

Glandore Code Amendment _ Engagement Plan

December 2022

Background information and project objectives

The Glandore Code Amendment will allow the City of West Torrens to correct an anomaly that has had undesired consequences and support development that will better complement the adjacent residential character, and desires of the Council and local community.

The Code Amendment will seek to limit development heights for specific allotments to those envisaged by Council. The Code Amendment will protect Glandore's amenity and character, while aligning development with Local and State Government strategic documents.

The lower development heights sought-after by Council through this Code Amendment were included in the two rounds of consultation when developing the Planning and Design Code (the Code) and were contained in the final version of the Code (released on 19 March 2021). The undesired taller development heights were reinstated following the use of s76 of the PDI Act in July 2021, siting to correct an 'error'.

The objective of the Code Amendment is to remedy the inconsistencies within the Code's allowable development building heights to prevent the character of the Glandore Character Area being degraded. The Amendment seeks to alter the Technical & Numeric Variations (TNV) regarding building heights to:

- _ Maximum Building Height (Metres) (Maximum building height is 12.5m); and
- _ Maximum Building Height (Levels) (Maximum building height is 3 levels).

For the following addresses and displayed in the aerial image below:

- _ 118A Anzac Highway, Glandore
- _ 130-132 Anzac Highway, Glandore
- _ 144 Anzac Highway, Glandore
- _ 158 Anzac Highway, Glandore
- _ 186 Anzac Highway, Glandore
- _ 188 Anzac Highway, Glandore
- _ 2A Stuart Street, Glandore
- _ 192 Anzac Highway, Glandore

This engagement plan is guided by IPA2 procedures and apply different levels of engagement, activities and methods throughout the project's stages. Each stage's engagement method(s) will be based on the intent of the stage and how key stakeholders will need to be engaged to achieve the best results for the project.

Early engagement will provide an appreciation of the local context, intent and hopes for the project, with the project's continuing engagement used to further refine the project and inform relevant stakeholders of the project's progress.

The Council aims to be transparent, open, accountable and responsive to the community it serves, with consultation assisting in the achievement of these objectives.

The community's knowledge and expertise can assist Council to make decisions that are more informed, credible and acceptable to ratepayers, stakeholders and the Council.





Figure – Code Amendment Affected Areas

Scope of influence

There is flexibility on (aspects of the project which stakeholders and the community can influence)

- Whether or not they accept the TNVs proposed by the Council.
- What listed properties the proposed TNVs are applied to.
- Recommend other building height TNVs.

Non-negotiable elements (aspects of the project which stakeholders and the community cannot influence)

- Including any other properties not listed above.
- Changing existing Overlays and Zones imposed on the above properties.
- Altering the wording and context of policies within the Code.

Previous engagement

Although The City of West Torrens has not undertaken specific community engagement in the preparation of this Code Amendment. The State Planning Commission conducted community engagement during the two rounds of consultation for the Planning and Design Code. The State Planning Commission performed a desktop review of the more than 100 public submissions, with these submissions summarized in the *Phase Three (Urban Areas) Planning and Design Code Amendment Engagement Report*. On page 438 of the report, the public voiced their support for the reduction in buildings heights, which provided as follows:

- Apply the Maximum Building Height (storeys) Technical and Numeric Variation with a value of 3 storeys where the Urban Corridor Zone shares an interface (within 60m) with a Suburban Neighbourhood Zone.
- Note that the Suburban Neighbourhood Zone changed to become the Established Neighbourhood Zone (in this instance).
- The City of West Torren’s submission also supported applying a 3 level building height TNV over the affected area during both rounds of consultation.

Purpose statement (for this engagement plan)

1. Identify stakeholders and preferred engagement methods.
2. Enable the early identification of any risks associated with a mismatch of Government Agencies position with Council's objectives, so these can be addressed both at a technical and political level.
3. Inform stakeholders and community of the progress and intent of Code Amendment, and how they can be involved.
4. Identify methods of engagement with stakeholders and what are their responsibilities.
5. Identify how feedback will be considered and acted upon.

Engagement constraints

Time

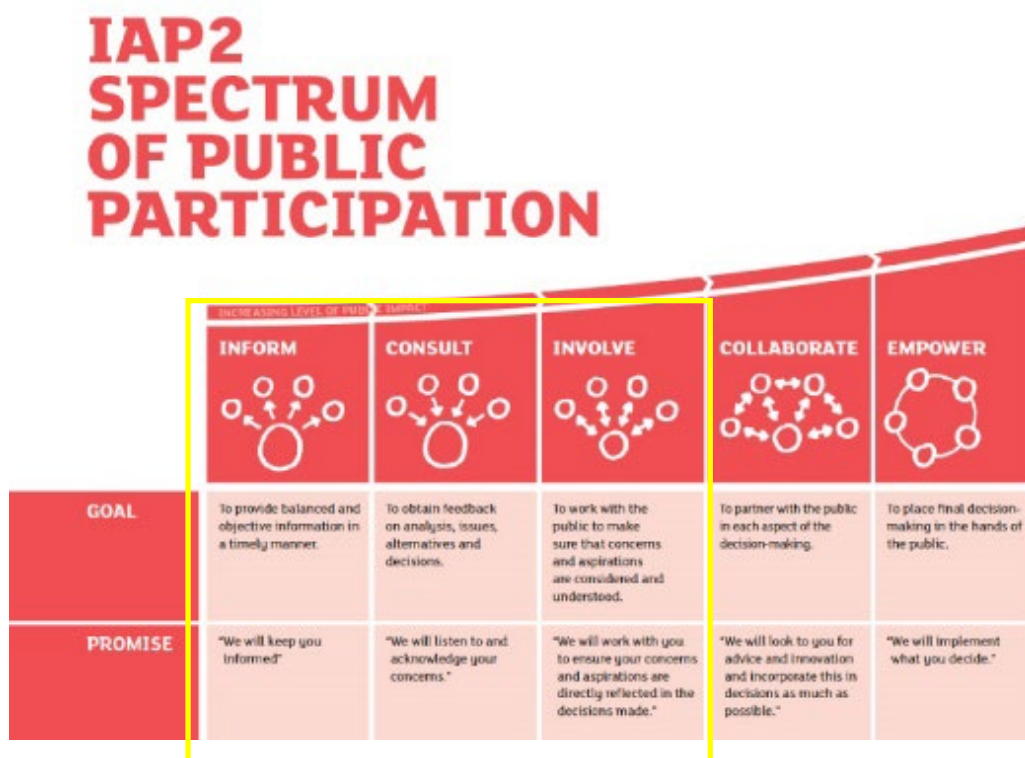
- The draft Code Amendment will need to be submitted to Council prior to when the Council goes into caretaker mode. This will influence the level of early engagement with key agency stakeholders.
- Organising engagement with stakeholders will need to appreciate key deadlines and approaching local government election.
- Broader consultation could be limited by time constraints and must be considerate of timing, such as Council caretaker period and elections.

COVID

- Potential limitations on capacities and gatherings may influence engagement activities.
- Social distancing

Level of engagement

The methodology has indicated what level of engagement will be applied at each stage of the project. The level of engagement will range from inform to involve.



Stakeholder mapping

The following stakeholders were identified through either direct interest in the proposed amendment, such as landowners, broader interest to outcome of development around locations, such as neighbours and represented community groups, and authorities who administer development controls.

Responding to the project brief and context, we anticipate the stakeholders and their level of interest to be.

Organisation/ person	Nature of interest	Level of interest	Level of influence	Consultation level
City of West Torrens Project Manager (CWT)	Authority	High	High	Involve/Collaborate
CWT staff and Elected Members	Authority	High	High	Consult/Involve
Landowners, occupiers, and neighbours	Development rights, impact on long-term interests, impact on dwellings	High	High	Inform/Consult
Government agencies- PLUS	Impact on planning policies within certain context	High	High	Consult/Involve
Community groups e.g., Glandore Represent, Glandore and Surrounding Neighbours	Impact of streetscape, character, built form and amenity.	High	Medium	Inform/Consult
Government agencies- DIT	Road network	Medium	Medium	Inform/Consult
Office of Design and Architecture	Quality of design outcomes	Medium	Medium	Inform/Consult
State Elected Members	Impact on strategic plans	Medium	Low	Inform/Consult
Adelaide Airport Limited	Impact on flight paths	Low	Low	Inform/Consult
City of Marion	Policy consistency	Low	Low	Inform/Consult
Broader CWT community		Low	Low	Inform/Consult

Principles Guiding Engagement

We use the International Association for Public Participation (IAP2) public participation spectrum as a reference as this is considered to be industry 'best practice'.

Our principles that guide our engagement process:

- _ Undertake two-way engagement
- _ Provide clear, well informed and fit for purpose information
- _ Be timely and accessible
- _ Be transparent and accountable
- _ Always document and report back
- _ Be inclusive

Risk assessment

Area of risk	Risk analysis	Risk rating	Mitigation strategies	Desired mitigation outcome
Negative landowner and occupier sentiment to the Code Amendment	The risk is that Council may have negative feedback to this project and risk the project's future.	High	Clear messaging in the engagement about what is included/ intent of the project and acknowledge good work already done. Reinstate that existing building approvals remain valid	Stakeholders/ Communities understand this project does not negate other work and their input is important.
No participation	The risk is that participation by relevant stakeholders is limited. This means the project does not benefit from relevant input, the project risks negative backlash for lack of engagement and the effort is wasted.	Low	Early engagement undertaken with a range of techniques and promotion methods.	Stakeholders/ community understand how they can get involved in the engagement activities and provide feedback on the proposed amendments. Submissions from those not directly affected.
DIT/PLUS/ ODASA	One or more of the agencies reject the Code Amendment	Med	Early engagement to understand the agencies positions and inform them of the purpose of the Code Amendment.	Support for the Code Amendment.

Communications (key messages)

Target audience	Key message
City of West Torrens	<p>The Glandore Code Amendment aims to reduce the maximum allowable development height of structures along Anzac Highway to heights envisaged by Council and locals through previous community engagement.</p> <p>The Code Amendment will reflect the previous work undertaken by Council to protect Glandore's character, surrounding properties and visual amenity.</p>
Businesses/ investors/ landowners	<p>The Glandore Code Amendment will realign development to reflect what has been envisaged between the Council and its community through previous engagement and projects, and fix an unintended error in building heights.</p> <p>The Code Amendment will still permit development up to three storeys and same densities, reflecting the conditions applied to neighbouring development. The Code Amendment will not impact existing lawful approvals on the affected land parcels.</p>
Local community and community groups	The Glandore Code Amendment will amend planning rules along Anzac Highway to limit development height and reflect what the community envisaged through previous Council studies, projects and their relevant engagement.



The Code Amendment will protect neighbouring residential dwellings from overshadowing, protect privacy, preserve the area's character, and reduce the impact on amenity and visual along Anzac Highway.

The Code Amendment is not seeking to extend or change the existing Glandore Character Area.

Government agencies

The Glandore Code Amendment will respond to the character setting and interface of the Glandore Character Area and achieve a coherent streetscape along Anzac Highway as desired by the imposed Zone.

The objectives of this Code Amendment were received favourably by the Minister at the time the Council was implementing a withdrawn Development Plan Amendment.

Project Plan

Task no.	Engagement method	IAP2 Level	Objective	Target Audience	Timing	Organiser(s)
Stage 1 – Draft Code Amendment _ inclusion of pre-engagement						
1.2	Study Area Tour	Consult	<ul style="list-style-type: none"> Introduction + Information gathering meeting including understanding local characteristics 	_ Project manager, CWT staff	July 2022	J+, CWT
1.5	Initial engagement	Consult	<ul style="list-style-type: none"> Key agencies to understand positions and expectations Inform parties on Code Amendment proposal/ process/ future engagement. 	_ DIT, PLUS, Office of Architecture	July 2022	J+, CWT
1.9	Presentation to Council's Advancement and Prosperity Committee (APC)	Inform	<ul style="list-style-type: none"> Inform committee of investigation findings and recommended policy responses Answers questions 	_ Project manager, APC	Aug 2022	J+, CWT, APC
Stage 2 – Community Consultation						
2.1	Preparation of Engagement Materials _ Gazette notice, media release, letter, flyer, online materials.	Inform	<ul style="list-style-type: none"> Develop clear, engaging and informative info that is easy to interpret. 	_ CWT engagement/ communications team	Dec 2022 - Jan 2023	J+, CWT to distribute
2.2	Undertake Engagement Activities _ Online survey (Council YourSay) _ mailouts of letters and flyers _ Attend Drop-in session	Involve	<ul style="list-style-type: none"> Obtaining feedback from communities and stakeholders 	_ All Communities	Jan - Mar 2023	CWT: distribute materials and online CWT and J+: Drop-in Session



Task no.	Engagement method	IAP2 Level	Objective	Target Audience	Timing	Organiser(s)
Stage 3 – Post Consultation						
3.3	Review submissions and prepare engagement summary report for meeting with Council's Project Manager	Consult	<ul style="list-style-type: none"> Understand key themes from feedback to inform any additional amendments 	_ Project manager	Mar-Apr 2023	J+, CWT
3.5	Presentation to Council's APC	Inform	<ul style="list-style-type: none"> Inform outcomes of engagement summary and Code Amendment recommendations Close the loop. Transparency about feedback received and how it was actioned. 	_ Project manager, APC	May 2023	J+, CWT, APC
	Inform stakeholder of code amendment outcome	Inform	<ul style="list-style-type: none"> Inform stakeholder of code amendment outcome 	_ Project manager, all stakeholders	May 2023	CWT

Applying the Charter Principles in Practice

Charter principle	How does your engagement approach/activities reflect this principle in action?
Engagement is genuine	<ul style="list-style-type: none"> The project will seek early engagement to inform all relevant parties of the intent of the project and how and when they can be involved. Engagement timelines will be sufficient, allowing people to have adequate opportunities to have their say and participate in engagement. Targeted at a wide range of stakeholders and applying a range of methods to maximise engagement. The project will grow on previous work and engagement done by the Council, which relates to the intent of this Code Amendment. Continued communication with Council's project manager, which includes informing them of outcomes from engagement and how to refine the Code Amendment. All communication, including written material will be in a clear and easy to follow manner, and easy to access. This will help audiences to understand the relevance of this Code Amendment, what it means for the affected areas and the wider community and how they can have their say. An Engagement Report will be prepared in accordance with section 73(7) of the Planning, Development and Infrastructure Act 2016 (PDI Act), outlining what was heard and how it was responded to and the evaluation of engagement. This will be published on the PlanSA Portal.
Engagement is inclusive and respectful	<ul style="list-style-type: none"> Engagement will occur early on to understand project specific context and understand the positions and expectations of stakeholders. A range of engagement methods and materials will be made available including provisions for people unable to travel. Opportunities exist for stakeholders and the community to input their thoughts to shape the project.



	<ul style="list-style-type: none"> Information provided to the community and stakeholders will be easy to read and access.
Engagement is fit for purpose	<ul style="list-style-type: none"> Engagement is based on IPA2 and the Community Charter. A range of engagement activities/ methods will be incorporated throughout the project, to reflect the specific requirements of the project's stages and respective groups to be engaged, including: <ul style="list-style-type: none"> Continued engagement with Council's project manager, staff and committees. With presentations used at key milestones to inform and shape the project. Stakeholders, including landowners and neighbours will be directly contacted in line with the Act. The general public will be informed of the project through different methods including, online, newsletters, advertisements. There will be adequate time notifying stakeholders of when engagement will occur. Engagement activities will be long enough to allow people to comfortably contribute.
Engagement is informed and transparent	<ul style="list-style-type: none"> The intent of the project, and how stakeholders and the community can be involved and impact the project are made clear early on. Continuous engagement with stakeholders, including informative presentations at key milestones. Information materials will include clear language and provide adequate information explaining the details of the project. Engagement report will be presented to the client summarising key findings and outcomes.
Engagement is reviewed and improved	<ul style="list-style-type: none"> Measures of success are identified and measured at the conclusion of the engagement and reported on in the Engagement Report. Recommendations to improvements or amendments to the engagement plan that are brought up during the project will be reviewed and incorporated into the engagement plan where appropriate. Any updated plan will be approved by the Client and distributed as needed. The engagement plan will be reviewed based on changes to project circumstances and anticipated changes to schedules e.g., COVID outbreaks and timing related to caretaker mode

Closing the Loop and Reporting Back

How will you respond to participants	Who's responsible?	When will you report back
Summarise feedback received and sharing it through Council's website	<ul style="list-style-type: none"> Jensen PLUS and CWT 	<ul style="list-style-type: none"> As soon as practicable post-consultation
Presentation to stakeholders regarding outcome of Code Amendment	<ul style="list-style-type: none"> CWT 	<ul style="list-style-type: none"> As soon as practicable post-consultation
Prepare Engagement Summary Report and make it available to stakeholders and the community	<ul style="list-style-type: none"> Jensen PLUS and CWT 	<ul style="list-style-type: none"> Post decision by the Minister
Publish the Engagement Report on the PlanSA website (mandatory)	<ul style="list-style-type: none"> Jensen PLUS and CWT 	<ul style="list-style-type: none"> Post decision by the Minister



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 which 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 ²	Evaluation tool ³ 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	Per cent 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	Per cent 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. 	Per cent from each response.
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	Per cent from each response.
				I was given an adequate opportunity to be heard	Likert scale - strongly disagree to strongly agree	Per cent 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	Per cent from each response.



#	Charter criteria	Charter performance outcomes	Respondent	Indicator ²	Evaluation tool ³ Exit survey / follow-up survey	Measuring success of project engagement
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 	Per cent from each response.
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 	Per cent 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 	Per cent 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 	Per cent 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		

