HAVE YOUR SAY
USER GUIDE
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>3</td>
</tr>
<tr>
<td>QUICK TIPS</td>
<td>4</td>
</tr>
<tr>
<td>REGISTER FOR AN ACCOUNT</td>
<td>5</td>
</tr>
<tr>
<td>LOG IN</td>
<td>7</td>
</tr>
<tr>
<td>ADD A CONSULTATION</td>
<td>8</td>
</tr>
<tr>
<td>MANAGE A CONSULTATION</td>
<td>23</td>
</tr>
<tr>
<td>GET HELP OR GIVE FEEDBACK</td>
<td>25</td>
</tr>
</tbody>
</table>
**INTRODUCTION**

This user guide will help you:

- register for an account
- login
- add a consultation
- manage a consultation.

**Commitment**

The NSW Government is committed to increasing opportunities for people to participate in the way the government makes decisions. Through the Have Your Say portal, the public can contribute to localised decision-making.

**Requirement**

All NSW Government departments are required to list any public consultation that they are conducting on the Have Your Say website, as per the **Premier's Memorandum** – see [https://arp.nsw.gov.au/m2012-13-community-consultation-have-your-say](https://arp.nsw.gov.au/m2012-13-community-consultation-have-your-say).

**About the website**


Website users can set their location and see only consultations that affect their local area.
QUICK TIPS

Here are some tips to help you get your consultations online and reach communities as quickly as possible.

**Bookmarks**
Open your internet browser and bookmark:


**Prepare your content**
Check you have the following information:

- Title (32 characters max)
- Summary to appear on listings (160 characters max)
- Full description (1000 characters max including sub-headers “What’s this about?” and “How to have your say”)
- An image that is 760 by 440 pixels and related to the project. Do not use your agency logo.
- Image alt tag (i.e. a clear explanation of what the image is)
- Up to 10 relevant files, if they are not available on the consultation website. Supported file types include PDF, DOC, DOCX. 5MB max size each
- Affected region/s or address
- Agency’s contact details
- Consultation website link, if relevant
- YouTube video ID, if relevant
- Consultation method/s and start/end date/s and time/s

**Allow sufficient time**
Add your consultation at least **48 hours** before you want it published.

Your listing will go into a queue for review by the Department of Premier and Cabinet’s Digital team. We will notify you when it has been approved and published, or if it is rejected and we require further information.

**Note**
We may edit content and images for clarity and/or style.
Step 1 of 2

Register


Then click the 'Register' button.

Wait for approval

Allow 48 hours for the Department of Premier and Cabinet’s Digital team to confirm your account.
REGISTER FOR AN ACCOUNT (CONTINUED)

Step 2 of 2

Check your email
After 48 hours, check your inbox for an email with the subject “nsw.gov.au Member Activation”.

Activate your account
To activate your account, click on the link to confirm your email.

Once you verify your account, you can add a consultation (see section 5 of this guide).
LOG IN

Open your browser

Enter your email and password.
Click 'Log in'.

Next steps
You can now:
• add a consultation (see page 8)
• manage a consultation (see page 23)
• edit your profile.

Note
You will remain logged in for 60 minutes or until you click ‘Log out’.
Important notes

- Your consultation will not be saved until you click the ‘Create’ button.
- If you need to ‘Log out’, save your content in a Word document or email.
- You will be automatically logged out after 60 minutes of inactivity.
Step 1 of 11

Task
Once logged in (see page 7), click ‘Add or manage consultations’.
Step 2 of 11

Task

Click on the ‘Add a new consultation’ button.
ADD A NEW CONSULTATION (CONTINUED)

Step 3 of 11

**Task**
Enter the ‘Title’, ‘Sub Title’ and ‘Summary’ (which describes what the consultation is about).

**Use**
The ‘Title’ and ‘Summary’ appear on the ‘Have you Say’ home page.
The ‘Title’, ‘Sub Title’ and ‘Summary’ also appear on the consultation listing.

**Tip**
It is important the consultation is explained clearly, in simple plain English language and avoids government jargon as much as possible.
ADD A NEW CONSULTATION (CONTINUED)

Step 4 of 11

Task
Select the ‘Consultation Topic’ from the drop-down list.

Use 1
The ‘Consultation Topic’ shows on the Have you Say listing page (nsw.gov.au/haveyoursay).

Use 2
Users can also filter listings by consultation topic.

Use 3
The ‘Consultation Topic’ also shows the consultation listing.
ADD A NEW CONSULTATION (CONTINUED)

Step 5 of 11

Task
Enter the ‘Full Description’ of the consultation.

Separate the information under two sub headers:

• What’s this about?
• Have your say.

Tip
It is important that the consultation is linked to the department or agency running the consultation, not the NSW Government. For example "The Department of Premier and Cabinet is seeking feedback".

Example
What’s this about?

The NSW Government is committed to ensuring a planning system that is straightforward and ensures high-quality decisions and planning outcomes.

Planning and Environment is seeking your feedback on proposed amendments to the Environmental Planning and Assessment Act 1979.

Have your say [OPTION 1]
View the draft amendments and make a submission online. Have your say by 10 March 2017.

Have your say [OPTION 2]
There are two ways to have your say:

• Via the consultation website
• Post to Agency name, Postal address, Suburb NSW XXXX

Have your say by 10 March 2017.
ADD A NEW CONSULTATION (CONTINUED)

Step 6 of 11

**Tasks**

To *Upload an image* click ‘Browse’, select the image and then click ‘Open’.

Add an *Image Alt Tag*. This is a description of what is in or happening in the image. For example: “Arial shot of greater Sydney”.

Add the *Image Copyright Information*. This is the name of the NSW Government agency. For example: “Greater Sydney Commission”. If the name of the agency isn’t relevant, write “supplied”.

**Important notes**

Your image must be 760 by 440 pixels and related to the project. Do not use your agency logo and any images with graphics or text.

Don’t forget to name your image file clearly. For example: “greater-sydney-draft-district-plans.png”.

Images uploaded to Have Your Say are used on both this site, and the New South Wales Government site. Have Your Say shows images at a 4:3 ratio, while the New South Wales Government site uses a 16:9 ratio. You can view an example image showing both.

For best results on both sites your image should have a 16:9 ratio, however, with the main focus toward the centre.

**Image Alt Tag**

Arial shot of greater Sydney

The alt tag for this image

**Image Copyright Information**

Greater Sydney Commission

Copyright information (if any) associated with this image
ADD A NEW CONSULTATION (CONTINUED)

Step 7 of 11

Note
If users can access discussion papers or proposed amendments via the consultation website, you do NOT need to ‘Upload files’.

Task
If you need to ‘Upload files’, click ‘Browse’, select the image and then click ‘Open’. Repeat for up to 10 files, each max 5MB. Supported file types are PDF, DOC and DOCX.

Ensure each file name is the same or closely reflects the document’s title. For example: "EnvironmentAct-reviewDiscussion-Paper.pdf”.

Step 8 of 11

**Task**

Does the amendment/policy/project affect citizens ‘Statewide’?

If so, select ‘Yes’.
Step 8 of 11

**Task**

If the amendment/policy/project does NOT affect citizens ‘Statewide’, select ‘No’.

If the amendment/policy/project affects an area, then select ‘Affected region/s’.
Step 8 of 11

Task

If the amendment/policy/project does NOT affect citizens ‘Statewide’, select ‘No’.

If the amendment/policy/project affects a specific ‘Address’, enter both the ‘Affected region’ AND the ‘Address’.

For example, if there are proposed changes to a hospital, enter the hospital's address.
ADD A NEW CONSULTATION (CONTINUED)

Step 9 of 11

Task
Provide the agency's contact 'Name', 'Phone', 'Email' and 'Agency website'.

You may also provide 'Consultation website' and 'YouTube video ID'.

Note
'Agency Website' is the home page of the NSW Government agency undertaking the public consultation.

The 'Consultation Website' is the URL of the consultation page on agency's website.

<table>
<thead>
<tr>
<th>Agency Contact</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>Stakeholder Engagement Office</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>02 8289 6200</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:info@gsc.nsw.gov.au">info@gsc.nsw.gov.au</a></td>
</tr>
<tr>
<td><strong>Agency Website</strong></td>
<td><a href="http://greater.sydney/formal-su">http://greater.sydney/formal-su</a></td>
</tr>
<tr>
<td><strong>Consultation Website</strong></td>
<td><a href="http://www.greater.sydney/">http://www.greater.sydney/</a></td>
</tr>
<tr>
<td><strong>YouTube video ID</strong></td>
<td><a href="https://www.youtube.com/watch?v=NLW5K1ZFunA">https://www.youtube.com/watch?v=NLW5K1ZFunA</a></td>
</tr>
</tbody>
</table>
ADD A NEW CONSULTATION (CONTINUED)

Step 9 of 11

Task
Enter at least one consultation method.
To add more methods, click the ‘Add consultation method’ button.

There are 10 consultation methods to choose from:

- Community meeting
- Exhibition
- Formal submission
- Information submission
- Mailout
- Online consultation
- Phone
- Survey
- Email
- Town Hall meeting.

Note
Each time you add a consultation method, enter the start date and time, as well as the end date and time.
You may also need to provide a 'URL' or 'Address' depending on the method selected.
ADD A NEW CONSULTATION (CONTINUED)

Step 10 of 11

Task
Enter the ‘Desired Publish Date’.

Example
If you set the date as 26/05/2017, users will be able to view the consultation listing from 12:01AM AEST on 26 May 2017.

The listing will only appear on the Have your say home page nsw.gov.au/haveyoursay when at least one consultation method has opened.
ADD A NEW CONSULTATION (CONTINUED)

Step 11 of 11

Task
Click the ‘Create’ button.

Confirmation
You will see a ‘Success’ screen.

Important information
Add your consultation at least 48 hours before you want it published.

Your listing will go into a queue for review by the Department of Premier and Cabinet's Digital team.

We will notify you via email when your listing has been approved and published, or if it is rejected and we require further information.

Note
The Department of Premier and Cabinet's Digital team may edit content and images for clarity and/or style.
MANAGE A CONSULTATION

Step 1 of 2

Important note
You can edit your consultation listing at any time.

Further changes still need to be approved by Premier and Cabinet before they appear on the live website. Please allow 48 hours for content changes to be approved.

Task
Once logged in (see page 7), click ‘Add or manage consultations’.
Step 2 of 2

**Task**
Click ‘Edit’ next to the consultation you wish to edit.
GET HELP OR GIVE FEEDBACK

Contact us
If you have questions or feedback, email haveyoursay@dpc.nsw.gov.au