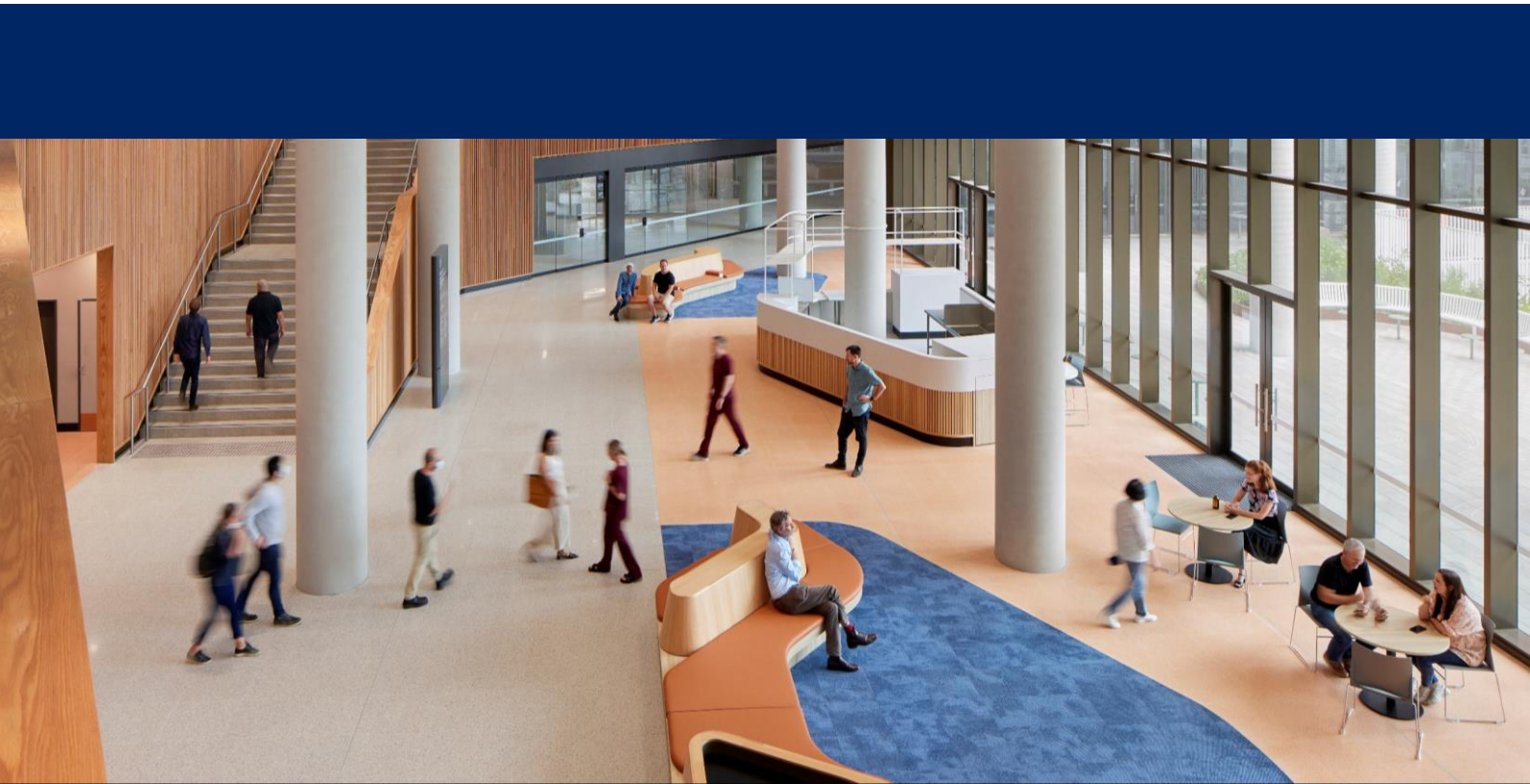


Community Participation Plan

For relevant planning assessments under
Division 5.1 Part 5 of the Environmental
Planning and Assessment Act 1979

10 October 2024





Acknowledgement of Country

Health Infrastructure acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land, and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

Document information

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For relevant planning assessments under Division 5.1 of Part 5 of the Environmental Planning and Assessment Act 1979

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About Health Infrastructure

Health Infrastructure (HI) is one of NSW Health's state-wide services, delivering infrastructure solutions and services to support the healthcare needs of NSW communities now and into the future.

We oversee the planning, design and construction of health capital works over \$10 million in NSW, bringing together experts across multiple disciplines including health planning and design, town planning, project management and construction.

We collaborate with clinicians, system managers, other government agencies and industry to transform public health facilities and precincts across metropolitan and regional NSW.

Our people and partners are the centre of our organisation, providing the essential insights, expertise and commitment to deliver future-focused health outcomes for the people of NSW.

We consult and collaborate to strive for our projects to encompass the latest thinking and innovation and provide the flexibility and capacity for future health initiatives.

We welcome your feedback on our activities, as outlined in this Plan.



About this Community Participation Plan

This Community Participation Plan (CPP) aims to make it easy for our community and agency stakeholders to understand how they can participate in the planning process for HI's activities assessed under Division 5.1, Part 5 of the *Environmental Planning and Assessment Act 1979* (EP&A Act).

Division 5.1 allows HI to self-assess and grant the right to carry out development activities, where those activities do not require development consent under the NSW planning legislation. This Plan complements HI's approach to community engagement and participation.

This CPP is intended to be a reference tool for community members wanting to know how and when HI invites community participation. This CPP includes community participation objectives and approaches to community engagement. It outlines the mandatory consultation and notification that HI are required to undertake as well as the additional community consultation and engagement which we may undertake, to achieve the best outcomes for both our projects and the community.

The CPP does not outline specific engagement strategies for individual proposals or projects. Specific strategies are prepared on a project-by-project basis, guided by this CPP.

Our community is anyone affected by, or interested in, HI projects. This includes individuals, community groups, Aboriginal and Torres Strait Islander communities, multicultural communities, peak bodies, businesses, local government, and State and Commonwealth government agencies.

Our approach to preparing this Plan is informed by international best practice, including the International Association for Public Participation, and relevant statutory requirements.

Why does HI need a Community Participation Plan?

When we exercise our Division 5.1 functions, we must fully consider all matters likely to affect the environment by reason of the activity. This includes engaging the community to help us identify the potential economic, social or environmental impacts of proposed activities, particularly when assessing larger or more complex projects or when the activities may affect sites with features that are valued by the community.

We are also required to comply with the notification and exhibition requirements under the *State Environmental Planning Policy (Transport & Infrastructure) 2021*.

This CPP outlines how we will invite the community to participate in our assessment of the environmental impacts, when we exercise our planning functions as a Determining Authority under Division 5.1 of Part 5 of the EP&A Act.

Our stakeholders

Stakeholders are all individuals, groups and organisations that have an interest, will be directly impacted, or have an ability to influence outcomes of our projects. They include those with different interests including, for example, political, government, industry, business, media, environmental, social and community interests.

In generic terms 'community' is a stakeholder, but communities are diverse. They include groups of people united by at least one common characteristic, such as geography, shared interests, experiences, values or attitudes.

Community and business, government, industry, Local Health Districts and internal stakeholders (our Board and staff) all have different interests and needs relating to our projects, which is why we engage them differently.

Our guiding principles

We aim to undertake communications and engagement that is proactive, relevant, inclusive and meaningful.

We do this through good governance and planning, captured in a project specific Communications and Engagement Plan (CEP) to ensure compliance with our guiding principles and regulatory responsibilities. Our guiding principles align with the Community Participation Principles outlined in Section 2.23 (2) of the *Environmental Planning & Assessment Act 1979* (EP&A Act).

We develop and implement proactive and strategic communications and engagement to:

- Ensure clear, consistent, coordinated and timely communications on project impacts and benefits
- Enable early engagement with stakeholders and the community to understand and address concerns and minimise potential impacts, risks and issues
- Ensure opportunities for stakeholder and community involvement and feedback to create understanding, support and a shared vision of success
- Manage stakeholder and community expectations while facilitating genuine involvement where possible
- Provide opportunities for two-way conversations to discuss any concerns, give feedback and correct misinformation

Our Communications and Engagement team works with the integrated project teams to develop, deliver and maintain CEPs. These CEPs are tailored for each of our projects and communities, in line with this Plan.

Our commitment

We are committed to stakeholder engagement and to continued learning and improvement in our engagement practice, to help achieve positive project, community and health outcomes.

Community participation in infrastructure planning creates a shared sense of purpose and direction that manages growth while protecting the natural environment and promoting sustainable management of built and cultural heritage, including Aboriginal cultural heritage. We can achieve this by:



Community participation objectives

Community participation does not guarantee consensus. However, meaningful participation allows stakeholders to engage in a fair process and understand how community views and concerns are considered.

HI considered the community participation principles in section 2.23(2) of the EP&A Act when developing the community participation objectives in this CPP.

The objectives set the approach for inviting community participation. Each objective contains guiding actions to embed best practice in individual project CEPs and evaluate community participation initiatives.

Objectives	Actions
Open and inclusive	<ul style="list-style-type: none"> • Keep the community informed • Promote participation • Seek community input and accurately capture community views • Build strong partnerships with the community • Incorporate culturally appropriate practices when engaging Aboriginal, Torres Strait Islander and multiculturally diverse communities • Conduct community participation initiatives in a safe environment
Easy to access	<ul style="list-style-type: none"> • Outline in advance how and when the community can participate • Use best practice community participation techniques • Make relevant information available in plain English and translate information when engaging multiculturally diverse communities or people living with disabilities • Incorporate visual representations to clearly illustrate possible impacts of a proposal • Ensure information is accessible for groups who find it difficult to participate in usual community participation activities • Stage events at convenient times and locations
Relevant	<ul style="list-style-type: none"> • Establish what can be discussed publicly • Ensure as many community members as possible can participate • Recognise previous community input on the project and similar issues • Tailor activities to the: <ul style="list-style-type: none"> – context, which could include location, type of application, stage of the assessment process, previous engagement undertaken; and – scale, nature and known impacts for the proposal – community interests and participation preferences

Objectives	Actions
Timely	<ul style="list-style-type: none"> • Start community participation as early as possible, and continue for an appropriate period • Provide regular project updates to the community • Ensure the community has reasonable time to provide input • Facilitate ongoing discourse with local community networks • Consider holidays and other community events when setting dates for engagement initiatives
Meaningful	<ul style="list-style-type: none"> • Always explain how community views were considered when reaching decisions • Be clear about what aspects of a plan, project or proposal the community can inform • Have planners and decision makers engage directly with the community • Ensure responses to community input are relevant and proportionate • Give genuine and proper consideration to community input • Keep accurate records of community input and participation activities • Review the effectiveness of community participation initiatives regularly • Integrate community input into the evaluation process • Comply with statutory obligations, protect privacy and respect confidentiality

How and when the community can participate

At HI, we are committed to communications and engagement that is proactive, collaborative, inclusive and meaningful. We are guided by our core values of collaboration, openness, respect and empowerment. We believe involving our stakeholders and communities in our projects and initiatives at appropriate stages creates improved outcomes for all.

Proactive, early and regular engagement enables us to identify and address stakeholder concerns and issues, as well as minimise risks and impacts to stakeholders, the community and project delivery. We aim to bring people along the journey of our projects by building understanding and support for the benefits and outcomes.

HI uses a range of engagement methods and communication channels. This ensures the community is informed and can have their say on planning matters that affect them.

At HI we actively seek community views and tailor engagement programs to capture harder-to-reach audiences including the young, people living with disabilities, the elderly, those living in rural areas, Aboriginal and Torres Strait Islanders and multicultural communities. All feedback and submissions received are considered in decision-making and HI commits to documenting and providing the community with reasons for those decisions, including how community views have been considered.

There are many ways HI ensures the community is informed and able to participate throughout the project. This includes community information sessions, project displays in hospitals and shopping centres, regular updates via project and local health district websites, letterbox drops to our neighbours, advertisements in local newspapers and radio programs and regular e-newsletters.

We work with local members, councils and community groups to share project information and updates including construction noise, road closures and other temporary impacts. We also plan community open days and tours.

Some of our projects get a little more creative, inviting the community to submit artworks and photographs to adorn the walls and make them more vibrant and welcoming. We also work with artists to commission meaningful murals and sculptures to represent the local spirit and history.

Multiculturalism and diversity are at the heart of what we do and we take great pride in recognising Aboriginal and Torres Strait Islander people and culture through Smoking Ceremonies, Welcome to Country rituals and artworks to connect the hospital to the land and its stories.

Engaging the community

HI engages with its stakeholders across the project lifecycle inviting community participation where it is meaningful and relevant. When assessing planning applications, HI seeks formal submissions during the public exhibition phase of the project, however community engagement continues throughout all phases of the project.

Stakeholder and community engagement helps us establish, build and maintain productive relationships with people, groups and organisations that may be impacted by, or have an interest in, our projects and activities.

Engagement can consist of as little as telling people about what we do, so they know what to expect, to seeking feedback for consideration in decision making as part of our consultation process. There are many benefits to engaging proactively – from building and maintaining goodwill, to reducing the risk of project impacts on stakeholder and communities and ultimately, ensuring the outcomes meet stakeholder, consumer and community needs.

The proposed engagement activities should be proportionate to the scale and likely impacts of the project and the likely interest the community might have in the project. Proportionate engagement prevents consultation fatigue and keeps costs and time impacts to reasonable levels while remaining meaningful.

Proportionate engagement relates to the:

- scale and likely impacts of the project
- geographic reach of engagement
- number of activities (including the number of tailored activities, for specific groups)
- stages of engagement

Public consultation and exhibition

The level of consultation undertaken should reflect the level of potential impact, including environmental, social and economic impacts on surrounding properties and the community, and the anticipated level of community interest in a particular development proposal.

State Environmental Planning Policy (Transport and Infrastructure) 2021 (TI SEPP) sets out minimum requirements for the notification of projects assessed under Division 5.1 of the EP&A Act. HI may decide to exhibit projects beyond these minimum legislative requirements to achieve the best outcomes for both our projects and the community.

It is a requirement under the TI SEPP for HI to give written notice of certain projects, including supporting documents that provide information about the project, for a minimum of 28 calendar days. Any responses received during the notification timeframe will be taken into consideration before we make a determination.

When exhibited, all of the relevant documentation will be published on the HI's website and the community is invited to make a submission which outlines their views on the project. A range of community participation activities may also be undertaken to achieve participation objectives, such as running workshops or focus groups.

As a minimum, for projects that require exhibition, we will write to the following stakeholders:

- neighbouring and nearby property owners and/or occupants in the vicinity of the proposed development that are deemed by NSW Health to be affected by the proposal
- local council of the area within which the proposed activity is located
- relevant State and Commonwealth Government agencies and service providers – examples are included in Appendix A.

As part of this notification, we will:

- describe the proposed activity, including its location
- provide a link to the exhibition material and advise on the exhibition dates
- the exhibition material will describe the environmental impacts the proposed activity may have and proposed mitigation measures
- provide a link to where ongoing information and project updates will be communicated
- invite submissions and explain how submissions can be made
- provide the contact details of an agency representative who can answer questions, clarify information about the project and its impacts.

A notice at the site may also be provided with the above information, or a link to where this information can be found on our website. Site notices will be placed on the main frontage(s) of the site, in a position where it can be read from a public place.

We may support consultation in different ways, such as letterbox drops, newsletters, social media posts, information sessions, site tours or meetings with community groups to raise awareness of the consultation process and/or provide information to help the community understand the proposal.

Consultation of any amended proposal may also occur. The period of further consultation, if required, will be based on the nature, scale and likely impact of the amendment. If a community member has provided a submission on the original proposal, they will be notified of any further consultation, along with any other stakeholder/person who may be affected by the amendment.

How to participate in a public exhibition

Have your say: Make a submission via HI's website or write to us

Anyone can make a submission regarding a proposed project. Should a member of the community wish to make a formal submission, it:

- must be in writing directly to HI
- should indicate who is making the submission – it will be at our discretion whether to consider anonymous submissions
- should include contact details, so we can keep you informed about the proposal
- should identify the reasons for support or objection and any impacts, positive or negative, that may arise from the proposal; any specific changes you would like made to the proposal and the reasons why you think these changes are important; any matter you feel has not been considered or requires further consideration

The number of signatories to petitions or form letters received will be clearly reported in the submissions report/ final Review of Environmental Factors (REF).

Submissions made in relation to a consultation about a project are public documents. As such, they will be published in reports and on our website. Where you do not want your personal information published your submission should be marked as 'confidential' or 'I want to be kept anonymous'.

- Timeframes are in calendar days and include weekends. If the notification period is due to close on a weekend or a public holiday, we may extend the exhibition to finish on the first available work day.
- As outlined in Schedule 1 to the EP&A Act, the period between 20 December and 10 January (inclusive) is excluded from the calculation of a period of public exhibition.
- Public authorities are not required to make available for inspection any part of a REF where publication would, in the opinion of the public authority, be contrary to the public interest due to its confidential nature or for other reasons defined in relevant legislation, such as the *Government Information (Public Access) Act 2009*.
- HI always considers the safety of community members, other stakeholders and our staff. Everyone has the right to participate in a respectful environment and are expected to behave in a manner that supports everyone's right to present their point of view.

Post-consultation requirements

An important component of stakeholder and community participation is responding to feedback and demonstrating how feedback has been considered in decision making.

As part of the Division 5.1 process, HI will address submissions received either in the Review of Environmental Factors (REF) or through a separate submissions report. The REF or submission report will identify issues raised in submissions received during the public exhibition period, including consideration of the issues raised and how issues have been addressed in the assessment of the proposed activity.

Submissions include those from the community, community groups, businesses, local council, state and commonwealth government agencies, service and infrastructure providers and any other bodies or agencies.

It will be at the discretion of HI whether to consider submissions received outside of the public notification period.

HI may provide updates via their website or other communication channels to keep stakeholders and the community informed on the progress of the proposal, especially if the REF process occurs over a long period of time.

A record of all engagements and consultations undertaken will also be kept.

Publication of documents

Under section 171(4) the EP&A Regulation, certain REFs must be published on the NSW Planning Portal. HI will publish all REFs covered by this CPP on the NSW Planning Portal in addition to those required to be published under s171(4).

The information to be published will include supporting documents to the REF such as appendices, supporting reports, decision statement and the submission report (where required).

The NSW Planning Portal allows users to search for and access REFs that have been made publicly available.

Depending on the project, documentation may be published prior, at the time or within 14 days of the making of a decision, but no later than 14 days prior to the commencement of construction works.

Stakeholder and community notification

We will notify stakeholders, including the community at different stages of the process and for different reasons, such as to:

- inform during early project planning, if appropriate
- inform that public consultation has commenced
- respond to a submission made, if appropriate
- inform on the progress of a proposal, if appropriate
- inform on the decision made
- inform of the start of construction works
- inform of the operation of a new health services facility

Once the REF has been determined, we will report on this decision to our stakeholders as relevant. This may include writing to:

- deemed to be affected property owners and/or occupants or people who have been actively involved or engaged in the process
- stakeholders and other persons who made a submission
- the local council of the area within which the proposed activity is located
- relevant state and commonwealth government agencies and service providers

This notification may include:

- the decision
- the date of the decision
- reasons for the decision
- how stakeholder and community views were considered and informed the decision-making - including how issues raised during public exhibition have been considered
- when works and operation of the health services facility are anticipated to commence
- where to find more information, such as a copy of the REF, etc.

In the case of a petition received during consultation period, the main author will be notified of the decision. Irrespective of the number of signatories, petitions will be considered as a single submission. Only the organiser of the petition will be notified of the determination of a development activity.

Enquiries and complaints handling

We will make available on the project website the contact details of a representative who can answer questions about the project received from stakeholders, including members of the public.

Complaints should be made in writing directly to the project's nominated email address or HI-Info@health.nsw.gov.au.

HI will aim to reply to complaints within 10 working days. If additional time is required, HI will contact complainants to advise when a response can be expected.

For more information about how complaints are handled, please go to the below webpage.

www.health.nsw.gov.au/qipaa/

We will keep a register of complaints linked to each project to ensure key issues are documented.

Appendices

Appendix A - List of government agencies

Agency	Reason for engagement
Civil Aviation Safety Authority	Development proposing a helicopter landing site or on land that contains or is adjacent to an aviation facility
Department of Planning, Housing and Infrastructure	<p>Development on land affected by coastline hazard, coastal hazard, coastal erosion hazard, land in a foreshore area, subject to a biobanking agreement or a property vegetation plan</p> <p>Development near a major hazards facility as defined under the <i>Work Health and Safety Regulation 2017</i></p> <p>Development near a high pressure dangerous goods pipeline</p> <p>Development comprising the clearing of native vegetation on certain land within the growth centre subject to Clause 18A(2) of <i>State Environmental Planning Policy (Sydney Region Growth Centres) 2006</i></p> <p>Development on Crown land</p>
Department of Climate Change, Energy, the Environment and Water	<p>Development impacting State heritage</p> <p>Development near or in critical habitat, threatened species, populations or ecological communities, or their habitats, ecologically sensitive area, declared area of outstanding biodiversity value, wilderness area, environmentally sensitive land/area</p> <p>Development on contaminated land, impacts from noise or air pollution, requiring removal of waste during construction or operation, chemical storage</p> <p>Development near national parks or other reserved land</p>
Director of the Observatory	Development that may increase the amount of artificial light in the night sky and that is on land within the dark sky region as identified on the dark sky region map, found on the Department of Planning, Housing and Infrastructure's website
Minister for Energy and Environment	Development adjacent to land reserved under the <i>National Parks and Wildlife Act 1974</i> or acquired under Part 11 of that Act
Rail authority for the rail corridor	Development on land immediately adjacent to a rail corridor
Rural Fire Service	Development on bushfire prone land
Safe Work NSW	Development adjacent or near to a major hazards facility

Agency	Reason for engagement
State Emergency Services	Development on flood liable land
Subsidence Advisory NSW	Development on land in a mine subsidence district within the meaning of the <i>Coal Mine Subsidence Compensation Act 2017</i>
Transport for NSW	Development that impacts the transport network
Utility providers	As appropriate for the specific site
Western Parkland City Authority	Development within the Western City operational area under the <i>Western Parkland City Authority Act 2018</i> , Schedule 2 with a capital investment value of \$30 million or more

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