

# Engagement Plan

Proposed Code Amendment for Mary and  
Arthur Streets, Unley

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# 1. Introduction

Mary and Arthur Street Pty Ltd is proposing to initiate an amendment to the Planning and Design Code (the Code Amendment) as it relates to land located at 79-85 Mary Street, 58 Arthur Street and 62 Arthur Street Unley (the Affected Area). The Proponent owns the Affected Area and as such has an interest in the land.

The Affected Area currently comprises a place of worship which is no longer in operation, open car park for more than 100 vehicles (access is via Mary and Arthur streets), and two dilapidated homes abutting Arthur Street (both vacant). The affected area is surrounded by residential uses on three sides with commercial uses (Australia Post business centre, medical supplies and products) north of the site on the opposite side of Mary Street. Residential uses vary in density from single storey detached homes on allotments of approximately 400 – 800 square metres, two storey townhouses and residential flat buildings on the majority of the west boundary.

The Amendment proposes to replace the Established Neighbourhood Zone with the Housing Diversity Neighbourhood Zone which has been applied to other parts of Unley. The Amendment proposes to alter numerical standards such as site area, building height and boundary setbacks.



Figure 1 Affected area for the Code Amendment

## 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.

Specifically, the engagement will:

- Communicate to 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 Planning Commission 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 Objectives

Stakeholders and community will be engaged at three key stages in the preparation of the Code Amendment:

- Stage 1 – To gain feedback on the Code Amendment (CONSULT)
- Stage 2 – To be informed of the final Code Amendment (INFORM)
- Stage 3 – To close the loop and evaluate engagement (INFORM/EVALUATE).

### 2.3 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 C.

**Table 2 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"> <li>Targeted at a wide range of stakeholders using a range of channels</li> <li>Timelines sufficient for people to hear/see the opportunity to have a say</li> <li>Easy to understand information to help audiences understand why it is relevant to them and how they can have their say</li> <li>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.</li> </ul>
Engagement is inclusive and respectful	Affected and interested people had the opportunity to participate and be heard	<ul style="list-style-type: none"> <li>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)</li> <li>Timelines sufficient for people to hear/see the opportunity to have a say</li> <li>Easy to understand information to help audiences understand why it is relevant to them and how they can have their say</li> </ul>
Engagement is fit for purpose	People were effectively engaged and satisfied with the process	<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 <ul style="list-style-type: none"> <li>Stakeholders directly impacted will be targeted directly by the engagement (i.e. invited to one-on-one meetings)</li> </ul> </li> </ul>

Charter principle	Performance outcome	Engagement measure
	People were clear about the proposed change and how it would affect them	<ul style="list-style-type: none"> <li>- Stakeholders with specific interests will be directly communicated with</li> </ul>
Engagement is informed and transparent	<p>All relevant information was made available and people could access it</p> <p>People understood how their views were considered, the reasons for the outcomes and the final decision that was made</p>	<ul style="list-style-type: none"> <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>
Engagement processes are reviewed and improved	The engagement was reviewed and improvement recommended	<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> </ul>

## 2.4 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 Code Amendment which stakeholders and the community can influence are:

- The spatial application of the Zones

- The spatial application of the Technical and Numeric Variations
- The spatial applications of the Overlays
- The introduction and layout of the Concept Plan.

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

- The creation or amendment of new policy content within the Overlays, Zones, Subzones or General Policies contained within the Planning and Design Code that affect other areas of the state
- The expansion of the geographic extent of the amendment or the Affected Area.



### 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.

- A change to the Planning and Design Code (the Code) is proposed at 79-85 Mary Street, and 58 and 62 Arthur Street, Unley.
- The Code is a State Government document that sets out the rules that determine how land can be used and what can be built on it. Changing the rules in the Code is called a 'Code Amendment'.
- The Amendment proposes to replace the Established Neighbourhood Zone with the Housing Diversity Neighbourhood Zone which has been applied to other parts of Unley.
- We would like to change these policies to allow for an attractive redevelopment of the land for high quality residential development. This includes:
  - On the eastern side of the site, building heights of up to two storeys and minimum allotment sizes of 200 square metres (to the north) and 600 square metres (along Arthur Street).
  - On the western side of the site, building heights of up to three storeys with a minimum site area of 125 square metres.
  - Careful management of the interface with existing housing by managing overlooking, overshadowing and size of buildings.
  - Landscaped open space designed to retain trees and provide a public space for passive recreation.
  - A new landscaped local road to service the site and manage traffic, cyclist and pedestrian movement.
  - Careful design along Arthur Street to reflect the existing historical values.
- Ensuring that stakeholders and the community are consulted on these changes are a required part of the Code Amendment process.
- Consultation must comply with the Community Engagement Charter. This requires that engagement is genuine and fit for purpose.
- We will use a range of ways to communicate information and collect feedback on the proposed changes to the Code in ways that are simple and convenient.
- The Minister for Planning is the decision maker for approval or refusal of the proposed Code Amendment. The Minister will take into account the feedback received during the consultation period and whether the consultation was carried out in accordance with the Community Engagement Charter. The Minister may also seek the advice of the State Planning Commission prior to making a decision.

## 4. Stakeholder Mapping

There are a range of key stakeholders identified for this project. The engagement will be tailored to respond to each stakeholder's level of interest in the project, the extent to which they are impacted and the level of influence they could have on the successful delivery of the project.

**Table 3 Stakeholder mapping**

Stakeholder	Level of interest in the project (high, medium or low)	Interest/Concern	Level of engagement (i.e. inform, consult, involve, collaborate)
City of Unley	High	Local Government Area of proposed Code Amendment. Ensure that consultation period aligns with Council reporting period so that the Code Amendment can be considered by Council members.	Consult
Minister for Planning	High	The Minister for Planning will be the approval authority for the Code Amendment	Inform
Business operators – including on King William Road	Medium	Interest in potential additional future customer base, impacts of future development including traffic impact/parking, noise, impact of construction and works safety	Consult
Property owners and occupiers - Immediate Catchment: as identified in Appendix A  Mary Street, Arthur Street (up to Queen Street), Queen Street	High	Interest in noise and traffic impact/parking concerns, impact of construction and works safety, impact on property values (increase or decrease, real or perceived), density and scale of development.	Consult

Stakeholder	Level of interest in the project (high, medium or low)	Interest/Concern	Level of engagement (i.e. inform, consult, involve, collaborate)
Property owners and occupiers - Broader catchment as identified in Appendix B	Medium	Interest in noise and traffic impact/parking concerns, impact of construction and works safety, impact on property values (increase or decrease, real or perceived), density and scale of development.	Consult
Friends of the City of Unley Society Inc. (Focus)	Medium	Interest in density and scale of development, noise and traffic impact/parking concerns, impact on property values (decrease, real or perceived).	Consult
King William Road Traders Association	Low	Interest in potential additional future customer base, impacts of future development including traffic impact/parking, noise, impact of construction and works safety	Consult
Department for Infrastructure and Transport (DIT)	Low	Interest in change of land use to facilitate residential housing Interest in how new development will interact with existing infrastructure – noting that the closest DIT road is Unley Road (to the east) which is likely to only have low level traffic increases from future development facilitated by this Code Amendment	Consult
SA Housing Authority	Medium	Interest in the investigations into the application of the Affordable Housing Overlay.	Consult

Stakeholder	Level of interest in the project (high, medium or low)	Interest/Concern	Level of engagement (i.e. inform, consult, involve, collaborate)
Environment Protection Authority	Low	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
Department of Human Services	Low	Interest in the change of land use to facilitate residential housing	Consult
Utility providers - SA Power Networks - Electranet Pty Ltd - APA Group - SA Water - EPIC Energy - NBN - Telstra and other telecommunication providers	Low	Interest in change of land use and interaction/ impact with existing utility infrastructure to support	Consult
Member for Unley David Pisoni MP	Medium	Interest in development of land in MPs electorate Interest in the views of their constituents	Consult
Ward Councillors Cr Sue Dewing and Cr Jane Russo	Medium	Interest in development of land in the Unley Ward and Interest in the views of their constituents	Consult
Federal Member for Adelaide Steve Georganas MP	Low	Interest in development of land in MPs electorate Interest in the views of their constituents	Consult

## 4.1 Community Profile

A high-level community profile has been prepared with the use of Australian Bureau of Statistics Census Data<sup>1</sup> in order to better understand the needs of the community in proximity to the affected area. The following presents the demographic characteristics of interest for the suburb of Unley, and where they contrast noticeably from the rest of South Australia as a comparison.

### Age and population

- Population of 4,006 people with a median age of 39
- Slightly lower proportions of Children 15 - 18 years old compared to SA
- Slightly higher proportions of people aged 25-29 compared to SA
- Slightly higher proportion of people aged 70 – 79 compared with SA
- Slightly lower number of elderly aged 85 and over compared with SA

### Education

- Significantly higher proportions of people who attended university or tertiary education compared to SA (32.6% for Unley compared to 16.2% for SA).
- Significantly higher proportion of people have attained a Bachelor Degree or above compared to SA (42.7% compared to 18.5% SA)
- Slightly higher proportions of people who have qualifications from a Technical or further education institution, an Advanced Diploma and Diploma level compared to SA.
- Higher percentage of people with levels of Year 12 as highest level of attainment than SA.

### Cultural and language diversity

- English, Australian, Irish, Scottish and Italian ancestry are most common with English and Australian being a lower proportion compared to SA. Irish, Scottish and Italian are slightly higher in proportion compared to SA.
- Aboriginal and/or Torres Strait Islander people comprise 0.5% of the population, lower than SA.
- Similar proportion of Unley residents were born in Australia compared to the rest of South Australia. (55.5% of Unley born in Australia, compared to 58.7% for SA)
- Higher proportion of both parents born in Australia. Of those with parents who were born overseas they predominantly hailed from England, Greece and Italy
- 73.2% of Unley's population speak only English at home.

### Employment

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<sup>1</sup> Using 2016 Census data for the Unley Suburb - accessed 29/11/21

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/SSC41474#vehicles](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC41474#vehicles)

- Greater proportion of Unley's population are employed full time, and fewer part time than SA.
- Lower unemployment level than SA.
- Professionals, managers and administrative workers are the most common occupations in Unley compared to SA (Professionals 37.6% compared to 20.3%).
- Median, family and household incomes are significantly higher to South Australian proportions (\$2,339 compared to \$1,510)
- Higher proportions of Unley residents did unpaid domestic work and cared for children. Unley also has higher rates of volunteering.

#### **Family/household composition**

- Higher proportions of couples without children and higher proportions of couples with children compared to SA. Unley has lower proportions of one parent families.
- Unley has higher proportions of families with couples both working full time, and higher proportion of one working full time, and one part time.
- There are lower proportions of couples both not working
- Internet access levels from dwellings are at 86.1%, which is slightly higher than SA

#### **Socio-Economic Index Australia (SEIFA)**

- The suburb of Unley's SEIFA decile of 9 indicates that this is not an area with high socio-economic disadvantage<sup>2</sup>.

Residents of the suburb of Unley are less culturally diverse than other parts of South Australia. Most families have at least one parent working, with most two parents. Household incomes and education levels are much higher than the rest of South Australia. Employment levels are higher than the rest of South Australia and typically are in more professional roles.

This would lead us to expect a community that has a high level of proficiency in understanding and grasping matters such as a Code Amendment. They are likely to be articulate and be able to understand impacts well. Engagement levels may be strong should they find the issue of interest. They can engage with information easily online.

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<sup>2</sup> Deciles are ordered from lowest to highest, the lowest 10% of areas are given a decile number of 1 and so on, up to the highest 10% of areas which are given a decile number of 10. Decile 1 is the most disadvantaged relative to other deciles.

## 5. Engagement activities

The following engagement activities are proposed. The consultation period will run for 6 weeks. In addition to the formal 6 week consultation, early engagement will be undertaken with property owners and residents adjacent the site. This will include a letter to notify them that the Proposal to Initiate a Code Amendment has been approved and offer the opportunity to meet if there are any concerns.

The ways in which we will provide information and engage, and receive feedback are varied in order to meet the needs of stakeholders and be fit for purpose. The features of these activities include:

- **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** – 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. The offer for a meeting to be booked will be contained in all letter correspondence. Offering meetings online or even by phone allows maximum flexibility in a changing COVID environment.
- **Online survey** – the online survey orientates feedback specifically to the elements of the Code Amendment that are able to 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.
- **Phone and email enquiries** – planning and engagement staff are available to receive feedback or enquiries by phone and email throughout the consultation period.
- **Multiple feedback points** – we will receive, count 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, survey forms.

### 5.1 Consultation Activities

**Table 4 Engagement activities by stakeholder**

Stakeholder	How we will provide information/ engage	How we will receive feedback	Timing
City of Unley	<ul style="list-style-type: none"> <li>Meeting with Council staff</li> </ul>	<ul style="list-style-type: none"> <li>Face to face</li> </ul>	Prior to commencement of consultation period
	<ul style="list-style-type: none"> <li>Letter to Mayor and CEO</li> </ul>	<ul style="list-style-type: none"> <li>Written submission (letter) – received by email or hard copy</li> </ul>	During 6 week consultation period.

Stakeholder	How we will provide information/ engage	How we will receive feedback	Timing
		<ul style="list-style-type: none"> <li>Online submission via PlanSA Portal</li> </ul>	
Minister for Planning	<ul style="list-style-type: none"> <li>Via PlanSA Portal</li> </ul>	<ul style="list-style-type: none"> <li>Via decision making process (in writing)</li> </ul>	After 6 week consultation period and submission of final Code Amendment
Property owners and occupiers (commercial and residential) adjacent the Affected Area - refer catchment area shown in <b>Appendix A</b>	<ul style="list-style-type: none"> <li>Letter box drop of letter and fact sheet (targeting occupiers)</li> <li>Posted letter and fact sheet to absent owners<sup>3</sup></li> <li>Via Plan SA Portal</li> <li>Hard copies of fact sheet available at City of Unley</li> <li>Enquiries available via phone or email</li> <li>Face to face or online meeting (by request)</li> </ul>	<ul style="list-style-type: none"> <li>Written submission (letter) – received by email or hard copy</li> <li>Online survey (linked to fact sheet and PlanSA Portal)</li> <li>Online submission via PlanSA Portal</li> <li>Face to face or online meeting (by request)</li> </ul>	<p>Letters sent prior to the commencement of the consultation period</p> <p>Doorknocking to households along Queen Street, Arthur and Mary Street</p> <p>Letters sent at commencement of consultation period</p> <p>Other mechanisms available for entirety of 6 week consultation period</p>
Property owners and occupiers (commercial and residential) – refer catchment area shown in <b>Appendix B</b>	<ul style="list-style-type: none"> <li>Letter box drop of letter and fact sheet (targeting occupiers)</li> <li>Posted letter and fact sheet to absent owners<sup>4</sup></li> <li>Via Plan SA Portal</li> <li>Hard copies of fact sheet available at City of Unley</li> </ul>	<ul style="list-style-type: none"> <li>Written submission (letter) – received by email or hard copy</li> <li>Online survey (linked to fact sheet and PlanSA Portal)</li> <li>Online submission via PlanSA Portal</li> <li>Face to face or online meeting (by request)</li> </ul>	<p>Doorknocking to households along Queen Street, Arthur and Mary Street</p> <p>Letters sent at commencement of consultation period</p> <p>Other mechanisms available for entirety of</p>

<sup>3</sup> Subject to name and address data being obtained from the City of Unley

<sup>4</sup> Subject to name and address data being obtained from the City of Unley



Stakeholder	How we will provide information/ engage	How we will receive feedback	Timing
	<ul style="list-style-type: none"> <li>Enquiries available via phone or email</li> <li>Face to face or online meeting (by request)</li> </ul>		6 week consultation period
Local stakeholder groups, including: <ul style="list-style-type: none"> <li>Friends of the City of Unley Society Inc. (Focus)</li> <li>King William Road Traders Association</li> <li>Community Alliance</li> </ul>	<ul style="list-style-type: none"> <li>Emailed (or posted) letter and fact sheet</li> <li>Via Plan SA Portal</li> <li>Hard copies of fact sheet available at City of Unley</li> <li>Enquiries available via phone or email</li> <li>Face to face or online meeting (by request)</li> </ul>	<ul style="list-style-type: none"> <li>Written submission (letter) – received by email or hard copy</li> <li>Online survey (linked to fact sheet and PlanSA Portal)</li> <li>Online submission via PlanSA Portal</li> <li>Face to face or online meeting (by request)</li> </ul>	Letters sent at commencement of consultation period  Other mechanisms available for entirety of 6 week consultation period
State Government agencies, including: <ul style="list-style-type: none"> <li>Department for Infrastructure and Transport (DIT)</li> <li>Attorney-General's Department</li> <li>SA Housing Authority</li> </ul>	<ul style="list-style-type: none"> <li>Emailed letter and fact sheet</li> <li>Via Plan SA Portal</li> <li>Hard copies of fact sheet available at City of Unley</li> <li>Enquiries available via phone or email</li> <li>Face to face or online meeting (by request)</li> </ul>	<ul style="list-style-type: none"> <li>Written submission (letter) – received by email or hard copy</li> <li>Online survey (linked to fact sheet and PlanSA Portal)</li> <li>Online submission via PlanSA Portal</li> <li>Face to face or online meeting (by request)</li> </ul>	Letters sent at commencement of consultation period  Other mechanisms available for entirety of 6 week consultation period
Utility providers: <ul style="list-style-type: none"> <li>- SA Power Networks</li> <li>- Electranet Pty Ltd</li> <li>- APA Group</li> <li>- SA Water</li> <li>- EPIC Energy</li> <li>- NBN</li> <li>- Telstra and other telecommunication providers</li> </ul>	<ul style="list-style-type: none"> <li>Emailed letter and fact sheet</li> <li>Via Plan SA Portal</li> <li>Enquiries available via phone or email</li> <li>Face to face or online meeting (by request)</li> </ul>	<ul style="list-style-type: none"> <li>Written submission (letter) – received by email or hard copy</li> <li>Online submission via PlanSA Portal</li> <li>Face to face or online meeting (by request)</li> </ul>	Letters sent at commencement of consultation period  Other mechanisms available for entirety of 6 week consultation period

Stakeholder	How we will provide information/ engage	How we will receive feedback	Timing
Local Members: <ul style="list-style-type: none"> <li>• Ward Councillors</li> <li>• State Member for Unley</li> <li>• Federal Member for Adelaide</li> </ul>	<ul style="list-style-type: none"> <li>• Emailed letter and fact sheet</li> <li>• Via Plan SA Portal</li> <li>• Enquiries available via phone or email</li> <li>• Face to face or online meeting (by request)</li> </ul>	<ul style="list-style-type: none"> <li>• Written submission (letter) – received by email or hard copy</li> <li>• Online submission via PlanSA Portal</li> <li>• Face to face or online meeting (by request)</li> </ul>	Letters sent prior to the commencement of the consultation period  Letters sent at commencement of consultation period  Other mechanisms available for entirety of 6 week consultation period

## 5.2 Closing the Loop

Closing the loop will comprise:

- A letter/email sent to those involved in the engagement following the conclusion of the formal engagement period with a link to an evaluation survey.
- Letter/email to those involved in the engagement once a decision has been made by the Minister on the Code Amendment communicating:
  - The Final Code Amendment
  - Engagement summary Report (Section 73 Report)
- Website updates (SA Planning Portal) providing final Code Amendment and engagement summary report following conclusion of engagement

## 6. Reporting and Evaluation

### 6.1 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 final Code Amendment

### 6.2 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.

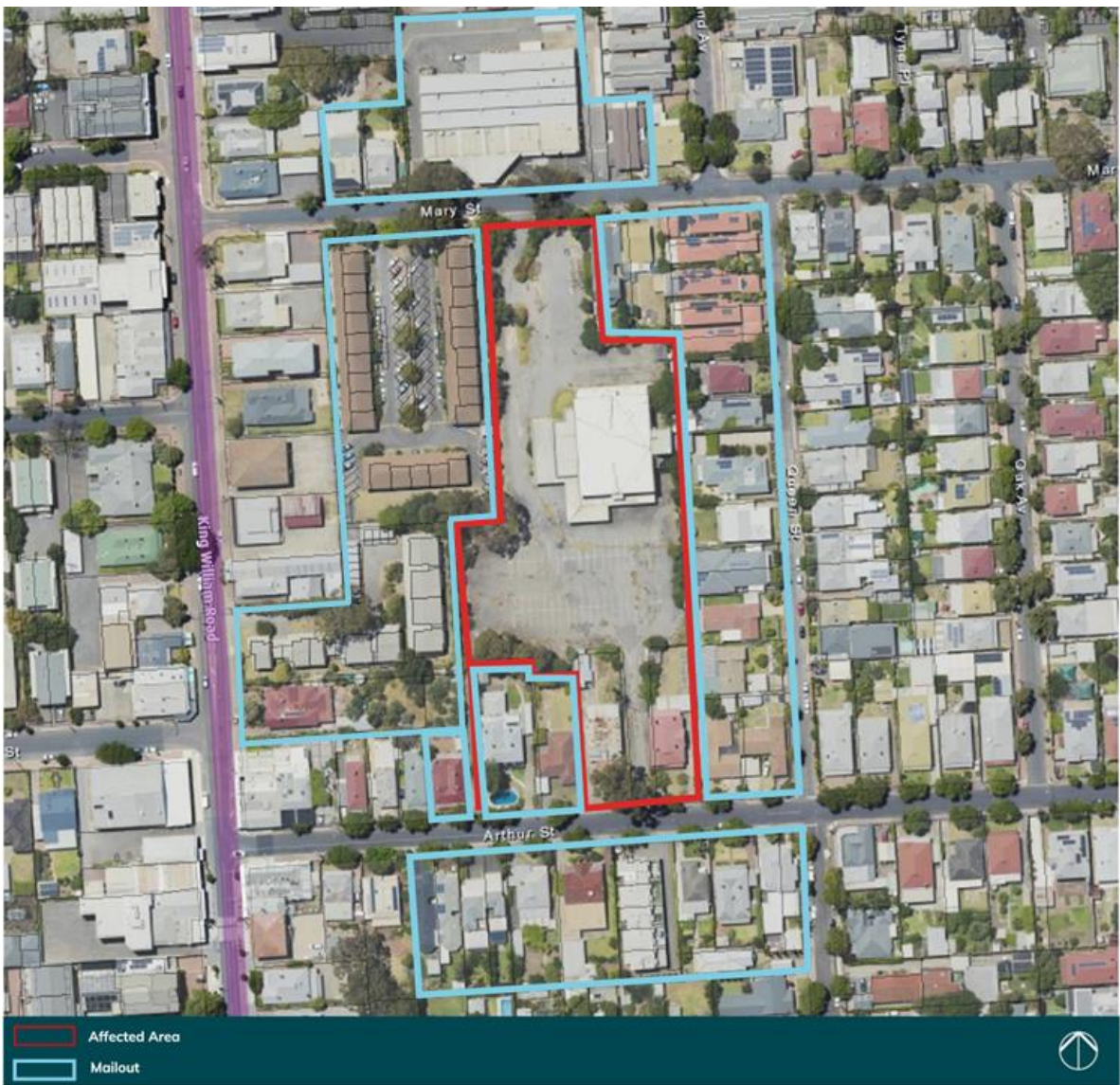
In addition, the project manager(s), with assistance from communications and engagement specialists, will assess the success of the engagement against criteria five to nine:

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 C**.

Results will be reported in the Engagement Summary Report.

# Appendix A – Early engagement Catchment Area for Letter Box Drop & Mail Out





Appendix B – Broad catchment Area for Letter Box Drop & Mail Out



## Appendix C - 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 inserting in 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
	Engagement contributed to the substance of a plan or resulted in changes to a draft	Project Manager or equivalent	3.Engagement contributed to the		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 inserting in engagement report)
			substance of the final plan		
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 in the stakeholder analysis in the engagement plan.	Representatives from most community groups participated in the engagement  Representatives from some community groups participated in the engagement  There was little representation of	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 inserting in engagement report)
				the community groups in engagement.	
<b>Principle 3:</b> 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	<b>6.I was given sufficient information so that I could take an informed view.</b>  Note: Sufficient information includes whether the information was understood i.e in plain English language, another language, visuals in addition to the extent of information.	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 inserting in engagement report)
			7.I was given an adequate opportunity to be heard	Likert scale - strongly disagree to strongly agree	Per cent from each response.
<b>Principle 4:</b> 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/ community about outcomes of engagement.	Project Manager or equivalent	9.Engagement provided feedback to community about outcomes of engagement	Formally (report or public forum)  Informally (closing summaries)  No feedback provided	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 inserting in engagement report)
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	Identify key strength of the Charter and Guide  Identify key challenge 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 <b>genuinely sought</b> my input to help shape the proposal	1	2	3	4	5
Comment:						
2	I am <b>confident my views were heard</b> during the engagement	1	2	3	4	5
Comment:						
3	I was given an <b>adequate opportunity to be heard</b>	1	2	3	4	5
Comment:						
4	I was given sufficient <b>information</b> so that I could take an informed view.	1	2	3	4	5
Comment:						
5	I felt <b>informed</b> 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 <b>engagement reached</b> 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	<b>Engagement was reviewed</b> 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 <b>occurred early enough</b> 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 <b>contributed to the substance of the final plan</b>	<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 <b>feedback to community about outcomes</b> 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 <b>key strength</b> of the Charter and Guide	<input type="checkbox"/> Provide drop down list with options based on charter attributes (in future)
	Comment:	
7	Identify <b>key challenge</b> of the charter and Guide	<input type="checkbox"/> Provide drop down list with options based on charter attributes (in future)
	Comment:	

