

# ENGAGEMENT PLAN

## Flooding Hazards Mapping Update Code Amendment

by the Chief Executive, Department for Trade and Investment  
(the Designated Entity)

### Contact details

PlanSA

Email: [plansa@sa.gov.au](mailto:plansa@sa.gov.au)

Phone: 1800 752 664

[www.plan.sa.gov.au](http://www.plan.sa.gov.au)



## Background information

The [Flood Hazard Mapping and Assessment Project](#) (Project) is being undertaken to deliver more consistent and contemporary mapping of riverine and flash flood hazards across South Australia.

Flooding is one of the most precarious physical climate hazards in our State – regularly affecting households, communities, businesses and government. It has the potential to impact our safety and natural and built environments; however, by investigating, mapping and planning for flood hazards, we can prepare for and mitigate the hazard risk.

Flood hazard overlays seek to protect people, property, and the environments from the impact of flood events by avoiding development in high-risk areas and seeking suitable design responses in lower risk areas.

The data from the Project will provide greater certainty when assessing new developments and also in informing rezoning, regional planning and emergency management. In addition, the data will serve as a valuable asset across several government departments, services and activities.

As part of the Project, the detailed flood studies and updated hazard mapping will be incorporated into the Planning and Design Code (the Code) through two Code Amendments.

The Project will be delivered in three stages:

- **Stage 1 – *Flooding Hazards Mapping Update Code Amendment (this Code Amendment)***: the Chief Executive of the Department for Trade and Investment (the Department) has initiated the Code Amendment to reduce the extent of the existing Hazards (Flooding - Evidence Required) Overlay for 12 local government and Outback areas based on more recent flood studies and flood hazard mapping not previously available when the Code was fully implemented in March 2021.

The Code Amendment will also seek to apply the Hazards (Flooding - Evidence Required) Overlay to the north-eastern portion of the Port Adelaide Enfield Council area, as a precautionary measure, until the flood hazard mapping being prepared in Stage 2 of the Project, can be implemented into the Code as part of the future Stage 3 State-wide Flooding Hazards Code Amendment.

- **Stage 2 – *Preparation of Mapping Products***: the Department is commissioning updated and enhanced state-wide flood hazard mapping to better identify flood risk using improved data and more consistent modelling. New policy will also be investigated for the second Code Amendment (below).
- **Stage 3 – *State-wide Flooding Hazards Code Amendment***: the State Planning Commission (Commission) will initiate a state-wide amendment to the Code to include the new mapping and updated policy in 2023.

The Project intends to deliver new and updated detailed flood studies with the most up-to-date data covering a range of flood events (sizes) and address the impact of climate change and future development growth to 2050.

The following engagement plan has been prepared for Stage 1 of this Project – the *Flooding Hazards Mapping Update Code Amendment*.

The Hazards (Flooding - Evidence Required) Overlay (the Overlay) was applied as a precautionary measure to areas within councils that did not have flood mapping or had not provided mapping to Planning and Land Use Services in time for the implementation of the Code.

The purpose of this Code Amendment is to update the spatial areas for 13 councils of the Hazards (Flooding - Evidence Required) Overlay in the Code by:

- a) reducing the extent of the overlay within 12 local government areas and several townships within the Outback Areas of the State, where flood hazard mapping or coarse regional mapping has demonstrated that there is minimal risk of flooding; and
- b) applying the Hazards (Flooding - Evidence Required) Overlay to the north-eastern portion of the Port Adelaide Enfield Council area until the flood hazard mapping being prepared in Stage 2 of the Project, can be implemented into the Code as part of the future Stage 3 State-wide Flooding Hazards Code Amendment. This is a precautionary measure that will provide a policy framework to address potential flood risk in areas where the level of flood hazard has not yet been determined.

## Engagement Already Undertaken

Engagement in the form of meetings and correspondence has occurred with all councils affected by the spatial changes in this Code Amendment. There are 13 councils affected by this Code Amendment and all have agreed to their area being included within the scope of the Code Amendment.

The councils affected by this Code Amendment, are:

- Burnside, Coober Pedy, Clare and Gilbert Valleys, Mitcham, Marion, Mount Gambier, Naracoorte Lucindale, Onkaparinga, Playford, Port Adelaide Enfield, Port Lincoln, Roxby Downs, and Salisbury.
- The Outback Areas townships affected by this Code Amendment are: Andamooka, Arkaroola, Beltana, Blinman, Bookabie, Coober Pedy, Copley, Fowlers Bay, Innamincka, Leigh Creek, Lyndhurst, Marree, Nepabunna, Oak Valley, Olympic Dam, Oodnadatta, Parachilna, Roxby Downs, Woomera, Yalata; and nine APY Lands sites - Amata, Fregon, Indulkana, Kalka, Mimili, Mintabie, Pipalyatjara, Pukatja/Ernabella, Watarru.

In addition, councils and other stakeholders have been informed of the Code Amendment through regular online forums and the Planning Ahead newsletter. Information is also available on the PlanSA portal via the [Hazard Mapping Project](#) webpage.

A Project Reference Team has been established to deliver the Flood Hazard Mapping and Assessment Project, and is party to the directions of this Code Amendment.

The Reference Team:

- champions the project and raises awareness at senior levels
- approves strategies, the implementation plan, project scope and milestones
- resolves strategic and policy issues
- communicates with other key organisational representatives.

The Reference Team consists of members from:

- The Department for Environment and Water
- The State Emergency Service South Australia
- The Stormwater Management Authority
- The Local Government Association South Australia

## Engagement purpose

The purpose of this engagement is to provide information for everyone interested in and/or affected by the proposed Code Amendment and to present an opportunity for people to provide feedback on the Code Amendment.



Engagement on this Code Amendment will:

- raise awareness that a Code Amendment is being prepared, which will result in changes to the extent of the Hazards (Flooding - Evidence Required) Overlay in the affected locations
- provide information about what is proposed by the Code Amendment, including the areas where the Overlay is proposed to be removed and where it is proposed to be applied
- provide key stakeholders the opportunity to identify issues and opportunities early, so that they can be considered in the preparation of the Code Amendment
- enable affected and interested persons to provide feedback prior to the Code Amendment being finalised and submitted to the Minister for Planning
- meet statutory requirements as they relate to engagement on a Code Amendment
- close the loop with stakeholders and affected and interested persons – informing them of the final version of the Code Amendment.

## Engagement objectives

Based on the engagement purpose outlined above, the objectives of this engagement are to:

- communicate and engage with stakeholders early, to ensure they understand the justification and consequences of the proposed changes to the Hazards (Flooding - Evidence Required) Overlay in the affected areas
- partner with existing representatives and representative groups such as councils and relevant agencies to identify issues and opportunities early, and leverage these groups to share information with the broader community
- support all stakeholders to gain easy and equitable access to relevant information via community information fact sheets, an FAQ document, an online map viewer and community consultation events (in person and online)
- allow sufficient time to receive, consider and respond to the information provided
- focus on the provision of information via a variety of channels (e.g. digital, broadcast and/or print) to increase accessibility, understanding and engagement.

## Scope of influence

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

- The spatial application of the Hazards (Flooding - Evidence Required) Overlay to the affected area(s), noting there are standard rules of application to ensure consistency in the Code.

Aspects of the project which stakeholders and the community cannot influence are:

- The policy that applies in the Code, including the policies that apply to the Hazards (Flooding - Evidence Required) Overlay (because the policies apply more broadly throughout the State and are therefore not within the scope of this Code Amendment).

## Issues and concerns

Issues and concerns can be raised during the engagement process for Code Amendments like this, some of which may be out of scope. Below is a list of likely issues and concerns for this engagement:

- Impacts on the value and/or insurance of property and existing infrastructure.
- Why the Hazards (Flooding - Evidence Required) Overlay has been removed from some areas and not others.
- Why the Hazards (Flooding - Evidence Required) Overlay is being applied in the north-eastern portion of the Port Adelaide Enfield Council area.
- Why the Code Amendment is not proposing to update the spatial application of the Hazard (Flooding) Overlay or Hazard (Flooding – General) Overlay.
- The ability to develop on an allotment as a result of the Hazards (Flooding - Evidence Required) Overlay being either removed or applied.
- The impact that removing the Hazards (Flooding - Evidence Required) Overlay will have on assessment pathways, including additional opportunities for Deemed to Satisfy forms of development.
- The impact that applying the Hazards (Flooding - Evidence Required) Overlay, in the north-eastern portion of the Port Adelaide Enfield Council area, will have on assessment pathways, including some forms of development being excluded from Deemed to Satisfy Pathways in the Code.
- Concerns about the legitimacy of mapping and uncertainty as to why flood mapping applies to an area, especially if members of the public are made aware of being in a flood hazard area for the first time.
- Mistrust about genuine engagement – a sense that stakeholder and community concerns will not be heard or cannot influence the changes/updates/outcome.

## Issue Mitigation

A comprehensive set of 'Frequently Asked Questions' addressing the above anticipated issues/concerns will be produced as part of this engagement. All communications produced for this engagement will be written as clearly and concisely as possible to avoid misunderstanding.

## Key messages

The following key messages will underpin the engagement regarding the Code Amendment. Additional key messages will be created for specific stakeholder communication collateral and continue to be added to or updated as required to meet stakeholder needs.

### Overview

*It is important for the Planning and Design Code to identify areas likely to flood to minimise impacts on people, property, infrastructure, and environment. The Code's policies aim to restrict new development in high-risk flood areas and seek suitable design responses in lower risk areas.*

*These policies are applied in the Code via 'overlays'. An overlay contains the planning policy relevant to that area.*

*The Flooding Hazards Mapping Update Code Amendment seeks to update the extent of the **Hazard (Flooding – Evidence Required) Overlay** in the Planning and Design Code in 13 local government areas and several Outback Areas of the State, based on more recent flood hazard mapping.*

*This Code Amendment is the first step in a three-stage [Flood Hazard Mapping and Assessment Project](#) which is being undertaken to deliver more consistent and contemporary mapping of riverine and flash flood hazards across South Australia.*

## **What is being proposed?**

*The Flooding Hazards Mapping Update Code Amendment is focused exclusively on the **Hazards (Flooding – Evidence Required) Overlay**.*

*This overlay requires development applications meet certain criteria relating to flood mitigation. It was applied as a precautionary measure to areas where flood mapping was not available when the Code was implemented, in March 2021.*

*This Code Amendment proposes to:*

- **reduce** the extent of Hazards (Flooding - Evidence Required) Overlay in 12 local government areas and several Outback Areas where more recent flood hazard mapping has demonstrated that there is minimal risk of flooding; and
- **apply** the Hazards (Flooding - Evidence Required) Overlay to a portion of the Port Adelaide Enfield Council area, as a precaution, where the level of flood hazard has not yet been determined and until the new flood hazard mapping can be prepared and implemented in future stages of the wider flooding project.

*Reducing the Hazards (Flooding – Evidence Required) Overlay where evidence shows it is not required will mean that flood hazard policies will not be unnecessarily applied to properties or allotments which have a minimal risk of flooding.*

*Conversely, applying the Hazards (Flooding - Evidence Required) Overlay to the portion of the Port Adelaide Enfield Council area where the level of flood hazard has not yet been determined, is a necessary precaution until new flood hazard mapping can be implemented in future stages of the wider flooding project.*

## **How do I know if my property is affected by this Code Amendment?**

*An 'online map viewer' showing the extent of the proposed changes to flood mapping in the relevant areas can be accessed via the Code Amendment webpage.*

*The map viewer has an 'address search' on the top left side of the screen which you can use to find out whether your property is affected by the proposed changes.*

## **Public Consultation**

*The Flooding Hazards Mapping Update Code Amendment will be on public consultation for 8 weeks from 22 February until 21 April 2023.*

*We invite the community – especially those in affected areas – to view the proposed changes and provide feedback. Feedback can help shape how this Code Amendment is finalised and implemented, if approved.*

## **Stakeholder and community mapping**

The following section identifies the stakeholders and communities that will be interested in and actively engaged in this consultation process. It outlines anticipated interests, which assists in planning information and engagement activities that meet stakeholder needs and expectations.

It attributes four levels of engagement, which references the International Association for Public Participation (IAP2) public participation spectrum<sup>1</sup>, and is outlined below.

- An INFORM level of engagement commits to providing information that helps stakeholders to understand the problem/issue, alternatives, opportunities, or solutions. It commits to keeping stakeholders informed.
- A CONSULT level of engagement builds on the inform level to also seek feedback on the problem/issue and may include looking at options, alternatives, etc. It commits to keeping stakeholders informed and lets them know how their feedback was used.
- An INVOLVE level of engagement works directly with stakeholders to ensure that their views are consistently understood and considered. It commits to ensure stakeholder views are reflected in project.
- A COLLABORATE level of engagement involves partnering with key stakeholders in each aspect of the decision, including development of alternatives and the identification of the preferred solution. It commits to ensure stakeholder advice is reflected in formulating solutions and incorporate recommendations into the decisions to the maximum extent possible.

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<sup>1</sup> Adapted from International Association Spectrum of Public Participation (IAP2) [https://iap2.org.au/wp-content/uploads/2020/01/2018\\_IAP2\\_Spectrum.pdf](https://iap2.org.au/wp-content/uploads/2020/01/2018_IAP2_Spectrum.pdf)

## Stakeholder and community mapping

Stakeholder	Level of interest in the project (i.e., high, medium, or low)	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)
13 Councils participating in this Code Amendment	High	<p>Participating councils will be impacted by the changes being proposed to the Hazards (Flooding – Evidence Required) Overlay in their affected area.</p> <p>Planners will use the proposed mapping to determine if flood hazard policies need to be applied when assessing development applications.</p>	<p>That they are fully informed with all available information and able to influence the outcome.</p> <p>Council/s have agreed to be party to the Code Amendment and have been provided with all the relevant Project data.</p>	COLLABORATE
Local Government Association (LGA)	High	As the leadership body for Local Councils, the LGA needs to be informed of the Code Amendment and how councils are being consulted.	<p>That they are fully informed with all available information and able to actively participate in the engagement.</p> <p>This Code Amendment is part of the larger Flood Hazard Mapping and Assessment Project and therefore included in the project reference group monthly agenda which the LGA attends.</p>	INVOLVE
Land/Property owners within affected area(s) where development requirements will change	Medium	<p>The Code Amendment will introduce new assessment pathways, for some forms of development, in areas where the Hazards (Flooding – Evidence Required) Overlay is being removed. This will allow for a cheaper and faster assessment of applications and provide greater certainty for development applications. Alternatively, some forms of development will be excluded from the Deemed to Satisfy pathway, where the Hazards (Flooding – Evidence Required) Overlay is being applied in the Port Adelaide Enfield Council area.</p> <p>Some property owners in areas affected by the Code Amendment may no longer need to ensure that development applications are consistent with the flood hazard policies, in the Code, when undertaking development.</p> <p>In the Port Adelaide Enfield Council area, some property owners in areas affected by the Code Amendment, may need to ensure that development applications are consistent with the flood hazard policies, in the Hazards (Flooding – Evidence Required) Overlay, when undertaken development.</p>	That they have access to all available information as to how their property may be impacted, and that they have an opportunity to actively participate in the engagement and be kept informed.	CONSULT
Local Community	Medium/Low	The local community will want to understand how the Code Amendment will impact their local area.	That they have access to all available information and can actively participate in the engagement.	CONSULT
Federal Members of Parliament	Medium	Members of Parliament need to be informed of the Code Amendment and how it affects the resident in their electorates.	That they will be made aware of the Amendment, can actively participate in the engagement, and be kept informed.	CONSULT



<b>Stakeholder</b>	<b>Level of interest in the project</b> (i.e., high, medium, or low)	<b>Nature of interest in the project and/or the potential impact of the project</b>	<b>Stakeholder needs/expectations for engagement in the project</b>	<b>Level of engagement</b> (i.e., inform, consult, involve, collaborate)
State Members of Parliament	Medium	Members of Parliament need to be informed of the Code Amendment and how it affects the resident in their electorates.	That they will be made aware of the Amendment, can actively participate in the engagement, and be kept informed.	CONSULT
Gawler River Flood Management Authority Landscape Boards	High	The Authority and Landscape Boards will be impacted by the update to the Hazards (Flooding – Evidence Required) Overlay in their affected area(s).	That they will be made aware of the Amendment, can actively participate in the engagement, and be kept informed.	CONSULT
Industry bodies – AIA, AILA, UDIA, PIA, PCA, MBA, HIA	Medium	Development industries may be interested in how the amended Hazards (Flooding – Evidence Required) Overlay affects development opportunities in different areas.	That they will be made aware of the Amendment, can actively participate in the engagement, and be kept informed.	CONSULT
Media	Medium	Depending on the level of interest from community groups and elected representatives, the media may in turn have an interest in covering the views around this Code Amendment and potential future development.	That information about this Amendment is made easily available.	INFORM
South Australian Police (SAPOL); Department for Environment and Water (DEW); Environment Protection Authority (EPA); Infrastructure SA; Premier's Climate Change Council.	Low	Will have an interest in the extent and level of Flood Hazard that exist throughout the state.	That they will be made aware of the Amendment, can actively participate in the engagement, and be kept informed.	CONSULT/INVOLVE
South Australian Fire and Emergency Services Commission (SAFECOM); State Emergency Management Committee (SEMC); State Emergency Services (SES).	Medium	Will have a direct interest in the amended Hazards (Flooding – Evidence Required) Overlay and the extent and level of Flood Hazard that exists throughout the state.	That they will be made aware of the Amendment, can actively participate in the engagement, and be kept informed.	CONSULT/INVOLVE
Stormwater Management Authority (SMA)	Medium	The SMA has a direct interest in the amended Hazards (Flooding – Evidence Required) Overlay.	That they will be made aware of the Amendment, can actively participate in the engagement, and be kept informed.	CONSULT/INVOLVE
Department for Infrastructure and Transport (DIT)	Low	DIT will have an interest in the amended Hazards (Flooding – Evidence Required) Overlay and the need for transport and infrastructure to respond to the changing potential hazards.	That they will be made aware of the Amendment, can actively participate in the engagement, and be kept informed.	CONSULT/INVOLVE

## Applying the Charter principles

Stakeholder	Engagement need or technique
Councils participating in this Code Amendment	<ul style="list-style-type: none"> <li>• Pre-initiation meetings, information sharing</li> <li>• Letter/emails to council Chief Executive Officers and relevant council staff on status of the project</li> <li>• Draft Hazards (Flooding – Evidence Required) Overlay to be forward to Councils prior to consultation</li> <li>• Council ‘comms pack’ (digital resources) provided to participating councils help inform their communities</li> <li>• Meetings as required</li> <li>• Letter to Council Chief Executive and Mayors advising of consultation</li> <li>• Planning Ahead e-newsletter update</li> <li>• Updates at PlanSA user and policy forums</li> <li>• All relevant information on the PlanSA portal during the consultation period, including a fact sheet, FAQs, online map viewer, feedback form and enquiries channel</li> </ul>
All other local councils	<ul style="list-style-type: none"> <li>• Planning Ahead e-newsletter update</li> <li>• Updates at regular PlanSA user and policy forums</li> <li>• All relevant information on the PlanSA portal during the consultation period, including a fact sheet, FAQs, online map viewer, feedback form and enquiries channel</li> </ul>
Local Government Association and Government Agencies	<ul style="list-style-type: none"> <li>• Regular email communications</li> <li>• Update at Reference group meetings</li> <li>• Letter advising of consultation</li> <li>• Project updates during consultation as required</li> <li>• Meetings as required</li> </ul>
Stormwater/Flooding Boards and Authorities	<ul style="list-style-type: none"> <li>• Update at Reference group meetings</li> <li>• Letters to industry body presidents and executive officers advising of consultation</li> <li>• All relevant information on the PlanSA portal during the consultation period, including a fact sheet, FAQs, online map viewer, feedback form and enquiries channel</li> <li>• Meetings as required</li> </ul>
Industry bodies and Industry	<ul style="list-style-type: none"> <li>• Letters to industry body presidents and executive officers advising of consultation</li> <li>• All relevant information on the PlanSA portal during the consultation period, including a fact sheet, FAQs, online map viewer, feedback form and enquiries channel</li> <li>• Updates at PlanSA user and policy forums</li> <li>• Planning Ahead e-newsletter</li> <li>• Meetings as required</li> </ul>
Local community	<ul style="list-style-type: none"> <li>• All relevant information on the PlanSA portal during the consultation period, including a fact sheet, FAQs, online map viewer, feedback form and enquiries channel</li> <li>• Banner on PlanSA portal homepage advertising the consultation</li> <li>• Media release</li> <li>• Advertisements in metro and regional/local newspapers</li> <li>• Social media posts – PlanSA and participating councils’ (subject to council support)</li> <li>• Article in Planning Ahead e-newsletter and participating council newsletters (subject to council support)</li> <li>• Community information sessions (virtual and in-person)</li> <li>• PlanSA Service desk briefed and available for all phone and email enquires before, during and after consultation</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Media release (linking to information on the PlanSA portal)</li> </ul>

## Staging your engagement

Stage	Objective	Stakeholders	Level of engagement	By when
1: Pre-engagement	The flood mapping and storm water management mapping used for this project has been prepared in accordance with the State's Stormwater Management Guidelines.  The Department of Environment and Water, the State Emergency Service SA and the Local Government Association SA had been informed of the Code Amendment.	Government Agencies	CONSULT / INVOLVE	Complete.
1: Pre-engagement	Councils will be party to this Code Amendment through the provision of data and confirmation of the proposed amendments prior to consultation.	Councils	INVOLVE / COLLABORATE	June 2021  Further meetings and correspondence occurred in November 2022 following the scope change for this Code Amendment.
2: Public consultation	The public consultation period for this Code Amendment will run for a total of 8 weeks.  Consultation on the Code Amendment will provide an opportunity for affected or interested people/organisations to be made aware of the Code Amendment, have an opportunity to participate and influence the outcome.	All stakeholders	INFORM / CONSULT	February – April 2023
3: Review feedback	Review and summarise consultation feedback and prepare an engagement report and instructions for Ministerial decision.	All stakeholders	N/A	April – June 2023
4: Inform of outcome	Inform stakeholders of the outcome of the Code Amendment.	All stakeholders	INFORM	Mid 2023

## Planning your engagement approach

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
1: Pre-engagement	Meeting with councils, key agencies and boards.	INFORM: <ul style="list-style-type: none"> <li>- Provide information</li> <li>- Identify concerns and issues</li> <li>- Develop options</li> <li>- Test ideas and prioritise options</li> <li>- Build relationships and involvement</li> <li>- Establish potential consensus</li> <li>- Obtain input into decision-making</li> </ul>	Councils SAPOL SAFECOM SMA SES LGA DEW DIT EPA	May 2021 to February 2023
2: Public consultation	Electronic communications to advise of public consultation period	INFORM	All stakeholders	February – April 2023
2: Public consultation	Letter advising of public consultation	INFORM	Key stakeholders	February 2023
2: Public consultation	Service desk for phone enquiries during business hours, with follow up phone calls (if required)	CONSULT	All stakeholders and community members	During consultation period

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
2: Public consultation	Briefings for stakeholders (if requested)	CONSULT	Key stakeholders	During consultation period, as requested
2: Public consultation	Public 'drop-in' information sessions (in-person or online options)  Events to be staged in various locations with online options for more remote areas.	CONSULT	Landowners / community members / public	March 2023
2: Public consultation	Print Advertising	INFORM	Landowners / community members / public	During consultation period
2: Public consultation	Social Media posts	INFORM	Landowners / community members / public	At commencement and during consultation period
2: Public consultation	'Comms pack' provided to participating councils to help inform their communities of consultation	INFORM	Participating local councils and their communities	Leading up to and at the commencement of consultation period
2: Public consultation	All relevant information on the PlanSA portal including a fact sheet, FAQs, online map viewer, and contact details for enquires.  All written material to be in 'plain English' and to be clear, informative, and accessible.	INFORM	All stakeholders	Length of consultation period
2: Public consultation	Submission form for feedback (online and postal options available)	CONSULT	All stakeholders	Length of consultation period
3: Review feedback	Post-consultation survey to all participants to evaluate the consultation process	CONSULT Engagement processes evaluated.	All stakeholders	At close of consultation period
4: Inform of outcome	Engagement Report and submissions published on the PlanSA portal	INFORM Inform the public that the Code Amendment has been finalised.	All stakeholders	Following close of consultation, after the Engagement Report has been furnished to the Minister
4: Inform of outcome	Minister's decision published on the PlanSA portal with submitters notified of outcome via email	INFORM	All stakeholders	Once outcome of Code Amendment is known

## 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"> <li>- Engagement will seek early input to help shape the proposal (pre-engagement and public consultation submissions will contribute to the substance of the Code Amendment)</li> <li>- Key stakeholders will be consulted on the amendment</li> <li>- Engagement will be targeted at a wide range of stakeholders using a range of methods that make participation convenient</li> <li>- Sufficient timelines for people to fully participate in the engagement process</li> <li>- Easy to understand information to help audiences understand how it is relevant to them, what it means for land use and built form outcomes 'on the ground' and how they provide feedback</li> <li>- A series of community information sessions held to allow people to gain more information and ask questions regarding the Code Amendment</li> <li>- PLUS staff will be available to respond to enquiries and provide clarity during engagement through the PlanSA Service Desk</li> <li>- An Engagement Report will be prepared in accordance with section 73(7) of the 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.</li> </ul>
Engagement is inclusive and respectful	<ul style="list-style-type: none"> <li>- Engagement sought input early to help shape the proposal</li> <li>- Engagement targeted at a wide range of stakeholders using a range of methods that make participation convenient</li> <li>- Efforts made so that the most affected or interested are aware of the proposed amendment</li> <li>- Sufficient timelines for people to fully participate in the engagement process</li> <li>- Easy to understand information to help audiences understand why it is relevant to them, what it means for land and built form outcomes 'on the ground' and how they can have their say</li> <li>- Comments and views are captured and considered</li> <li>- PLUS staff will be available to respond to enquiries to provide any clarity during the engagement through the PlanSA Service Desk.</li> <li>- Affected and interested people will have the opportunity to participate and provide feedback through multiple formats:               <ul style="list-style-type: none"> <li>• PlanSA Service Desk</li> <li>• PlanSA feedback/online submission form</li> <li>• Email feedback</li> <li>• Post</li> </ul> </li> </ul>
Engagement is fit for purpose	<ul style="list-style-type: none"> <li>- A broad range of activities offered in a mix of ways, to reach a wide range of stakeholders</li> <li>- The scope of the amendment affects a number of properties across 13 local government areas and townships within the outback areas of the state, with varying amounts of change to development expectations. The scope of consultation has been tailored accordingly.</li> <li>- Communication material will be clear about the proposed changes and how it could affect development outcomes.</li> </ul>
Engagement is informed and transparent	<ul style="list-style-type: none"> <li>- Information clearly articulates key areas of interest, what we are seeking feedback on, how participants can get involved and how feedback will be used</li> <li>- All relevant information and resources will be made available online for any interested person(s) to access easily</li> <li>- Information materials will be presented in easy-to-understand language and format, use visual tools and/or scenarios where possible to explain information and will not assume prior knowledge</li> <li>- What the community can influence and not influence is clearly outlined</li> <li>- Submissions will be acknowledged and advised of next steps in the process</li> <li>- An Engagement Report will be made publicly available</li> </ul>
Engagement is reviewed and improved	<ul style="list-style-type: none"> <li>- A post-consultation survey on the engagement process will be sent to all consultation participants at the end of consultation</li> <li>- The survey results and opportunities for improvement will be contained in the Engagement Report provided to the Minister</li> <li>- Feedback from this consultation will assist with a second state-wide Code Amendment for the Flood Hazard Assessment and Mapping Project</li> <li>- Any issues raised about the engagement during the process will be considered and action will be taken if appropriate</li> <li>- As the engagement plan is implemented, debriefs will occur after key engagement activities to determine if any changes are required</li> </ul>



## 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 Designated Entity will assess the success of the engagement against criteria five to nine. This evaluation will be included in the statutory report required to be prepared by the Designated Entity under section 73(7) of PDI Act (the Engagement Report). The Engagement Report provides details and analysis of engagement activities undertaken for the Code Amendment and is provided to the Minister for Planning and Local Government. This Engagement Report will also be referenced in the State Planning Commission's Parliamentary Report under section 74(3)(b) of the Act, which is issued to the Environment Resources and Development Committee of Parliament following adoption of a Code Amendment.

#	Charter criteria	Charter performance outcomes	Respondent	Indicator <sup>2</sup>	Evaluation tool <sup>3</sup> Exit survey / follow-up survey	Measuring success of project engagement
1	Principle 1: Engagement is genuine	<ul style="list-style-type: none"> <li>People had faith and confidence in the engagement process.</li> </ul>	Community	I feel the engagement <b>genuinely sought</b> 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"> <li>Affected and interested people had the opportunity to participate and be heard.</li> </ul>	Project Lead	The <b>engagement reached</b> those identified as community of interest.	<ul style="list-style-type: none"> <li>Representatives from most community groups participated in the engagement</li> <li>Representatives from some community groups participated in the engagement</li> <li>There was little representation of the community groups in engagement.</li> </ul>	Insert chosen answer from previous column.
3	Principle 3: Engagement is fit for purpose	<ul style="list-style-type: none"> <li>People were effectively engaged and satisfied with the process.</li> <li>People were clear about the proposed change and how it would affect them.</li> </ul>	Community	I was given sufficient <b>information</b> so that I could take an informed view.	Likert scale - strongly disagree to strongly agree	Per cent from each response.
				I was given an <b>adequate opportunity to be heard</b>	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"> <li>All relevant information was made available, and people could access it.</li> <li>People understood how their views were considered, the reasons for the outcomes and the final decision that was made.</li> </ul>	Community	I felt <b>informed</b> 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.
5	Principle 5: Engagement processes are reviewed and improved	<ul style="list-style-type: none"> <li>The engagement was reviewed, and improvements recommended.</li> </ul>	Project Lead	<b>Engagement was reviewed</b> throughout the process and improvements put in place, or recommended for future engagement	<ul style="list-style-type: none"> <li>Reviewed and recommendations made</li> <li>Reviewed but no system for making recommendations</li> <li>Not reviewed</li> </ul>	Insert chosen answer from previous column.
6	Engagement occurs early	<ul style="list-style-type: none"> <li>Engagement occurred before or during the drafting of the planning policy, strategy, or scheme when there was an opportunity for influence.</li> </ul>	Project Lead	Engagement <b>occurred early enough</b> for feedback to genuinely influence the planning policy, strategy, or scheme	<ul style="list-style-type: none"> <li>Engaged when there was opportunity for input into scoping</li> <li>Engaged when there was opportunity for input into first draft</li> <li>Engaged when there was opportunity for minor edits to final draft</li> <li>Engaged when there was no real opportunity for input to be considered</li> </ul>	Insert chosen answer from previous column.
7	Engagement feedback was considered in the development of planning policy, strategy, or scheme	<ul style="list-style-type: none"> <li>Engagement contributed to the substance of a plan or resulted in changes to a draft.</li> </ul>	Project Lead	Engagement <b>contributed to the substance of the final plan</b>	<ul style="list-style-type: none"> <li>In a significant way</li> <li>In a moderate way</li> <li>In a minor way</li> <li>Not at all</li> </ul>	Insert chosen answer from previous column.
8	Engagement includes 'closing the loop'	<ul style="list-style-type: none"> <li>Engagement included activities that 'closed the loop' by providing feedback to participants/ community about outcomes of engagement</li> </ul>	Project Lead	Engagement <b>provided feedback to community about outcomes</b> of engagement	<ul style="list-style-type: none"> <li>Formally (report or public forum)</li> <li>Informally (closing summaries)</li> <li>No feedback provided</li> </ul>	Insert chosen answer from previous column.
9	Charter is valued and useful	<ul style="list-style-type: none"> <li>Engagement is facilitated and valued by planners</li> </ul>	Project Lead	Identify <b>key strength</b> of the Charter and Guide Identify <b>key challenge</b> of the charter and Guide		Insert key strength and key challenge

## Closing the loop and reporting back

How will you respond to participants?	Who is responsible?	When will you report back?
<p>Summarise feedback received via key themes in Engagement Report, provide access to Engagement Report to participants for their information</p> <p>(NB: A register will be kept of all participants, ranging from those who lodge formal submissions, attend information sessions and who make telephone enquiries during the engagement period, so they can be kept informed of the project and engagement outcomes)</p> <p>All participants will be informed upon completion of the Code Amendment via:</p> <ul style="list-style-type: none"> <li>- Emails to those who lodged a submission</li> <li>- PlanSA portal update to advise of the Code Amendment adoption (if adopted)</li> <li>- Planning Ahead e-newsletter article</li> <li>- Social media posts</li> <li>- Media release announcing decision</li> </ul>	Representative of the Designated Entity	As soon as practicable post-consultation
Provide a cross-section of participants with an opportunity to participate in an evaluation survey to inform the Engagement Report	Representative of the Designated Entity	As soon as practicable post-consultation
Prepare an Engagement Report and make it available to stakeholders and the community	Representative of the Designated Entity	Post decision by the Minister
Publish the Engagement Report on the PlanSA portal (mandatory)	Attorney-General's Department	Post decision by the Minister