

ATTACHMENTS FOR: AGENDA NO. 15/24 COUNCIL MEETING

Meeting Date: Tuesday 10 December 2024
Location: Council Chambers, Level 1A, 1 Pope Street, Ryde and Online
Time: 6.00pm

ATTACHMENTS FOR COUNCIL MEETING

Item

10 COMMUNITY ENGAGEMENT STRATEGY

Attachment 1 Community Engagement Strategy



City of Ryde

Lifestyle and opportunity
at your doorstep

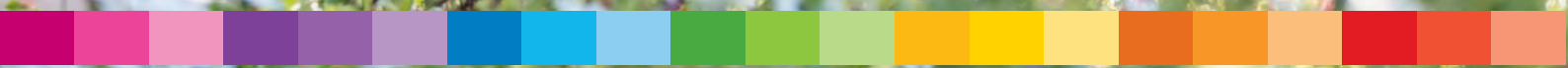
Community Engagement Strategy



City of Ryde

Lifestyle and opportunity
at your doorstep

Have Your Say




Acknowledgement of Country

The City of Ryde would like to acknowledge the Traditional Custodians of this land, the Wattamattagal (or Wallumedegal) clan of the Darug nation.

The City of Ryde would also like to pay respect to Elders past, present and emerging, and extend that respect to other Aboriginal and Torres Strait Islander people.





 City of Ryde

HAVE YOUR SAY ON THE
FUTURE OF OUR COMMUNITY



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portunity at your doorstep

www.ryde.nsw.gov.au



Introduction

About the Community Engagement Strategy

The City of Ryde Council (Council) recognises that effective community engagement is vital for successful planning and decision-making.

Underpinning our planning is the vision of the Community Strategic Plan, that the City of Ryde is 'The place to be for lifestyle and opportunity at your doorstep'.

To help deliver this shared vision, Council is committed to engaging with our community on matters that affect their daily lives, now and into the future. This includes plans, strategies, policies, programs, projects, planning matters, events and initiatives (initiatives) that Council delivers in the local government area.

Where possible and appropriate, Council will create meaningful and ongoing engagement opportunities whereby community input is sought and considered as part of the decision-making process to shape the future of the City of Ryde.

Due to the wide range of Council's activities and our diverse communities, the way we engage can vary.

This Strategy is designed to provide our community with an understanding of Council's approach when:

- Keeping our community informed
- Creating engagement opportunities to ensure that our communities have the chance to participate in directions for the City.



Contents of the Community Engagement Strategy

This strategy covers:

Guiding principles for community engagement	Page 6
How does Council undertake community engagement?	Page 8
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How does Council engage with you?	Page 16
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How you can engage with Council?	Page 22

Guiding Principles

Community Engagement Principles



Our engagement initiatives are planned, proactive and fit for purpose



Our community interactions are genuine, respectful, inclusive and accessible



Our approach is ongoing, creative and acknowledges existing input/information



Our language is clear, customer friendly and is translated where possible and appropriate



Our process is transparent, accountable and regularly reviewed



We provide updates on how views were considered and/or influenced the outcome



How does Council undertake community engagement?

Each engagement opportunity is different, varying by target audience/stakeholders, level of impact and resources required.

Our community engagement approach is based on social justice principles of access, equity, participation, and rights. We realise that sometimes, despite our best efforts, people may not be happy with the available options or solutions. However, feedback from all points of view is vital to support objective and well informed decision-making, for the best outcomes for our community.

Our community engagement projects are available through the Have Your Say webpage - www.ryde.nsw.gov.au/HaveyourSay allowing our community to participate at a time, or in a way that suits them best. Each project page hosts feedback opportunities via surveys, forms and/or interactive mapping, however, we always provide the opportunity to Have Your Say via email and post. In addition, our Customer Service team can help those who need extra assistance over the phone or in person

Separately, the engagement process for development applications and other land use planning matters (in line with the Division 2.6 of the *Environmental Planning and Assessment Act 1979*) are defined in Council's Community Participation Plan.

The Community Participation Plan outlines how and when Council will engage with the community on planning matters and reflects the community participation requirements in planning legislation, including mandatory consultation timeframes.





The What

What does Council engage with you about?

We invite community feedback on plans, policies, strategies, programs, projects, planning matters, initiatives and events that Council delivers, that have a community impact or would generate community interest in line with the *Local Government Act 1993*.

An example of where this Community Engagement Strategy fits into Council's Integrated Planning and Reporting Framework (IP&R) is illustrated in figure 1. This shows that our engagement program is linked to a range of plans and strategies.

The over-arching Community Strategic Plan (CSP) is Council's highest-level plan outlining our community's vision and aspirations for the next 10+ years. While Council is the custodian of the CSP, it requires partnership with government agencies, private sector, community groups and other stakeholders to deliver on the future expressed in the outcomes.

While the CSP sets the strategic direction, Council's Four-Year Delivery Program details the principal activities that will be undertaken by Council to perform its functions (e.g. legislative responsibilities and regulatory functions) and deliver on the priorities of the CSP. It outlines the activities, strategies, projects and services that Council plans to deliver over the four-year council term. This is further broken down in the One-Year Operational Plan which identifies the activities, capital portfolios, actions and projects Council plans to deliver over each financial year. Council provides an Annual Report which details our progress implementing the Four-Year Delivery Program and One-Year Operational Plan.

We encourage our community to be involved and provide feedback when we are developing these over-arching plans, strategies and programs as they provide a course of action for how Council will fund and deliver community priorities. This includes a range of other long-term plans and strategies such as:

- Integrated Open Space Plan
- Social Plan and Creativity Strategy
- Disability Inclusion Action Plan
- Reconciliation Action Plan
- Integrated Transport Strategy
- Masterplans e.g. Parks and town centres
- Economic Development Strategy

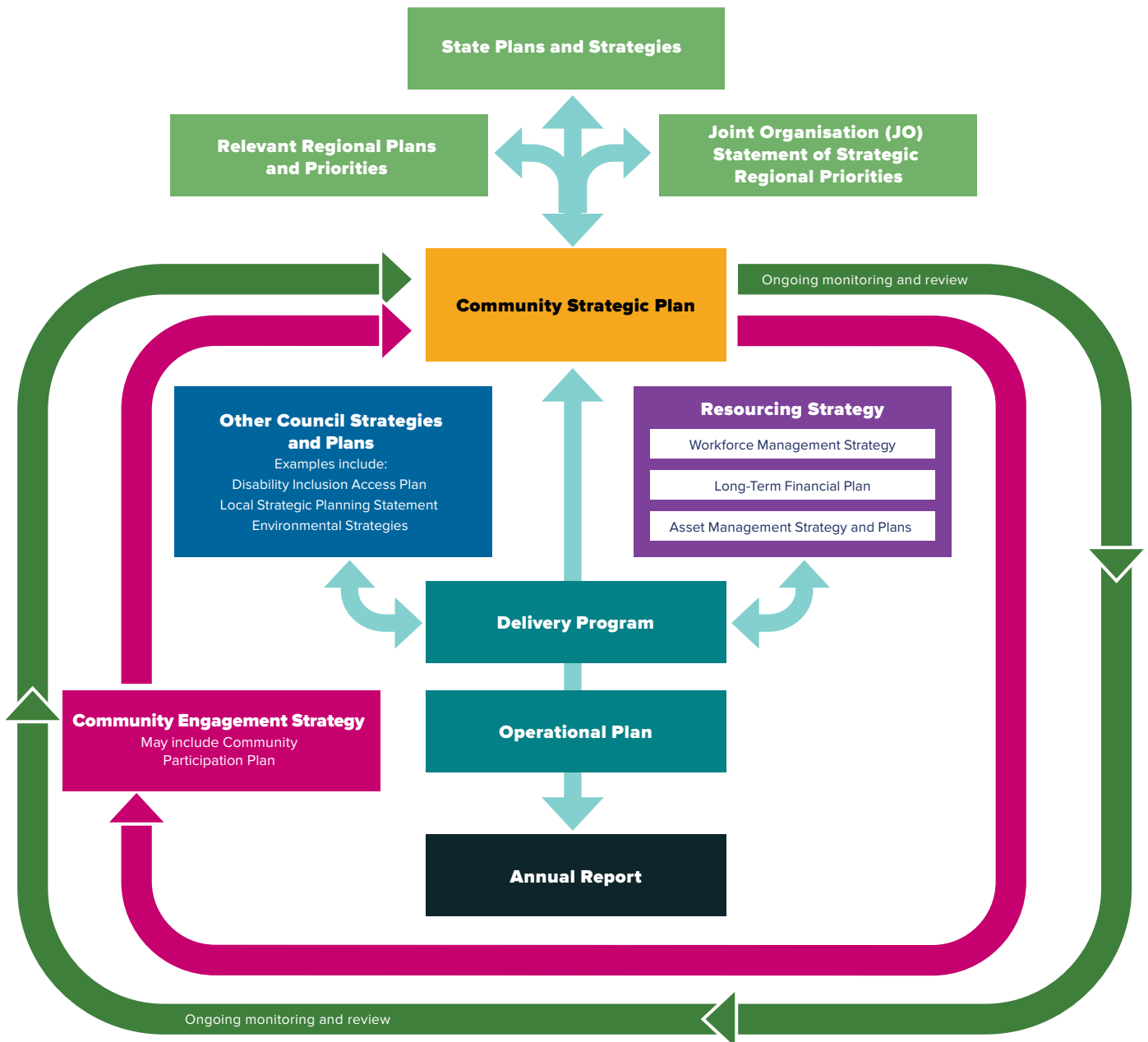


Figure 1

The Who

Who does Council engage with?

Where possible:



Council will always aim to contact individuals and groups that are directly affected.



Council will at times contact individuals and groups that are in close proximity, or that are indirectly affected.



Where appropriate, we will contact groups which have shown interest in a project/topic and engage with our working groups.

Council may use a range of methods (refer to pages 16-17) to reach audiences that don't fall in the above categories and may have an interest in a project/proposal.

When our communities provide feedback and opt-in to be kept updated, they will be informed as the initiative progresses e.g. how feedback has been considered, when the engagement outcomes are reported to Council, when a decision has been made and/or when a project is being implemented.

Communities to be engaged:

- Residents
- Ratepayers
- Various groups such as, Children, Young people, Seniors, People with Disability, Emerging cultural groups, Aboriginal and Torres Strait Islander communities
- Council's Working Groups
- Community organisations, interest and support groups
- Schools and education providers
- Businesses and business groups
- Developers, including Community Housing Providers
- Neighbouring councils
- State and federal government agencies
- Media
- State and Federal Members of Parliament
- Visitors and tourism groups

While the above represents a snapshot of our communities and stakeholders, further sub-groups may be identified as part of planning for specific engagement initiatives.

Who we are

129,123

Residents in 2021



138,720

in 2024



170,465

in 2035



REMPPLAN estimate*



51% Female

49% Male



49%
Born
overseas



50%
Speak another
language at home



19% 0-17 years



5% Need assistance
in core activities



68% 18-66 years



0.5% Aboriginal and/or
Torres Strait Islander



13% 67+ years



67% Tertiary educated^



Longevity

331 Residents reached the age of **95** or older

How we live

49,040

Households



5 Libraries



4 Train stations



3 Metro stations

More
households
now live in
higher
density

2.5 persons

Average household size



45%
Flat or
apartment



41%
Separate
house



56%
Owned



42%
Rent



14%
Semi-detached,
townhouse

Source: ABS Census 2021 unless otherwise stated

*REMPPLAN forecast extracted Nov 2024

^Based on residents 15 years and over

Levels of engagement

How does the level of engagement vary?

The International Association of Public Participation (IAP2) recognises that the public's role in any community engagement program varies. IAP2 is internationally recognised as the peak organisation for advancing the practice of public participation. It provides the guiding framework for various levels of government and engagement practitioners in Australia.

The IAP2 Public Participation Spectrum (right) illustrates that differing levels of participation are required depending on the goals, time frames, resources and levels of concern in the decision to be made. However, and most importantly, the Spectrum sets out the promise being made to the public at each participation level. Council is a member of IAP2 and committed achieving to the 'promise' outlined in the Spectrum.

While Council's engagement level often sits in 'Consult' we aim to move to 'Involve' especially in relation to long term planning.



LEVEL OF ENGAGEMENT	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER*
Description	Provide balanced and objective information to help our community understand issues, problems, alternatives (when available), opportunities and/or solutions.	Obtain community feedback on issues, analysis, alternatives and decisions being considered by Council.	Work directly with communities throughout the process to ensure that the community aspirations, concerns and issues are consistently understood and considered.	Partner with communities in each aspect of the decision including the development of alternatives and the identification of a preferred solution.	Place final decision making in the hands of communities.
Promise to our community	Council will keep stakeholders informed.	Council will keep stakeholders informed, listen to and acknowledge aspirations, concerns and issues, and provide feedback on how stakeholder input influenced the decision.	Council will work directly with stakeholders to ensure that their aspirations, concerns and issues are directly reflected in the alternatives developed and provide feedback on how stakeholder input influenced the decision.	Council will look to stakeholders for direct advice and innovation in formulating issues, alternatives and solutions and incorporate advice and recommendations into Council decisions to the maximum extent possible.	We will implement what stakeholders decide.

*Note: within the context of Local Government, the highest level of the Spectrum 'Empower' has very limited opportunity for application as Council is the final decision maker.

Level of impact

The level of impact is considered when choosing the type of engagement; impact varies due to factors such as:

- Local, citywide, state and regionally significant projects
- Financial investment from Council
- Lifecycle and stage of project
- Number of stakeholders involved
- Complexity, scale and nature of plan, project or proposal (including length of document for review)
- Length of time e.g. strategic plans; 4-year vs 10-year
- Other nearby projects and cumulative impact(s)



Engagement Methods

How does Council engage with you?

*As the level of engagement increases, the actions of the base level of engagement 'Inform' will still be carried out i.e. to 'Consult', we will also 'Inform'; to 'Involve', we will also 'Consult and Inform' etc.

LEVEL OF ENGAGEMENT*	METHODS THAT MAY BE USED TO DELIVER THIS LEVEL OF ENGAGEMENT	WHERE THIS TYPE OF ENGAGEMENT MAY BE UTILISED
Inform	<ul style="list-style-type: none"> Letters/flyers Information and project updates published on Council's website On-site signage (signs, posters banners) Door knocks (depending on the level of impact) eNewsletters Community magazine Rates notices Fact sheets Media Releases Advertisements Social Media Legislative reporting 	<ul style="list-style-type: none"> Remedial and renewal work such as road re-sheeting Traffic and parking measures to comply with legislative requirements (e.g. installing signage to reinforce road rules) Work being carried out in the interest of compliance and safety Provide background information Presenting engagement outcomes Major work project updates Annual report
Consult	<ul style="list-style-type: none"> Information published on Council's website - Have Your Say webpage Online Surveys/feedback forms Phone Surveys Drop-in community information sessions 'Dotmocracy' Interviews Open feedback e.g. emails, letters 	<ul style="list-style-type: none"> Implementation of masterplans Four-Year Delivery Program One-Year Operational Plan Plans of Management Changes to traffic and parking arrangements on local public roads

LEVEL OF ENGAGEMENT*	METHODS THAT MAY BE USED TO DELIVER THIS LEVEL OF ENGAGEMENT	WHERE THIS TYPE OF ENGAGEMENT MAY BE UTILISED
Involve	<ul style="list-style-type: none"> • Resident meetings • Interactive mapping • Workshops (community and specialist stakeholders) • Council Working Groups • Industry briefings 	<ul style="list-style-type: none"> • Master planning • Concept designing and upgrades e.g. parks, playgrounds, carparks • Certain matters related to community facilities • Changes to services
Collaborate	<ul style="list-style-type: none"> • Programs and services • Advocating on behalf of community • Project specific reference/ working group 	<ul style="list-style-type: none"> • Projects, programs and services co-delivered with partners • Ongoing collaboration with State Government agencies on advocating for greater outcomes for community • Long term plans e.g. Community Strategic Plan



Engagement timeframes

We aim to design engagement initiatives to provide the greatest opportunity for input from all stakeholders, therefore, it's important that sufficient time is allowed to distribute information and to allow our community to make a considered response. This includes consideration of timing when engagement periods fall over the Christmas and Easter period as well as holiday periods.

We will exhibit the following documents/plans for a minimum of 28 days, in line with the guidelines set out by the Office of Local Government:

- Community Strategic Plan
- Four-Year Delivery Program
- One-Year Operational Plan
- Long Term Financial Plan

We will exhibit the following documents for a minimum of 28 days, with submissions being accepted for a total of 42 days, in line with the Local Government Act 1993.

- Plans of Management
- Code of Meeting Practice

When exhibiting policies and strategies, we will follow best practice and exhibit for a minimum of 28 days. In some cases, masterplans and other complex or lengthy strategic documents may be exhibited for up to 42 days.

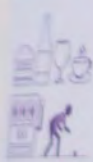
Note: Timeframes for engagement on development applications and other land use planning matters are defined in Council's Community Participation Plan.

City of Ryde

Please place a dot on the following future use options according to your first and second preference.

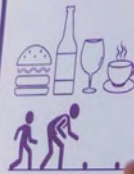
First preference = ●

Second preference = ●



Registered Club with liquor licence and gaming activities

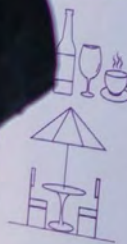
Greens used for recreation activities including bowling. Gaming activities could include poker machines.



Not-for-Profit Bowling entity

The site (including building) utilised predominantly for bowling activities. With liquor licence, gaming activities and potential food and beverage.

External Operator (Food and Beverage)



External Operator (Food and Beverage)

Focus on Food and Beverage offerings and may also include associated or alternate use of the greens.

If you wish to suggest an "Other" future use option for the site, please speak to a staff member. "Other" suggestions should be consistent with those allowed within the current land zoning (e.g. RE1 General Residential and RE2 Private Recreation). Financial constraints (refer to FAQs) should be considered.

Opportunities and Challenges

Opportunities and challenges in community engagement



Council acknowledges that stakeholders have differing views which need to be considered. While it may not be possible to satisfy all points of view, we will create a safe space for our community to share opinions.



Engagement methods are assessed for each initiative and prioritised on the level of impact. We will always do our best with limited resources when engaging with our community. This may include working with existing networks and organisations to reach underrepresented groups such as young people and people with disability. We will provide the opportunity to subscribe to be kept informed about project progress and new engagement opportunities.



Advances in digital technology provide new opportunities to connect and engage with our communities by fostering inclusive participation. Council will continue to explore opportunities to enhance its digital engagement.



Safety is a priority for our community and staff. If Council is unable to engage with our community on alternatives to rectify a problem relating to safety, we will do our best to inform you when something might impact you.



As part of Council's role in making decisions in the best interests of our community, it will require Council from time-to-time to make difficult decisions that not all community members will agree with. However, Council's commitment to our community is to provide a consistent and transparent process.



Due to our diverse community, there may be times when it is not possible to provide direct information in a community language. Our website has a feature to easily use Google Translate for our most common community languages. Assistance is also available via the Translating and Interpreting Service. Council also has staff trained as Language Aides to assist with interpretation of some languages other than English.



Council is bound by legislative requirements, objectives, strategies and decisions made by other levels of government. In some cases, Council may not be the responsible authority and is unable to change a decision. Where there is community interest, Council may advocate on our community's behalf.



'Engagement fatigue' may be felt when our communities feel that we are asking too much, too frequently or when they don't feel their input has been considered. As outlined in this Strategy, our approach is targeted, using existing input where possible and by providing project updates.

Council will engage with our community the best way we can within our constraints. Our engagement process is regularly reviewed. We seek feedback on our engagement activities via periodic Community Perceptions research and welcome additional feedback at any time.

Communicating and engaging

How can you engage with Council?



In Person at our Customer Service Centre located at 1 Pope St, Ryde



Phone Council on
02 9952 8222
Accessibility Services:
Translating and Interpreting Service **131 450**
National Relay Services
1800 555 660



Email
cityofryde@ryde.nsw.gov.au



Post
City of Ryde
Locked Bag 2069
NORTH RYDE NSW 1670

Fill in the feedback form on our website www.ryde.nsw.gov.au/feedback



Attend a community engagement drop-in session, information session, or participate in a survey or workshop on a specific project



Get social and connect with us on our social media channels, including Facebook, LinkedIn and Instagram. For details of all channels visit www.ryde.nsw.gov.au/contactus



Make submissions


- On Council's Four-Year Delivery Plan including its One-Year Operational Plan or on the overarching 10-year Community Strategic Plan
- Provide a written submission to a Council meeting regarding matters on the agenda
- You can also provide feedback on documents placed on public exhibition by Council and other engagement opportunities that are advertised through the year and available on our Have Your Say webpage at www.ryde.nsw.gov.au/HaveYourSay

Please note petitions submitted to Council as part of a community engagement are reported however, are separate to the community engagement results, as this information was not collected by Council.



Write to or phone elected members of the Council



 City of Ryde

Lifestyle and opportunity
@ your doorstep

Council Drop-in Session

City of Ryde
BRUSH FARM PARK AND
LAMBERT PARK MASTERPLAN

Let's
TALK

Drop-in Session
9.30am - 11.30am

 995
 city
 www

de.nsw.g

w.gov.au

Privacy note: The City of Ryde values personal privacy. When you make a submission or provide feedback you may be asked to provide personal information. Personal information collected from you is held and used by Council under the provisions of the Privacy and Personal Information Protection Act 1998. The exchange of information between the public and Council, may be accessed by others and could be made publicly available under the Government Information Public Access Act 2009 (GIPA Act). Further information is available on our website.



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Customer Service Centre

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