

# Community Engagement Plan

## Centre Zone Adjustment Code Amendment



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## 1. Project description and background

This proposed Code Amendment propose to rezone 11 sites scattered throughout the Council area identified after Council reviewed its Commercial and Industrial zoned properties whose current land use don't reflect their classification.

The 11 sites are as follows:

- **Site 1:** 10 - 22 Edward Beck Drive, Sheidow Park
- **Site 2:** 54 and 62 Seacombe Road Darlington
- **Site 3:** 97A, B, C, D, E McInerney Avenue, Mitchell Park
- **Site 4:** 32 Finniss Street, Marion
- **Site 5:** 29B-29E, Dwyer Road, Oaklands Park
- **Site 6:** 26-28 Daws Road, Ascot Park
- **Site 7:** 1C, D and E Winton Street, Warradale
- **Site 8:** 506 Cross Road 23 Almond Grove Glandore
- **Site 9:** 51-57 Harbrow Grove, Seacombe Gardens
- **Site 10:** 66 Sixth Avenue, Ascot Park
- **Site 11:** 1A Greenfield Road, Seaview Downs

The need for rezoning is derived to address a variety of outstanding irregularities, such as:

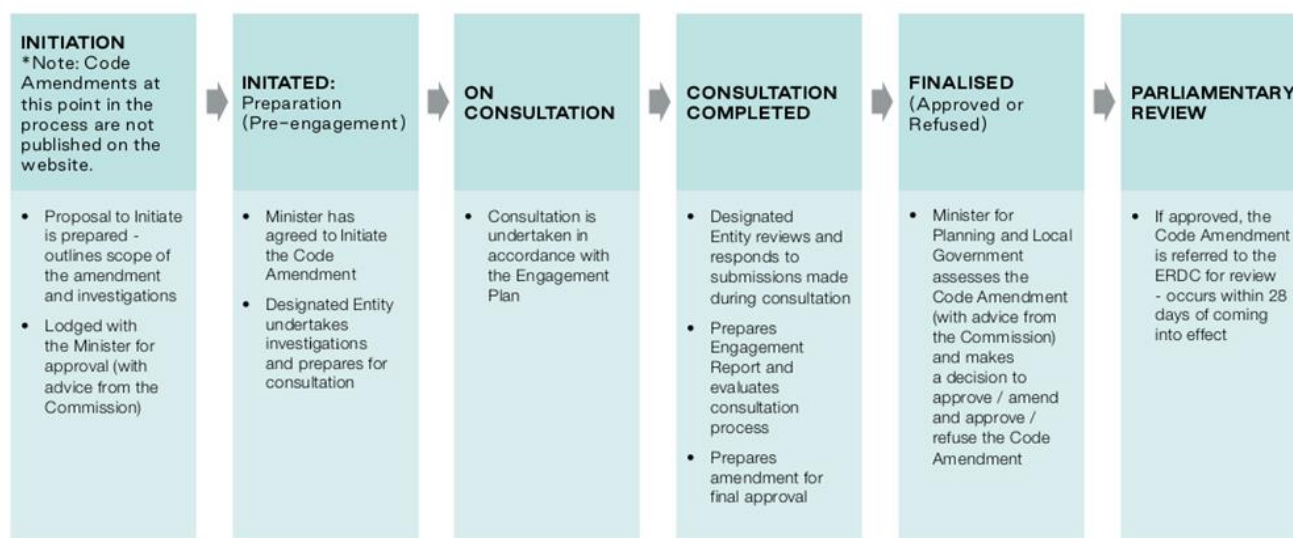
- The site has been redeveloped with other types of land use that would be better supported by another zone.
- There has been a misalignment of zone boundary that does not spatially reflect the location of the land use.
- A reduction or increase in zone boundary is required to better reflect the land uses in or immediately adjacent the zone.

The proposed amendment further seeks to provide for appropriate policy support for existing centres, as well as provide adaptability for those that are underutilised so that they can adapt to contribute to housing diversity within established neighbourhoods.

Council has previously sought comments on the benefits of a potential zoning change from landowners, to understand their future intentions and ensure that an agreed outcome is likely to be supported. This engagement activities however were undertaken quite some time ago (over 12 months).

## 2. Code Amendment Process

The Code Amendment process includes a number of steps which must be undertaken before any changes to zoning or policy can be implemented. An overview of the Code Amendment process is illustrated below. The Code Amendment has been 'Initiated' and is proposed to be placed 'On Consultation'.



## 3. Engagement purpose and objectives

Overall, the aim of the community engagement activities is to inform and consult relevant landowners and stakeholders on the proposed rezoning and/or realignment of the Affected Areas to ensure proposed changes are legible, considered and are reflective of the feedback (where appropriate) in the Code Amendment process.

Council seeks to ensure that the objectives of engagement remain consistent with the principles outlined within the Community Engagement Charter by:

- ensuring the affected landowners and community/stakeholders are aware of the zoning proposals of the Affected Areas.
- ensuring affected and interested persons have easy access to appropriate information about the proposed Code Amendment.
- providing easy to understand written and graphic materials explaining and demonstrating the impacts of the proposed policy changes.
- gaining input as well as localised knowledge from affected and interested community and stakeholders in ways that are inclusive and engaging and inform the amendment.
- ensuring an improved level of support compared to previously held engagement.
- reporting back to participants on outcomes and final decisions of engagement and proposals as well as the reasoning for these decisions.

The primary audience for the engagement of this Code Amendment are the affected landowners and occupiers of properties within the affected area and adjacent landowners. (See Section 8 on relevant stakeholders)

## 4. Level of engagement

The **engagement level selection tool** is to assist staff in deciding what level of engagement to select – e.g., *inform, consult, involve, collaborate or empower* based on the International Association of Public Participation (IAP2) Spectrum (see Appendix 2). It is a technical approach and needs to be used in conjunction with the engagement framework and the human elements such as values and expectations.

### Score indicates:

- 1-2 Very low to Low
- 2-3 Low to Moderate = at least Consult
- 3-4 Moderate to High = Involve or Collaborate
- 4-5 High to Very High = minimum Involve, consider Collaborate and Empower

Questions to consider	Very low	Low	Med	High	Very high
1. What is the level of difficulty to find a solution that everyone can live with?		X			
2. What is the potential for community outrage for your project?	X				
3. How much do major stakeholders care about the decision to be made?				X	
4. What degree of input do the affected landowners and community appear to want?				X	
Count number in each column	1	2	0	2	0
Multiply	x1	X1	X2	x4	x5
Enter score	1	2		8	
Add total of all 5 columns	= 11				
Divide	11/5				
Average score	= 2.2				
<b>Method</b>	<b>Consult</b>				

The following level of engagement is proposed:

Inform	Consult
<i>To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.</i>	<i>To obtain public feedback on analysis, alternatives and/or decisions.</i>

## 5. Key messages

- An Engagement Plan has been prepared for this Code Amendment to ensure that engagement will be conducted and measured against the principles of the Charter.
- The Affected Areas are proposed to be rezoned to align with the land use and match the zoning of adjacent properties.
- Changes in planning policy do not impact the existing use rights of the land use on the Affected Area.
- In preparing the Code Amendment, stakeholders and the community will be given opportunities to provide input and feedback for consideration by Council.
- Sites being rezoned to the General Neighbourhood Zone will better reflect current and adjacent residential use as well as allow for future redevelopment potential.
- Sites being rezoned to the Housing Diversity Neighbourhood Zone will correct boundary misalignments and better reflect current and adjacent land use.
- Sites being rezoned to the Hills Neighbourhood Zone will better accommodate the incoming childcare centre and abutting residential development, noting that the Hills Neighbourhood Zone is also being amended to provide more infill housing opportunities.
- Sites being rezoned to the Suburban Activity Centre Zone will correct boundary misalignments and better reflect the commercial nature of the land.
- Sites being rezoned to the Suburban Neighbourhood Zone will reflect the current land use and extend the zone boundary to better accommodate the school on site.

## 6. Scope of influence

Aspects of the draft Code Amendment process which stakeholders/community and affected landowners **can** influence are:

- The type of zone selected for the affected area and the spatial application of the zone.
- The application of the identified Overlays (or removal of relevant overlays where applicable)

Aspects of the draft Code Amendment process which stakeholders/community and affected landowners **cannot** influence are:

- The standard policies and wording contained in Zones and Overlays in the Planning and Design Code.
- The policies contained within the General Modules of the Planning and Design Code.
- The design of future development proposals e.g.: dwelling or retail applications.
- The extent of the covered area.

## 7. Community engagement issues/risks/mitigations

The highly localised nature of the changes to the 11 sites allows for a more tailored and personal communication of the Code Amendment. Notwithstanding this, the language used should be simple with clear and concise maps and plans highlighting the locations affected and the concepts proposed. Council have also prepared diverse methods of conducting engagement to ensure those affected and/or interested have sufficient access to information on the proposals.

Moreover, to account for potential factors that could affect the upcoming engagement activities the following risks and mitigations have been identified.

Risk/ Issue	Proposed mitigation
Stakeholders/community and affected landowners don't understand the purpose of the code amendment.	<ul style="list-style-type: none"> <li>• Ensure all information distributed is easy to understand – frequently asked questions.</li> <li>• Stakeholders/Community are provided with plenty of opportunities to access key documents regarding the proposed changes.</li> <li>• Key council staff are easily accessed either by phone, email or face-to-face discussions.</li> <li>• Provide opportunity for stakeholders to provide feedback within clearly defined project parameters</li> </ul>
Stakeholders/community and affected landowners don't feel included in the engagement process and feel that their views won't be heard	<ul style="list-style-type: none"> <li>• Provide a variety of engagement materials in multiple locations and platforms for ease of access. Affected and adjacent property owners will receive written notice.</li> <li>• Provide clear channels for residents to provide feedback.</li> <li>• Emphasise that all feedback received will be taken into consideration when undertaking the final draft of the proposed amendment</li> </ul>
Stakeholders don't agree with the proposed changes to the code	<ul style="list-style-type: none"> <li>• Ensure there is clear messaging on the reasons for the proposed changes.</li> <li>• Ensure there are clear avenues for stakeholders to provide their feedback.</li> <li>• Emphasise that all feedback received will be taken into consideration when undertaking the final draft of the proposed amendment.</li> <li>• Collect and report on feedback received – PlanSA portal.</li> <li>• Provide clarity on responses to feedback provided and rationale for changes to policy recommended.</li> </ul>

## 8. Stakeholder identification and analysis


Stakeholder	Level of interest	Level of influence	Why are they interested? What are their expectations for engagement?	Level of engagement	Engagement method(s)	Responsibility
Mayor and Elected Members	High	High	<ul style="list-style-type: none"> <li>• High interest in the Code Amendment proposal and potential impacts and opportunities to the directly affected community.</li> <li>• Seeking to ensure consistency in policy and development approaches.</li> <li>• Seeking most appropriate development outcomes.</li> <li>• The Code Amendment reflects the general position of the affected landowners and community (where they are aligned).</li> <li>• That they will be kept informed of the Code Amendment proposals and processes.</li> <li>• Ensure that the engagement reaches all those who need to be aware and is clear of what is proposed.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform</li> <li>• Consult</li> </ul>	<ul style="list-style-type: none"> <li>• Briefing via Council Forum</li> <li>• Council Report</li> <li>• Ward Member Briefing</li> </ul>	Project Manager
Affected landowners and occupiers	High	Medium	<ul style="list-style-type: none"> <li>• High interest in the Code Amendment proposal and potential impacts, as the zone and policy changes directly relate to the current and future development of their site.</li> <li>• Potential impacts, as the zone and policy changes directly relate to the future development of their land</li> <li>• A clear understanding of how the proposal directly affects them and their interests – such as additional development opportunities afforded and whether this is a good or bad thing in their context.</li> <li>• Clear, easy to understand language and mapping that does not rely in existing knowledge of planning or planning policy.</li> <li>• Clarity in how they can have a say and ease in making a submission.</li> <li>• Acknowledgement of their submission to confirm receipt.</li> <li>• An understanding of the steps and timing for the Code Amendment Process, including updates.</li> <li>• Feedback provided after the Code Amendment engagement process to explain how their comments were considered and the final policy amendments proposed.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform</li> <li>• Consult</li> </ul>	<ul style="list-style-type: none"> <li>• Addressed letter</li> <li>• Making Marion project website</li> <li>• Electronic direct mail (targeted) where known</li> <li>• Social Media</li> <li>• Feedback survey</li> <li>• Information on hand at council offices</li> <li>• Webinar / Virtual Project Room discussion</li> <li>• Feedback and decision to be reported back directly to engaged stakeholders and more broadly on the Making Marion project website</li> <li>• Email updates on project progress and outcomes</li> <li>• Post Consultation survey</li> </ul>	Engagement team / Project Manager
Owners and occupiers adjacent to the Affected Area	High	Medium	<ul style="list-style-type: none"> <li>• Potential impacts, as the zone and policy changes directly relate to the future development of their land and neighbourhood</li> <li>• Impacts to the street and general locality</li> <li>• Impacts to traffic in the locality</li> <li>• A clear understanding of how the proposal directly affects them and their interests – such as additional development opportunities afforded and whether this is a good or bad thing in their context.</li> <li>• Clear, easy to understand language and mapping that does not rely in existing knowledge of planning or planning policy.</li> <li>• Clarity in how they can have a say and ease in making a submission.</li> <li>• Acknowledgement of their submission to confirm receipt.</li> <li>• An understanding of the steps and timing for the Code Amendment Process, including updates.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform</li> <li>• Consult</li> </ul>	<ul style="list-style-type: none"> <li>• Letter box drop</li> <li>• Making Marion project website</li> <li>• Electronic direct mail (targeted)</li> <li>• Social Media</li> <li>• Feedback survey</li> <li>• Information on hand at council offices</li> <li>• Feedback and decision to be reported back directly to engaged stakeholders and more broadly on the Making Marion project website</li> <li>• Email updates on project progress and outcomes</li> <li>• Post Consultation survey</li> </ul>	Engagement team / Project Manager

Stakeholder	Level of interest	Level of influence	Why are they interested? What are their expectations for engagement?	Level of engagement	Engagement method(s)	Responsibility
			<ul style="list-style-type: none"> <li>Feedback provided after the Code Amendment engagement process to explain how their comments were considered and the final policy amendments proposed.</li> </ul>			
Department for Trade and Investment / Planning and Land Use Services (PLUS)	Medium	High	<ul style="list-style-type: none"> <li>Ensure the intent of the Planning and Design Code is maintained</li> <li>Ensure the Code Amendment is undertaken in accordance with legislated requirements.</li> <li>Approval authority for the Code Amendment.</li> <li>Identified as a required consultation.</li> <li>Required information for the Code Amendment (including Engagement Plan) provided for placement on the Planning Portal well ahead of release date</li> <li>Engagement activities consistent with Engagement Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Inform</li> <li>Consult</li> </ul>	<ul style="list-style-type: none"> <li>Letter via email</li> <li>Provide copy of Code Amendment and Engagement Plan</li> <li>Information for placement on SA Planning Portal</li> </ul>	Project Manager
State Planning Commission	Medium	Medium	<ul style="list-style-type: none"> <li>May, on request, make recommendation to Minister whether to approve the Code Amendment.</li> <li>Clear and simple information documenting Code Amendment rationale and intent, as well as recommended policy changes.</li> <li>Clarity in engagement being undertaken, including extent and formats (ie copy of the Engagement Plan)</li> </ul>	<ul style="list-style-type: none"> <li>Inform</li> <li>Consult</li> </ul>	<ul style="list-style-type: none"> <li>Letter via email</li> <li>Copy of Code Amendment and Engagement Plan</li> </ul>	Engagement team
State and Federal MP	Medium	Medium	<ul style="list-style-type: none"> <li>Interest in development of land in their electorate</li> <li>Ensure that all affected stakeholders in electorate are notified and aware of changes.</li> <li>Interest in the views of residents in their electorate</li> <li>Clear and simple information documenting Code Amendment rationale and intent, as well as recommended policy changes.</li> <li>Clarity in engagement being undertaken, including extent and formats (ie copy of the Engagement Plan)</li> </ul>	<ul style="list-style-type: none"> <li>Inform</li> <li>Consult</li> </ul>	<ul style="list-style-type: none"> <li>Letter via email</li> <li>Copy of Code Amendment and Engagement Plan</li> <li>Invitation to attend Webinar / Virtual Project Room discussion</li> </ul>	Engagement team
Local Government Association	Medium	Low	<ul style="list-style-type: none"> <li>A reviewer of the proposed policy</li> <li>LGA has an interest in planning policy across metropolitan Adelaide; and it is a mandatory requirement to notify the Local Government Association in writing and to consult in accordance with the PDI Act</li> <li>Clear and simple information documenting Code Amendment rationale and intent, as well as recommended policy changes.</li> </ul>	<ul style="list-style-type: none"> <li>Inform</li> <li>Consult</li> </ul>	<ul style="list-style-type: none"> <li>Letter via email</li> </ul>	Engagement team / Project Manager
Department for Infrastructure and Transport (DIT) – Transport Services	Medium	Low	<ul style="list-style-type: none"> <li>DIT may have an interest in any future implications on the main road system which may occur as a result of zoning changes for sites with that context.</li> <li>Documentation and consideration of potential impacts on state road and rail network infrastructure as well as opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Inform</li> <li>Consult</li> </ul>	<ul style="list-style-type: none"> <li>Letter via email</li> </ul>	Engagement team
Utility Providers	Medium	Low	<ul style="list-style-type: none"> <li>Interest in potential impact on capacity of existing infrastructure brought about by the proposed changes to facilitate an increase in housing numbers / population.</li> </ul>	<ul style="list-style-type: none"> <li>Inform</li> <li>Consult</li> </ul>	<ul style="list-style-type: none"> <li>Letter via email</li> </ul>	Engagement team

Stakeholder	Level of interest	Level of influence	Why are they interested? What are their expectations for engagement?	Level of engagement	Engagement method(s)	Responsibility
			<ul style="list-style-type: none"> <li>• Clear and simple information documenting Code Amendment rationale and intent, as well as recommended policy changes.</li> <li>• Discussion of considerations for infrastructure provision (if any).</li> </ul>			
General Public / Wider Community	Low	Low	<ul style="list-style-type: none"> <li>• May have an interest in proposed changes to their neighbourhoods.</li> <li>• Clear and simple information documenting Code Amendment rationale and intent, as well as recommended policy changes.</li> <li>• Easy ways to get more information, ask questions and make a submission.</li> <li>• Acknowledgement of their submission to confirm receipt.</li> <li>• Feedback provided after the Code Amendment engagement process to explain how their comments were considered and the final policy amendments proposed.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform</li> <li>• Consult</li> </ul>	<ul style="list-style-type: none"> <li>• Making Marion project website</li> <li>• Electronic direct mail (Making Marion subscriber base)</li> <li>• Social Media</li> <li>• Feedback survey</li> </ul>	Engagement team / Project Manager
Neighbouring Council (City of Holdfast Bay only)	Low	Low	<ul style="list-style-type: none"> <li>• Identified as a required consultation.</li> <li>• Consistency of policy application across their jurisdiction.</li> <li>• Implications for their residents as a result of zoning changes.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform</li> <li>• Consult</li> </ul>	<ul style="list-style-type: none"> <li>• Letter via email</li> </ul>	Engagement team

## 9. Engagement activity timeline

Week Commencing Date <i>(Date activity scheduled)</i>	4/9	11/9	18/9	25/9	2/10	09/10	16/10	23/10	30/10	6/11	13/11	20/11	27/11	4/12	11/12	18/12
<b>Activity</b>																
GM Signoff Engagement Plan		■														
Internal staff notification			■													
Internal Notification / Mayor & Elected Members			■													
Pre-Engagement • Ensure consultation material is ready to “go live” on the SA Planning Portal • Forward material (publication instructions provided to PLUS)		■	■													
Website – Making Marion (including EDM to registered users)			■													
Social Media (general) post in addition to a targeted (sponsored) advertisement – throughout project				■		■		■								
Direct Mail to affected landowners			■													
Project information on displays (Council locations, libraries etc.)				■	■	■	■	■								
Email to key stakeholders				■												
One-on-one Meetings / Discussions (as requested)				■	■	■	■	■								
Webinar / Virtual Project Room discussion							■									
Summarize submissions and prepare responses									■	■						
Post Consultation feedback email and survey											■					
Engagement Summary Report + Evaluation of Engagement												■				
Planning and Development Committee (Consultation Themes and Recommended policy changes)														■		
General council meeting – endorsement of the Code Amendment																■
Report back on decision and next steps																■

 = Formal consultation period

## Appendix 1 – Engagement and communication tools

Tool	Description
Making Marion and Website	Develop a comprehensive project page Frequently Asked Questions (FAQs) Illustrative images / concept plans Link to Making Marion project page from other channels Use of EDM (Electronic Direct Mail)
A copy of the draft Code Amendment and other relevant information to be placed on the SA Planning Portal.	
Paper based surveys	Make sure available for people who don't have online access
Community engagement team email address and phone number	Another channel for community members, stakeholders and the broader public to seek project information, register feedback, and concerns or complaints
Letters/notifications	Distributed to local stakeholders at key project stages
Door knocking and home visits	Residents and businesses in close proximity to the work zones and all businesses along the alignment will be door knocked to ensure that they are aware of project impacts
Electronic Direct Mail (EDM) for registered stakeholders	Sent to local stakeholders at key project stages
Social media channels	To promote projects, providing opportunity for feedback
Static displays / signage on site	Display of project update information at key milestones (QR code to Making Marion)
Community Information sessions / pop ups	Sessions to be undertaken at key stages throughout the project development/delivery
Meetings with stakeholder groups	Meetings to be undertaken at key stages throughout the project/delivery
Community group presentations	Briefings to be offered to local community groups to keep them informed of the project progress
Proactive Media – good news stories / opportunities for promotion	Opportunities for proactive media regarding project milestones will be identified in advance by project team
Webinar / Virtual Project Room	Hosted by project lead and engagement to provide project information for stakeholders


## Appendix 2 – Engagement approach

Councils’ engagement activities follow the key International Association of Public Participation (IAP2) principles to ensure that a robust community engagement process is delivered.

The IAP2 engagement spectrum (below) identifies several levels at which stakeholders can participate in the decision-making process; this will be used by the project team to determine the scope of public participation in strategic and planned approaches to stakeholder participation throughout the planning, design, construction, and delivery of the project.

Council is committed to delivering engagement that is;

- genuine
- inclusive and respectful
- fit for purpose
- early and ongoing
- informed and transparent
- a relationship-based, collaborative approach
- builds upon previous engagement where applicable
- ensures that stakeholders understand how their feedback has been considered reviewed and improved

INCREASING IMPACT ON THE DECISION 					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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## Appendix 3 - Applying the Charter principles in practice

Charter principle	How does your engagement approach/activities reflect this principle in action?
Engagement is genuine	<ul style="list-style-type: none"> <li>• Advise and consult those directly affected by Code Amendments, as well as those adjacent to affected areas.</li> <li>• Ensure information is clear and concise informing those engaged are aware of the amendment process and planning policy proposed in the Code Amendment.</li> <li>• Provide community/stakeholders with avenues to provide relevant information and bring forth issues through a submission that will be reviewed and considered prior to finalising the Code Amendment.</li> <li>• Be available to answer any queries from community/stakeholders during consultation timeframe.</li> </ul>
Engagement is inclusive and respectful	<ul style="list-style-type: none"> <li>• Ensure people have a variety of engagement methods to participate and provide insight during consultation (i.e., website, news outlets, direct letters, social media) as well as opportunity to be heard through written and verbal submissions.</li> <li>• All comments and feedback are recorded and considered.</li> </ul>
Engagement is fit for purpose	<ul style="list-style-type: none"> <li>• Ensure information is publicly available and is presented in a simple and concise format providing the public with the relevant information on the process and how to participate to promote better understanding of the proposed Code Amendments.</li> <li>• Methods of engagement are appropriate to the scale of the affected areas. Furthermore, the information shared presents the likely impacts of the proposal to targeted landowners and occupiers, as well as broader stakeholders (including key adjacent land owners).</li> </ul>
Engagement is informed and transparent	<ul style="list-style-type: none"> <li>• Information presented is clear and easily understood to better articulate the proposal, potential impacts, the process of engagement and invites feedback and encourages participation.</li> <li>• Information is clear about the aspects of the proposed amendment that stakeholders can influence and those that they cannot.</li> <li>• Make public submissions available for the public to see following consultation.</li> <li>• At the end of the engagement process, a report summarising the feedback received (including responses to individual submissions), any proposed alterations made to the draft Code Amendment, and the subsequent decision process, is to be prepared and used to inform stakeholders.</li> </ul>

<b>Charter principle</b>	<b>How does your engagement approach/activities reflect this principle in action?</b>
Engagement is reviewed and improved	<ul style="list-style-type: none"><li>• Monitor the engagement plan and adjust where necessary during the engagement period.</li><li>• Undertake a post consultation survey to obtain feedback on the quality and experience of the engagement process.</li><li>• Preparation of an engagement summary with reflections of the process, as well as what worked well and what could be improved for future engagement processes.</li></ul>

## Appendix 4 – Evaluation

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 project manager, with assistance from communications and engagement specialists, will assess the success of the engagement against criteria five to nine. This evaluation will be included in the statutory report (section 73(7) of PDI Act) that is sent to the State Planning Commission and the Minister for Planning and which details all engagement activities undertaken. It will also be referenced in the Commission Report (section 74 (3)(b) that is issued to the Governor of South Australia and the Environment Resources and Development Committee of Parliament. Any issues raised about the engagement during the engagement process will be considered and action will be taken if considered appropriate.

#	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 genuinely sought 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 confident my views were heard during the engagement	Likert scale - strongly disagree to strongly agree	Per cent from each response.
			Project Lead	The engagement reached 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 information so that I could take an informed view.	Likert scale - strongly disagree to strongly agree	Per cent from each response.
				I was given an adequate opportunity to be heard	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 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.
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	Engagement was reviewed 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 occurred early enough 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 contributed to the substance of the final plan	<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 provided feedback to community about outcomes 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 key strength of the Charter and Guide Identify key challenge 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?
Keep a contact register of all participants who lodge formal submissions or make enquiries during the engagement period, to use to provide feedback on the process and outcomes.	Marion Council	<ul style="list-style-type: none"> <li>On receipt of a submission provide a written acknowledgement (email or where required, letter).</li> <li>Ongoing during the engagement period</li> </ul>
Seek feedback on the effectiveness of the engagement process from all participants through an evaluation survey.	Marion Council	<ul style="list-style-type: none"> <li>Provide survey link in Virtual sessions for attendees to complete.</li> <li>Email for online survey following completion of submission review and responses</li> </ul>
<p>Prepare an Engagement Report.</p> <p>Summarise and sort feedback into a set of key themes and advise how this information has been used to inform/change the Code Amendment. – to be provided to engagement participants for their information.</p> <p>Ensure the Engagement Report is available to the community and stakeholders.</p>	Marion Council	<ul style="list-style-type: none"> <li>As soon as practicable post-consultation</li> </ul>
All stakeholders who provided a submission will be directly notified in writing by letter and / or e-mail.	Marion Council	<ul style="list-style-type: none"> <li>Following a review of the submissions received a decision has been made by Council on a final draft Code Amendment.</li> </ul>
Outcomes made public via Plan SA Portal and Making Marion website	Marion Council	<ul style="list-style-type: none"> <li>Following a review of the submissions received a decision has been made by Council on a final draft Code Amendment.</li> </ul>