

11.3.2 Consideration of Planning Proposals 1, 2 and 3/2018 to amend the Shellharbour Local Environmental Plan 2013 (11101149)

To the General Manager

Directorate: **Community & Customers**

Department: **City Planning**

Manager: Geoff Hoynes – Group Manager City Planning

Author: Ian Rankine – Senior Strategic Planner

Summary

The purpose of this report is to outline the details of three Planning Proposal applications at Tullimbar and Yellow Rock (see **Attachment 1**) and seek Council's resolution to not support the preparation of Planning Proposals and not submit the Planning Proposals to the NSW Department of Planning & Environment for a Gateway determination.

The applications seek to rezone approximately 220 hectares (ha) of mainly RU1 Primary Production zoned land to mainly RU6 Transition zone with the remainder to maintain the E3 Environmental Management zone that it currently has. The applications also propose creating a lot size ranging from 700m² to 10,000m².

Background

This report considers three Planning Proposal applications at Tullimbar Lane, Tullimbar, Yellow Rock Road, Yellow Rock and Green Mountain Road, Yellow Rock because there are similarities in each of the Planning Proposals and they share some common property boundaries.

A Planning Proposal is a document that explains the intended effect of a proposed amendment to a Local Environmental Plan (LEP), such as a rezoning or a land reclassification, to amend Shellharbour LEP 2013. A Planning Proposal sets out the justification for making the amendment which is known as the Gateway Process.

The Gateway Process has the following five key steps:

1. *Planning Proposal* - Council is responsible for the preparation of a Planning Proposal, which explains the effect of and justification for the plan.
2. *Gateway* - The Minister (or delegate) for the Department of Planning and Environment determines whether the Planning Proposal is to proceed. This Gateway acts as a checkpoint to ensure that the proposal is justified before further studies are done and resources are allocated to the preparation of a plan. A community consultation process is also determined at this time. Consultations occur with relevant public authorities and, if necessary, the proposal is varied.

3. *Community consultation* - the proposal is publicly exhibited (generally low impact proposals for 14 days, others for 28 days). A person making a submission may also request a public hearing be held.
4. *Assessment* - Council will consider public submissions and the proposal is varied as necessary prior to adoption. Parliamentary Counsel then prepares a draft local environmental plan — the legal instrument.
5. *Decision* - With the Minister's (or delegate's) approval the plan becomes law and is published on the NSW legislation website.

The final decision on whether the plan becomes law and in what form it becomes law, rests with the Minister for Planning, or if delegation is granted to Council, Council.

This Planning Proposal is currently at step 1.

If Council resolves to support the Planning Proposal application, Council staff will prepare the Planning Proposal send the relevant information to the NSW Department of Planning & Environment for their review. This is step 2 Gateway as outlined above.

If Council resolves to not support the Planning Proposal application, Council staff will write to the applicant and advise them accordingly. No further action would be taken by Council unless the applicant chose to seek a Rezoning Review from the Department of Planning & Environment. The Rezoning Review will be considered by the Southern Region Joint Review Planning Panel. The Panel will determine if the proposal has merit and should be submitted to Gateway, or not.

Council has the choice of deciding if they wish to accept the role of the relevant planning authority and prepare the Planning Proposal or not. If Council chooses not to, and alternate relevant planning authority will be appointed. The Planning Proposal is then submitted by the relevant planning authority to the Department for Gateway determination.

Planning Proposal 1/2018

This application covers about 164 ha (see **Attachment 2**) and consists of:

- Lot 1 DP 724362, 45-58 Tullimbar Lane, Tullimbar 35.21ha – has two dwellings
- Lot 1 DP 1089387, 178 Yellow Rock Road, Yellow Rock 27.92ha – vacant and dwelling permissible under Shellharbour Local Environmental Plan (LEP) 2013
- Lot 11 DP 1124665, 136 Yellow Rock Road, Yellow Rock 24.49ha – one dwelling
- Part Lot 15 DP 111195, 127 Yellow Rock Road, Yellow Rock 19.05ha – one dwelling

- Lot 16 DP 111195, Yellow Rock Road, Yellow Rock 20.0ha – vacant and dwelling permissible under Shellharbour LEP 2013
- Lot 17 DP 111195, Yellow Rock Road, Yellow Rock 8.93ha – vacant and dwelling permissible under Shellharbour LEP 2013
- Lot 25 DP 111195, Yellow Rock Road, Yellow Rock 28.13ha – one dwelling

The applicant indicates that subject to a detailed assessment and design, the Planning Proposal may yield about 300 – 400 lots.

The application proposes a zone of mainly RU6 Transition (see **Attachment 3**) with some areas of E3 Environmental Management and minimum lot sizes of 700m², 1,000m², 4,000m² and 10,000m² (see **Attachment 4**).

Existing heritage items of Yellow Rock Farm group, trees and setting at 127 Yellow Rock Road (I275) are proposed to be retained as a heritage item as are the existing Avenue of coral trees at 136 Yellow Rock Road and part road reserve (I285). The Yellow Road Farm group, trees and setting is proposed to be dedicated to Council as a public reserve.

The concept plan shows access to the development is proposed from Yellow Rock Road and Tullimbar Lane and the concept plan for Planning Proposal 2/2018 indicates a road linkage to the land in this Planning Proposal.

Planning Proposal 2/2018

This application covers about 41ha (see **Attachment 5**) and consists of one property, Lot 1 DP 71661, 28-40 Green Mountain Road, Yellow Rock and has two dwellings.

The applicant indicates that subject to detailed assessment and design, the Planning Proposal may yield about 21 lots. This is considered a conservative number based on the lot size proposed.

The application proposes a zone of RU6 Transition (see **Attachment 6**) and minimum lot sizes of 4,000m² and 10,000m² (see **Attachment 7**).

The concept plan shows access to the development is proposed from Green Mountain Road and the concept plan indicates a road linkage to the land in Planning Proposal 1/2018.

Planning Proposal 3/2018

This application covers about 17ha (see **Attachment 8**) and consists of one property, Lot 334 DP 1085477, 233 Yellow Rock Road, Yellow Rock and has one dwelling.

The applicant indicates that subject to detailed assessment and design, the Planning Proposal may yield about 21 lots. This is considered a conservative number based on the lot size proposed.

The application proposes a zone of RU6 Transition (see **Attachment 9**) and minimum lot sizes of 2,000m² and 4,000m² (see **Attachment 10**).

The concept plan shows access to the development is proposed from Yellow Rock Road.

Housing Strategy

Council has recently commenced the preparation of a Housing Strategy. Two of the outcomes of the Strategy will be to identify if we need additional housing supply and to help guide the location and type/form of housing in our LGA.

These Planning Proposal applications were prepared and lodged before Council resolved to prepare the Housing Strategy.

The proponents did not know that Council was going to prepare a Housing Strategy. However the applications were prepared with the knowledge that Council and the Department of Planning & Environment had not endorsed a strategy or policy to support this form of development and the land was not in the Illawarra Shoalhaven Urban Development Program and would therefore not comply with the Illawarra Shoalhaven Regional Plan and some of the Local Planning Directions.

The preparation of the Housing Strategy will provide a clear direction to Council on our communities housing needs. This will then be a significant input into future Council decision making on whether it needs to amend Shellharbour LEP 2013 to permit the form of development included in these Planning Proposal applications, as well as other housing forms across the LGA.

Financial / Resources Implications

The stage 1 fee has been paid for each of the Planning Proposal applications in accordance with Council's Fees & Charges Policy 2018/19.

Review of the Planning Proposal applications has utilised staff time and resources.

Legal and Policy implications

The relevant *Environmental Planning & Assessment Act* (EP&A Act) issues are outlined below.

Local Planning Directions (s9.2 *Environmental Planning & Assessment Act*)

Based on Council's assessment there is an inconsistency with some of the Directions. These are outlined in **Attachment 11**.

Illawarra Shoalhaven Regional Plan

The regional plan does not identify this form of development as required in our Local Government Area (LGA) or the region.

Council has provided a reasonable mix of rural residential development based on a strategic assessment as part of the Rural Land Study and the Urban Fringe Local Environmental Study.

Shellharbour Council Strategic Review of Rural Lands

The Albion Park Local Environmental Study (LES) was completed in late 1992. This LES identified areas of land suitable for zoning to Residential as well as some rural residential lands. The Planning Proposal applications refer to this LES as supporting the Proposals.

The lands within these Planning Proposals formed part of the Rural Lands Study finalised in 1996. The Rural Lands Study was used to inform the Shellharbour Rural LEP 2004. The Rural Lands Study identified the need to maintain the rural zoning of the lands within these Planning Proposal applications and proposed that those vacant lots within these holdings have the ability to consider a dwelling house. Those provisions were included in the Rural LEP 2004 and continued through into the provisions and mapping in Shellharbour LEP 2013.

As the Rural Lands Study post-dates the Albion Park Local Environmental Study it is considered to be the most recent strategic assessment of these lands and the most recent Council endorsed policy position. This Council policy position was reinforced as part of the adoption of the Shellharbour LEP 2013.

Illawarra Shoalhaven Urban Development Program (ISUDP)

Parts of properties within the Planning Proposal applications were included in the Illawarra Urban Development Program prior to 2010. When the Illawarra Regional Strategy was released in 2010, those areas of land within the Planning Proposal applications were removed from the Illawarra Urban Development Program. The Illawarra Regional Strategy identified the lands in the Shellharbour LGA that were being considered for urban uses, including rural residential as part of the Urban Fringe Local Environmental Study project and the lands the subject of these applications was not included. The Illawarra Regional Strategy was superseded by the introduction of the Illawarra Shoalhaven Regional Plan and the Strategy is no longer a relevant planning document.

The Illawarra Shoalhaven Urban Development Program update 2016 identified a benchmark for zoned and service ready land of 7,366 lots. As of July 2015, there were 9,925 lots across the region. Shellharbour has 3,240 zoned and service ready lots.

The land is not in the ISUDP and is not being considered for urban use under the Department of Planning & Environment's urban release program.

Urban Fringe Local Environmental Study (UFLES)

None of these lands were included in the UFLES study area as they had been considered in the Rural Lands Study and appropriate land use decisions had been made for these properties.

Community Strategic Plan (CSP)

The Planning Proposal applications were prepared using the former CSP and during the review of that CSP. The differences between the former CSP and the current CSP are minor in terms of land use planning.

The applications indicate that the proposals are supported by the CSP. There is no detail in the CSP that specifically supports this form of development. Resident surveys undertaken in 2017 as part of the CSP review identified that *Ensuring rural land is not lost to housing development* ranked 4th out of the 9 issues and was higher than *Encouraging property development opportunities in the area* (area being the LGA not the site of these Planning Proposals).

The results of the community survey indicate that our community generally don't support the loss of rural lands such as these for housing development.

Loss of Agricultural Land

The majority of the land is zoned RU1 Primary Production.

The land contains predominantly class 2 & 3, with some 4 & a small amount of class 5 as described by the NSW DPI Agricultural Land Classification mapping.

Class 2 – 4 lands are capable of being used for agricultural activities but may not include cropping or regular cultivation of the land. The Class 5 lands in these Planning Proposals are mainly zoned Environmental Management.

The applications included an agricultural lands assessment. The study concluded that the land is not suitable for agricultural use for the following reasons:

- The holdings and would not generate sufficient income from extensive grazing to support a family. The development of more intensive agricultural activities is also constrained by its proximity to future development proposals. Additional properties in close proximity and are not subject to future planning proposals, would not add to its agricultural value if aggregated.
- Higher intensity agricultural activities would result in higher risk of conflict and would require specialised skills
- The land is undulating and uneven is predominantly Land and Soil Capability Class 5 and is not considered to be prime agricultural land for cropping purposes and development of non-soil dependent enterprises, for example greenhouses, is constrained by access to unreliable water source
- The land has previously been identified as accommodating future residential and small lot housing since early 1990s. As such, despite the loss of agricultural farm land, the rezoning of the site for residential subdivision and development can be justified

The size of the existing lots may mean they are not of sufficient size to undertake traditional forms of agriculture such as animal grazing and generate adequate income to be self-sufficient.

Not every lot in our LGA needs to be able to carry out an agricultural activity sufficient to be the sole source of income. Australian Bureau of Statistics 2017 data revealed that off farm employment/business activities accounted for 12% of farm income in NSW.

Identifying and maintaining land for agricultural use is important in our LGA as those lands can make a contribution to our economy and future agricultural uses may be able to generate sufficient income to be viable. Maintaining these lands is also important because once it is taken for housing, it is lost for agricultural use. The land is also an important asset for the rural character that it provides.

Development Contribution Plan Impacts

The applications only address the provision of utility services, no assessment has been made as to other likely infrastructure needs of the proposed development.

If the application proceeds, the full range of infrastructure to service the development would need to be addressed. A detailed report would be required identifying the works required to service the development and the proposed method of funding/provision.

The main areas are likely to be:

- The impact on the social infrastructure required – library facilities, community centre, open space (both active and passive)
- The need for additional/upgraded traffic management facilities, especially at, but not limited to, the intersection of Yellow Rock Road and the Illawarra Highway
- The impact on required drainage works within the catchments and how this is to be addressed

Any variation to the development contributions plan will need to be finalised prior to the completion of the rezoning.

Heritage

The Planning Proposal 1/2018 application proposes dedicating to Council the existing heritage item consisting of dwelling, trees and dairy buildings. (I275)

Insufficient information has been lodged to enable an assessment of this concept. Issues to be considered include structural integrity of all buildings and structures, agreement from Council to own the structures, curtilage assessment, heritage conservation management plan heritage impact assessment and Open Space requirements of the Open Space Recreation Community Facility Needs Study.

Merit Issues

The Planning Proposal applications have provided a brief outline of the relevant planning issues on the basis that additional and more detailed studies would be provided if Council supports the preparation of the Planning Proposals and they receive a Gateway determination to progress the Planning Proposals and put them on public exhibition.

The assessment of these Planning Proposal applications has focussed on the form of development proposed and not on the assessment of the relevant issues. If supported additional information will be required to be submitted and then assessed on:

- Flooding
- Bushfire
- Traffic generation and impact on road network, including realignment of Cooby Road
- Flora & fauna
- Community services and facilities
- Building height
- Floor space ratio
- Terrestrial biodiversity mapping
- Restricted development area
- Impact on European heritage items and Aboriginal cultural heritage
- Structural assessment of existing heritage items proposed to be dedicated to Council
- Land stability

City Planning Summary

The applications propose development ranging from 700m² to 10,000m². The smaller lots are essentially residential although a zone of RU6 Transition is proposed.

Neither Council nor the NSW Department of Planning have an endorsed strategy or policy position to support the zoning and lot sizes proposed. As such, there is no strategic approach to providing this development for our community.

The Illawarra Shoalhaven Regional Plan does not specifically require this form of development in the LGA or the Region.

The supply of existing zoned and serviced land in our LGA makes a reasonable contribution to the overall supply in the region. The main land release areas in the west of our City are at Calderwood and Tullimbar. Both these sites are in the current Illawarra Shoalhaven Urban Development Program and are providing an adequate supply of land. The development of the lands in these Planning Proposal applications is considered premature at this point in time based on the existing supply of zoned and serviced land in our LGA.

The properties in the applications are not in the current Illawarra Shoalhaven Urban Development Program.

Based on the take-up of already released rural residential development, there is a demand for this form of development. This does not mean that Council is obligated to provide this form of land development as there are other issues that need to be considered. These include impact on road network and loss of land for agricultural usage.

There is no strategic planning justification to support these Planning Proposal applications at this point in time. There is sufficient residential zoned land in the LGA to meet the requirements of the region. As part of the preparation of the Rural LEP 2004 and the Urban Fringe LES, Council has undertaken a City-wide strategic assessment for rural residential development and amendments to the relevant LEPs have been carried out to provide a limited supply of rural residential development for our community.

This is considered to be a measured approach taking into account relevant State planning requirements and balancing the need for housing in its various forms, maintaining a supply of agricultural lands, environmental issues such as flora and fauna and the rural landscape.

Public / Social Impact

The land uses proposed in the Planning Proposal applications would be likely to have public and social impacts, both positive and negative. The extent of those impacts would be further explored as part of the exhibition of the Planning Proposals if supported by Council and if a Gateway determination to exhibit was received.

Link to Community Strategic Plan

This report supports the following objectives and strategies of the Community Strategic Plan:

Objective: 2.3 Our City is a City that is connected through places and spaces

Strategy: 2.3.2 Undertake land use planning in a socially, economically and environmentally responsive manner

Consultations

Internal

Preliminary review by the Traffic, Flooding, Heritage and Environment officers. As limited detail has been provided in the application, further consultation would occur when additional information is provided if the preparation of Planning Proposals are supported by Council and they receive Gateway determination from the Department of Planning & Environment for public exhibition.

External

Nil at this stage. Consultation will be required with a number of State government departments and agencies if the Proposals receive Gateway determination.

These include Civil Aviation Safety Authority, Rural Fire Service, Roads & Maritime Services and Department of Primary Industries (Agriculture).

Political Donations Disclosure

Information lodged with each of the Planning Proposal applications indicate that no political donations have been made.

Recommendation

That Council:

- 1. Not support the preparation of Planning Proposal 1/2018 at Lot 1 DP 724362 47-58 Tullimbar Lane, Tullimbar, Lot 1 DP 1089387 178 Yellow Rock Road, Yellow Rock, Lot 11 DP 1124665 136 Yellow Rock Road, Yellow Rock, Part Lot 15 DP 111195 127 Yellow Rock Road, Yellow Rock, Lot 16 DP 111195 Yellow Rock Road, Yellow Rock, Lot 17 DP 111195 Yellow Rock Road, Yellow Rock and Lot 25 DP 111195 Yellow Rock Road, Yellow Rock for the following reasons:**
 - a. The proposal does not comply with a Council or Department of Planning & Environment endorsed strategy for this form of land development**
 - b. The proposal is contrary to the Illawarra Shoalhaven Regional Plan**
 - c. The proposal is on land not in the Illawarra Shoalhaven Urban Development Program**
 - d. The proposal will result in the loss of agricultural land that has the potential to make a contribution to local and regional food and fibre supply**
 - e. The proposal is not specifically supported by Council's Community Strategic Plan 2018 – 2028.**
 - f. The proposal has not provided sufficient information to adequately assess the impacts of flooding, flora and fauna, bushfire, airspace operations from the Illawarra regional airport, existing heritage items, aboriginal cultural impacts, traffic generation and impact on the local and State road network, social impact assessment and local and State community infrastructure requirements**
- 2. Not support Planning Proposal 2/2018 at Lot 1 DP 71661 28-40 Green Mountain Road, Yellow Rock for the following reasons:**
 - a. The proposal does not comply with a Council or Department of Planning & Environment endorsed strategy for this form of land development**
 - b. The proposal is contrary to the Illawarra Shoalhaven Regional Plan**
 - c. The proposal is on land not in the Illawarra Shoalhaven Urban Development Program**
 - d. The proposal will result in the loss of agricultural land that has the potential to make a contribution to local and regional food and fibre supply**
 - e. The proposal is not specifically supported by Council's Community Strategic Plan 2018 – 2028.**

- f. The proposal has not provided sufficient information to adequately assess the impacts of flooding, flora and fauna, bushfire, airspace operations from the Illawarra regional airport, existing heritage items, aboriginal cultural impacts, traffic generation and impact on the local and State road network, social impact assessment and local and State community infrastructure requirements
- 3. Not support Planning Proposal 3/2018 at Lot 334 DP 1085477, 233 Yellow Rock Road, Yellow Rock for the following reasons:
 - a. The proposal does not comply with a Council or Department of Planning & Environment endorsed strategy for this form of land development
 - b. The proposal is contrary to the Illawarra Shoalhaven Regional Plan
 - c. The proposal is on land not in the Illawarra Shoalhaven Urban Development Program
 - d. The proposal will result in the loss of agricultural land that has the potential to make a contribution to local and regional food and fibre supply
 - e. The proposal is not specifically supported by Council's Community Strategic Plan 2018 – 2028.
 - f. The proposal has not provided sufficient information to adequately assess the impacts of flooding, flora and fauna, bushfire, airspace operations from the Illawarra regional airport, aboriginal cultural impacts, traffic generation and the resultant impact on the local and State road network, social impact assessment and local and State community infrastructure requirements.

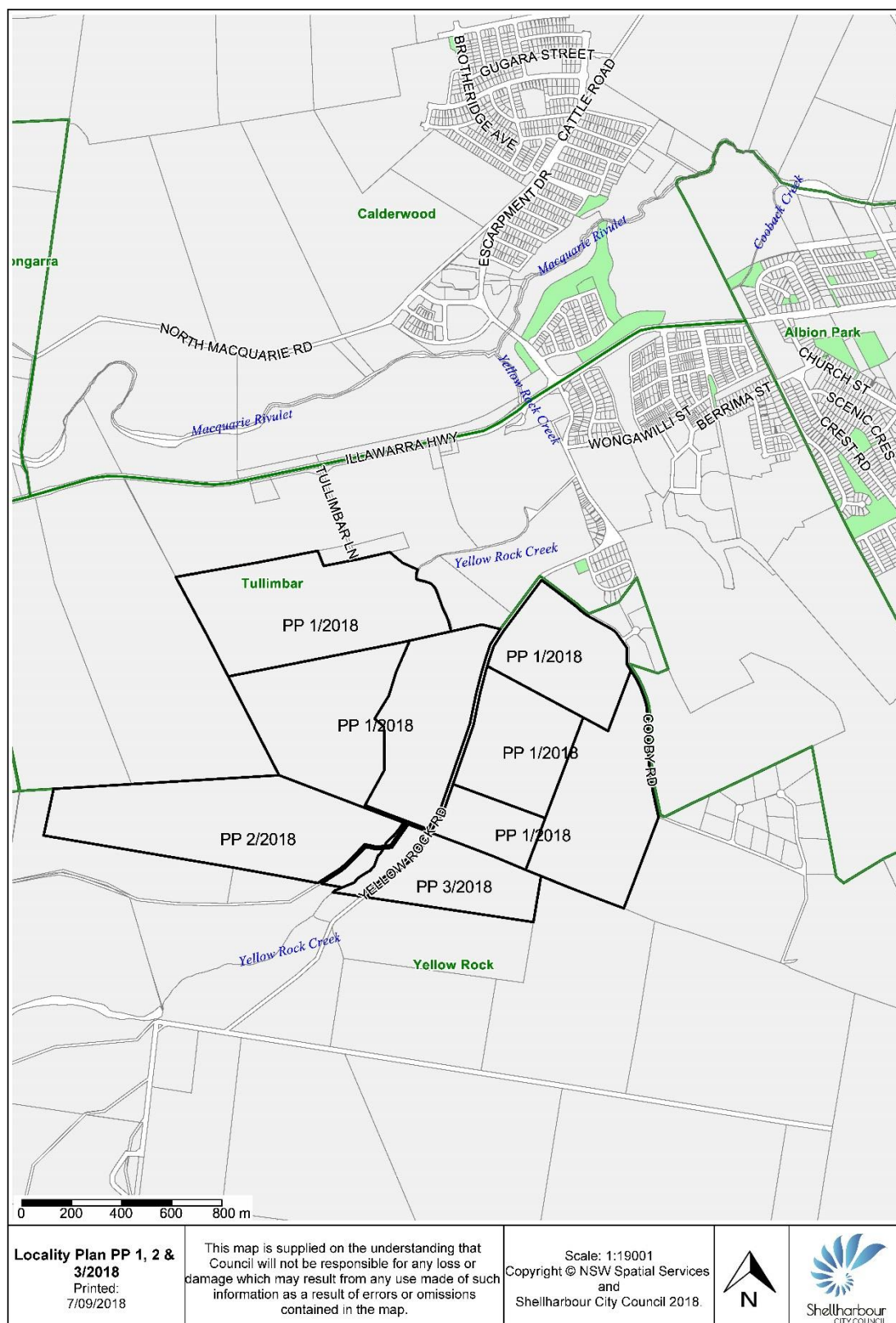
Approved for Council's consideration: _____

Date of Meeting: 25 September 2018

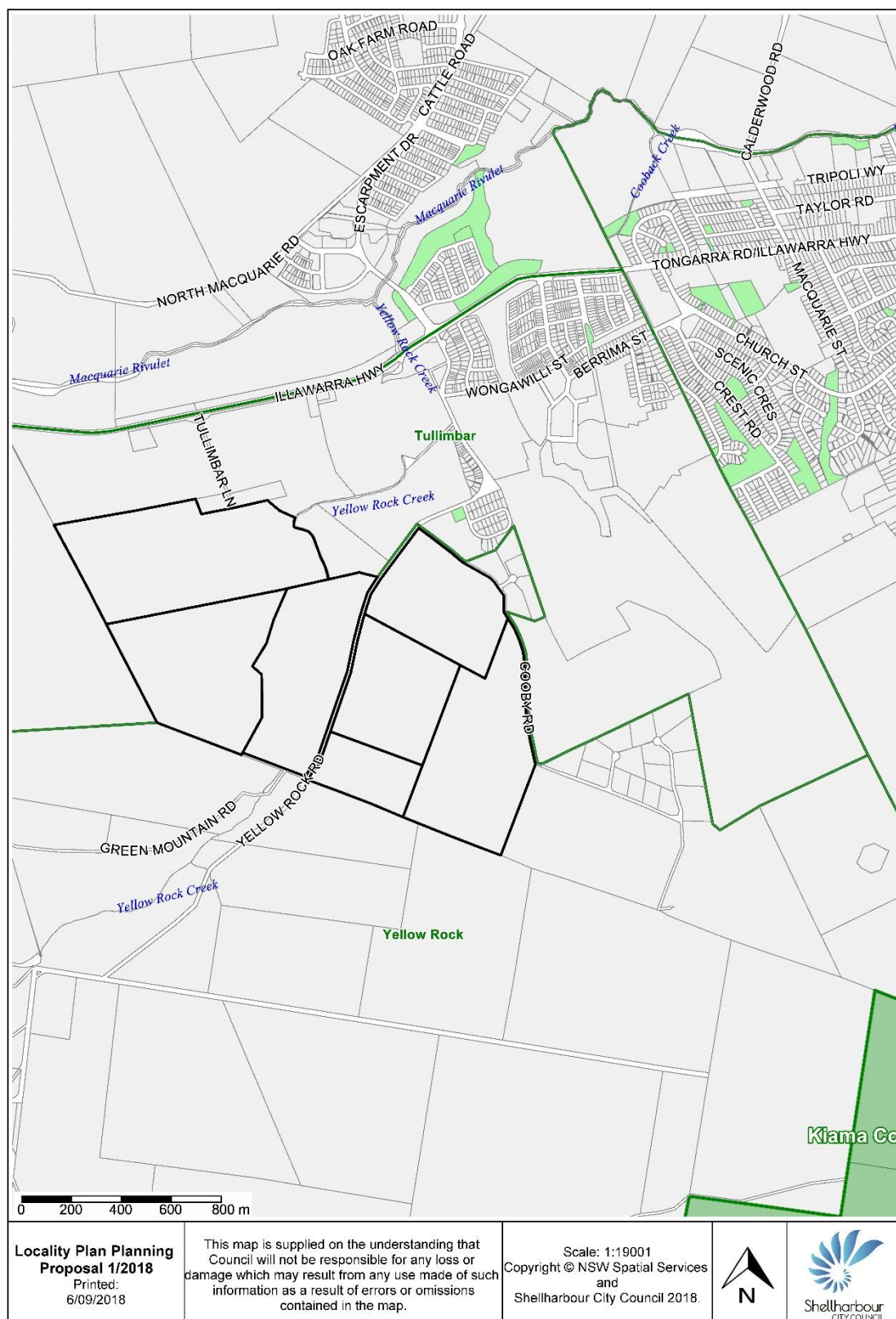
Attachments

1. Locality Plan Planning Proposals 1, 2 & 3/2018
2. Locality Plan Planning Proposal 1/2018
3. Proposed Zone Planning Proposal 1/2018
4. Proposed Lot Size Planning Proposal 1/2018
5. Locality Plan Planning Proposal 2/2018
6. Proposed Zone Planning Proposal 2/2018
7. Proposed Lot Size Planning Proposal 2/2018
8. Locality Plan Planning Proposal 3/2018
9. Proposed Zone Planning Proposal 3/2018
10. Proposed Lot Size Planning Proposal 3/2018
11. Local Planning Directions

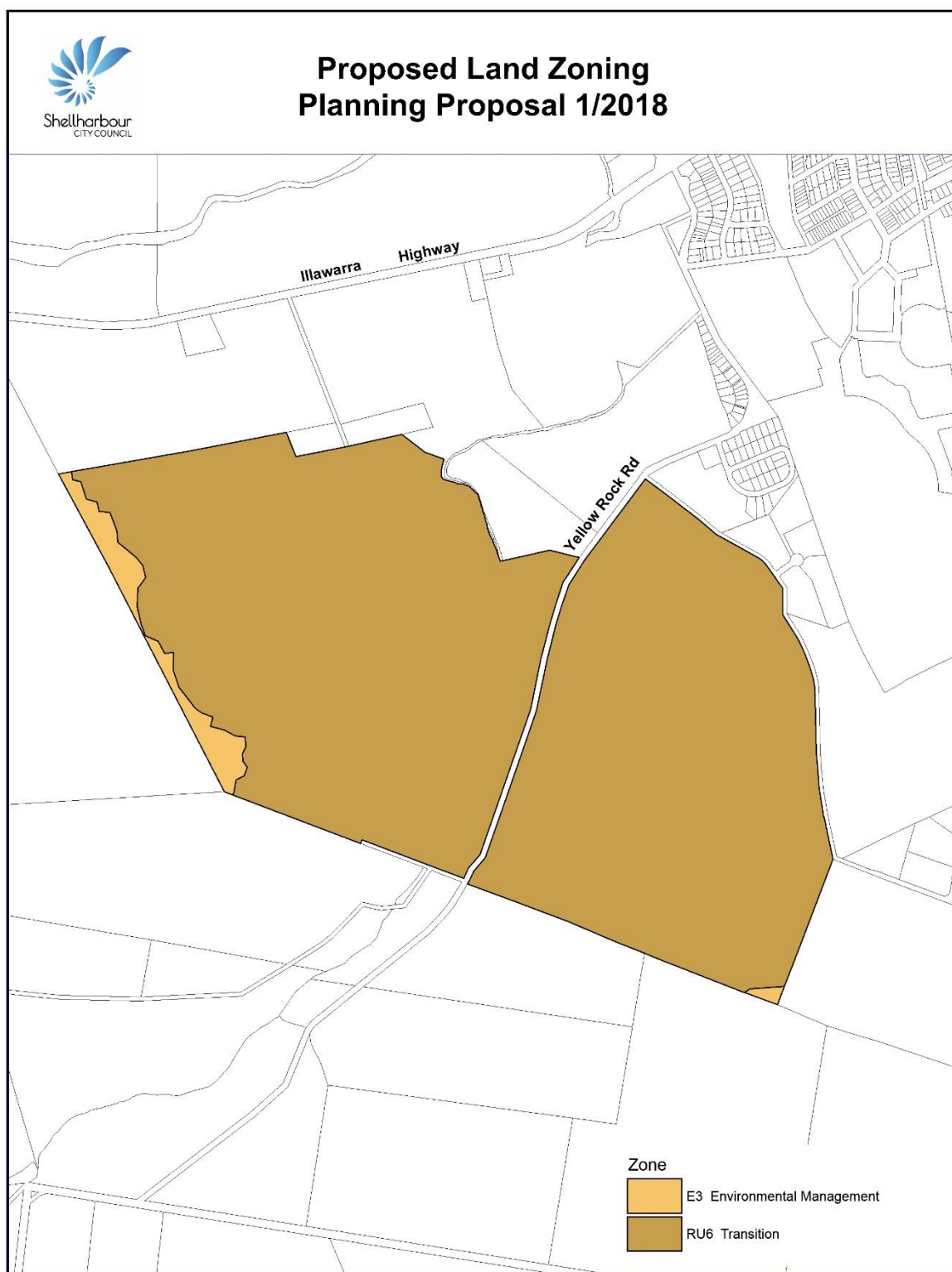
Attachment 1 – Locality Plan Planning Proposals 2, 3 & 3/2018



Attachment 2 - Locality Plan Planning Proposal 1/2018



Attachment 3 – Proposed Zone Planning Proposal 1/2018



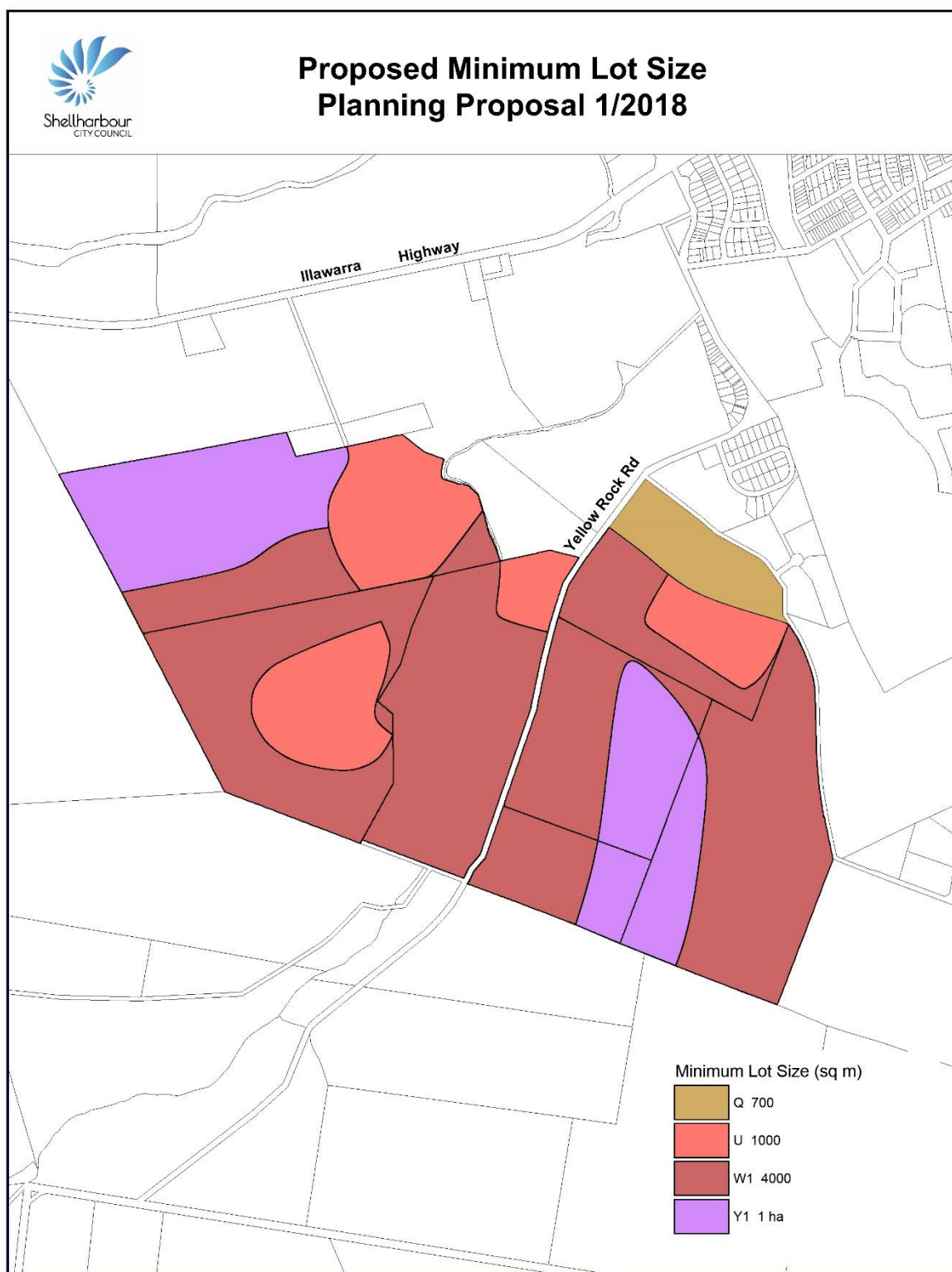
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Attachment 4 –Proposed Lot Size Planning Proposal 1/2018



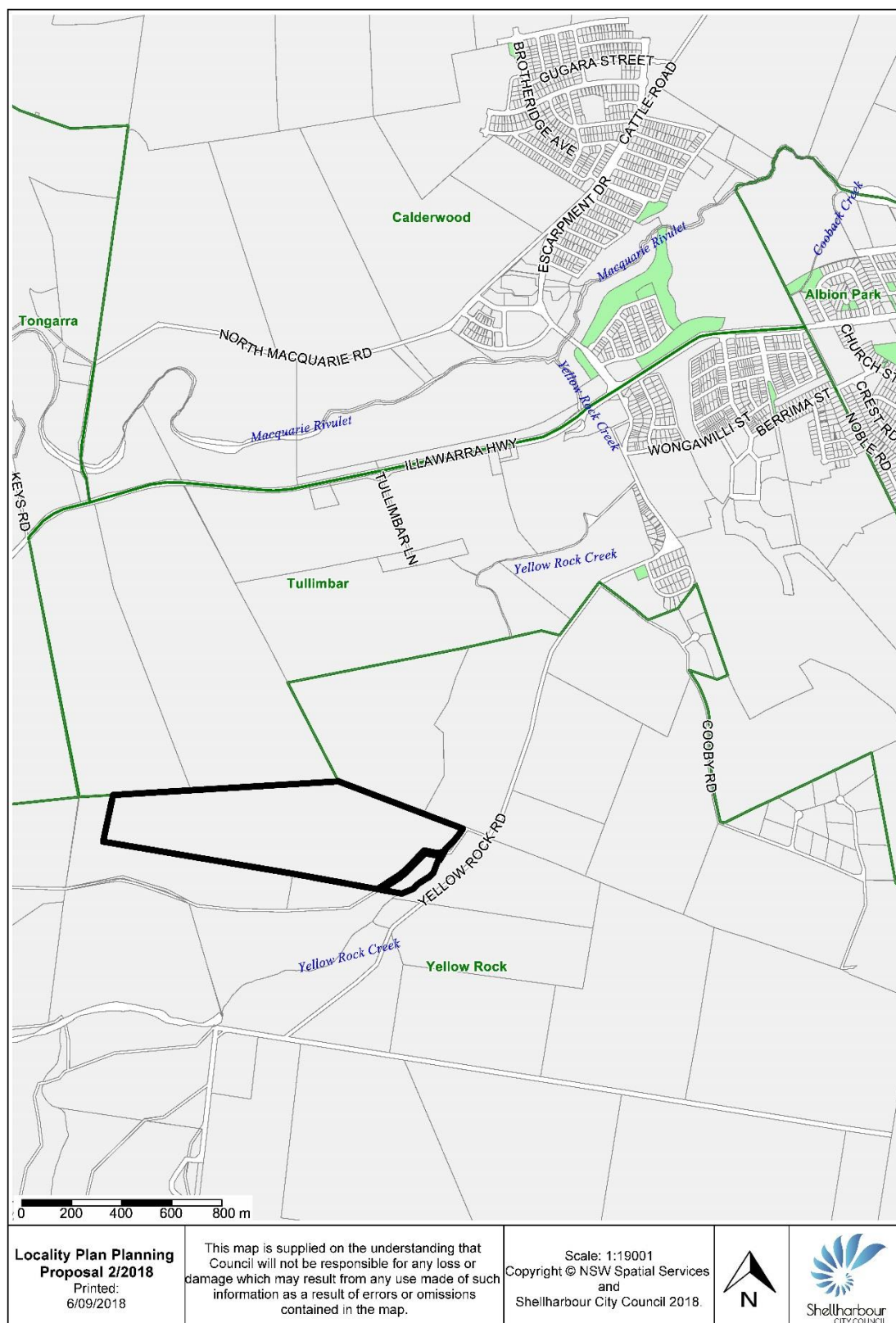
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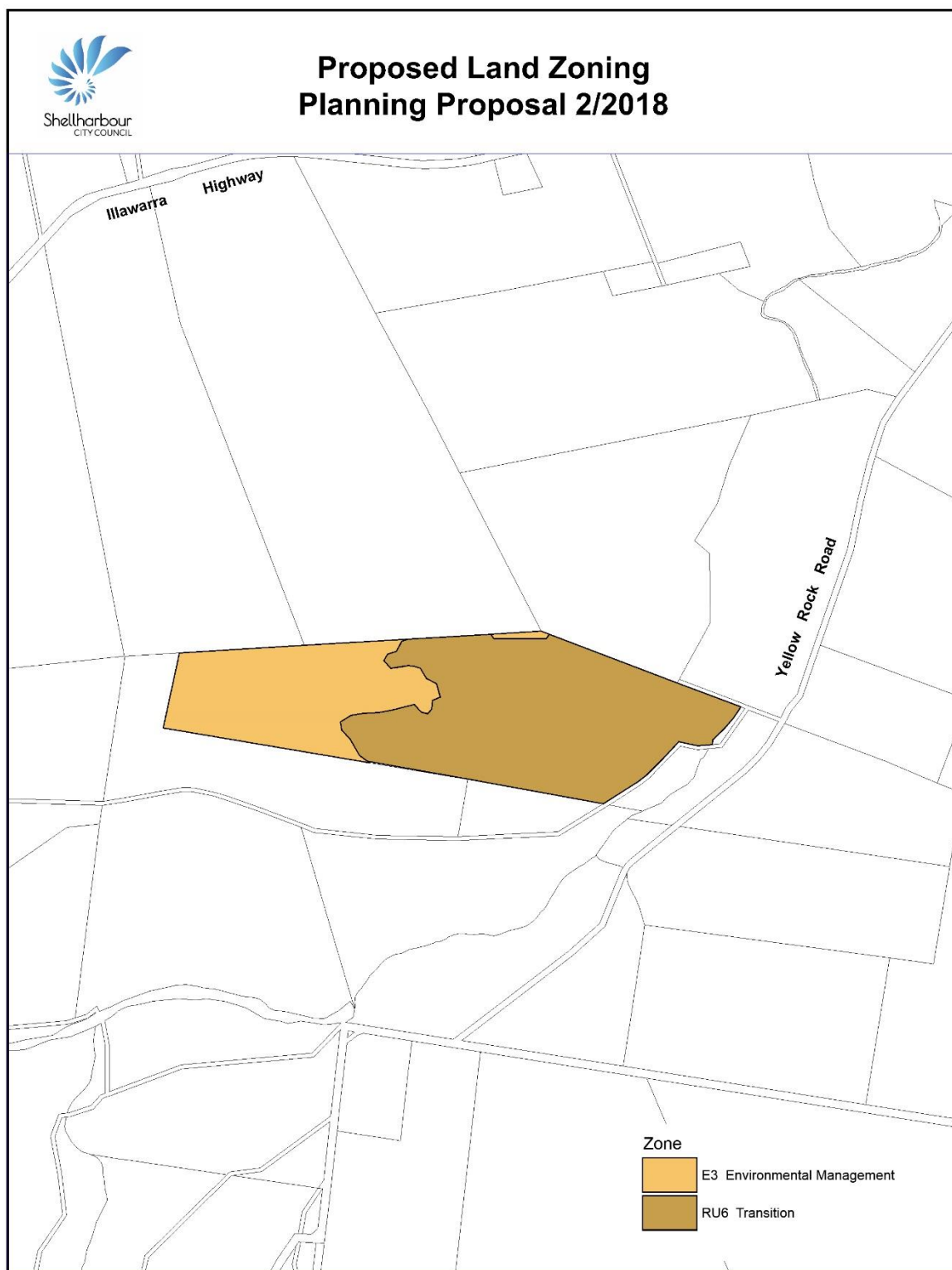
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Attachment 5 –Locality Plan Planning Proposal 2/2018



Attachment 6 – Proposed Zone Planning Proposal 2/2018



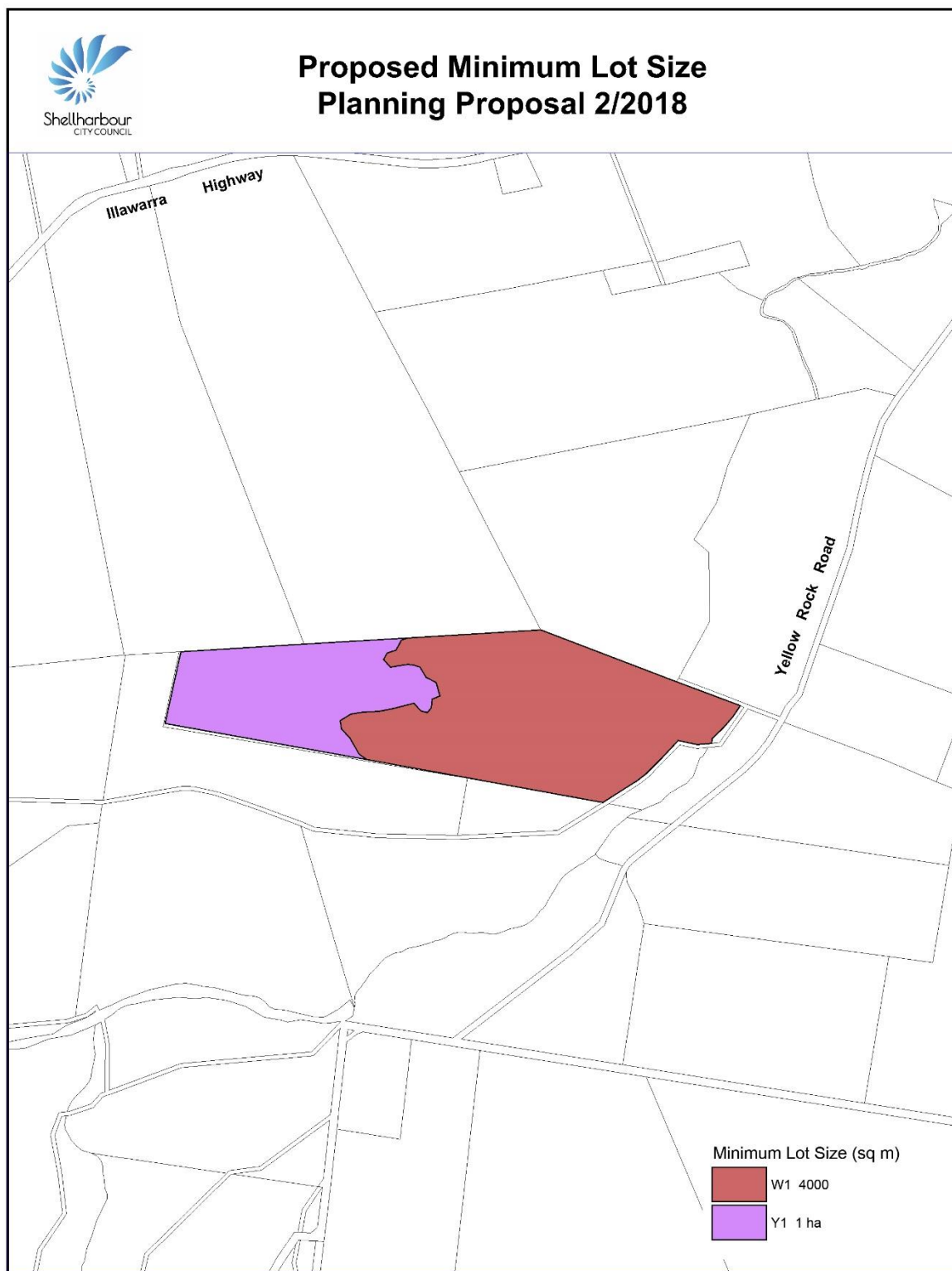
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Attachment 7 – Proposed Lot Size Planning Proposal 2/2018



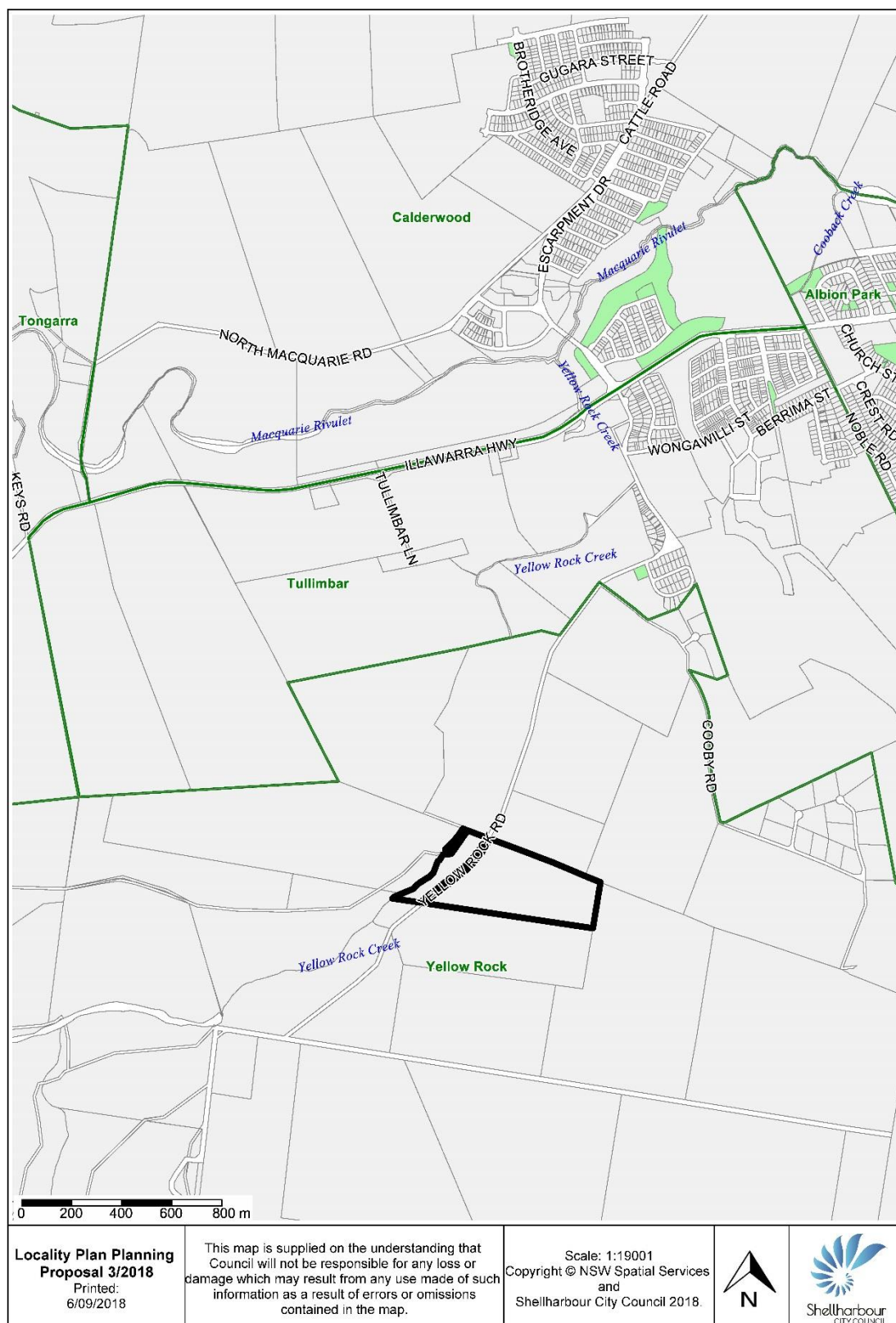
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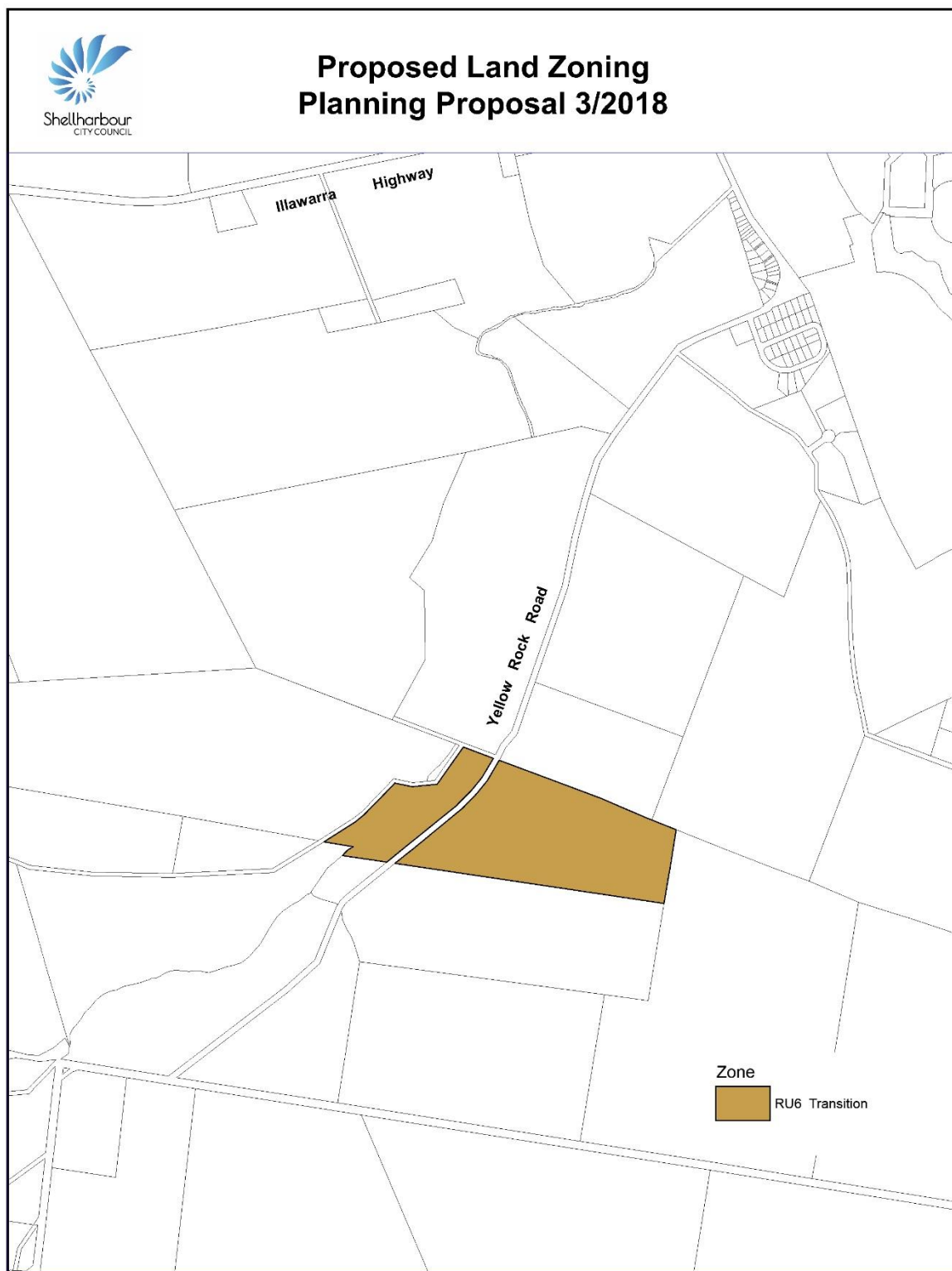
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Attachment 8 – Locality Plan Planning Proposal 3/2018



Attachment 9 –Proposed Zone Planning Proposal 3/2018



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Attachment 10 – Proposed Lot Size Planning Proposal 3/2018



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Attachment 11 – Local Planning Directions

Based on Council's assessment there is an inconsistency with the following Directions. Additional information could be lodged to address these issues if Council was to support the preparation of Planning Proposals, receipt of a Gateway determination and prior to the public exhibition of the Planning Proposals.

1.2 Rural Zones

The Planning Proposals are not consistent with this Direction as they are not justified by a Council and Department of Planning & Environment endorsed strategy, is not in accordance with the Illawarra Shoalhaven Regional Plan and the inconsistency is of major significance.

1.5 Rural Lands

The Planning Proposals are not consistent with this Direction as they are not justified by a Department of Planning & Environment endorsed strategy and the inconsistency is of major significance.

2.1 Environmental Protection Zones

The Planning Proposals are not consistent with this Direction as they reduce the minimum lot size.

2.3 Heritage Conservation

Additional information is required on impact on heritage items before consideration can be made on whether the Planning Proposal is consistent with this Direction. This information would be requested if Council was to support the preparation of a Planning Proposal and if a Gateway determination to exhibit the Planning Proposals was received.

3.5 Development Near Licensed Aerodromes

The Planning Proposals are not consistent with this Direction as they are required to be referred to the Civil Aviation Safety Authority (CASA) if supported at Gateway. Consistency with this Direction can only be resolved after referral to CASA.

4.2 Mine Subsidence and Unstable Land

The Planning Proposals are not consistent with this Direction as they are on potentially unstable land. Additional information is required before a final decision can be made. This information would be requested if Council was to support the preparation of a Planning Proposal and if a Gateway determination to exhibit the Planning Proposals was received.

4.3 Flood Prone Land

The Planning Proposals are not consistent with this Direction as they are within the flood planning area as outlined in the Macquarie Rivulet Flood Study. Additional information would be requested if Council was to support the preparation of a Planning Proposal and if a Gateway determination to exhibit the Planning Proposal was received.

4.4 Planning for Bushfire Protection

The Planning Proposals are not consistent with this Direction as part of the land is mapped as Bushfire prone. Additional information would be requested and the applications referred to the NSW Rural Fire Service if Council was to support the preparation of a Planning Proposal and if a Gateway determination to exhibit the Planning Proposal was received.

5.10 Implementation of Regional Plans

The Planning Proposals are not consistent with this Direction. The Regional Plan does not specifically include this form of development. There has been no strategy endorsed by Council or the Department of Planning and Environment supporting this form of development.

11.3.3 Draft Customer Service Charter Policy (11091924)

To the General Manager

Directorate: Community and Customers

Group: Business Technology and Customer Services

Manager: Marcello Chiodo - Group Manager Business Technology and Customer Service

Author: Deanne Norman – Manager Customer Experience and Information Management

Summary

The purpose of this report is to seek Council's endorsement of the Draft Customer Service Charter Policy (the Policy) for public exhibition for 28 days.

The development of the Policy is the first for Council and outlines the standards Council will use to deliver professional, reliable and consistent customer service and how we will measure our performance.

The Policy (**Attachment 1**) will apply to all employees of Council and will provide overall direction to staff on their responsibilities in delivering customer service and provide guidance in implementing and managing an improved customer experience.

Background

Council is committed to working in partnership with our community, to consistently deliver programs and services, with a strong focus on exceptional customer service reflected in our Community Strategic Plan and Organisational Values. A customer is defined as a person or organisation that has any form of interaction with Council for information, goods, services or transactions. This includes residents, property owners, business operators, consultants, Council staff, contractors, Government agency representatives, developers, Councillors, elected representatives and visitors.

To support this commitment to customer service, Council have produced the Draft Customer Service Charter Policy to provide clarity to what a customer can expect from Council in regards to their customer service experience. The Customer Service Policy and Customer Service Charter and Customer service training program form the Customer Service Framework.

Engagement to date

This Policy is informed by extensive engagement that included consultation with Council staff, customer interactions and online contributions. Consultation was undertaken from November 2017 to August 2018 and promoted through staff workshops, social media engagement, online through Council's website and recent Councillor briefing. It has also been presented to the Workplace Consultative Committee.