Community Strategic Plan
Frequently Asked Questions

What is the Community Strategic Plan (CSP)?

A Community Strategic Plan (CSP) is a Council's highest-level plan. It has a 10+ year planning horizon. Our current CSP is called *Our Future Willoughby 2032* and was adopted in 2022. Our CSP has been reviewed following extensive community consultation, and an updated version *Our Future Willoughby 2036* is on public exhibition from 27 November 2024 to 12 January 2025.

Our CSP considers where we want to be in a decade, how we intend to get there, and how we will know when we have arrived. It guides all other strategies and plans that Council develops, and it must be developed with the community to capture its collective vision, priorities and aspirations.

You can also see how our key strategies and plans relate to the CSP on pages 23-24.

Why is the CSP being reviewed?

Every NSW Council is required to have a CSP, by the *Local Government Act 1993*. Each Council's CSP must be reviewed following a local government election. On 14 September 2024, a local government election was held for Willoughby City Council, triggering this review of the CSP.

How have we engaged with community so far?

We have undertaken extensive community engagement from July to August 2024 to help review and update our CSP.

Stage one of engagement focused on understanding how to fine-tune the CSP to align with the community's values, challenges and priorities of today, including their aspirations for the future.

We held three focused workshops with different community groups, hosted stalls at Chatswood market twice and one at a Hi Neighbours event, resulting in direct in-person engagement with 1,640 people. We received direct feedback from 405 people, which helped guide the development of the State of our City report 2024, Stage One Community Engagement Outcomes report, and recommendations on how to update the CSP.

These documents are available in the Document Library on the Have Your Say project page.
www.haveyoursaywilloughby.com.au/our-future-willoughby-2036

We are now in Stage 2 of community engagement, which invites public submissions on the updated draft CSP, *Our Future Willoughby 2036*.

What is the structure of the updated CSP: Our Future Willoughby 2036?

The draft CSP, *Our Future Willoughby 2036*, has a Community Vision, and 5 Community Outcomes or themes, each with aspirational statements and a list of community priorities and indicators:

1. A city that is green
2. A city that in connected and inclusive
3. A city that is liveable
4. A city that is prosperous and vibrant
5. A city that is effective and accountable

You can also see how key documents relate to the CSP on pages 23-25, across the key strategies and plans of Willoughby Council, Northern Sydney Regional Organisation of Councils, and the NSW Government.

What are the key changes in the revised plan?

We have revised the current CSP with the following key changes:

- Extended the plan's horizon: Extend 11 years to 2036, aligning with other long-term plans and the Census
- Outlined roles and aligned strategies of Council, government, business, groups etc.
- Updated indicators: Including suitable targets from core Council strategies.
- Strengthened select wording in each Outcome, to align with community feedback for example:
  - Green: urban heat; wellbeing; community priorities.
  - Connected and inclusive: Priorities on harmony, reconciliation, services/ facilities; accessibility; public transport and active travel. Remove 'resilience' from title as all Outcomes address this theme.
  - Liveable: Inclusive services; population and housing changes/needs.
  - Prosperous and vibrant: Education/skills; economic stressors; changes to local economy/retail/centres; more on arts and vibrancy.
  - Effective and accountable: Change customer service to 'experience'; change aspiration as 'stewards' to align holistically with Council's broader role under the Local Government Act.

What feedback is Council seeking?

We are seeking community feedback on how well the draft CSP, *Our Future Willoughby 2036* reflects the community's high-level vision, aspirations and priorities.

To provide your feedback on this plan, please submit any comments or formal submissions using the survey available on the Have Your Say page.

