



COMMUNITY ENGAGEMENT STRATEGY 2024







ACKNOWLEDGEMENT OF COUNTRY

Liverpool City Council acknowledges the traditional custodians of the land that now resides within Liverpool City Council's boundaries, the Cabrogal clan of the Darug Nation. We acknowledge that this land was also accessed by peoples of the Dharawal and Darug Nations.

ACCESS AND EQUITY STATEMENT

Liverpool City Council acknowledges and respects First Nations people as the original inhabitants of the land which now resides within the Liverpool Local Government Area, the people of the Dharug (Darug) and Tharawal (Dharawal) nations. Liverpool City Council also acknowledges and respects Liverpool's multicultural communities and their varied cultural backgrounds, languages, traditions, religions and spiritual practices.

MAYOR NED MANNOUN



“Effective community engagement is a priority of Liverpool City Council. Your voice matters.”



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ABOUT THIS STRATEGY

The Community Engagement Strategy outlines Council's commitment to providing the Liverpool community, including residents, ratepayers, workers, business owners, visitors, and relevant agencies, an opportunity to contribute to developing Council's projects, policies, strategies, plans, programs and services.

The Strategy provides guidelines on how Council will inform the community and deliver engagement activities in line with best practice standards reflective of the International Association for Public Participation (IAP2) guidelines.

This Strategy is based on the social justice principles of equity, access, participation and rights that form the foundation of Council's policies and strategies.

The Strategy is reviewed within three months of local government elections to ensure it reflects both community sentiments in relation to community engagement practices and incorporates statutory requirements.



EQUITY

Everyone should have a fair opportunity to participate in planning the future of the community. There should be fairness in decision-making, prioritising and allocation of resources.



PARTICIPATION

Everyone should have maximum opportunity to genuinely participate in decisions which affect their lives.



ACCESS

All people should have fair access to services, resources and opportunities to improve their quality of life.



RIGHTS

Equal rights should be established and promoted, with opportunities provided for people of all abilities and from diverse linguistic, cultural and religious backgrounds to participate in community life.

Our Vision

Aspiring to do great things – for ourselves, our community and our growing city.

STRATEGIC FRAMEWORK

LOCAL GOVERNMENT ACT 1993

COMMUNITY STRATEGIC PLAN

The Community Strategic Plan is the highest level plan for the Local Government Area. It is a 10-year plan that identifies the community's long-term vision, aspirations and main priorities for City and identifies how these will be achieved.

The strategic objectives from the Community Strategic Plan underpin all strategic documents Council produces.

COMMUNITY ENGAGEMENT STRATEGY

The Community Engagement Strategy details Council's overarching engagement principles and notifications of planning functions for Council.

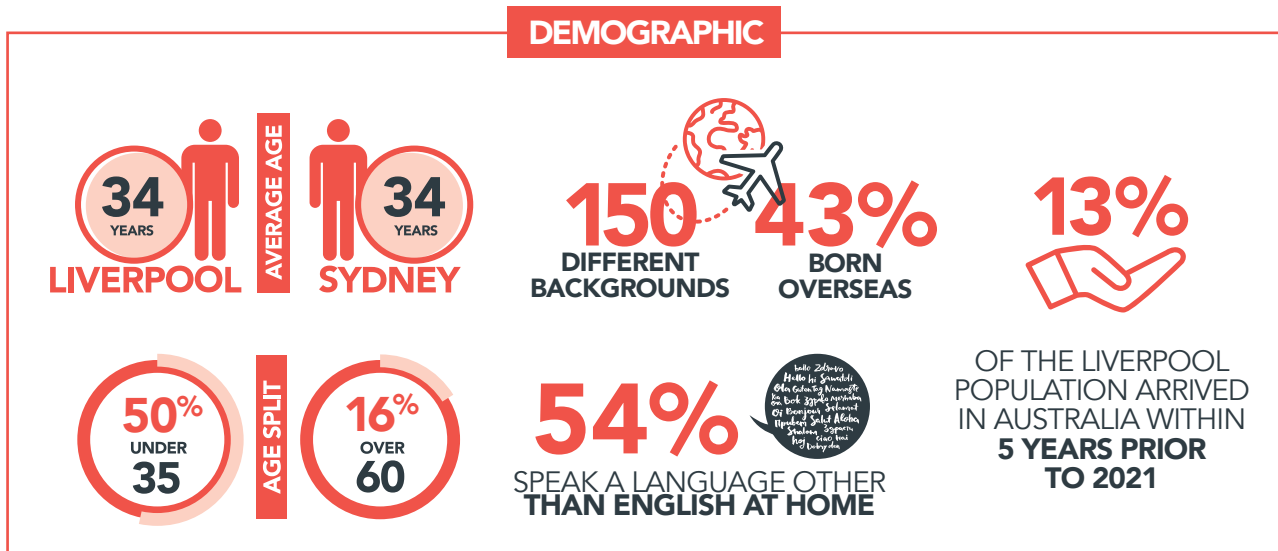
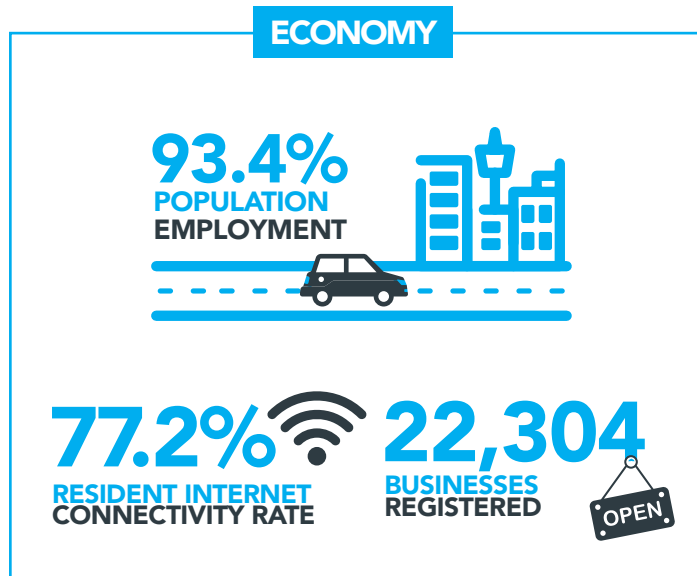
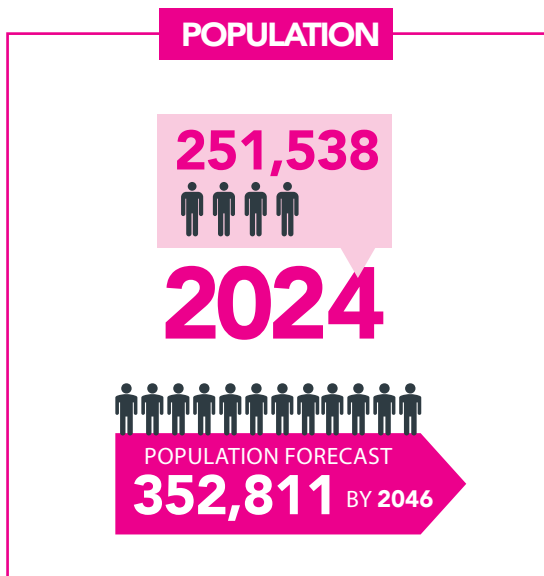
ENVIRONMENTAL PLANNING AND ASSESSMENT ACT 1979 (EP&A ACT)

COMMUNITY PARTICIPATION PLAN

The Liverpool Community Participation Plan is presented as a separate document and sets out when and how Council will undertake community engagement across the specific planning functions it performs including developments, rezonings and other planning matters.

The Community Participation Plan is available on Council's website www.liverpool.nsw.gov.au

OUR COMMUNITY



Source:
 Liverpool City Council Population Forecast, Forecast ID <<https://forecast.id.com.au/liverpool>>.
 Liverpool City Council Community Profile, Profile ID, <<https://profile.id.com.au/liverpool>>.
 Liverpool City Council Community Profile, Profile ID <<https://profile.id.com.au/liverpool/how-do-we-live>>.

WHAT IS COMMUNITY ENGAGEMENT?



Community engagement is the ongoing process of fostering purposeful relationships between Council, the community, and other stakeholders. Engagement is delivered through a range of activities and provides an opportunity for the community to participate and share their opinion through various inclusive and diverse channels. Council aims to deliver information in plain English and help provide accessible services.

Liverpool City Council is committed to engaging with its community in meaningful ways, including:

- Encouraging effective and on-going partnerships with the community to provide opportunities for community participation in Council matters;
- Engaging with the community as early as possible to enable community views to be considered and provide a framework for ongoing consultation;
- Ensuring community participation is inclusive and community views are considered;
- Using engagement methods that achieve maximum response to planned projects;
- Ensuring decisions are made based on evidence provided and represent the views of the broader community; and
- Ensuring decisions are communicated in an open and transparent way.

PRINCIPLES OF COMMUNITY ENGAGEMENT

The Community Engagement Strategy is based on social justice principles (equity, access, participation and rights for engagement) and is built on the principle that all members of the community have a right and responsibility to contribute to their community.

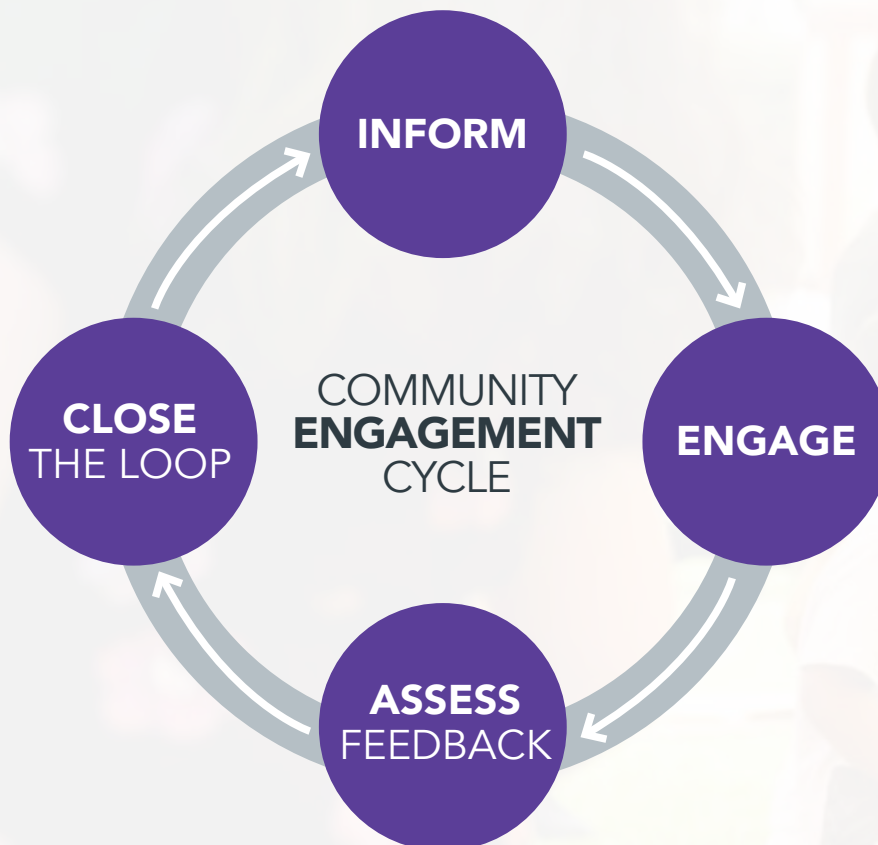
Council is guided by the IAP2 Public Participation Spectrum engagement guidelines to deliver effective management and aims to use various methods of engagement to obtain the highest possible response.

WHY DOES COUNCIL ENGAGE?

The community has a right to participate and have its say on matters that affect their Local Government Area (LGA).

Council engages with the community to work towards realising a shared vision for Liverpool highlighted by a continual collaboration with residents and stakeholders through problem-solving, open dialogue and meaningful participation to ensure it reflects the community's views and ideas in its decision-making.

ENGAGEMENT FRAMEWORK



WHAT MAKES A COMMUNITY?

The community is made up of many stakeholders including people who live, work and visit Liverpool. Often people belong to more than one community group which can be based on geographical location, identity, and shared interests.

WHAT IS COMMUNITY PARTICIPATION?

Community participation is providing honest and constructive feedback on Council's plans, policies, strategies and services using communication channels that include surveys, workshops, reviewing draft documents or other methods of engagement.

REPORTING BACK

The final stage of engagement is publicly announcing decisions and why they were made.

Council staff will put together an engagement summary report detailing the results of the engagement which will be made available through:

- Reports to Mayor, Councillors and Council staff;
- Social media platforms;
- Council's website including Liverpool Listens;
- Media releases; and
- Presentations and Question and Answer sessions (Q&A) at engagement sessions including Drop-In Sessions etc.

Council aims to inform the community of:

- The outcomes of the engagement process;
- Changes to the project;
- New information; and
- Project outcomes.

HOW HAS COUNCIL ENGAGED

Council undertook community consultation to gather feedback and insights into engagement preferences. The consultation process was designed to better understand community priorities and identify ways to enhance Council's engagement practices, ensuring inclusivity and responsiveness to the diverse needs of the Liverpool community.

The community were invited to participate in a survey and share their preferred methods of engagement with Council to better understand what matters to them and how Council can better include them in its decision-making. Council organised a mix of online and face to face consultation using a range of different methods to promote the survey, including a colour-in competition for children, online survey, social media posts and pop-up stalls at events. Council also directly engaged with a range of local groups and networks including the First Nations Network and Liverpool Migrant and Refugee Interagency to ensure that all of Liverpool's communities had the opportunity to participate.

A total of 187 community survey responses were received.

Survey responses were considered by Council and used to further improve the Community Engagement Strategy.

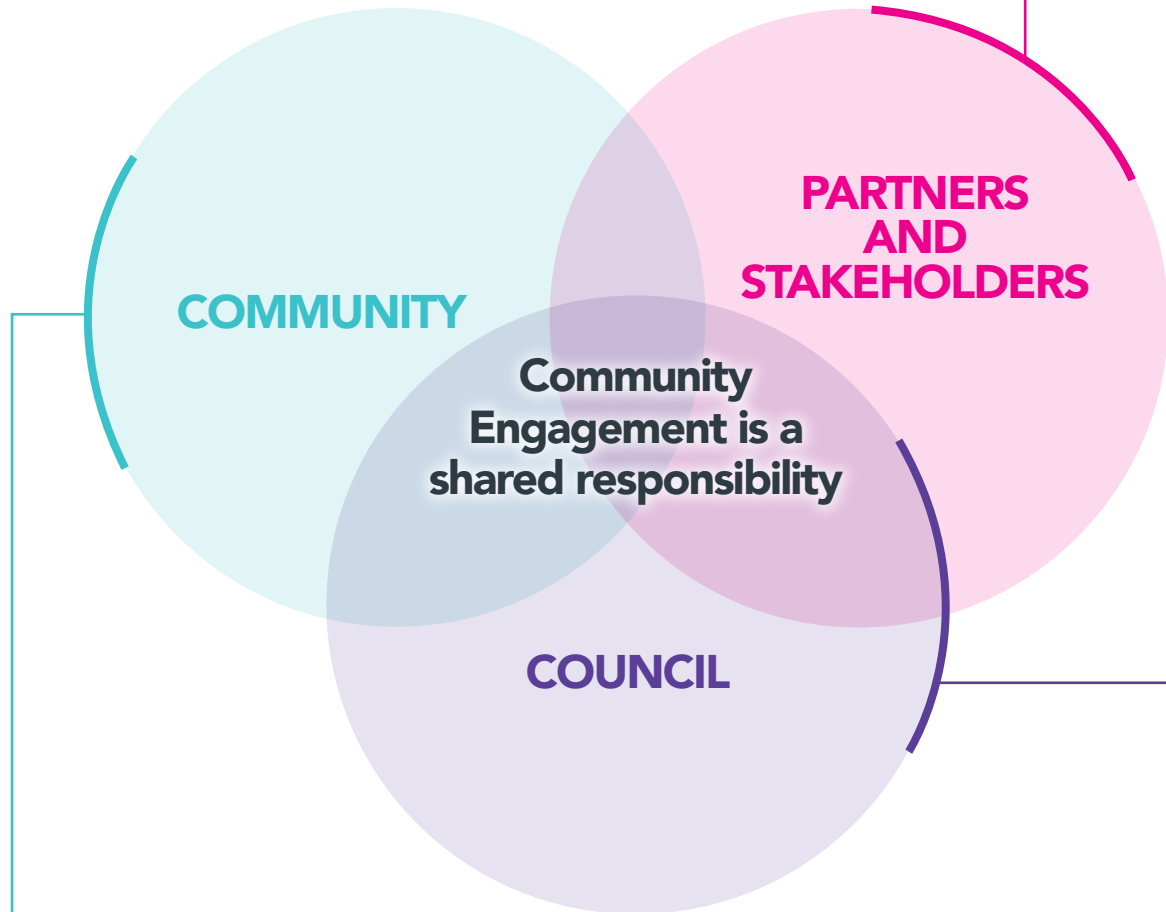
What you told us...

- The most popular methods of engagement with Council in the last 12 months were via the Website, Facebook, Telephone, Family Fun Days and Councillor direct contact.
- Preferred engagement methods include email, social media, Council website, direct mail and community meetings or forums.
- Your input makes a difference.
- You are interested in community issues that relate to your suburb and want to provide feedback.
- Information provided by Council is timely and up to date, interesting, accurate and easy to understand.
- You would like to be notified on matters including Liverpool's future, recreational spaces and facilities, safe and accessible public spaces, community services and parking.

Community and staff feedback was carefully reviewed, and relevant suggestions were incorporated into the updated Community Engagement Strategy to ensure it reflects community expectations and aligns with best practice standards. This comprehensive consultation process has enabled Council to refine its approach to engagement, ensuring inclusivity and responsiveness to the diverse needs of the Liverpool community.



ROLES AND RESPONSIBILITIES



COMMUNITY

The Liverpool community is made up of residents, ratepayers, community groups, businesses, workers, visitors and relevant agencies. Their feedback is essential and needs to be incorporated into future planning and decision-making for Liverpool. It is expected that the community will:

- Participate in engagements and exhibitions and provide comments to Council within specified time frames;
- Keep up to date on progress through Council's official communications channels including but not limited to website, social media platforms and e-newsletters; and
- Be honest, respectful, and always maintain integrity.

PARTNERS AND STAKEHOLDERS

Council will work with relevant partners and stakeholders, including government agencies, businesses, and local organisations to ensure that knowledge and resources are shared, and feedback is taken into consideration as part of the greater community of Liverpool.

Council will also collaborate with National, State and Regional bodies including:

- NSW Department of Education
- Department of Planning, Housing and Infrastructure
- Department of Climate Change, Energy, the Environment and Water
- NSW Environment Protection Authority
- NSW Health
- NSW Office of Sport
- Resilient Sydney office
- Transport for NSW
- Western Sydney City Deal

Their valued contribution will assist in informed decision-making to meet community expectations and deliver the best possible outcome for Liverpool. It is expected that partners and stakeholders will:

- Participate in engagements and exhibitions and provide comments to Council within specified timeframes;
- Share knowledge of industry trends;
- Share and provide access to resources and networks;
- Keep up to date on progress through Council's official communications channels including but not limited to website, social media platforms and e-newsletters; and
- Be honest, respectful and always maintain integrity.

COUNCIL

Council is required to engage with the community using the social justice principles to meet its statutory obligations.

It is responsible for leading engagement with the community and stakeholders, keeping them informed through its Mayor, Councillors, and staff, and advocating in the best interest of the community. Council is also responsible for reporting back to participants on the information gathered, how it has been used and the final outcome. A Staff Community Engagement Toolkit has been developed to guide staff in undertaking effective community engagement.

Council must adhere to legislative requirements and best practice standards when planning and undertaking engagement with community. This Strategy aligns with Section 402A of the *Local Government Act 1993* and the *Environmental Planning and Assessment Act 1979 (EP&A Act)*. Where Council seeks to engage on projects concerning Crown Land, engagement will be dictated by the NSW Government Crown Land

Community Engagement Strategy informed by the *Crown Land Management Act 2016*.

Council will maintain honesty, respect and integrity in its operations and service to the community.

COUNCILLORS

The role of a Councillor in accordance with Section 232 (1) (e) of the *Local Government Act 1993*, is to facilitate communication between the local community and the governing body.

Councillors represent the community of Liverpool in decision-making processes and contribute to the strategic direction of Council through the development and review of key strategic documents and community engagement.

STAKEHOLDERS

Stakeholders are any group or individual that have an interest in Council's decision-making or are affected by Council's decisions and actions. This strategy aims to encourage their support, input, and participation in engagement activities. Their valuable input will assist in future growth of Liverpool and delivery of effective outcomes. Council has identified the following stakeholder groups.

<p>Businesses and Industry</p>	<p>Those who live in or own property in Liverpool including but not limited to;</p> <ul style="list-style-type: none"> • Chambers of Commerce • Construction • Developers • Employees • Industrial • Industry groups • Networking groups • Owners • Potential investors • Retail, hospitality and professional services • Warehouse • Wholesale
<p>Community Groups and Organisations</p>	<ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander Agencies and community groups • Council committees • Culturally and Linguistically Diverse (CALD) migrant support organisations • Disability support organisations • Regional organisations • Religious groups and faith-based organisations • Seniors' groups and clubs • Special Interest groups • Sporting and community clubs • Youth groups and committees
<p>Government Agencies and Partners</p>	<ul style="list-style-type: none"> • Department of Planning, Housing and Infrastructure • Department of Climate Change, Energy, the Environment and Water • State and Federal Agencies and Members of Parliament • State Emergency Services • South West Sydney Local Health District • Surrounding councils • Transport for NSW, including Sydney Metro and Sydney Trains • Western Sydney Airport Co Limited • Western Sydney City Deal

Liverpool City Council	<ul style="list-style-type: none"> • Councillors • Council staff • Specialist contractors
Media	<ul style="list-style-type: none"> • Local media • Local Radio • Social media
Residents and Property Owners	<ul style="list-style-type: none"> • Children • Families • First Nations' people • People from Culturally and Linguistically Diverse backgrounds • People with disability or diverse needs • Rate payers • Seniors • Students • Youth
Schools and Education Providers	<ul style="list-style-type: none"> • Early childhood services • Language providers • Other educational and vocational institutions • Primary and secondary schools • Tertiary schools (college, TAFE, university)
Visitors	<ul style="list-style-type: none"> • Investors • Shoppers • Tourists • Visiting friends and relatives • Visitors to health-related services

ENGAGING OUR COMMUNITY

The City of Liverpool is home to more than 250,000 people from more than 140 different backgrounds. It is one of the most diverse areas in Sydney. Liverpool is experiencing substantial growth, with the population expected to increase by approximately 40% by 2046.

To respond to this growth, it is essential that Council clearly understands the needs of its community and provides decision-making processes through open, transparent, and inclusive engagement platforms for its population. It is Council’s ongoing commitment to consult with various community groups to identify barriers to participation and providing feedback.

Council will always consider who they are consulting with, and the focus of that consultation, to ensure that the process is inclusive and accessible. Council strives to provide equal opportunities for all to have a voice.

Council’s approach to engaging with communities facing barriers to participation such as low English proficiency or specific needs, includes the following:

Community group	What should be considered	Engagement method
Children	<ul style="list-style-type: none"> • Fun, simple, and engaging mediums • Language appropriate for children • Promotional material directed to parents and guardians • Permission from parents and guardians • Incentives with appropriate prizes • Restricted access to digital mediums • Engaging during school hours • Engage at weekend and school holiday events • Limited text and additional visuals • Interactive mediums • Select facilities with appropriate amenity for in-person engagements • Engage at childcare facilities, schools and playgrounds 	<ul style="list-style-type: none"> • Attendance at the local Children’s Parliament • Activity based face-to-face engagement • Competitions offered through schools • Attendance at relevant events including family events and community sports events • Attend children’s sustainability workshops • Interviews and pop-up booths at events at Council facilities including libraries, recreation centres, parks and Casula Powerhouse Arts Centre (CPAC) • Specific library programs • Visual and multiple-choice surveys

Community group	What should be considered	Engagement method
Culturally and Linguistically Diverse groups (CALD)	<ul style="list-style-type: none"> • Work with interpreters and bilingual community educators • Work with community leaders and service providers • Consider culturally appropriate means for communication • Use of plain English • Promote engagement opportunities through local service providers, community radio, community hubs, local shopping centres • ReadSpeaker, text enlargement and translation options on digital mediums • Group interactions • Use pictures and/or diagrams to show ideas • Select facilities with appropriate amenity for in-person engagements 	<ul style="list-style-type: none"> • Attendance at relevant events including Refugee Week, Citizenship Ceremonies and family/community events • Pop-up booths at events • Assisted access to translation services • Face-to-face interaction • Short surveys both hardcopy/online • Visual aids • Poster activities/voting • Interviews • Attend or integrate engagement with appropriate library programs including language classes and coffee and chat sessions • Visual, multiple choice and short answer survey • Public signage and notice boards
First Nations people	<ul style="list-style-type: none"> • Engage with Elders, trusted community leaders and service providers • Engage at local community and shopping centres • Group engagement • Use pictures and/or diagrams to show ideas • Use of plain English 	<ul style="list-style-type: none"> • Attend Aboriginal Consultative Committee meetings • Face-to-face engagement • Casual group conversation/workshops • Poster activities/voting • Visual, multiple choice or short answer survey • Public signage and notice boards

Community group	What should be considered	Engagement method
People living with disability	<ul style="list-style-type: none"> • Inclusivity of physical, intellectual, and non-visible disabilities • Accessibility • Support person/s in attendance • Use of plain English • Neutral environment where possible • Promote engagement opportunities through carer networks, health precincts and community support services • Consider Australian Sign Language Interpreters Association services • ReadSpeaker and text enlargement options on digital mediums • Select facilities with appropriate amenity for in-person engagements 	<ul style="list-style-type: none"> • Face-to-face interaction • Short surveys both hardcopy/online • Telephone surveying • Visual aids • Poster activities/voting • Attendance at relevant events including International Day of People with Disability, South West Sydney Aging and Disability forum, family events and pop-up booths • Attendance at Access Committee meetings • Attendance at relevant Council programs within the library network and CPAC such as the Auslan Friendship Group program • Visual, multiple choice and short answer survey
Religious groups	<ul style="list-style-type: none"> • Ensure engagement is appropriately timed and does not interfere with culturally sensitive times of the day, week or year • Engage religious community leaders • Culturally appropriate communication, greetings, and environments • Attend local community group meetings/committees 	<ul style="list-style-type: none"> • Activity, conversational or workshop-based engagements • Links to surveys provided on social media platforms and in print (flyer). • Short surveys • Attend local cultural fete/event days • Pop-up booth and interviews at Council cultural events • Public signage and notice boards • Digital and face-to-face mediums

Community group	What should be considered	Engagement method
Seniors	<ul style="list-style-type: none"> • Access to digital mediums • Physical mobility/access • Access to transport • Large font types and text • Local engagement • Promote engagement opportunities through mail, shopping centres, senior's networks, health precincts and community support services • ReadSpeaker and text enlargement options on digital mediums • Engage weekdays in the morning, midday, and afternoon • Select facilities with appropriate amenity for in-person engagements 	<ul style="list-style-type: none"> • Face-to-face interaction • Visual aids • Poster activities/voting • Telephone surveying • Surveys delivered directly and via Council services and locations e.g., home library service, community centres, Library, CPAC • Attendance at senior events including the senior's festival and carers' week • Pop-up booth and interviews at events • Public signage and notice boards • Senior newsletter • Engage via popular library programs • Visual, multiple choice and short answer surveys • Public signage and notice boards
Youth	<ul style="list-style-type: none"> • Accessible digital mediums • Promotions via CPAC, Council, Youth Council and Council libraries social media platforms. • Promotional material directed to parents and guardians • TAFE, college and university student hubs • Incentivise with appropriate prizes • Consider quick ways to capture and hold the participant's attention • Creative mediums • Locations easily accessed by public transport • Engage during school hours and weekends • Select facilities with appropriate amenity for in-person engagements 	<ul style="list-style-type: none"> • Attend Youth Council meetings • Attend CPAC youth event and Council's Youth Week event • Pop-up booth and vox pops at events • Engage with CPAC youth groups • Engage at Council libraries, local TAFE, college and university locations • Competitions offered through schools, TAFE, college and universities • Activity based engagements • Digital and face-to-face engagement • Links to surveys provided on social media platforms • Short surveys • QR code posters • Pop-up booths and activities at Council facilities including libraries, recreation centres, parks and CPAC • Visual, multiple choice and short answer surveys

COMMUNITY ENGAGEMENT OBJECTIVES



Council prioritises maintaining best practice standards and being innovative and responsive in its engagement approach. This approach is guided by the following objectives that will be applied during the planning, implementation, and evaluation process.

1. **Deliver accessible, inclusive, and transparent engagement;**
2. **Increase the community's awareness and their ability to participate;**
3. **Deliver effective communication;**
4. **Continually review and improve engagement processes; and**
5. **Meet legislative requirements.**

PARTICIPATION

Council will engage when:

- Developing Council plans and policies which impact the Local Government Area (LGA);
- Deciding on crucial operational, infrastructure or services, service standards or resource management matters;
- Seeking broader understanding of the community's views and opinions on issues and decisions that could have major impacts on a distinct community or the LGA overall;
- Making decisions that would benefit from external expert advice;
- Consulting on Development Applications and Planning Proposals; and
- Consulting on Contributions Plans, Land Use Strategies, Local Strategic Planning Statements, Local Environmental Plans and Development Control Plans.

IAP2 PUBLIC PARTICIPATION SPECTRUM

The IAP2 Spectrum identifies five levels of participation that define both Council's and the community's role during community engagement. For each level of participation there is a corresponding goal, commitment and role for Council and the community in the process.

Council aims to involve community as much as possible in its activities.

	Inform	Consult	Involve	Collaborate	Empower
Goal (IAP2 Public Participation Spectrum)	Provide the community with objective and clear information to help them understand a problem, alternatives, opportunities and/or solutions.	Seek and consider community feedback on analysis, alternatives and/or decisions being considered by Council.	Work directly with the community through the process to ensure aspirations and concerns are understood and considered.	Partner with the community in each aspect of the decision, including the development of alternatives and identifying a preferred solution.	Place final decision-making in the hands of the community, build their capacity to identify solutions and lead or deliver change.
Council's commitment to the community	Council will keep stakeholders informed.	Council will 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 their aspirations, concerns and issues are directly considered. Feedback will also be given on how stakeholder input influenced decisions.	Council will collaborate with stakeholders for direct advice, input, alternative solutions and incorporate advice and proposals into Council decisions.	Council will work towards developing methods of engagement to empower our citizens.
The role of the community	Listen	Contribute	Participate	Partner	Partner or Lead
Engagement type	Informative	Consultive	Deliberative	Deliberative	Deliberative

Information source: IAP2 website, www.iap2.org.au

METHODS OF COMMUNITY ENGAGEMENT

Council will evaluate the scale of a project and its likely impact on the community and determine suitable methods of engagement.

Council will also consider allocating resources to coordinate engagement activities, assess community feedback and the cost of engaging independent consultants where required.

Tabled below are engagement methods and channels that Council will consider at relevant phases of engagement to increase community participation.

<p>Inform</p>	<ul style="list-style-type: none"> • Printed resources at Council facilities • Media releases • Emails – e-newsletters, email banner • Signage – digital screens, posters • Public notices and exhibitions • Information boards – at Council community facilities, centres, public spaces • Community and other radio • Mail out – letters, rates notices, flyers • Social media promotions – Facebook, Instagram, Twitter, LinkedIn, TikTok • Council website • Reports – Council reports • Local digital newspapers • Staff networks and Council community databases
<p>Consult</p>	<ul style="list-style-type: none"> • Survey – digital, hardcopy, in-person • Pre-engagement registration • Digital applications • Council programs – education, awareness, activity programs • Council’s feedback platforms – Liverpool Listens, customer service • Local pop-ups – activities, interviews • Council events • Submissions on publicly exhibited documents – formal, informal • Information or Drop-In sessions



Involve	<ul style="list-style-type: none"> • Survey – digital, hardcopy, in-person • Online tools – interactive mapping, digital forums • Committees, forums, drop-in sessions and industry groups • Competitions • Council’s feedback platforms – Liverpool Listens • Online engagement activities • Expressions of Interest (EOI) • Interviews • Creative expression activities • Stakeholder network and inter-agency meetings • Site tours • Focus groups • Workshops
Collaborate	<ul style="list-style-type: none"> • Working groups • Committees, forums, drop-in sessions and advisory panels
Empower	<ul style="list-style-type: none"> • Focus groups • Workshops • Information sessions • Committees, forums, drop-in sessions and advisory panels

GENERAL CONSIDERATIONS

Prior to engagement, it is important to assess the stakeholders identified, their interests and needs. Council endeavours to ascertain this information by organising pre-registration opportunities and by working with existing community networks where possible. The following general considerations will also be used when determining engagement opportunities to increase inclusion and access across the community:

- Engagement timing and location;
- Collection of relevant information;
- Varied engagement and communication methods;
- Purposeful engagement to avoid over-engagement;
- Avoiding bias; and
- Consideration of culturally and politically sensitive topics.

Council will address unforeseen events that may impact face-to-face meetings. Council will identify the most effective and accessible methods of communication that provide minimal disruption:

- Virtual attendance at meetings including drop-in sessions, forums, focus groups, committee meetings;
- Telephone and video call interviews;
- Online engagement activity tools to deliver virtual workshops and community forums;
- Letter mailouts and public signage with QR codes to participate in surveys;
- Online surveys; and
- Communication through Council's social media platforms, website, and publications.

MANAGING RISK DURING ENGAGEMENT

Meaningful engagement can result in higher satisfaction with community service standards and better adaptation to change and growth. Without engaging, Council risks underservicing its community and limiting the community's democratic right to participate in local governance. Engagement practices must be planned and executed to industry standard, avoiding misinformation, bias and over-consultation. The engagement environment must also meet Work Health and Safety standards to reduce risk to participants.

LEVELS OF ENGAGEMENT

The scale of a project and its community impact will influence the engagement approach and planning. The level of community engagement will depend on the objectives, time, resources, legislative requirement, complexity, and levels of concern and/or interest.

Council has developed a guide to identify the level of impact for engagement projects.

For instance, the greater the community scale, the higher the level of criteria and community engagement.

Community Scale (population/geographical)	Level	Examples
<ul style="list-style-type: none"> The majority of Liverpool LGA population Relevant to large geographical area of Liverpool LGA High complexity including numerous stakeholders and community groups 	HIGH	<ul style="list-style-type: none"> Long-term financial and community plans Closure of Council service or facility Review of Community Strategic Plan and proposals from other tiers of government that significantly impact the community Significant natural event outside Council's control Commercial development projects and master plans Community satisfaction survey
<ul style="list-style-type: none"> A significant proportion of the Liverpool LGA population Relevant to multiple suburbs or district or a large specific group or user of a facility or service Moderate complexity including multiple stakeholders and community groups 	MODERATE	<ul style="list-style-type: none"> Redevelopment of facilities including sporting, recreational or leisure venues Redevelopment of large open spaces and parks.
<ul style="list-style-type: none"> A small component of the Liverpool LGA population Relevant to a street, suburb or small specific group or users of a facility or service Low complexity including only several stakeholders and community groups 	LOW	<ul style="list-style-type: none"> Upgrade of local playground or park Extension of operating hours for a service Local street or streetscaping upgrades Introduction or changes to a local program Residential Development Applications (<i>refer to Appendix A</i>)

Plan	Engagement Level	Engagement Examples	Exhibition Timeframe
Local Strategic Planning Statement (LSPS)	Consult	<ul style="list-style-type: none"> • Social media posts • Letters to key stakeholders • Flyers in rates notices • Letterbox flyer • Council email banner • Public displays in the Councils Customer Service Centre, library, shopping centres or other community venues or events • Council's website <p><i>*Refer to Community Participation Plan for further details</i></p>	28 days
Local Environmental Plan (LEP) (or the time period specified in the Gateway determination)	Consult Involve	<ul style="list-style-type: none"> • Flyers in rates notices • Council's website • Social media posts • Letters to key stakeholders • Letterbox flyer • Council email banner • Public displays in the Councils Customer Service Centre, library, shopping centres or other community venues or events <p><i>*Refer to Community Participation Plan for further details</i></p>	28 days
Development Control Plan	Consult Involve	<ul style="list-style-type: none"> • Council's website • Social media posts • Letters to key stakeholders • Flyers in rates notices • Letterbox flyer • Council email banner • Public displays in the Councils Customer Service Centre, library, shopping centres or other community venues or events <p><i>*Refer to Community Participation Plan for further details</i></p>	28 days

Plan	Engagement Level	Engagement Examples	Exhibition Timeframe
Development Contributions Plans	Consult Involve	<ul style="list-style-type: none"> • Council's website • Social media posts • Letters to key stakeholders • Letterbox flyer • Council email banner • Public displays in the Councils Customer Service Centre, library, shopping centres or other community venues or events <p><i>*Refer to Community Participation Plan for further details</i></p>	28 days
Planning Agreements	Consult Involve	<ul style="list-style-type: none"> • Council's website • Social media posts • Letters to key stakeholders • Letterbox flyer • Council email banner • Public displays in the Council Customer Service Centre, library, shopping centres or other community venues or events <p><i>*Refer to Community Participation Plan for further details</i></p>	28 days

Source: Liverpool City Council Community Participation Plan 2022



PUBLIC EXHIBITION

Council will give notice and place these draft documents on public exhibition in accordance with Section 402A of the *Local Government Act 1993*. However, public exhibition and/or notification periods over the traditional Christmas/New Year period will be extended so as not to include the period between 20 December and 10 January (inclusive).

Public exhibition will:

- Provide the community with information on important matters;
- Invite the community to provide feedback; and
- Allow the community to comment on documents as identified in Council's Community Participation Plan or the *Environmental Planning and Assessment Act, 1979*, prior to determination.

SUBMISSIONS

If community members wish to lodge a submission, objection or comment regarding a matter on public exhibition, Council must receive the submission before the expiry of the exhibition period. Submissions relating to planning matters are further detailed in the Community Participation Plan.

Written submissions are to be sent to:

Locked Bag 7064,

Liverpool BC NSW 1871

or emailed to

lcc@liverpool.nsw.gov.au

Submissions on projects will also be available through the Council's website (**www.liverpool.nsw.gov.au**) on the **Public Exhibitions and Notices page** and on **Liverpool Listens**.

Development Application submissions can also be completed online.



MEASUREMENT AND EVALUATION

At the conclusion of each engagement, all information received will be reviewed.

Council will identify key themes which will be relayed to the community. Council will evaluate the effectiveness of engagement activities, both during and after delivery and establish if objectives were met.

Council will survey the community to obtain feedback on how effective the engagement delivery was and what worked and what could be improved.

Council will consider the following principles tabled below to meet its engagement objectives.

Objective	Council's Commitment
1. Deliver accessible, inclusive, and transparent engagement	<ul style="list-style-type: none"> Coordinated approach to engagement practice across Council Engage with purpose Undertake community engagement satisfaction surveys following consultation Identify the needs and suitable engagement approaches for community and stakeholder groups Provide the community with sufficient time to respond
2. Increase the community's awareness and their ability to participate	<ul style="list-style-type: none"> Apply varied channels of communication to reach multiple community groups Aim to increase participation numbers Inform local community networks and databases Engage at various locations and times Deliver various types of communication Work with community, stakeholder and partner networks to reach the wider community
3. Deliver effective communication	<ul style="list-style-type: none"> Distribute material that is clear and easy to understand Assist community with access to translation services Purposeful engagement themes Utilise diverse engagement methods and channels Report back to community on engagement outcomes and next steps to 'close the loop'
4. Continually review and improve of engagement processes	<ul style="list-style-type: none"> Continued market research on best practice approach Providing IAP2 training for Council officers Engagement feedback process, guide and checklist established
5. Meet legislative requirements	<ul style="list-style-type: none"> Ensure the Community Strategic Plan objectives underpin the purpose of engagement Review the Community Engagement Strategy in line with the Community Strategic Plan every Council term to ensure it meets the needs and priorities of the community Ensure objectives are consistent with the social justice principles of equity, access, participation and rights under the <i>Local Government Act 1993</i>

PRIVACY AND CONFIDENTIALITY

Stakeholder privacy and confidentiality will be respected throughout the community engagement process. Participants' personal information will be managed as required by relevant legislation / in accordance with the Council's Privacy Management Policy which adheres to the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*.





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If you do not understand this document, please ring the Telephone Interpreter Service (131 450) and ask them to contact Council (1300 362 170). Office hours are 8.30am to 5.00pm, Monday to Friday.

ARABIC

إذا لم تستطع فهم هذا الطلب ، الرجاء الاتصال بخدمة الترجمة الهاتفية على رقم 131 450 واسألهم أن يتصلوا بالبلدية على رقم 1300 362 170 . دوام ساعات العمل هي من الساعة 8.30 صباحًا إلى 5.00 بعد الظهر من الاثنين إلى الجمعة.

CHINESE

如您看不懂此信 / 申請書，請打電話給「電話翻譯服務台」(131 450)，請他們聯絡市政廳(市政廳電話 1300 362 170)。市政廳辦公時間，星期一至星期五，上午八時三十分至下午五時。

CROATIAN

Ako ne razumijete ovo pismo/aplikaciju, molimo nazovite Službu prevodilaca i tumača (Translating and Interpreting Service - na broj 131 450) i zamolite ih da nazovu Općinu (na 1300 362 170). Radno vrijeme je od 8.30 ujutro do 5.00 popodne, od ponedjeljka do petka.

GERMAN

Wenn Sie diesen Brief/Antrag nicht verstehen können, rufen Sie bitte den Telefon Dolmetscher Dienst (Telephone Interpreter Service) (131 450) an und lassen Sie sich vom Personal mit dem Gemeinderat (Council) in Verbindung setzen (1300 362 170). Geschäftsstunden sind von 8:30 bis 17:00 Uhr, montags bis freitags.

GREEK

Αν δεν καταλαβαίνετε αυτή την επιστολή/ αίτηση, σας παρακαλούμε να τηλεφωνήσετε στην Τηλεφωνική Υπηρεσία Διερωτημάτων (131 450) και να τους ζητήσετε να επικοινωνήσουν με το Δημοτικό Συμβούλιο (1300 362 170). Τα γραφεία του είναι ανοιχτά από τις 8.30π.μ. μέχρι τις 5.00μ.μ. από Δευτέρα μέχρι και Παρασκευή.

HINDI

अगर आप इस पत्र/आवेदन को पढ़कर समझ नहीं पा रहे हैं तो कृपया टेलीफोन संवाद-सहायक सेवा (131 450) को फोन करें और उनसे काउंसिल (1300 362 170) से संपर्क करने को कहें। कार्यालय का समय सोमवार से शुक्रवार तक प्रातः ८:३० बजे से सायं ५:०० तक है।

ITALIAN

Se non comprendi questa lettera/questo modulo di domanda, telefona al Servizio traduzioni e interpreti al numero 131 450 chiedendo di essere messo in contatto con il Comune (telefono 1300 362 170). Orario d'ufficio: ore 8.30 -17.00, dal lunedì al venerdì.

KHMER

បើលោកអ្នកមិនយល់ពីអត្ថន័យឬការប្រតិបត្តិទេ ទេ សូមទូរស័ព្ទទៅសេវាបកប្រែភាសាភាសាខ្មែរ (លេខ 131 450) ហើយស្នើសុំឲ្យគេទាក់ទងសាលាក្រុង (លេខ 1300 362 170)។ ពេលម៉ោងធ្វើការគឺម៉ោង 8 កន្លះព្រឹកដល់ម៉ោង 5 ល្ងាច ពីថ្ងៃច័ន្ទដល់ថ្ងៃសុក្រ

MACEDONIAN

Ako ne go razbirate ova pismo/aplikacija, ve molime da se javite vo Telefonската преведувачка служба на 131 450 и замолете ги да стапат во контакт со Општината на 1300 362 170. Работното време е од 8.30 часот наутро до 5.00 часот попладне од понеделник до петок.

MALTESE

Jekk ma tifhimx din l-ittra/applikazzjoni, jekk joghgbok ċempel lis-Servizz ta' l-Interpretu bit-Telefon (131 450) u itlobhom jikkuntattjaw il-Kunsill (1300 362 170). Il-hinjiet ta' l-Uffiċċju huma mit-8.30a.m. sal-5.00p.m., mit-Tnejn sal-Ġimgħa.

POLISH

Jeśli nie rozumiesz treści niniejszego pisma/podania, zadzwoń do Telefonicznego Biura Tłumaczy (Telephone Interpreter Service) pod numer 131 450 i poproś o telefoniczne skontaktowanie się z Radą Miejską pod numerem 1300 362 170. Godziny urzędowania: 08.30-17.00 od poniedziałku do piątku.

SERBIAN

Ako ne razumete ovo pismo/aplikaciju, molimo vas da nazovete Telefonsku prevodilačku službu (131 450) i zamolite ih da kontaktiraju Opštinu (1300 362 170). Radno vreme je od 8.30 ujutro do 5.00 popodne, od ponedeljka do petka.

SPANISH

Si Ud. no entiende esta carta/solicitud, por favor llame al Servicio Telefónico de Intérpretes (131 450) y pídales que llamen a la Municipalidad (Council) al 1300 362 170. Las horas de oficina son de 8:30 am a 5:00 pm, de lunes a viernes.

TURKISH

Bu mektubu veya müracaatı anlayamazsanız, lütfen Telefon Tercüme Servisi'ne (131 450) telefon ederek Belediye ile (1300 362 170) ilişkiye geçmelerini isteyiniz. Çalışma saatleri Pazartesi - Cuma günleri arasında sabah saat 8:30 ile akşam 5:00 arasındadır.

VIETNAMESE

Nếu không hiểu thư/đơn này, xin Quý Vị gọi cho Telephone Interpreter Service (Dịch Vụ Thông Dịch Qua Điện Thoại), số 131 450, và nhờ họ liên lạc với Council (Hội Đồng), số 1300 362 170. Giờ làm việc là 8 giờ 30 sáng đến 5 giờ 00 chiều, Thứ Hai đến Thứ Sáu.

For further information



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Moorebank Customer Service Hub
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Opening Hours: Monday - Friday, 9.30am - 4.30pm



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