

COMMUNITY PARTICIPATION PLAN SERVICE REVIEW

A peer-review of AlburyCity’s Community Participation Plan to strengthen how planning matters are communicated, understood and engaged with by the community.

WHAT WE DID

- Led an independent review of Council’s existing Community Participation Plan to assess effectiveness, clarity and alignment with community expectations.
- Undertook benchmarking analysis of Community Participation Plans across NSW to identify leading practice approaches.
- Delivered internal stakeholder engagement with Councillors and Council officers to understand operational needs, constraints and opportunities.
- Reviewed notification processes, exhibition timeframes and engagement requirements to improve transparency and consistency.
- Reframed and simplified planning language to improve accessibility and public understanding of planning processes.
- Graphically redesigned the Community Participation Plan structure, content and visual layout to improve navigation, clarity and usability.
- Prepared a comprehensive Recommendations and Explanatory Report and a fully updated draft Community Participation Plan for Council consideration.

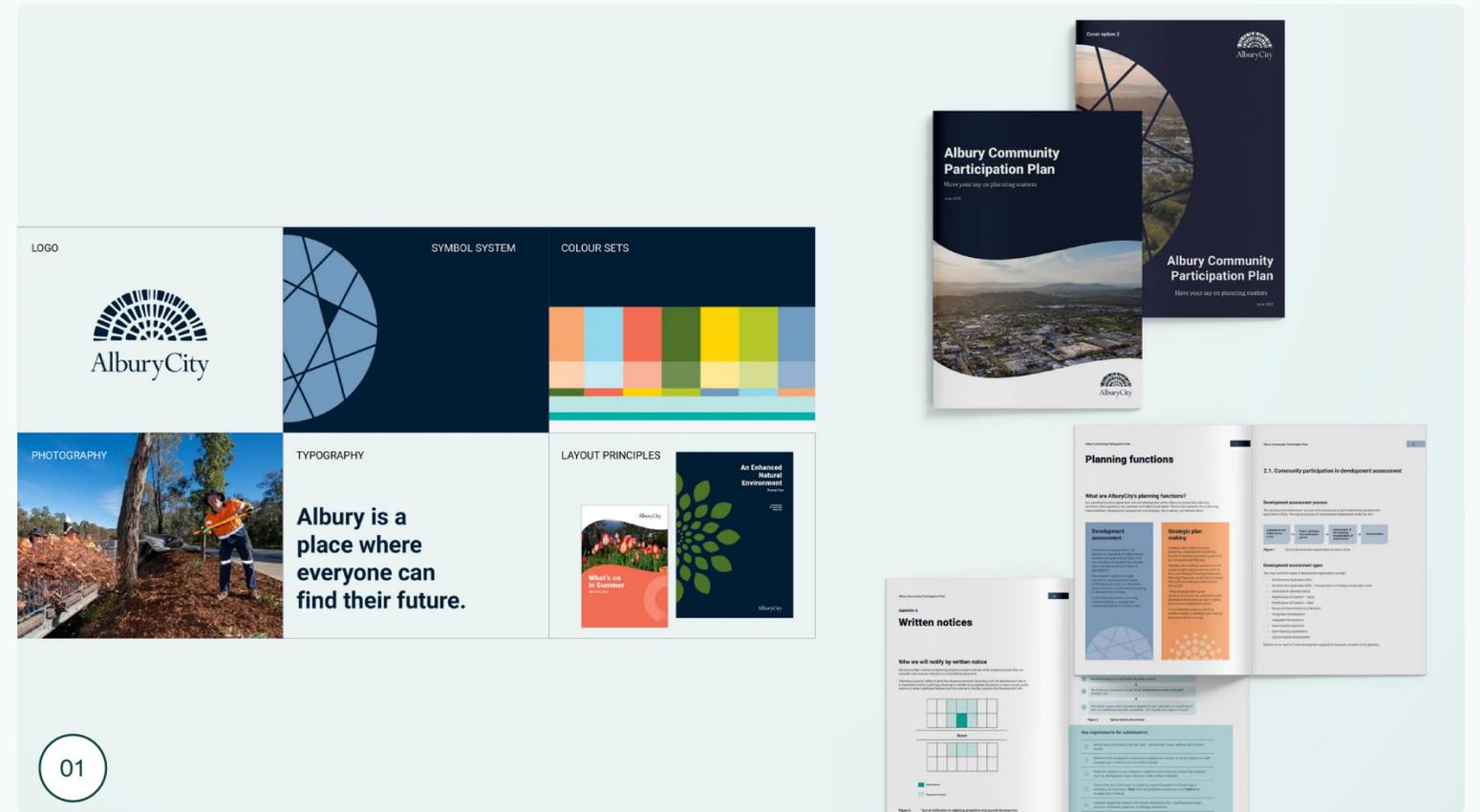
- 01 Updated colour swatches and layout
- 02 Spread from the new Plan
- 03 Re-designed front cover of the new Plan

YEAR
2025

CLIENT
AlburyCity

EXPERTISE PROVIDED
Community Engagement
Strategic Planning
Creative Studio

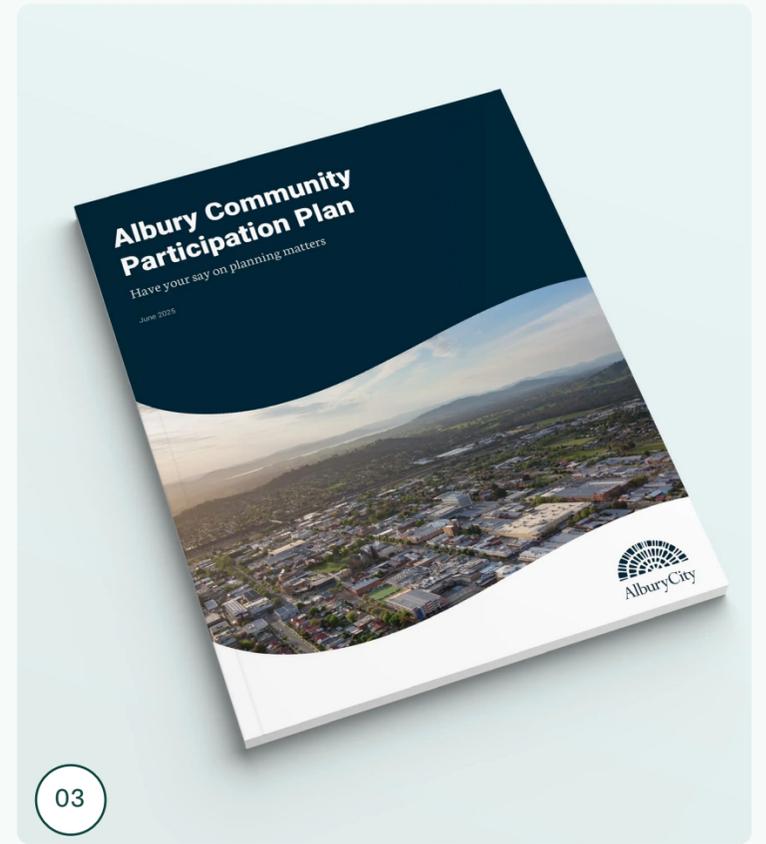
TEAM



01



02



03