

# ***Green Fields Centre Code Amendment***

## **Engagement Plan**

***Thirteen Commercial Pty Ltd (the Proponent)***

**October 2023**

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We acknowledge Aboriginal people as the First Peoples and Nations of the lands and waters we live and work upon and we pay our respects to their Elders past, present, and emerging. We acknowledge and respect the deep spiritual connection and the relationship that Aboriginal and Torres Strait Islander people have to Country.

Date	Stage	Comment
July 2023	Draft D Bailey	
Aug 2023	2 <sup>nd</sup> Draft D Bailey	Input with TPA
Oct 2023	For Consultation D Bailey	Refined based on Code Amendment and final consultation planning

## About this Engagement Plan

Community Place Planning Pty Ltd has been commissioned by Town Planning Advisors on behalf of Thirteen Commercial Pty Ltd (the 'Designated Entity') to provide independent stakeholder and community engagement services for the proposed Code Amendment. This includes the preparation of an Engagement Plan (this plan), its implementation, and an Engagement Report.

This Engagement Plan has been prepared to guide engagement activities that ensure genuine, robust and inclusive stakeholder and community engagement on the proposed Code Amendment. This is in accordance with the State Planning Commission's Engagement Charter and Practice Direction 2 – Consultation on the Preparation of Amendment of a Designated Instrument.

David Bailey from Community Place Planning is a fully accredited IAP2 specialist with extensive skills and experience in community engagement as required by Practice Direction 2.

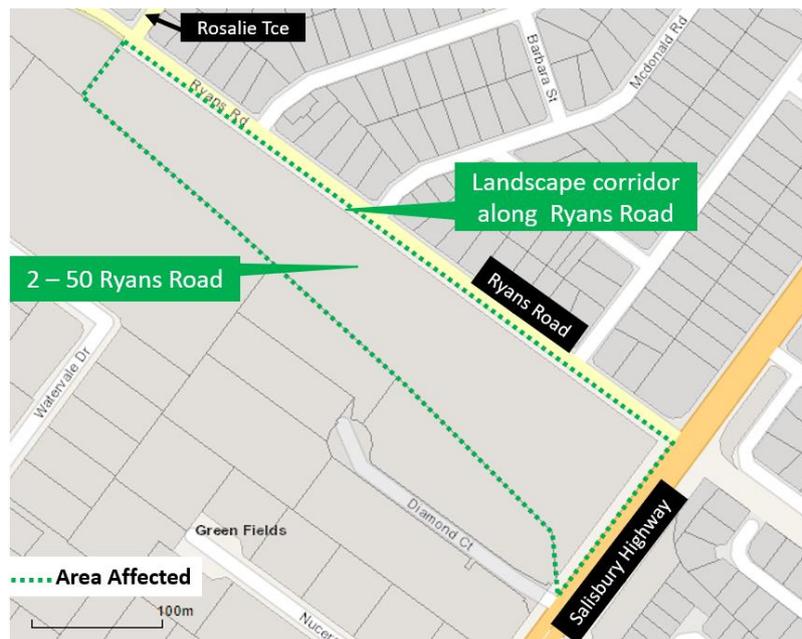
## Background information

- Why is this Code Amendment being initiated?

The Proponent is proposing to initiate an amendment to the Planning and Design Code (the Code Amendment) as it relates to land located at Ryans Road (corner Salisbury Highway), Green Fields (the Affected Area). The area affected includes:

- the land at 2-50 Ryans Road (corner Salisbury Highway), Green Fields. CT6283/699. 2 – 50 Ryans Road is 38,890 sqm and used for stormwater management purposes with various trees and open areas.
- land of 8m width that forms part of the Ryans Road road reserve.
- land that forms part of the Salisbury Highway road reserve.

The Proponent – Thirteen Commercial Pty Ltd - was the holder of an Option to Purchase or other similar contractual arrangement with the registered proprietor – the City of Salisbury - for the whole of the Affected Area. The contract for the purchase of what is now 2 – 50 Ryans Road forms part of the area affected includes obligations set out in a Development Deed. 2 – 50 Ryans Road was settled during 2023 and is now owned by the Proponent.



*Area Affected*

- What does this Code Amendment hope to achieve?

This Code Amendment is proposed to enable a retail-based centre to be developed along with new traffic lights adjacent Ryans Road. Enabling a retail-based centre is an orderly development for the growing population within this established area of the City of Salisbury.

The Area Affected is currently zoned for urban development by being within Employment, Strategic Employment and General Neighbourhood Zones. This Code Amendment proposes the Area Affected enable a retail-based centre, with bulky goods in the northern part. Subject to investigation, this may be by being rezoned to a Suburban Activity Centre Zone in the southern part and Employment Zone in the northern.

- Are there any existing strategies, reports or plans relating to the Affected Area shown in the Code Amendment? If so, what do they say?

The Code Amendment outlines a range of strategies and policies relevant to the area affected from the following:

- State Planning Policies
- 30 Year Plan for Greater Adelaide
- City Plan 2035 by City of Salisbury
- Landscape Plan by City of Salisbury
- Building City Pride Strategy by the City of Salisbury

At a strategic level, rezoning the land for retail purposes – based on the retail investigations – provides greater convenience for nearby residents and workers, supports greater use of transport options such as walking, cycling and public transport, and fosters walkability and healthy neighbourhoods. Drawing on the retail investigations, the rezoning meets changing business and community needs, supports competition within the retail sector, and has potential to generate a significant positive outcome.

- What have any past engagement processes (if known) identified about the Affected Area or any relevant adjacent or comparable areas?

In preparing the Proposal to Initiate, the Proponent was required to consult with the City of Salisbury and also engaged with State Government's Planning and Land Use Services and Department of Infrastructure and Transport (DIT).

Matters identified included:

- Traffic impacts need more investigation. Vehicle access and egress will require consideration of the impacts along Ryans Road and Salisbury Highway. DIT are open to traffic lights on Salisbury Highway. Access arrangements through private land on Watervale Drive need private owners agreement and need further investigation if to be pursued.
- Stormwater hazard management is a key role of the land. The Deed entered into between the Proponent and Council obligates the Proponent to be directed by Council about what works are needed on the site to manage stormwater. The Deed obliges the Proponent to fund the works.
- The removal of vegetation to accommodate on site development, parking and access must be minimised through detailed design in order to support the objective of conserving the natural environment and biodiversity links.
- Regulated and Significant Trees are on the land. Proposed development on the land that impacts the trees will be assessed regarding Planning and Design Code regulated and significant tree policy. This Code Amendment does not propose to change that Policy.

- Proximity to Dry Creek River Corridor and Wetland.
- The Area Affected is near known areas of cultural heritage, and potential exists to find evidence of Aboriginal artefacts. Future development of the Area Affected should be made aware of this likelihood.

Council advised the Proposal is considered to align with the City of Salisbury's City Plan 2035 and other key strategies, however Council agreement to the Code Amendment will be dependent on the matters raised and community engagement outcomes.

Council consultation in early 2022 associated with the proposed sale of the land did not generate much feedback. The feedback that was received affirmed the value of the trees on the site and flagged concern about traffic banking up turning from Ryans Road onto Salisbury Highway.

## Engagement purpose

The scope of the engagement is about the proposed Green Fields Amendment to the Planning and Design Code to rezone the land into a retail type zone.

The purpose of the engagement is to:

- Raise awareness about the proposed Code Amendment, including information on the proposal, the area to which the changes will be applied and the likely impacts the changes will entail. This includes about proposed traffic lights near Ryans Road including left in left out only at Taylor Street
- Facilitate feedback to inform the development of the proposed Code Amendment and its refinement prior to finalisation
- Build constructive relationships to support future activities relating to the land
- Meet the requirements of the *Planning Development and Infrastructure Act* as they relate to community and stakeholder engagement.

## Engagement objectives

The engagement objectives are to:

- Ensure stakeholders are aware of the Code Amendment and have opportunity to comment
- To make information available about the Code Amendment in ways that enable ease of understanding about what a Code Amendment is, what this Code Amendment is proposing, the rationale, how the Code Amendment relates to future development of the land, and how people can comment
- Ensure engagement of community and stakeholders so as to inform the Code Amendment in its preparation
- Encourage stakeholders to ask questions in order to understand how it might impact them
- Provide opportunities for the general public and adjacent landowners and occupants to comment
- Maintain constructive relationships with stakeholders and the community through timely and direct communication
- Follow through on commitments made over the duration of the consultation process and ensure that all documentation is easily accessible to the public

- Integrate a feedback loop and evaluation process into the engagement process
- Ensure that engagement with stakeholders and the community is sufficiently resourced and managed to deliver high-quality results, and
- Implement an engagement approach that is directed by the principles of IAP2 and the State Community Engagement Charter in accordance with the requirements of the *Planning Development, and Infrastructure Act*.

## Scope of influence

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

- The content of a Concept Plan to apply to the site
- Integration of issues and opportunities that should be addressed as part of the investigations for the Code Amendment. This includes proposed traffic lights and their impact on vehicle, pedestrian and cyclist movement.

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

- Other policies in the Planning and Design Code
- Future development applications
- Spatial extent of the affected area.

## Key messages

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

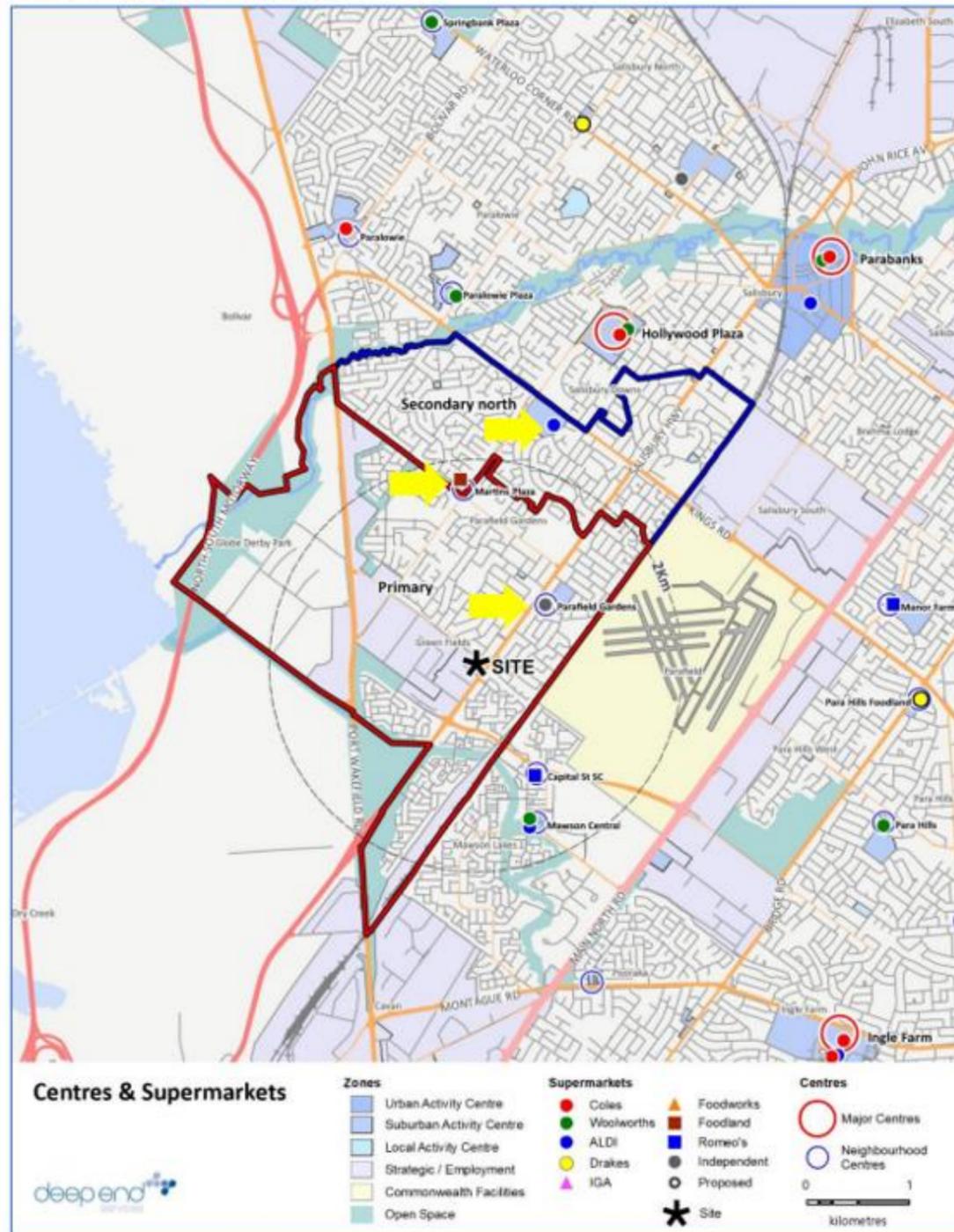
- This Code Amendment is proposed to enable a retail/bulky goods based centre to be developed at 2 – 50 Ryans Road, Green Fields. Enabling a retail based centre is an orderly development for the growing population within this established area of the City of Salisbury.
- 2 – 50 Ryans Road is currently zoned for urban development by being within Employment, Strategic Employment and General Neighbourhood Zones. This Code Amendment proposes the land be rezoned to a Suburban Activity Centre Zone in the southern part near Salisbury Highway and to be within an Employment Zone in the northern part.
- Enabling a retail based centre serves existing and future population growth, in particular in residents to the south, east and north, and workers to the west. Enabling a new retail centre is anticipated to have limited impact on other nearby centres. This is supported by expert retail analysis.
- Numerous regulated trees are on the site. Planning and Design Code regulated and significant tree policies are not being changed by the proposed Code Amendment. Noting the land is already zoned for commercial or residential buildings to be developed, should the land be rezoned for retail/bulky goods purposes, future development applications will be assessed regarding these regulated and significant tree policies. The Code Amendment is also proposing a Concet Plan with additional policies regarding indicative locations to seek to retain select regulated trees and to seek new trees and landscaping that fosters local biodiversity.
- Enabling a retail based centre through rezoning is anticipated to impact traffic on Ryans Road, nearby residential streets, and Salisbury Highway. Expert investigations involving Council and the Department of Infrastructure and Transport have been undertaken. If the rezoning goes ahead, traffic lights on Salisbury Highway adjacent Ryans Road would be installed, with Ryans Road a cul-de-sac. A median in Salisbury Highway at Taylors Road would also be installed, meaning Taylors Road would be left in/left out. More information about what this means for traffic, walking, cycling and public transport in the suburbs around the site is in the Code Amendment.
- Thirteen Commercial Pty Ltd have entered into a Deed with Council about stormwater infrastructure. Under the Deed, Council direct what works are to occur to ensure the land fulfills its stormwater role.
- This Code Amendment is being undertaken by Thirteen Commercial Pty Ltd. The Minister for Planning has approved Thirteen Commercial Pty Ltd to undertake investigations and community engagement about the proposal to rezone the land to a retail based zone.
- Community engagement will be undertaken to enable anyone to comment about the proposal to rezone the land to enable a retail/bulky goods based development.
- After receiving advice from the State Planning Commission, the final decision to rezone the land rests with the Minister for Planning.

## Stakeholder and community mapping

Stakeholder	Level of interest in the project (i.e. high, medium or low)	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project	Level of engagement (i.e. inform, consult, involve, collaborate)
Kaurna/Aboriginal Affairs and Reconciliation, Attorney-General's Department	L	Being on Country	Informed so can make submission	Consult (for example, by way of KYAC) (required in Minister's PTI approval)
Australian MPs	L	In electorate	Aware noting their constituents interest	Inform
State MP Playford District	M	In electorate	Aware noting their constituents interest	Inform (required in Minister's PTI approval)
Council Members	H	Impacts ratepayers	To be aware of Code Amendment, future development, and local impacts properly considered, noting ratepayers impacted	Involve LEGAL (PDI Act 44(6))
Council Officers	H	Impacts residential and business growth, wellbeing, stormwater, and transport. Land being sold by Council.	Orderly processes. Investigating matters in CEO early 2023 letter	Involve LEGAL (PDI Act 44(6))
Planning and Land Use Services	H	How relates to State Planning Policies	Orderly planning. Meeting statutory processes	Involve
Owners of Retail Centres within Catchment and beyond Catchment (See Figure)	H	Impacts trade	Informed (in particular retail analysis) so can make submission	Consult
Adjacent Business and Residential Land Owners or Occupiers (See Figure)	M	Impacts e.g., visual, land use, traffic consequent on proposed traffic lights/Taylor's Road left in/left out	Informed so can make submission	Inform LEGAL (by way of notice <sup>1</sup> identifying the land, the impact, where when the Code Amendment may be inspected, and provide information about the consultation that is to occur under the Community Engagement Charter)
Local Groups	L	Impacts	Informed so can make submission	Consult
Department of Infrastructure and Transport	H	How impacts traffic on Salisbury Highway	"	Consult (required in Minister's PTI approval)
Green Adelaide	L	Impact on greening	"	Consult
Department of Environment and Water	L	Impact on greening, Dry Creek River Corridor and wetland system, and stormwater	"	"
Environment Protection Agency	L	Impact on interface issues and contamination	"	Consult (required in Minister's PTI approval)
Wellbeing SA, Heart Foundation, SA Active Living Coalition, RAA	L	Impact on wellbeing, active living and movement	"	Consult
Utility Providers, e.g. SA Power Networks, Electra Net, APA Group, SA Water, EPIC Energy, NBN and other telcos	L	Impact on planning for energy	"	Consult (required in Minister's PTI approval)

<sup>1</sup> Section 73(6)(d) of the PDI Act 2016 States 'to the extent that paragraph (b) does not apply, in the case of a proposed amendment to the Planning and Design Code that will have a specific impact on 1 or more particular pieces of land in a particular zone or subzone (rather than more generally)—must take reasonable steps to give— (i) an owner or occupier of the land; and (ii) an owner or occupier of each piece of adjacent land, a notice in accordance with the regulations'. Regulation 20 states '20—Notice of Code amendment (section 73(6)(d)) For the purposes of section 73(6)(d) of the Act, a notice must— (a) identify the piece or pieces of land in relation to which the specific impact will apply; and (b) describe the impact; and (c) indicate where and when the relevant amendment to the Planning and Design Code may be inspected; and (d) provide information about the consultation that is to occur under the Community Engagement Charter.' Note that Act defines 'adjacent land' in relation to other land, means land that is no more than 60 metres from the other land;

Figure 10—Activity Centres & supermarkets



Source: Deep End Services

Centres within Catchment (based on Deep End Report)	
Parafield Gardens	
Martins Plaza	
Aldi Parafield Gardens	
Centres beyond Catchment (Based on Deep End Report)	
Mawson Central	
The Promenade	
Capital Street Shopping Centre	
Parabanks Shopping Centre	
Hollywood Plaza	
Paralowie Village	
Paralowie Plaza	

Figure 1 Retail Centres within Catchment and Beyond as identified in the Deep End Report

# Map - Proposed Resident and Business Owner and Occupier to Consult on Code Amendment



Figure 2 Properties to Write to Owners or Occupiers due to being adjacent land or associated with traffic movement changes

## Applying the Charter principles

Stakeholder	Engagement need or technique
PLUS	Provide engagement materials (and Draft Code Amendment package for consultation) to the Department a minimum of three (3) weeks before commencement of engagement.
Elected Council	Written consultation, staff meetings and offer briefing to council meeting when required.
Nearby Residents and businesses	Easy to understand information, information provided to interested community and stakeholders. Written invitation to comment, information session, and offer to brief
Local Groups	
Owners of Nearby Retail Centres	Access to retail analysis and time to consider. Written invitation to comment. Offer to brief
Government Agencies	Written invitation to comment. Offer to brief
State and Australian MPs	
Traditional Owners	

## Staging your engagement

Stage	Objective	Stakeholders	Level of engagement	By when
1 Early Engagement	We will advise the Code Amendment is commencing, where to obtain information, and to be aware consultation will be to occur. Opportunity to review and refine engagement methods if required	PLUS, DIT, Council	Consult	Within two weeks of Minister's approval of Proposal to Initiate
2 Engagement	<p>Invite comment on the Proposed Code Amendment.</p> <p>Provide information about</p> <ul style="list-style-type: none"> <li>What the Code Amendment proposes?</li> <li>Why it is being proposed?</li> <li>What investigations have been undertaken?</li> <li>How the Proposal is part of a Growing Salisbury</li> <li>How to access the Code Amendment</li> <li>How to obtain more information?</li> <li>How to comment?</li> </ul> <p>Ask questions such as:</p> <ul style="list-style-type: none"> <li>What do you think about the proposal to rezone the land for retail purposes?</li> <li>Rezoning the land for retail impacts traffic movements. Detailed investigations of two options identifies XX road as preferred for traffic lights. If the rezoning goes ahead and in parallel with building a shopping centre, traffic lights at XXX would need to be installed. What do you think about this proposal?</li> <li>Any other comments?</li> </ul>	Adjacent Residents and Businesses Owners of Nearby Centres Local Groups PLUS, DIT, Council and other relevant agencies, e.g. DEW, Parafield Airport Utility Providers General Public State and Australian MPs Traditional Owners Elected Council	Consult	When the investigations are complete and the Code Amendment is prepared, consult for six weeks.
3 Engagement Review	Seek feedback on engagement undertaken	Council Stakeholders who provided feedback	Consult	As soon as practical following Stage 2 Engagement
4 Closing the Loop	Inform stakeholders and the community about the impact of the engagement and outcome of the proposal	All	Inform	As soon as practical following a final decision being made on the proposed Code Amendment

## Planning your engagement approach

Stage	Engagement activity	Stakeholders	Objective	Who's responsible? *	Resources required *	Budget *	Risks and mitigation *
1 Early Engagement	Provision of Code Amendment, Engagement Plan, Drafting and Mapping Instructions and Publication Instructions.	PLUS	Ensure consultation material is accessible on the SA Planning Portal from the date consultation is scheduled to begin.  Inform of the Code Amendment and consult on engagement delivery, the Code Amendment process and early issues and opportunities	TPA/PPP	Key Messages 13X Web Page Code Amendment and Investigations Engagement Plan Stakeholder Database (in part get from CC Salis) Comments Form/Survey and Drop In Sessions organised		Use images and non-technical language
	Letter and offer of Briefing	Council Members Council Staff DIT Traditional Owners		TPA/PPP	Key messages		
2 Engagement	SA Planning Portal: - Notice - Fact sheet with FAQs - Code Amendment and Background information - Survey/invitation to make comment - Engagement opportunities	Neighbouring landowners, businesses and residents. Local Groups General public	Inform of the Code Amendment, engagement opportunities and to seek feedback	TPA/PPP	Fact Sheet Code Amendment and Investigations Comments Form/Survey and Drop In Sessions info		
	Fact sheet letter box dropped/posted/emailed to nearby residents and businesses	Nearby landowners, businesses and residents		TPA/PPP	Fact Sheet	Postal cost for around 330 letters Letter Printing 13X	
	Corflute signs on site			TPA/PPP	Signs		
	Email and/or letter to key stakeholders including fact sheet and link to online information	Utility Providers State and Australian MPs Council Members Local groups Government Departments		TPA/PPP	Email Letter		
	Information sessions at a local venue at varying times  Online information session with project team members/technical experts available to answer questions	Neighbouring landowners, businesses and residents General public		TPA/PPP	Fact Sheet Code Amendment and Investigations Presentation	Venue Catering	
	Online survey to gather feedback	All		TPA/PPP	Survey Monkey	\$50	

Stage	Engagement activity	Stakeholders	Objective	Who's responsible? *	Resources required *	Budget *	Risks and mitigation *
3 Engagement Review	Seek feedback on engagement process	People who made Submissions PLUS Council	Evaluate engagement process	TPA/PPP	Survey Monkey		
4 Closing the Loop	Email Engagement Report and Summary	People who made Submissions.	Close the loop with people who made submissions to enable them to understand the decision and how their input has influenced the decision.	TPA/PPP	Engagement Report Engagement Summary Updated Web Page Letters/Emails to Submitters Submitters Database		
	Update website with engagement outcomes and notify of outcome	All	When Code Amendment finalised, update the Plan SA website and notify respondents.	TPA/PPP			

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

### Applying the Charter principles in practice

Charter principle	How does your engagement approach/activities reflect this principle in action?
Engagement is genuine	Variety of opportunities to engage seek to foster: <ul style="list-style-type: none"> <li>• awareness of the Code Amendment across the variety of stakeholders</li> <li>• understanding about what is proposed</li> <li>• opportunity to provide input, which can be analysed in order to inform the finalisation of the Code Amendment</li> </ul>
Engagement is inclusive and respectful	Engagement activities tailored to different target groups. Information aimed to be provided in easily understandable means.
Engagement is fit for purpose	Stakeholders are mapped and past engagement understood. Particular interest is around the impact of the proposal on other centres, traffic, and trees. This is informing the approach to identifying stakeholders and the approach to engaging them in ways tailored to them.
Engagement is informed and transparent	Information about the Code Amendment to be readily available, provided in easy to read language, and with imagery. Details of the Code Amendment are available on the Plan SA portal. What is negotiable and not will be articulated.
Engagement is reviewed and improved	Success indicators are defined and measured at the completion of the engagement. The outcomes will be documented in the Engagement Report

## Measuring success

At the completion of the engagement, all participants will be invited to assess the success of the engagement against performance criteria one to four, below.

The Designated Entity will assess the success of the engagement against criteria five to nine.

This evaluation will be included in the statutory report required to be prepared by the Designated Entity under section 73(7) of PDI Act (the Engagement Report).

The Engagement Report provides details and analysis of engagement activities undertaken for the Code Amendment, and is provided to the Minister for Planning and Local Government. This Engagement Report will also be referenced in the State Planning Commission's Parliamentary Report under section 74(3)(b) of the Act, which is issued to the Environment Resources and Development Committee of Parliament following adoption of a Code Amendment.

#	Charter criteria	Charter performance outcomes	Respondent	Indicator <sup>2</sup>	Evaluation tool <sup>3</sup> Exit survey / follow-up survey	Measuring success of project engagement
1	Principle 1: Engagement is genuine	<ul style="list-style-type: none"> <li>People had faith and confidence in the engagement process.</li> </ul>	Community	I feel the engagement <b>genuinely sought</b> my input to help shape the proposal	Likert scale - strongly disagree to strongly agree	Per cent from each response.
2	Principle 2: Engagement is inclusive and respectful	<ul style="list-style-type: none"> <li>Affected and interested people had the opportunity to participate and be heard.</li> </ul>	Community	I am <b>confident my views were heard</b> during the engagement	Likert scale - strongly disagree to strongly agree	Per cent from each response.
			Project Lead	The <b>engagement reached</b> those identified as community of interest.	<ul style="list-style-type: none"> <li>Representatives from most community groups participated in the engagement</li> <li>Representatives from some community groups participated in the engagement</li> <li>There was little representation of the community groups in engagement.</li> </ul>	Per cent from each response.
3	Principle 3: Engagement is fit for purpose	<ul style="list-style-type: none"> <li>People were effectively engaged and satisfied with the process.</li> <li>People were clear about the proposed change and how it would affect them.</li> </ul>	Community	I was given sufficient <b>information</b> so that I could take an informed view.	Likert scale - strongly disagree to strongly agree	Per cent from each response.
				I was given an <b>adequate opportunity to be heard</b>	Likert scale - strongly disagree to strongly agree	Per cent from each response.
4	Principle 4: Engagement is informed and transparent	<ul style="list-style-type: none"> <li>All relevant information was made available and people could access it.</li> <li>People understood how their views were considered, the reasons for the outcomes and the final decision that was made.</li> </ul>	Community	I felt <b>informed</b> about why I was being asked for my view, and the way it would be considered.	Likert scale - strongly disagree to strongly agree	Per cent from each response.
5	Principle 5: Engagement processes are reviewed and improved	<ul style="list-style-type: none"> <li>The engagement was reviewed and improvements recommended.</li> </ul>	Project Lead	<b>Engagement was reviewed</b> throughout the process and improvements put in place, or recommended for future engagement	<ul style="list-style-type: none"> <li>Reviewed and recommendations made</li> <li>Reviewed but no system for making recommendations</li> <li>Not reviewed</li> </ul>	Per cent from each response.
6	Engagement occurs early	<ul style="list-style-type: none"> <li>Engagement occurred before or during the drafting of the planning policy, strategy or scheme when there was an opportunity for influence.</li> </ul>	Project Lead	Engagement <b>occurred early enough</b> for feedback to genuinely influence the planning policy, strategy or scheme	<ul style="list-style-type: none"> <li>Engaged when there was opportunity for input into scoping</li> <li>Engaged when there was opportunity for input into first draft</li> <li>Engaged when there was opportunity for minor edits to final draft</li> <li>Engaged when there was no real opportunity for input to be considered</li> </ul>	Per cent from each response.
7	Engagement feedback was considered in the development of planning policy, strategy or scheme	<ul style="list-style-type: none"> <li>Engagement contributed to the substance of a plan or resulted in changes to a draft.</li> </ul>	Project Lead	Engagement <b>contributed to the substance of the final plan</b>	<ul style="list-style-type: none"> <li>In a significant way</li> <li>In a moderate way</li> <li>In a minor way</li> <li>Not at all</li> </ul>	Per cent from each response.
8	Engagement includes 'closing the loop'	<ul style="list-style-type: none"> <li>Engagement included activities that 'closed the loop' by providing feedback to participants/ community about outcomes of engagement</li> </ul>	Project Lead	Engagement <b>provided feedback to community about outcomes</b> of engagement	<ul style="list-style-type: none"> <li>Formally (report or public forum)</li> <li>Informally (closing summaries)</li> <li>No feedback provided</li> </ul>	Per cent from each response.
9	Charter is valued and useful	<ul style="list-style-type: none"> <li>Engagement is facilitated and valued by planners</li> </ul>	Project Lead	Identify <b>key strength</b> of the Charter and Guide Identify <b>key challenge</b> of the charter and Guide		

## Closing the loop and reporting back

How will you respond to participants?	Who's responsible?	When will you report back?
Acknowledgement of feedback received - we will send an email and/or letter acknowledging that stakeholder feedback has been received and is being considered. This will be accompanied by a brief description of the process moving forward and timelines around when the feedback analysis will be available	TPA/ CPP	Within 5 days of receiving the feedback.
Provide analysis to feedback received by stakeholders and identifying key themes. This will be included in the engagement report, which will be available on the Plan SA Portal	TPA/ CPP	As soon as practicable following the close of the consultation period.
Issue an evaluation survey to participants who were involved in the consultation process and provided feedback	TPA/ CPP	After each engagement activity, e.g. information sessions As soon as practicable following the close of the consultation period.
Final letter – we will send out a notification to stakeholders, by email and/or mail, detailing the outcome of the code amendment	TPA/ CPP	As soon as practicable following a decision being made on the proposed Code Amendment