



PHASE THREE (Urban Areas)

Planning and Design
Code Amendment

ENGAGEMENT REPORT

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

ATTACHMENT B

- Second Consultation Engagement Results

ATTACHMENT B: Second Consultation Engagement Results

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Introduction

The second consultation for the revised draft Planning and Design Code Phase Three (urban areas, including large regional towns and cities) was open for a period of **6 weeks from 4 November 2020 to 18 December 2020**.

PART A – Engagement Activities

Preceded by a detailed consultation of the Code, the engagement plan for the additional consultation provided for a more focussed program of consultation. Multiple opportunities and ways were provided for councils, industry practitioners and members of the community to engage with representatives from the State Planning Commission and Department staff.

In total **36 consultation events** were held during the additional consultation period with a range of stakeholders including councils, industry practitioners and community groups to see firsthand how their submissions were addressed and reflected in the revised draft of the Phase Three Planning and Design Code.

In total **nine print advertisements** were published in metro and major regional markets to alert people to the timing and location of community consultation events (Sunday 8 November 2020, with messaging remaining in market until Saturday 12 December 2020).

In addition a total of **10 radio placements** in metro markets (9 November 2020, running daily until Friday 13 November 2020) to compliment the metro newspaper placements. The combined radio coverage gave the additional Phase Three consultation a daily listenership of 273,000, for a total listenership of 1.4 million.

To digitally complement the print and radio advertising a combination of a digital and social media campaign was rolled out via News Corp and the new PlanSA Facebook page, respectively. The News Corp digital campaign reached a potential audience of 1.2million with a confirmed minimum reach of at least 20% (242,000).

Feedback was received via the PlanSA portal and the Department for Premier and Cabinet's 'yourSAy' consultation website, a dedicated PlanSA Service desk hotline and email, a second planning reform submission email account, Council Connect and social media. In total **263 enquiries** were received through these mechanism.

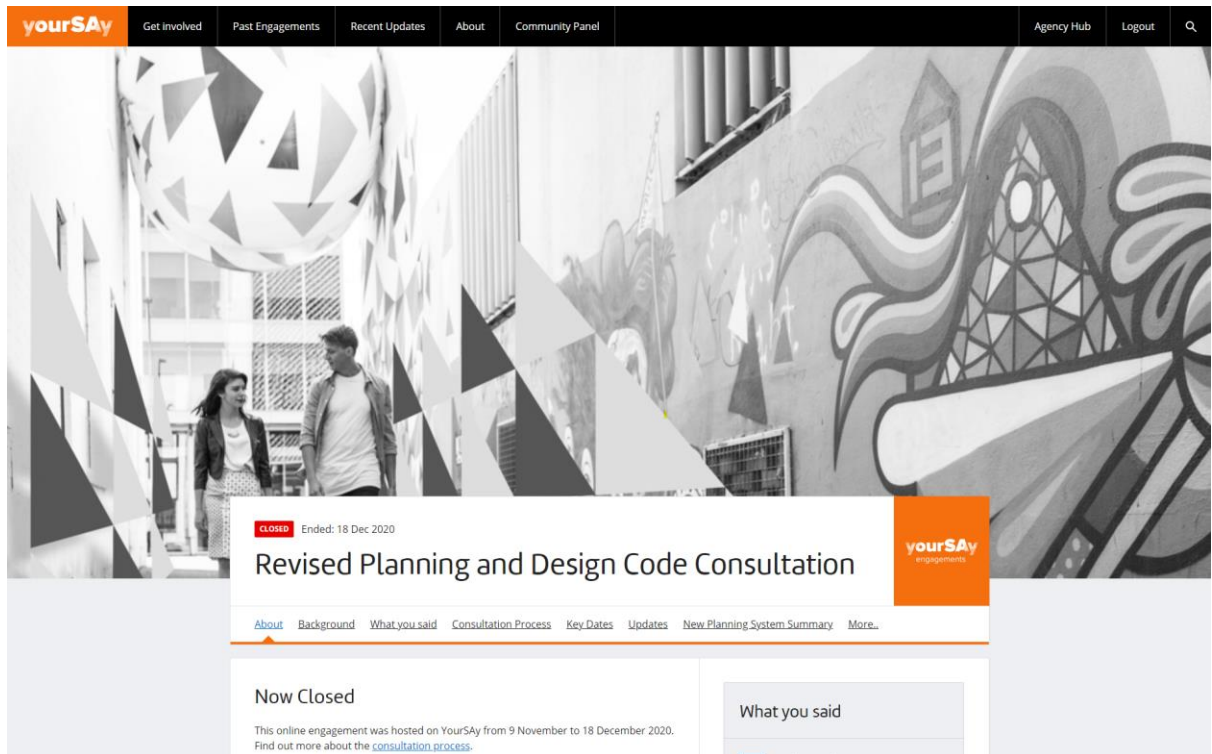
By the close of the additional consultation on 18 December 2020, **578 formal submissions** on the revised Phase Three Amendment has been received.

1. PlanSA Portal

The screenshot shows the PlanSA Portal website. At the top, there is a navigation bar with the PlanSA logo on the left and three buttons: 'Register', 'Login Options', and 'Find something'. Below the navigation bar, there are six menu items: 'Development applications', 'State snapshot', 'Have your say', 'Our planning system', 'Resources', and 'News'. A breadcrumb trail reads: 'Home > Have your say > Code & Development Plan Amendments > Past amendments'. The main heading is 'Past amendments'. The text states: 'These [system amendments](#) have completed their statutory consultation process with South Australia's community. After processing all submissions received, the amendments are recommended for approval to the relevant decision-maker.' To the right, there is a section titled 'On This Page' with a list of links: 'Past amendments', 'Closed in 2020', 'Closed in 2019', 'Closed in 2018', and 'Closed in 2017'. The 'Closed in 2020' link is selected, leading to a page titled 'Revised Planning and Design Code for Phase Three'. The content on this page includes: 'Closed 18 December 2020', a paragraph about the six-week feedback opportunity, a paragraph about the five-month public consultation period, a paragraph about the revised draft Code, and a highlighted paragraph about the key changes and proposed improvements.

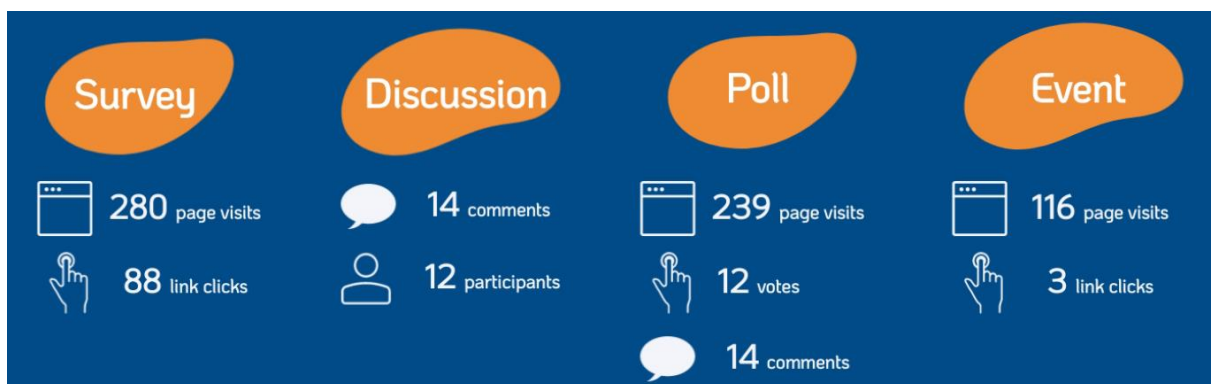
A dedicated *Have Your Say* section for the additional consultation process was established on the PlanSA portal. There were **5,600 visits** during the additional consultation period, which commenced on 4 November 2020.

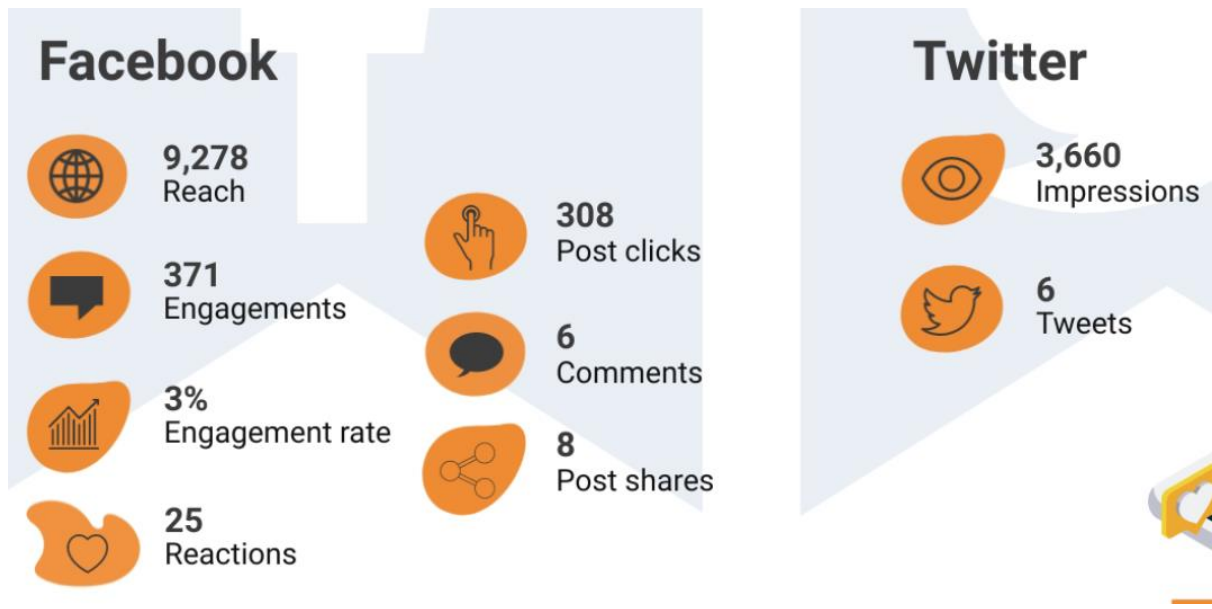
2. yourSAy Website



The Department also launched a Planning and Design Code engagement site on the Department of Premier and Cabinet's *yourSAy* consultation website from 9 November 2020. The site achieved a combined reach of **32,737** and generated **2,971 visits** over the six-week consultation period.

The aim of the *yourSAy* consultation page was to facilitate feedback on the revised 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:





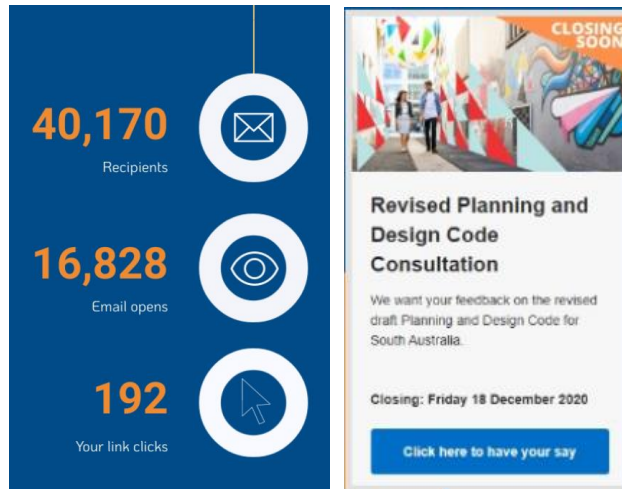
3. Email Enquiries

The Department's service desk email address (PlanSA@sa.gov.au) was promoted during consultation as the primary email account for enquiries from members of the public. Other Department email accounts (Planning Reform Submissions) also received enquiries, as well as the dedicated Council Liaison Officers. More than **90 email enquiries** were received during the additional consultation period.

4. E-Newsletters

The Department provided regular updates on the additional consultation via its monthly e-newsletter *Planning Ahead*, which was emailed to over 1900 registered recipients, achieving a total reach of 13,300 via the distribution of **7 Planning Ahead newsletters** (special e-alerts, and monthly newsletter) over the additional consultation period.

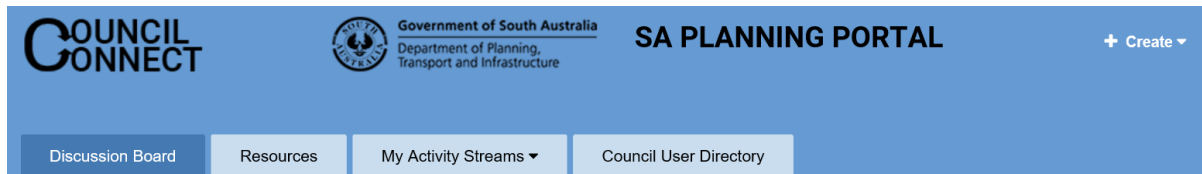
In addition the revised Code consultation engagement was sent to **40,170 registered yourSAy users** across **1 email**. These emails were opened a total of **16,828 times with 192 link clicks** to access further details.



5. PlanSA Service Desk 1800 Code Hotline

The PlanSA Service Desk hotline (1800 752 664) received over 170 calls during the additional consultation period, which were documented in a Code Submissions / Enquiries Register.

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 4 November 2020 and 18 December 2020, **2 discussion board posts** were made regarding the Code during the additional consultation period.

7. Social Media

The Department's Facebook (PlanSA), the Attorney-General's Department Twitter (@SA_AGD) and LinkedIn account as well as well the State Planning Commission's LinkedIn accounts were used during the additional consultation to generate community understanding and awareness of the revised Phase Three Planning and Design Code. In total, **34,639** impressions were gained through **82 social posts** over the additional consultation period across the Department's, Attorney-General Department and the Commission's social media account.

Date	Activity	Audience	Social Media Metrics
4 November 2020	Commission LinkedIn (Phase Three additional consultation announce)	Community members and industry practitioners	1,177 impressions, 28 reactions and 84 post clicks representing a 10.38% engagement rate.

Date	Activity	Audience	Social Media Metrics
4 November 2020	AGD Twitter (Phase Three additional consultation announce)	Community members and industry practitioners	480 impressions and 7 total engagements (including link clicks, profile clicks, likes and retweets)
9 November 2020	Commission LinkedIn (community webinar sessions)	Community members and industry practitioners	371 impressions, 8 reactions and 19 post clicks representing a 7.82% engagement rate.
9 November 2020	AGD Twitter (community webinar sessions)	Community members and industry practitioners	324 impressions and 2 total engagements (including link clicks, profile clicks, likes and retweets)
10 November 2020	Commission LinkedIn (community info sessions)	Community members and industry practitioners	325 impressions, 4 reactions and 3 post clicks representing a 2.77% engagement rate.
10 November 2020	AGD Twitter (community info sessions)	Community members and industry practitioners	367 impressions and 7 total engagements (including link clicks, profile clicks, likes and retweets)
11 November 2020	Commission LinkedIn (community info sessions)	Community members and industry practitioners	379 impressions, 3 reactions and 9 post clicks representing a 3.96% engagement rate.
11 November 2020	AGD Twitter (community info sessions)	Community members and industry practitioners	292 impressions and 6 total engagements (including link clicks, profile clicks, likes and retweets)
12 November 2020	Commission LinkedIn (community info sessions)	Community members and industry practitioners	247 impressions, 0 reactions and 2 post clicks representing a 1.21% engagement rate.
12 November 2020	AGD Twitter (community info sessions)	Community members and industry practitioners	284 impressions and 3 total engagements (including link clicks, profile clicks, likes and retweets)
13 November 2020	Commission LinkedIn (community webinar sessions)	Community members and industry practitioners	263 impressions, 3 reactions and 8 post clicks representing a 5.32% engagement rate.
13 November 2020	PlanSA Facebook (Phase Three additional consultation announce)	Community members and industry practitioners	6,825 people reached, 461 post clicks, and 311 likes, comments and shares.

Date	Activity	Audience	Social Media Metrics
13 November 2020	PlanSA Facebook (community webinar sessions)	Community members and industry practitioners	3,900 people reached, 150 post clicks, and 183 likes, comments and shares.
13 November 2020	AGD Twitter (community webinar sessions)	Community members and industry practitioners	218 impressions and 2 total engagements (including link clicks, profile clicks, likes and retweets)
13 November 2020	PlanSA Facebook (community info sessions)	Community members and industry practitioners	124 people reached, 5 post clicks, and 124 likes, comments and shares.
16 November 2020	PlanSA Facebook (community info sessions)	Community members and industry practitioners	230 people reached, 2 post clicks, and 0 likes, comments and shares.
16 November 2020	Commission LinkedIn (community info sessions)	Community members and industry practitioners	154 impressions, 2 reactions and 2 post clicks representing a 3.25% engagement rate.
16 November 2020	AGD Twitter (community info sessions)	Community members and industry practitioners	237 impressions and 1 total engagement (including link clicks, profile clicks, likes and retweets)
17 November 2020	Commission LinkedIn (community info sessions postponed due to Covid-19)	Community members and industry practitioners	277 impressions, 0 reactions and 4 post clicks representing a 2.53% engagement rate.
17 November 2020	PlanSA Facebook (community info sessions postponed due to Covid-19)	Community members and industry practitioners	224 people reached, 2 post clicks, and 1 likes, comments and shares.
17 November 2020	AGD Twitter (community info sessions postponed due to Covid-19)	Community members and industry practitioners	307 impressions and 6 total engagements (including link clicks, profile clicks, likes and retweets)
20 November 2020	Commission LinkedIn (community webinar sessions)	Community members and industry practitioners	349 impressions, 4 reactions and 5 post clicks representing a 4.87% engagement rate.
20 November 2020	PlanSA Facebook (community webinar sessions)	Community members and industry practitioners	229 people reached, 2 post clicks, and 1 likes, comments and shares.

Date	Activity	Audience	Social Media Metrics
20 November 2020	AGD Twitter (community webinar sessions)	Community members and industry practitioners	360 impressions and 0 total engagements (including link clicks, profile clicks, likes and retweets)
24 November 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	356 impressions, 5 reactions and 19 post clicks representing a 7.02% engagement rate.
24 November 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	280 people reached, 19 post clicks, and 3 likes, comments and shares.
24 November 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	251 impressions and 6 total engagements (including link clicks, profile clicks, likes and retweets)
25 November 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	292 impressions, 3 reactions and 3 post clicks representing a 2.4% engagement rate.
25 November 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	174 people reached, 1 post click, and 0 likes, comments and shares.
25 November 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	227 impressions and 1 total engagement (including link clicks, profile clicks, likes and retweets)
26 November 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	209 impressions, 1 reaction and 2 post clicks representing a 1.91% engagement rate.
26 November 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	165 people reached, 1 post click, and 0 likes, comments and shares.
26 November 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	263 impressions and 0 total engagements (including link clicks, profile clicks, likes and retweets)
27 November 2020	Commission LinkedIn (community webinar sessions)	Community members and industry practitioners	175 impressions, 1 reaction and 1 post click representing a 1.14% engagement rate.

Date	Activity	Audience	Social Media Metrics
27 November 2020	PlanSA Facebook (community webinar sessions)	Community members and industry practitioners	158 people reached, 1 post click, and 0 likes, comments and shares.
27 November 2020	AGD Twitter (community webinar sessions)	Community members and industry practitioners	311 impressions and 1 total engagement (including link clicks, profile clicks, likes and retweets)
27 November 2020	Commission LinkedIn (community info sessions)	Community members and industry practitioners	386 impressions, 6 reactions and 5 post clicks representing a 3.11% engagement rate.
27 November 2020	PlanSA Facebook (community info sessions)	Community members and industry practitioners	151 people reached, 0 post clicks, and 0 likes, comments and shares.
27 November 2020	AGD Twitter (community info sessions)	Community members and industry practitioners	252 impressions and 1 total engagement (including link clicks, profile clicks, likes and retweets)
30 November 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	230 impressions, 0 reactions and 3 post clicks representing a 1.3% engagement rate.
30 November 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	837 people reached, 17 post clicks, and 28 likes, comments and shares.
30 November 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	204 impressions and 1 total engagement (including link clicks, profile clicks, likes and retweets)
1 December 2020	Commission LinkedIn (community info sessions)	Community members and industry practitioners	189 impressions, 0 reactions and 2 post clicks representing a 1.06% engagement rate.
1 December 2020	PlanSA Facebook (community info sessions)	Community members and industry practitioners	1,046 people reached, 4 post clicks, and 11 likes, comments and shares.
1 December 2020	AGD Twitter (community info sessions)	Community members and industry practitioners	181 impressions and 1 total engagement (including link clicks, profile clicks, likes and retweets)

Date	Activity	Audience	Social Media Metrics
2 December 2020	AGD Twitter (community info sessions)	Community members and industry practitioners	304 impressions and 2 total engagements (including link clicks, profile clicks, likes and retweets)
2 December 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	228 impressions, 0 reactions and 9 post clicks representing a 3.25% engagement rate.
2 December 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	286 impressions and 1 total engagement (including link clicks, profile clicks, likes and retweets)
2 December 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	224 people reached, 5 post clicks, and 0 likes, comments and shares.
3 December 2020	Commission LinkedIn (community info sessions)	Community members and industry practitioners	159 impressions, 1 reaction and 0 post clicks representing a 1.26% engagement rate.
3 December 2020	PlanSA Facebook (community info sessions)	Community members and industry practitioners	205 people reached, 0 post clicks, and 4 likes, comments and shares.
3 December 2020	AGD Twitter (community info sessions)	Community members and industry practitioners	158 impressions and 0 total engagements (including link clicks, profile clicks, likes and retweets)
3 December 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	247 impressions, 2 reactions and 13 post clicks representing a 6.07% engagement rate.
3 December 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	226 people reached, 3 post clicks, and 1 likes, comments and shares.
3 December 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	265 impressions and 2 total engagements (including link clicks, profile clicks, likes and retweets)
3 December 2020	Commission LinkedIn (community webinar sessions)	Community members and industry practitioners	123 impressions, 0 reactions and 0 post clicks representing a 0.81% engagement rate.

Date	Activity	Audience	Social Media Metrics
4 December 2020	PlanSA Facebook (community webinar sessions)	Community members and industry practitioners	231 people reached, 2 post clicks, and 2 likes, comments and shares.
4 December 2020	AGD Twitter (community webinar sessions)	Community members and industry practitioners	355 impressions and 4 total engagements (including link clicks, profile clicks, likes and retweets)
6 December 2020	Commission LinkedIn (community info sessions)	Community members and industry practitioners	168 impressions, 2 reactions and 0 post clicks representing a 1.19% engagement rate.
7 December 2020	PlanSA Facebook (community info sessions)	Community members and industry practitioners	850 people reached, 3 post clicks, and 3 likes, comments and shares.
7 December 2020	AGD Twitter (community info sessions)	Community members and industry practitioners	919 impressions and 19 total engagements (including link clicks, profile clicks, likes and retweets)
7 December 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	237 impressions, 2 reactions and 12 post clicks representing a 6.33% engagement rate.
7 December 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	272 people reached, 1 post click, and 1 likes, comments and shares.
7 December 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	238 impressions and 3 total engagements (including link clicks, profile clicks, likes and retweets)
8 December 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	268 impressions, 4 reactions and 8 post clicks representing a 4.48% engagement rate.
8 December 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	267 people reached, 3 post clicks, and 2 likes, comments and shares.
8 December 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	249 impressions and 3 total engagements (including link clicks, profile clicks, likes and retweets)

Date	Activity	Audience	Social Media Metrics
9 December 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	184 impressions, 1 reaction and 5 post clicks representing a 3.26% engagement rate.
9 December 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	232 impressions and 3 total engagements (including link clicks, profile clicks, likes and retweets)
10 December 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	287 people reached, 4 post clicks, and 0 likes, comments and shares.
10 December 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	199 impressions, 3 reactions and 8 post clicks representing a 5.53% engagement rate.
10 December 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	285 people reached, 0 post clicks, and 0 likes, comments and shares.
10 December 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	245 impressions and 4 total engagements (including link clicks, profile clicks, likes and retweets)
11 December 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	179 impressions, 0 reactions and 8 post clicks representing a 4.47% engagement rate.
11 December 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	301 people reached, 0 post clicks, and 1 likes, comments and shares.
11 December 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	199 impressions and 1 total engagement (including link clicks, profile clicks, likes and retweets)
14 December 2020	Commission LinkedIn (educational material – brochure/factsheet)	Community members and industry practitioners	205 impressions, 1 reaction and 5 post clicks representing a 2.93% engagement rate.
14 December 2020	AGD Twitter (educational material – brochure/factsheet)	Community members and industry practitioners	247 impressions and 4 total engagements (including link clicks, profile clicks, likes and retweets)

Date	Activity	Audience	Social Media Metrics
15 December 2020	PlanSA Facebook (educational material – brochure/factsheet)	Community members and industry practitioners	333 people reached, 3 post clicks, and 0 likes, comments and shares.
18 December 2020	Commission LinkedIn (consultation ending reminder)	Community members and industry practitioners	322 impressions, 2 reactions and 7 post clicks representing a 3.11% engagement rate.
18 December 2020	PlanSA Facebook (consultation ending reminder)	Community members and industry practitioners	435 people reached, 4 post clicks, and 6 likes, comments and shares.
18 December 2020	AGD Twitter (consultation ending reminder)	Community members and industry practitioners	227 impressions and 1 total engagement (including link clicks, profile clicks, likes and retweets)
Total:			Social Posts: 82 Impressions: 34,639

8. Print Advertisements

To promote awareness of the additional consultation, advertisements were placed in regional and metropolitan newspapers (targeting all metropolitan areas covered by Phase Three of the Code). A total of **9 revised Phase Three Amendment consultation advertisements** were published. The advertisements commenced with consultation awareness messaging, and then transitioned into a mixture of consultation awareness and community information session announcements.

All advertisements directed people to the PlanSA portal for further information. The Department's, Attorney-General's Department and the State Planning Commission's social media accounts were used during the consultation period to promote the consultation activities.

Articles and information regarding the additional consultation were promoted via the *Planning Ahead* 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 community information sessions.



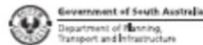
HAVE YOUR SAY ON SOUTH AUSTRALIA'S NEW PLANNING SYSTEM

South Australia's new planning system is now on consultation until 18 December 2020.

Everyone has the opportunity to comment on the revised Planning and Design Code and experience the ePlanning platform.

You can also attend an information session or join a webinar to learn more about the Code and the planning policies relevant to you.

To have your say or to register for an event visit www.plan.sa.gov.au, email PlanSA@sa.gov.au or call the PlanSA Service Desk on 1800 752 664.



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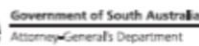
This week's community information sessions will be held in the following local areas:

2 December 2020, 4:00 pm - 8:00 pm
St Clair Recreational Centre, Woodville

4 December 2020, 4:00 pm - 8:00 pm
Gawler Civic Centre, The Institute Hall, Gawler

7 December 2020, 4:00 pm - 8:00 pm
Thebarton Community Centre (Hall A), Torrensville

To have your say or register for an event visit www.plan.sa.gov.au, email PlanSA@sa.gov.au or call the PlanSA Service Desk on 1800 752 664.



02 NEWS | www.adelphian.com.au

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New control laws aim to break hold over victims

By [Name]

PHOTO: [Name]

ILLUSTRATION: [Name]

ART: [Name]

DESIGN: [Name]

PAINTER: [Name]

SCULPTOR: [Name]

PHOTOGRAPHER: [Name]

VIDEOGRAPHER: [Name]

EDITOR: [Name]

PROOFREADER: [Name]

REVISIONS: [Name]

FINAL CHECK: [Name]

PRINTING: [Name]

DISTRIBUTION: [Name]

ADVERTISING: [Name]

SUBSCRIPTIONS: [Name]

CONTACT: [Name]

WEBSITE: [Name]

EMAIL: [Name]

PHONE: [Name]

FAX: [Name]

ADDRESS: [Name]

CITY: [Name]

STATE: [Name]

POSTCODE: [Name]

COUNTRY: [Name]

ISSUE NO: [Name]

ISSUE DATE: [Name]

ISSUE PRICE: [Name]

ISSUE VOLUME: [Name]

ISSUE NUMBER: [Name]

ISSUE YEAR: [Name]

ISSUE MONTH: [Name]

ISSUE DAY: [Name]

ISSUE HOUR: [Name]

ISSUE MINUTE: [Name]

ISSUE SECOND: [Name]

ISSUE MILLISECOND: [Name]

ISSUE MICROSECOND: [Name]

ISSUE NANSECOND: [Name]

ISSUE PICOSECOND: [Name]

ISSUE FEMTOSECOND: [Name]

ISSUE ATTOSECOND: [Name]

ISSUE ZEPTOSECOND: [Name]

ISSUE YOSECOND: [Name]

ISSUE SEPTOSECOND: [Name]

ISSUE OCTOSECOND: [Name]

ISSUE NONASECOND: [Name]

ISSUE DECADESECOND: [Name]

ISSUE CENTURYS: [Name]

ISSUE MILLENNIUMS: [Name]

THE HARDEST PART IS THAT PEOPLE CAN'T BELIEVE HOW MUCH THEY'RE CHANGING

BY [Name]

PHOTO: [Name]

ILLUSTRATION: [Name]

ART: [Name]

DESIGN: [Name]

PAINTER: [Name]

SCULPTOR: [Name]

PHOTOGRAPHER: [Name]

VIDEOGRAPHER: [Name]

EDITOR: [Name]

PROOFREADER: [Name]

REVISIONS: [Name]

FINAL CHECK: [Name]

PRINTING: [Name]

DISTRIBUTION: [Name]

ADVERTISING: [Name]

SUBSCRIPTIONS: [Name]

CONTACT: [Name]

WEBSITE: [Name]

EMAIL: [Name]

PHONE: [Name]

FAX: [Name]

ADDRESS: [Name]

CITY: [Name]

STATE: [Name]

POSTCODE: [Name]

COUNTRY: [Name]

ISSUE NO: [Name]

ISSUE DATE: [Name]

ISSUE PRICE: [Name]

ISSUE VOLUME: [Name]

ISSUE NUMBER: [Name]

ISSUE YEAR: [Name]

ISSUE MONTH: [Name]

ISSUE DAY: [Name]

ISSUE HOUR: [Name]

ISSUE MINUTE: [Name]

ISSUE SECOND: [Name]

ISSUE MILLISECOND: [Name]

ISSUE MICROSECOND: [Name]

ISSUE NANSECOND: [Name]

ISSUE PICOSECOND: [Name]

ISSUE FEMTOSECOND: [Name]

ISSUE ATTOSECOND: [Name]

ISSUE ZEPTOSECOND: [Name]

ISSUE YOSECOND: [Name]

ISSUE SEPTOSECOND: [Name]

ISSUE OCTOSECOND: [Name]

ISSUE NONASECOND: [Name]

ISSUE DECADESECOND: [Name]

ISSUE CENTURYS: [Name]

ISSUE MILLENNIUMS: [Name]

34 USELECTION

This whole show not quite dead and buried

BY [Name]

PHOTO: [Name]

ILLUSTRATION: [Name]

ART: [Name]

DESIGN: [Name]

PAINTER: [Name]

SCULPTOR: [Name]

PHOTOGRAPHER: [Name]

VIDEOGRAPHER: [Name]

EDITOR: [Name]

PROOFREADER: [Name]

REVISIONS: [Name]

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CITY: [Name]

STATE: [Name]

POSTCODE: [Name]

COUNTRY: [Name]

ISSUE NO: [Name]

ISSUE DATE: [Name]

ISSUE PRICE: [Name]

ISSUE VOLUME: [Name]

ISSUE NUMBER: [Name]

ISSUE YEAR: [Name]

ISSUE MONTH: [Name]

How feisty, fun Jill Biden

There's a doctor in the House

BY [Name]

PHOTO: [Name]

ILLUSTRATION: [Name]

ART: [Name]

DESIGN: [Name]

PAINTER: [Name]

SCULPTOR: [Name]

PHOTOGRAPHER: [Name]

VIDEOGRAPHER: [Name]

EDITOR: [Name]

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ISSUE NO: [Name]

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ISSUE VOLUME: [Name]

ISSUE NUMBER: [Name]

ISSUE YEAR: [Name]

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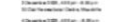
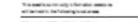
HAVE YOUR SAY ON SOUTH AUSTRALIA'S NEW PLANNING SYSTEM

South Australia's new planning system is now on consultation until 18 December 2020.

Everyone has the opportunity to comment on the revised Planning and Design Code and experience the ePlanning platform.

You can also attend an information session or join a webinar to learn more about the Code and the planning policies relevant to you.

To have your say or to register for an event visit www.plan.sa.gov.au, email PlanSA@sa.gov.au or call the PlanSA Service Desk on 1800 752 664.



Revenge fears after nuclear scientist slain

By [Name]

PHOTO: [Name]

ILLUSTRATION: [Name]

ART: [Name]

DESIGN: [Name]

PAINTER: [Name]

SCULPTOR: [Name]

PHOTOGRAPHER: [Name]

VIDEOGRAPHER: [Name]

EDITOR: [Name]

PROOFREADER: [Name]

REVISIONS: [Name]

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EMAIL: [Name]

PHONE: [Name]

FAX: [Name]

ADDRESS: [Name]

CITY: [Name]

STATE: [Name]

POSTCODE: [Name]

COUNTRY: [Name]

WE APOLOGISE

We apologise for the inconvenience caused by the recent power outage in the Adelaide CBD area.

We are working to ensure that this does not happen again.

We appreciate your patience and understanding.

We will continue to work on improving our services.

We are committed to providing the best possible experience for our customers.

We will be in touch again once the issue is resolved.

We thank you for your support.

We look forward to serving you again.

We are sorry for any inconvenience.

We will be in touch again once the issue is resolved.

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We thank you for your support.

We look forward to serving you again.

9. Events

In total, **36 events** were conducted during the additional consultation period, including events for Local Government, Community and Industry.

In November 2020 the State Government announced COVID-19 lockdown restrictions that required the Phase Three Consultation Community Information Sessions—originally scheduled in November 2020—to be postponed or moved online. Regional community information sessions (Port Lincoln, Mt. Gambier and Port Augusta) were moved online while the metropolitan community information sessions were rescheduled to the first two weeks of December 2020.

9.1 Local Government

A total of **7 local government events** were held across the 35 Phase Three council areas. These comprised information and training sessions for Phase Three Council CEOs, Mayors, Elected Members them to discuss and ask questions about the revised draft planning policies in the Code as well as to see how their submissions from the initial consultation period were addressed and reflected in the revised draft of the Phase The Planning and Design Code. A further 9 events were conducted with council planning practitioners focussing on training sessions and workshops to review the revised planning policies for their respective council area.

9.2 Community Events

A total of **19 community events** were hosted for members of the public to engage in—face-to-face and/or online—about the revised draft Phase Three Planning and Design Code.

6 Phase Three Amendment face-to-face information sessions conducted across metropolitan Adelaide and urban council areas during the six-week period. An additional **3** face-to-face information sessions were planned for the large regional councils; however, due to the second wave COVID-19 restrictions introduced by the State Government in November 2020 these three sessions were moved online for safer and easy access for regional participants.

The online webinars provided everyone with the opportunity to learn more about the revised draft Code and how to lodge an online submission using the online Code Feedback Tool.

9.3 Industry Events

A total of **1 key industry event** was undertaken to educate industry and other professionals about the revised draft Phase Three Amendment and involve them in its development during the additional consultation period.

10. Written submissions

During the additional consultation period, a total of **578 written submissions** were received. Submissions were received via email and through the online Code Feedback Tool on the PlanSA portal.

Representative Group	Total
Community Groups	41
General Public	326

Council	46
Landowner / Developer	51
Industry + Agency Group	97
MPs	17

PART B – Engagement Events for Second Consultation

Phase Three Amendment information sessions for council Elected Members for November and December 2020

#	Date	Activity	Audience
1	10 November 2020 5:00 pm – 6:30 pm (online event)	Phase Three Amendment Consultation – elected member briefing Elected Members in discussion with the State Planning Commissions on the proposed changes and improvements in the revised Planning and Design Code	Elected Members
2	2 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission. COVID-19 safety and wellbeing protocols were followed with mandatory pre-registrations put in place.	St. Clair Recreational Centre, 109 Woodville Road, Woodville
3	4 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission. COVID-19 safety and wellbeing protocols were followed with mandatory pre-registrations put in place.	Gawler Civic Centre – The Institute Hall, 89-91 Murray St., Gawler
4	9 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas	Margaret Bond Room, Glenunga Hub, 70 Conyngham Street, Glenunga

		<p>of concern with a Code policy expert and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	
5	<p>10 December 2020</p> <p>4:00 pm – 8:00 pm</p>	<p>Phase Three Amendment consultation – community information session</p> <p>Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	<p>Mt. Barker Community Centre, 3 Dumas Street, Mt. Barker</p>
6	<p>14 December 2020</p> <p>4:00 pm – 8:00 pm</p>	<p>Phase Three Amendment consultation – community information session</p> <p>Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	<p>Noarlunga Centre – Civic Area, Ramsay Place, Noarlunga Centre</p>
7	<p>15 December 2020</p> <p>4:00 pm – 8:00 pm</p>	<p>Phase Three Amendment consultation – community information session</p> <p>Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	<p>Thebarton Community Centre, Ashwin Parade, Torrensville</p>

Phase Three Amendment information sessions for council practitioners during November and December 2020

#	Date	Council	Location
1	17 November 2020 1:00 pm – 5:00 pm	Phase Three Amendment consultation – council staff training Council planners working in the Phase Three Amendment area engaged as part of the Code business readiness activities to assist in their understanding of the Code and how it relates to their council area.	Online event (TBC)
2	26 November 2020 1:30 pm – 3:00 pm	Phase Three Amendment consultation – council staff training – Mt. Gambier	Online event
3	26 November 2020 3:00 pm – 5:00 pm	Phase Three Amendment consultation – council staff training – Port Augusta, Whyalla and Port Pirie	Online event
4	2 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission. COVID-19 safety and wellbeing protocols were followed with mandatory pre-registrations put in place.	St. Clair Recreational Centre, 109 Woodville Road, Woodville
5	4 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission. COVID-19 safety and wellbeing protocols were followed with mandatory pre-registrations put in place.	Gawler Civic Centre – The Institute Hall, 89-91 Murray St., Gawler

6	9 December 2020 4:00 pm – 8:00 pm	<p>Phase Three Amendment consultation – community information session</p> <p>Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	Margaret Bond Room, Glenunga Hub, 70 Conyngham Street, Glenunga
7	10 December 2020 4:00 pm – 8:00 pm	<p>Phase Three Amendment consultation – community information session</p> <p>Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	Mt. Barker Community Centre, 3 Dumas Street, Mt. Barker
8	14 December 2020 4:00 pm – 8:00 pm	<p>Phase Three Amendment consultation – community information session</p> <p>Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	Noarlunga Centre – Civic Area, Ramsay Place, Noarlunga Centre
9	15 December 2020 4:00 pm – 8:00 pm	<p>Phase Three Amendment consultation – community information session</p> <p>Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code</p>	Thebarton Community Centre, Ashwin Parade, Torrensville

		<p>policy expert and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	
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Phase Three Amendment information sessions for community members during November and December 2020

#	Date	Council Area	Location
1	9 November 2020 9:30 am to 10:00 am	<p>Phase Three Amendment consultation – community webinar</p> <p>During the consultation period, a series of weekly Code webinars were held to provide everyone with an opportunity to learn more about the revised Planning and Design Code and how to lodge an online submission using the online Code Feedback Tool.</p>	Online event
2	12 November 2020 4:30 pm – 5:00 pm	Phase Three Amendment consultation – community webinar	Online event
3	12 November 2020 5:30 pm – 7:00 pm	<p>Phase Three Amendment consultation – community leaders briefing</p> <p>Community leaders in discussion with the State Planning Commission on the proposed changes and improvements in the revised Planning and Design Code</p>	Online event
4	17 November 2020 12:00 pm – 12:30 pm	Phase Three Amendment consultation – community webinar	Online event
5	20 November 2020 10:00 am – 10:30 am	Phase Three Amendment consultation – community webinar	Online event
6	23 November 2020 10:00 am – 10:30 am	Phase Three Amendment consultation – community webinar	Online event
7	27 November 2020 10:00 am – 10:30 am	Phase Three Amendment consultation – community webinar	Online event

	30 November 2020 5:30 pm – 6:00 pm	Phase Three Amendment consultation – community webinar	Online event
8	2 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission. COVID-19 safety and wellbeing protocols were followed with mandatory pre-registrations put in place.	St. Clair Recreational Centre, 109 Woodville Road, Woodville
9	3 December 2020 3:00 – 5:00 pm	Phase Three Amendment consultation – virtual community drop-in session A series of 10 minute one-on-one sessions that provide you with an one-on-one opportunity to ask general or specific questions that community members have regarding the new planning system and in particular, the revised Planning and Design Code.	Online event
10	4 December 2020 10:00 am – 10:30 am	Phase Three Amendment consultation – community webinar	Online event
11	4 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission. COVID-19 safety and wellbeing protocols were followed with mandatory pre-registrations put in place.	Gawler Civic Centre – The Institute Hall, 89-91 Murray St., Gawler
12	7 December 2020 10:00 – 10:30 am	Phase Three Amendment consultation – community webinar	Online event

13	9 December 2020 12:00 pm – 12:30 pm	Phase Three Amendment consultation – community webinar	Online event
14	9 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission. COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.	Margaret Bond Room, Glenunga Hub, 70 Conyngham Street, Glenunga
15	10 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission. COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.	Mt. Barker Community Centre, 3 Dumas Street, Mt. Barker
16	11 December 2020 10:00 am – 12:00 pm	Phase Three Amendment consultation – virtual community drop-in session A series of 10 minute one-on-one sessions that provide you with an one-on-one opportunity to ask general or specific questions that community members have regarding the new planning system and in particular, the revised Planning and Design Code.	Online event
17	14 December 2020 4:00 pm – 8:00 pm	Phase Three Amendment consultation – community information session Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert	Noarlunga Centre – Civic Area, Ramsay Place, Noarlunga Centre

		<p>and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	
18	<p>15 December 2020</p> <p>5:30 pm – 6:00 pm</p>	<p>Phase Three Amendment consultation – community webinar</p> <p>A series of 10 minute one-on-one sessions that provide you with an one-on-one opportunity to ask general or specific questions that community members have regarding the new planning system and in particular, the revised Planning and Design Code.</p>	Online event
19	<p>15 December 2020</p> <p>4:00 pm – 8:00 pm</p>	<p>Phase Three Amendment consultation – community information session</p> <p>Information session for members of the public, council staff and elected members in Phase Three outer and inner metropolitan areas of changes to the draft Code, provide a face-to-face opportunity to discuss any areas of concern with a Code policy expert and provide advice on how to make a submission.</p> <p>COVID-19 safety and wellbeing protocols were followed with pre-registrations requirements put in place.</p>	Thebarton Community Centre, Ashwin Parade, Torrensville

Phase Three Amendment information sessions for industry during November and December 2020

#	Date	Council Area	Location
1	<p>11 November 2020</p> <p>5:00 pm – 6:30 pm</p>	Phase Three Amendment consultation – industry group leaders briefing	Online event

PART C - Engagement Evaluation – Second Consultation

Online Surveys

Participants were provided with the opportunity to provide feedback either at the in-person events using a feedback board, the Q&A segment at the end of each virtual sessions, or via a post-event online survey. In total 7 feedback comments were received via the feedback board, with over 50 community members attending in-person and 9 community members attending the virtual sessions.

Online surveys were also distributed to individuals who submitted a Phase Three Amendment (additional consultation) upon submission. Of the **578 people** who contributed a Phase Three Amendment submission during the additional consultation period, **138** completed the online survey between 9 November 2020 and 4 January 2021, with the majority of responses received during the last week of consultation December 2020. The online survey results represent **23.8%** of the Phase Three Amendment submitters during the additional consultation period.

The Phase Three Amendment additional consultation 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.

All feedback channels asked a total of 12 general questions to help identify improvements to the information sessions and engagement process in general:

1. What council (or non-council) area do you typically reside in?
2. 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.
3. I understand how my feedback will be used in the preparation of the final Planning and Design Code for urban council areas
4. I understand how the Planning and Design Code may affect me and/or my community
5. I feel confident that my views on Phase Three of the Planning and Design Code have been heard as a result of the engagement
6. I feel well-informed about the proposed Planning and Design Code for urban areas
7. 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
8. I was given sufficient information to take an informed view of planning policy that relates to Phase Three (Urban Areas) Planning and Design Code
9. The information provided on the new Planning and Design Code for the urban areas was clear and understandable and enabled me to take an informed view.
10. 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.
11. I would be willing to participate in future consultations related to the Planning and Design Code.
12. Is there anything you would like to comment on anything related to this topic?

Code Submissions Online Survey Results – post additional Phase Three Amendment consultation

Online Survey Evaluation

Principle 1: Engagement is genuine					
Evaluation statement	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree

I understand how my feedback will be used in the preparation of the final Planning and Design Code for Urban Areas	14%	24%	24%	30%	8%
I understand how the Planning and Design Code may affect me and/or my community	8%	8%	4%	31%	49%
Principle 2: Engagement is inclusive and respectful					
Evaluation statement	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
I feel well-informed about the proposed Planning and Design Code for Urban Areas	23%	27%	15%	28%	7%
Principle 3: Engagement is fit for purpose					
Evaluation statement	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
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	24%	26%	13%	30%	7%
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	31%	21%	20%	21%	7%
Principle 4: Engagement is informed and transparent					
Evaluation statement	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
I would be willing to participate in future consultations related to the Planning and Design Code.	1%	2%	9%	31%	57%

The below was part of the Phase Three survey, but not part of the Phase Two survey. The above table is the same questions as the Phase Two Engagement Report.

Evaluation statement	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
I feel that the engagement on Phase Three of the Planning and Design Code genuinely sought my input to	29%	26%	17%	22%	6%

help shape planning policy as it relates to the urban areas					
I feel confident that my views on Phase Three of the Planning and Design Code have been heard as a result of the engagement.	22%	28%	30%	17%	3%
I was given sufficient information to take an informed view of planning policy that relates to Phase Three of the Planning and Design Code.	26%	17%	19%	28%	10%
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.	11%	15%	29%	34%	11%

Survey Summary

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

Participants were provided the opportunity to help identify improvements to the training and information sessions, as well as the engagement process in general, after the events or via an online survey.

Online surveys were also distributed to individuals who submitted a Phase Three Amendment submission both upon submission and following the release of the Phase Three (Urban Areas) Planning and Design Code Amendment Summary of Post-Consultation Amendments in November 2020.

Feedback was also received via a variety of channels, including two dedicated email addresses, an 1800 Service Desk hotline, online training and information sessions, and COVID-safe online and in-person community consultation events across six metropolitan areas.

An assessment of the engagement process by the Engagement Manager and against the Principles of the Community Engagement Charter are provided in the following tables, with the following survey improvements noted over the Code engagement period:

- 38% of people understood how their feedback would be used in the preparation of the final Planning and Design Code for Rural Areas.
- 80% of survey respondents understand how the Planning and Design Code may affect them and/or their community.
- 35% of people felt well-informed about the proposed Planning and Design Code for Urban Areas.
- 37% 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.
- 39% of survey respondents felt they had been supplied with sufficient information to take an informed view of the planning policy that relates to Phase Three of the Planning and Design Code.

Engagement Manager Assessment of engagement process for second consultation

As assessment of the additional Phase Three Amendment engagement process was undertaken on completion of the revised Phase Three Amendment consultation with a view to inform future engagements undertaken by the Department.

	Evaluation Statement	Response Options
1	The engagement reached those identified as the community of interest	<input type="checkbox"/> Representatives from most community groups participated in the engagement <input checked="" type="checkbox"/> Representatives from some of the community groups participated in the engagement <input type="checkbox"/> There was little representation of the community groups in engagement
	<i>Comment: Attendance at some of the Phase Three community consultation events was lower than expected, despite advertisements being placed in local newspapers, social media posts and council promotion prior to the event. It must be noted that COVID-19 restrictions led to regional events being moved online and events in metropolitan areas to be rescheduled from November 2020 to the first two weeks of December 2020.</i>	
2	Engagement was reviewed throughout the process and improvements put in place, or recommended for future engagement	<input type="checkbox"/> Reviewed and recommendations made in a systematic way <input checked="" type="checkbox"/> Reviewed but no system for making recommendations <input type="checkbox"/> Not reviewed
	<i>Comment: Engagement was reviewed throughout the consultation period via online surveys and informal feedback from event participants. Online weekly Code engagement meetings were held with key team members to review activities and improve subsequent engagement activity. One such improvement was the implementation of an online RSVP mechanism by linking events from the PlanSA portal's event page to an online event booking platform (Eventbrite) to better capture the details of event participants and manage information updates (COVID-19, event changes and or resources)</i>	
3	Engagement occurred early enough for feedback to genuinely influence the Code	<input type="checkbox"/> Engaged when there was opportunity for input into scoping

		<input type="checkbox"/> Engaged when there was opportunity for input into the first draft <input checked="" type="checkbox"/> Engaged when there was opportunity for minor edits to final amendment / draft <input type="checkbox"/> Engaged when there was no real opportunity for input to be considered
	<p><i>Comment: Early engagement in the development of the revised draft Planning and Design Code was undertaken via the publication of a number of reports, information brochures, guides and factsheets particularly that sought feedback on four key areas within the Code: protecting heritage and character, residential infill, retail and green infrastructure or Integrated Movement Systems, Environment and Natural Resources, Productive Economy as well as People and Neighbourhoods.</i></p>	
4	Engagement contributed to the substance of the final Code	<input type="checkbox"/> In a significant way <input type="checkbox"/> In a moderate way <input checked="" type="checkbox"/> In a minor way <input type="checkbox"/> Not at all
	<p><i>Comment: Feedback received at consultation events—online and in-person—such as email, telephone enquiries and through Code submissions were captured in the Code Submissions Register and considered by the Department and Commission in finalising the recommendations for the Minister of Planning. A number of changes proposed during the additional consultation and engagement process were included in the finalised Code.</i></p>	
5	Engagement provided feedback to community about outcomes of engagement	<input type="checkbox"/> Formally (report or public forum) <input checked="" type="checkbox"/> Informally (closing summaries) <input type="checkbox"/> No feedback provided
	<p><i>Comment: A summary of post-consultation amendments for the initial five-month consultation period for Phase Three Amendment was released on the PlanSA portal with copies sent to all Phase Two and Three councils, key industry representatives and Code submitters. In addition, all Phase Three councils received written summaries of their proposed changes to the Code relevant to their council area and updated mapping to reflect the spatial application of the updated Code.</i></p>	

Engagement Assessment against the Charter

The Charter principles were applied to the engagement as outlined below:

Charter principle	How the engagement met the principles
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<p>Engagement is genuine</p>	<ul style="list-style-type: none"> • 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). • An easy-to-understand Guide on ‘How to submit feedback using the online Consultation Feedback Tool’ along with additional reports and resources were provided on the PlanSA portal. • Department staff presented, attended and actively listened to feedback both online and in-person at consultation events and were open to considering changes. • The Chair and members of the Commission were available to councils, industry and the community. • The revised draft Planning and Design Code Amendment was released to enable interested parties to view the Code in its entirety and provide additional input into the Code’s development and improvement. • The revised draft Code (Phase Three) was opened for a second consultation over a 6 week period (4 November 2020 to 18 December 2020), following an initial consultation period of 22 weeks (1 October 2019 to 28 February 2020).
<p>Engagement is inclusive and respectful</p>	<ul style="list-style-type: none"> • The engagement was tailored to address the differing levels of understanding between industry professionals and the community. • Direct communication included <i>letters</i>, emails, telephone calls, meetings, training 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. • All comments, proposals and submissions for change were captured in a <i>Code Engagement Register</i> for the Commission’s consideration. • All in-person consultation events were held as open format (adhering to COVID-safe protocols) during which attendees could seek clarifications from department representatives. • All online information and training sessions included a Q&A session during which participants could seek clarification from department representatives • Where disagreement or differences of opinion were identified, these were acknowledged and handled respectfully.
<p>Engagement is fit for purpose</p>	<ul style="list-style-type: none"> • The engagement was conducted in all urban council areas that will be affected by the revised Phase Three Code. • Due to COVID-19 restrictions, the department organised online events to supplement the reduced number of face-to-face events, to ensure all interested parties (council staff, elected members, industry representatives and community members) in all Phase Three Council areas were provided opportunities to engage with Commission and Department representatives, both online and in-person, where possible. • A dedicated PlanSA Service Desk (1800 Code hotline and PlanSA email address) was available and manned by trained customer service staff and planning staff to respond to all public enquiries in a timely manner. • A dedicated yourSAy page was published to provide councils and community the opportunity to provide feedback. • Matters of contention were addressed at consultation events and through a series of Code factsheets and brochures on key topics such as residential infill, green infrastructure, and heritage/character.

<p>Engagement is informed and transparent</p>	<ul style="list-style-type: none"> • Submissions received during the consultation period were made publically available on the PlanSA portal. • An extensive range of easy-to-understand guides, factsheets and FAQs provided full and transparent details of the revised Phase Three Code • The engagement activities were delivered by knowledgeable planning experts from the Department and State Planning Commission. • A ‘Summary of Post-Consultation Amendments’ was published to provide an overview of the key changes and proposed improvements to the revised Phase Three Code in response to public feedback received from the initial consultation process. • Public comments received via the dedicated yourSAy webpage, were individually responded to and published online.
<p>Engagement is reviewed and improved</p>	<ul style="list-style-type: none"> • At each community information session, participants had the opportunity to provide feedback on the engagement process via a dedicated feedback board. • Comments received via the dedicated yourSAy webpage were collated and included in the Code Submissions Register and published on the PlanSA portal. • 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. • A review of the engagement forms part of this report and is used by the Commission and the Department to improve subsequent engagement activities.

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