

COMMUNITY AND STAKEHOLDER ENGAGEMENT POLICY



Legislation / local law requirements	<i>Local Government Act 1995</i> <i>Planning and Development Act 2005</i> Planning and Development (Local Planning Schemes) Regulations 2015
Relevant delegations	2.1.1, 2.2.2, 2.2.4, 2.2.8, 2.2.11, 2.2.12, 2.2.29, 4.4, 12.1, 12.2, 16.1, 16.1.2, 16.1.4,
Related policy procedures and supporting documentation	Community and Stakeholder Engagement Framework

PRELIMINARY

INTRODUCTION

Engaging with the community enables the City to deliver services that reflect local needs and values. It helps build trust and strengthens community connection.

The participation of all community members is encouraged, welcomed and valued. Community experience, ideas and local knowledge helps shape better decisions and deliver stronger outcomes.

Vincent is committed to best-practice engagement that builds trust, supports transparency and ensures our decisions are responsive to community needs.

PURPOSE

This policy provides a clear commitment to engaging effectively and inclusively with our diverse community.

It puts the community at the heart of decision-making and ensures their insights are used to guide priorities, strategies and services.

OBJECTIVE

The objectives of this policy are to:

- Facilitate informed and evidence-based decision making.
- Enable a proactive approach to community engagement to achieve inclusive and meaningful outcomes.
- Ensure consistent community engagement practices across the organisation.
- Ensure information is effectively communicated internally and externally.
- Promote an accountable, transparent and accessible approach to engagement.

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SCOPE

Community engagement is a shared responsibility. This Policy applies to elected members, City staff, contractors and external stakeholders.

It supports engagement across strategic planning, service design, capital works and policy development and review, in alignment with the City's Strategic Community Plan.

It also makes clear to the community what they can expect from us.

This policy is informed by Section 1.3(2) of the *Local Government Act 1995*, which encourages local governments to promote better decision making, greater community participation and improved accountability.

It is supported by the Community and Stakeholder Engagement Framework to ensure consistent, inclusive and proportionate engagement across all City projects and initiatives.

POLICY PROVISIONS

DEFINITIONS

Community - individuals and groups of people; stakeholders, interest groups and citizen groups (International Association of Public Participation (IAP2) Australasia). This includes residents, ratepayers, business owners, community groups, customers, employees and visitors to Vincent.

Stakeholder - individuals, a group of individuals, organisations, or a political entity with a specific interest in the outcome of the City's decisions.

Engagement - a planned approach that enables stakeholders to be involved in and contribute to decisions that affect their lives using a range of techniques and methods.

Engagement methods – the methods used to capture community input, e.g. workshop, online survey, community meeting.

Level of engagement – the International Association of Public Participation (IAP2) Australasia Public Participation Spectrum defines five levels of engagement (Inform, Consult, Involve, Collaborate, Empower) to describe the community's role in engagement.

Other terms specific to statutory and strategic planning are included within Appendix 1 of this Policy.

POLICY

The City will engage with its community and stakeholders in ways that are open, timely, accessible and inclusive.

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We are guided by the following principles in planning and delivering engagement:

Engage early and clearly: We involve the community when their input can influence the outcome and we clearly explain the purpose and scope of engagement.

Match the method to the impact: We scale our engagement to reflect the size and significance of the project, its complexity and who is impacted.

Be inclusive and targeted: We aim for broad participation where appropriate and prioritise those most impacted in localised projects. We remove barriers to participation wherever we can.

Value all forms of expertise: We seek out both technical advice and local knowledge to shape better decisions.

Close the loop: We report back to the community on what we heard and how it influenced the decision. We report to Council by summarising submissions and responding to themes. Verbatim submissions may be included where appropriate, but the focus remains on clarity, evidence and reasons for decisions.

Respect privacy: We take reasonable steps to protect personal information when collecting, using or sharing data as part of engagement in line with the City's Privacy and Information Breach Policy.

How We Engage

The level of engagement will vary depending on the nature and complexity of the project or decision.

The IAP2 spectrum outlines the increasing levels of participation the community can have in a decision-making process.

The City has adapted the spectrum and embedded it in the Community and Stakeholder Engagement Framework that informs the way the City engages with its community and stakeholders.

The level of participation will be clearly outlined for each project. This ensures the community and stakeholders are aware of how their feedback will influence the decisions being made.

Levels of participation

Inform: The City will keep the community and stakeholders informed with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

Consult: The City will consult with the community and stakeholders to obtain feedback, opinions and insights. Consultation provides an opportunity for the community to share their knowledge with feedback considered as part of decision-making.

Involve: The City will work with the community to ensure concerns and aspirations are reflected in alternatives developed. Feedback will be provided on how public input influenced the decision.

Collaborate: The City will collaborate with the community to develop and build solutions. Input will be reflected in the decisions to the maximum extent possible.

Empower: The City will place the final decision making in the hands of the community.

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When We Will Engage

The City will engage with the community:

- When the City is required to make a decision that would affect the community or where the community may be interested and/or affected by this decision, and there is the ability for the community to influence the decision.
- To satisfy statutory obligations.
- To obtain input for strategic projects being delivered by the City.
- To notify a participant of a decision made when the decision relates to a minor operational matter.

When We May Not Engage

There may be instances when it is impractical for the City to engage, such as:

- When a decision must be made quickly in the interest of the City (e.g., public safety).
- There are legal, commercial or legislative constraints.
- When the City is not the determining authority.
- When the decision relates to a minor operational matter that would have minimal impact on the community or stakeholders.

Engagement Timing

Engagement activities will be scheduled to maximise the potential for community participation.

Where engagement periods overlap with public holidays, school holidays or culturally significant dates, the City will extend timeframes or adjust activities to ensure the community has a fair and reasonable opportunity to participate.

Engagement initiatives will not be launched during summer school holidays unless the method is specifically designed to suit that context.

Minimum Advertising Periods

The timeframe of engagement activities will be guided by statutory requirements but otherwise determined based on the merits of each project. The minimum advertising periods for engagement activities are:

Project type	Minimum timeframe
Informing of project updates, notifications of decisions, small scale minor works and urgent works with low community impact etc.	Ad hoc
Informing of upcoming planned maintenance works.	7-14 days

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<ul style="list-style-type: none"> Informing of upcoming works (including but not limited to traffic management, roadworks, street upgrade, change to parking conditions, etc) in a local context. <p><i>Note: Where schedules of maintenance works are available, the schedule will be published on the City's website.</i></p> <ul style="list-style-type: none"> Consultations that are targeted and specific (i.e., implementation actions created from other strategies, verge tree locations) 	14 days
<ul style="list-style-type: none"> Strategic documents (i.e., strategies, policies, and plans, including amendments) Projects that would affect large community groups (i.e., lighting or park infrastructure, changes to parking restrictions) 	21 days

Notes:

1. Timeframes for Vibrant Spaces proposals are included in the Vibrant Public Spaces Policy.
2. Timeframes for development applications are included in the Appendix.

This document is available in other formats and languages upon request.

OFFICE USE ONLY	
RESPONSIBLE OFFICER	Executive Manager Communications and Engagement
INITIAL COUNCIL ADOPTION	Date: 14/09/2021, Ref: D21/145875
REVIEWED / AMENDED	Date: 16/06/2026, Ref: D26/56512
NEXT REVIEW	Date: 14/09/2030

Appendix – Statutory & Strategic Planning

Development assessment or 'statutory planning' involves the assessment of development applications to use land or undertake building works against planning controls.

Development applications are assessed against the Deemed Provisions of the Planning and Development (Local Planning Schemes) Regulations 2015, the City's Local Planning Scheme (as amended), the Residential Design Codes and relevant Local Planning Policies.

Consultation for development applications is to occur in accordance with the minimum standards set out below to ensure a consistent approach to consultation on development applications.

1. Definitions

Complex development application - a development application which proposes or is of the type:

- Telecommunications infrastructure
- Development on City owned and managed land
- Mandatory or Optional Development Assessment Panel Form 1 applications as defined by the Planning and Development (Development Assessment Panel) Regulations 2015.

Directly adjoining properties - only the properties with a boundary directly abutting to where the departure is proposed.

Adjoining property - as per State Planning Policy 7.3 Residential Design Codes.

Adjacent property - properties that would otherwise be adjoining to the subject site or property if not for being separated by a public road (refer Figure 1 and 2).

2. Minimum Advertising Requirements

2.1. Statutory Planning

Description	Minimum comment period (Calendar days) ^{(1) (2)}	Website	Extent of consultation ⁽³⁾ ^{(9) (10)}	Sign on site	Newspaper
Uses and/or associated works ⁽⁴⁾					
"P" and "D" uses that require the exercise of discretion	14 days	Yes	All adjoining and adjacent properties	No	No
"A" uses which have not previously been approved by the City	14 days	Yes	All adjoining and adjacent properties	Yes	No
Unlisted uses	28 days	Yes	200 metres radius	Yes	Yes
Non-conforming uses	14 days	Yes	All adjoining and adjacent properties	Yes	Yes



Appendix – Statutory & Strategic Planning

Description	Minimum comment period (Calendar days) (1) (2)	Website	Extent of consultation (3) (9) (10)	Sign on site	Newspaper
“A” uses and Unlisted uses which have previously been approved and do not significantly increase the intensity of the site	14 days	Yes	All adjoining and adjacent properties	No	No
“X” uses	Will not be considered by the City				
Residential Development					
Residential development that does not meet all deemed-to-comply criteria.	14 days	Yes	All adjoining and adjacent properties (5)	No	No
Development that proposes a building height of three storeys or more and proposes additional storeys above the deemed-to-comply height standards or Acceptable Outcomes	14 days	Yes	100 metres	No	No
Heritage Development					
Demolition of any structure/ building on a heritage protected place, unless: <ul style="list-style-type: none"> written notification is provided by the City confirming the proposed structure/ building to be demolished does not contribute to the significance of the heritage place; and/ or the works are exempt by a local planning policy. 	14 days	Yes	All adjoining and adjacent properties	Yes ¹¹	Yes ¹¹



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Description	Minimum comment period (Calendar days) (1) (2)	Website	Extent of consultation (3) (9) (10)	Sign on site	Newspaper
Alterations and additions of any structure/ building on a state heritage protected place, unless: • works are for external fixtures (as defined by the Residential Design Codes) or restoration and/ or remediation works.	14 days	Yes	All adjoining and adjacent properties	Yes	No
Any development application within a design guideline area, character retention area or heritage area adopted by Council through a local planning policy that does not meet all deemed-to-comply criteria (6)	14 days	Yes	All owners and occupiers located within that design guideline area, character retention area or heritage area	No	No
Complex development applications					
Mandatory or Optional Form 1 DAP applications					
Telecommunications infrastructure	28 days	Yes	200 metres radius	Yes	Yes
Development on City owned and managed land					
Form 2 DAP Application (7)					
Amendment to a DAP application where: discretion is required; and	14 days OR 28 days	Yes	All adjoining and adjacent properties OR	No OR Yes	No OR Yes



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Description	Minimum comment period (Calendar days) (1) (2)	Website	Extent of consultation (3) (9) (10)	Sign on site	Newspaper
works may have an impact on the amenity of nearby properties			200 metre radius		
Public Works or Applications of State Significance or when the City is not the decision maker					
All applications where the City is not the decision maker	Owners and occupiers are to be notified of the proposal as though it was a development application being determined by the City. Submitters are to provide their comments directly to the determining authority as per the information provided on the notification letter.				

2.2. Strategic Planning

Description	Minimum comment period (Calendar days) (1) (2) (8)	Website	Extent of consultation (3) (9) (10)	Sign on site	Newspaper
Local Planning Strategy (Strategy)					
Local Planning Strategy	21 days	Yes	Stakeholder analysis	N/A	Yes
Amendment to Strategy	21 days	Yes	Stakeholder analysis	If it affects a specific site	Yes
Local Planning Scheme (Scheme)					
New Scheme	90 days	Yes	Stakeholder analysis	N/A	Yes
Amendments to a Local Planning Scheme (LPS)					
Complex amendment	60 days	Yes	Stakeholder analysis	If it affects a specific site	Yes
Modifications to complex amendment	42 days	Yes	Stakeholder analysis	If it affects a specific site	Yes
Standard amendment	42 days	Yes	Stakeholder analysis	If it affects a specific site	Yes
Modification to standard amendment	21 days	Yes	Stakeholder analysis	If it affects a specific site	Yes



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Description	Minimum comment period (Calendar days) ^{(1) (2)} ₍₈₎	Website	Extent of consultation _{(3) (9) (10)}	Sign on site	Newspaper
Local Planning Framework					
Structure Plan (new or amendment)	42 days	Yes	Stakeholder analysis	Yes	Yes
Local Planning Policy (new and amendment)	21 days	Yes	Stakeholder analysis	If it affects a specific site	Stakeholder analysis
Local Development Plans (new or amendment)	14 days	Yes	Stakeholder analysis	Yes	Yes

Notes:

- (1) With exception of those time periods outlined in relation to advertising over weekends and holiday periods.
- (2) The advertising period commences on the date the notification letters are sent by the City and where applicable, the sign on site is erected. For Strategic Planning matters, the advertising period commences on the date the proposal is published on the City’s website, and where applicable, the sign on site is erected.
- (3) The extent or radius of advertising may be extended at the discretion of the City.
- (4) Land use classifications are in accordance with Clause 18 of the City’s Local Planning Scheme No. 2.
- (5) Where a departure may have an adverse impact on a specific property/ies, the City may reduce the extent of advertising to only those who may be affected.
- (6) Does not include the William Street Design Guideline Area and structures above or adjacent to the Graham Farmer Freeway Tunnel Northbridge Design Guideline Area.
- (7) Advertising requirement options specified are dependent on the extent of discretion sought and the extent of potential impact on the amenity of nearby properties, in the opinion of the City.
- (8) In accordance with the Planning and Development (Local Planning Scheme) Regulations 2015 the local government may decide not to advertise an amendment if, in the opinion of the local government and the Commission, the amendment is of a minor nature.
- (9) Includes owners and occupiers of a property.
- (10) The Policy process detailed in the Stakeholder and Community Engagement Framework under ‘How the City engages’ shall be followed to determine interested and affected stakeholders, and the most appropriate way to engage with them.
- (11) A sign on site and notification in the local newspaper is only required for full demolition of a structure/building on a heritage protected place.

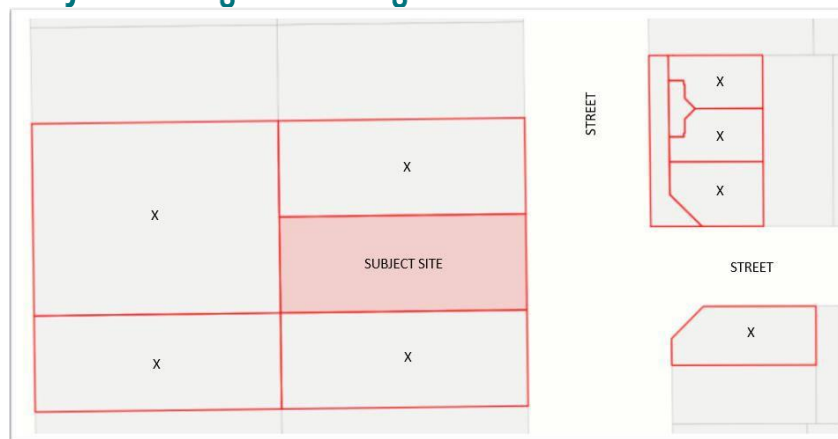


Figure 1 – Example of the extent of consultation to adjacent properties where there are varying lot layouts.

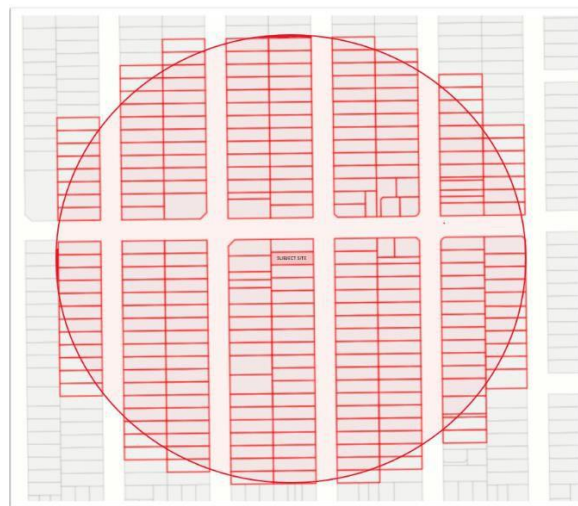


Figure 2 – Example of extent of consultation based on a radius from the boundary of a subject site.

3. Re-advertising

Where a development application has been previously advertised and the City receives amended plans following the community consultation period, the application would be subject to a further consultation period where, in the opinion of the City:

- a) The amended plans propose new or greater departures to the deemed-to-comply or acceptable outcome (or equivalent) standard specified in the planning framework than that previously advertised and those departures may have an impact on the amenity of an adjoining property or the street; or
- b) The amended plans result in a significantly different proposal to that which was previously advertised; or

Where a proposal has received opposition during advertising and subsequently significant amendments are made, the application shall be re-advertised for a minimum of seven days. This will involve emailing or writing to all authors of previous submissions.

Where the City is satisfied the development would not have an impact on the amenity of adjoining properties and/or streetscape, community consultation may not be necessary.



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Notwithstanding the above, any re-advertising may only be undertaken where it does not compromise the City's statutory obligations to comply with the timeframes and processes prescribed by the Planning and Development (Local Planning Scheme) Regulations 2015. In the instance the City is unable to readvertise the proposal, the previous submitters are to be notified of the proposed changes to the development application only.

4. Variations to advertising

There may be need to vary the advertising requirements of this Policy due to details of a particular development application. These development applications will be considered on a case-by-case basis. The City may increase the length of the advertising period or require additional methods of advertising where it is deemed to be in the public interest, and relevant to the consideration of a proposal.

The City may increase the length of the advertising period or require additional methods of advertising where, in the opinion of the City, owners and/or occupiers of properties in the vicinity of the proposed development are likely to be affected by the granting of development approval.

Variations to the requirements of this Policy may only be possible where they do not compromise the City's statutory obligations to comply with the timeframes prescribed by the Planning and Development (Local Planning Scheme) Regulations 2015.

5. Other requirements

- Development plans, other supporting documentation and a summary of the proposal are to be available on the City's website and at the Administration and Civic Centre, and Library and Local History Centre during the comment period.
- Where provided by the applicant perspective drawings of development proposals should be included as a document being advertised.
- In instances where the applicant submits to the City written documentary evidence that the owner(s) and occupier(s) of all or some adjacent affected properties have no objection to their proposal, the City will still undertake consultation in accordance with this Policy. If the applicant does submit such documentary evidence, then this evidence will be considered together with the public submissions.
- Where the extent of consultation includes properties within another local government area, the City will obtain the owner and occupant details from the adjoining local government and advertise the proposal in accordance with the requirements of this Policy.
- Where a subject or an adjacent affected property contains between one (1) unit and twenty (20) units, inclusive, the owner(s) and occupier(s) of all units on that property, are to be notified in writing.
- Where a subject or an adjacent affected property contains more than twenty (20) units, the body corporate/strata company and the owner(s) and occupier(s) of the directly affected units, as determined by the City, are to be notified in writing.
- The City will rely on its rate records for the purpose of notifying owner(s) and occupier(s) of the adjacent affected properties. The onus is on the owner(s) and occupier(s) of a property within Vincent to inform the City in writing of any changes in their address details as and when this occurs. The Planning and Development (Local Planning Schemes) Regulations 2015 permits costs and expenses incurred by the City in advertising a proposal, in addition to any fees paid for the application, to be payable by the applicant.