

# Engagement Plan

Brompton Gasworks (Minor Amendments)  
Code Amendment

# Engagement Plan

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We acknowledge the Kaurna People as the Traditional Custodians of the land on which we work and pay respect to their Elders past, present and emerging.

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# 1. Introduction

The Minister for Planning approved MAB's Proposal to Initiate the Brompton Gasworks (Minor Amendments) Code Amendment on 8 March 2024.

This Code Amendment supports the redevelopment of the former Brompton Gasworks site (the site) which is set to deliver significant economic, social and environmental benefits to South Australia. The site was part of the Bowden project led by Renewal SA, and in December 2022, Renewal SA selected MAB as the preferred developer of the site following an extensive review process. A major factor in Renewal SA's decision was MAB's Brompton Gasworks Master Plan which was carefully designed as a vibrant urban village to celebrate the site's historical identity and blends sustainability and community into a medium density, mixed use precinct. A detail Concept Plan Report which builds upon this Master Plan has been included in the Code Amendment documentation.

MAB seeks to ensure the Planning and Design Code (Code) reflects elements of the Master Plan including the location of open space, pedestrian connections, building heights and overall built form massing. This Code Amendment will better align the Code with MAB's long-term vision for the site through some minor amendments to the planning controls.

## 1.1 Locality

The site is 5.8 hectares and located within the suburbs of Brompton and Bowden, 2.5km north-west of the Adelaide Central Business District (CBD). It is bound by Chief, Second, Drayton Streets, and an Adelaide Metro train line. It is intersected by East Street which runs northeast-southwest through the centre of the site. It is located wholly within the City of Charles Sturt and is currently zoned Urban Neighbourhood Zone. It is bordered by the Housing Diversity Neighbourhood Zone to the northwest (over Chief Street).

## 1.2 The Code Amendment

Specifically, the Code Amendment seeks to:

- Remove the Affected Area from the current Bowden Urban Village Concept Plan 5.
- Introduce the new Brompton Gasworks Concept Plan into the Code. This will illustrate the key pedestrian/cyclist connections, open space areas, heritage buildings and building height controls for the site. The maximum building height, inclusive of any affordable housing incentives, has also been shown in the proposed Concept Plan to ensure transparency (although the Affordable Housing Overlay incentives are not new and already apply to the site).
- Remove the Historic Area Overlay which applies to part of the site (west of East Street). The Historic Area Overlay seeks development to be consistent with the local character, namely 1-2 storey buildings. The Overlay overrides the Zone provisions in the development assessment process. The Overlay also switches off the Affordable Housing incentives that would otherwise not apply to this portion of the Affected Area. The State Heritage Overlay will still apply.
- Retain the Affordable Housing Overlay which would no longer be 'switched off' where the Historic Area Overlay applies to the Affected Area.



- Amend 'Transport, Access and Parking Table 2 – Off-Street Parking Requirements in Designated Areas' (under the General Development Policies of the Code) to enable a precinct-based approach to car parking in the Affected Area.

The Code Amendment will apply to the Affected Area shown below in Figure 1.

**Figure 1: Code Amendment Affected Area**



## 2. Previous Engagement

It is useful to acknowledge the significant and ongoing engagement that has been undertaken with the local community and stakeholders relating to many elements of the Bowden project for many years. From early commencement of master planning for the site, to more recent engagement about the remediation of the Gasworks site, the local community have been well informed and provided authentic opportunities for engagement throughout the project.

This context is important in considering the Code Amendment engagement for the following reasons:

- We are working with a well informed and highly engaged community, many of whom will have followed the development of the Bowden project for many years. They will have high expectations about the quality of information and engagement undertaken.
- For the reasons above, we will need to clearly outline how this process differs as it is related to a statutory process, which may be different to engagement they have participated in the past.
- There may be some stakeholders or parts of the community that may be experiencing 'engagement fatigue'. It will be important to 'cut through' to ensure they understand what the Code Amendment and how it may impact them.

### 2.1 Master Plan

As outlined above, this Code Amendment seeks to align existing planning policy to match the desired outcomes of the approved Master Plan.

Engagement on the site to date has comprised:

- Community open days on site and drop-in sessions at project milestones i.e. remediation.
- Regular communications to the database (150 people) and households (2,190) since February 2023.
- Webpage that is updated to reflect the latest information including updated FAQs.
- One-on-one meetings and workshops.

### 2.2 Open space guiding principles engagement

Renewal SA engaged Aspect Studios in 2019 to deliver a community engagement process that would capture views on open space throughout the Gasworks site. This engagement, undertaken in late 2019 to early 2020 resulted in the development of six guiding principles. A dedicated engagement process to capture the views of young people was also undertaken in April 2020. The guiding principles for open space in the Gasworks site are:

- Culture & Heritage – preserve historic & culturally significant sites and provide opportunities to engage and interact with local heritage through physical experiences, signage, artwork and materials.
- Identity - Open space strengthen precinct identity that compliments the existing built fabric, through carefully selected materials and finishes.

- Community - Create a series of flexible, structured and unstructured spaces that facilitate a range of recreation activities from formal events and gatherings, to play or quiet contemplation.
- Connection - Open space should have the ability to provide connections globally and locally through smart technologies and be a place for contemporary learning.
- Movement & access - Provide a clear pedestrian and bike path hierarchy with public amenities that support access for all users.
- Sustainability - Use materials and processes that are durable, low impact, recycled, low maintenance and with efficient and replicable construction methods. In addition, open spaces should be designed to incorporate improved shade, safety, amenity for users and encourage the use of active and public transport modes.

## **2.3 Early engagement on the Brompton Gasworks Code Amendment**

Early engagement was undertaken with the City of Charles Sturt and DTI Planning and Land Use Services (PLUS) in association with this Code Amendment. Both groups provided preliminary feedback relating to the preparation and consultation of the Code Amendment, which have been taken onboard and reflected in this plan.



## 3. Engagement Approach

### 3.1 Purpose

The purpose of this engagement process 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 amendments will apply.
- Allow the community to understand the relationship between the Code Amendment and its alignment with the approved Master Plan.
- 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.
- Enable greater awareness of the ongoing community engagement opportunities via MAB's Community and Stakeholder Engagement Plan for the development of the site.

### 3.2 Community Engagement Charter

The Code Amendment must 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 Appendix B.



**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"> <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>An Engagement Summary Report will be prepared in accordance with section 73(7) of the PDI Act, outlining what was heard and how it was responded to and the evaluation of engagement. This will be published on the PlanSA Portal.</li> </ul>
Engagement is inclusive and respectful	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	<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"> <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> <li>Stakeholders with specific interests will be directly communicated with.</li> </ul> </li> </ul>

Charter Principle	Performance Outcome	Engagement Measure
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 Summary 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>

### 3.3 Scope of Influence

The Planning and Design Code utilises standardised zone policies to ensure consistency in how they are applied and interpreted across the state. This means that 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.

Aspects of the Code Amendment which stakeholders and the community can influence are:

- The proposed building heights.
- The proposed removal of the Historic Area Overlay from the site.
- The amendment to Concept Plan 5 – Bowden Urban Village.
- The features and layout of the proposed Brompton Gasworks Concept Plan which includes pedestrian/cyclist connections, open space, and building heights.
- The access and car parking arrangements for the site.

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 Code that affect other areas of the state.
- The expansion of the geographic extent of the amendment or the Affected Area.

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 and CONSULT levels of engagement (refer table 3 for further information on how this is proposed to apply).

### 3.4 Engagement risk assessment

The following identifies risks that may arise during or as a result of the engagement process and the proposed mitigation measures. Undertaking this risk assessment ensures that our engagement process is robust and well planned.

**Table 2: Engagement risks and mitigation measures**

Risk	Mitigation
Concern about increased building height	<ul style="list-style-type: none"> <li>• Communications materials to clearly explain why the building height controls have changed (and in some locations increased) since the existing policies were provided.</li> <li>• Draw clear link to the Master Plan and the range of advantages that can be achieved by increasing building height in key locations (i.e. more open space and better connectivity).</li> <li>• Communications materials to clearly explain the quality of the built form to counter negative perceptions that higher buildings result in poor community or design outcomes.</li> </ul>
Lack of community interest in engagement/engagement fatigue	<ul style="list-style-type: none"> <li>• Connect with government and other key organisations to understand prior/current engagement around the site.</li> <li>• Communicate timelines around future engagement (including public realm and broader master planning) to ensure coordinated activity.</li> <li>• Provide clarity around purpose and timing of engagement.</li> </ul>
Concern that engagement is not genuine – that feedback will not influence the outcome	<ul style="list-style-type: none"> <li>• Communications materials to outline what can and cannot be influenced.</li> <li>• Communications materials to explain how feedback will be received and how it will be considered.</li> <li>• Undertake a genuine evaluation process that measures whether people considered their feedback would be listened to.</li> </ul>
Information about the Code Amendment and how to participate does not reach impacted or interested community/ stakeholders	<ul style="list-style-type: none"> <li>• Undertake detailed stakeholder mapping process.</li> <li>• Seek input from Bowden project partners (including Renewal SA and City of Charles Sturt) on who are the interested and impacted community and stakeholders, and the ways in which they might prefer to receive information and be engaged.</li> <li>• Provide multiple ways that information can be accessed, and feedback provided as a built-in redundancy (should primary methods fail).</li> </ul>

Risk	Mitigation
Community/stakeholders are not able to participate in the engagement process	<ul style="list-style-type: none"> <li>• Provide a reasonable engagement period (i.e. 6 weeks) that may accommodate busy periods in individual's lives when they are unable to participate – such as being away.</li> <li>• Provide multiple ways that information can be accessed, and feedback provided to increase likelihood of a method that is convenient for most people.</li> </ul>
Information does not meet the needs of community/stakeholders to be able to participate in an informed way	<ul style="list-style-type: none"> <li>• Undertake detailed stakeholder mapping process.</li> <li>• Seek input from Bowden project partners (including Renewal SA and City of Charles Sturt) on who are the interested and impacted community and stakeholders, and the ways in which they might prefer to receive information and be engaged.</li> <li>• Provide multiple ways that information can be accessed, and feedback provided as a built-in redundancy (should primary methods fail).</li> <li>• Respond to feedback during the engagement process and if necessary, provide additional information (such as via a Frequently Asked Questions or additional stakeholder meetings).</li> </ul>

### 3.5 Key Messages

The following key messages will underpin the engagement for this Code Amendment. Additional key messages will be created for specific stakeholder communication collateral as required.

- The Brompton Gasworks is a 5.8-hectare site surrounded by Chief Street, Drayton Street, Second Street and the railway line. This site is currently being remediated to prepare for future development.
- The site is being developed by MAB who will deliver a vibrant urban village to celebrate the site's historical identity and blends sustainability and community into a medium density, mixed use village.
- MAB has entered into a development agreement with Renewal SA, which sets out how the site will be developed based on the agreed Master Plan.
- The Planning and Design Code is a State Government document that sets out the rules for what can be built on the site - future development needs to be assessed and approved against the Code.
- MAB's Master Plan will provide more open space than the current Concept Plan in the Code.
- The Code contains anomalies when compared to the approved Master Plan in relation to the location of open space, pedestrian connections, building heights and overall built form massing.
- MAB seeks to make minor amendments to the Code to bring it into alignment with the approved Master Plan. Changing the rules in the Code is called a 'Code Amendment'.

- These minor amendments include:
  - Removing the Affected Area from the current Bowden Urban Village Concept Plan 5.
  - Introducing the new Brompton Gasworks Concept Plan. This will illustrate the key pedestrian/cyclist connections, open space areas, heritage buildings and building height controls for the Affected Area. The maximum building height for the site is being increased from 10 storeys to 12 storeys (this is an increase from 13 storeys to 15 storeys when affordable housing incentives are applied).
  - Removing the Historic Area Overlay which applies to the site, west of East Street. This will allow MAB to adapt the State Heritage Listed building on the site in line with the Master Plan. It also allows MAB to provide affordable housing where that overlay applied.
  - Amending the 'Transport, Access and Parking Table 2 – Off-Street Parking Requirements in Designated Areas' (under the General Development Policies of the Code) to enable a precinct-based approach to car parking in the Affected Area.
- This engagement process is also a key opportunity for the community to become more familiar with what is proposed on the site, the Master Plan vision and how it will be realised.
- Ensuring that stakeholders and the community are consulted on the amendments are a required part of the Code Amendment process.
- Consultation must comply with the Community Engagement Charter. This requires engagement that is genuine and fit for purpose.
- We will use a range of ways to communicate information and collect feedback on the proposed amendments 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 consider the feedback received during the consultation period. 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	Interest/Concern	Level of engagement
Government Ministers and agencies			
Premier of South Australia – Peter Malinauskas MP	Medium	<ul style="list-style-type: none"> <li>State MP for the electorate covering the Affected Area.</li> <li>Ensure community concerns are represented and heard.</li> </ul>	Consult
Minister for Planning, Minister for Housing and Urban Development – Nick Champion MP	High	<ul style="list-style-type: none"> <li>Approval authority for Code Amendment.</li> <li>Ensure Code Amendment has been undertaken to a high level of quality – including associated investigations.</li> </ul>	Consult
Planning and Land Use Services in the Department for Trade and Investment	High	<ul style="list-style-type: none"> <li>Agency responsible for facilitating the assessment and approval of the Code Amendment.</li> <li>Ensure relevant investigations are undertaken to a high quality.</li> <li>Ensure engagement has occurred in line with the Community Engagement Charter.</li> </ul>	Consult
Renewal SA	High	<ul style="list-style-type: none"> <li>Agency responsible for the Bowden project.</li> </ul>	Consult

Stakeholder	Level of interest	Interest/Concern	Level of engagement
		<ul style="list-style-type: none"> <li>Ensure Code Amendment and engagement occurs in line with expectations of the Development Agreement between Renewal SA and MAB.</li> <li>Ensure the Code Amendment accurately reflects and supports the approved Brompton Gasworks Master Plan.</li> </ul>	
South Australian Housing Trust	Medium	<ul style="list-style-type: none"> <li>Opportunity for affordable and social housing outcomes</li> </ul>	Consult
Department for Environment and Water	Low	<ul style="list-style-type: none"> <li>Water or environment impacts</li> </ul>	Consult
Environment Protection Authority	Medium	<ul style="list-style-type: none"> <li>Remediation and former contamination on site</li> </ul>	Consult
Federal Member for Adelaide – Steve Georganas	Low	<ul style="list-style-type: none"> <li>Interest in development of land in MPs electorate.</li> <li>Interest in the views of their constituents.</li> </ul>	Consult
First Nations			
Kaurna Yerta Aboriginal Corporation	Medium	<ul style="list-style-type: none"> <li>Interest in policy that guides the future development on Kaurna land.</li> </ul>	Consult
City of Charles Sturt			
Elected Members	High	<ul style="list-style-type: none"> <li>High quality outcome for the Brompton Gasworks site.</li> </ul>	Consult

Stakeholder	Level of interest	Interest/Concern	Level of engagement
		<ul style="list-style-type: none"> <li>Ensuring City of Charles Sturt residents and ratepayers are consulted, and their views considered.</li> </ul>	
Council staff	High	<ul style="list-style-type: none"> <li>High quality outcome for the Brompton Gasworks site.</li> <li>Ensuring City of Charles Sturt residents and ratepayers are consulted, and their views considered.</li> <li>Referral agency for Code Amendment.</li> </ul>	Consult
Community			
Neighbours - property owners and occupiers around the Brompton Gasworks site	Medium	<ul style="list-style-type: none"> <li>Building height and massing on the site and its impacts on views, amenity, property values and traffic/car parking.</li> <li>Additional activity on the site and its impacts on amenity.</li> <li>Quality of future development.</li> <li>Access to open space and other services on the site.</li> <li>Opportunities to influence the development, including through statutory public notification.</li> </ul>	Consult
Community groups (including but not limited to: Bowden Brompton Futures Group, Hindmarsh Greening, Hindmarsh Residents' Association, Hindmarsh	Medium	<ul style="list-style-type: none"> <li>Building height and massing on the site and its impacts on views, amenity, property values and traffic/car parking.</li> <li>Additional activity on the site and its impacts on amenity.</li> <li>Quality of future development.</li> <li>Retention/adaptation of state heritage item.</li> </ul>	Consult

Stakeholder	Level of interest	Interest/Concern	Level of engagement
Historical Society, Park Tce Community Garden)		<ul style="list-style-type: none"> <li>• Access to open space and other services on the site.</li> <li>• Opportunities to influence the development, including through statutory public notification.</li> </ul>	
Broader community	Low	<ul style="list-style-type: none"> <li>• Quality of future development.</li> <li>• Access to open space and other services on the site.</li> <li>• Opportunities to influence the development, including through statutory public notification.</li> </ul>	Consult
Other			
Utility providers	Low	<ul style="list-style-type: none"> <li>• Interest in future development and interaction/ impact with existing and new utility infrastructure to support.</li> </ul>	Consult
Adelaide Airport Limited	Low	<ul style="list-style-type: none"> <li>• Building heights and impacts on flight paths.</li> </ul>	Consult

## 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 run for 6 weeks and delivered in the second half of 2024.

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.

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, submission forms and surveys.

The key ways that we will do this includes:

- **Fact sheets** – our fact sheets are written in plain English and designed to explain what a Code Amendment is, and why it is relevant to stakeholders. It attempts to remove jargon and clearly explain the potential future impacts of the Code Amendment, so that stakeholders are well informed. An overarching project fact sheet will be prepared that explains the Code Amendment and will be supported by a series of targeted fact sheets on specific topics of interest (such as car parking, open space and landscape, building design, and heritage).
- **Community drop-in sessions** – these are proven to work well within the Bowden/Brompton community and provide an informal, face-to-face way to share information and receive feedback. They will be offered in two different time slots (for example a weekday evening and weekend session) to increase likelihood of attendance.
- **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.
- **Online survey** – the online survey orientates feedback specifically to the elements that can be influenced by stakeholders. This ensures that feedback is more useful and targeted in consideration of the Code Amendment and any amendments 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.
- **On-site signage** – this is used to capture stakeholders that may visit the locality, but not captured as part of our other methods. Signs on the site or near the Affected Area will build awareness of the Code Amendment and clearly promote how feedback can be provided.

- **Hard copy Code Amendment documentation for viewing** – with Council's permission we will provide hard copies of the Code Amendment, technical reports and fact sheets at the City of Charles Sturt office in Woodville.
- **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.
- **PlanSA Portal/submission form** – the PlanSA Portal will be used as the 'one stop shop' for all engagement collateral and information on the multiple ways we will accept feedback (i.e. fact sheet, information about community drop-in session, Code Amendment documentation, online survey link, phone and email enquiry details, submission form).



## 6. Engagement Period Activities

Table 4: Engagement activities by stakeholder

Stakeholder	How we will provide information / engage
Internal (government) stakeholders	
Premier of South Australia – Peter Malinauskas MP	<ul style="list-style-type: none"> <li>Letter to the Premier informing him that the Code Amendment has commenced, how and who we are engaging and methods for feedback.</li> <li>Offer a meeting during the consultation period should he wish to be briefed in more detail or share his feedback with us.</li> <li>Enclose project fact sheet.</li> </ul>
Minister for Planning – Nick Champion MP	<ul style="list-style-type: none"> <li>Engagement to occur via DTI PLUS.</li> </ul>
Planning and Land Use Services in the Department for Trade and Investment	<ul style="list-style-type: none"> <li>Direct engagement with staff during the preparation of the Code Amendment and uploading of engagement materials on the PlanSA Portal.</li> </ul>
Renewal SA	<ul style="list-style-type: none"> <li>Engagement to occur in line with MAB's Community Engagement Plan and Project Control Groups.</li> </ul>
South Australian Housing Trust	<ul style="list-style-type: none"> <li>Letter to agencies informing them that the Code Amendment has commenced, how and who we are engaging and methods for feedback.</li> <li>Offer a meeting during the consultation period should they wish to be briefed in more detail or share their feedback with us.</li> <li>Enclose project fact sheet.</li> </ul>
Department for Environment and Water	
Environment Protection Authority	
Federal Member for Adelaide – Steve Georganas MP	<ul style="list-style-type: none"> <li>Letter to the Member informing him that the Code Amendment has commenced, how and who we are engaging and methods for feedback.</li> <li>Offer a meeting during the consultation period should he wish to be briefed in more detail or share his feedback with us.</li> <li>Enclose project fact sheet.</li> </ul>

Stakeholder	How we will provide information / engage
	<ul style="list-style-type: none"> <li>• Invite him to provide feedback via a written submission, email, face to face engagement (meeting).</li> </ul>

First Nations	
Kaurna Yerta Aboriginal Corporation	<ul style="list-style-type: none"> <li>• Letter 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. Suggest that we will contact them to arrange a meeting so that they can be briefed in more detail and share their feedback with us.</li> <li>• Enclose project fact sheet.</li> <li>• Code Amendment documentation available for viewing at Council sites and on the PlanSA Portal.</li> <li>• Meeting with KYAC during consultation period (if requested).</li> <li>• Enable them to provide feedback via a written submission, email, face to face engagement (meeting), or at the Community Drop-in session.</li> </ul>
City of Charles Sturt	
Elected Members	<ul style="list-style-type: none"> <li>• Letters to Elected members informing them that the Code Amendment has commenced, how and who we are engaging and methods for feedback.</li> <li>• Offer a briefing to Council OR one-on-one meetings where desired.</li> <li>• Invite them to promote and attend the Community Drop-in session.</li> <li>• Enclose project fact sheet.</li> <li>• Code Amendment documentation available for viewing at Council sites and on the PlanSA Portal.</li> <li>• Enable them to provide feedback via a written submission, email, face to face engagement (meeting), or at the Community Drop-in session.</li> </ul>
Council staff	<ul style="list-style-type: none"> <li>• Letter to the CEO informing him that the Code Amendment has commenced, how and who we are engaging and methods for feedback.</li> <li>• Offer a meeting during the consultation period should he wish to be briefed in more detail or share his feedback with us.</li> <li>• Enclose project fact sheet.</li> <li>• Invite them to provide feedback via a written submission, email, face to face engagement (meeting), or at the Community Drop-in session.</li> <li>• Liaise directly with key staff and request assistance to promote Community Drop-in session and exhibition of Code Amendment documentation.</li> </ul>

Community	
Neighbours - property owners and occupiers around the Brompton Gasworks site	<ul style="list-style-type: none"> <li>• Letter box drop the fact sheet promoting the Code Amendment and outlining the ways they can access further information and participate in the engagement.</li> <li>• Corflute sign(s) on the Affected Area promoting the engagement.</li> <li>• Code Amendment documentation available for viewing at Council sites and on the PlanSA Portal.</li> <li>• Enable the community to provide feedback via a written submission, online survey, email, face to face engagement (listening post), or at the Community drop-in session.</li> </ul>
Community groups	<ul style="list-style-type: none"> <li>• Letter to each group informing them that the Code Amendment has commenced, how and who we are engaging and methods for feedback.</li> <li>• Offer a meeting during the consultation period should they wish to be briefed in more detail or share their feedback with us.</li> <li>• Enclose project fact sheet.</li> <li>• Code Amendment documentation available for viewing at Council sites and on the PlanSA Portal.</li> <li>• Invite them to attend the Community drop-in session.</li> <li>• Invite them to provide feedback via a written submission, email, face to face engagement (meeting), or at the Community drop-in session.</li> </ul>
Broader community	<ul style="list-style-type: none"> <li>• Corflute sign(s) on the Affected Area promoting the engagement.</li> <li>• Code Amendment documentation available for viewing at Council sites and on the PlanSA Portal.</li> <li>• Invite community to provide feedback via a written submission, online survey, email, face to face engagement (listening post), or at the Community drop-in session.</li> </ul>
Other	
Utility providers	<ul style="list-style-type: none"> <li>• Letter informing them that the Code Amendment has commenced and methods for feedback.</li> <li>• Enclose project fact sheet.</li> <li>• Invite them provide feedback via a written submission, or email.</li> </ul>
Adelaide Airport Limited	

## 7. Reporting and Evaluation

### 7.1 Closing the Loop

A letter/email will be sent to those involved in the engagement with a link to an evaluation survey at the conclusion of the formal engagement period. After the Minister decides on the Code Amendment:

- The PlanSA Portal will be updated with the final Code Amendment and Engagement Summary Report.
- Email to participants with a close the loop fact sheet and links to the PlanSA Portal.

### 7.2 Reporting

An Engagement Summary Report will be prepared after 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

### 7.3 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.

More detail regarding the approach to measuring success is provided in **Appendix A**. Results of the evaluation process 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 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 substance of the final plan		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)
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 the community groups in engagement.	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 3: Engagement is fit for purpose	<ul style="list-style-type: none"> <li>People were effectively engaged and satisfied with the process.</li> <li>People were clear about the proposed change and how it would affect them.</li> </ul>	Community	<p>6. I was given sufficient information so that I could take an informed view.</p> <p>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.</p>	Likert scale - strongly disagree to strongly agree	Per cent from each response.
			7. I was given an adequate opportunity to be heard	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)
Principle 4: Engagement is informed and transparent	<ul style="list-style-type: none"> <li>All relevant information was made available and people could access it.</li> <li>People understood how their views were considered, the reasons for the outcomes and the final decision that was made.</li> </ul>	Community	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.
	<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 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
Principle 5: Engagement processes are	<ul style="list-style-type: none"> <li>The engagement was reviewed and improvements recommended.</li> </ul>	Project Manager or equivalent	10. Engagement was reviewed throughout the process and improvements put in	Reviewed and recommendations made	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)
reviewed and improved			place, or recommended for future engagement	Reviewed but no system for making recommendations  Not reviewed	
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
<i>Comment:</i>						
2	I am <b>confident my views were heard</b> during the engagement	1	2	3	4	5
<i>Comment:</i>						
3	I was given an <b>adequate opportunity to be heard</b>	1	2	3	4	5
<i>Comment:</i>						
4	I was given sufficient <b>information</b> so that I could take an informed view.	1	2	3	4	5
<i>Comment:</i>						
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
<i>Comment:</i>						

## 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
	<i>Comment:</i>	
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
	<i>Comment:</i>	
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
	<i>Comment:</i>	
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
	<i>Comment:</i>	



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
	<i>Comment:</i>	
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)
	<i>Comment:</i>	
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)
	<i>Comment:</i>	

