

## Ordinary Meeting

**Meeting Date:** Tuesday, 26 May, 2026  
**Location:** Studio Room, Shoalhaven Entertainment Centre

## Attachments (Under Separate Cover)

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### Accredited Community Forum (ACF) - Policy & Operating Model

#### 1. Purpose

Provide a safe, consistent, and transparent framework for Council recognised community groups that support place-based engagement between Council and local communities.

#### 2. Objectives

- Ensure community input is representative and constructive.
- Enable accreditation and withdrawal process for community groups and Council.
- Provide consistent controls, reporting, and independent complaints handling.
- Provides a safe working environment for elected officials and staff of Council who attend ACF meetings.
- Provides absolute clarity for the legal standing and obligation of ACFs under the NSW Association Incorporation Act.

#### 3. ACF Role & Operating Principles

- **Advisory only:** ACFs provide non-binding advice and local insights to Councillors and staff. ACFs must not represent themselves as decision-making bodies, official Council committees, or authorised spokespeople for Council. All advice is informal, nonbinding, and carries no expectation of adoption or response beyond standard acknowledgement processes.
- **Political neutrality:** ACFs must remain strictly apolitical, with no political campaigning, endorsement, fundraising, or association with political parties or candidates in any aspect of their operations.
- **Standards based recognition:** Council recognition is conditional on continuous compliance with the Accreditation Checklist (Section 13).
- **Safety and respect:** ACFs must uphold a zero-tolerance position for harassment, discrimination, or unsafe conduct.

- **Incorporated structure:** ACFs must be incorporated entities, ensuring legal accountability, clear governance arrangements, and consistent management of responsibilities, finances, and risk.

#### 4. Governance

Incorporated associations in NSW are governed primarily by the Associations Incorporation Act 2009 and the Associations Incorporation Regulation 2022, administered by NSW Fair Trading.

Incorporated bodies must have:

- a constitution and clear purpose
- an elected committee with legally enforceable governance duties
- a public officer responsible for compliance
- transparent financial and operational reporting
- proper meeting processes
- lawful membership and dispute resolution processes
- compliance with NSW Fair Trading.

#### 5. Mandatory Standards

ACFs act as a conduit between Council and communities on matters of local concern. ACFs are solely responsible for demonstrating compliance with mandatory standards.

To fulfil this requirement, they need to:

- actively share Council information with residents and ratepayers of the geographical area they represent
- accurately represent feedback provided to them to Council
- encourage social, cultural and economic diversity in their membership
- provide a safe, welcoming, and psychologically safe environment for meetings
- invite all Shoalhaven City Councillors to all meetings and provide them time to address the meeting if they wish
- meet at least 4 times a year
- share local insights with Council as they arise.

Accredited Community Forums must not:

- engage in conduct or communications that are derogatory, defamatory, discriminatory, harassing, threatening or otherwise harmful toward Council elected officials or Council employees.

- make or publish false, misleading, or unsubstantiated statements that may damage the reputation of Shoalhaven City Council elected officials, Shoalhaven City Council employees or Shoalhaven City Council.

## 6. Geographical Representation

Council can accredit one ACF per geographic area, specifically meaning one per town, village or locality.

## 7. Accreditation Process

The CEO will be responsible for the assessment, suspension or withdrawal process of ACFs.

- **Application:** Community groups seeking recognition as an Accredited Community Forum (ACF) must apply each year to Council and demonstrate that they meet the accreditation standards outlined in this framework.
- **Assessment:** Via an online checklist. Under the delegation of the CEO, staff will then review and approve or may request corrections.
- **Accreditation:** Subject to meeting requirements, the incorporated community group would then be granted accreditation for 12 months and listed on Council's website.
- **Declined:** Reason/s for refusal will be provided, and the option to reapply will be offered where possible once any concerns or issues are addressed.

Accreditation does not imply endorsement of an ACF's views, positions, or conduct, and may be withdrawn without Council assuming any responsibility for forum operations.

### 7.1 Annual Re-accreditation

Applications will open on 1 May each year for accreditation by 30 June.

**Application window:** minimum 30 days before expiry.

#### Required evidence:

- Meeting schedule for the preceding and upcoming year.
- Incorporated status.
- Completed accreditation checklist.

### 7.2 Mid-term Changes

Material changes (scope, leadership, meeting frequency) must be notified within 10 business days for Council information.

## 8. Council's Role

Council is responsible for enabling effective and timely two-way communication between ACFs and Council, ensuring communities are informed, and that place-based feedback is appropriately received and considered.

Council's role is limited to providing information and administering accreditation. Council does not supervise, direct, or manage ACF operations, governance, or internal processes.

Council may provide ACFs with relevant, non-confidential information such as:

- media releases and public statements
- project updates and fact sheets
- links to Council plans, strategies, and decisions to support accurate and consistent communication with communities.

Council will:

- notify ACFs of relevant community engagement activities, consultations, exhibitions, surveys, and workshops so forums can promote participation within their local areas
- provide guidance on how information may be shared by ACFs, including the use of disclaimers to clearly distinguish between Council information and forum generated advice
- maintain a list of ACFs and their contact details on Council's website.

## 9.1 Feedback and response

Where ACFs provide formal advice or feedback in writing, Council will ensure it is acknowledged, referred to relevant staff, and responded to in accordance with Council's Customer Service Charter.

## 10. Financial Support for ACFs

Council will provide limited financial support to Accredited Community Forums in a grant process, to help meet essential operational requirements and reduce barriers to participation.

Financial assistance is intended to ensure ACFs can operate safely, independently and in compliance with the conditions of accreditation.

### **10.1 Administration Support & Insurance Grant (Up to \$650 per year)**

Council will offer an annual grant of up to \$650 to support core administration activities and insurance costs. Grants will open 1 July and close 30 July each year.

Administration expenses can include:

- venue hires beyond Council provided facilities
- printing, stationery, and meeting materials
- digital tools such as online meeting platforms, domain names, or basic website costs
- bookkeeping or recordkeeping assistance
- administrative support to meet transparency obligations (e.g., publishing minutes, agendas, registers).

ACFs are required to maintain insurance coverage as incorporated associations, and this grant funding can contribute to:

- public liability insurance
- volunteer insurance
- other essential coverage required under incorporation governance obligations.

This support helps ACFs meet statutory and governance obligations associated with incorporated status, including managing risk and maintain legal compliance as required under NSW incorporation laws.

### **10.2 Access to Council Halls and Facilities**

Accredited Community Forums may have access to Council owned halls, meeting rooms, or community facilities to hold scheduled meetings at no cost, subject to:

- venue availability
- compliance with booking procedures
- safety requirements
- appropriate use of facilities consistent with ACF standards and apolitical status.

This will be managed through the online booking process and supports ACFs to hold safe, accessible, place-based meetings.

## **11. Reviews and Investigations**

Council will only consider complaints from Shoalhaven City Council elected officials and Council staff members. All other complaints must be addressed by the ACF, as per Complaints Management (Section 13).

### **11.1 Process for Council Review**

Where an elected official or Council staff member is subject to conduct assessed as causing psychological harm, the CEO will issue an improvement notice to the ACF. Upon receipt of a second substantiated complaint, the CEO will issue a suspension notice. Accreditation will be withdrawn following a third substantiated complaint.

### **12. Suspension and Withdrawal of Accreditation**

Accreditation may be suspended or withdrawn where a forum:

- engages in conduct that causes psychological harm to Council elected officials or staff
- becomes noncompliant with incorporation requirements
- engages in political activity or breaches political neutrality.

During a period of suspension of accreditation for any ACF, Council will publish the status and the timeframe of the suspension on Council's website and preclude them from Council's communication materials and support. Any group that has been suspended is ineligible to apply for accreditation in the subsequent application period but may reapply the year after.

If accreditation is withdrawn permanently, all support will be terminated from the date of notification by the CEO.

Council is not required to demonstrate fault or intent prior to suspension or withdrawal of accreditation of an ACF.

### **13. Complaints Management**

#### **13.1 Scope**

Complaints from the community about forum behaviour, safety, governance, transparency, or alleged breaches of standards are to be managed and resolved by the ACF.

Only complaints from Council elected officials and staff will be considered by the CEO.

#### **13.2 Clear and Accessible Lodgement**

The ACF must provide an accessible way for community members or participants to lodge complaints (e.g., email address, online form, or written submission).

The complaints handling process for incorporated bodies in NSW is governed by the Associations Incorporation Act 2009 and requires associations to have dispute resolution procedures included in their rules or constitution.

Complaints must relate to ACF operations, member conduct, safety, or governance.

### **13.3 Council's Role in Complaints Management**

Council does not form part of any community complaints process of an Accredited Community Forum (ACF). Responsibility for managing complaints rests with the ACF and is expected to be addressed at the local level, in accordance with the forum's complaints handling procedures.

Council will manage complaints received directly from Council elected officials and staff about any instance where they personally experience psychological harm caused by unsafe behaviour at an ACF meeting.

### **Annual Compliance Checklist**


- Must be incorporated or auspiced by an incorporated body.
- Has a Code of Conduct in place.
- Invites all Councillors to attend and speak at meetings.
- Conducts a minimum of 4 public meetings per year.
- Must not have three complaints against the ACF by Council elected officials and/or staff within a 12-month period.
- Operates on a non-party political basis and must not hold election forums or endorse political candidates for any tier of government election.

# Project Report

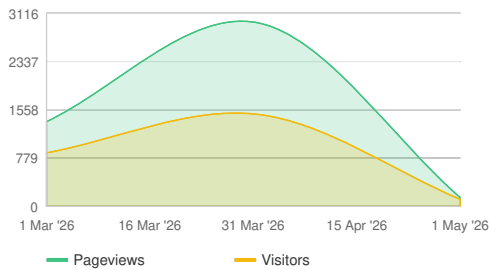
13 September 2016 - 07 May 2026

## Get Involved Shoalhaven

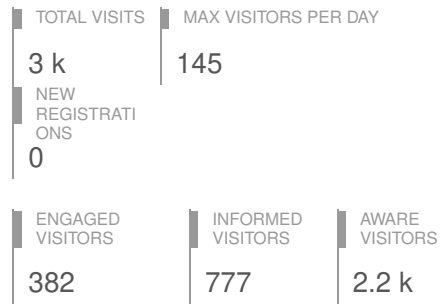
### Place-based Engagement Model Review



#### Visitors Summary



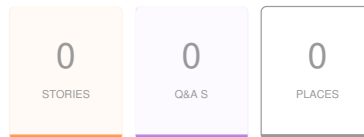
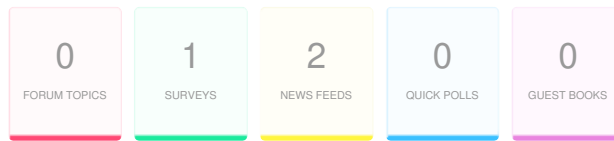
#### Highlights



<b>Aware Participants</b>	2,214	<b>Engaged Participants</b>	382		
<b>Aware Actions Performed</b>	Participants	<b>Engaged Actions Performed</b>	Registered	Unverified	Anonymous
Visited a Project or Tool Page	2,214				
<b>Informed Participants</b>	777	Contributed on Forums	0	0	0
<b>Informed Actions Performed</b>	Participants	Participated in Surveys	1	0	381
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	102	Participated in Quick Polls	0	0	0
Downloaded a document	431	Posted on Guestbooks	0	0	0
Visited the Key Dates page	0	Contributed to Stories	0	0	0
Visited an FAQ list Page	80	Asked Questions	0	0	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	290	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	382				

Get Involved Shoalhaven : Summary Report for 13 September 2016 to 07 May 2026

## ENGAGEMENT TOOLS SUMMARY

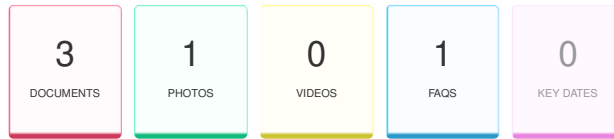


Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Newsfeed	Have your say on how Council engages with your community	Published	60	0	0	0
Newsfeed	Last chance to have your say	Published	30	0	0	0
Survey Tool	Have your say - Place-based community engagement	Archived	799	1	0	381

CL26.100 - Attachment 2

Get Involved Shoalhaven : Summary Report for 13 September 2016 to 07 May 2026

## INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	ACF Model	414	499
Document	Community Consultative Body (CCB) Groups - Map	22	24
Document	Community Consultative Bodies (CCB) - Guidelines	21	26
Photo	Community Consultative Body (CCB) Groups - Map	102	103
Faqs	faqs	80	81

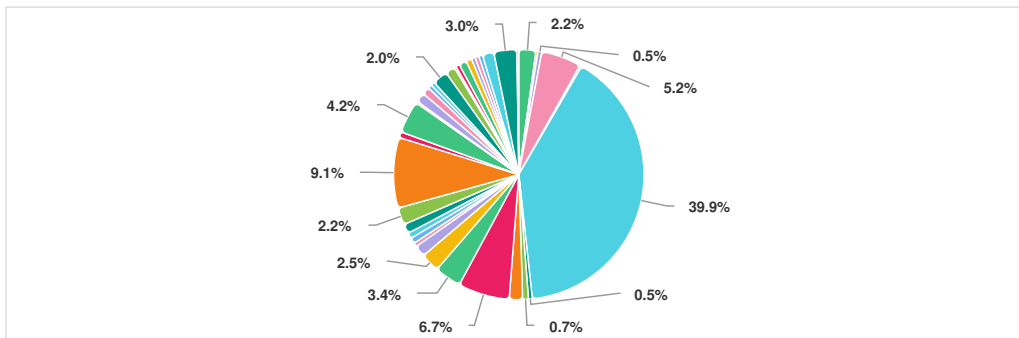
Get Involved Shoalhaven : Summary Report for 13 September 2016 to 07 May 2026

## ENGAGEMENT TOOL: SURVEY TOOL

Have your say - Place-based community engagement

Visitors <b>799</b>	Contributors <b>382</b>	CONTRIBUTIONS <b>406</b>
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Q1. What suburb, town or village do you live in?



Question options	responses	%
Other (please specify)	9	2.2
Badagarang	1	0.2
Basin View	2	0.5
Bawley Point	21	5.2
Bendalong	1	0.2
Berry	162	39.9
Bewong	2	0.5
Bomaderry	3	0.7
Burrill Lake	7	1.7
Callala Bay	27	6.7
Callala Beach	14	3.4
Cambewarra Village	10	2.5
Culburra Beach	6	1.5
Currarong	2	0.5
Erowal Bay	3	0.7
Fishermans Paradise	3	0.7

Get Involved Shoalhaven : Summary Report for 13 September 2016 to 07 May 2026

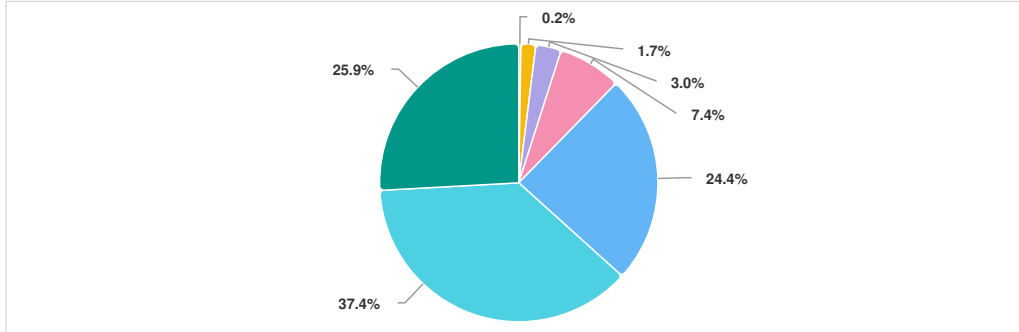
Question options	responses	%
● Huskisson	5	1.2
● Hyams Beach	9	2.2
● Kangaroo Valley	37	9.1
● Kings Point	3	0.7
● Kioloa	17	4.2
● Lake Conjola	1	0.2
● Lake Tabourie	5	1.2
● Milton	4	1.0
● Mollymook	2	0.5
● Myola	2	0.5
● Narrawallee	8	2.0
● Nowra	5	1.2
● Old Erowal Bay	1	0.2
● Orient Point	2	0.5
● Sanctuary Point	4	1.0
● Shoalhaven Heads	3	0.7
● St Georges Basin	2	0.5
● Sussex Inlet	2	0.5
● Tomerong	2	0.5
● Ulladulla	6	1.5
● Vincentia	12	3.0
● Woollamia	1	0.2

406 responses · 0 skipped

**Question type** : Dropdown Question

Get Involved Shoalhaven : Summary Report for 13 September 2016 to 07 May 2026

Q2. What is your age group?



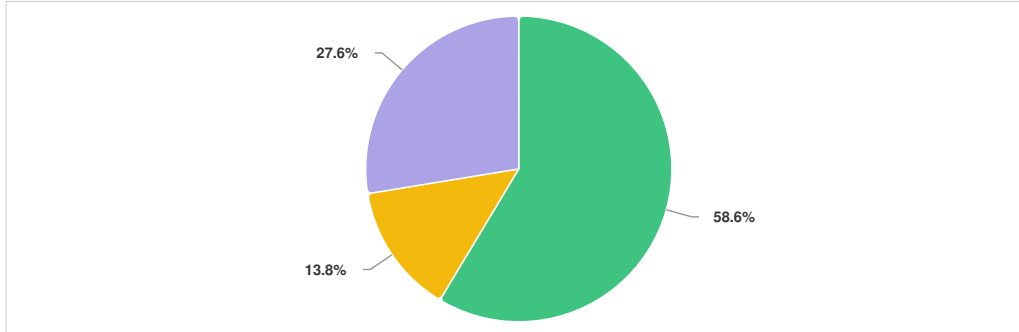
Question options	responses	%
● 18 - 24	1	0.2
● 25 - 34	7	1.7
● 35 - 44	12	3.0
● 45 - 54	30	7.4
● 55 - 64	99	24.4
● 65 - 74	152	37.4
● 75+	105	25.9

406 responses · 0 skipped

Question type : Radio Button Question

Get Involved Shoalhaven : Summary Report for 13 September 2016 to 07 May 2026

Q3. Do you currently participate in a community group or forum?



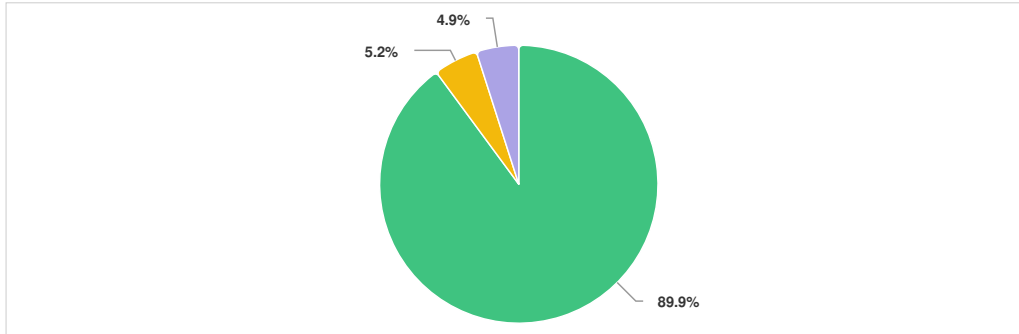
Question options	responses	%
● Yes - Community Consultative Body (CCB)	238	58.6
● Yes - group other than Community Consultative Body (CCB)	56	13.8
● No	112	27.6

406 responses · 0 skipped

Question type : Radio Button Question

Get Involved Shoalhaven : Summary Report for 13 September 2016 to 07 May 2026

**Q4. Have you read and understood the proposed Accredited Community Forum (ACF) model document?**



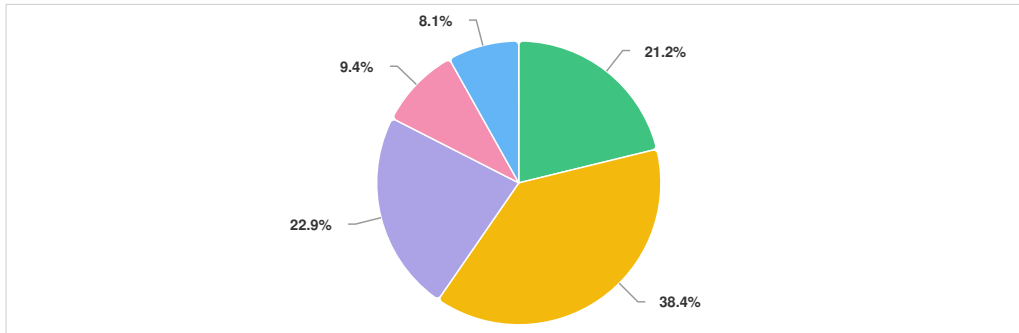
Question options	responses	%
● Yes, I have read and understood the proposed ACF model document	365	89.9
● No, I haven't read the proposed ACF model document	21	5.2
● Yes, but I don't understand the proposed ACF model document	20	4.9

406 responses · 0 skipped

**Question type** : Radio Button Question

Get Involved Shoalhaven : Summary Report for 13 September 2016 to 07 May 2026

Q5. Do you support the proposed Accredited Community Forum (ACF) model?



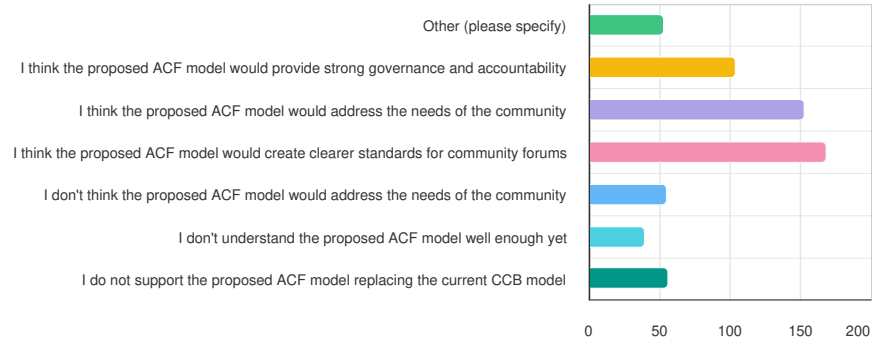
Question options	responses	%
● Strongly support	86	21.2
● Support	156	38.4
● Neutral / unsure	93	22.9
● Oppose	38	9.4
● Strongly oppose	33	8.1

406 responses · 0 skipped

Question type : Radio Button Question

Get Involved Shoalhaven : Summary Report for 13 September 2016 to 07 May 2026

**Q6. Why did you give that response? (please select all that apply)**



Question options	responses	%
<input type="checkbox"/> Other (please specify)	53	13.1
<input type="checkbox"/> I think the proposed ACF model would provide strong governance and accountability	104	25.6
<input type="checkbox"/> I think the proposed ACF model would address the needs of the community	152	37.4
<input type="checkbox"/> I think the proposed ACF model would create clearer standards for community forums	168	41.4
<input type="checkbox"/> I don't think the proposed ACF model would address the needs of the community	55	13.5
<input type="checkbox"/> I don't understand the proposed ACF model well enough yet	39	9.6
<input type="checkbox"/> I do not support the proposed ACF model replacing the current CCB model	56	13.8

406 responses · 0 skipped

**Question type** : Checkbox Question

Shoalhaven  
City Council

Delivery Program Operational Plan

# Quarterly Performance Report

2025-26 (*January - March*)

CL26.101 - Attachment 1



































































































































































































































































































































































































































































































































































































































































Shoalhaven Development Control Plan 2014

Chapter NB4: Moss Vale Road North Urban Release Area

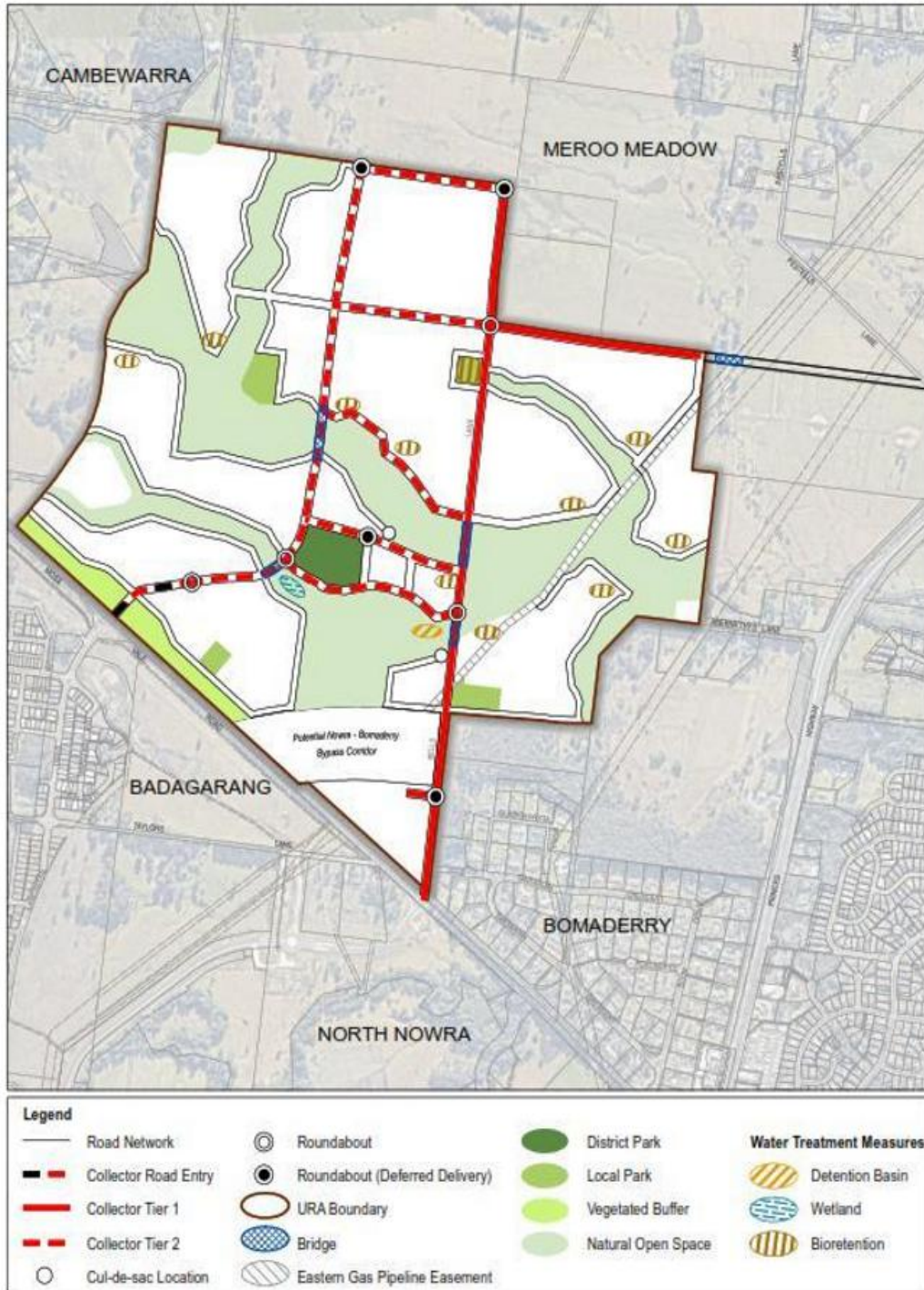


Figure 3: Satisfactory Arrangements for Infrastructure





































































































































































































































































































































































































































































































































































































































































































































































































































































































