

Hillier Park Code Amendment
21ADL-0832
24 March 2023

Engagement Plan

Proposed Code Amendment for

Lot 52 & Lot 66 Hillier Road, Hillier

Engagement Plan

24 March 2023

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1. Introduction

The proponent seeks to amend the Planning and Design Code as it relates to land located at Lots 52 and 66 Hillier Road, Hillier from *Rural Zone* to *Residential Park Zone* to facilitate the development of a future Residential Park.

The land is currently vacant with some dilapidated buildings/infrastructure and no active land uses being undertaken. The land is not utilised for rural purposes intended by the current zoning, such as production, processing, storage and distribution of primary produce or forestry. The site is serviced by some existing infrastructure including a high voltage overhead line on the northern portion of the site and water main along Hillier Road.

There has been interest expressed in using the land for residential purposes given its proximity to an existing Residential Park that is nearing capacity and local services nearby. The site is referred to as the 'Affected Area' and is shown in Figure 1.

1.1 Locality

The Affected Area is surrounded by the following features and land uses:

- The northern boundary of the Affected Area aligns with the Gawler River.
- The land to the north and west is zoned Rural Residential.
- Immediately to the east of the Affected Area is the Hillier Park Residential Village, a lifestyle village aimed at the over 50s which has approximately 380 dwellings, and The Riverdell Spiritual Centre.
- Evanston Gardens Primary School is located south on the opposite side of Hillier Road.
- The nearest major centre to the site is Gawler, approximately 3.8km northeast of the Affected Area. Gawler has a population of approximately 26,000 people and provides services such as health centres, education and retail.

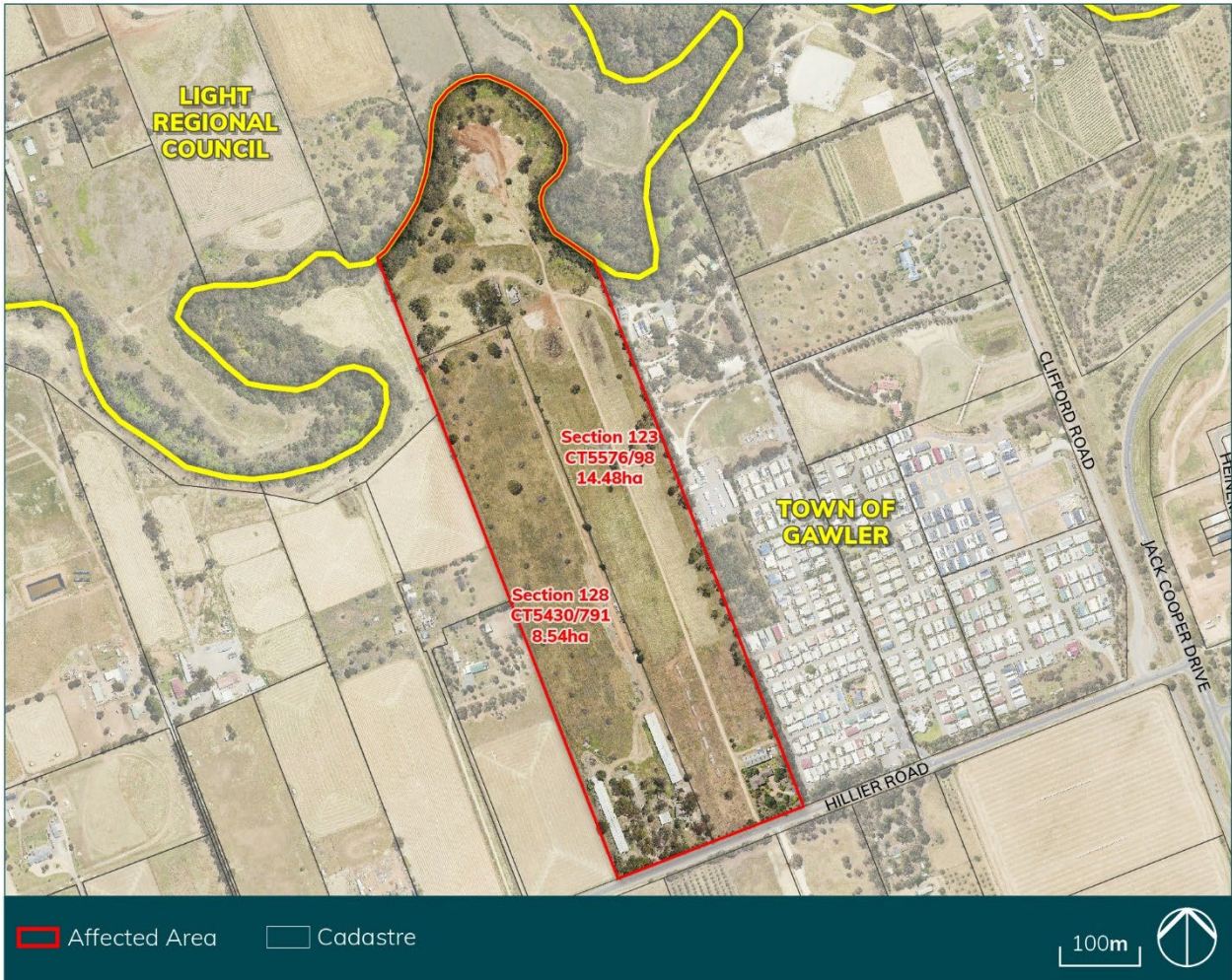


Figure 1 Code Amendment Affected Area

2. Engagement Approach

2.1 Purpose

The purpose of engagement is to ensure that individuals, businesses, organisations and communities interested in and/or affected by the proposed Code Amendment are able to provide feedback and influence particular elements of the proposed Code Amendment during the preparation stage, and prior to the finalisation of the Code Amendment.

The Code Amendment is proposed to be on consultation for 7 weeks, from **17 April to 5.00pm, 5 June 2023**.

Specifically, the engagement will:

- Raise awareness that a Code Amendment is being prepared.
- Provide information about what is proposed by the Code Amendment including the location of where the proposed changes will apply.
- Allow community and stakeholders to understand the future development implications that the proposed Code Amendment may facilitate, and any impacts this may have on them.
- Provide the opportunity for stakeholders and community to identify issues and opportunities early, so that they can be considered in the preparation of the Code Amendment.
- Enable stakeholders and community to provide feedback on the Code Amendment prior to it being finalised and submitted to the State Commission Assessment Panel (SCAP) and Minister for Planning.
- Close the loop with stakeholders and community to inform them of the outcomes of the engagement process, and how they can access the final version of the Code Amendment.
- Meet statutory requirements as they relate to engagement on a Code Amendment.
- Build relationships and a community of interest to support future activities (i.e. construction) at the site.

2.2 Community Engagement Charter

The preparation of the Code Amendment is required to comply with the principles of the Community Engagement Charter under the *Planning, Development and Infrastructure Act 2016*.

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

The table below outlines the ways in which this engagement plan supports the five principles of the Charter and how success will be defined and measured.

The approach to measuring the success of the engagement associated with the Code Amendment against the principles of the Community Engagement Charter is described more fully at section 5 and at **Appendix A**.

Table 1 Community Engagement Charter principles and measures

Charter principle	Performance outcome	Engagement measure
Engagement is genuine	People had confidence in the engagement process	<ul style="list-style-type: none"> • Targeted at a wide range of stakeholders using a range of channels • Timelines sufficient for people to hear/see the opportunity to have a say • Easy to understand information to help audiences understand why it is relevant to them and how they can have their say • A Consultation 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.
Engagement is inclusive and respectful	Affected and interested people had the opportunity to participate and be heard	<ul style="list-style-type: none"> • Targeted at a wide range of stakeholders using a range of channels (based on Stakeholder Mapping to identify who may be impacted/interested and specific engagement needs/techniques) • Timelines sufficient for people to hear/see the opportunity to have a say • Easy to understand information to help audiences understand why it is relevant to them and how they can have their say
Engagement is fit for purpose	<p>People were effectively engaged and satisfied with the process</p> <p>People were clear about the proposed change and how it would affect them</p>	<ul style="list-style-type: none"> • A broad range of activities offered in a mix of ways, to reach a wide pool of stakeholders <ul style="list-style-type: none"> - Stakeholders directly impacted will be targeted directly by the engagement (i.e. invited to one-on-one meetings) - Stakeholders with specific interests will be directly communicated with

Charter principle	Performance outcome	Engagement measure
Engagement is informed and transparent	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	<ul style="list-style-type: none"> Information clearly articulates key areas of interest, what we are gathering feedback on, how participants can get involved and how feedback will be used Submissions will be acknowledged and advised of next steps in the process An engagement report will be provided to participants and made publicly available
Engagement processes are reviewed and improved	The engagement was reviewed, and improvement recommended	<ul style="list-style-type: none"> Measures of success are identified and will be evaluated at the conclusion of the engagement, and at each stage of engagement if required Any issues raised about the engagement during the process will be considered and action will be taken if appropriate

2.3 Scope of Influence

The Planning and Design Code utilises standardised policies for zones to ensure consistency across the State in how they are applied and interpreted. This means that once a zone is proposed through a Code Amendment, there is limited scope to tailor individual land use policies to suit a site. The use of Concept Plans is one way that site-specific requirements can be articulated, but it is acknowledged that the Planning and Design Code currently uses these sparingly, and usually only for very large sites with complex future development outcomes. Technical and Numerical Variations (TNVs) are one way that some zones can be tailored to shape site specific outcomes.

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

- Issues and/ or opportunities that should be considered in the preparation of the Code Amendment
- The land use policy applying to the Affected Area post rezoning.

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

- The initiation of a Code Amendment that seeks to rezone the Affected Area from Rural to the Residential Park Zone to facilitate new residential housing.
- The extent of the Affected Area that forms the basis of the Code Amendment.

This Plan has been developed in accordance with the internationally recognised International Association for Public Participation (IAP2) public participation spectrum. This articulates the varied levels of influence and associated commitments made during engagement with stakeholders. The spectrum identifies the following levels of engagement:

- 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.
- 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 letting them know how their feedback was used.
- INVOLVE level of engagement builds further to work directly with stakeholders to ensure that their views are consistently understood and considered. It commits to ensure stakeholder views are reflected in project outcomes and letting them know how this impacted on decision making.
- COLLABORATE sees stakeholders as partners in developing solutions or alternatives and commits to using their input in project outcomes.
- EMPOWER commits to allowing the stakeholder to be the decision maker and that their decisions will be implemented.

It is recognised that different stakeholders will be engaged with at different levels at different stages of the project. Ensuring that stakeholders understand their level of influence is critical in managing expectations and undertaking engagement in accordance with the accepted principles. This process will use INFORM, CONSULT and INVOLVE levels of engagement (refer Table 3).

3. 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 as required.

- Under our State's new planning system, private entities are able to apply to the Minister for Planning to re-zone land in which they have an 'interest'.
- The land is currently zoned Rural and contains some dilapidated buildings/infrastructure. It is not currently being utilised for any rural activities.
- The Code Amendment proposes to change the zoning for this site to *Residential Park Zone* to provide a supportive framework for a range of housing that meets the needs and lifestyles of residents.
- The facilitation of new residential housing on the Affected Area is complementary to the Residential Park (Hillier Park Residential Village) to the east of the land.
- Interface with adjoining land and zoning to the west will be managed as necessary.
- The Residential Park will be self-sustainable with its own community facilities, access and operation, and will provide affordable housing for aged persons.
- Undertaking meaningful, authentic engagement with the local community and stakeholders is an important part of the Code Amendment process.

4. Stakeholder and Community Mapping

The following table identifies the stakeholders and community that we anticipate will have an interest in the Code Amendment, due to direct or indirect impacts, or proximity to the Affected Area.

Table 2 Stakeholder mapping

Stakeholder	Level of interest in the project (high, medium or low)	Interest / Concern	Level of engagement (i.e. inform, consult, involve, collaborate)
Town of Gawler	High	Local Government Area that the Affected Area is located within. Ensure that elected body is appropriately engaged. Interest in development of land in its jurisdiction and interactions with their infrastructure (i.e. local roads) Interest in views of their constituents Town of Gawler has previously been engaged by the site owners and has formally indicated their support for the Code Amendment.	Consult
Minister for Planning	High	The Minister for Planning will be the approval authority for the Code Amendment.	Inform
Matt Burnell - Federal Member for Spence	Medium	Interest in development of land in MPs electorate. Interest in the views of their constituents.	Consult
Tony Piccolo – Local Member for Light	Medium	Interest in development of land in MPs electorate. Interest in the views of their constituents.	Consult

Stakeholder	Level of interest in the project (high, medium or low)	Interest / Concern	Level of engagement (i.e. inform, consult, involve, collaborate)
Hillier Park Residential Village Residents and management/owners	High	Interest in impacts of housing development adjacent the subject land (e.g. noise, traffic, interaction with new residents etc).	Consult
Landowners and occupiers adjacent the subject site (catchment area identified in appendix B)	High	Interest in change of land use to facilitate new residential housing. Interest in impacts of housing development i.e. change to amenity, noise, traffic, safety, property values etc.	Consult
Local Government Association	Medium	Interest in change of land use.	Consult
Light Regional Council	Medium	North boundary of the Affected Area abuts Light Regional Council.	Consult
Renewal SA	Medium	Support urban development and renewal to help deliver key state government priorities.	Consult
Department for Infrastructure and Transport (Minister's request)	Medium	Interest in change of land use to facilitate residential housing. Interest in how new development will interact with existing infrastructure.	Consult
Environment Protection Authority (Minister's request)	Medium	Interest in the change of land use to facilitate residential housing. Interest in how the proposed development is designed and located to minimise impacts on the environment, human health and amenity.	Consult

Stakeholder	Level of interest in the project (high, medium or low)	Interest / Concern	Level of engagement (i.e. inform, consult, involve, collaborate)
South Australia Housing Authority (Affordable Housing Unit) (Minister's request)	Medium	Interest in the change of land use to facilitate residential housing and the application of the Affordable Housing Overlay.	Consult
Department for Environment and Water (Minister's request)	Medium	Flooding and interface with the river to the north of the Affected Area.	Consult
Primary Industries and Regions SA (Minister's request)	Medium	Interest in change of land use.	Consult
Kaurna Yerta (Minister's request)	Medium	Interest in the Gawler River and change of use of land.	Consult
Utility providers <ul style="list-style-type: none"> - SA Power Networks - Electranet Pty Ltd - APA Group - SA Water - EPIC Energy - NBN - Telecommunication providers 	Medium	Interest in change of land use and interaction/ impact with existing utility infrastructure to support.	Consult

Stakeholder	Level of interest in the project (high, medium or low)	Interest / Concern	Level of engagement (i.e. inform, consult, involve, collaborate)
Broader community	Low	<p>Broader community may have an interest in change of land use to facilitate residential housing</p> <p>May also be interested in impacts of new development i.e. traffic, parking, community services, environment.</p>	Consult

4.1 Community Profile

A high-level community profile has been prepared with the use of Australian Bureau of Statistics Census Data to better understand the needs of the community in proximity to the affected area.

Age and population

- Population of 814 people.
- Slightly more females than males.
- Median age is 67 which is slightly higher than the SA.
- Lower proportions of people aged 0-9 than SA.
- Slightly lower proportions of people aged 50-59 years old compared to SA.
- Higher proportions of people aged 60-85 years old compared to SA.
- Higher proportions of people aged 85 years and over compared to SA.

Education

- A lower proportion of people who attended university or tertiary education compared to SA (6.7% for Hillier compared to 22.7% for SA).
- Lower proportion of people in secondary and tertiary education compared to SA (33.2% for Hillier compared to 37.2%).
- Higher proportion of people who have year 9 as or below as the highest level of education compared to SA (15.3% for Hillier compared to 7.6% to SA).
- Lower levels of Year 12 as highest level of attainment than SA

Cultural and language diversity

- Australian, English, Italian and Irish ancestry most common, with Scottish ancestry slightly below South Australia.
- 0.4% of Hillier's population identifies as Aboriginal or Torres Strait Islander (3 individuals).
- Lower proportion of Australia as country of birth than SA (62.3% of Hillier born in Australia, compared to 71.5% for SA).
- Lower proportion of both parents born in Australia than SA. Of those with parents who were born overseas they predominantly hailed from England, Italy, Scotland and Vietnam.
- Higher proportions of both parents born overseas compared to SA (37.1% born overseas compared to 32.5% in SA).
- Significantly higher proportion of people identifying as Anglican (17.7% compared to 7.2% in SA). Lower proportion to SA identifying as no religion.

- 89.3% of Hillier's population speak only English at home. Other languages spoken at home include Vietnamese (2.6%), Italian (1.7%) and Russian (0.7%).

Employment

- Lower proportion of Hillier's population are employed full time and part time than SA.
- Lower unemployment level than SA (2.3% for Hillier compared to 5.4% for SA).
- Technicians and trades workers and managers workers are the most common occupations in Hillier.
- The road freight transport is the top industry of employment for residents Hillier at 7.6%.
- Median family and household incomes are significantly lower than SA proportions (\$996 for Hillier compared to \$1,889 for SA).
- Lower proportions of Hillier residents do unpaid domestic work and care for children than SA. Hillier has higher rates of providing unpaid assistance to a person with a disability, health condition of due to old age than the rest of SA.

Family/household composition

- Higher proportion of couples without children compared to SA.
- Higher proportion of single (or lone) person households compared to SA.
- Hillier has a higher proportion of couple family without children of 67% compared to 43% for SA.
- Higher proportions of people with a long-term health condition across all diseases compared to SA.
- Lower proportion of residents occupy a separate house with 35.7% compared to 78% for SA.
- Higher proportion of one- and two-bedroom dwellings compared to the rest of SA.

Dwellings

- 35.8% of Hillier's population that participated in this census live in a sperate house which is significantly lower than the rest of SA, whilst 65.2% living in a semi-detached, row or terrace house, townhouse etc. which is significantly higher than for the rest of SA.
- Hillier has higher proportions of homes owned outright and lower rental rates than SA.
- Hillier has a lower number of family households than SA, and a higher proportion of single person households (47.2% in Hillier compared to 28.5% in SA).
- Higher proportions of household income are less than \$650 compared to SA (44.1% in Hillier compared to 19.6% in SA).
- Median rent is lower in Hillier than the rest of SA. Median mortgage repayments are slightly lower in Hillier compared to SA.
- Hillier has a larger proportion of households with none and 1 vehicle than SA.
- Internet not accessed from the dwelling are at 34.2%, which is higher than SA. (2016)

5. Engagement Activities

Our approach aims to provide convenient and easily accessible ways that stakeholders and the community can be informed about the project and provide their feedback. The consultation period will occur in April-June and run for 7 weeks (to accommodate School Holidays).

The specific ways that we will inform stakeholders of the Code Amendment, and the ways we will receive their feedback is specified in table 4 below. Critically, the approach is bespoke for each stakeholder/group to ensure it is convenient and accessible for them.

The key ways that we will do this includes:

- **Fact sheet** – our fact sheets are designed to explain what a Code Amendment is, and why it is relevant to stakeholders in plain English. It attempts to remove jargon and clearly explain the potential future impacts of the Code Amendment, so that stakeholders are well informed.
- **Face to face or online meetings by request ('Listening posts')** – providing an opportunity for face-to-face discussion is important. We offer the option of face to face (or online) meetings by request, so that they can be offered at a time that is convenient to the stakeholder. This is considered a more genuine and fit for purpose activity rather than hosting a public meeting, that may be intimidating or inconvenient for some stakeholders. We will directly request meetings with some key stakeholders whose views we need to capture.
- **Webpage on the Plan SA Portal** – the Plan SA portal will be used as the 'one stop shop' webpage for all engagement collateral and information on the multiple ways we will accept feedback.
- **Submission Form/Online survey** – the online survey orientates feedback specifically to the elements of the Code Amendment that can be influenced. This ensures that feedback is more useful and targeted in consideration of the Code Amendment and any changes that may need to be considered. It also allows for some evaluation questions to be posed – increasing the chance of participation in the evaluation. Experience shows that lower participation rates can be expected from follow up evaluation surveys after the consultation.
- **Drop-in sessions** - these enable members of the community to discuss the Code Amendment directly with project team and are held at local community facilities.
- **Onsite displays/signage** – these are used to capture stakeholders may be difficult to contact directly (for example the broader community). Signs/displays on site will build awareness of the Code Amendment and clearly promote how feedback can be provided.
- **Letters/Electronic Direct Mail** – letters will be sent affected and adjacent landowners, relevant state and local government agencies, members of parliament, first nations and utility providers.
- **Phone and email enquiries** – planning and engagement staff are available to receive feedback or enquiries by phone and email throughout the consultation period through dedicated phone and email channels.
- **Multiple feedback points** – we will receive, count, analyse and report on feedback received in all ways, to reflect genuine engagement that is convenient to stakeholders. This includes phone conversations, meetings, emails, written submissions and survey forms.

6. Consultation Period Activities

Table 4 Engagement activities by stakeholder

Stakeholder	How we will provide information / engage
Internal (government) stakeholders	
Minister for Planning – Nick Champion MP	<ul style="list-style-type: none"> • Via Plan SA portal
State Planning Commission / Planning and Land Use Services in the Department for Trade and Investment	<ul style="list-style-type: none"> • Via Plan SA portal
Department for Environment and Water	<ul style="list-style-type: none"> • Correspondence to the Department CE informing that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
Environment Protection Authority	<ul style="list-style-type: none"> • Correspondence to the EPA CE informing that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
Department for Infrastructure and Transport	<ul style="list-style-type: none"> • Correspondence to the DIT CE informing that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
South Australia Housing Authority (Affordable Housing Unit)	<ul style="list-style-type: none"> • Correspondence to the SAHA CE informing that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
Primary Industries and Regions SA	<ul style="list-style-type: none"> • Correspondence to the PIRSA CE informing that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
Renewal SA	<ul style="list-style-type: none"> • Correspondence to the Renewal SA CE informing that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
State Member for Light – Tony Piccolo	<ul style="list-style-type: none"> • Correspondence to the Member informing him that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
Federal Member for Spence – Matt Burnell	<ul style="list-style-type: none"> • Correspondence to the Member informing him that the Code Amendment has commenced, how and who we are engaging and methods for feedback.

Stakeholder	How we will provide information / engage
First Nations	
Kaurna Yerta Aboriginal Corporation	<ul style="list-style-type: none"> Correspondence to the Kaurna Yerta Aboriginal Corporation (KYAC) informing them that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
Town of Gawler	
Council CEO & staff	<ul style="list-style-type: none"> Correspondence to the CEO informing them that the Code Amendment has commenced, how and who we are engaging and methods for feedback. Hard Copy of Code Amendment and Engagement Plan to be made available for viewing at Council customer service centre
LGA & Neighbouring Councils	
Local Government Association	<ul style="list-style-type: none"> Correspondence to the CEO informing that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
Light Regional Council	<ul style="list-style-type: none"> Correspondence to the CEO informing that the Code Amendment has commenced, how and who we are engaging and methods for feedback.
Community	
Neighbours – adjacent property owners and residents of existing Hillier Park Residential Village	<ul style="list-style-type: none"> Letterbox drop to homes within identified mail out area (Appendix B) with a covering letter that informs residents that the Code Amendment has commenced, how and who we are engaging and methods for feedback. Drop-in session to held at Hillier Park Residential Village to provide information and answer questions from residents in person. Signage located on the Affected Area and displayed in communal areas of the Village promoting the consultation. Hard Copy of Code Amendment and Engagement Plan to be made available for viewing at Village reception/front office
Broader community	<ul style="list-style-type: none"> Signage on the Affected Area promoting the consultation. Via Plan SA Portal
Other	
Utility providers - SA Power Networks, ElectraNet, APA Group, SA Water, Epic Energy, NBN & other providers	<ul style="list-style-type: none"> Correspondence to utility providers informing them that the Code Amendment has commenced and methods for feedback.

6.1 Closing the Loop

At the conclusion of the formal engagement period, a letter/email will be sent to those involved in the engagement with a link to an evaluation survey.

Once the Minister has provided approval or refusal on the Code Amendment the following will occur:

- Website updates (SA Planning Portal) with the final Code Amendment and engagement report
- A close the loop letter/email will be sent to participants with links to the SA Planning Portal.

7. Reporting and Evaluation

7.1 Reporting

An Engagement Summary Report will be prepared at the conclusion of the consultation period and will summarise:

- How the consultation was communicated
- What engagement was undertaken
- Feedback received across all mechanisms
- What was heard
- How feedback influenced the final Code Amendment.

7.2 Evaluation

A link to an evaluation survey through Survey Monkey will be sent by email (or posted) to participants following the completion of the consultation.

In addition, the project manager(s), with assistance from communications and engagement specialists, will assess the success of the engagement against criteria five to nine:

1. Engagement is genuine
2. Engagement is inclusive and respectful
3. Engagement is fit for purpose
4. Engagement is informed and transparent
5. Engagement processes are reviewed and improved
6. Engagement occurs early
7. Engagement feedback was considered in the development of planning policy, strategy or scheme
8. Engagement includes 'closing the loop'
9. Charter is valued and useful.

Refer more detail regarding the approach to measuring success at **Appendix A**.

Results will be reported in the Engagement Summary Report.

Appendix A - Charter engagement evaluation and tools for measuring success

Charter criteria	Charter performance outcomes	Respondent (to answer the evaluation question)	Indicator	Evaluation tool Exit survey / follow-up survey	Measuring success of project engagement (prepared by project manager of engaging authority for engagement report)
Principle 1: Engagement is genuine	People had faith and confidence in the engagement process.	Community	1.I feel the engagement genuinely sought my input to help shape the proposal	Likert scale - strongly disagree to strongly agree	Percent from each response.
	Engagement occurred before or during the drafting of the planning policy, strategy or scheme when there was an opportunity for influence	Project Manager or equivalent	2.Engagement occurred early enough for feedback to genuinely influence the planning policy, strategy or scheme	Engaged when there was opportunity for input into scoping	Project Manager or equivalent

Charter criteria	Charter performance outcomes	Respondent (to answer the evaluation question)	Indicator	Evaluation tool Exit survey / follow-up survey	Measuring success of project engagement (prepared by project manager of engaging authority for engagement report)
	Engagement contributed to the substance of a plan or resulted in changes to a draft	Project Manager or equivalent	3.Engagement contributed to the substance of the final plan		Project Manager or equivalent
Principle 2: Engagement is inclusive and respectful	Affected and interested people had the opportunity to participate and be heard.	Community	4.I am confident my views were heard during the engagement	Likert scale - strongly disagree to strongly agree	Per cent from each response.
		Project Manager or equivalent	5.The engagement reached those identified as community of interest. Note: The Community of Interest are those Community groups identified	Representatives from most community groups participated in the engagement Representatives from some community groups	Provide chosen answer

Charter criteria	Charter performance outcomes	Respondent (to answer the evaluation question)	Indicator	Evaluation tool Exit survey / follow-up survey	Measuring success of project engagement (prepared by project manager of engaging authority for engagement report)
			in the stakeholder analysis in the engagement plan.	participated in the engagement There was little representation of the community groups in engagement.	
Principle 3: Engagement is fit for purpose	People were effectively engaged and satisfied with the process. People were clear about the proposed change and how it would affect them.	Community	6.I was given sufficient information so that I could take an informed view. Note: Sufficient information includes whether the information was understood i.e in plain English language, another language, visuals	Likert scale - strongly disagree to strongly agree	Per cent from each response.

Charter criteria	Charter performance outcomes	Respondent (to answer the evaluation question)	Indicator	Evaluation tool Exit survey / follow-up survey	Measuring success of project engagement (prepared by project manager of engaging authority for engagement report)
			in addition to the extent of information.		
			7.I was given an adequate opportunity to be heard	Likert scale - strongly disagree to strongly agree	Per cent from each response.
Principle 4: Engagement is informed and transparent	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	8.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.
	Engagement includes 'closing the loop' Engagement included activities that 'closed the loop' by providing feedback to participants/	Project Manager or equivalent	9.Engagement provided feedback to community	Formally (report or public forum) Informally (closing summaries)	Provide chosen answer

Charter criteria	Charter performance outcomes	Respondent (to answer the evaluation question)	Indicator	Evaluation tool Exit survey / follow-up survey	Measuring success of project engagement (prepared by project manager of engaging authority for engagement report)
	community about outcomes of engagement.		about outcomes of engagement	No feedback provided	
Principle 5: Engagement processes are reviewed and improved	The engagement was reviewed and improvements recommended.	Project Manager or equivalent	10.Engagement was reviewed throughout the process and improvements put in place, or recommended for future engagement	Reviewed and recommendations made Reviewed but no system for making recommendations Not reviewed	Provide chosen answer
Charter is valued and useful	Engagement is facilitated and valued by planners	Project Manager or equivalent	11. Identify key strength of the Charter and Guide	General Comments	

Example community evaluation survey to meet minimum performance indicators

Activity: e.g. stakeholder workshop, submission, open day

Date:

I am a: resident, stakeholder, etc

Please indicate the extent to which you agree or disagree with the following statements:

(1 = strongly disagree and 5 = strongly agree)

Evaluation statement		Strongly disagree	Disagree	Not sure	Agree	Strongly agree
1	I feel the engagement genuinely sought my input to help shape the proposal	1	2	3	4	5
Comment:						
2	I am confident my views were heard during the engagement	1	2	3	4	5
Comment:						
3	I was given an adequate opportunity to be heard	1	2	3	4	5
Comment:						
4	I was given sufficient information so that I could take an informed view.	1	2	3	4	5
Comment:						
5	I felt informed about why I was being asked for my view, and the way it would be considered.	1	2	3	4	5
Comment:						

Example project manager evaluation exercise to meet minimum performance indicators

This exercise can be completed by the engaging entity (planner, proponent or engagement manager) following an engagement activity or at the end of the entire engagement process.

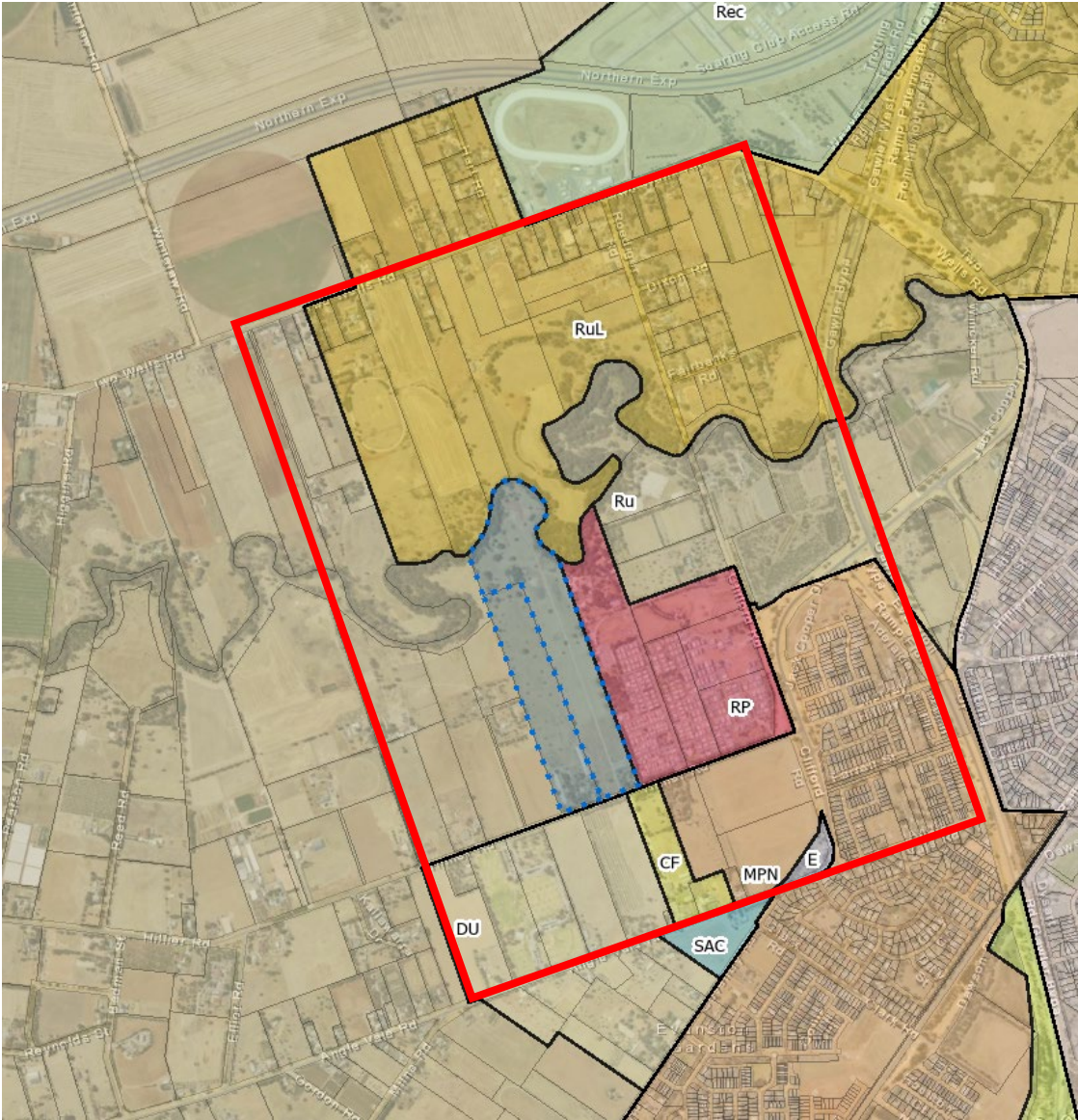
It may be completed online or in hard copy.

Please consider your engagement process as a whole and provide the most appropriate response.

Evaluation statement		Response options
1	The engagement reached those identified as the community of interest	<input type="checkbox"/> Representatives from most community groups participated in the engagement <input type="checkbox"/> Representatives from some community groups participated in the engagement <input type="checkbox"/> There was little representation of the community groups in engagement
	Comment:	
2	Engagement was reviewed throughout the process and improvements put in place, or recommended for future engagement	<input type="checkbox"/> Reviewed and recommendations made in a systematic way <input type="checkbox"/> Reviewed but no system for making recommendations <input type="checkbox"/> Not reviewed
	Comment:	
3	Engagement occurred early enough for feedback to genuinely influence the planning policy, strategy or scheme	<input type="checkbox"/> Engaged when there was opportunity for input into scoping <input type="checkbox"/> Engaged when there was opportunity for input into first draft <input type="checkbox"/> Engaged when there was opportunity for minor edits to final draft <input type="checkbox"/> Engaged when there was no real opportunity for input to be considered
	Comment:	
4	Engagement contributed to the substance of the final plan	<input type="checkbox"/> In a significant way <input type="checkbox"/> In a moderate way <input type="checkbox"/> In a minor way <input type="checkbox"/> Not at all
	Comment:	

Evaluation statement		Response options
5	Engagement provided feedback to community about outcomes of engagement	<input type="checkbox"/> Formally (report or public forum) <input type="checkbox"/> Informally (closing summaries) <input type="checkbox"/> No feedback provided
	Comment:	
6	Identify key strength of the Charter and Guide	<input type="checkbox"/> Provide drop down list with options based on charter attributes (in future)
	Comment:	
7	Identify key challenge of the charter and Guide	<input type="checkbox"/> Provide drop down list with options based on charter attributes (in future)
	Comment:	

Appendix B – Approximate catchment area for mailout



SHAPING
GREAT
COMMUNITIES

