Making a Submission - Frequently Asked Questions

What is a submission and what can I provide feedback on?

A submission is a formal written comment–supportive, opposing, or neutral–on items that are on public exhibition. These may include Development Applications (DAs), Masterplans, strategic plans, policies, and other documents open for community feedback. You can find items on public exhibition on Council's Have Your Say page on its website.

Who can make a submission and when?

Anyone can make a submission during the exhibition period. The timeframe is usually specified in the public notice and is commonly around 28 days but may vary depending on legislation or Council's Community Engagement Strategy or Community Participation Plan.

What should my submission include?

Your submission should include your full name and address; the application or document name; any reference number; whether you support, oppose, or comment on the proposal; and reasons and evidence for your position. If applicable, you may need to disclose political donations or gifts related to a development application.

How do I submit?

You can submit online via Council's engagement portal (Have Your Say), by email, post, or in person at Council offices. Always quote the reference number (e.g. DA number) and submit before the closing date.

What happens after I submit?

You will receive confirmation that your submission has been received. Submissions become part of the public record and are considered in the assessment process. They may be summarised or quoted in reports presented to decision-makers.

Privacy and Confidentiality

Personal information such as your name and address is collected for lawful purposes and may be published with your submission. You can request confidentiality, but Council may still publish parts of your submission if required by law. Your feedback may be proactively released unless there is an overriding public interest against it, consistent with the Government Information (Public Access) Act 2009 (NSW). All information is managed in accordance with privacy legislation and council's privacy statement and Privacy Management Plan.

How are submissions assessed?

Submissions are reviewed by Council staff or other relevant authorities. They help inform decisions by providing community perspectives alongside planning rules and policies.

Community Engagement Strategy

Council's Community Engagement Strategy and Community Participation Plan ensures transparency and accessibility. It sets minimum exhibition periods, outlines how notices are provided, and includes approaches for engaging diverse community groups.

Accessibility and Support

If you need assistance, Council can help you lodge your submission online or in person. Support is available for people with accessibility needs or limited digital access.

Further Help

For more information, visit Council's engagement portal or contact Council's customer service team.