



**STATE
PLANNING
COMMISSION**

COMMUNITY ENGAGEMENT PLAN - PLANNING AND DESIGN CODE CONSULTATION (PHASE 2 & PHASE 3)

State Planning Commission

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Introduction

The Planning and Design Code (the Code) is the cornerstone of South Australia's (SA) planning reform agenda and a central feature of the new *Planning, Development and Infrastructure Act 2016* (the Act).

In October 2019 Phase Two (rural areas) and Phase Three (urban areas) of the Code will be released concurrently for consultation for a period of 8 and 22 weeks respectively

- Phase Two: from 9.00am on 1 October 2019 to midnight on 29 November 2019 (Australian Central Standard Time)
- Phase Three: from 9.00am on 1 October 2019 to midnight on 28 February 2020 (Australian Central Standard Time)

This plan identifies the stakeholders, key messages, engagement type and proposed methods and techniques for engagement to be undertaken in the lead up to the release of the Code, during the consultation period and immediately following the close of public consultation.

Background Information

- *Why is the new Code being developed?*
 - The Planning and Design Code is a central feature of SA's new planning system. It will replace the 72 Development Plans that are currently in use into a single set of planning guidelines for assessing development applications across the state.
 - This will greatly help South Australians who are required to navigate the planning system when building a house or developing a business.
 - The Code has been developed to meet community and business frustration over the complexity of current planning processes, and the desire for a more consistent and transparent approach to planning approvals.
 - It aims to transform complex, inconsistent planning regulations into a consistent, 'one-stop shop' of governing policies so that planning and development in SA is easier to achieve and the creation of new places and spaces is more innovative, flexible and of a higher design quality.
 - The need for a new planning system was identified in 2014, when an expert panel uncovered major flaws in the current planning system (under the *Development Act 1993*).

- *What does the Code hope to achieve?*

The Code is designed to:

- consolidate all of SA's development plans into one electronic code
- improve development assessment in SA
- increase certainty while offering flexibility for innovative projects
- make planning policy more accessible and legible to everyone
- modernise SA's planning system and enable technology by;
 - making the Code available centrally via an online platform to all residents, planners, developers, and local governments which will greatly help South Australians to build a home, develop a business or progress large commercial developments that add value to the community
- respond to the expert panel recommendations including the need to reduce the number of plans, reduce the time required for planning matters, improve consistency of processes, and to streamline planning
- support the new legislative framework and support a reinvigorated approach to planning.

- *Are there any existing reports, plans or strategies relating to the subject area? If so, what do they say?*

Development of the draft Code has been informed by a number of strategies, guides and policy discussion papers including what was heard during the consultation on these documents. These documents are listed in Appendix A. Refer to the SA Planning Portal (saplanningportal.sa.gov.au) for copies of these documents and the 'what we heard' documents.

- *Has there been any previous or early engagement?*

Development of the Draft Code has been informed by a number of communications and engagement activities, primarily with a focus on council and business involvement:

- during 2018 the Code development team undertook a Code collaboration process comprising five workshops with key planning practitioners from councils and business to assist in the development of the Code
- a number of Policy papers to inform the Code were prepared and released for consultation;
 - o *Integrated Movement Systems Discussion Paper*
 - o *Natural Resources and Environment Discussion Paper*
 - o *Productive Economy Discussion Paper*
 - o *Renewable Energy Policies Discussion Paper*
 - o *People and Neighbourhoods Discussion Paper*
- the Department hosted a Car Parking Summit with councils and business representatives on 6 April 2018 to explore car parking concerns in inner metropolitan Adelaide and identify possible solutions. The public was also involved in discussions on car parking through an online YourSAy survey and two focus groups. The findings from this early engagement were addressed in the policy discussion paper on *Integrated movement systems*
- in May 2018, the Commission held three workshops with planning professionals, thought leaders and community members to help identify duplication, conflict, gaps and strengths of current planning policy. These workshops were devoted to the policy content of the discussion papers
- an Aged Care and Retirement Living Symposium was held on 20 August 2018 to explore and understand the issues faced by the business and residents
- a number of promotional videos were published on the SA Planning Portal containing key messages from planning professionals
- a Heritage and Character Overview was released on 2 May 2019 outlining the ways in which the new planning system can protect heritage and character in our community and improve the design quality of our built environment
- the Code is being introduced in three distinct phases, providing three separate statutory consultation periods. The first statutory consultation has been completed for Phase 1 of the Code (for land not within a council area). This consultation was conducted for 8 weeks from 5 February to 29 March 2019. This section of the Code was implemented on 1 July 2019
- from May-July 2019 meetings were held with all regional councils to help them understand how the Code works and to seek feedback on early draft policy
- a series of Code testing workshops were held with key council planners during July/August 2019 on Phase 2 and 3
- this engagement strategy is informed by the findings of prior engagement on the *Planning, Development and Infrastructure Act 2016* (the Act), the State Planning Policies, the Engagement Charter and Phase One of the Planning and Design Code.

Engagement purpose

The purpose of this engagement is to gain feedback on the content within Phase 2 and 3 of the Planning and Design Code and to raise awareness and understanding among a diverse range of community and stakeholders about the Draft Code, and how it will be used.

Engagement objectives

In accordance with IAP2's public participation spectrum, the engagement objectives are to:

Engagement Type	Objective
Inform	Provide balanced and objective information to help audiences understand the draft Code
Consult	Obtain public feedback on the draft Code for possible alternatives and amendments
Involve	Work with the public through the engagement process to ensure their concerns and aspirations are understood and considered. Work with planning practitioners to finalise key zones and general policy modules
Collaborate	With Councils on the engagement process

Community Engagement Charter

The development of the Planning and Design Code is required to comply with the steps and principles of the Community Engagement Charter under the Act.

The Community Engagement Charter sets out best practice guidelines for community engagement in relation to the preparation and amendment of planning policies, strategies and schemes.

The table below outlines the ways in which this engagement strategy supports the five principles of the Charter and how success will be defined and measured according to the Charter's evaluation framework.

A detailed analysis of the Charter engagement evaluation and tools for measuring success of the Code consultation is contained in Appendix A.

Charter principles	Performance outcomes	Engagement Measures
(1) Engagement is genuine	People had faith and confidence in the engagement process	<ul style="list-style-type: none"> • Multiple opportunities for stakeholders to provide feedback. • Multiple channels used to reach out to stakeholders • Satisfactory number of participants who attended engagement events and/or lodged submissions • Range of stakeholder views, issues and solutions identified, as reported in the 'What We Have Heard' report

Charter principles	Performance outcomes	Engagement Measures
(2) Engagement is inclusive and respectful	<p>Affected and interested people had the opportunity to participate and be heard</p> <p>The engagement reached those identified as communities of interest</p>	<ul style="list-style-type: none"> • Delivery of policy reform material in both technical and plain English versions to suit all audiences. • Appropriate timing of engagement activities to enable stakeholders to genuinely influence the decision-making process • Acknowledgement and consideration of all stakeholder views, as reflected in the 'What We Have Heard' report • Affected communities were engaged in the consultation process, as reflected by representation at workshops and through submissions.
(3) Engagement is fit for purpose	<p>People were effectively engaged and satisfied with the process</p> <p>People were clear about the proposed change and how it would affect them</p>	<ul style="list-style-type: none"> • A broad range of activities offered in a mix of ways, to reach a wide pool of stakeholders. The public will be informed through a variety of channels to gain maximum reach - YourSAy, SA Planning Portal, DPTI Social media, media release. Stakeholders known as interested and impacted will be directly notified by email. Those stakeholders significantly impacted have targeted workshops and information session.
(4) Engagement is informed and transparent	<p>All relevant information was made available and people could access it</p> <p>People understood how their views were considered, the reasons for the outcomes and the final decision that was made</p>	<ul style="list-style-type: none"> • Multiple communication platforms used to convey key messages at the right time, such as social media, video, webinars, focus groups, Live Chat, workshops, and advertising • Timely distribution of engagement outcomes to the community via the 'What We Have Heard' report, including the full spectrum of views captured, rationale for all decisions, and information about how participant input added value • Refer to section below regarding closing the loop and reporting back
(5) Engagement processes are reviewed and improved¹	<p>The engagement was reviewed and improvements recommended</p>	<ul style="list-style-type: none"> • Implementation of multiple evaluation exercises that capture key learnings at the end of each engagement activity • Collation and distribution of an evaluation report at the end of the consultation period, demonstrating use of the evaluation framework for the Charter and making recommendations for future engagement

¹ It is a requirement of the Act that the Commission submits an engagement report to the Minister for Planning and the Environment, Resources and Development Committee of the South Australian Parliament at the conclusion of consultation on the Code library and spatial application of the Code. This report should contain a summary of all submissions, an outline of changes made as a result of engagement feedback, and an explanation of how the engagement met the Charter principles. Once approved by the Minister, this report will be published on the SA Planning Portal.

Scope of influence

Aspects of the Code which stakeholders and the community can influence are:

Code Framework

- The number and type of Zones, Sub-zones, Overlays and General Development Policy modules

Code Content

- The wording of policies within the Code (Desired Outcomes, Performance Outcomes and Deemed to Satisfy requirements)
- The range of definitions and the way in which definitions are expressed

Code Spatial Application

- The spatial application of Zones, Subzones and Overlays to the various parts of the State

Assessment Procedures

- Assignment of development types to assessment pathways
- Exemptions from public notification triggers for Performance Assessed development types

Aspects of the Code which stakeholders and the community cannot influence, as set out in the Act or Regulations, are:

- Code Framework
 - the Code will replace Development Plans.
 - structure of the code: overlays, zones and sub-zones, general modules
 - principles of the Code e.g. simplify
 - criteria for sub zones and zones.
- Assessment
 - the procedures for assessment
 - public notification procedures
 - existence of definitions.

Key Messages

Overarching Key Messages

- Consultation on the draft Planning and Design Code amendment represents a once-in-a generation opportunity for South Australians to influence the regulation of development in SA and in so doing shape the way in which we live, work and move.
- The Commission will pursue genuine and inclusive consultation with the community in the development of the new Code.
- All feedback received on the Code will be considered in the development of the first and subsequent generations of the Code.
- Participation by the community in the development of the Code will contribute to its acceptance, success and adoption.
- The Commission will continually review the ways in which it engages with the community throughout the development of the Code.

Key messages for the Code as an instrument

- The Code is the backbone of South Australia's new planning system.
- The Code will revolutionise the way that planning is undertaken in South Australia by replacing the 72 development plans with one universal document.
- The Code will ensure that the development application process is faster, simpler and fairer.
- The Code will standardise planning frameworks across the state, improving objectivity and reducing subjectivity while retaining flexibility to accommodate local circumstances.
- The Code sets out to elevate the quality of development across the state.
- From July 2020, all development applications will be lodged on-line through a new portal instead of being submitted to individual councils, eliminating undue delays and paperwork.
- Everyone who lives in South Australia is affected by the Code.
- The Code (like Development Plans now) will evolve over time, to align with the changing ways that we live, work and what we value.
- The Code has three types of rules – the zones, the overlays and the guiding policy modules. Any new development needs to meet all three requirements.

Spokespeople

Media interviews

The Commission will nominate members as spokespeople based on their specific expertise. Media interviews will be managed by the Communications and Engagement Manager for the Commission, in collaboration with Commission members.

Non-media activities

Engagement activities that do not involve the media will be led by the Planning Reform Team within the Department of Planning, Transport and Infrastructure in collaboration with the State Planning Commission.

Target Audiences

Key stakeholder groups

The development of the Planning and Design Code is of particular interest and importance to four main stakeholder groups, listed below.

Ministers and State Agencies

- State leaders – Planning Minister, Other Ministers, Cabinet members
- State Agencies
- State advisory committees and liaison groups
- Referral Bodies

Local Government

- Local Government Association of South Australia
- Council Administration
- Elected Members

SA Planning Practitioners and business bodies

- Peak planning bodies –e.g. Planning Institute of Australia (PIA), Property Council of Australia (PCA), Housing Business Association (HIA), Urban Development Institute of Australia (UDIA), Master Builders Association of South Australia (MBA), Australian Institute of Architects (AIA)
- State government planning development teams
- Local government planning development teams
- Business practitioners

Public & Community Groups

- Community/ Resident Groups (e.g. local community action groups, etc)
- Special Interest Organisations (e.g heritage, environment)
- Education Sector
- General Public/South Australian Residents
- Media

A more detailed stakeholder and community mapping analysis is contained below.

Stakeholder and community mapping

Stakeholder	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project	Level of engagement (i.e. inform, consult, involve, collaborate)
Minister for Planning and Office of the Minister	Key interest as the head of the planning system.	Smooth transition to new system in July 2020.	Collaborate
State Members of Parliament	May have residents or community groups who are interested in reform.	Informed of all planning changes and process of engagement along with detailed information on what it means for community.	Inform and consult
Federal Members of Parliament	May have residents or community groups who are interested in reform.	Informed of all planning changes.	Inform
Senior Managers of State government departments & agencies	Key interest in changes the Code makes to in the planning system e.g. referrals. Overlays can trigger referrals to the relevant State agencies.	Involved in reform and can influence key outcomes.	Collaborate
Ministerial Advisory Committees on <ul style="list-style-type: none"> • Community Participation and Sustainability • Development Business • Local Government 	Interested in key changes the Code makes to in the planning system.	Involved in reform and can influence key outcomes.	Inform and consult
Government Committees and Agency Boards (eg. Premier's Climate Change Council, Coast Protection Board, NRM Boards (or equivalent), Heritage Council)	Interested in how the Code address matters of interest such as climate change, heritage and environmental policy challenges.	Involved in reform and can influence key outcomes.	Inform and consult

Stakeholder	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project	Level of engagement (i.e. inform, consult, involve, collaborate)
Local Government Association of SA	Impact of reform on councils.	Not being seen as a 'regular' stakeholder in the process, but a key driver of decisions.	Collaborate
Local Government – Mayors and elected members	Understand how the development plan will be transitioned to the Code and what the changes mean for their community. Understand their role in the new system and how it differs from their current role.	Involved and informed throughout the process.	Inform and consult
Local Government – CEOs and Senior Managers	Understand the new planning system and how it differs to current system; their role in it and what the transition will 'cost' their council and what it means to 'community'. How they will communicate the change to their community.	Involved and informed throughout the process. Engagement process is followed well.	Collaborate
Local Government – Planning, Development, Teams	Impacts to internal processes and systems. Briefing upwards in council on the changes and what it means to the council in terms of long-held planning policy, resourcing and funding. How they will communicate the change to their community.	Involved and supported through change process.	Involve
Local Government – other non-planning staff	Understand how the Code will change current engagement and communication requirements for planning.	<i>Some will want to contribute to local activities.</i>	Inform

Stakeholder	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project	Level of engagement (i.e. inform, consult, involve, collaborate)
Business Liaison Group	Interested in changes to how the Code will affect business.	Involved in reform and can influence key outcomes.	Inform and consult
Representative bodies for SA leaders –e.g. Business SA	Opportunities to create and streamline development opportunities and investment for SA.	Involvement in any elements of most interest to their members. Access to Department to deliver exclusive sessions to members.	Inform and consult
Peak Bodies – <ul style="list-style-type: none"> • Planning Institute of Australia • Property Council of Australia • Urban Development Institute of Australia • Australian Institute of Building Surveyors • Housing Industry Association • Master Builders Association 	Opportunities to create and streamline development opportunities and investment for SA.	Involvement in any elements of most interest to their members. Access to Department to deliver sessions to members.	Involve
Other Peak Bodies <ul style="list-style-type: none"> • Law Society • Australian Institute of Architects • Australian Institute of Landscape Architects 	How the new system will impact their members. What elements of the Code will go live in Phase 2 and Phase 3?	Informed on changes and milestone points.	Inform and consult
Business practitioners – architects, planners, planning lawyers, designers, surveyors and building surveyors	How to use the Code, how to assess development applications using the new Code. Deemed to satisfy criteria and where it applies? Zoning changes and language.	Need to find resources quickly; and find out the latest news.	Inform and consult

Stakeholder	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project	Level of engagement (i.e. inform, consult, involve, collaborate)
DPTI Planning and Land Use Services staff	Key interest in changes to assessment and policy. Training requirements to be identified.	Smooth transition from current to new system.	Inform and consult
Community and Resident Groups (e.g. Community Alliance, Prospect Resident's Association, South West City Community Association, etc.)	Understand how community feedback can impact the Code, Identify which zone I live in and how much this has changed. Understand the density, height and scale of growth that will be allowed in my neighbourhood. Understand what types of development are allowable in my street, neighbourhood and town. Understand how planning happens in SA and how I can object to developments. Understand how heritage and character housing will be protected, and the impact of replacing contributory items with overlays.	There is a need for the community to see where their feedback impacted the writing the Code. Need to see how previous community planning "wins" have been incorporated into the new Code. Need information on 'what this all means for me, or my local area'. Need to be able to easily search for my own home. Be reassured that heritage and conservation sites have been preserved. Need to be able to navigate the Code easily.	Inform and consult
Special Interest Organisations - e.g. Environment Defenders Office, Conservation	Understand how heritage and character housing will be protected, and policies provided in overlays and zones	Be reassured that heritage and conservation sites have been preserved.	Inform and consult

Stakeholder	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project	Level of engagement (i.e. inform, consult, involve, collaborate)
Council, National Trust, History Trust	to replace contributory item listing. Identify where high-impact industries are located.	Need to be able to navigate the Code easily.	
General public (not part of a community or special interest group)	New system addresses their particular issue with the planning system.	New system will 'fix' their issues and they will be involved.	Inform and consult
Education sector	Information to inform their courses. How to integrate the new system into existing curriculum.	High level update on the new Code so they can update their master's course. Informed on the new system and opportunities to obtain content.	Inform
Media	How the new system will impact the general community. What elements of the Code will go live in Phase 2 and Phase 3?	Informed on changes and milestone points.	Inform

Stakeholder Engagement – Tools and Techniques

Stakeholder	Engagement need or technique	Information
Councils (Rural)	<p>Livestream webinar</p> <p>Communications for Councils, plus FAQs for counter and call centre staff</p> <p>Template DL for Councils to mail with rates notices</p> <p>Briefings to Councils (during and post consultation)</p> <p>Transition manager meetings</p> <p>Online Surveys</p> <p>Elected Member briefings (from Commission)</p> <p>Practitioner information sessions</p> <p>Pre-consultation workshops on the Code.</p> <p>Teleconference support as required</p>	<p>Fact sheets, guides, infographics</p> <p>Key messages</p> <p>Media releases</p> <p>YourSAy engagement website</p> <p>Advertising</p> <p>e-newsletters</p> <p>Social media posts - calls to action and information</p> <p>Q&As</p> <p>Explainer videos</p>
Councils (Urban)	<p>Livestream webinar</p> <p>Communications for Councils, plus FAQs for counter and call centre staff</p> <p>Template DL for Councils to mail with rates notices</p> <p>Briefings to Councils (during and post consultation)</p> <p>Transition manager meetings</p> <p>Online Surveys</p> <p>Elected Member briefings (from Commission)</p> <p>Practitioner information sessions</p> <p>Pre-consultation workshops on the Code.</p>	<p>Fact sheets, guides, infographics</p> <p>Key messages</p> <p>Media releases</p> <p>YourSAy engagement website</p> <p>Advertising</p> <p>e-newsletters</p> <p>Social media posts - calls to action and information</p> <p>Q&As</p> <p>Explainer videos</p>

Stakeholder	Engagement need or technique	Information
Community in rural areas	<p>Online Surveys</p> <p>Information sessions</p> <p>Community Leader briefings (from Commission)</p> <p>Invitation to participation in intergenerational Community Panel</p>	<p>Fact sheets, guides, infographics</p> <p>Social media posts - information</p> <p>YourSAy engagement website</p> <p>Advertising</p> <p>e-newsletters</p> <p>Promotional videos</p>
Community in urban areas	<p>Online Surveys</p> <p>Information sessions</p> <p>Pop-up events</p> <p>Intergenerational Community Panel</p> <p>Briefings and presentation to community groups</p>	<p>Fact sheets, guides, infographics</p> <p>Social media posts - information</p> <p>YourSAy engagement website</p> <p>Advertising</p> <p>e-newsletters</p> <p>Promotional videos</p> <p>Targeted letterbox drops</p>
Practitioners in rural areas	<p>Livestream webinars</p> <p>Workshops on key issues</p> <p>Online Surveys</p> <p>Briefings and presentation</p>	<p>Advertising</p> <p>e-newsletters</p> <p>Fact sheets, guides, infographics, guidelines</p> <p>Social media posts - information</p> <p>Media releases</p> <p>YourSAy engagement website</p>
Practitioners in urban areas	<p>Livestream webinars</p> <p>Workshops on key issues</p> <p>Online Surveys</p> <p>Partnered peak body events</p>	<p>Advertising</p> <p>e-newsletters</p> <p>Fact sheets, guides, infographics, guidelines</p> <p>Social media posts - information</p> <p>Media releases</p> <p>YourSAy engagement website</p>
Parliament	<p>ERDC briefings</p> <p>Parliamentary members briefings</p>	<p>Presentations</p> <p>Media releases</p>

Stakeholder	Engagement need or technique	Information
State MPs	Briefings and information for MPs Email updates to elected officials	Presentations Fact sheets, guides, infographics Media releases
Federal MPs	Briefings and information for MPs Email updates to elected officials	e-newsletters Fact sheets, guides, infographics Media releases
State agencies / Referral bodies	Briefings to State Agency Reference Group	Advertising e-newsletters Fact sheets, guides, infographics, guidelines Social media posts - information Media releases YourSAy engagement website
Planning & Development Businesses	Program governance and working group meetings Stakeholder workshops on key issues Speaking at business events	Advertising e-newsletters Fact sheets, guides, infographics Social media posts – information Media releases YourSAy engagement website
Peak bodies	Stakeholder workshops on key issues Online Surveys Speaking at Member events Co-hosted webinar Webinars or teleconferences	Advertising e-newsletters Fact sheets, guides, infographics Social media posts - information YourSAy engagement website Media releases

Stakeholder	Engagement need or technique	Information
Universities	Invitation to join practitioner Livestream webinars	Advertising e-newsletters Fact sheets, guides, infographics Media releases YourSAy engagement website Social media posts - information

Planning the engagement approach

Engagement stages

Stage	Objective	Stakeholders
<p>Phase 2 Draft Code statutory consultation (8 weeks) 1 October – 29 November 2019</p>	<p>To gain feedback from the community and stakeholders on the Draft Code.</p> <p>To gain input from business and practitioners about how to build capacity to implement the Code.</p> <p>To collaborate with interested Councils to provide options for participating in statutory consultation.</p> <p>To educate the community, stakeholders and Councils about how the community feedback from the statutory consultation has influenced the Phase 2 Code.</p>	<p>Regional Councils</p> <p>State agencies</p> <p>Community in regional areas</p> <p>Community groups in regional areas</p> <p>Community in metro areas (for overlays, modules and types of zones)</p> <p>Community groups in metro areas (for overlays, modules and types of zones)</p> <p>Practitioners in regional areas</p> <p>Development business</p> <p>Peak bodies</p> <p>State MPs</p> <p>Federal MPs</p> <p>Universities</p>
<p>Phase 3 Draft Code statutory consultation (22 weeks) 1 October 2019 – 28 February 2020</p>	<p>To gain feedback from the community and stakeholders on the Draft Code.</p> <p>To educate the community, stakeholders and Councils about how the community feedback from the statutory consultation has influenced the Phase 3 Code.</p>	<p>Community in metro areas</p> <p>Community groups in metro areas</p> <p>Practitioners in metro areas</p> <p>Development business</p> <p>Peak bodies</p> <p>State MPs</p> <p>Federal MPs</p> <p>Universities</p>

Engagement approach

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
All	Code engagement webpage including interactive maps	Consult: To gain feedback from the community during statutory consultation period. Inform: To provide the background knowledge about the changes to inform the community's feedback.	All with targeted information for different stakeholders.	Live from statutory consultation start
All	Link on YourSAy Engagement portal	Inform: To inform the community about the opportunity to provide feedback. To redirect to the Code engagement website.	All	Live from statutory consultation start
All	Link on SA Planning portal and State Planning Commission Website	Inform: To inform the community about the opportunity to provide feedback. To redirect to the Code engagement website.	All	Live from statutory consultation start
All	Email correspondence	Inform: To provide information to email queries. To inform community and stakeholders of project information and engagement opportunities.	All on the database or those seeking information.	Throughout, as required
All	E-newsletters	Inform: To inform community and stakeholders of project information and engagement opportunities. Consult: to seek feedback via hyperlink direction to feedback mechanisms.	All	At the launch, throughout consultation and end of each stage
All	Social media posts	Inform: To inform community and stakeholders of project information and engagement opportunities. Consult: to seek feedback via hyperlink direction to feedback mechanisms.	All	Throughout, as required

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
All	Media releases	Inform: To inform community and stakeholders of project information and engagement opportunities.	All	At launch and as required
All	Call centre scripts (for DPTI and Councils)	Inform: To provide accurate information to call centre staff to direct enquires or answer questions.	All	At launch
All	FAQs	Inform: To answer questions and provide accurate information to direct enquires.	All	At launch, updated throughout consultation
All	Advertising	Inform: To provide accurate information about the project and engagement opportunities.	All	Throughout, as required
All	Stakeholder briefings	Inform: briefing on upcoming engagement Consult: to gather input into the design of engagement.	Councils Ministerial Advisory Committees: - Community Participation Sustainability Advisory Committee - Development Business Advisory Committee - Local Government Advisory Committee State agency reference group ERDC	Prior to, during and after statutory consultation
All	Dedicated Email and 1800 Code hotline	Inform: provide information to answer questions.	All especially community	Throughout

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
All	Fact sheets & infographics	Inform: To provide easy-to-understand information materials using visuals and diagrams.	All	At launch and throughout, as required
All	Postcard using a QR Code to see video and information on the Code	Inform: Augmented reality enabled postcards which are made available via: <ul style="list-style-type: none"> • Councils information kits • letterbox drops • business events. 	Community	During statutory consultation
All	Translated information on the website	Inform: to ensure linguistically diverse audiences can access project information in their preferred language.	All	Throughout, as required
All	Centralised hub for all feedback	Consult: collation of stakeholder input	All	Throughout, as required
Draft Code statutory consultation	Collaborative Council / DPTI community information sessions	Consult: To gain feedback from the community during statutory consultation period. Inform: To provide the background knowledge about the changes to inform the community's feedback.	Community Locations to be determined with interested Councils.	During statutory consultation
Draft Code statutory consultation	Commission / DPTI community information sessions	Consult: To gain feedback from the community during statutory consultation period. Inform: To provide the background knowledge about the changes to inform the community's feedback.	Community	During statutory consultation
Draft Code statutory consultation	Online survey	Consult: gather feedback on draft Code. Software to enable people to pin feedback on an online map.	All	During statutory consultation
Draft Code statutory consultation	Template DL for Councils to mail with rates notices	Inform: to provide the background knowledge to raise awareness of the Code and the consultation process.	Community	During statutory consultation

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
Draft Code statutory consultation	Letterbox drops by DPTI in high interest/impact locations	Consult: To gain feedback from the community during statutory consultation period. Inform: To provide the background knowledge about the changes to inform the community's feedback.	Residents in Councils areas with high level of heritage and conservation and other key interest areas	Launch of statutory consultation
Draft Code statutory consultation	Videos	Inform: provide information on key topics.	Community	During statutory consultation
Draft Code statutory consultation	Pop-up engagement stations at community events	Consult: To gain feedback from the community during statutory consultation period and identify community values. Inform: To provide the background knowledge about the changes to inform the community's feedback.	Community	During statutory consultation
All	Speaking at business networking events	Consult: To gain feedback from the community during statutory consultation period. Inform: To provide the background knowledge about the changes to inform the community's feedback.	Approach key groups - PCA - PIA - UDIA - LGA - Law Society - AIUS	During statutory consultation
Metro Provisions draft Code statutory consultation	Intergenerational Community Panel	Consult: To gain feedback from youth during statutory consultation period. Inform: To provide the background knowledge about the changes to inform youth feedback.	Representative sample of youth	During statutory consultation
Draft Code statutory consultation	Information kits	Inform: suite of information materials for major stakeholders about project and engagement activities.	Councils	Throughout, as required

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
Draft Code statutory consultation	Guides to the Code	Inform: Tailored discussion paper / guide for <ul style="list-style-type: none"> - Community - Practitioners and business 	Community Practitioners and business	
Draft Code statutory consultation	Engagement updates on high level themes and code fixes	Inform: high level engagement findings and code fixes	All	During statutory consultation.
Draft Code statutory consultation	Livestream webinar for Councils and practitioners	Consult: To gain feedback from practitioners during statutory consultation period. Inform: To provide the background knowledge about the changes to inform practitioner feedback.	All	During statutory consultation
Draft Code statutory consultation	User testing of the Code e.g. common DA scenarios	Consult: identify community barriers of using tools and possible solutions	Community	During statutory consultation
Post statutory consultation	Formal consultation report on engagement	Inform: high level engagement findings	All	After statutory consultation

Applying the Charter principles in practice

Charter principle	How does your engagement approach/activities reflect this principle in action?
Engagement is genuine	<p>All community and stakeholder feedback will be collated into a central database and shared with Commission members and Planning Code project officers during the process of finalising the Code.</p> <p>The community and stakeholders will be provided with a list of the negotiables and clear engagement questions, which will enable the community and stakeholders to understand what feedback is sought, and where is it possible to make changes to the Draft Code.</p>
Engagement is inclusive and respectful	<p>Information will be translated into languages other than English</p> <p>Written information will be provided in a font that meets accessibility standards for people with a visual impairment.</p> <p>Submission assistance. Provide assistance to those who can't or don't want to provide an online submission.</p> <p>Information and engagement activities will be tailored to the needs and expectations of local council areas, based on insights from the local council staff.</p>
Engagement is fit for purpose	<p>More time and resources for community engagement will be provided in areas where there is a higher amount of change, where there is a higher level of community interest or where there are higher levels of complaints about planning.</p> <p>Information will be provided in both online and offline engagement methods that articulate the differences in what is currently allowed or possible, versus what will be allowed or possible under the Draft Code.</p>
Engagement is informed and transparent	<p>The process of engagement, including how community and stakeholder feedback has been considered and where appropriate, incorporated into changes to the Draft Code, will be clearly articulated to the public.</p> <p>Reporting</p> <ul style="list-style-type: none"> • 4 columns (we asked, we heard, we did, why) • Early report • Detailed report • Process diagram (stages of engagement)
Engagement is reviewed and improved	<p>Regular reports to Commission/DPTI and adjustment of activities. Report structure to include</p> <ul style="list-style-type: none"> • Activities undertaken • Issues (ongoing and emerging) and mitigation activities. • Media coverage • Forward plan for the following weeks • Approvals required

Measuring success

At the completion of the engagement, all participants will be invited to assess the success of the engagement against performance criteria one to four, below. The project manager, with assistance from communications and engagement specialists, will assess the success of the engagement against criteria five to nine. This evaluation will be included in the statutory report (section 73(7) of PDI Act) that is sent to the State Planning Commission and the Minister for Planning and details all engagement activities undertaken. It will also be referenced in the Commission Report (section 74 (3)(b)) that is issued to the Governor of South Australia and the Environment Resources and Development Committee of Parliament. Any issues raised about the engagement during the engagement process will be considered and action will be taken if considered appropriate.

#	Charter criteria	Charter performance outcomes	Respondent	Indicator	Evaluation tool Exit survey / follow-up survey	Measuring success of project engagement
1	Principle 1: Engagement is genuine	<ul style="list-style-type: none"> People had faith and confidence in the engagement process. 	Community	I feel the engagement genuinely sought my input to help shape the proposal	Likert scale - strongly disagree to strongly agree	Percent from each response.
2	Principle 2: Engagement is inclusive and respectful	<ul style="list-style-type: none"> Affected and interested people had the opportunity to participate and be heard. 	Community	I am confident my views were heard during the engagement	Likert scale - strongly disagree to strongly agree	Percent from each response.
			Project Lead	The engagement reached those identified as community of interest.	<ul style="list-style-type: none"> Representatives from most community groups participated in the engagement Representatives from some community groups participated in the engagement There was little representation of the community groups in engagement. 	Percent from each response. Percent of respondents.
3	Principle 3: Engagement is fit for purpose	<ul style="list-style-type: none"> People were effectively engaged and satisfied with the process. People were clear about the proposed change and how it would affect them. 	Community	I was given sufficient information so that I could take an informed view.	Likert scale - strongly disagree to strongly agree	Percent from each response.
				I was given an adequate opportunity to be heard	Likert scale - strongly disagree to strongly agree	Percent from each response.
4	Principle 4: Engagement is informed and transparent	<ul style="list-style-type: none"> All relevant information was made available and people could access it. People understood how their views were considered, the reasons for the outcomes and the final decision that was made. 	Community	I felt informed about why I was being asked for my view, and the way it would be considered.	Likert scale - strongly disagree to strongly agree	Percent from each response.
5	Principle 5: Engagement processes are reviewed and improved	<ul style="list-style-type: none"> The engagement was reviewed and improvements recommended. 	Project Lead	Engagement was reviewed throughout the process and improvements put in place, or recommended for future engagement	<ul style="list-style-type: none"> Reviewed and recommendations made Reviewed but no system for making recommendations Not reviewed 	Percent from each response.

#	Charter criteria	Charter performance outcomes	Respondent	Indicator	Evaluation tool Exit survey / follow-up survey	Measuring success of project engagement
6	Engagement occurs early	<ul style="list-style-type: none"> Engagement occurred before or during the drafting of the planning policy, strategy or scheme when there was an opportunity for influence. 	Project Lead	Engagement occurred early enough for feedback to genuinely influence the planning policy, strategy or scheme	<ul style="list-style-type: none"> Engaged when there was opportunity for input into scoping Engaged when there was opportunity for input into first draft Engaged when there was opportunity for minor edits to final draft Engaged when there was no real opportunity for input to be considered 	Percent from each response.
7	Engagement feedback was considered in the development of planning policy, strategy or scheme	<ul style="list-style-type: none"> Engagement contributed to the substance of a plan or resulted in changes to a draft. 	Project Lead	Engagement contributed to the substance of the final plan	<ul style="list-style-type: none"> In a significant way In a moderate way In a minor way Not at all 	Percent from each response.
8	Engagement includes 'closing the loop'	<ul style="list-style-type: none"> Engagement included activities that 'closed the loop' by providing feedback to participants/ community about outcomes of engagement 	Project Lead	Engagement provided feedback to community about outcomes of engagement	<ul style="list-style-type: none"> Formally (report or public forum) Informally (closing summaries) No feedback provided 	Percent from each response.
9	Charter is valued and useful	<ul style="list-style-type: none"> Engagement is facilitated and valued by planners 	Project Lead	Identify key strength of the Charter and Guide Identify key challenge of the charter and Guide		

Closing the loop and reporting back

How will you respond to participants?	Who's responsible?	When will you report back?
High-level community engagement report on the key themes and insights from the statutory period. Delivered within one month of close of the engagement. The report will be emailed to the database, posted on the website. Results will be released to the media.	DPTI Code team	One month after consultation close.
Full consultation engagement report delivered within 2 months of the close of the engagement period. The report will be emailed to the database and posted on the SA Planning Portal. Results will be released to the media.	DPTI Code team	Two months after consultation close.
Written responses to submitters acknowledging receipt of their submissions.	DPTI Code team	Within 2 weeks of receipt of their submission.
Engagement debriefing sessions to Councils in the month after the close of consultation to explain the results and high-level findings.	DPTI Code team	One month after consultation close.
Presentation to Ministerial Advisory Committee, State Agency Reference Group and working groups.	DPTI Code team	One month after consultation close.
Project team debriefing on the findings of the engagement evaluation.	DPTI Communication and Engagement Team	Two months after consultation close.

Appendix A - Supporting Planning Documents

Strategies

Development Act 1993 system

- 30 year plan for Greater Adelaide Update (released in 2017)
- Regional Development Plans

Planning, Development and Infrastructure Act 2016

- State Planning Policies

Planning and Design Code (development to date)

- Planning and Design Code - Phase One – Land Not Within a Council Area
- Community Guide to Phase One of the Planning and Design Code
- Practitioner Guide to Phase One of the Planning and Design Code
- Planning and Design Code – Phase One – What We Have Heard Report

Discussion Papers

- Blueprint for South Australia's Planning and Design Code – Introductory Discussion Paper
- The Planning and Design Code – How will it work? – Discussion Paper
- The Planning and Design Code – How will it work? – Summary
- The Planning and Design Code – How will it work? – What We Have Heard Report
- Future Land Use Definitions and Classes – Discussion Paper
- Future Land Use Definitions and Classes – What We Have Heard Report
- Integrated Movement Systems – Discussion Paper
- Integrated Movement Systems – Background Paper
- Integrated Movement Systems – Summary
- Integrated Movement Systems - What We Have Heard Report
- Natural Resources and Environment – Discussion Paper
- Natural Resources and Environment – Background Paper
- Natural Resources and Environment – Summary
- Natural Resources and Environment - What We Have Heard Report
- Productive Economy – Discussion Paper
- Productive Economy – Background Paper
- Productive Economy – Summary
- Productive Economy – Deloitte – Land Use Planning and the South Australian Economy
- Productive Economy – What We Have Heard Report

- Neighbourhood Growth and Change – Commission Overview
- Heritage and Character in the New Planning System – Practitioner Overview and Snapshot
- Heritage and Character in the New Planning System – Community Guide
- Design in the New Planning System – Community Guide
- Proposed Changes to Renewable Energy Policy in the Planning and Design Code – Discussion Paper
- People and Neighbourhoods – Discussion Paper
- People and Neighbourhoods – Background Paper