



## PHASE THREE (Urban Areas)

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Planning and Design  
Code Amendment

## ENGAGEMENT REPORT

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Pursuant to Section 73(7) of the  
*Planning, Development and  
Infrastructure Act 2016*

### ATTACHMENT A

- Original Consultation Engagement Results

# ATTACHMENT A: Original Consultation Engagement Results

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## Contents

- ATTACHMENT A: Original Consultation Engagement Results ..... 1**
- Introduction ..... 2
- PART A – Stakeholder Mapping ..... 2
- PART B - Engagement Activities..... 5
  - 1. SA Planning Portal ..... 6
  - 2. YourSAy Website ..... 6
  - 3. Email Enquiries ..... 7
  - 4. ENewsletters ..... 7
  - 5. 1800 Code Hotline ..... 8
  - 6. Council Connect..... 8
  - 7. Social Media..... 9
  - 8. Print Advertisements ..... 13
  - 9. Events ..... 14
  - 10. Written submissions ..... 26
- PART C - Engagement Evaluation for Original Consultation ..... 28
  - Feedback Forms ..... 28
  - Online Surveys..... 29
  - LGA Surveys ..... 31
  - Survey Summary ..... 35

## Introduction

The original public consultation for the draft Planning and Design Code Phase Three (urban areas, including large regional towns and cities) was open for a period of **22 weeks from 1 October 2019 to 28 February 2020**.

## PART A – Stakeholder Mapping

An Engagement Plan for the Planning and Design Code Consultation included a comprehensive mapping of the stakeholders who would be affected by the implementation of the Phase Three Amendment, the level of engagement required, and the timing of consultation activities as detailed below:

Stakeholder	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)
<b>Minister for Planning and Office of the Minister</b>	Key interest as the head of the planning system	Smooth transition to new system in July 2020	Collaborate
<b>State Members of Parliament</b>	May have residents or community groups who are 'interested' in reform.	Informed of all planning changes and process of engagement along with detailed information on what it means for community	Inform and consult
<b>Federal Members of Parliament</b>	May have residents or community groups who are 'interested' in reform.	Informed of all planning changes	Inform
<b>Senior Managers of State government departments &amp; agencies</b>	Key interest in changes the Code makes to in the planning system e.g. referrals. Overlays can trigger referrals to the relevant State agencies.	Involved in reform and can influence key outcomes	Collaborate
<b>Ministerial Advisory Committees:</b> • Community Participation and Sustainability • Development Business • Local Government	Interested in key changes the Code makes to in the planning system	Involved in reform and can influence key outcomes	Inform and consult
<b>Business Liaison Group</b>	Interested in changes to how the Code will affect business	Involved in reform and can influence key outcomes	Inform and consult
<b>Government Committees and Agency Boards</b> (including, but not limited to: Premier's Climate Change Council, Coast Protection Board, NRM Boards (or equivalent), Heritage Council)	Interested in how the Code address matters of interest such as climate change, heritage and environmental policy challenges.	Involved in reform and can influence key outcomes	Inform and consult

<b>Local Government – Mayors and Elected Members</b>	Understand how the Development Plan will be transitioned to the Code and what the changes mean for their community. Understand their role in the new system and how it differs from their current role.	Involved and informed throughout the process.	Inform and consult
<b>Local Government – CEOs and Senior Managers</b>	Understand the new planning system and how it differs to current system; their role in it and what the transition will ‘cost’ their council and what it means to ‘community’. How they will communicate the change to their community	Involved and informed throughout the process. Engagement process is followed well	Collaborate
<b>Local Government – Planning and development teams</b>	Impacts to internal processes and systems. Briefing upwards in council on the changes and what it means to the council in terms of long-held planning policy, resourcing and funding. How they will communicate the change to their community.	Involved and supported through change process	Involve
<b>Local Government – other non-planning staff</b>	Understand how the Code will change current engagement and communication requirements for planning.	<i>Some will want to contribute to local activities.</i>	Inform
<b>Local Government Association of SA</b>	Impact of reform on councils.	Not being seen as a ‘regular’ stakeholder in the process, but a key driver of decisions.	Collaborate
<b>Representative bodies for SA leaders</b> (e.g. Business SA)	Opportunities to create and streamline development opportunities and investment for SA.	Involvement in any elements of most interest to their members. Access to Department to deliver exclusive sessions to members	Inform and consult
<b>Peak Bodies</b> • Property Council of Australia • Urban Development Institute of Australia • Planning Institute of Australia	Opportunities to create and streamline development opportunities and investment for SA.	Involvement in any elements of most interest to their members. Access to Department to deliver sessions to members	Involve

<ul style="list-style-type: none"> <li>• Housing Industry Association</li> <li>• Master Builders Association</li> <li>Australian Institute of Building Surveyors</li> </ul>			
<p><b>Other Peak Bodies</b></p> <ul style="list-style-type: none"> <li>• Law Society</li> <li>• Australian Institute of Architects</li> <li>• Australian Institute of Landscape Architects</li> </ul>	How the new system will impact their members. What elements of the Code will go live in Phase Two and Phase Three	Informed on changes and milestone points.	Inform and consult
<p><b>Business practitioners</b></p> <p>– architects, planners, planning lawyers, designers, surveyors and building surveyors</p>	How to use the Code, how to assess development applications using the new Code. Deemed-to-Satisfy criteria and where it applies? Zoning changes and language.	Need to find resources quickly; and find out the latest news	Inform and consult
<p><b>Community and Resident Groups</b> (e.g. Community Alliance, Prospect Resident's Association, South West City Community Association, etc.)</p>	Understand how community feedback can impact the Code. Identify which zone I live in and how much this has changed. Understand the density, height and scale of growth that will be allowed in my neighbourhood. Understand what types of development are allowable in my street, neighbourhood and town. Understand how planning happens in SA and how I can object to developments. Understand how heritage and character housing will be protected, and the impact of replacing contributory items with overlays.	There is a need for the community to see where their feedback impacted the writing the Code. Need to see how previous community planning "wins" have been incorporated into the new Code. Need information on 'what this all means for me, or my local area'. Need to be able to easily search for my own home. Be reassured that heritage and conservation sites have been preserved. Need to be able to navigate the Code easily.	Inform and consult
<p><b>Special Interest Organisations</b> (e.g. Environment Defenders Office, Conservation Council, National Trust, History Trust)</p>	Understand how heritage and character housing will be protected, and the impact of replacing contributory items with overlays. Identify where high-impact industries are located.	Be reassured that heritage and conservation sites have been preserved. Ability to navigate the Code easily.	Inform and consult

<b>General Public</b>	New system addresses their particular issue with the planning system.	New system will 'fix' their issues and they will be involved.	Inform and consult
<b>Education sector</b> (Principally higher education providers who offer degree courses in planning, architecture, design, etc)	Information to inform their courses. How to integrate the new system into existing curriculum.	High level update on the new Code so they can update their course content. Informed of the new system and opportunities to raise student awareness.	Inform
<b>Media</b>	Information as to how the new system will impact the general community. What elements of the Code will go live in Phase Two and Phase Three.	Informed on changes and milestone points.	Inform

## PART B - Engagement Activities

The Engagement Plan provided numerous opportunities and ways for councils, industry practitioners and members of the community to engage with representatives from the State Planning Commission and Department staff to hear about the Phase Three draft Code and contribute to discussions on the planning policy for their communities.

In total, **189 consultation events** were held during the Phase Three Amendment consultation period with a range of stakeholders including councils, industry practitioners and community groups. These events provided an opportunity to hear directly from Commission and Department staff about the Code and for attendees to ask questions and seek clarification on any areas of concern. **38 print advertisements** were published in State and Local newspapers to alert people to the timing and location of community consultation events.

In addition, feedback was received via a variety of other channels including through the SA Planning Portal and the Department for Premier and Cabinet's 'YourSAy' consultation website, a 1800 Code Hotline, planning reform email accounts, Council Connect and various social media platforms. In total over **1,110 enquiries** were received through these mechanisms.

During the consultation period, approximately **40,000 direct mail letters** were distributed to specifically advise landowners of the introduction of Heritage Area and Character Area overlays in the Code, and the availability of a Heritage and Character Area Statements relevant to their property.

By the close of consultation on 28 February 2020, **1,790 formal submissions** on the Phase Three Amendment had been received.

## 1. SA Planning Portal

SA Planning Portal screenshot

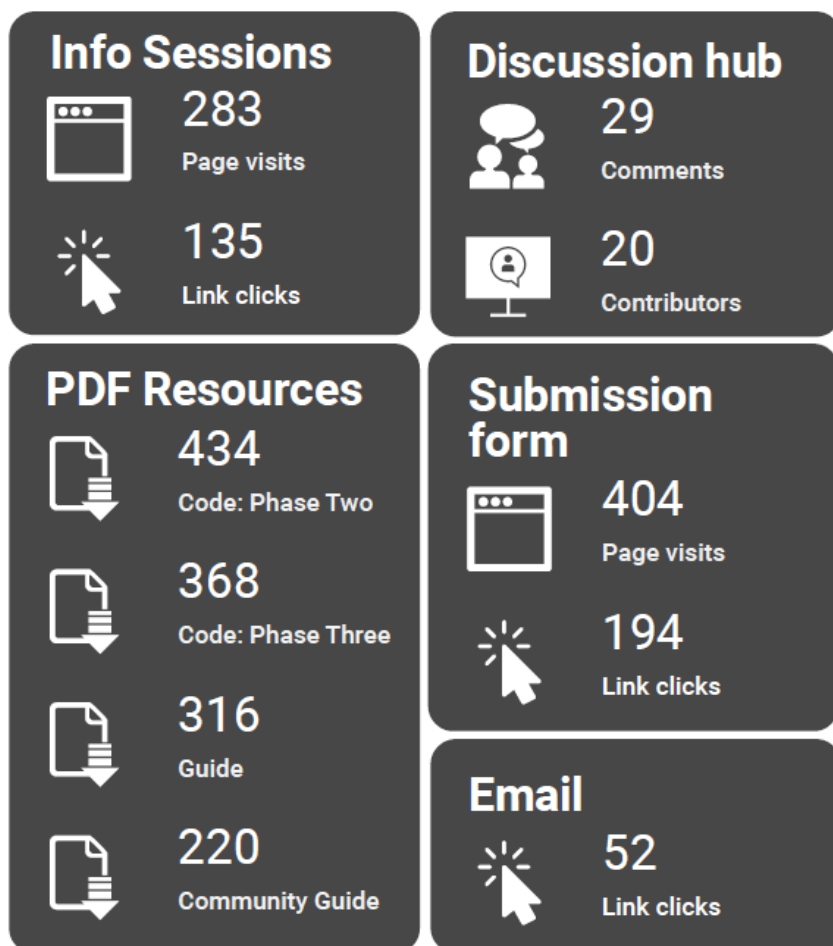
A dedicated *Have Your Say* page for the Phase Two and Phase Three consultations was established on the SA Planning Portal. There was a total of **12,600 visits** to this page during the Phase Two and Phase Three consultation period which commenced on 1 October, with **6,250 of those visits** during the period when only Phase Three remained open for consultation (30 November – 28 February).

## 2. YourSAy Website

yourSAy engagements

The Department also launched a Planning and Design Code engagement site on the Department for Premier and Cabinet's *YourSAy* consultation website from 1 October 2019. The site achieved a **combined reach of 18,179** and generated **6,095 visits** over the five months.

The aim of the *YourSAy* consultation page was to facilitate feedback on the draft Code and assist with enquiries. The site featured several digital tools – a discussion hub, a submission form, links to community information sessions, PDF resources and email enquiries with the following results:



### 3. Email Enquiries

The Department's reform email address ([DPTI.PlanningReform@sa.gov.au](mailto:DPTI.PlanningReform@sa.gov.au)) was promoted during consultation as the primary email account for enquiries from members of the public. Other Department email accounts (Planning Engagement, Planning Submissions and State Planning Commission email address) also received enquiries as did the dedicated Council Liaison Officers. More than **200 email** enquiries were received during the consultation period.

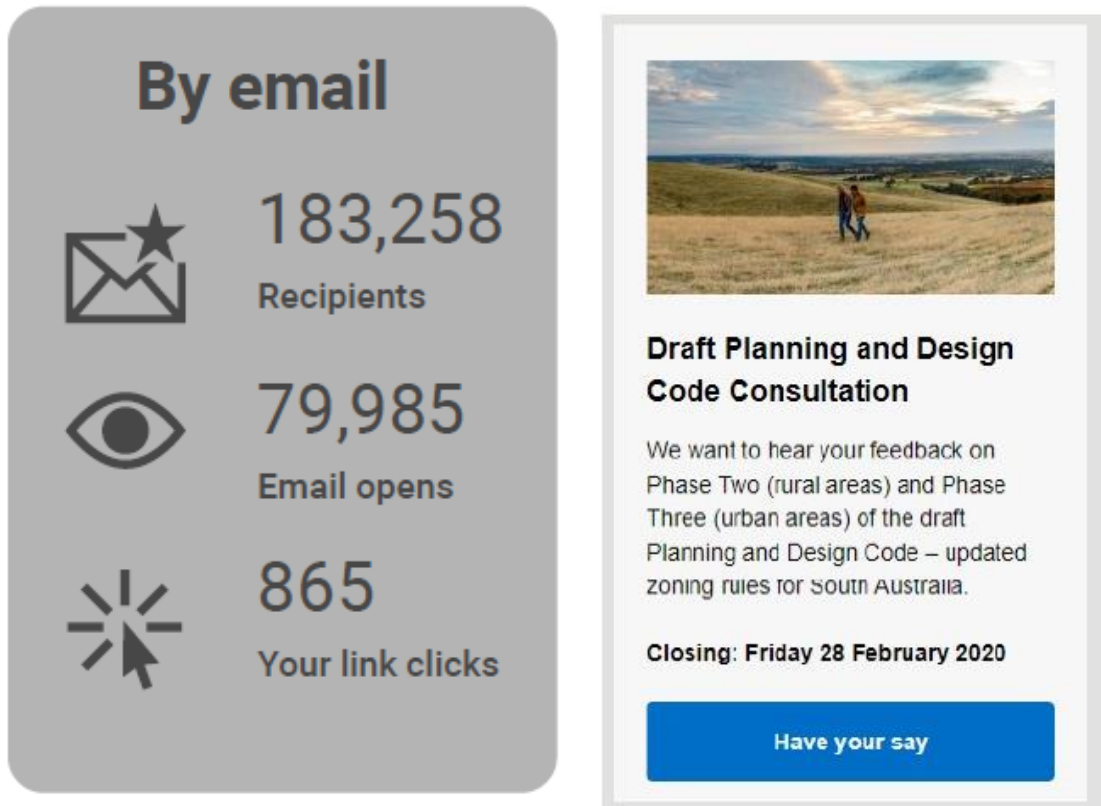
### 4. ENewsletters

The Department provided regular updates on the Planning and Design Code consultation via its monthly newsletter *Planning Ahead*, which was emailed to **1800 registered recipients**, achieving a total **reach**



of **7200** over the consultation period via the distribution of **4 Planning Ahead newsletters** during the consultation period.

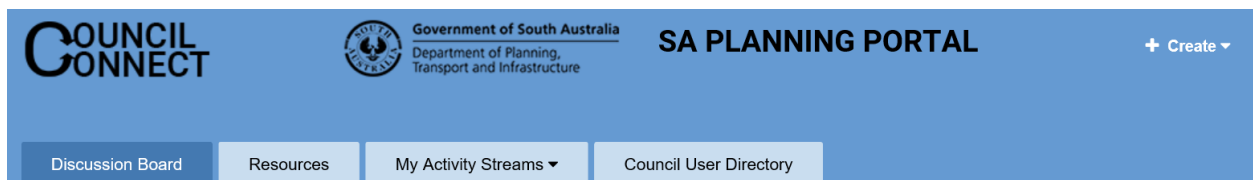
In addition, the Planning and Design Code engagement was sent to **145,816 registered YourSAy users** across five emails. These emails were opened a total of **79,985 times with 865 link clicks** to access further details.



## 5. 1800 Code Hotline

The Department launched a 1800 Code Hotline number on 1 October 2019 which was staffed during business hours. The hotline number (1800 318 102) received over **870 calls** during Phase Three consultation, which were documented in an enquiry spreadsheet.

## 6. Council Connect



The Department hosts Council Connect, a closed discussion board to facilitate conversation directly with council planners and practitioners about the new planning system. Between 1 October 2019 and 28 February, **29 discussion board posts** were made regarding the Code during Phase Three consultation.

## 7. Social Media

The Department's social media accounts on Facebook, Twitter and LinkedIn as well as the State Planning Commission's LinkedIn account were used during consultation to generate community understanding and awareness of the Phase Three Planning and Design Code. In total, **488,971 impressions** were gained through **20 social posts** over the consultation period on the Commission and the Department's social media accounts.



**State Planning Commission South Australia**  
Public Policy · Adelaide, South Australia · 691 followers

An independent body providing advice and leadership on all aspects of planning and development for South Australia.

[+ Follow](#) [Visit website](#)

**Table 1: Commission and the Department's social media posts during Phase Three Consultation**

Date	Activity	Audience	Social Media metrics
1 October 2019	DPTI Facebook (post announcing start of consultation on the Phase Three Amendment)	Community members and industry practitioners	6,418 people reached, 212 post clicks, and 16 likes, comments and shares.
1 October 2019	DPTI LinkedIn (post announcing start of consultation on the Phase Three Amendment)	Community members and industry practitioners	4,375 impressions, 14 reactions and 103 post clicks representing a 2.67% engagement rate.
1 October 2019	DPTI Twitter (post announcing start of consultation on the	Community members and industry practitioners	2,695 impressions and 19 total engagements (including link

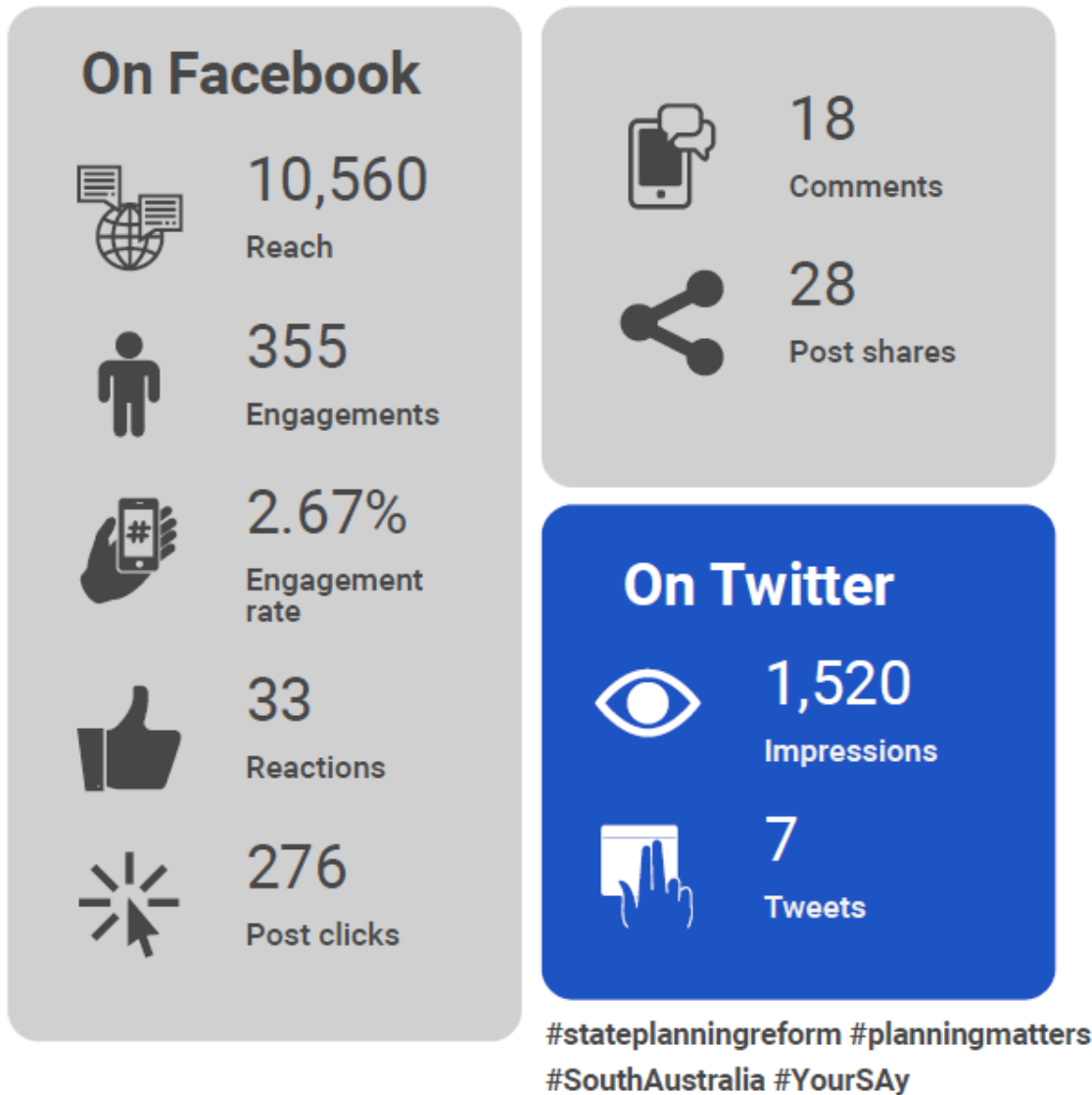
	Phase Three Amendment)		clicks, profile clicks, likes and retweets).
1 October 2019	Commission LinkedIn (post announcing start of consultation on the Phase Three Amendment)	Industry practitioners and community members	835 impressions, 19 reactions and 75 post clicks representing a 12.57% engagement rate.
11 November 2019	Commission LinkedIn (post to promote community sessions)	Industry practitioners and community members	403 impressions, 10 post clicks representing a 2.48% engagement rate.
12 November – 29 November 2019	Paid Facebook post, boosted to Phase Two council areas ahead of community sessions in those areas:	Community members and industry practitioners	307,587 impressions with a reach of 168,194, plus  77 link clicks and 94 engagements.
3 December 2019	Commission LinkedIn (post to promote consultation activities so far)	Industry practitioners and community members	842 impressions, 13 reactions and 16 post clicks representing a 3.56% engagement rate.
23 December 2019	Commission LinkedIn (post to promote consultation Update Report)	Industry practitioners and community members	577 impressions, 5 reactions and 16 post clicks representing a 3.64% engagement rate.
14 January 2020	Commission LinkedIn (post to promote consultation community information session)	Industry practitioners and community members	988 impressions, 8 reactions and 89 post clicks representing a 10.12% engagement rate.
22 January 2020	DPTI Twitter	Community members and industry practitioners	1,742 impressions and 23 total engagements (including link

	(post to promote consultation community information session)		clicks, profile clicks, likes and retweets).
22 January 2020	DPTI Facebook  (post to promote consultation community information session)	Community members and industry practitioners	6,226 people reached, 136 post clicks, and 18 likes, comments and shares.
7 February 2020	Commission LinkedIn  (post to promote Expert Panel heritage recommendations and consultation)	Industry practitioners and community members	509 impressions, 2 reactions and 15 post clicks representing a 3.34% engagement rate.
7 February 2020	Commission LinkedIn  (post to promote consultation and Code extension)	Industry practitioners and community members	790 impressions, 16 reactions and 43 post clicks representing a 7.59% engagement rate.
7 February 2020	DPTI LinkedIn  (post to promote consultation and Code extension)	Industry practitioners and community members	5,205 impressions, 14 reactions and 108 post clicks representing a 2.36% engagement rate.
7 February 2020	DPTI Twitter  (post to promote consultation and Code extension)	Community members and industry practitioners	1,245 impressions and 30 total engagements (including link clicks, profile clicks, likes and retweets).
7 February 2020	DPTI Facebook  (post to promote consultation and Code extension)	Community members and industry practitioners	5,253 people reached, 69 post clicks, and 11 likes, comments and shares.

21 February 2020	DPTI Facebook *Boosted  (post to promote end of consultation)	Community members and industry practitioners	135,872 impressions with a reach of 77,006, plus  3,573 link clicks and 258 engagements.
24 February 2020	Commission LinkedIn  (post to promote end of consultation)	Industry practitioners and community members	472 impressions, 5 reactions and 6 post clicks representing a 2.75% engagement rate.
24 February 2020	DPTI LinkedIn  (post to promote end of consultation)	Industry practitioners and community members	3,948 impressions, 9 reactions and 31 post clicks representing a 1.01% engagement rate.
24 February 2020	DPTI Twitter  (post to promote end of consultation)	Community members and industry practitioners	2,989 impressions and 25 total engagements (including link clicks, profile clicks, likes and retweets).

In addition, the YourSAy social media channels were also utilised during the Phase Three consultation period with **17 posts** achieving a combined reach of **12,080 on Facebook and Twitter**.

**YourSAy social media results during Phase Three Consultation**



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## 8. Print Advertisements

To promote awareness of the consultation, advertisements were placed in regional and metropolitan newspapers, listing public information sessions and targeted at community members, industry practitioners and interested parties.

A total of **38 Phase Three Amendment advertisements** were published. Some advertisements were an open call to have your say on SA's new Planning and Design Code, others promoted at least one community information session if not several, and towards the end of consultation advertisements encouraged people to have their say before the close of Phase Three consultation on 28 February. All advertisements directed people to the SA Planning Portal for further information.

The Department's social media accounts as well as the Commission's LinkedIn account were used during the consultation period to promote the consultation activities.

Articles and information regarding the consultation activities were promoted via several e-newsletter and email distribution channels to internal and external stakeholders. The Department also partnered with Councils to create awareness within their communities about the sessions.



 **STATE  
PLANNING  
COMMISSION**

## Have your say on South Australia's new Planning and Design Code

The Planning and Design Code (the Code) is the cornerstone of South Australia's new planning and development system and will offer a single set of planning policies for assessing development applications across the state.

The Code is being progressively introduced across South Australia and will replace the 72 council Development Plans that are currently in use.

The Code will also make the planning process quicker, simpler and more equitable than ever before, affording people greater access to planning information that is consistent and clear.

**Consultation on the Planning and Design Code for Phase Three (Urban Areas) is now open until midnight 28 February 2020 (ACST).**

More information is available at:  
[www.saplanningportal.sa.gov.au/have\\_your\\_say](http://www.saplanningportal.sa.gov.au/have_your_say).

Email: [DPTI.PlanningReform@sa.gov.au](mailto:DPTI.PlanningReform@sa.gov.au) or call 1800 318 102.

 **Government of South Australia**  
Department of Planning,  
Transport and Infrastructure

## 9. Events

In total, **189 events** were conducted during the Phase Three Amendment consultation period, including events for Local Government, Community and Industry.

### 9.1 Local Government

A total of **129 local government events** were held across the 34 Phase Three council areas. A series of 43 information sessions and workshops for Phase Three council CEOs, Mayors and Elected Members were conducted to enable them to discuss and ask questions about the draft planning policies in the Code. A further 86 events were conducted with council planning practitioners to look at the detail of the planning policies in each council area.

#### **Phase Three information sessions for council CEOs, Mayors and Elected Members**

The list below summaries the senior council staff and elected member events that were undertaken to educate councils about the draft Code and involve them in its development during the consultation period.

<b>Date</b>	<b>Council</b>	<b>Location</b>
16 October 2019	City of Adelaide	Adelaide
	City of Marion	Marion
	City of Campbelltown	Campbelltown
18 October 2019	Mount Barker District Council	Mount Barker
	City of Charles Sturt	Woodville
	City of Playford	Davoren Park
	Corporation of the Town of Walkerville	Walkerville
24 October 2019	Town of Gawler	Gawler
	City of Port Adelaide Enfield	Port Adelaide
	City of West Torrens	Hilton
	City of Holdfast Bay	Brighton
	City of Payneham, Norwood and St Peters	Norwood
25 October 2019	City of Unley	Unley
	City of Burnside	Tusmore
28 October 2019	City of Tea Tree Gully	Modbury
	City of Salisbury	Salisbury
	City of Norwood, Payneham and St Peters	Norwood
29 October 2019	City of Onkaparinga	Noarlunga Centre
	City of Mitcham	Torrens Park
	Adelaide Hills Council	Stirling
4 November 2019	Adelaide Plains Council	Mallala
	Light Regional Council	Kapunda
7 November 2019	Barossa Council - Elected Member Briefing	Barossa
13 November 2019	Mid Murray Council	Mannum
	The Barossa Council	Nuriootpa



13 November 2019	City of Mitcham, Unley, Burnside and Marion Elected Member briefing	Hawthorn Community Centre
18 November 2019	City of Port Lincoln	Port Lincoln
	City of Whyalla	Whyalla
19 November 2019	City of Port Augusta	Port Augusta
	City of Port Pirie	Port Pirie
20 November 2019	Alexandrina Council	Goolwa
	City of Victor Harbor	Victor Harbor
	District Council of Yankalilla	Yankalilla
21 November 2019	City of West Torrens, Charles Sturt, Port Adelaide Enfield and Holdfast Bay - Elected Member Briefing	Thebarton Community Centre
26 November 2019	City of Prospect	Prospect
27 November 2019	City of Yankalilla, Victor Harbor, Onkaparinga and Alexandrina - Elected Member Briefing	The Centre Yankalilla
27 November 2019	City of Salisbury, Port Adelaide Enfield and Light RC - Elected Member Briefing	Para Hills Community Hub
2 December 2019	City of Campbelltown, Walkerville & Tea Tree Gully - Elected Member Briefing	Campbelltown Library
2 December 2019	City of Mount Barker, Adelaide Hills, Murray Bridge and Alexandrina - Elected Member Briefing	Mount Barker Council Chambers
3 December 2019	City of Mount Gambier	Mount Gambier
4 December 2019	Phase Three Regional Council – Mount Gambier, Port Lincoln, Port Augusta, Whyalla and Port Pirie Elected Member Briefing	Via Livestream
11 December 2019	City of Adelaide, Norwood Payneham & St Peters and Prospect - Elected Member Briefing	DPTI, 50 Flinders Street Adelaide
22 January 2020	Murray Bridge Council - Elected Member Briefing	Murray Bridge Council Chambers

### Phase Three information sessions / meetings with council practitioners

The list below summaries the practitioner to practitioner events that were undertaken to educate council planning professionals about the draft Code and involve them in its development during the consultation period.

Date	Council	Location
10 September 2019	City of Norwood, Payneham & St Peters	Norwood
11 September 2019	City of Adelaide	Adelaide
	City of Burnside	Burnside
17 September 2019	City of Charles Sturt	Woodville
18 September 2019	City of West Torrens	Hilton
23 September 2019	Cities of Port Pirie, Port Augusta, Whyalla and Port Lincoln (Livestream event)	Adelaide
25 September 2019	City of West Torrens	Hilton
29 September 2019	Yankalilla District Council and Alexandrina Council	Goolwa
26 November 2019	City of Walkerville	Walkerville
	City of Mitcham	Torrens Park
30 September 2019	City of Burnside	Burnside
3 October 2019	City of Onkaparinga	Noarlunga
	City of Marion	Marion
17 October 2019	City of Unley	Unley
22 October 2019	City of Adelaide	Adelaide
23 October 2019	Kangaroo Island Council	Kingscote
28 October 2019	City of Norwood, Payneham and St Peters	Norwood
29 October 2019	Adelaide Hills Council	Woodside
31 October 2019	City of Onkaparinga	Noarlunga
1 November 2019	City of Playford	Davoren Park
	Adelaide Hills Council	Woodside
6 November 2019	City of Burnside	Burnside

7 November 2019	City of Adelaide	Adelaide
8 November 2019	City of Marion	Marion
12 November 2019	City of Salisbury	Salisbury
	Light Regional Council	Kapunda
13 November 2019	City of Port Adelaide Enfield	Port Adelaide
	City of Holdfast Bay	Brighton
	City of Tea Tree Gully	Tea Tree Gully
15 November 2019	City of Mitcham	Torrens Park
19 November 2019	City of Port Pirie	Port Pirie
20 November 2019	Cities of Whyalla, Port August and Port Pirie	Port Augusta
	City of Burnside	Burnside
25 November 2019	City of Unley	Unley
	Victor Harbor City Council	Victor Harbor
26 November 2019	City of Port Lincoln	Port Lincoln
27 November 2019	City of Walkerville	Walkerville
	City of Prospect	Prospect
	Rural City of Murray Bridge	Murray Bridge
	Adelaide Hills Council	Woodside
28 November 2019	City of Playford	Davoren Park
29 November 2019	City of Unley	Unley
30 November 2019	Adelaide Hills Council	Woodside
3 December 2019	Mount Barker District Council	Mount Barker
5 December 2019	City of Mount Gambier	Mount Gambier
	City of West Torrens	Hilton
6 December 2019	City of Adelaide	Adelaide
	City of Playford	Davoren Park
10 December 2019	City of Adelaide	Adelaide

11 December 2019	City of Charles Sturt	Woodville
	Mid Murray Council	Cambrai
	Light Regional Council	Kapunda
17 December 2019	City of Unley	Unley
18 December 2019	City of Mitcham	Torrens Park
19 December 2019	City of Port Adelaide Enfield	Port Adelaide
8 January 2020	City of Onkaparinga	Noarlunga
14 January 2020	City of Burnside	Burnside
	City of West Torrens	Hilton
15 January 2020	City of Unley	Unley
	City of Holdfast Bay	Brighton
	City of Marion	Marion
16 January 2020	City of Adelaide	Adelaide
17 January 2020	City of Norwood, Payneham & St Peters	Norwood
18 January 2020	Cities of Whyalla, Port August and Port Pirie	Adelaide
22 January 2020	City of Playford	Davoren Park
28 January 2020	Rural City of Murray Bridge	Murray Bridge
30 January 2020	City of Charles Sturt	Woodville
	City of West Torrens	Hilton
	City of Marion	Marion
	City of Port Adelaide Enfield	Port Adelaide
3 February 2020	Kangaroo Island Council	Kingscote
5 February 2020	City of Unley	Unley
	City of Holdfast Bay	Brighton
	City of Marion	Marion
6 February 2020	City of Tea Tree Gully	Tea Tree Gully

7 February 2020	Mount Barker District Council	Mount Barker
11 February 2020	Victor Harbor City Council	Victor Harbor
14 February 2020	City of Walkerville	Walkerville
17 February 2020	Town of Gawler	Gawler
18 February 2020	City of Playford	Davoren Park
	City of Mitcham	Torrens Park
	City of Salisbury	Salisbury
20 February 2020	Adelaide Hills Council	Stirling
27 February 2020	Mount Barker District Council	Mount Barker
28 February 2020	City of Adelaide	Adelaide
	Adelaide Hills Council	Woodside

## 9.2 Community Events

In total there were **49 community events** hosted for members of the public to engage in discussions about the Phase Three Amendment.

A series of 37 Phase Three Amendment information sessions were hosted by the State Planning Commission and Department to enable South Australian residents to ask questions about the draft Code. A further 12 events were hosted on specific Code topics such as heritage or conservation issues by other organisations or individuals such as the MPs, Councils and Government Agencies.

### Phase Three Amendment community information sessions

The tables below summaries the information sessions hosted by the State Planning Commission or the Department which aimed to inform local community members about the draft Phase Three Amendment and how it would impact planning in their communities.

Date	Location	Council Area
11 November 2019	7.00 – 9.00pm. Community Information Session Kapunda Bowling Club	Light RC
		Adelaide Plains
		Barossa
13 November	7.00 – 8.30pm. Combined Community Info and Elected Member briefing session – Eden Valley Institute	Mid Murray
		Barossa

		Light RC
14 November 2019	4.00 – 5.30pm & 7.00 – 8.00pm. Community Information Session – Strathalbyn Football Club	Alexandrina Mount Barker
	6.30 – 7.30 pm. Community Information Session – Gawler Civic Centre	Gawler Light Barossa Adelaide Plains Playford
19 November 2019	5.30 – 7.30pm. Community Information Session – Port Pirie Council Chambers	Port Pirie
	7.00 – 8.30pm. Community Information Session – John McVeity Centre Smithfield Plains	Playford Gawler Light
20 November 2019	5.30 – 7.30pm. Community Information Session – Port Augusta Council Chambers	Port Augusta
21 November 2019	5.30 – 7.30pm. Community Information Session – Whyalla Council Chambers	Whyalla
	7.00 – 8.30pm. Community Information Session – Adelaide Road Motor Lodge Murray Bridge	Murray Bridge
23 November 2019	10.30am – 12.00pm. Community Information Session – Victor Harbor Yacht Club	Victor Harbor Alexandrina
25 November 2019	7.00 – 8.30pm Community Information Session – Morgan Institute Morgan	Mid Murray
26 November 2019	4.00 – 5.30 & 7.00 – 8.30 pm. Community Information Session – South Adelaide Football Club	Onkaparinga
	5.30 – 7.30pm. Community Information Session – Port Lincoln Council Chambers	Port Lincoln
27 November 2019	4.00 – 5.30 & 7.00 – 8.30 pm. Community Information Session – Club Marion	Marion Holdfast Bay Mitcham
28 November 2019	7.00 – 8.30 pm. Community Information Session – Mawson Lakes Golf Club	Salisbury

		Playford Port Adelaide Enfield
2 December 2019	4.00 – 5.30 & 7.00 – 8.30 pm. Community Information Session – West Adelaide Football Club	West Torrens Unley Marion
3 December 2019	4.00 – 5.30 & 7.00 – 8.30 pm. Community Information Session – Payneham Library	Norwood, Payneham & St Peters Walkerville Prospect Campbelltown
4 December 2019	4.00 – 5.30 & 7.00 – 8.30 pm. Community Information Session – The Lights, Lightsvue	Campbelltown Prospect Walkerville Port Adelaide Enfield Tea Tree Gully
	Renewable Energy Forum 6.00 – 7.30pm Eudunda Bowling Club	Goyder Light Adelaide Plains Gawler
	6.30 – 8.00pm. Community Forum - Adelaide Hills Council, Woodside	Adelaide Hills
5 December 2019	5.00 – 7.00 pm. Community Information Session – City of Mount Gambier Civic Centre	Mount Gambier
10 December 2019	4.00 – 5.30 & 7.00 – 8.30 pm. Community Information Session – St Clair Recreation Centre, Woodville	Charles Sturt Port Adelaide Enfield
11 December 2019	4.00 – 5.30 & 7.00 – 8.30 pm. Community Information Session – Glenunga Hub, Glenunga	Burnside Mitcham Unley
12 December 2019	12.00 – 2.00pm. Community Information Session – Flinders Street, Adelaide	Adelaide

		All other councils
	6.30 – 8.00pm. Community Forum - Adelaide Hills Council, Gumeracha	Adelaide Hills
22 January 2020	7.00 – 8.30 pm. Community Information Session – Normanville Hotel, Normanville	Yankalilla Victor Harbor
23 January 2020	7.00 – 8.30 pm. Community Information Session – Mount Barker Community Centre, Mount Barker	Mount Barker
3 February 2020	4.00 – 5.30pm & 7.00 – 8.30 pm. Community Information Session – Prospect Council Chambers	Prospect

### Planning and Design Code Phase Three community stakeholder groups information sessions

The list below summaries key community stakeholder group events that were held about specific Code topics and hosted by other individuals or organisations.

Date	Details	Audience
23 October 2019	Unley Heritage and Character Community Forum  Panel discussion with the Minister for Planning and the State Planning Commission  6.00 – 8.30pm. Eastwood Community Centre, Eastwood	Local community members
4 November 2019	Heritage Forum for residents of the state electorate of Dunstan, hosted by the member for Dunstan  Panel discussion with the Minister for Planning and the State Planning Commission  6.30 – 7.30pm. Norwood Concert Hall Norwood	Dunstan electorate residents
30 November 2019	Community Forums for residents of state electorate of Badcoe hosted by the member for Badcoe  10.00 – 11.00 am. Edwardstown Club  1.00 – 1.00pm. Adelaide Cricket Club Glandore	Badcoe electorate residents
6 December 2019	Co-Housing Project Community Engagement Forum  Community workshop for residents of the City of Unley, Burnside, Prospect and Walkerville to look at housing options for older South Australians wanting to downsize in their neighbourhood.	Unley Burnside Prospect Walkerville



	10.00am – 12.00pm. Unley Town Hall	
9 December 2019	Adelaide City Council Community Briefing  'Planning Community Forum' hosted by the Lord Mayor for Residents' Groups in the city  5.15 – 7.15pm. Adelaide Town Hall	City of Adelaide residents' groups members
12 December 2019	Adelaide Park Lands Authority  Briefing on Planning and Design Code for APLA members  5.30 pm. Adelaide Town Hall	APLA members
30 January 2020	Port Adelaide Branch of National Trust  Panel discussion on heritage aspect of Planning and Design Code  7.00 – 8.30pm. Port Adelaide Town Hall	Members of Port Adelaide Branch of National Trust
4 February 2020	Hosted by Water Sensitive SA – in partnership with Resilient South, Adapt West, Resilient East, Adapting North Adelaide, CRC for Water Sensitive Cities  6.30 – 9.00pm. Community Workshop – Adapt West Marion Cultural Centre, Oaklands Park	Local Communities
5 February 2020	Hosted by Water Sensitive SA – in partnership with Resilient South, Adapt West, Resilient East, Adapting North Adelaide, CRC for Water Sensitive Cities  6.30 – 9.00pm. Community Workshop – Resilient South. City of Charles Sturt Council Chambers, Woodville	Local Communities
12 February 2020	Hosted by Water Sensitive SA – in partnership with Resilient South, Adapt West, Resilient East, Adapting North Adelaide, CRC for Water Sensitive Cities  6.30 – 9.00pm. Community Workshop – Resilient East City of Prospect Council Chambers Prospect	Local Communities

13 February 2020	Hosted by Water Sensitive SA – in partnership with Resilient South, Adapt West, Resilient East, Adapting North Adelaide, CRC for Water Sensitive Cities  6.30 – 9.00pm. Community Workshop – Adapting North Adelaide. Salisbury Community Hub, Salisbury	Local Communities
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### 9.3 Industry Events

The list below summarises the **11 key industry events** that were undertaken to educate industry and other professionals about the draft Phase Three Amendment and involve them in its development during the consultation period.

#### Planning and Design Code Phase Three industry events

Date	Details	Audience
5 December 2019	PIA SA Planet Series 2019 Panel Discussion – ‘Balancing Heritage Conservation and Development Opportunities – a key measure of success for the new planning system’. 9.00 am – 1.30pm. Ibis Hotel Adelaide	Heritage and Planning Professionals
6 December 2019	2019 Zone Emergency Management Symposium Presentation on Planning and Design Code and broader planning reform in context of emergency management Morphettville Junction, Camden Park	Zone emergency management committee members
9 December 2019	Residential Infill Forum The State Planning Commission convened a residential infill forum to hear from industry experts involved in the development of residential infill housing across Adelaide. 2.00 – 4.30pm. Flinders Street Adelaide	Members of the Residential Infill Forum
12 December 2019	Adelaide Park Lands Authority A briefing on the Planning and Design Code for members of the Adelaide Park Lands Authority.  Colonel Light Room, Adelaide Town Hall	APLA Members
29 January 2020	LGA Monthly Briefing on Planning Reform LGA Boardroom, Adelaide	All SA Councils
7 February 2020	Master Builders’ Association – Quarterly Information Session ePlanning Demonstration. South Terrace Adelaide	Building Professionals

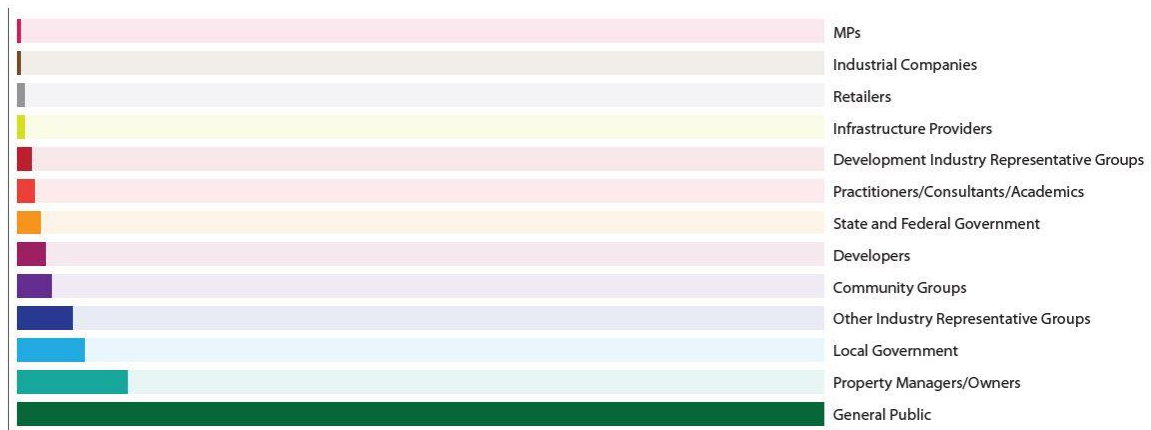
Date	Details	Audience
10 February 2020	Retirement Living Symposium Presentation on Planning and Design Code to symposium on 'Retirement living – preparing for a decade of transformation' 9.00 am – 4.30pm. Lakes Resort Hotel, West Lakes	Retirement living providers
11 February 2020	Code Essentials - Open Day for Accredited Professionals Hosted by DPTI and PIA 10.00 am – 12.00 pm and 2.00pm – 4.00pm. Flinders Street, Adelaide	Independent Planning Consultants
19 February 2020	Planning and Design Code Workshop covering themes of Land Division, Civil Engineering, Landscaping, Design and Construction Hosted by UDIA and DPTI 1.00– 5.00pm. Flinders Street Adelaide	UDIA Members
19 February 2020	Planning in Focus 2020 – Overview of the PDI Act Hosted by Wallmans Lawyers and PIA 2.30 – 5.00pm. King William St Adelaide	Planning Professionals
25 February 2020	SA Young Planners – Building your Career Panel Discussion from young planners involved the development of the planning reforms  5.30 – 7.30pm. Flinders Street Adelaide	SA young planners

## 10. Written submissions

During the consultation period, a total of **1,790 written submissions** were received in response to formal public consultation on the draft Phase Three Amendment. Submissions were received via email and through an online submission form on the SA Planning Portal.

Representative Group	Total
MPs	2
Local Government	66
State and Federal Government	19
Development Industry Representative Groups	9
Other Industry Representative Groups	53
Developers	21
Property managers / owners	109
Retailers	4
Infrastructure Providers	4
Industrial Companies	2
Community Groups	29
Practitioners / Consultants / Academics	15
General Public	1446
Other	11

### Phase Three Submissions by Representative Group



## PART C - Engagement Evaluation for Original Consultation

The Communications and Engagement approach was continually evaluated during and on completion of the Phase Three Amendment consultation period.

### Feedback Forms

Feedback Forms were provided to participants at the end of each Phase Three community information session.

In total 94 Feedback Forms were completed although over 600 community members attended the sessions, equating to 16% of attendees providing their feedback. These forms asked five general questions to help identify improvements to the information sessions and engagement process in general:

1. Which information session did you attend?
2. Choosing from 'Strongly Agree to Strongly Disagree' tick the appropriate box for:
  - I found the session useful
  - I found the content easy to understand
  - The material covered was relevant to me
  - The session was of the right length
  - The session has answered my questions
  - I know where I can get further information
  - I support the proposed draft Code.
3. What suggestions do you have that would make the information session more helpful?
4. What else do you think would be useful to help you understand the draft Planning and Design Code?
5. What feedback do you have on the draft Planning and Design Code?

Below are the results from the tick a box section of the Feedback Forms submitted following the Phase Three Community Information Sessions:

#### Feedback Form 'Tick a Box' Section Results - Phase Three Amendment information session

Evaluation statement	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
<b>I found the session useful</b>	<b>1%</b>	<b>4%</b>	<b>11%</b>	<b>52%</b>	<b>32%</b>
<b>I found the content easy to understand</b>	<b>3%</b>	<b>12%</b>	<b>18%</b>	<b>42%</b>	<b>25%</b>

<b>The material covered was relevant to me</b>	<b>4%</b>	<b>5%</b>	<b>20%</b>	<b>38%</b>	<b>33%</b>
<b>The session was of the right length</b>	<b>0%</b>	<b>5%</b>	<b>19%</b>	<b>49%</b>	<b>27%</b>
<b>The session has answered my questions</b>	<b>10%</b>	<b>18%</b>	<b>25%</b>	<b>31%</b>	<b>16%</b>
<b>I know where I can get further information</b>	<b>2%</b>	<b>1%</b>	<b>16%</b>	<b>56%</b>	<b>25%</b>
<b>I support the proposed draft Code</b>	<b>29%</b>	<b>11%</b>	<b>31%</b>	<b>19%</b>	<b>10%</b>

**Online Surveys**

Online surveys were also distributed to individuals who submitted a Phase Three Amendment submission both upon submission and following release of the Phase Three Amendment ‘What We Have Heard Report’.

Of the 1790 people who contributed a Phase Three Amendment submission, 289 completed the online survey between 17 December 2019 and 3 April 2020, with most of the responses received in February 2020. The online survey results represent 16% of Phase Three Amendment submitters.

The Phase Three Amendment online survey questions used the same baseline questions relating to the Charter Principles as the Phase Two Amendment online survey; however, some additional questions were included to provide greater understanding of respondents’ views.

**The Department’s Evaluation Online Survey Results - Post Phase Three Amendment consultation**

<b>Principle 1: Engagement is genuine</b>					
<b>Evaluation statement</b>	<b>Strongly disagree</b>	<b>Somewhat Disagree</b>	<b>Not sure</b>	<b>Somewhat Agree</b>	<b>Strongly agree</b>
<b>I understand how my feedback will be used in the preparation of the final Planning and Design Code for Urban Areas</b>	<b>17%</b>	<b>20%</b>	<b>28%</b>	<b>30%</b>	<b>5%</b>
<b>I understand how the Planning and Design</b>	<b>9%</b>	<b>7%</b>	<b>5%</b>	<b>28%</b>	<b>51%</b>

<b>Code may affect me and/or my community</b>					
<b>I feel confident that my views on Phase Three of the Planning and Design Code have been heard as a result of the engagement</b>	<b>27%</b>	<b>24%</b>	<b>30%</b>	<b>16%</b>	<b>3%</b>
<b>Principle 2: Engagement is inclusive and respectful</b>					
<b>Evaluation statement</b>	<b>Strongly disagree</b>	<b>Somewhat Disagree</b>	<b>Not sure</b>	<b>Somewhat Agree</b>	<b>Strongly agree</b>
<b>I feel well-informed about the proposed Planning and Design Code for Urban Areas</b>	<b>33%</b>	<b>20%</b>	<b>12%</b>	<b>27%</b>	<b>8%</b>
<b>I feel that the engagement on Phase Three of the Planning and Design Code genuinely sought my input to help shape planning policy as it relates to the urban areas</b>	<b>37%</b>	<b>21%</b>	<b>14%</b>	<b>21%</b>	<b>7%</b>
<b>Principle 3: Engagement is fit for purpose</b>					
<b>Evaluation statement</b>	<b>Strongly disagree</b>	<b>Somewhat Disagree</b>	<b>Not sure</b>	<b>Somewhat Agree</b>	<b>Strongly agree</b>
<b>I feel that I have had a genuine and adequate opportunity to have my say on the proposed Planning and Design Code for Urban Areas</b>	<b>29%</b>	<b>22%</b>	<b>17%</b>	<b>27%</b>	<b>5%</b>
<b>The information provided on the new Planning and Design Code for Urban Areas was clear and understandable and enabled me to take an informed view</b>	<b>38%</b>	<b>20%</b>	<b>17%</b>	<b>19%</b>	<b>6%</b>
<b>Principle 4: Engagement is informed and transparent</b>					

Evaluation statement	Strongly disagree	Somewhat Disagree	Not sure	Somewhat Agree	Strongly agree
<b>I would be willing to participate in future consultations related to the Planning and Design Code.</b>	<b>3%</b>	<b>1%</b>	<b>13%</b>	<b>27%</b>	<b>56%</b>
<b>I was given sufficient information to take an informed view of planning policy that relates to Phase Three of the Planning and Design Code.</b>	<b>32%</b>	<b>21%</b>	<b>16%</b>	<b>23%</b>	<b>8%</b>
<b>I understood why I was asked for my view on Phase Three of the Planning and Design Code and the way it would be considered.</b>	<b>16%</b>	<b>12%</b>	<b>24%</b>	<b>36%</b>	<b>12%</b>

**LGA Surveys**

The Local Government Association also assisted by conducting online surveys of council staff. In August 2020, an LGA ‘Council Staff Questionnaire on the Planning and Design Code Phase Two and Phase Three implementation’ was completed by 125 respondents, providing the following insights:

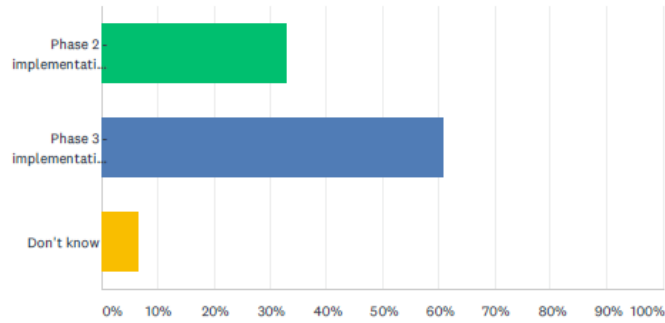
- Over 70% felt ‘very well’ or ‘somewhat well’ informed and engaged about the implementation of the new planning and design Code and the eplanning system.
- Over 60% felt the training provided was ‘very effective’ or ‘somewhat effective’ in giving a comprehensive understanding of the new planning system
- 42 of 67 (63%) council planner respondents felt they were ‘very well’ or ‘somewhat well’ engaged about changes to the Planning and Design Code.

**LGA Council Staff Questionnaire – Phase Two and Phase Three Amendment Code Implementation**



### Q1 Please indicate your council's phase of Code implementation

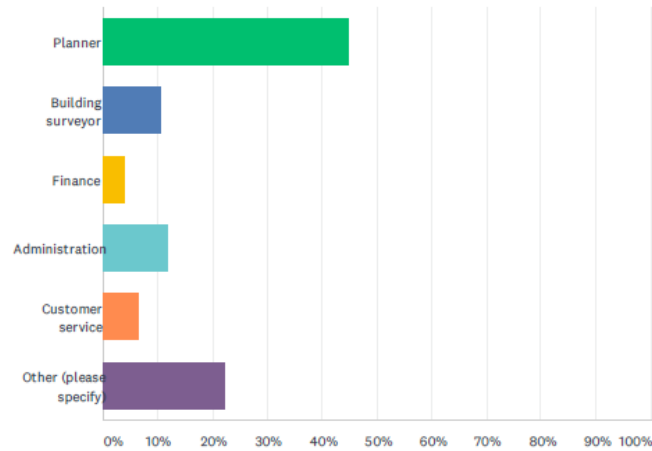
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
Phase 2 - implementation on 31 July 2020	32.80%	41
Phase 3 - implementation later in 2020	60.80%	76
Don't know	6.40%	8
<b>TOTAL</b>		<b>125</b>

### Q2 Please indicate your role as a member of council staff:

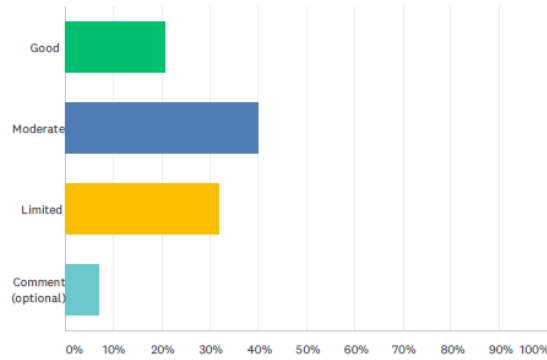
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
Planner	44.80%	56
Building surveyor	10.40%	13
Finance	4.00%	5
Administration	12.00%	15
Customer service	6.40%	8
Other (please specify)	22.40%	28
<b>TOTAL</b>		<b>125</b>

Q3 How would you describe your level of understanding of the new planning system, the Planning and Design Code, and the ePlanning system?

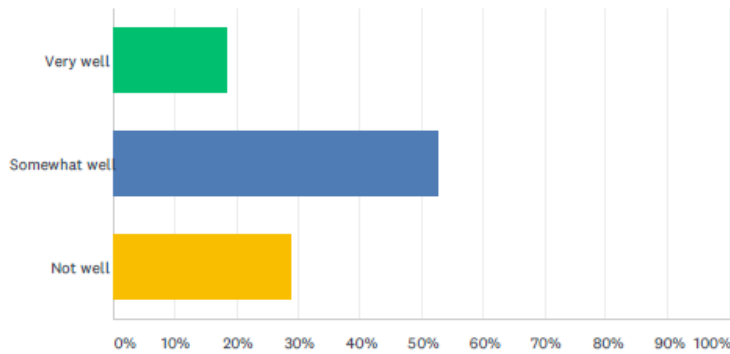
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
Good	20.80%	26
Moderate	40.00%	50
Limited	32.00%	40
Comment (optional)	7.20%	9
<b>TOTAL</b>		<b>125</b>

Q4 How well have you been informed and engaged about implementation of the new Planning and Design Code and the ePlanning system?

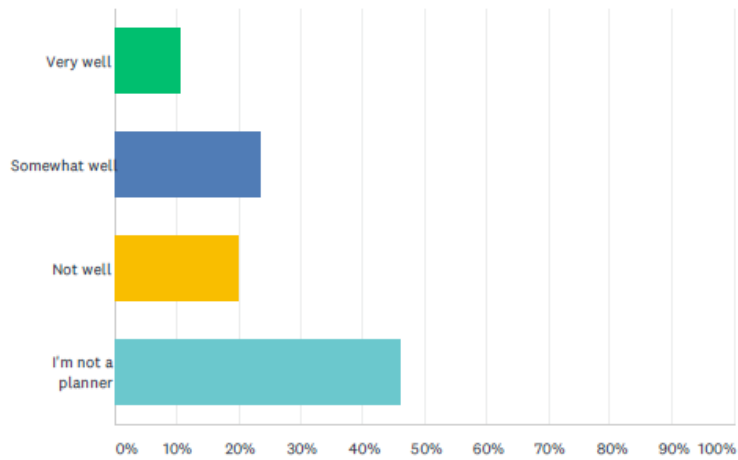
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very well	18.40%	23
Somewhat well	52.80%	66
Not well	28.80%	36
<b>TOTAL</b>		<b>125</b>

### Q5 If you are a planner, how well have you been engaged about changes to the Planning and Design Code?

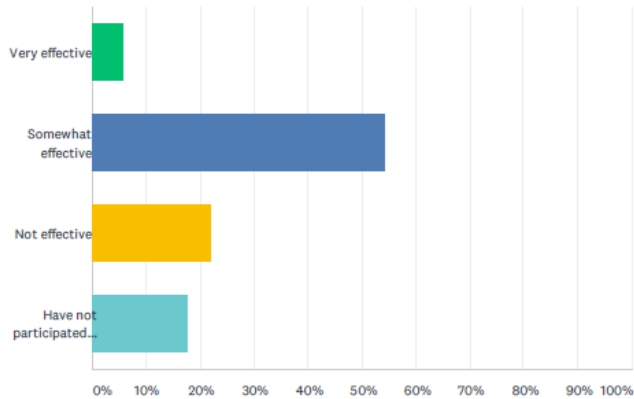
Answered: 124 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very well	10.48%	13
Somewhat well	23.39%	29
Not well	20.16%	25
I'm not a planner	45.97%	57
TOTAL		124

### Q6 How effective has the training provided been in giving you a comprehensive understanding of the new planning system?

Answered: 123 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very effective	5.69%	7
Somewhat effective	54.47%	67
Not effective	21.95%	27
Have not participated in training	17.89%	22
TOTAL		123

## Survey Summary

In summary, the Department's interim and final survey results, identified the following improvements over the Code engagement period:

- 84% of people who attended a community information session found the event useful.
- People who attended the community information sessions provided feedback from both sides, with, 29% supporting the Code 31% neutral and 40% against the draft Code.
- 35% of people understood how their feedback would be used in the preparation of the final Planning and Design Code for Rural Areas.
- 79% of survey respondents understood how the Planning and Design Code may affect them and/or their community.
- After attending a community information session 47% of attendees felt the session had successfully answered all their questions.
- 35% of people felt well-informed about the proposed Planning and Design Code for SA's Urban Areas.
- 81% of community information session attendees left knowing where they could find further information.
- 32% of survey respondents felt that they have had a genuine and adequate opportunity to have their say on the proposed Planning and Design Code for Urban Areas.
- The information provided on the new Planning and Design Code for Urban Areas was clear and understandable and enabled respondents to take an informed view – this statement was true for 25% online survey respondents and 67% of community information session respondents

An assessment of the engagement process by the Engagement Manager against the Principles of the Community Engagement Charter is provided.

### Engagement Manager Assessment of engagement process as a whole

An assessment of the Phase Three Amendment engagement process was undertaken on completion of the consultation process with a view to informing future engagements undertaken by the Department.

Evaluation statement		Response options
1	The <b>engagement reached</b> those identified as the community of interest	<input checked="" type="checkbox"/> Representatives from most community groups participated in the engagement <input type="checkbox"/> Representatives from some community groups participated in the engagement <input type="checkbox"/> There was little representation of the community groups in engagement
<i>Comment: Attendance at Phase Three Amendment community events was strong with 49 events held for community members during the consultation period. Councils helped facilitate community participation by communicating details of these event to their local community groups and/or hosting the events. Some community groups held multiple events. E.g. Community Alliance which the Commission attended and provided updates on the Code consultation.</i>		
2	<b>Engagement was reviewed</b> throughout the process and improvements put in place, or recommended for future engagement	<input checked="" type="checkbox"/> Reviewed and recommendations made in a systematic way <input type="checkbox"/> Reviewed but no system for making recommendations <input type="checkbox"/> Not reviewed

<i>Comment: Feedback was recorded in the Code engagement register throughout the period. The release of the 'Update Report' midway through Phase Three Amendment consultation illustrates how engagement feedback was systematically reviewed with recommendations made to address issues being raised by stakeholders.</i>		
<b>3</b>	Engagement <b>occurred early enough</b> for feedback to genuinely influence the Code	<input checked="" type="checkbox"/> Engaged when there was opportunity for input into scoping <input checked="" type="checkbox"/> Engaged when there was opportunity for input into first draft <input checked="" type="checkbox"/> Engaged when there was opportunity for minor edits to final draft <input type="checkbox"/> Engaged when there was no real opportunity for input to be considered
<i>Comment: Early engagement in the development of the draft Planning and Design Code was undertaken via release of various discussion papers which sought feedback on key themes in the Code. Additionally, early input into the scoping and first draft of the Code was sought through the Code Working Group, comprising of 45 council planners and private practitioners who met five times prior to the release of the Code on consultation. Following the close of consultation, the draft Code also went through a significant validation process with councils enabling further edits to be made to correct any inaccuracies.</i>		
<b>4</b>	Engagement <b>contributed to the substance of the final Code</b>	<input checked="" type="checkbox"/> In a significant way <input type="checkbox"/> In a moderate way <input type="checkbox"/> In a minor way <input type="checkbox"/> Not at all
<i>Comment: Feedback received at consultation events, via communications channels such as email and telephone enquiries and through Code submissions were captured in the Code engagement register and considered by the Department and the Commission in finalising the recommendations for the Minister for Planning. A significant number of changes have been included in the Code as a result of submissions and feedback received during the engagement process.</i>		
<b>5</b>	Engagement provided <b>feedback to community about outcomes</b> of engagement	<input checked="" type="checkbox"/> Formally (report or public forum) <input type="checkbox"/> Informally (closing summaries) <input type="checkbox"/> No feedback provided
<i>Comment: Feedback on the Phase Three Amendment was released via an 'Update Report' midway through the consultation period in December 2019. On completion of the engagement, the Commission released a 'What We Have Heard Report' in June 2020, which summarised the feedback received on the Phase Three Amendment at a high level.</i>		

## Engagement Assessment against the Charter

The Charter principles were applied to the additional six-week engagement as outlined below:

Charter principle	How the engagement met the principles
<b>Engagement is genuine</b>	<ul style="list-style-type: none"> <li>• A variety of different opportunities were provided to participate in the engagement (including days of the week, different times, online and/or face-to-face)</li> <li>• An extensive range of easy-to-understand guides, factsheets and FAQs were provided on the PlanSA portal.</li> <li>• Department staff presented, attended and actively listened to feedback in-person at consultation events</li> <li>• The Chair and members of the Commission attended and actively listened to feedback in-person at consultation events for councils, industry and the community</li> <li>• The draft Phase Three Planning and Design Code was released online to enable interested parties to view the Code in its entirety and provide early input into the Code's development</li> </ul>

	<ul style="list-style-type: none"> <li>The revised draft Code (Phase Three) was opened for a consultation period of 22 weeks (1 October 2019 to 28 February 2020).</li> </ul>
<b>Engagement is inclusive and respectful</b>	<ul style="list-style-type: none"> <li>The engagement was tailored to address the differing levels of understanding between industry professionals and the community.</li> <li>Direct communications including, letters, emails, telephone calls, meetings, and information sessions were used to ensure those most affected and/or interested were aware and understood how the revised amendments to the Code would affect them.</li> <li>All comments, proposals and submissions for change were captured in a <i>Code Engagement Register</i> for the Commission’s consideration.</li> <li>All information sessions included an opportunity to ask questions and complete a post-engagement survey, to help participants seek clarification.</li> <li>Where disagreement or differences of opinion were identified, these were acknowledged and handled respectfully.</li> </ul>
<b>Engagement is fit for purpose</b>	<ul style="list-style-type: none"> <li>The engagement was conducted across all urban council areas that will be affected by the draft Phase Three Code.</li> <li>The content of community information events was tailored to address council and community interests and issues.</li> <li>A dedicated service desk 1800 hotline and Planning Reform email address was available and manned by planning staff to respond to all public enquiries in a timely manner.</li> <li>A dedicated yourSAy page was made available to assist community members to provide their views.</li> <li>A series of Code factsheets and brochures on key topics of interest such as heritage and character, native vegetation, residential infill.</li> <li>Draft Historic Area Statements and Character Area Statements provided details for areas affected by the Historic Area / Character Area Overlays in the Phase Three Code, and was supported by a handy step-by-step guide.</li> <li>Foreign language factsheets were developed in six languages—Chinese, Greek, Hindi, Italian, Urdu, Vietnamese—to assist the community to better understand the key aspects of the consultation process and how to provide feedback on the Phase Three Code.</li> </ul>
<b>Engagement is informed and transparent</b>	<ul style="list-style-type: none"> <li>Submissions received during the consultation period were made publically available on the SA Planning Portal.</li> <li>An extensive range of easy-to-understand guides, factsheets and FAQs provided full and transparent details of the Phase Three Code</li> <li>The engagement activities were delivered by knowledgeable planning experts from the Department and State Planning Commission.</li> <li>On completion of the engagement a detailed <i>What We Have Heard Report</i> was published on the SA Planning</li> </ul>

	Portal, which summarised feedback received on the draft Phase Three Code.
<b>Engagement is reviewed and improved</b>	<ul style="list-style-type: none"><li>• On the completion of each activity participants were provided with a post-engagement survey to provide feedback on how the session could be improved.</li><li>• On completion of an online submission, an online survey link was provided to the submitters to provide further feedback on the engagement and submission process.</li><li>• A review of the engagement forms part of this report and is used by the Department to improve subsequent engagement activities.</li></ul>

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**Government of South Australia**  
Attorney-General's Department