



# **ENGAGEMENT PLAN**

## **Lockleys Code Amendment**

By Pierson Pty Ltd

Date:  
**26.08.2021**

**Contact Details**  
Michael Osborn  
Director  
[info@futureurban.com.au](mailto:info@futureurban.com.au)  
(08) 8221 5511

## Document Control

Revision	Description	Author	Date
V1	Draft	MO	01.06.2021
V2	Review	MO	09.06.2021
V3	Review (update)	EN	10.08.2021
V4	Final	EN	26.08.2021

## **CONTENTS**

<b>1. BACKGROUND INFORMATION .....</b>	<b>3</b>
<b>2. ENGAGEMENT PURPOSE .....</b>	<b>6</b>
<b>3. ENGAGEMENT OBJECTIVES.....</b>	<b>6</b>
<b>4. STAKEHOLDER IDENTIFICATION AND ANALYSIS .....</b>	<b>7</b>
<b>5. SCOPE OF INFLUENCE .....</b>	<b>10</b>
<b>6. IMPLEMENTATION PLAN .....</b>	<b>10</b>
<b>7. APPLYING THE CHARTER PRINCIPLES IN PRACTISE.....</b>	<b>11</b>
<b>8. KEY MESSAGES .....</b>	<b>13</b>
<b>9. EVALUATION .....</b>	<b>13</b>

## **APPENDICES**

- APPENDIX 1. STAKEHOLDER AND COMMUNITY MAPPING*
- APPENDIX 2. PLANNING YOUR ENGAGEMENT APPROACH*
- APPENDIX 3. MEASURING SUCCESS*
- APPENDIX 4. CLOSING THE LOOP AND REPORTING BACK*

## 1. BACKGROUND INFORMATION

Pierson Pty Ltd is proposing to amend the Planning and Design Code (the 'Code Amendment') as it relates to the land located at 25 Pierson Street, Lockleys, referred to hereafter as the 'Affected Area' and shown in Figure 1.1 below. The Affected Area presently contains the Westpac Mortgage Centre and the Lockleys Child Care and Early Learning Centre.

The Affected Area is located within the City of West Torrens council area and is approximately 300 metres east of Holbrooks Road. The Affected Area is located immediately to the south of the River Torrens which is the boundary between the City of West Torrens and the City of Charles Sturt.

The proposed Code Amendment will rezone the Affected Area from the Employment Zone to the Urban Neighbourhood Zone.

The Affected Area adjoins the Suburban Neighbourhood Zone to the east, south and west and the Open Space Zone to the north.

The location of the Affected Area and current Zoning is shown by **Figure 1.1** below.

**Figure 1.1** Affected Area and Current Zone



The overall intent of the Code Amendment is to enable medium scale residential development of the Affected Area, together with small scale retail, commercial or community facilities. This will necessitate the Affected Area being rezoned from the Employment Zone to an alternate zone, with the Urban Neighbourhood Zone considered the most appropriate. The proposed zoning of the Affected Area is shown within **Figure 1.2** below.

**Figure 1.2 Affected Area and Proposed Zone**



The proposed rezoning aligns with a number of State Planning Policies in relation to integrated planning (housing), design quality, employment lands, strategic transport infrastructure, water security and natural hazards. The proposed rezoning also aligns with a number of policies within the 30 Year Plan for Greater Adelaide, as outlined within the Code Amendment Initiation document and Code Amendment Report. In particular, the proposal correlates with the 30 Year Plan policies in respect to transit corridors, transport, growth areas and activity centres, design quality, housing mix and affordability, health and wellbeing and the economy and jobs.

The Urban Neighbourhood Zone has been considered as the appropriate Zone for the Affected Area as it enables the development potential of the Affected Area to be recognised, including that it:

- envisages medium density accommodation types together with smaller scale non-residential uses;
- allows for multi storey buildings. In this instance buildings of up to six levels and 24.5 metres are being considered; and
- provides for a transition to lower scale surrounding development.

Investigations undertaken to date include:

- Draft Traffic and Parking Assessment (CIRQA), July 2021.

The investigation report can be found appended to the Code Amendment Initiation.

It has been determined that further investigations are required to be undertaken which include:

- Updated Traffic and Parking Assessment;

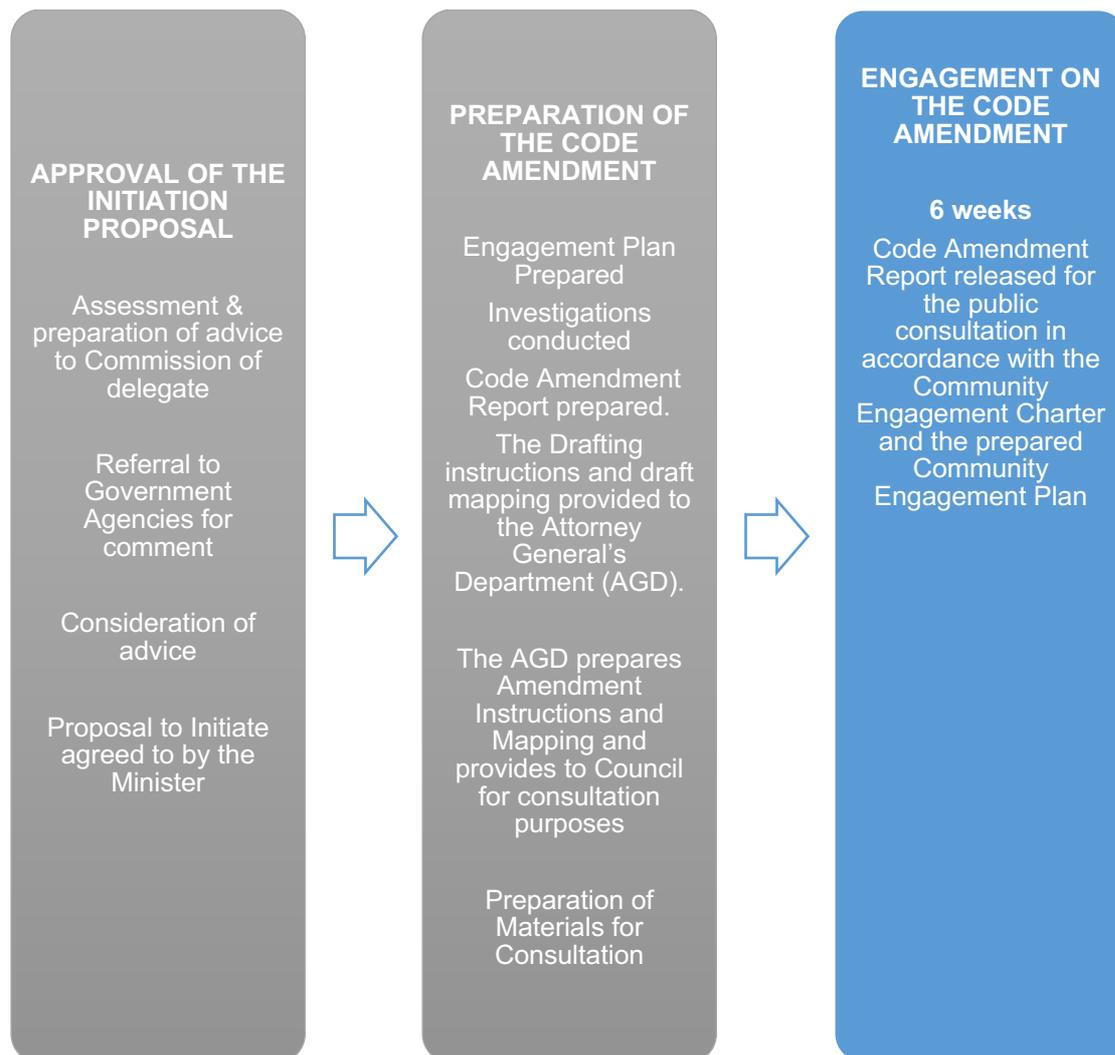
- Stormwater and Infrastructure;
- Preliminary Site Investigations;
- Interface between Land Uses;
- Linkages and opportunities for improved interface with the River Torrens Linear Park, including amenity, passive surveillance and wayfinding from the broader residential area;
- Economic potential for population servicing retail, commercial or community activities; and
- Use of the Urban Neighbourhood Zone including land uses envisaged within the Zone.

In accordance with section 73(4)(a) of the *Planning, Development and Infrastructure Act 2016* (the 'PDI Act') Pierson Pty Ltd will be the designated entity responsible for conducting the Code Amendment process.

### Status of the Code Amendment

The Code Amendment process follows steps which require specific actions at each milestone. The timeframes for each step are outlined within **Figure 1.3**. Most of the engagement activities will occur after the preparation of the Code Amendment, shown in blue below.

**Figure 1.3** Status of the Code Amendments



## 2. ENGAGEMENT PURPOSE

The purpose of the engagement is to inform the rezoning of the Affected Area to enable the future development of the Affected Area for medium scale residential development and small scale non-residential purposes.

## 3. ENGAGEMENT OBJECTIVES

The key objectives of the engagement are to:

- share information with the public about the Code Amendment;
- create an understanding of the reasons for the Code Amendment;
- understand the views of the stakeholders;
- inform and improve the quality of the policy within the Code Amendment; and
- comply with the Community Engagement Charter and the PDI Act.

The purpose and goals of the community engagement are summarised in **Table 3.1** below.

**Table 3.1** *Engagement Purpose and Goals*

Purpose	Goal	Success Criteria
Understand Reactions	To understand the views of stakeholders	<ul style="list-style-type: none"> <li>» Understanding of stakeholder perspectives</li> <li>» % of key stakeholder groups who responded (reach)</li> </ul>
Generate Support	To create understanding and reasons for the Code Amendment	<ul style="list-style-type: none"> <li>» Understanding of community reactions, issues and concerns and ideas for improvement</li> <li>» % of key stakeholder groups who responded (reach)</li> <li>» Accessibility of information for people with a disability</li> </ul>
Share Information	To share information with stakeholders and the public about the Code Amendment	<ul style="list-style-type: none"> <li>» Diversity of information delivery modes</li> <li>» Stakeholder and community awareness of engagement</li> </ul>

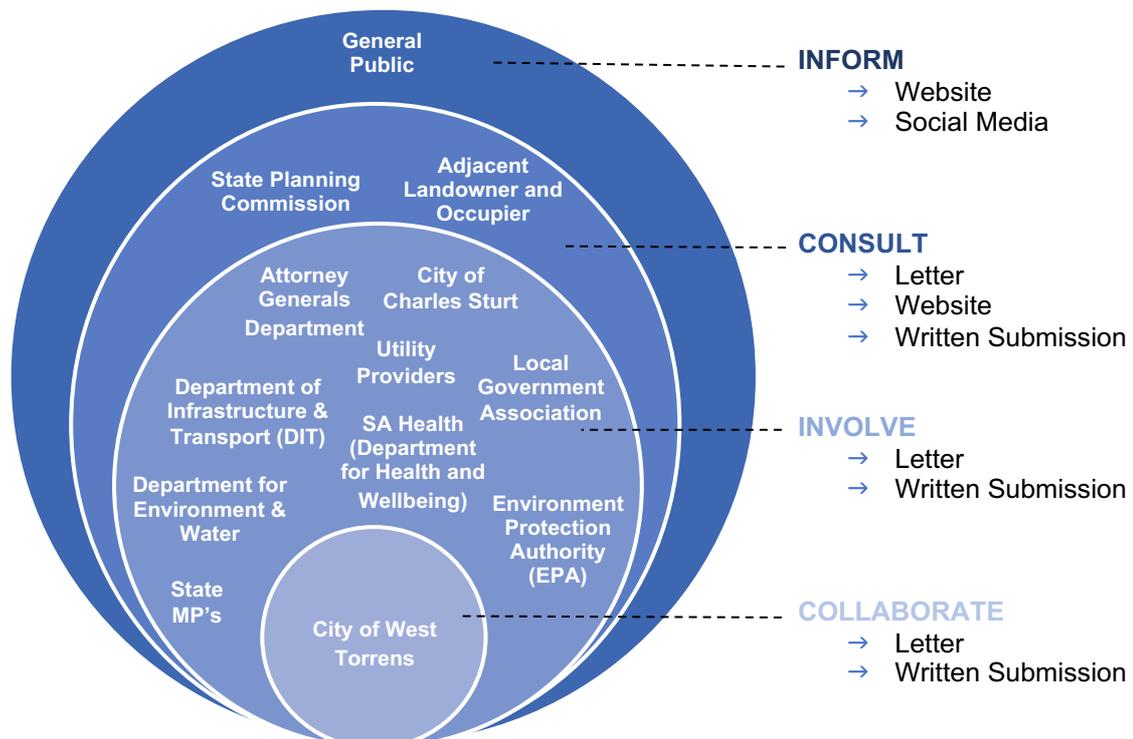
#### 4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

The primary audience for the engagement of this Code Amendment are the adjacent land owners and the broader Lockleys community.

Overall, the aim of the community engagement is to provide a level of influence which seeks to work directly with the relevant stakeholders throughout the process to ensure that public concerns and aspirations are understood, considered and reflected in the Code Amendment.

A stakeholder identification and analysis has been undertaken and the outcomes of this are provided in **Appendix 1**, with a summary of this analysis provided in **Figure 4.1** below.

**Figure 4.1** Stakeholder Analysis Summary



The stakeholders which have been determined to influence the proposed Code Amendment are:

- adjacent landowners and occupiers as identified by **Figure 4.2**;
- City of West Torrens;
- City of Charles Sturt;
- Local Government Association;
- State Planning Commission;
- Department for Infrastructure and Transport;
- Department for Environment and Water;
- Attorney-General's Department;
- SA Health (Department for Health and Wellbeing);
- Environment Protection Authority;

- State Members of Parliament; and
- utility providers; and
- the general public.

**Figure 4.2** *Extent of adjoining landowners to be directly notified*



The level of each stakeholder's interest (low, medium and high), the nature of their interests and their needs and expectations of the engagement process have been identified. Having regard to the level of interest, the potential impact of the project on each of the stakeholder's interests and the potential impact of each stakeholder on the Code Amendment, the level of engagement has been established. The outcomes of this analysis are included in **Appendix 1**.

The levels of engagement are informed by the IAP2 Spectrum of Public Participation and are summarised in Table 4.1.

**Table 4.1** IAP2 Spectrum of Public Participation

	Inform	Consult	Involve	Collaborate	Empower
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 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 Stakeholders	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.

## 5. SCOPE OF INFLUENCE

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

- the spacial application of Overlays;
- the spacial application of Technical and Numeric Variations (TNVs).

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

- creation or amendment of policy contained within the Planning and Design Code;
- the geographic extent of the amendment or the Affected Area; and
- the residential expectations of the Urban Neighbourhood Zone.

## 6. IMPLEMENTATION PLAN

An implementation plan has been prepared which details the various engagement activities proposed for each engagement level. The implementation plan is attached in **Appendix 2**.

Engagement activities have been included to ensure that the method of engagement is appropriate for achieving the objectives and level of influence of the engagement.

The overall engagement will consist of the Code Amendment Engagement, undertaken after the draft Code Amendment Report is completed and includes the Report being made available to the public and all stakeholders for review and input.

Code Amendment Engagement activities will generally include the following three milestones:

- commencement of engagement;
- conclusion of engagement; and
- reporting back to the relevant stakeholders and/or the public on the outcomes of engagement and next steps.

## 7. APPLYING THE CHARTER PRINCIPLES IN PRACTISE

The stakeholders have been considered in respect to their needs and requirements to ensure that the design of the engagement allows all stakeholders to contribute equally. **Table 7.1** outlines the characteristics of the stakeholders relevant to this engagement and the needs and / or techniques which have been implemented.

**Table 7.1** *Applying the Charter Principles*

Stakeholder	Engagement need or technique
English as a second language	<ul style="list-style-type: none"> <li>Information that is easily translatable;</li> <li>Website accessibility for those who come from non-English speaking backgrounds.</li> </ul>
The older population within the community	<ul style="list-style-type: none"> <li>Offering different levels of communication via phone, post and website;</li> <li>Website accessibility for those with impairments that affect vision, reading ability or physical movement.</li> </ul>

The engagement activities have been identified and the relevant charter principles have been addressed which is outlined within **Table 7.2** below.

**Table 7.2** *Charter Principles in Practice*

Charter Principles	How does your engagement approach/activities reflect this principle in action?
Engagement is genuine	<ul style="list-style-type: none"> <li>The engagement activities seek to provide clear and concise information that builds the community capacity to understand planning</li> <li>The engagement process provides opportunity for stakeholders and the community to identify their issues and solutions and for these issues to be analysed and considered before finalising the Code Amendment</li> </ul>
Engagement is inclusive and respectful	<ul style="list-style-type: none"> <li>Affected and interested people had the opportunity to participate via website, direct letters and social media and had the opportunity to be heard via written submission.</li> </ul>
Engagement is fit for purpose	<ul style="list-style-type: none"> <li>Clear and concise information will be publicly available to ensure people understand what is proposed and how to participate in the engagement.</li> </ul>

---

Engagement is informed and transparent

- Information (online and hard copy via letter-box drop) in basic language clearly articulates the proposal, potential impacts, engagement process and invites feedback/participation;
- The community engagement report will summarise the feedback received and how it has been, or will be, used to inform the Code Amendment.

---

Engagement is reviewed and improved

- Measures of success are identified and measured at the conclusion of the engagement and reported on in the Engagement Report.
-

## 8. KEY MESSAGES

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

- Pierson Pty Ltd is proposing to re-zone the Affected Area located at 25 Pierson Road, Lockleys from the Employment Zone to the Urban Neighbourhood Zone in order to facilitate the development of the Affected Area for medium density residential purposes together with small scale retail, commercial and community activities.
- The reason for this is that the Affected Area is of a size, configuration and location which supports housing diversity and choice, noting the direct interface with the River Torrens Linear Park.
- A Code Amendment is required to enable this re-zoning.

## 9. EVALUATION

As part of the engagement process, feedback from stakeholders regarding the engagement will be noted to ensure that the project team can:

- Address any changes for the implementation of the Code Amendment;
- Alter the engagement process if needed to respond to feedback and/or mitigate risks to the project; and
- Maintain the quality of the engagement activities.

**Appendix 3** includes a table which outlines a summary of measuring the success of the engagement process. Participants are invited to assess the success of the engagement against the criteria. The evaluation will be included in the statutory report required to be prepared by the Designated Entity under section 73(7) of the PDI Act (the Engagement Report).

Following an evaluation of the success of the engagement, a summary of the engagement process will be provided to participants. The methods for reporting back and closing the loop are outlined within **Appendix 4**.

## **APPENDIX 1. STAKEHOLDER AND COMMUNITY MAPPING**

## 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)
Adjacent landowners	High	<ul style="list-style-type: none"> <li>• High interest in the Code Amendment proposal and impact as the Zone change is located within their locality;</li> <li>• How the Zone change will affect the value of their property;</li> <li>• How the Zone change will affect the street and general locality.</li> </ul>	That they will be kept informed, listened to, their concerns and aspirations acknowledged and feedback will be provided on how their input influenced the decision.	Consult
City of West Torrens	High	<ul style="list-style-type: none"> <li>• High interest in the Code Amendment proposal as the land proposed to be rezoned is within the City of West Torrens Council area.</li> </ul>	That we will seek their advice and innovation in formulating solutions and incorporate their advice and recommendations into the decisions to the maximum extent possible.	Collaborate
City of Charles Sturt	Medium	<ul style="list-style-type: none"> <li>• Medium interest in the Code Amendment proposal as the land proposed to be rezoned is directly adjacent to the City of Charles Sturt Council area.</li> </ul>	That we will work with them to ensure that their concerns and aspirations are reflected in the Code Amendment and feedback will be provided on how their input influenced the decision.	Involve

Local Government Association	Medium	<ul style="list-style-type: none"> <li>• Medium level of interest as the Code Amendment is relevant to the City of West Torrens; and</li> <li>• It is a mandatory requirement to notify the Local Government Association in writing and to be consulted in accordance with the PDI Act.</li> </ul>	That we will work with them to ensure that their concerns and aspirations are reflected in the Code Amendment and feedback will be provided on how their input influenced the decision.	Involve
State Planning Commission	Medium	<ul style="list-style-type: none"> <li>• Medium level of interest.</li> </ul>	That they will be kept informed, listened to, their concerns and aspirations acknowledged and feedback will be provided on how their input influenced the decision.	Consult
Attorney-Generals Department	Medium	<ul style="list-style-type: none"> <li>• Medium level of interest; and</li> <li>• Identified as a required consultation.</li> </ul>	That we will work with them to ensure that their concerns and aspirations are reflected in the Code Amendment and feedback will be provided on how their input influenced the decision.	Involve
Department for Infrastructure and Transport	Medium	<ul style="list-style-type: none"> <li>• Medium level of interest; and</li> <li>• Identified as a required consultation.</li> </ul>	That we will work with them to ensure that their concerns and aspirations are reflected in the Code Amendment and feedback will be provided on how their input influenced the decision.	Involve

Environment Protection Authority	Medium	<ul style="list-style-type: none"> <li>• Medium level of interest; and</li> <li>• The Code Amendment seeks to accommodate a more sensitive use of land as compared to the current non-residential use.</li> </ul>	That we will work with them to ensure that their concerns and aspirations are reflected in the Code Amendment and feedback will be provided on how their input influenced the decision.	Involve
Department for Environment and Water.	Medium	<ul style="list-style-type: none"> <li>• Medium level of interest;</li> <li>• Proximity of land to River Torrens.</li> </ul>	That we will work with them to ensure that their concerns and aspirations are reflected in the Code Amendment and feedback will be provided on how their input influenced the decision.	Involve
SA Health (Department for Health and Wellbeing)	Medium	<ul style="list-style-type: none"> <li>• Medium level of interest;</li> </ul>	That we will work with them to ensure that their concerns and aspirations are reflected in the Code Amendment and feedback will be provided on how their input influenced the decision.	Involve
Utility Providers	Medium	<ul style="list-style-type: none"> <li>• Medium level of interest.</li> </ul>	That we will work with them to ensure that their concerns and aspirations are reflected in the Code Amendment and feedback will be provided on how their input influenced the decision.	Involve
State MP's	Medium	<ul style="list-style-type: none"> <li>• Medium level of interest.</li> </ul>	That we will work with them to ensure that their concerns and aspirations are reflected in the Code Amendment and feedback will be provided on how their input influenced the decision.	Involve

General Public	Low	<ul style="list-style-type: none"><li>• To keep informed in the overall process of the Code Amendment and Zone change;</li><li>• To provide feedback on the Code Amendment.</li></ul>	To be provided with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	Inform
----------------	-----	---	---	--------

## **APPENDIX 2. PLANNING YOUR ENGAGEMENT APPROACH**

## Planning your engagement approach

Stage	Objective	Stakeholders/ target audience	Engagement level	Engagement activity	Timing	Who's responsible? *	Resources required *	Risks and mitigation *
Code Amendment Engagement	<ul style="list-style-type: none"> <li>Share information with the public about the Code Amendment.</li> <li>Create an understanding of the reasons for the Code Amendment.</li> <li>Understand the views of the stakeholders</li> <li>Inform and improve the quality of the policy within the Code Amendment.</li> </ul>	<ul style="list-style-type: none"> <li>City of West Torrens.</li> </ul>	Collaborate.	<ul style="list-style-type: none"> <li>Letter.</li> <li>Meeting.</li> <li>Written submissions.</li> <li>Survey providing feedback on the engagement.</li> </ul>	<ul style="list-style-type: none"> <li>Date: Sept 2021 Send letters to relevant stakeholders.</li> <li>Date: 13 Sept 2021 Information available on the website and social media.</li> </ul>	<ul style="list-style-type: none"> <li>Future Urban on behalf of the Proponent.</li> <li>Plan SA (website)</li> </ul>	<ul style="list-style-type: none"> <li>Plan SA website – Have Your Say</li> <li>Council Website</li> <li>Council Social Media Pages</li> <li>Letters</li> <li>Brochure/ Information booklet</li> </ul>	<ul style="list-style-type: none"> <li>Allow for a wider Stakeholder audience to ensure all feedback, comments and concerns are captured to inform the Code Amendment process.</li> <li>Allow for a wide range of engagement resources to accommodate different stakeholder groups.</li> </ul>
		<ul style="list-style-type: none"> <li>Local Government Association.</li> <li>City of Charles Sturt.</li> <li>Attorney Generals Department</li> <li>Environment Protection Authority.</li> <li>State MP.</li> <li>Utility Providers.</li> </ul>	Involve.	<ul style="list-style-type: none"> <li>Letter.</li> <li>Written Submissions.</li> <li>Survey providing feedback on the engagement.</li> </ul>	<ul style="list-style-type: none"> <li>Date: Sept – Oct 2021 Invitation to provide a written submission.</li> <li>Date: Sept – Oct 2021 Consultation open for 6 weeks.</li> <li>Date: Oct 2021 Consultation end.</li> </ul>	<ul style="list-style-type: none"> <li>All Stakeholders</li> <li>Future Urban on behalf of the Proponent.</li> </ul>		

Stage	Objective	Stakeholders/ target audience	Engagement level	Engagement activity	Timing	Who's responsible? *	Resources required *	Risks and mitigation *
	<ul style="list-style-type: none"> <li>Comply with the Community Engagement Charter and the Planning, Development and Infrastructure Act 2016 (PDI Act).</li> </ul>	<ul style="list-style-type: none"> <li>SA Health.</li> <li>Department for Environment and Water.</li> <li>Department for Infrastructure and Transport.</li> </ul>			<ul style="list-style-type: none"> <li>Date: Dec 2021 (approx.)</li> <li>Feedback provided to Stakeholders on the consultation.</li> </ul>			
		<ul style="list-style-type: none"> <li>State Planning Commission.</li> <li>Adjacent landowners.</li> </ul>	Consult.	<ul style="list-style-type: none"> <li>Letter.</li> <li>Information provided on website.</li> <li>Written submissions.</li> <li>Survey providing feedback on the engagement.</li> </ul>				
		<ul style="list-style-type: none"> <li>General Public.</li> </ul>	Inform.	<ul style="list-style-type: none"> <li>Information provided on website</li> <li>Social Media</li> </ul>				

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

## **APPENDIX 3. MEASURING SUCCESS**

## Measuring success

#	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	What additional measure/s can help evaluate this principle?	What additional method will we use to collect information about this measure?	How do we integrate collection of this information with our planned engagement activities?
1	Principle 1: Engagement is genuine.	People had faith and confidence in the engagement process.	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.	Nil additional measures proposed	Exit survey/ follow-up survey	Original letter to confirm that an exit survey will be available
2	Principle 2: Engagement is inclusive and respectful.	Affected and interested people had the opportunity to participate and be heard.	Community.	I am confident my views were heard during the engagement.	Likert scale - strongly disagree to strongly agree.	Per cent from each response.	Nil additional measures proposed	Exit survey/ follow-up survey	Original letter to confirm that an exit survey will be available
			Project Lead.	The engagement reached those identified as community of interest.	Representatives from most community groups participated in the engagement.	Per cent from each response.	Nil additional measures proposed	Nil additional measures proposed	Original letter to confirm that an exit survey will be available

#	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	What additional measure/s can help evaluate this principle?	What additional method will we use to collect information about this measure?	How do we integrate collection of this information with our planned engagement activities?
					<p>Representatives from some community groups participated in the engagement.</p> <p>There was little representation of the community groups in engagement.</p>				
3	Principle 3: 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>	Community.	<p>I was given sufficient information so that I could take an informed view.</p>	Likert scale - strongly disagree to strongly agree.	Per cent from each response.	Nil additional measures proposed	Exit survey/ follow-up survey	Original letter to confirm that an exit survey will be available
				<p>I was given an adequate opportunity to be heard.</p>	Likert scale - strongly disagree to strongly agree.	Per cent from each response.	Nil additional measures proposed	Exit survey/ follow-up survey	Original letter to confirm that an exit survey will be available

#	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	What additional measure/s can help evaluate this principle?	What additional method will we use to collect information about this measure?	How do we integrate collection of this information with our planned engagement activities?
4	Principle 4: Engagement is informed and transparent.	All relevant information was made available and people could access it.  People understood how their views were considered, the reasons for the outcomes and the final decision that was made.	Community.	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.	Nil additional measures proposed	Exit survey/ follow-up survey	Original letter to confirm that an exit survey will be available
5	Principle 5: Engagement processes are reviewed and improved.	The engagement was reviewed and improvements recommended.	Project Lead.	Engagement was reviewed throughout the process and improvements put in place, or recommended for future engagement.	Reviewed and recommendations made.  Reviewed but no system for making recommendations.  Not reviewed.	Per cent from each response.	Nil additional measures proposed	Nil additional measures proposed	Observation and review of provided responses

#	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	What additional measure/s can help evaluate this principle?	What additional method will we use to collect information about this measure?	How do we integrate collection of this information with our planned engagement activities?
6	Engagement occurs early.	Engagement occurred before or during the drafting of the planning policy, strategy or scheme.  There was an opportunity for influence during this process.	Project Lead.	Engagement occurred early enough for feedback to genuinely influence the planning policy, strategy or scheme.	Engaged when there was opportunity for input into scoping.  Engaged when there was opportunity for input into first draft.  Engaged when there was opportunity for minor edits to final draft.  Engaged when there was no real opportunity for input to be considered.	Per cent from each response.	Nil additional measures proposed	Nil additional measures proposed	Observation and review of provided responses
7	Engagement feedback was considered in the development of planning policy, strategy or scheme.	Engagement contributed to the substance of a plan or resulted in changes to a draft.	Project Lead.	Engagement contributed to the substance of the final plan.	In a significant way.  In a moderate way.  In a minor way.  Not at all.	Per cent from each response.	Nil additional measures proposed	Nil additional measures proposed	Observation and review of provided responses

#	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	What additional measure/s can help evaluate this principle?	What additional method will we use to collect information about this measure?	How do we integrate collection of this information with our planned engagement activities?
8	Engagement includes 'closing the loop'.	Engagement included activities that 'closed the loop'.  Such can occur by providing feedback to participants/ community about outcomes of engagement.	Project Lead.	Engagement provided feedback to community about outcomes of engagement.	Formally (report or public forum).  Informally (closing summaries).  No feedback provided.	Per cent from each response.	Nil additional measures proposed	Nil additional measures proposed	Observation and review of provided responses
9	Charter is valued and useful.	Engagement is facilitated and valued by planners.	Project Lead.	Identify key strength of the Charter and Guide.  Identify key challenge of the charter and Guide.			Nil additional measures proposed	Nil additional measures proposed	Observation and review of provided responses

## **APPENDIX 4. CLOSING THE LOOP AND REPORTING BACK**

## Closing the loop and reporting back

How will you respond to participants?	Who's responsible?	When will you report back?
The general public will be made aware of the outcomes via information made available on the Plan SA Portal	Future Urban on behalf of the Proponent	6-8 weeks after consultation has ended
All other stakeholders will be directly notified in writing by letter and / or e-mail.	Future Urban on behalf of the Proponent	6-8 weeks after consultation has ended