagement/data:

Council staff engagement

Group workshops were conducted with Council staff to review engagement findings and inform the Action Plan.

Disability Inclusion Action Plan

Results from 2021 consultation undertaken with 151 people with a disability, carers, advocates, and local services provided valuable insights into the ways Council can improve accessibility around communication and engagement.

What you told us

How we communicate



Informed

79%

feel 'informed' to 'very well' informed about Council activities and opportunities

Community Satisfaction Survey (Micromex, 2021)



Social media

4 in 5 people

Use social media 2 in 3 follow Council

Top 3 Council platforms followed:



Facebook



Instagram



WeChat



Main information sources

- #1** Council's Social Media (65%)
- #2** Word of mouth (44%)
- #3** Council Website (37%)
- #4** Council E-news (28%)
- #5** Letters or flyers in mailbox (28%)



Satisfied with Information

67%

at least 'somewhat satisfied' with information received from Council



How we engage



Community engagement

66%

of Burwood residents described Council's Community engagement as 'good' or 'excellent'

Community Satisfaction Survey (Micromex, 2021)



What prevents you from having your say

- #1 No time
- #2 Too hard
- #3 Not aware of opportunities
- #4 Not relevant/Interested



How well did we listen?

47%

felt Council listened 'well' or 'very well' to their feedback

You prefer to have your say

- #1 Online 
- #2 In person 
- #3 By phone 



What supports would help?

- #1 More visuals
- #2 Use bi-lingual community members
- #3 Translations
- #4 Using interpreters

Our community also felt encouraged to participate when they had the opportunity to

- respond anonymously,
- had more time to engage,
- received direct feedback about the outcomes of engagement,
- when incentives were provided or short and simple ways to give feedback such as quick polls and when the information they received was reliable.

What encourages you to have your say

Change:

Wanting a better community

“I care about my local area and the changes that happen to it.”*

“The idea that things could be better for future generations”

Trust:

Knowing your feedback will make a difference and genuinely influence Council's decisions or outcomes

“Knowing that my thoughts will be heard and ... acted upon”

“Feedback leads to change”

Interest:

Issues that you care about or directly affect you

“When something directly impacts me and I think Council can influence the outcome”

“I feel strongly about certain issues ... such as planning, urban congestion and the impacts of climate change”

Concern:

Frustration about negative changes or concern about issues which are affecting you

“If there is something really annoying that directly impacts me”

“If the situation should be changed or improved.”

Ease:

Simple and accessible opportunities to have your say

“If the feedback is easy”

“[Held at a] convenient time”

“We live here so it's important to have a say on how things affect us”

“It's important for us to have our say, because what we know, the Council might not know.”

* Quotes from residents completing the online Engagement Strategy survey (2022).



Barriers to participation and ways to overcome them

We know that some members of our community may experience barriers to having their say. Council is committed to overcoming these barriers so all community members can participate in Council decision-making.

Barriers to Participation	Opportunities
<p>Time</p> <p>Too busy due to life, work and family commitments.</p> <p>It takes too long to have your say.</p>	<ul style="list-style-type: none"> • Provide quick, clear and user friendly engagement activities that are relevant to you. • Provide you with different opportunities to have your say.
<p>It's too hard</p> <p>Information is too complex or it's not easy enough to access.</p>	<ul style="list-style-type: none"> • Use simple language so information is accessible and easy to understand. • Use more visuals to support engagement activities. • Use a variety of engagement methods including face to face and online. • Seize more opportunities to go out to where the community meets or is active.
<p>Not aware</p> <p>Not aware of opportunities to have your say</p>	<ul style="list-style-type: none"> • Targeted communication so you know about opportunities to have your say. • Provide information about the role of Council and the services it provides. • Seek feedback at community events. • Share information on platforms our community already uses (e.g. WeChat).

Barriers to Participation	Opportunities
<p>Language</p> <p>Most information is only available in English</p>	<ul style="list-style-type: none"> • Engage interpreters or bilingual staff. • Translate resources and information in key languages spoken in Burwood.
<p>Relevance</p> <p>It's not relevant to me or I am not interested</p>	<ul style="list-style-type: none"> • Targeted communication so you can have your say on relevant matters. • Consider age appropriate engagement and participation activities.
<p>Accessibility</p> <p>Face to face consultations should be held at accessible times, locations or formats.</p>	<ul style="list-style-type: none"> • Ensuring consultations are held at accessible venues. • Ensuring a variety of engagement methods are used (online, in person). • Providing information in accessible formats (e.g Easy Read, braille, hard copy and large print versions).
<p>Lack of trust of government</p> <p>Fear of government due to previous experiences.</p> <p>Don't trust that my feedback will be listened to.</p>	<ul style="list-style-type: none"> • Use existing networks to make participating easier. • Collaborate with trusted networks, services and community groups to design and provide engagement opportunities. • Closing the loop after engagement activities by providing feedback on the results and how your input influenced the decision. • Provide face-to-face opportunities for the community to interact with Council staff in safe, familiar and accessible places.

Our approach

Principles of engagement

Right to participate

We will work to support our community to access and experience their right to information and participation on matters which affect them.

Accessible, inclusive and equitable

We recognise that many people experience barriers to engagement. We will make the effort to reach out to and meet people where they are in our community, in ways that make it easy to fully participate. We will provide information which is easy to access, using simple language and using translation and interpreting where needed.

Relevant and fit for purpose

We recognise our community cares about many issues which affect their own lives and the place and people of Burwood. We will engage with our community on issues which are relevant and of interest. We will clearly communicate the purpose of engagement and level of involvement of the community. We will adapt how we engage and communicate to make sure the people most interested or affected can choose to participate.

Timely

We will make every effort to give our community enough time to find out about opportunities to have their say, in ways which are meaningful. Where possible, we will seek to involve the community early so that their views can be genuinely considered.

Meaningful

We value the insights and contributions our community brings to the decision-making process, and to making Burwood a better place. We will listen to our community, and their input will play a critical role in shaping decisions.

Transparent and Accountable

We will inform and involve the community in decision-making processes because we genuinely want to make decisions in the best interests of the community. We are committed to taking input seriously, and to reporting back to our community on the outcomes of their involvement. We will also work to be transparent with the community on the limitations we are working within when we ask for input.

Harnessing local knowledge and expertise

We recognise the rich local knowledge and expertise held in our community, which is one of our biggest strengths. We are committed to listening to, learning from and working in partnership with local people who bring experience and insights which enable Council to meaningfully engage.



How we engage

We use an adapted version of the International Association for Public Participation (IAP2) Spectrum¹ to decide the most suitable level of participation for each project. The spectrum shows how differing levels of participation are appropriate depending on the goals, resources and levels of concern around the decision to

be made. At each level, we will provide all relevant information required to our community so you can meaningfully participate.

The table below shows the different levels of engagement based on impact and influence. We tailor the level of participation to the project and target group, recognising that one level is not inherently better than the other.

	Inform	Educate	Consult	Involve	Collaborate	Empower
Goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To provide the community with the knowledge and skills to enable them to make an informed decision.	To obtain public feedback on analysis/ and or alternatives.	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 the final decision in the hands of the public or build the skills and capacity of our community to lead action and advocacy on matters important to them.
Role of Council	<p>We will keep you informed.</p> <p>We will be open about how much influence you can have.</p> <p>We will be open about Council's role.</p> <p>We will clearly outline how you can provide feedback or get in touch.</p>	We will equip you with a new, shared understanding of the issues	We will listen to and acknowledge your concerns and hopes, and provide feedback on how your input influences our decisions.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives and provide feedback on how your input influenced the decision.	We will look to you for advice and innovation in formulating solutions, and incorporate this into the decisions as much as possible.	<p>We will implement what you decide or support you to lead decision-making processes.</p> <p><i>In this context, there may be limited opportunities for final decisions to be left to community; that is because the system of local government in NSW requires councils to make decisions through local democracy processes and in line with the Local Government Act and other legislation.</i></p>

¹The International Association for Public Participation's (IAP2) Public Participation Spectrum is an industry-recognised tool designed to assist in selecting the level of community participation in a community engagement program (iap2.org.au).

	Inform	Educate	Consult	Involve	Collaborate	Empower
Level of impact, influence and involvement from the public	● ○ ○ ○ ○ ○ ○	● ● ○ ○ ○ ○ ○	● ● ● ○ ○ ○ ○	● ● ● ● ○ ○ ○	● ● ● ● ● ○ ○	● ● ● ● ● ● ●
Examples of how we will engage our community	<ul style="list-style-type: none"> • Website • Participate Burwood • Online engagement platform • Newsletters • E-newsletters • Social media • WeChat • Emails • Phone calls • Site signage • Posters or flyers • Direct notification i.e. letters • Interagencies • Presentations and briefings • Digital screens • Translated materials 	<ul style="list-style-type: none"> • Newsletters • E-newsletters • Website • Participate Burwood • Social media • Translated material • Business and/or community visits • Pop-ups and/or pop-ins • Mayor’s morning tea 	<ul style="list-style-type: none"> • Surveys • Participate Burwood (online engagement platform) • Community satisfaction survey • Pop-ups and pop-ins • Interviews • Workshops • Small group discussions • Focus groups • Mayoral street stalls 	<ul style="list-style-type: none"> • Workshops and focus groups • Stakeholder groups/ meetings • Pop-ups and pop-ins • Committees • On-site meetings/ tours 	<ul style="list-style-type: none"> • Council Advisory Committees • Project working groups • Business networks • Interagency groups 	<ul style="list-style-type: none"> • Voting in Council Elections • People’s Choice Awards • Stakeholder or project-based reference groups/ Taskforces

	Inform	Educate	Consult	Involve	Collaborate	Empower
Examples	<p>Resident in Croydon Park</p> <p>You receive a letter from Council letting you know that a footpath in your street will be upgraded next month.</p>	<p>Local shop owner in Strathfield</p> <p>You receive a notification in an e-newsletter and a visit from a Burwood Council staff member letting you know about Council's Shopfront Improvement grants.</p>	<p>Local Burwood seniors group coordinator</p> <p>Your local seniors group hires a room at Woodstock Community Centre every week. You receive an email letting you know that Council is reviewing the annual fees and charges for facility use. You go online to look at the new fees, and provide your feedback in an online survey.</p>	<p>Property owner in Burwood North</p> <p>Council is preparing a new masterplan for the Burwood North precinct. You have given your input on an online survey last year, and are now invited to a drop-in consultation to discuss your ideas, insight and vision for the Burwood North Precinct.</p>	<p>High school student from Croydon</p> <p>You see a post on Council's instagram about an opportunity for young people to get involved in co-designing Council's new Youth Strategy. You submit an expression of interest, and then join a group of other young people to co-design an engagement process, consult with other young people, review the findings, help draft the document and launch the final Youth Strategy at a special event.</p>	<p>Resident living in Enfield</p> <p>At the end of the four-year Council term, you vote in local government elections to select the seven Burwood Councillors to represent your local interests.</p>

Did you know?

- You can keep up-to-date with opportunities to have your say by subscribing to Council's weekly e-newsletter.
- You can find out about current projects and opportunities to have your say on our engagement portal: participate.burwood.nsw.gov.au
- Burwood Council was the first Council in New South Wales to use WeChat to communicate with residents.



Our Action Plan

This Plan outlines how we will work to improve how Council communicates and engages with our community over the next three-years. These focus on four key priority areas.



PRIORITY 1: Partnering With Our Community

We will develop and harness relationships with local organisations and groups to reach all parts of our community so they can hear about opportunities and meaningfully participate.

The community told us they want us to:



Reach out and meet them in familiar and safe places and spaces.



Recognise and work with the existing connections, knowledge, skills and networks in the community.



Engage in ways which are tailored to the unique needs of the Burwood community.

#	Action
1.1	Develop and maintain partnerships with local services, businesses and community organisations to inform communication and engagement.
1.2	Investigate the feasibility of a 'Community Champion' program where Council partners with community leaders/advocates to disseminate and gather information, including use of communication platforms that Council may not currently use.
1.3	Proactively 'reach out' to the community through engagement activities which reach people in familiar places and spaces.
1.4	Pilot and evaluate a co-designed engagement model which harnesses local knowledge and lived experience to develop at least one Council plan, policy or strategy, such as Council's Youth Action Plan.

Measures of success:

- ✓ Increase in the number and types of partnerships established.
- ✓ Evidence of different forms of engagement used to reach specific community members/target groups.
- ✓ Increase in the number of people and places engaged with different demographic profiles.
- ✓ Co-design engagement model tested and evaluated.

PRIORITY 2: Strengthening Council’s Approach

We will continue to build on our ability to deliver quality and meaningful engagement opportunities across all areas of Council.

To do this we will:



Improve our understanding, processes and resourcing of engagement activities.



Improve how we plan, communicate and work together across all areas of Council.



Enhance the existing relationships, ways of engaging and knowledge of the community within the organisation.

#	Action
2.1	Embed a whole of organisation approach to the coordination and forward planning of engagement opportunities.
2.2	Continue to enhance community engagement skills and awareness of available resources/ expertise across the organisation.
2.3	Continue to promote awareness and increase the use of Council’s language aide program and interpreter services.
2.4	Continue to enhance staff skills in cultural awareness and understanding of our diverse community.
2.5	Map and promote existing mechanisms within Council for reaching and engaging the community such as advisory committees, programs or networks.
2.6	Explore opportunities and seek/allocate resources to improve accessibility of engagement methods.

Measures of success:

- ✓ Council engagement calendar developed.
- ✓ Engagement opportunities are scheduled and publicised with adequate lead times to enable people to meaningfully have their say.
- ✓ Increase in staff engagement skills.
- ✓ Increase in use of TIS and community language aide services.
- ✓ Cultural awareness initiatives implemented.
- ✓ Increase in engagement with Advisory Committees by Council departments.
- ✓ Allocation and use of resources to improve accessibility of engagement methods.

PRIORITY 3: Educating & Empowering

We will provide information and resources about Burwood Council’s role, services and decision-making processes and promote opportunities for our community to get involved.

The community told us they want us to:



To know what Council does and who to contact within Council when they need assistance or to give feedback.



Opportunities to partner with Council to share information through their networks.



To be connected to other local groups/partners and have opportunities to collaborate.

#	Action
3.1	Continue to promote Council's existing communication and engagement platforms to increase awareness and encourage the community to sign up and participate.
3.2	Where possible, undertake targeted engagement with people who have additional engagement barriers and deliver on commitments outlined in Council strategies, including the Disability Inclusion Action Plan (DIAP).
3.3	Investigate and develop resources to increase knowledge of Council's role and civic participation opportunities.
3.4	Undertake proactive engagement activities to increase visibility and accessibility of Council functions, services and staff.

Measures of success:

- ✓ Increase in registered Participate Burwood users, social media reach and Electronic Direct Mail subscribers.
- ✓ Number and type of targeted engagement activities undertaken.
- ✓ Increased community understanding of Council's role.
- ✓ Increased visibility and accessibility of Council.

PRIORITY 4: Continuous Improvement & Building Trust

We will continue to listen, use your feedback and tell you how this informed our decision making.

To do this we will:



Make information easy to understand and access.



Provide regular information and a range of ways to have your say.



Tell you how your feedback was used.

#	Action
4.1	Develop a language and style guide for Council to increase use of easy-to-understand and accessible language and information provision.
4.2	Promote the availability of accessible communication channels available to residents.
4.3	Identify internal and external engagement opportunities during the pre-planning phases of major projects to ensure a more coordinated approach and regular communication to the community with updates at key milestones.
4.4	Regularly communicate and report back to the community on the outcomes of engagement, including “Closing the loop” in a variety of ways with a focus on how feedback was considered.
4.5	Continually develop and improve Council’s community engagement practices and capability through regular review and evaluation.

Measures of success:

- ✓ Language and style guide developed and used by staff.
- ✓ Increase in the awareness and use of accessible communication channels.
- ✓ Early engagement of internal and external stakeholders during major projects.
- ✓ 100% of engagement programs ‘close the loop’ with engaged participants.
- ✓ Increase in the % of residents who describe Council’s level of community engagement as good to excellent.
- ✓ Increase in the % of residents who are at least somewhat satisfied with Council’s level of communication.
- ✓ Review of engagement practice completed and improvement opportunities identified and implemented.

Community Participation in Planning Matters

The following outlines how you can have your say on planning and development matters. It sets out the specific requirements and activities that Council will undertake and defines commonly used planning terms.

When does this apply?

The Environmental Planning and Assessment Act 1979 (NSW) (the Act) outlines a number of minimum, mandatory requirements for how and when Council will involve the community in planning functions like policy-making and development assessment.

This Strategy serves as Council's Community Participation Plan (CPP) in accordance with those requirements (and guided by the principles outlined in Section 2.23 of the Act).

Minimum Public Exhibition Timeframes: Plan-making

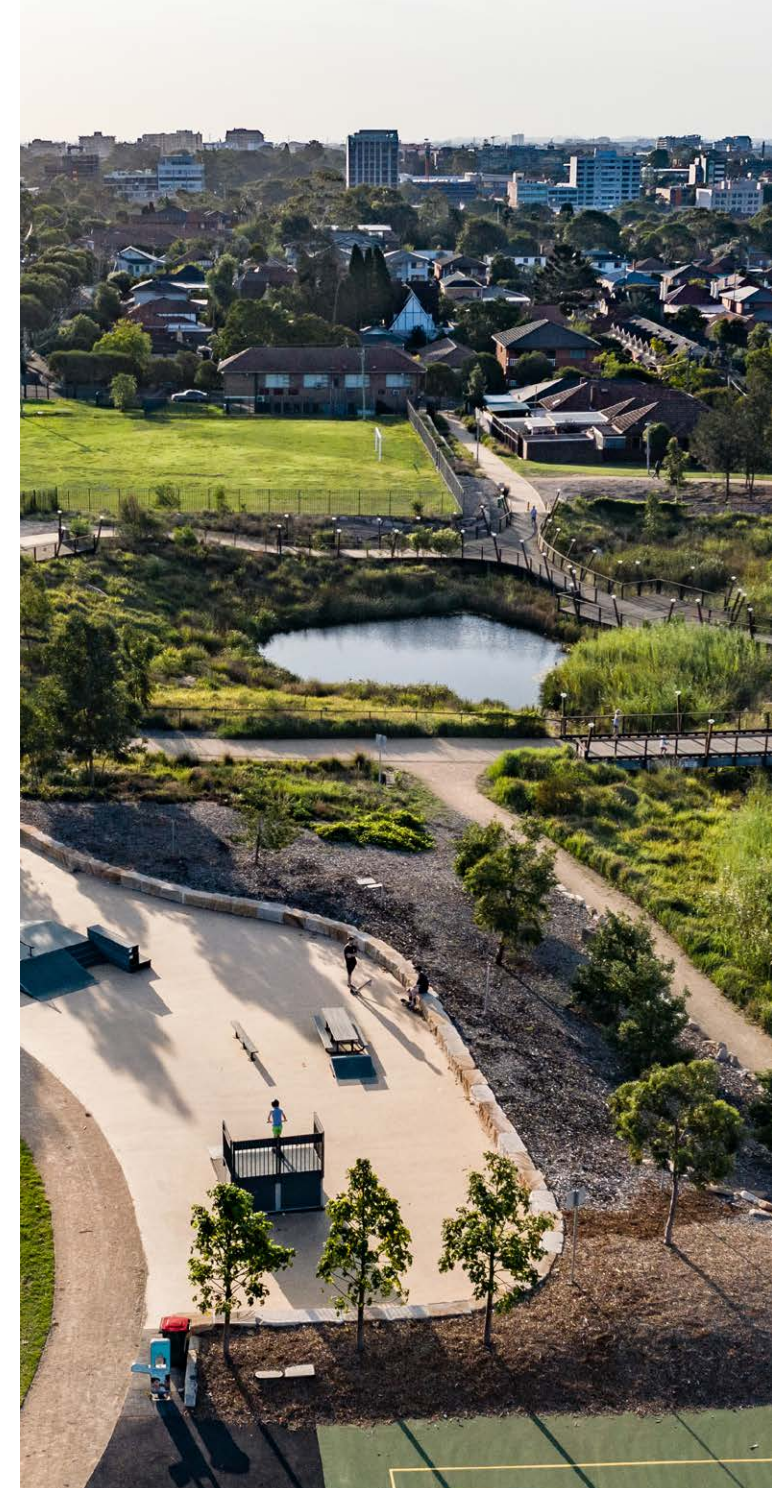
Council will consult with, and keep the community informed of planning matters using the minimum timeframes outlined below (in line with Section 2.21 (2) and Schedule 1 of the Act²).

What is public exhibition?

Public exhibition is the official period in which draft documents or development applications are made available for consultation and feedback. The community and key stakeholders are encouraged to provide feedback to Council, usually in the form of a written submission.

Plan type	Minimum public exhibition requirement
Planning proposals for Local Environmental Plans subject to a Gateway determination	28 days or as specified by the gateway determination which may find, due to the minor nature of the proposal, that no public exhibition is required.
Draft Development Control Plan (DCP)	28 days
Draft Contribution Plan	28 days
Draft Local Strategic Planning Statement	28 days
Draft Community Participation Plan (this Strategy)	28 days
Planning Agreements	28 days
Reclassification of Land	In addition to the notification requirements for a planning proposal, a Public Hearing is required under the Local Government Act 1993

²Section 2.21 (2) of the Act details the types of proposals that must be considered in this Plan and Schedule 1: Community Participation Requirements sets a minimum exhibition timeframe for most plan making proposals.



Notification of Development Applications (DAs) and other related matters

Council will undertake public consultation to ensure that the community is consulted where there may be a significant impact on the neighbourhood from development. The method of notification is dependent on the scale of development and degree of environmental impact. Not all development applications require notification or public exhibition.

All development applications received by Council will be published on Council's DA Tracker: datracker.burwood.nsw.gov.au.

Development applications (DAs) and applications for modifications of a development consent will, in most cases, be publicly notified. Council will notify affected property owners and residents by one or more of the following:

- Notification letter
- Email notification
- Letterbox drop
- Participate Burwood (Council's online engagement platform).

Where a property to be notified is:

- within a Strata Scheme, all of the owners and non-owner occupiers as well as the Owners Corporation will receive notification.
- owned by Land and Housing Corporation, notification will be sent to all occupants of the property as well as the State Government agency.
- owned by the Department of Education (public schools) or another school body (private schools), the Principal of the school will also be notified.

Where a planning matter:

- relates to land adjacent to another LGA, Council will notify the General Manager of the adjoining Council, and not its individual land owners.
- is considered to be of major significance in the Burwood LGA, in part or as a whole, notification by letter box drop will be carried out in a broader area deemed appropriate by Council.





Council will generally exhibit a Development Application (DA) or modification to a development consent in accordance with the following timeframes:

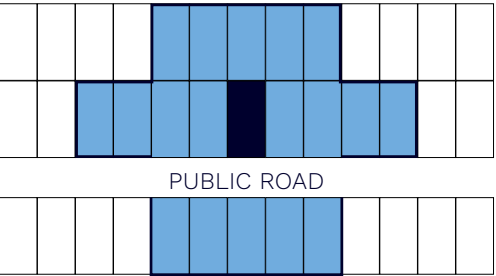
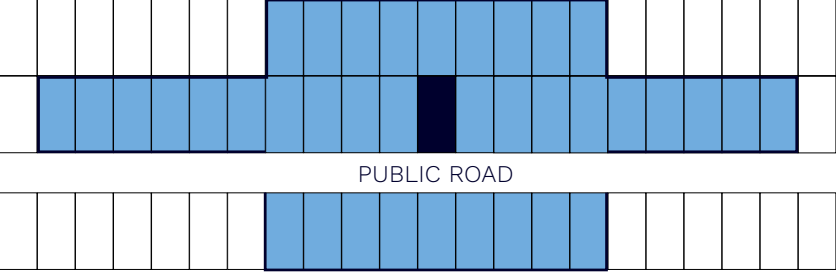
Application Type	Minimum public exhibition requirement
Development Applications relating to residential flat buildings, hospitals, boarding house/co-living housing developments, places of worship or the like	14 days
Development Applications relating to major commercial, non-residential, mixed use developments or the like	21 days
Council Related Development Applications including developments for which the Council is the applicant, developer (whether lodged by or on behalf of Council) landowner or has a commercial interest in the land subject of the application, where it will also be the regulator or consent authority	28 days
Development Applications (not listed above)	10 days
Development Applications deemed to be low impact (e.g. change of use)	Generally no public exhibition however will be at the discretion of Council
Modification of a development consent that has previously been notified	If required, same period as original DA notification
Re-exhibition of a DA or an amended DA	At Council's discretion
Applications for review under Division 8.2 and Section 8.9 of the Act	At Council's discretion
Notification of consideration of a matter by the Burwood Local Planning Panel	Letter will be sent to affected owners and those who were originally notified/ or made a submission notifying of the meeting date. The report on the relevant matter is available on Council's website the Friday prior to the meeting: www.burwood.nsw.gov.au

Note 1: If the proposal is potentially contentious or likely to be of significant interest to the community, then Council may consider additional notification requirements in addition to those outlined above.

Note 2: Exhibition periods will be extended during December and January, with the period between 20 December and 10 January (inclusive) excluded from the calculation of the public exhibition period.

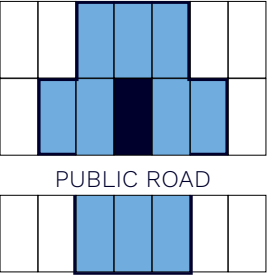
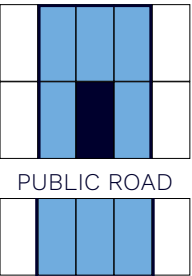
Extent of Notification for Development Applications

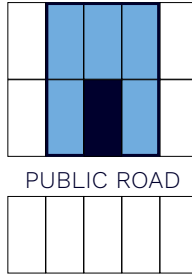
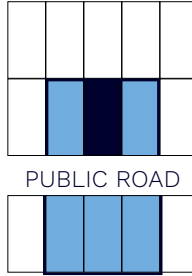
Council will notify the surrounding properties of a Development Application (DA) in accordance with the diagrams below.



Development Application type	Extent of DA notification to surrounding properties
<p>All DAs (other than those specifically listed below)</p>	<p>Notification of 20 properties, comprising five at rear, on each side and opposite.</p>  <p style="text-align: center;">PUBLIC ROAD</p>
<p>Major DAs of commercial, non-residential, residential, or mixed use developments</p>	<p>Notification of 40 properties, comprising 10 at rear, on each side and opposite.</p>  <p style="text-align: center;">PUBLIC ROAD</p>

- Subject site
- Extent of notified properties



Development Application type	Extent of DA notification to surrounding properties
<p>DAs for new two storey houses and first floor additions (including demolition)</p>	<p>Notification of two properties each side, three to the front and to the rear.</p> 
<p>DAs for new single storey houses</p>	<p>Notification of each adjoining property plus three opposite.</p> 

Development Application type	Extent of DA notification to surrounding properties
<p>DAs for ground floor alterations and additions</p>	<p>Notification of each adjoining property</p> 
<p>DAs for carports forward of the building line and front fences</p>	<p>Notification of adjoining property on each side plus three opposite</p> 

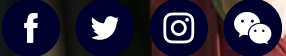
 Subject site
 Extent of notified properties



Definition of Planning Terms

Planning term	Definition
Community Strategy Plan (CSP)	A plan prepared by Council under the Local Government Act 1993 which focuses on achieving the long term social, environment and economic aspirations of the community.
Local Strategic Planning Statement (LSPS)	A strategy that focuses on the vision and priorities for land use within the Council area.
Local Environmental Plan (LEP)	A process which involves an amendment to a Council's LEP which sets the planning framework for a local government area.
Development Control Plan (DCP)	A plan that provides detailed planning and design guidelines to support the planning controls in a Local Environment Plan (LEP).
Contributions Plan	A plan prepared by Council 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.
Gateway determination	A gateway determination is issued following an assessment of the strategic merit of a proposal to amend or create a Local Environment Plan (LEP) and allows for the proposal to proceed to public exhibition.
Planning Proposals	The preparation of a planning proposal is the first step in making an amendment to the existing Local Environmental Plan (LEP). A planning proposal is a document that explains the intended effect of, and justification for, the proposed amendment.
Planning Agreement	An agreement between a developer and council for the provision of funds or works by the developer for public infrastructure.





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