



Wingecarribee Shire Council Community Engagement Strategy

(incorporating Community Participation Plan)

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This Community Engagement Strategy has been prepared by Wingecarribee Shire Council to meet the requirements of the Local Government Act 1993 and concurrently serve as a Community Participation Plan for the purposes of s2.23(4) of the Environmental Planning and Assessment Act 1979.

It has been written in conjunction with the Communications Strategy. Both of these documents can be accessed at www.wsc.nsw.gov.au

For further information contact the Community Engagement Coordinator via email to mail@wsc.nsw.gov.au or by writing to Wingecarribee Shire Council, PO Box 141, Moss Vale NSW 2527.

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01/ INTRODUCTION

Community engagement is an umbrella term that covers information sharing, consultation and active participation between government and communities. It seeks to ensure people have an opportunity to participate in decisions that affect them.

In a local government context community engagement can take many forms, ranging from receiving a letter about a neighbour's development application or responding to a "have your say" advertisement, to attending a facilitated workshop on a major project.

Community engagement helps Council:

- provide opportunities for the community to voice an opinion on proposals, plans, services and activities;
- work more closely with the community to shape policy options and priorities.

Community engagement does not necessarily mean achieving consensus. However, community input into Council's decision-making process provides the potential for a better, more informed decision for everyone. This results in:

- Improving the relationship between the community and Council;
- Enhancing community ownership of decisions;
- Adding value to Council's decision-making processes by drawing on the skills and wisdom of people and groups in the community;
- Maximising the possible positive impacts of Council decision and minimising the possible negative impacts.



02/ OUR ENGAGEMENT

Wingecarribee Shire Council has an active program of community engagement, ranging from informal community feedback to structured consultation events.

Council's Community Engagement Coordinator works with all branches of Council to ensure the community is consulted at an appropriate level on key projects, decisions, events and activities. While community engagement is the responsibility of everyone in Council, the Community Engagement Coordinator manages the implementation of this Strategy and is not directly responsible for every specific consultation.

03/ CONTEXT

The Community Engagement Strategy reflects the vision and principles of the Community Strategic Plan, Wingecarribee 2031. It is strongly aligned with Council's Communication Strategy as many engagement activities link closely with broader communication. Engagement activities will reflect Council's key messages as set out in the Communication Strategy.

The Community Engagement Policy outlines the principles and commitments that will guide the planning, design, implementation and evaluation of community engagement practices at Council.



04/ ROLES

Elected councillors

A Councillor's role in community engagement is to participate as an elected member, listen to the views of the community and consider those views when making decisions.

Council staff

A Council staff member's role in community engagement is to organise and facilitate the discussion, record, provide feedback, evaluate the engagement and consider the community's views when making unbiased recommendations to Council.

05/ INCLUDING EVERYONE

When undertaking community engagement, Council will make every effort to:

- Attract and reach a cross section of the community by using a wide range of communication methods;
- Invite specific community interest and user groups as identified in particular projects;
- Accommodate participants' cultural, language and other specific needs;
- Involve community groups and individuals who may otherwise be difficult to reach.



06/ OUR APPROACH

Planning for public participation in decision-making is broadly guided by practices advocated by the NSW Government and International Association for Public Participation (IAP2).

Community engagement is mainly planned for decisions and major projects which may have a significant impact on stakeholders. Smaller projects of a lesser impact and fewer resources benefit from a similar but less formal approach.

When we will engage

Council often seeks public participation during the planning stages of projects or initiatives; when a change in service, activity or infrastructure is considered; or when more information and evidence is required.

In the engagement planning process, consideration is given to the complexity of the decision and the optimal time needed for people to respond. Whilst legislation sets out minimum requirements for some specific consultations, each engagement process is considered on its individual basis and merit.

Decision making

The decision process can be complex. Feedback from the community will be considered in the final decision made by Council.

At times the community will have limited opportunity to have a say but when this happens, Council will clearly explain why.

Reasons that may limit the ability to inform a decision include safety, legislative requirements or other factors Council cannot influence. For example, sometimes Council will collect comments on behalf of the State Government. When this happens we can only forward your comments on.

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



Planning for engagement

Project managers are responsible for following key steps in preparing Community Engagement Plans:

- 1. Define and scope the project** – review Council resolution or Executive requirements. Confirm the purpose and objectives, consider the context, review risk, consider resource constraints and identify the negotiables and non-negotiables. Determine the levels of participation required at various stages of the project.
- 2. Identify key stakeholders** – consider individuals and organisations who could be affected by a decision on the issue. Consider decision making processes, regulations and levels of authority. Gather contact details and prepare to record interactions.
- 3. Plan consultation approach** – offer a range of ways for stakeholders to learn about the topic and share their thoughts and ideas. Anticipate the details they will require to participate in an informed way. Tailor the approach - consider creative tools and interactive methodologies.
- 4. Seek approval of the plan** - plans for community engagement are usually authorised by management and then endorsed by Councillors as part of Ordinary Meetings of Council. Council reports are required to outline planned consultation as well as record subsequent results.
- 5. Implement the plan** – conduct communication and engagement with stakeholders as described in the plan. Adhere to timeframes and budget. Develop relationships and record interactions or outcomes. Monitor process and adjust if required.
- 6. Consider response** – collate, analyse and identify how engagement outcomes will be utilised in decision making.
- 7. Close the loop** – provide feedback, articulate to participants how their input has been or will be utilised in decision making.
- 8. Review and report** – evaluate success of the engagement plan. Consider degree of stakeholder interaction and achievement of objectives.

Council will employ tools and techniques to hear from those who can be difficult to reach and ensure that all viewpoints are considered.

IAP2 SPECTRUM

Council's community engagement activities are linked to the International Association of Public Participation (IAP2) spectrum.

Council acknowledges that engagement may fall within five broad levels of participation and different approaches are required for each:

Inform - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions, e.g fact sheet or letter.

Consult - To obtain public feedback on analysis, alternatives and/or decisions. This level is selected when Council asks and listens to the community about ideas to improve a particular proposal, understand what would happen if Council made a certain decision, or when a number of options are provided for community preferencing, e.g. providing feedback on a draft plan to upgrade a nearby park.

Involve - To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered. This level is selected when Council wants to include the community early in the planning process to ensure concerns and aspirations are both heard and understood, e.g. the community are engaged to help identify aspirations and solutions to create a CBD Strategy. Initial input and local knowledge is used to inform the development of the Strategy, which is then presented for further feedback before being finalised.

Collaborate - To partner with the public in the each aspect of the decision including the development of alternatives and the identification of the preferred solution. This level is selected where issues and solutions are unclear and Council works with equal power and partnership to find solutions that lead to an agreed outcome, e.g. Council works closely with a demographically representative group of people to review the Community Strategic Plan and ensure it still reflects the values and aspirations of the community.

Empower - To place final decision making in the hands of the public. This level is selected when the community and stakeholders are provided with the skills, information, authority and resources in order to make the final decision.

How we will engage

To ensure a successful consultation, careful consideration is given to the appropriate tools and timing for the project or decision.

Attention is given to aspects of community and stakeholder interest, political sensitivity, opportunities for partnerships, the level of social, economic and environmental impact, legislative requirements, accessibility, time, resources and monetary constraints.

A range of tailored approaches are then considered.

Some of the options available include:

- Interviews and one-to-one meetings
- Surveys and polls - online, intercept and phone
- Storytelling and submissions
- Mapping and drawing
- Briefings and presentations
- Displays and information sessions
- Listening posts and drop-in events
- Focus groups, field trips and walking tours
- Brainstorming idea generation
- Moderated online forums
- Committees and working groups
- Workshops and forums
- Appreciative Inquiry
- Dotmocracy and World Cafe
- Community group meeting attendance
- Committees and working groups
- Online consultation hub

www.yoursaywingecarribee.com.au



Who we will engage with

Our stakeholders include but are not limited to those groups broadly described in the table below.

COMMUNITY	SERVICE PROVIDERS	GROUPS	GOVERNMENT	COUNCIL
PROPERTY OWNERS	TRANSPORT	VILLAGE & TOWN ASSOCIATIONS	OTHER COUNCILS AND JOINT ORGANISATIONS	COUNCILLORS
RESIDENTS	NBN/COMMS	SPORTING CLUBS	STATE/FEDERAL: PLANNING	COMMITTEES
BUSINESSES	EDUCATION	COMMUNITY GROUPS	ENVIRONMENT	WORKING GROUPS
VISITORS	ENERGY	BUSINESS CHAMBERS	HEALTH	EMPLOYEES
WORKERS	COMMUNITY SUPPORT AGENCIES	INDUSTRY	TRANSPORT	VOLUNTEERS
STUDENTS			ROADS	
			RECREATION	
			INFRASTRUCTURE	
			REGIONAL DEVELOPMENT	
			SOCIAL SERVICES	

07/ OBJECTIVES

While Council clearly has a strong program of communication and engagement activities, there are opportunities to build on relationships with key audiences and improve the consistency of communication across the organisation. To do this, it is proposed that Council pursues four objectives and associated actions over the life of this strategy. Each action will require more specific tasks and a timeframe for achievement.

01. Manage a proactive program of community engagement, ensuring all sectors of the community are included

- 1.1 - Face to face engagement** ~ Conduct information sessions, drop in kiosks or shopfronts to promote and engage with the community
- 1.2 - Technology** ~ Use technological advancements to reach further into the community and ensure feedback gathered is integrated into Council projects and decisions.
- 1.3 - Inclusive and accessible** ~ Ensure a broad mix of engagement channels are used including events, newspaper advertising, media releases, radio, website, public meetings, surveys and individual consultations in order to make public participation in decision making convenient.
- 1.4 - Stakeholder Database** ~ Maintain a database of community contacts for representative groups, venues and communication opportunities.

02. Ensure engagement at an appropriate level is built into all key projects and decisions

- 2.1 - Project planning** ~ Implement a process to determine the level of engagement appropriate for each project and the techniques to be used.
- 2.2 - Community engagement coordinator services** ~ Implement a formal internal process for requesting the services of Council's Community Engagement Coordinator, to ensure community engagement work can be prioritised and appropriately resourced.
- 2.3 - Councillor and Committee briefings** ~ Provide information about the tools and techniques used to undertake community engagement so recommendations and/or resolutions are appropriate.

03. Ensure Council staff have the tools they need for effective communication

- 3.1 - Staff training** ~ Ensure Council staff are appropriately trained in community engagement techniques and are informed about community engagement policies and guidelines.
- 3.2 - Council reports** ~ Ensure the 'community engagement' section in the Council Business Paper template is completed for each key decision and project.
- 3.3 - Report on the outcome**; Ensure the outcome of each community engagement activity is reported to participants in an appropriate way. This may include individual letters/emails or broad media releases or social media posts as required.

04. Strengthen Council's partnership with the community through effective engagement

- 4.1 - Community engagement database** ~ Create and maintain a database of community engagement activities to ensure valuable information about community engagement projects is collected for future reference.
- 4.2 - Surveys on engagement and communication** ~ Regularly seek feedback from the community on appropriate channels for engagement and communication, and refine activities accordingly.



08/ COMMUNITY PARTICIPATION PLAN

Council has a responsibility to deliver the objectives of the *Environmental Planning and Assessment Act 1979* (EP&A Act) which stipulates mandatory and minimum requirements for community participation in decision making.

Community participation is an overarching term covering how Council engages with the community under the EP&A Act, including strategy development, plan making and making decisions on proposed development.

The level and extent of community participation will vary depending on the location, scope of the proposal under consideration and potential impact of the decision.

Council's discretion over types and levels of engagement is limited to some extent.

Schedule 1 of the EP&A Act identifies minimum requirements for the public exhibition of strategic planning and policy documents, as well as applications submitted to Council for determination. These minimum requirements are set out in **Table 1**.

Local Environmental Plans (ie: rezoning and alternative use) Development Control Plans and Development Contributions Plans must be advertised for a minimum of 28 days and submissions considered. But where relevant, Council will seek to extend this timeframe and also use additional forms of engagement in accordance with this Strategy.

Some Development Applications (DAs) are classified as 'Exempt' or 'Complying' Development, and may be assessed by private Certifiers rather than Council staff. In these cases there can be little or no consultation.

Consultation on other DAs is carried out in accordance with Table 2 Notification Requirements and varies according to the scale and expected impacts of each proposal. Typically, these DAs are neighbour notified for at least 14 days or advertised for 30 days, with submissions then considered before decisions are made - usually by a senior member of staff acting under delegated authority. However, for a small percentage of applications Councillors may require further public consultation and/or call up the matter to a Council meeting in order to make the decision itself.

Proposals for very large and/or costly developments are determined by the Joint Regional Planning Panel or by the State government. Consultation on these proposals is normally guided by the minimum statutory requirements.

Division 2.6, Section 2.23 of the EP&A Act lists **community participation principles** which complement the intent of this strategy.

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

Submission process

Well founded, balanced and factual submissions can inform and influence assessment processes and Council can obtain valuable information on localised issues that may apply to the matter being considered.

Making a submission is not mandatory however it is helpful to receive supportive as well as critical feedback.

Submissions made in response to notification or advertisement of a development application, strategic plan or policy document must:

- Be made in writing
- Identify the Application Number and Property Address of the development application
- Clearly indicate the name, address, email and phone number of the party making the submission
- Clearly state the reasons or grounds for support of or objection to the proposal.

Objections should not be focussed on civil disputes and should be based on planning grounds generally related to detrimental effects or unmanageable impacts such as:

- Ground levels or views to and from the land
- Privacy, overshadowing and solar access
- Amenity impacts (such as potential noise, traffic, access, odour, light or other impacts)
- Visual aspects of the building in relation to streetscape including heritage considerations
- Other localised issues such as natural hazards and stormwater / drainage

Council will acknowledge receipt of any submissions received at the conclusion of the assessment process and advise that the submission has been taken into account. Basic information on the outcome may also be provided.

Reporting outcomes

In relation to applications for development consent, and applications for the modification of a development consent which was publicly exhibited, Council will publish details of:

- the land parcel and a description of the proposed development
- the decision and date on which it was made
- the reasons for the decision (having regard to any statutory requirements applying to the decision)
- how community views were taken into account in making the decision.

TABLE 1 - MINIMUM EXHIBITION TIMEFRAMES

PLAN MAKING MANDATORY REQUIREMENTS	(Schedule 1, Part 1, Division 1 (1) of the EP&A Act, 1979)
Draft community participation plans	28 days public exhibition
Draft local strategic planning statements	28 days public exhibition
Planning proposals for local environmental plans subject to a gateway determination	28 days public exhibition or: a) if a different period of public exhibition is specified in the gateway determination for the proposal—the period so specified, or b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition.
Draft development control plans	28 days public exhibition
Draft contribution plans	28 days public exhibition
DEVELOPMENT ASSESSMENT MANDATORY REQUIREMENTS	(Schedule 1, Part 1, Division 2 (2) of the EP&A Act, 1979)
Application for development consent (other than for complying development certificate, for designated development or for State significant development)	14 days public exhibition or: a) if a different period of public exhibition is specified for the application in Table 2 —the period so specified, or b) if Table 2 specifies that no public exhibition is required for the application—no public exhibition.
Application for development consent for designated development	28 days public exhibition
Application for modification of development consent that is required to be publicly exhibited by the regulations	14 days or the period (if any) determined in Table 2.
Environmental impact statement obtained under Division 5.1	28 days public exhibition

Notes:

1. Clause 17 in Schedule 1 to the Act states that if a particular matter has a different exhibition or notification period that applies under Part 1 of Schedule 1, the longer period applies.
2. Division 3 (18) states a public authority is not required to make available for public inspection any part of an environmental impact statement whose publication would, in the opinion of the public authority, be contrary to the public interest because of its confidential nature or for any other reason.
3. Public exhibition involves a) giving notice to individual landowners, b) setting an appropriate exhibition timeframe, c) advertising the exhibition and how submissions can be made, and d) making documents publicly available.
4. The period between 20 December and 10 January (inclusive) is excluded from the calculation of a period of public exhibition.
5. Submissions relating to applications and other exhibited documents must be made in writing and be lodged with the Council within the period specified in the notice (the exhibition period).

TABLE 2 - NOTIFICATION REQUIREMENTS	Neighbour Notification (14 days)	Advertised * Development (30 days)	No notification or exhibition requirements
DEVELOPMENT TYPE			
New Residential Single Storey Dwellings.			●
New Residential Single Storey Dwelling (and Residential alterations and additions) with change in ground level >600mm and not in an urban release area and has identifiable impacts on adjoining or adjacent properties in the opinion of a Council assessing officer.	●		
New Residential Two Storey Dwellings or ancillary two storey buildings in all residential zones (and two storey residential alterations and additions) unless the subject site is located within a mapped urban release area.	●		
Outbuildings that are ancillary to a residential usage of the land (eg sheds, pools, garage and carports).			●
Residential accommodation where there is two or more dwellings being proposed on any one site (includes secondary dwellings and dual occupancies)	●		
Residential accommodation where there is three or more additional dwellings being proposed (Including Boarding Houses, Multi Dwelling Housing and Residential Flat Buildings)	●	●	
Demolition (unless in a heritage conservation area or an item of heritage)			●
COMMERCIAL			
New Commercial Premises	●		
New Commercial and Industrial premises where it is considered by the assessing officer to have a potential impact on adjoining land or where the proposed development is either adjoining or adjacent to a Residential Zoning.	●	●	
Additions and Alterations to a Commercial Premises	●		
Change of Use	●		
First Occupancy of a new premises	●		
Signage	●		
SUBDIVISION			
Subdivision of land into two or more lots	●		
Boundary Adjustments			●
Strata Subdivision			●
TOURIST AND VISITOR ACCOMMODATION			
New Facilities or alterations and additions to existing facilities or a change of use	●	●	
RURAL INDUSTRIES			
Rural Industries	●		

TABLE 2 - NOTIFICATION REQUIREMENTS (cont.)

	Neighbour Notification (14 days)	Advertised * Development (30 days)	No notification or exhibition requirements
INDUSTRIES / STORAGE			
New Industry / Factory Buildings	●		
Alterations and Additions to Buildings	●		
Change of use	●		
Tower used to site telecommunication facilities	●	●	
EXTRACTIVE INDUSTRIES			
Extractive Industries - Not designated	●	●	
Extractive Industries - Designated Development	●	●	
HOSPITAL / RELIGIOUS / EDUCATION ESTABLISHMENTS			
New	●	●	
Alterations and Additions	●	●	
TEMPORARY USE OF LAND			
Uses under Clause 2.8 of the Wingecarribee Local Environmental Plan	●	●	
OTHER DEVELOPMENT TYPES			
Applications where a variation to Council's policies are being proposed (which is greater than 10%), e.g. building lines, setbacks and height, excluding controls relating to cut and fill.	●		
All new development in Heritage Conservation Areas or upon the site of a Heritage Item, where the proposed works are visible from a public street (excluding mapped urban release areas).	●		

OTHER DEVELOPMENT NOT LISTED - All other development types that are not required by legislation to be notified will not be notified. However subject to assessment of impacts by Council's assessing officer, where it is found to have uncontrolled or unmanageable impacts on surrounding properties the assessing officer shall determine the level of notification required.

* Advertised development includes an advertisement on an approved website (NSW Planning Portal or Council's website) and also a sign on the development site in a prominent location.

Notes:

Any notification provides for fourteen (14) days for written submissions to be received by Council from the date of the notice of proposed development. In the case of advertised development, the advertisement period is 30 days.

Council will exclude any days where Council notifies or advertises a development proposal between 20 December and 10 January.

Notification of amendments to Plans and Documentation (cl.55), Modifications (s.4.55) to Development Consent and Requests for Review (s8.2).

The plans for a proposed development may be amended by the applicant prior to its determination under clause 55 of the Environmental Planning and Assessment Regulation 2000 or modified in the case where an application is determined by way of approval. Amended plans can also be considered by Council following a request for review of determination under section 8.2 of the Environmental Planning and Assessment Act 1979.

a) Amendments - The applicant may submit amended plans in order to address concerns raised by Council or to address concerns raised by an objector in a submission in response to the notification process. In these circumstances it is not

expected that Council will renotify the development proposal. Where issues have not been addressed through the submission of amended plans and supporting documentation, or where there is a significant change in the proposed application which will create detrimental or unmanageable impacts, Council's assessing officers may at their discretion re-notify the proposal.

b) Modifications following determining an application by way of consent - For applications that have been determined by way of approval, a section 4.55 modification application may be submitted to Council for consideration. These applications can be of a minor nature (s4.55(1) and s4.55(1A) of the Environmental Planning and Assessment Act 1979 involving minimal environmental impact or addressing an error or mis-description in an application. More significant modifications will be considered under (s4.55(2)). Council will generally not notify applications made under section 4.55(1) and s4.55(1A), however in the case of a s4.55(2) or a s4.55(AA) modification, if the original development application was previously notified or advertised, any future modification involving environmental impact will be notified or advertised in the same manner.

c) Review of determination - In the case of where an application has been determined by way of refusal or in the case of an approval where a condition(s) of consent have been imposed, a proponent may request a review of determination under section 8.2 of the Environmental Planning and Assessment Act 1979. Where a request is made under this section, Council shall notify the section 8.2 application in the same manner as the original development application was notified or advertised.

09/ REVIEW AND REPORT

Along with the Communication Strategy, it is proposed this Strategy is reviewed annually and formally assessed three years after its adoption.

Biannual and annual reporting records community engagement activity. Reports can be found at www.wsc.nsw.gov.au/council/council-reports

10/ REFERENCES

- Social Justice Principles
- IAP2 Framework
- Wingecarribee Communications Strategy
- Community Strategic Plan
- Community Satisfaction Survey 2017
- Wingecarribee Disability Inclusion Action Plan
- Privacy and Personal Information Protection Act 1998
- NSW Information Commissioner's Charter for Public Participation
- *Crown Land Management Act 2016*
- *Environmental Planning and Assessment Act 1979*
- *Local Government Act 1993*

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Your Say Wingecarribee

Wingecarribee Shire Council's community engagement hub

Your Say Wingecarribee is a place for you to join in, share your thoughts and help shape key projects and services in the Wingecarribee Shire. The hub is regularly updated with project information and about ways to have your say on issues that affect you! Register your details and you'll be the first to hear about the latest opportunities to take part in Council's decision-making processes.



Exhibition of Property Matters



Becoming a Councillor survey

How do I get involved and have my say?

YourSayWingecarribee is one method Wingecarribee Shire Council is using to connect with our community, providing a direct link to Council's decision-making processes. We hope you will find this an easy and convenient way to contribute your ideas, feelings and opinions about key projects and

[Read More](#)

Frequently Asked Questions

I can't find my confirmation instructions. Can you resend these?

I've forgotten my password. What do I do?

How do I update my details?

How are online forums moderated?

Does Council have a Community Engagement Policy or Strategy?

Who's Listening

▶

Community Engagement Coordinator

Supports project managers with consultation activities. Manages this site.

✉ engagement@wsc.nsw.gov.au

☎ 02 4868 0861

▶

Customer Service Team

Wingecarribee Shire Council service enquiries or action requests -

www.wsc.nsw.gov.au/contact

✉ mail@wsc.nsw.gov.au

☎ 02 4868 0888



JOIN IN - SHARE YOUR THOUGHTS



www.wsc.nsw.gov.au

Revised and updated Community Engagement Strategy
(incorporating Community Participation Plan)
adopted by Wingecarribee Shire Council
23 June 2021

