

Community Engagement Matrix – November 2025

The following community engagement matrix outlines the minimum communications, engagement and supporting planning and reporting on common Council projects which actively seek community feedback/input. Note that as projects vary based on budgets, site restraints and timeframes, additional engagement and communication approaches may be considered. The matrix provides more detail on the Community Engagement Framework outlined in Council’s Community Engagement Strategy (incorporating the Community Participation Plan) and Section 2, Part 2 (Community Participation Plan) – how the community can participate.

Parts 1 – 3 should be read in conjunction with Part 1 of Council’s Community Engagement Strategy (CES).

Parts 4 and 5 should read in conjunction with Part 2 of the CES (Community Participation Plan).

Note that some of the projects in Parts 1 – 3 implement a two-phase community engagement approach and where they do the type of communication and engagement techniques applied per phase are indicated (1) – will do in phase 1 and (2) will do in phase 2.

Phase 1 aims to:

- Collect local knowledge about the site, including specific conditions and factors that could impact the project.
- Understand community preferences and concerns regarding the site.
- Identify project opportunities from the community's perspective.

Phase 2 requests community input on the plans, concepts, or strategies developed based on Stage 1 feedback.

Part 1 - Council Strategies and Policies

These are projects that affect how Council operates.

The follow matrix outlines the minimum communications and engagement that will occur.

Council Strategies and Policies	Minimum exhibition period and notification area (where appropriate)	Communications - How we will communicate (minimum)	Engagement - How we will hear from the community (minimum)	Planning and reporting
Community Strategic Plan 2 phase engagement	28 days	• Council Website - (1)(2) • Council Engagement Hub - (1)(2) • KRG Enewsletter - (1)(2) • Yoursay Enewsletter - (1)(2) • Local print media advertising - (1)(2) • Posters and/or signage - on specific sites or in council buildings – (1) • Social media posts and/or paid advertising - (1)(2) • Printed materials available at Customer Service Centre/library - (1)(2) • Direct email (stakeholder/user groups and/or other involved parties) - (1)(2) • Translated information sheets and web pages - (1)(2)	• Council Engagement Hub - (1)(2) • Opt in focus group/workshop (in person and/or online) - (1) • Opt in webinar/online briefing – (2) • Recruited focus group/workshop (in person and/or online) (1) • Community briefing (Online/in person)/Q&A (2) • On site community event information sessions • Drop-in sessions (at council or project sites) • Online (and paper) survey - (1) • Online discussion forum - (1) • Written submission - (1)(2) • Demographically targeted or special needs workshops (e.g., youth, culturally linguistically diverse groups, disability groups) - (1)	• Project-specific community engagement plan • Engagement outcomes summary • Engagement outcomes full report • Participants informed of final decision and how community feedback has shaped outcome • Participants invited to address Council meeting (if item on meeting agenda)

Resourcing Strategy including Long Term Financial Plan, Asset Management Strategy, Asset Management Plans and Workforce Management Strategy	28 days	• Council Website • Council Engagement Hub • KRG Enewsletter • Yoursay Enewsletter • Local print media advertising • Printed materials available at Customer Service Centre/library	• Council Engagement Hub • Written submission	• Engagement outcomes summary • Participants invited to address Council meeting (if item on meeting agenda)
Delivery Program and Operational Plan including annual budget and fees and charges.	28 days	• Council Website • Council Engagement Hub • KRG Enewsletter • Yoursay Enewsletter • Local print media advertising • Social media posts and/or paid advertising • Printed materials available at Customer Service Centre/library • Direct email (stakeholder/user groups and/or other involved parties)	• Council Engagement Hub • Written submission	• Engagement outcomes summary • Participants invited to address Council meeting (if item on meeting agenda)
Policies - (as per part 4 of LG Act) - applies to policies publicly available	28 days	• Council Website • KRG Enewsletter • Yoursay Enewsletter • Printed materials available at Customer Service Centre/library	• Written submission	• Participants invited to address Council meeting (if item on meeting agenda)
Leases/Licences – including expression of interest	28 days	• Council Website • KRG Enewsletter • Yoursay Enewsletter • Printed materials available at Customer Service Centre/library • Onsite signage • Letter to adjoining proposers and other deemed impacted by lease	▪ Written submission	▪ Participants informed of final outcome
Generic Recreational Facilities Plans 2 phase engagement	28 days	• Council Website - (1) (2) • Council Engagement Hub - (1) (2) • KRG Enewsletter - (1) (2) • Yoursay Enewsletter - (1) (2) • Printed materials available at Customer Service Centre/library (2) • Direct email (stakeholder/user groups and/or other involved parties) (1) (2)	• Council Engagement Hub – (1) (2) • Online (and/or paper) survey - (2) • Written submission - (1) (2) • Stakeholder workshops (e.g. Community/sporting groups) (1) (2) ▪	• Project-specific community engagement plan • Engagement outcomes summary • Participants informed of final decision and how community feedback has shaped outcome ▪ Participants invited to address Council meeting (if item on meeting agenda)

Generic Plans of management 2 phase engagement	28 days - Submissions may be made to the council for at least 42 days after the date on which the draft plan is placed on public exhibition	• Council Website - (1) (2) • Council Engagement Hub - (1) (2) • KRG Enewsletter - (1) (2) • Yoursay Enewsletter - (1) (2) • Printed materials available at Customer Service Centre/library (2) • Direct email (stakeholder/user groups and/or other involved parties) (1) (2)	• Council Engagement Hub – (1) (2) • Online (and/or paper) survey - (2) • Written submission - (1) (2) ▪ Stakeholder workshops (e.g. Community/sporting groups) (1) (2)	• Project-specific community engagement plan • Engagement outcomes summary • Participants informed of final decision and how community feedback has shaped outcome ▪ Participants invited to address Council meeting (if item on meeting agenda)
Other Council matters that do not fall under above (excluding site or service specific works)	28 days	• Council Website • Council Engagement Hub • KRG Enewsletter • Yoursay Enewsletter • Social media posts and/or paid advertising	• Written submission	• Engagement outcomes summary • Engagement outcomes full report • Participants informed of final decision and how community feedback has shaped outcome • Participants invited to address Council meeting (if item on meeting agenda)

Part 2 – Projects (Site/location Specific)

These projects are Site/location specific and will likely impact and interest local residents, businesses and other groups. The follow matrix outlines the minimum communications and engagement that will occur.

Projects (site and or service specific)	Minimum exhibition period and notification area (where appropriate)	Communications - How we will communicate (minimum)	Engagement - How we will hear from the community (minimum)	Planning and reporting
Landscape masterplans 2 phase engagement	28 days 500 metres radius	• Direct letter - (1) (2) • Information sheet (with letter) - (2) • Council Website - (1) (2) • Council Engagement Hub - (1) (2) • KRG Enewsletter - (1) (2) • Yoursay Enewsletter - (1) (2) • Posters and/or signage - on specific sites or in council buildings (2) • Printed materials available at Customer Service Centre/library - (2) ▪ Direct email (stakeholder/user groups and/or other involved parties) - (1) (2)	• Council Engagement Hub - (1) (2) • On site community event information sessions – (2) • Online (and/or paper) survey - (1) (2) • Written submission – (2) • Interactive mapping/concept - (2)	▪ Project-specific community engagement plan ▪ Engagement outcomes summary ▪ Participants informed of final decision and how community feedback shaped outcome ▪ Participants invited to address Council meeting (if item on meeting agenda)
Streetscape Upgrades 2 phase engagement	28 days 500 metres radius	• Direct letter - (1) (2) • Information sheet (with letter) - (2) • Council Website • Council Engagement Hub - (1) (2) • KRG Enewsletter - (1) (2) • Yoursay Enewsletter - (1) (2) • Posters and/or signage - on specific sites or in council buildings – (2) • Social media posts and/or paid advertising (2) • Direct email (stakeholder/user groups and/or other involved parties) – (2)	• Council Engagement Hub - (1) (2) • On site community event information sessions - (2) • Online (and paper) survey - (1) (2) • Written submission - (1) (2) • One on one interviews/meetings (2) • Stakeholder workshops (local businesses and/or business chamber) (1) (2) • Interactive mapping/concept – (2)	• Project-specific community engagement plan • Engagement outcomes summary • Engagement outcomes full report • Participants informed of final decision and how community feedback has shaped outcome • Participants invited to address Council meeting (if item on meeting agenda)
Neighbourhood centre upgrades 2 phase engagement	28 days 500 metres radius	• Direct letter - (1) (2) • Information sheet (with letter) - (2) • Council Website • Council Engagement Hub - (1) (2) • KRG Enewsletter - (1) (2) • Yoursay Enewsletter - (1) (2) • Posters and/or signage - on specific sites or in council buildings – (2) • Social media posts and/or paid advertising (2) • Direct email (stakeholder/user groups and/or other involved parties) – (2)	• Council Engagement Hub - (1) (2) • On site community event information sessions - (2) • Online (and paper) survey - (1) (2) • Written submission - (1) (2) • One on one interviews/meetings (2) • Stakeholder workshops (local businesses and/or business chamber) (1) (2) Council Engagement Hub • Interactive mapping/concept (2)	• Project-specific community engagement plan • Engagement outcomes summary • Engagement outcomes full report • Participants informed of final decision and how community feedback has shaped outcome • Participants invited to address Council meeting (if item on meeting agenda)
Play Space and Park Upgrades 2 phase engagement	28 days 250 metres radius	• Direct letter - (1) (2) • Information sheet (with letter) - (2)	• Council Engagement Hub - (1) (2) • Online (and paper) survey- (1) (2)	• Project-specific community engagement plan • Engagement outcomes summary

Projects (site and or service specific)	Minimum exhibition period and notification area (where appropriate)	Communications - How we will communicate (minimum)	Engagement - How we will hear from the community (minimum)	Planning and reporting
		• Council Website - (1) (2) • Council Engagement Hub - (1) (2) • KRG Enewsletter - (1) (2) • Yoursay Enewsletter - (1) (2) • Posters and/or signage - on specific sites or in council buildings – (2) • Social media posts and/or paid advertising - (1) (2) • Direct email (stakeholder/user groups and/or other involved parties) – (2)	• Written submission- (1) (2) • Interactive mapping/concept (2)	• Participants informed of final decision and how community feedback has shaped outcome • Participants invited to address Council meeting (if item on meeting agenda)
Public Domain Plans 2 phase engagement	28 days 500 metre radius	• Direct letter - (1) (2) • Information sheet (with letter) - (2) • Council Website - (1) (2) • Council Engagement Hub • KRG Enewsletter - (1) (2) • Yoursay Enewsletter - (1) (2) • Posters and/or signage - on specific sites or in council buildings – (2) • Social media posts and/or paid advertising -(1) (2) • Printed materials available at Customer Service Centre/library - (2) • Direct email (stakeholder/user groups and/or other involved parties) - (1) (2)	• Council Engagement Hub - (1) (2) • Community Briefing/Q&A – online/in person (2) • Drop-in sessions (at council or project sites) (2) • One on one interviews/meetings (1) (2) • Online (and paper) survey - (1) (2) • Written submission - (1) (2) • Stakeholder workshops (community groups/businesses, Chamber of Commerce) (2) • Interactive mapping/concept (2)	• Project-specific community engagement plan • Engagement outcomes summary • Engagement outcomes full report • Participants informed of final decision and how community feedback has shaped outcome • Participants invited to address Council meeting (if item on meeting agenda)
Site Specific Plans of Management 2 phase engagement	28 days Submissions may be made to the council for at least 42 days after the date on which the draft plan is placed on public exhibition 250 metre radius	• Direct letter - (1) (2) • Council Website - (1) (2) • Council Engagement Hub- (1) (2) • KRG Enewsletter - - (1) (2) • Yoursay Enewsletter - (1) (2) • Direct email (stakeholder/user groups and/or other involved parties) - (1) (2)	• Council Engagement Hub- (1) (2) • Online (and/or paper) survey - (1) (2) • Stakeholder workshops (eg Community/sporting groups) - (2) • Written submission - (1) (2) • Drop-in sessions (at council or project sites - (1) (2)	• Project-specific community engagement plan • Engagement outcomes summary • Participants informed of final decision and how community feedback has shaped outcome • Participants invited to address Council meeting (if item on meeting agenda)
Recreation Facility Plans 2 phase engagement	28 days 250 metre radius	• Direct letter – (1) (2) • Information sheet (with letter) - (2) • Council Website - (1) (2) • Council Engagement Hub - (1) (2) • KRG Enewsletter - (1) (2) • Yoursay Enewsletter - (1) (2) • Posters and/or signage - on specific sites or in council buildings – (2) • Social media posts and/or paid advertising – (1) (2) • Printed materials available at Customer Service Centre/library (2)	• Council Engagement Hub - (1) (2) • On site community event information sessions – (2) • Online (and paper) survey - (1) (2) • Written submission - (1) (2) • One on one interviews/meetings (1) • Stakeholder workshops (eg Community/sporting groups) (2) • Interactive mapping/concept (2)	• Project-specific community engagement plan • Engagement outcomes summary • Participants informed of final decision and how community feedback has shaped outcome • Participants invited to address Council meeting (if item on meeting agenda)

Projects (site and or service specific)	Minimum exhibition period and notification area (where appropriate)	Communications - How we will communicate (minimum)	Engagement - How we will hear from the community (minimum)	Planning and reporting
		Direct email (stakeholder/user groups and/or other involved parties) - (1) (2)		
Flood Study 2 phase engagement	28 days Affected properties	- Direct letter - (1) (2) - Information sheet (with letter) - (2) - Council Website (1)(2) - Council Engagement Hub - (1) (2) - KRG Enewsletter - (1) (2) - Yoursay Enewsletter - (1) (2) - Posters and/or signage - on specific sites or in council buildings – (2) - Social media posts and/or paid advertising (2)	- Council Engagement Hub - Drop-in sessions (at council or project sites) - Online (and paper) survey - Written submission - One on one interviews/meetings	- Project-specific community engagement plan - Engagement outcomes summary - Participants informed of final decision and how community feedback has shaped outcome - Participants invited to address Council meeting (if item on meeting agenda)
Other site specific projects not included above (where community is impacted by project either through change of use, temporary works, new facilities etc – e.g. Tiny Forest, Woody Meadows	28 days 250 metre radius	- Direct letter - Posters and/or signage - on specific sites or in council buildings - Direct email (stakeholder/user groups and/or other involved parties)	Written submission	To be determined by project

Part 3 - Asset maintenance and renewal

Projects undertaken to maintain and renew core Council assets.

Asset maintenance and renewal	Minimum exhibition period and notification area (where appropriate)	Communications - How we will communicate (minimum)	Engagement - How we will hear from the community (minimum)	Planning and reporting
Traffic - Minor	21 Days. Properties approx. 50m radius from site	- Letterbox Drop (letter and plan) - KRG website (minor traffic proposals page)	- Survey – written and online (link via QR on letters) - Written submissions	Report to traffic committee if proposal to proceed
Traffic – Major	28 days Directly affected properties 50m radius and other properties as identified by Traffic Management Team	- Letterbox drop (letter and plan) - E-newsletters (Ku-ring-gai and Yoursay) - Council website (yoursay section) - Engagement Hub Larger or higher impact projects may require woder or more targeted communications/engagement – assessed by project - eg signage/VMS	- Survey – written and online (link via QR on letters) - Community Engagement Hub - Written submissions	- Email of outcome to those who provided details. - Report to traffic committee
Infrastructure/capital works including: - Minor road renewal - New curb and gutter - Minor drainage - New footpath installation/renewal - Bridge replacement - Other engineering assets	14 days Directly affected properties.	Direct letter	Written submissions	Letters informing dates/times and scope of physical works.
Tree maintenance and removal (as per tree notification policy, specifically Category A - Notification for Comment/Submission)	10 business days Notification to owners and occupiers of nominated site, those directly adjoining and where required other neighbouring land as determined by the Assessing Officer.	Direct letter (including site plan if multiple trees impacted)	Written submission	Council will provide a response to respondents of the final determination in relation to the application/request.
Other asset maintenance and renewal maintenance projects not included above	14 business days	Direct letter	Written submissions	Letters informing dates/times and scope of physical works.

Part 4 - Strategic planning and contribution plan development

Note this is an extract from and should be read in conjunction Part 2 of Council's Community Engagement Strategy (Community Participation Plan).

Strategic planning and contribution plan development (Extracted from Council's CPP)	Minimum exhibition (and re-exhibition period) period	How we will notify (Communications)	Collecting feedback (Engagement)
Draft local strategic planning statements (LSPS)	Direct letter 28 days	Notification on Council's website Council may undertake additional consultation during the exhibition period as deemed appropriate.	Written submission
Planning proposals for local environmental plans subject to a gateway determination	Direct letter 28 days or: (a) if a different period of public exhibition is specified in the gateway determination for the proposal—the period so specified, or (b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition.	- Notification on Council's website - Notification in writing to affected and adjoining landowners, unless the council is of the opinion that the number of landowners makes it impractical to notify them. Council may undertake additional consultation if this is deemed appropriate or necessary for a particular planning proposal.	Written submission
Public hearings for planning proposals to reclassify community land	Direct letter 21 days	Notification on Council's website Notice of the public hearing will not be given before the conclusion of the public exhibition of the planning proposal to ensure each person making a submission is given the requisite 21 day's notice.	- Written submission - Attendance at Public hearing
Draft development control plans	Direct letter 28 days	- Notification on Council's website During the exhibition period, the following material will be made available for inspection: - a copy of the draft plan, and a copy of any relevant local environmental plan, and any relevant planning proposal, and - any information or technical information relied upon by the draft development control plan (e.g. reports and studies).	Written submission
Draft development contribution plans	Direct letter 28 days	- Notification on Council's website During the exhibition period, the following material will be made available for inspection: - a copy of the draft plan, and - a copy of any supporting documents.	Written submission
Planning Agreements	Direct letter 28 Days	Public exhibition of Planning Agreements will be undertaken in accordance with Council's adopted Planning Agreement Policy	Written submission
Plans of Management for community under the Local Government Act 1993	Direct letter Public exhibition - 28 Days Submissions may be made to the council for at least 42 days after the date on which the draft plan is placed on public exhibition	- Notification on Council's website During the exhibition period, the following material will be made available for inspection: - a copy of the draft plan, and - any other matter which it considers appropriate or necessary to better enable the draft plan and its implications to be understood.	Written submission

Part 5 – Development consent functions

Note this is an extract from and should be read in conjunction Part 2 of Council’s Community Engagement Strategy (Community Participation Plan).

Development consent functions (Extracted from Council’s CPP)	Minimum exhibition period	How we will notify (Communications)	Collecting feedback (Engagement)
Application for development consent (other than for complying development certificate, for designated development or for State significant development)	14 days or: (a) if a different period of public exhibition is specified for the application in the relevant community participation plan—the period so specified, or (b) if the relevant community participation plan specifies that no public exhibition is required for the application—no public exhibition.	Notification will be undertaken in accordance with Part 2 of Council’s Community Engagement Strategy (incorporating the Community Participation Plan).	Written submission
Application for development consent for designated development	28 days		
Application for modification of development consent that is required to be publicly exhibited by the regulations	28 days		
Environmental impact statement obtained under Division 5.1 of the EP&A Act	28 days		

Communications and engagement techniques

Below are more details about communications and engagement techniques detailed in the matrix.

Communications Techniques	Engagement Techniques
Digital • Council’s website - Council’s main website - Your say section and other areas as needed • Council Engagement Portal – a website designed especially for community engagement contain tools and functions to facilitate - fully translatable • Enews – Electronic newsletter regularly sent to subscribers – includes Ku-ring-gai, Yoursay, Business, Sustainability, Library • Social Media - posts and targeted advertising - includes Facebook, Instagram, LinkedIn, NextDoor • Promotional videos – to be posted on Council website/engagement hub/social media and at other sites/events where appropriate • Direct email - containing project information, links etc - targeted at stakeholder/user groups and/or other relevant parties Traditional • Direct letter - letter sent via mail to residents and ratepayers (residential and business). Additional information may be included. • Letterbox drop flyer or information sheet - placed in all mailboxes to specified area • Local print media advertising - Publications such as North Shore Times, The Post, Sydney Observer, Bush Telegraph • Notification to relevant Advisory Committee – as applicable to project • Posters and signage - on specific sites or in council buildings including Gordon Air Bridge • Customer Service Centre/library materials - printed materials to read and/or take away Multilingual materials: Translated information (digital and traditional)	• Statistically representative research – Third-party market research to provide a statistically accurate picture of community sentiment. • Random selected focus groups/workshops - Randomly selected groups that demographically reflect the community - can include deliberative work. • Opt in focus group/workshop - open to all relevant community members • Community briefing with Q&A (face to face and online – town hall style meeting to present information and answer questions • Targeted workshops –tailored for harder-to-reach groups (e.g., youth, CALD communities) and stakeholder groups (e.g. sporting teams, environmental groups) • Online interactive plans and maps – allows for location specific feedback • Online (and paper) surveys- Quantitative and qualitative data collection on community opinions • Online discussion forum - Facilitated online discussions to gather community insights. • Invite for written submission. - Opportunity for detailed community feedback. • One on one interviews/meetings - Customised discussions to understand individual perspectives. • Community event /drop-in sessions – Information session/ interactive activities and drop-in sessions (on site or at existing community events or as standalone) • Community poll – online poll for quick and easy responses • Council Advisory Committees – refer projects for input and support in promoting/advocating