

# ENGAGEMENT PLAN

Assessment Improvements Code Amendment  
By the State Planning Commission (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 Assessment Improvements Code Amendment proposes a series of technical amendments to South Australia's Planning and Design Code. The amendments are an opportunity to improve the Code's general performance, interpretation and consistency.

The amendments have been informed by both feedback provided by planning practitioners through user experience and some of the Expert Panel recommendations from the Planning System Implementation Review supported by the government.

Building upon the Miscellaneous Technical Enhancement Code Amendment, which came into operation on 1 June 2023, this Code Amendment is similarly focused on addressing technical and operational elements within the Code, as opposed to changing policy intent or outcomes.

Subject to investigations, the Code Amendment is anticipated to propose the following policy amendments:

- improvements to the rules of interpretation in response to recent case law
- improvements to land use and administrative definitions
- review of heritage referrals
- review of demolition policy in Local Heritage Place Overlay
- review of language and policy consistency
- ensuring policies are reasonable and practical
- review of car parking for major open spaces.

Initiated by the State Planning Commission on 15 August 2024, the proposal seeks to amend the Code for the whole of South Australia.

### Engagement already undertaken

Some of the amendments proposed in the draft Assessment Improvements Code Amendment have been influenced by feedback received from practitioners through user experience, similarly to those identified in the [Miscellaneous Technical Enhancement Code Amendment](#).

Stakeholders, including practitioners, also had the opportunity to view and provide feedback on the recommendations of the [Expert Panel's System Implementation Review](#), some of which are included in this Code Amendment.

## Engagement purpose

The engagement purpose is to:

- inform planning practitioners and other key stakeholders of the proposed amendments to South Australia's Planning and Design Code and the rationale behind them
- provide opportunities to contribute feedback to influence the Code Amendment
- inform stakeholders of outcomes.

## Engagement objectives

The key objectives of engagement are to:

- inform all stakeholders of the proposed amendments and the rationale behind them
- provide opportunities for practitioners to ask questions, provide feedback and ideas, to influence the wording of the proposed changes for greater clarity and improved outcomes
- clearly communicate how feedback will be considered in the final Code Amendment
- build on stakeholder relationships and trust in South Australia's planning system
- demonstrate the State Planning Commission's and the state government's commitment to responding to feedback and the continuous improvement of the state's planning system
- encourage practitioners to continue to provide feedback on their experience in applying the Code to support continuous improvement
- keep stakeholders informed about the progress of the Code Amendment, the final decision and timeline
- meet the requirements of the Community Engagement Charter under the *Planning, Development and Infrastructure Act 2016*.

## Scope of influence

Stakeholders can influence the following aspects of the Code Amendment during this stage of engagement:

- the wording of the proposed amendments should suggested alternative wording offer greater clarity and understanding
- if a proposed amendment is strongly opposed consideration will be given to dealing with that item in another code amendment.

Aspects of the project that stakeholders cannot influence during this stage of engagement are:

- the scope of the proposed changes.

## Key messages

The following key messages will underpin the engagement for the Code Amendment:

- Consultation is now open on the draft Assessment Improvements Code Amendment, which proposes a number of technical amendments to enhance the general performance and operation of the Planning and Design Code.
- The proposed amendments have been informed by feedback received by local council, planning industry professionals and other users of the Code.
- The draft Code Amendment also forms part of the state government's response to the [Planning System Implementation Review](#), implementing recommendations of the Expert Panel supported by the state government.
- The proposed amendments seek to improve clarity and the user experience in applying the Code, which will lead to better planning outcomes.

- Monitoring and reviewing the Code and identifying where adjustments may be required in response to stakeholder feedback is an ongoing activity of the State Planning Commission and the Planning and Land Use Services division of the Department for Housing and Urban Development.
- The draft Assessment Improvements Code Amendment builds upon the [Miscellaneous Technical Enhancement Code Amendment](#), which came into effect on 1 June 2023, and similarly focused on addressing technical and operational elements within the Code as opposed to changing policy intent or outcomes.
- The key areas of focus in the draft Assessment Improvements Code Amendment include:
  - improvements to the Rules of Interpretation in response to recent case law
  - review of language and policy consistency
  - ensuring policies are reasonable and practical
  - improvements to Land Use and Administrative Definitions
  - review of Referrals to government agencies and industry.
- Other areas reflected in the proposed amendments concern demolition policy for local heritage places and car parking rates for major open spaces.
- Consultation on the draft Assessment Improvements Code Amendment is open for 12 weeks from 9 am Tuesday 10 December 2024 to 5 pm Tuesday 4 March 2025. Feedback is important and will help to shape the final Code Amendment presented to the Minister for Planning for a decision.
- All relevant information about the draft Assessment Improvements Code Amendment, including how to provide feedback and register for information sessions, can be found on the PlanSA portal and YourSAy page.

## 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)
<b>Local government</b>				
All local government councils	High	Interest in understanding the proposed changes and the impact they may have on local council processes and outcomes for the communities they service.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
Local Government Association of South Australia	High	Interest in understanding the proposed changes and the impact they may have on local council processes and outcomes for the communities they service.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
<b>Minsters and local MPs</b>				
All locally elected MPs	High	Interest in proposed changes and how they will impact planning for the communities they represent.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
Minister for Planning – The Hon. Nick Champion MP	High	The Minister is the decision maker on the Code Amendment.	Needs to be briefed on the final Code Amendment and receive a copy of the Engagement Report for the consultation.  Needs consultation to be undertaken in accordance with the Community Engagement Charter under the <i>Planning, Development and Infrastructure Act 2016</i> .	Decision maker
<b>Industry</b>				
Planning Institute of Australia (PIA)	High	Peak national industry body for planning. Interest in the changes to the Planning and Design Code and how they will impact industry.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
Urban Development Institute of Australia (UDIA) SA division	High	Leading representative body for the urban development industry. Interest in the changes to the Planning and Design Code and how they will impact industry.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
Association of Consulting Architects	High	Peak national industry body representing the interest of employers in the architecture industry on industrial matters. Interest in the changes to the Planning and Design Code and how they will impact industry.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
Australian Institute of Architects	High	Peak national body representing its individual members in Australia's architecture industry. Interest in the changes to the Planning and Design Code and how they will impact industry.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
Australian Institute of Landscape Architects	High	National body representing its individual members in landscape architecture. Interest in the changes to the Planning and Design Code and how they will impact industry.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
Property Council of Australia (PCA)	High	National body representing Australia's property industry. Interest in the changes to the Planning and Design Code and how they will impact industry.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	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)
Master Builders SA	High	Peak body representing South Australia's building and construction industry. Interest in the changes to the Planning and Design Code and how they will impact industry.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
Housing Industry Association (HIA)	High	National body representing builders across Australia on issues surrounding residential building and the construction industry. Interest in the changes to the Planning and Design Code and how they will impact industry.	Expect to be informed and engaged and have opportunities to provide feedback and ideas to be considered in the Code Amendment.	Consult
Adelaide Airport	High	Interest in ensuring the proposed changes meet aviation policy and regulations, particularly around building heights and air space and other relevant aviation matters.	Expect to be consulted on the Code Amendment's alignment with Australian and South Australian aviation policies and regulations.	Consult
<b>Government Departments/Agencies</b>				
Renewal SA	High	Interest in how the proposed changes will impact current and future urban renewal activity and agency referrals.	Expect to be informed about the Code Amendment, specifically how it will impact agency referrals. Expect to have opportunities to provide feedback and ideas to be considered in the final Code Amendment presented to the Minister for Planning.	Consult
Department for Infrastructure and Transport (DIT), and specifically South Australia Public Transport Authority within DIT	High	Interest in how the proposed changes will affect referrals related to matters within its responsibilities, including local traffic and public transport, planning of roads and other infrastructure.	Expect to be informed about the Code Amendment, specifically how it will impact agency referrals and have opportunities to provide feedback and ideas to be considered in the final Code Amendment presented to the Minister for Planning.	Consult
SA Water	High	Interest in how the proposed changes will affect referrals related to matters within its responsibilities, including water and sewerage services.	Expect to be informed about the Code Amendment, specifically how it will impact agency referrals. Expect to have opportunities to provide feedback and ideas to be considered in the final Code Amendment presented to the Minister for Planning.	Consult
SA Housing Trust	High	Interest in how the proposed changes will affect referrals related to matters within its responsibilities, including access to affordable housing.	Expect to be informed about the Code Amendment, specifically how it will impact agency referrals. Expect to have opportunities to provide feedback and ideas to be considered in the final Code Amendment presented to the Minister for Planning.	Consult
Environment Protection Authority	High	Interest in how the proposed changes will affect referrals related to matters within its responsibilities, including minimising impacts on the environment, human health and amenity.	Expect to be informed about the Code Amendment, specifically how it will impact agency referrals. Expect to have opportunities to provide feedback and ideas to be considered in the final Code Amendment presented to the Minister for Planning.	Consult
Department for Environment and Water	High	Interest in how the proposed changes will affect referrals related to matters within its responsibilities, including land use, natural resources and sustainable development.	Expect to be informed about the Code Amendment, specifically how it will impact agency referrals. Expect to have opportunities to provide feedback and ideas to be considered in the final Code Amendment presented to the Minister for Planning.	Consult
<b>Federal government departments and agencies</b>				
Department of Defence	High	Interest in setting acceptable heights for structures and buildings to align with aviation policy.	Expect to be consulted on the Code Amendment on alignment with Australian aviation policies and regulations.	Consult

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)
Air Services Australia	High	Interest in setting acceptable heights for structures and buildings to align with aviation policy.	Expect to be consulted on the Code Amendment's alignment with Australian aviation policies and regulations.	Consult
Civil Aviation Safety Authority	High	Interest in setting acceptable heights for structures and buildings to align with aviation policy.	Expect to be consulted on the Code Amendment alignment with Australian aviation policies and regulations.	Consult
<b>Community</b>				
General public	Low	General interest in changes to South Australia's Planning and Design Code and how these may affect planning decisions.	Expect to have access to information about the Code Amendment.	Inform

## Applying the Charter principles

Stakeholder	Engagement need or technique
Local government and Local Government Association	<ul style="list-style-type: none"> <li>• Letters sent via email</li> <li>• Online information sessions</li> <li>• Planning Ahead enews</li> <li>• Policy forums</li> <li>• PlanSA portal</li> <li>• Video message from Craig Holden, Chair of the State Planning Commission</li> <li>• Social media</li> <li>• YourSAy page</li> <li>• Frequently asked questions</li> <li>• PlanSA helpdesk (phone and email)</li> </ul>
Minister for Planning – The Hon. Nick Champion MP	<ul style="list-style-type: none"> <li>• Letters sent via email</li> <li>• Brief</li> <li>• Engagement Report</li> </ul>
Local MPs	<ul style="list-style-type: none"> <li>• Letters sent via email</li> <li>• Online information sessions</li> <li>• PlanSA portal</li> <li>• YourSAy</li> </ul>
Industry	<ul style="list-style-type: none"> <li>• Letters sent via email</li> <li>• Online information sessions</li> <li>• Planning Ahead enews</li> <li>• Policy forums</li> <li>• PlanSA portal</li> <li>• Video message from Craig Holden, Chair of the State Planning Commission</li> <li>• Social media</li> <li>• YourSAy page</li> <li>• Frequently asked questions</li> <li>• PlanSA helpdesk (phone and email)</li> </ul>

Stakeholder	Engagement need or technique
Government departments/agencies	<ul style="list-style-type: none"> <li>• Letters sent via email</li> <li>• Online information sessions</li> <li>• Planning Ahead enews</li> <li>• Policy forums</li> <li>• PlanSA portal</li> <li>• Social media</li> <li>• YourSAy</li> <li>• Frequently asked questions</li> </ul>
Federal government departments/agencies	<ul style="list-style-type: none"> <li>• Letters sent via email</li> <li>• PlanSA portal</li> <li>• Social media</li> <li>• YourSAy</li> <li>• Frequently asked questions</li> </ul>
General public	<ul style="list-style-type: none"> <li>• YourSAy</li> <li>• Social media</li> <li>• PlanSA</li> <li>• Frequently asked questions</li> <li>• Hard copy draft Code Amendment available for viewing at PLUS office</li> <li>• PlanSA helpdesk (phone and email)</li> </ul>

## Planning and staging your engagement approach

Stage	Engagement activity	Objective	Stakeholders/ target audience	Level of engagement	Timing	Who's responsible?*	Resources required*	Budget*	Risks and mitigation*
Launch	<ul style="list-style-type: none"> <li>• PlanSA portal</li> <li>• Frequently asked questions</li> <li>• Social media</li> <li>• Hard copy draft Code Amendment available for viewing at PLUS office</li> <li>• PlanSA helpdesk (phone and email)</li> </ul>	Inform stakeholders of the Code Amendment, the consultation period and avenues to provide feedback.	All stakeholders	Inform	10 December 2024 to 4 March 2025	Communications and Engagement (C&E) team to draft content and coordinate approvals and publish content.  Code Amendment (CA) team to review draft content, lead briefing to PlanSA helpdesk, sign off content and arrange hard copies for level 9.	PlanSA helpdesk to be briefed.  Printed copies available on Level 9.	N/A  N/A	
Public consultation	<ul style="list-style-type: none"> <li>• Letters sent via email</li> <li>• Invitation to online information sessions</li> <li>• Social media – promoting briefings</li> <li>• Video message from Craig Holden, Chair of the State Planning Commission</li> <li>• Planning Ahead enews</li> </ul>	<p>Inform of the Code Amendment and consultation period.</p> <p>Provide opportunities for stakeholders to contribute feedback, ideas and ask questions.</p>	Local government and Local Government Association, local MPs, industry, state and federal government departments/agencies	Consult	10 December 2024	CA team to draft letters and C&E to draft Planning Ahead story and social media.  CA team to review content.	Admin team support for mail merge of letters and emailing to stakeholders.	N/A	<p>Risk: Stakeholders on leave over consultation period, which is over a popular time of the year for annual leave.</p> <p>Mitigation: Extending the consultation period from 8 weeks to 12 weeks to provide more time for submissions.</p>



Stage	Engagement activity	Objective	Stakeholders/ target audience	Level of engagement	Timing	Who's responsible?*	Resources required*	Budget*	Risks and mitigation*
Public consultation	<ul style="list-style-type: none"> <li>Policy forum</li> </ul>	Inform of the Code Amendment and consultation period.	Industry, local and state government agencies	Inform	6 December and first Policy forum for 2025 should it fall within consultation period.	CA team to prepare and deliver forum presentations	Presentation by Code Amendment team.	N/A	
Public consultation	<ul style="list-style-type: none"> <li>Online information sessions</li> </ul>	Provide information about the Code Amendment and opportunities to contribute ideas and ask questions.	Directed at local government, Local Government Association, local MPs, industry, state government departments/agencies, but open to all.	Consult	Thursday 12 December 2024, Wednesday 22 January 2025 and Tuesday 11 February 2025	C&E team to create Eventbrite pages for registration. CA team to review content and prepare and deliver information sessions.	Presentation by Code Amendment team.	N/A	<p>Risk: Stakeholders are on leave with the consultation running over Christmas/New Year and many workplaces shutting down over this period.</p> <p>Mitigation: Two information sessions will be offered before Christmas break and if there is demand a further briefing will be considered in February.</p>
Review feedback	N/A	Review and summarise consultation feedback and prepare the 'what we heard' summary and engagement survey.	N/A	N/A	As soon as practicable post-consultation	C&E team to prepare with input from CA team on what was in the submissions received.	'what we heard' summary and engagement survey		
Close the loop	<ul style="list-style-type: none"> <li>Email those who made a submission links to the 'what we heard' summary and engagement feedback survey</li> <li>'What we heard' summary published on PlanSA website and YourSAy</li> </ul>	<p>Communicate key themes of feedback received during consultation.</p> <p>Obtain feedback from key stakeholders on the engagement process.</p>	All stakeholders	Inform/consult	As soon as practicable post-consultation	C&E team	Admin support to send 'what we heard' summary and engagement survey.		
Decision	<ul style="list-style-type: none"> <li>Briefing and final documents submitted to the Minister for Planning</li> </ul>	Deliver the final Code Amendment and Engagement Report to the Minister.	Minister for Planning	Empower	Following finalisation of the Code Amendment and Engagement Report	CA team to provide brief and final Code Amendment to the Minister for Planning	Brief and Engagement Report		
Inform of outcome	<ul style="list-style-type: none"> <li>Minister's decision published on the PlanSA portal</li> <li>Engagement Report and submissions published on the PlanSA portal and/YourSAy website</li> </ul>	Communicate Code Amendment decision to stakeholders, including engagement outcomes and key themes of feedback received.	All stakeholders	Inform	Within 5 business days	C&E team to draft comms and CA team to review	Support from PLUS Admin team to mail merge and email letters		

Stage	Engagement activity	Objective	Stakeholders/ target audience	Level of engagement	Timing	Who's responsible?*	Resources required*	Budget*	Risks and mitigation*
	<ul style="list-style-type: none"> <li>Letters/emails advising outcome to those who provided a written submission</li> <li>Updates to YourSAy</li> <li>Social media</li> <li>PlanSA portal</li> </ul>								
Inform of outcome	<ul style="list-style-type: none"> <li>Presentation at Policy forum</li> </ul>	Communicate Code Amendment decision to stakeholders, including engagement outcomes and key themes of feedback received.	Industry	Inform	The next Policy forum following the decision.	CA team to prepare and deliver presentation	Presentation		

\*this information does not need to be provided to the Minister

## 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 seeks input early to help shape the proposal.</li> <li>Engagement will occur for an extended period (12 weeks instead of 8 weeks) to allow stakeholders more time to influence the Code Amendment.</li> <li>Stakeholders directly impacted by the Code Amendment will be directly consulted and provided with opportunities to further engage throughout the consultation period.</li> <li>All comments and views are captured and considered.</li> <li>A variety of opportunities will be provided for stakeholders to receive information and to genuinely seek their input.</li> <li>Easy to understand information released to help audiences understand why it is relevant to them and how they can have their say.</li> <li>The Designated Entity is available to answer questions throughout the engagement process through the PlanSA Service Desk hotline.</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 SA planning portal.</li> </ul>
Engagement is inclusive and respectful	<ul style="list-style-type: none"> <li>Affected and interested people will have the opportunity to submit feedback through multiple formats: <ul style="list-style-type: none"> <li>PlanSA feedback form</li> <li>Letter</li> <li>Email</li> <li>YourSAy</li> </ul> </li> <li>Background information will be readily available and all information will be provided in clear and accessible language, and will not assume prior knowledge.</li> <li>Timelines sufficient for people to hear/see the opportunity to have a say, with the consultation period extended from 8 weeks to 12 weeks.</li> <li>PLUS staff will be available to respond to enquiries to provide any clarity during the engagement.</li> <li>Information is delivered via a variety of formats, digital, in-person and hard copy.</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 pool of stakeholders.</li> <li>Stakeholders directly impacted will be targeted directly by the engagement (i.e. letters and email).</li> <li>Stakeholders with specific interests will be directly communicated with via targeted channels such as policy forums and information sessions.</li> <li>Stakeholders will be informed through a variety of channels to gain maximum reach.</li> </ul>
Engagement is informed and transparent	<ul style="list-style-type: none"> <li>All relevant information will be made available online for any interested person to access.</li> <li>Information clearly articulates key areas of interest, what we are gathering feedback on, how participants can get involved and how feedback will be used.</li> <li>Submissions will be acknowledged and advised of next steps in the process.</li> <li>An Engagement Report will be provided to participants and made publicly available.</li> </ul>

Charter principle	How does your engagement approach/activities reflect this principle in action?
Engagement is reviewed and improved	<ul style="list-style-type: none"> <li>Measures of success are identified and will be evaluated at the conclusion of the engagement, and at each stage of engagement if required.</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> <li>Engagement and opportunities for improvement will be reviewed in the Engagement Report to the Minister.</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. 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>	Stakeholders	I feel the engagement <b>genuinely sought</b> 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"> <li>Affected and interested people had the opportunity to participate and be heard.</li> </ul>	Stakeholders	I am <b>confident my views were heard</b> during the engagement.	Likert scale - strongly disagree to strongly agree	Percent from each response.
			Project Lead	The <b>engagement reached</b> those identified as community of interest.	<ul style="list-style-type: none"> <li>Representatives from most stakeholder groups participated in the engagement</li> <li>Representatives from some stakeholder groups participated in the engagement</li> <li>There was little representation of the stakeholder groups in engagement.</li> </ul>	Percent from each response.
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>	Stakeholders	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 <b>adequate opportunity to be heard</b> .	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"> <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>	Stakeholders	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	Percent 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>	Identified by Project Lead.
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> </ul>	Identified by Project Lead

#	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
					<ul style="list-style-type: none"> <li>Engaged when there was no real opportunity for input to be considered</li> </ul>	
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>	Identified by Project Lead
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>	Identified by Project Lead
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		Identified by Project Lead

## Closing the loop and reporting back

How will you respond to participants?	Who's responsible?	When will you report back?
Summarise feedback received in a 'what we heard' summary, outlining the engagement process, key topics of feedback received and next steps in finalising the Code Amendment, to be provided to participants along with the engagement evaluation survey  (NB: A register will be kept of all participants, ranging from those who lodge formal submissions to those who make phone enquiries during the engagement period so they can be kept informed of the project and engagement outcomes)	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 the s73 Engagement Report, which includes a summary of the feedback received, the changes made, and evaluation of the engagement process.	Representative of the Designated Entity	As soon as possible post-consultation
Publish the Minister's decision and Engagement Report on the PlanSA website (mandatory) and make it available to stakeholders and the community, including: <ul style="list-style-type: none"> <li>letters/emails to those who lodged a submission</li> <li>PlanSA news</li> </ul>	Planning and Land Use Services	Within 5 business days
Broad communications to all stakeholders to inform of outcomes including: <ul style="list-style-type: none"> <li>Planning Ahead enews article/update</li> <li>social media</li> <li>Policy forum presentation</li> </ul>	Planning and Land Use Services	Post decision by the Minister