



STATE
PLANNING
COMMISSION



GUIDE TO THE COMMUNITY ENGAGEMENT CHARTER

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Transport and Infrastructure

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What is the role of this Guide?

The Community Engagement Charter guides how the community is engaged when preparing and amending planning policy, strategies and schemes in South Australia.

This Guide provides step-by-step advice on putting the Charter into action when developing, implementing and reporting on your engagement. It should be read in conjunction with the Charter.

We recognise that there are many organisations across South Australia- such as local councils- who know their communities well and have been actively engaging with them about planning using innovative and best practice techniques. This Guide is intended to reinforce and build on this work to move towards great engagement broadly across the planning system.

This Guide does not set prescriptive, one size fits all approaches or templates for community engagement. Instead, it provides prompts to stimulate thinking about why you are engaging. It encourages you to tailor your engagement approach to the unique characteristics of your project and the community. You can use your own templates and tools or those suggested.



A series of actions are provided at the end of each step.

Completing these actions will enable you to build, implement and report on your engagement plan.

A checklist is provided at the end of this Guide to help you incorporate the Charter's requirements.

The Charter

Introduction

The Community Engagement Charter (the Charter) puts consultation and participation at the forefront of the planning process.

The Charter establishes an outcome-based, measurable approach for engaging communities on planning policy, strategies and schemes. It provides a flexible framework that enables fit-for-purpose engagement rather than prescriptive minimum standards.

The Charter seeks to:

- Ensure that communities have timely and meaningful opportunities to participate in, or access information about, planning policy setting.
- Weight engagement towards the early stages of policy-setting, and scale it back when dealing with an advanced or settled policy.
- Ensure that information about policy development is readily accessible, expressed in plain language and in a form that facilitates participation.
- Support the use of participation methods that foster constructive dialogue and debate, and have regard to the significance or likely impact of a proposed policy.
- Keep communities informed throughout the engagement process of their input and how it will be, or has been, used to shape policy.

The Government of South Australia has acknowledged the importance of good engagement through its Better Together community engagement framework. The Charter follows the key principles of this framework and adds to it by focusing specifically on the planning system.

Why is engagement in the planning system important?

People expect to have a role in the matters that impact their lives. In the past, many people's first interaction with the planning system was when a new house or shopping centre or other form of development was built near them or a tree was cut down without understanding what enabled this to occur.

The Charter seeks to change this by increasing community knowledge of the planning system and inviting early input when developing the planning policy, strategies or schemes that will shape the places they value.

The Charter seeks to support community engagement, not for engagement's sake, but to add value to the planning process and deliver improved planning outcomes.

What is the legislative role of the Charter?

The Charter is a central component of the *Planning, Development and Infrastructure Act 2016* (the Act), which is the most significant change to South Australia's planning system in over 20 years. In drafting the new legislation it was recognised that there was a need to improve community participation in planning processes and encourage innovation in engagement methods.

To help do this the Act sets out requirements for the Charter's establishment and implementation, including the preparation of engagement plans and reports.

What and who does the Charter apply to?

The following entities are required under the Act to develop and implement community engagement approaches in line with the Charter when proposing to prepare or amend the planning policy, strategies and schemes shown in **Table 1**:

- State Planning Commission
- Chief Executive of the Department of Planning Transport and Infrastructure
- Infrastructure Scheme Coordinators and government agencies
- Councils
- Joint Planning Boards

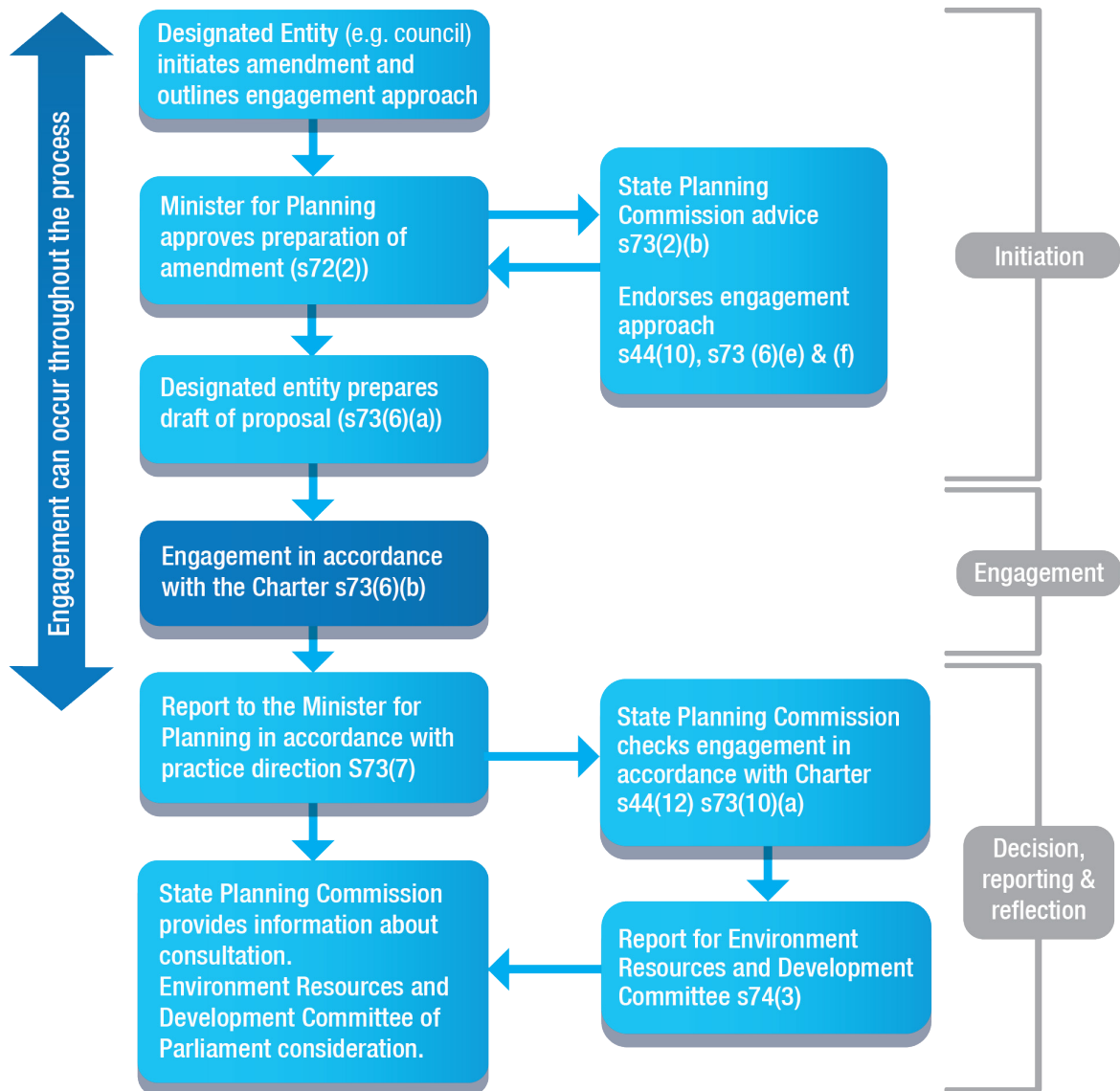
Table 1 - Planning policy, strategies and schemes to which the Charter applies

Planning policy, strategies and schemes	Role
State Planning Policies	Provide the government's overarching goals or requirements for the planning system. They are to be taken into account when preparing other statutory instruments.
Regional Plans	Set the long-term vision for an area of the state, and must align with any relevant State Planning Policies.
Planning and Design Code	Set the rules and process for assessing development applications. Will replace Development Plans.
Design Standards	May specify design principles and standards and provide design guidance in relation to the public realm and infrastructure (e.g. public roads, footpaths, lighting, stormwater)
Infrastructure Schemes	Are legally binding arrangements for the delivery of basic and essential infrastructure within a defined area.

Figure 1 shows the process for preparation or amendment of these planning policies, strategies and schemes and when community engagement fits in.

It is noted that often engagement processes may have occurred prior to the Charter being formally triggered (e.g. master planning prior to re-zoning).

Figure 1- Process for preparing or amending designated planning instruments in accordance with the *Planning, Development and Infrastructure Act, 2016*



What about development assessment?

At the time development applications are lodged, it is important that there is a high level of certainty about the statutory process. This will reduce assessment timeframes, provide a predictable process for people to follow, and minimise risks of appeal.

The Charter does not have a statutory role in the assessment of development applications. Separate and specific requirements for the public notification of certain classes of development applications are outlined in the Act and the procedures to be followed will be subsequently determined in regulations (yet to be prepared) under the Act (**Table 2**).

Table 2 – Level of engagement required for development assessment under the Planning, Development and Infrastructure Act 2016

Development Assessment Level	Engagement Required
Exempt Development (no assessment)	None
Accepted Development (building rules assessment only)	None
Code Assessed Development – Deemed to satisfy (set out in the Planning and Design Code)	None
Code Assessed Development - Performance assessed (set out in the Planning and Design Code)	Notification of adjoining land owners and notice on land unless exempt by Code
Impact Assessed Restricted Development (set out in the Planning and Design Code)	Notification of adjoining land owners, others affected, public notice, notice on land (unless Commission dispenses)
Impact Assessed Development (set out by Regulations)	Public notice, written submissions, and additional consultation as required by the Minister
Impact Assessed Development (Minister declares by notice in Gazette / SA Planning Portal)	Public notice, written submissions, and additional consultation as required by the Minister The Minister could have regard for setting out these requirements.

What is the role of the State Planning Commission?

The State Planning Commission is responsible, under the Act, for establishing and maintaining the Charter, and for reviewing the Charter at least every 5 years.

Engagement plans developed under the Charter are to be submitted to the Minister for Planning for approval, who acts on the advice of the Commission.

Once the engagement has finished, the planning policy, strategy or scheme is required to be submitted to the Minister along with a public consultation (engagement) report in accordance with a practice direction.* A practice direction has not been prepared at this time.

If the Minister considers that the Charter requirements may not have been sufficiently met, they may consult with the Commission and ask them for advice as to whether they consider the Charter has been satisfied by the engagement conducted.

The Commission will use lessons learnt from reviewing the effectiveness of engagement to support ongoing sector-wide improvements in community engagement.

**Practice directions are issued by the State Planning Commission and specify procedural requirements or steps in connection with matters arising under the Act.*

What might the Charter look like in action?

The Charter outlines five principles that describe what is important when engaging on the establishment or amendment to planning policy, strategies or schemes. **Table 3** outlines what these principles might look like in practice.

Table 3 - Engagement Charter Principles in Practice

Charter Principle	Performance Outcomes
<p>Engagement is genuine <i>All parties are genuine and honest in their participation. Those conducting the engagement use their best endeavours to proactively seek participation of communities and genuinely listen to and understand the range of views. Those participating are open to a range of perspectives and are well informed. Participants respect that their views may not prevail.</i></p>	<ul style="list-style-type: none"> ■ People had faith and confidence in the engagement process.
<p>Engagement is inclusive and respectful <i>Affected and interested people can have their say and be heard, regardless of background or status. People are invited/encouraged to participate early so that they can influence the process and the thinking from the start. All views are acknowledged and considered.</i></p>	<ul style="list-style-type: none"> ■ Affected and interested people had the opportunity to participate and be heard.
<p>Engagement is fit-for-purpose <i>The process matches the significance of the planning change. It is value-for-money, targeted, flexible, scalable and timely. Innovative forms of technology-based public engagement should be considered where appropriate.</i></p>	<ul style="list-style-type: none"> ■ People were effectively engaged and satisfied with the process. ■ People were clear about the proposed change and how it would affect them.
<p>Engagement is informed and transparent <i>People have access to all relevant information at the time it is needed so that they can participate fully. They understand what is happening, why it is happening, what the consequences are and what they can and cannot influence. When decisions are made, the reasons behind them will be explained. Technology based engagement products can be used to provide digital feedback and evidence based reporting.</i></p>	<ul style="list-style-type: none"> ■ All relevant information was made available and people could access it. ■ People understood how their views were considered, the reasons for the outcomes and the final decision that was made.
<p>Engagement process is reviewed and improved <i>After each engagement exercise, the process is reviewed to see whether the principles have been met and what can be done to improve the process next time.</i></p>	<ul style="list-style-type: none"> ■ The engagement was reviewed and improvements recommended.

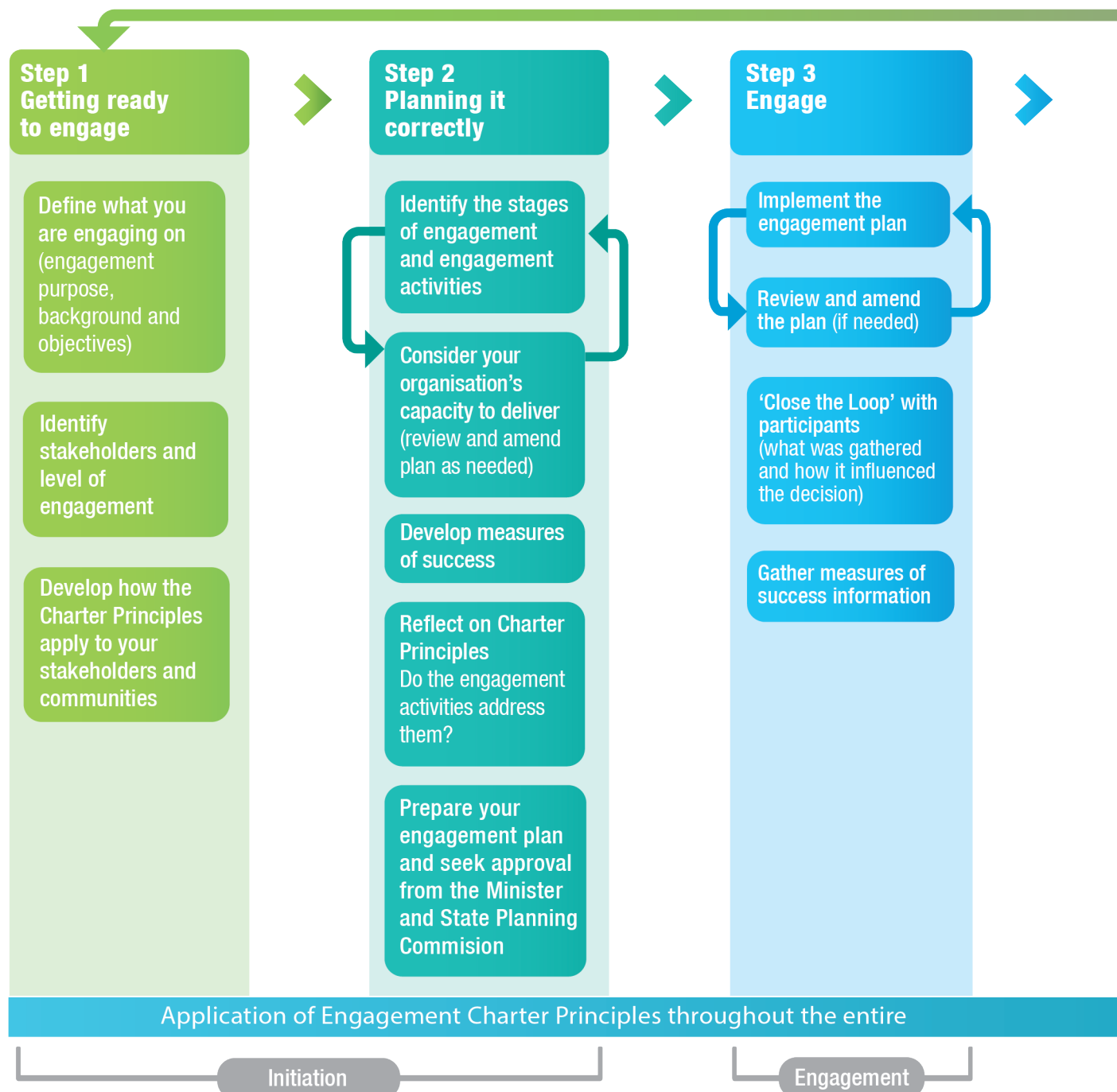
How the principle may look in practice

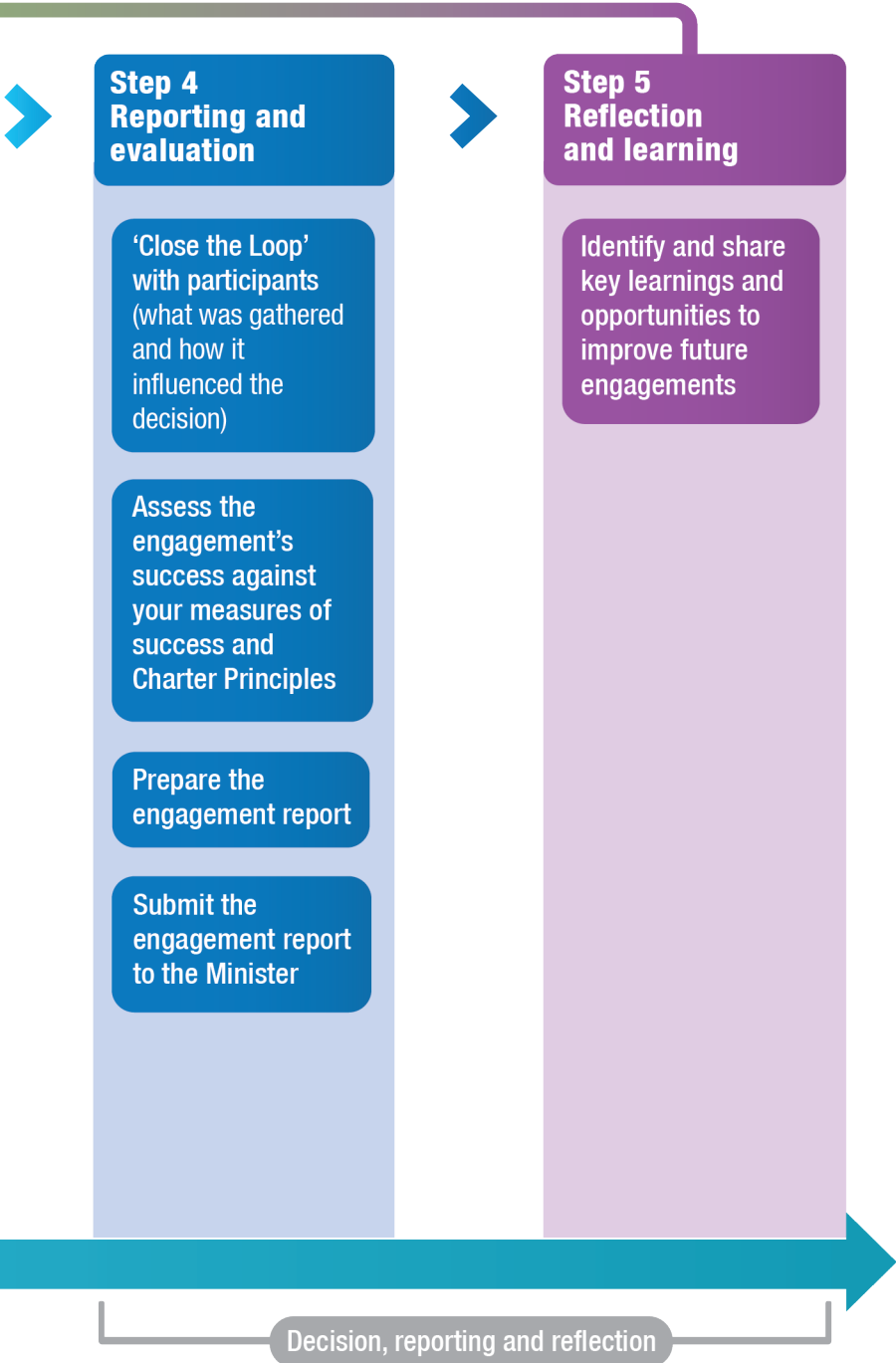
- A variety of opportunities are provided to participate (e.g. time of day, day of the week, online, face-to-face) to genuinely seek input.
 - Information is presented in an easy-to-understand and accessible language and is available in multiple languages and formats, including graphics and other visual forms.
 - Those engaging are open to considering change to a proposal as a result of engagement feedback.
 - Engagement actively seeks input to shape proposals early in their development.
 - The proponent is available to the process.
 - Engagement allows adequate notice and time for input. Should a final proposal be presented, people have adequate time to understand and provide comments before the proposal is adopted.
- Engagement is tailored to support people of different ages, backgrounds, abilities and perspectives to participate.
 - Effort is made to ensure that those affected or interested are aware of the proposal and engaged through the most direct means possible.
 - Engagement actively seeks input to shape proposals early in their development.
 - Comments and views are captured and considered.
 - Participation methods encourage constructive discussion and debate. Real and potential conflicts are acknowledged in an open and non-judgemental way and those tensions are held in respectful dialogue.
- The “reach” of the engagement is determined based on the extent of the impact of the proposal and the level of community interest.
 - Engagement activities address specific issues and/or matters of contention.
 - Engagement activities are appropriate to the significance and likely impact of the proposal.
 - Engagement activities match the scope of influence the community has in the proposal (i.e. what they can or cannot influence).
- Information about the proposal is provided in a timely fashion and is readily available online or at request.
 - Information is presented in an easy-to-understand language and format, uses visual tools or scenarios where possible, and builds knowledge from the starting point of community understanding on the matter.
 - The process of the engagement, proposal development and when and how people can provide input, and about what they can or cannot influence, is clearly articulated.
 - Engagement materials and activities articulate the key drivers for the proposal. What is the imperative, need, issue or opportunity that it will address?
 - The potential impacts of the proposal and on-ground development outcomes, including those that may be contentious, are clearly articulated.
 - Feedback is provided to participants at the end of each stage of engagement and at the end of the process, that outlines the input gathered and how it will be, or has been, used to inform the proposal and why. A decision maker’s reasons for supporting a particular outcome demonstrate that alternatives have been considered.
- As the engagement plan is implemented, debriefs occur after each activity is completed to determine if any changes are required.
 - At the conclusion of the engagement process, debriefs occur that identify lessons learnt and learnings are shared with peers.
 - Engagement plans contain measures of success for the engagement undertaken. Where possible the community will be involved in setting measures about performance.
 - Measures consider what successful engagement would mean for communities and the proponent (e.g. government).
 - Engagement reports at the end of projects report and measure the outcomes of the engagement.

The Charter Engagement Process

This Guide presents 5 steps to develop, implement and report on engagement that is tailored to your project and communities and addresses the principles of the Charter (**Fig. 2**).

Figure 2 The Charter Engagement Process







This first step involves getting ready to engage and includes ensuring that you are clear about who you are engaging, why you are engaging them and what their scope of influence is.

Define what you are engaging on

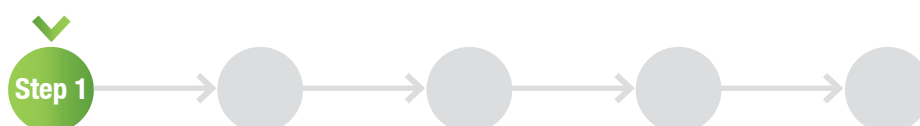
It is essential to have clear project team agreement on what is being engaged on and why. This will ensure from the outset that the best process is followed. It's important to be on the same page, as all your engagement activities will stem from this point on.

It is also important that you understand what engagement may have already been undertaken as this will influence who you engage with and how you go about it.

Defining what you are doing involves being clear about aspects such as:

- What proposed planning policy, strategy or scheme you are engaging on?
- Is it being newly proposed or amended?
- Why it is being initiated (e.g. what are the key drivers, what issues are looking to be resolved or what opportunities are looking to be maximised)
- Any relevant background or history
- The location/area that it applies to.

Defining what you are engaging on will enable you to craft your engagement purpose, objectives and develop the messages for engagement.



Determine the scope of influence

Your approach to engagement and the activities you use will depend on the scope of influence people will have in the decision making process. This means identifying the extent to which communities, through their participation in engagement activities, can influence the final decision.

There may be aspects of the proposed planning instrument (i.e. the proposal) that are not negotiable (e.g. the geographic extent of a zone amendment) but others that are (e.g. specific conditions within a zone amendment).

Determining the scope of influence will enable you to identify the appropriate engagement activities in Step 2.

It is important that communities understand from the outset what aspects of the proposal they can influence and those they cannot. This must be clear in communication materials.

Identify stakeholders and the level of participation

Reach refers to those who the engagement is targeted at and whose participation is desired. This could be those people impacted (positively or negatively) by the decision and/or those that have a particular interest. Reach can therefore be defined by a locality, geographical area, people, communities and/or groups.

It is essential to have clear project team agreement on who your stakeholders are, their interest in the proposal and the level of participation they will have. This will determine the ‘reach’ of your engagement and the activities you later identify.

Stakeholder categories can be a useful way to identify relevant stakeholders. Consider categories such as: social, environmental, economic, state and local government, community/interest groups, industry, adjacent property owners/occupiers. It is recommended that an entity external to local government engage with the relevant Council(s) as they have a detailed understanding of stakeholders and other aspects of their area.

To determine the level of engagement, this Guide recommends the International Association of Public Participation (IAP2) Spectrum (**Figure 3**), as it is well known and used by councils. The spectrum is also the foundation of ‘Better Together’. If desired, alternative engagement frameworks can be used to determine your approach to engagement.

Identifying the level/s of participation for your engagement requires two steps:






- 1. Identifying stakeholders and communities** who are likely to have an interest and/or be impacted (positively or negatively) by the proposal and what this interest or impact is.
- 2. Identifying the levels of engagement for each stakeholder** by considering:
 - Their level of INTEREST in the proposal and
 - The extent to which the proposal IMPACTS them.

It is important to recognise that in establishing or amending the various planning instruments the engagement will likely:

- Involve multiple levels on the IAP2 Spectrum.
- Differ depending on the level of impact and/or interest that the decision may have for stakeholders and communities.
- Be dependent on the ‘promise to the public’ and the extent to which stakeholders and communities can influence what is being proposed.

Figure 3 IAP2 Public Participation Spectrum

The International Association of Public Participation (IAP2) Spectrum provides a guide to help define the public’s role in any engagement process. A key element of the IAP2 Spectrum is identifying your ‘promise to the public’. The further along the Spectrum, the greater the scope of influence available.

	 Inform	 Consult	 Involve	 Collaborate	 Empower
Public participation goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
Promise to the public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Increasing scope of influence 



Engagement Charter Principles in practice

Now that you have identified your stakeholders and communities, consider how the Charter Principles may apply to them.

Points to consider to ensure your stakeholders have the best opportunity to contribute include:

- Cultural needs
- Age related needs or preferences
- Language needs
- Preferred means of communication
- Accessibility requirements (e.g. physical ability and also timing and location of engagement)
- Existing schedules or forums for stakeholder meetings to allow adequate time for providing feedback (e.g. meeting frequency of councils, boards or community groups).

These considerations will inform the engagement activities developed in **Step 2**.

Diversity

Every community is unique. The reach of your engagement may require you to work with stakeholders of different cultural, professional or religious etc. backgrounds. Considering particular needs or preferences in how your stakeholders engage will maximise the most they and you get out of the process.

Step 1 Actions



Discuss as a project team what your engagement purpose is, the background and your objectives. These will ultimately form part of your Engagement Plan. You may also consider developing key messages that can be adapted from your purpose and objectives.

For example:

Engagement purpose:

To engage on the establishment of a Climate Change Policy that will apply to the whole of South Australia.

the Policy's establishment in accordance with the requirements of the community engagement charter.

Engagement background:

Establishing a Climate Change Policy for South Australia is a requirement of the Planning, Development and Infrastructure Act 2016. The Policy is one of four State Planning Policies, which are designated instruments of the Act required to support the delivery of the new planning system. The Climate Change Policy will ensure that development in South Australia is resilient and mitigates and responds to the impacts of climate change. The Act requires that community engagement be conducted on

Engagement objectives:

- *Obtaining localised knowledge and perspective to inform climate change mitigation and adaptation approaches*
- *To ensure stakeholders can provide early input to inform the development of the Climate Change Policy*
- *To ensure stakeholders are aware of the proposed changes to the Climate Change Policy*
- *To ensure that all affected and interested stakeholders have the ability to provide input*



Determine the scope of influence of communities/stakeholders. Highlight what aspects of the proposal are negotiable (open to change) and those which are not negotiable (not open for change).

For example:

Negotiable

What elements of the proposal can be influenced

- Specific conditions within the zone amendment, being...
- etc.

Not Negotiable

What elements are not able to be influenced? This may be due to safety, technical or legislative requirements.

- The geographic extent of an amendment of an existing zone to an urban corridor zone
- etc.



As a project team, conduct a stakeholder and community analysis to identify:

- Your stakeholders
- Their level of interest in the proposal
- The level to which they are impacted by the proposal
- Their anticipated expectations for the engagement and their scope of influence
- The level of participation they can expect in the engagement
- Any engagement they may have previously been involved in

For example:

Stakeholder analysis for changing zoning of an area as an amendment to the Planning and Development Code. These are for example only. The stakeholders and levels of engagement will be specific to the nature and significance of your proposal.

Stakeholder	Level and nature of Interest and Impact	Expectations	IAP2 Level
Property/ Business owners within the zone	High interest and impact as zone change will affect their participation	That they will be made aware of the proposal, have an opportunity to participate, influence the outcome and be kept informed	Involve
Neighbouring land owners	Medium interest and impact as zone change will impact some qualities of their neighbourhood	That they will be made aware of the proposal, have an opportunity to participate, influence the outcome and be kept informed	Consult





Through the lens of the Charter Principles, consider how the characteristics of your stakeholders/communities will need to be considered in the design of your engagement.

For example:

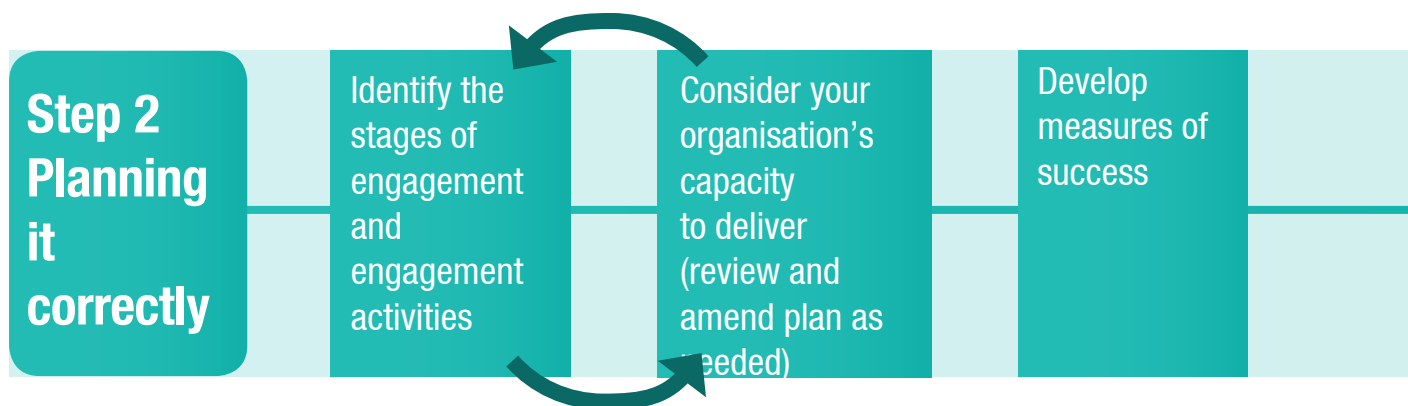
Stakeholder	Engagement need or avenue
Chinese community	Information brochure in Mandarin
Climate change officers in local government	Local Government Climate Change Officers Group
Regional community with limited internet	Hard copy materials in community hubs (e.g. libraries and sporting clubs)
etc.	etc.



Consider how to best demonstrate the tangible impacts of policy changes through visual and graphic means appropriate to your stakeholders and the nature of the policy changes.

For example:

For a policy that will effect built form consider 'now' versus 'future' drawings or visualisations.



Identify stages of engagement and engagement activities

Stages of engagement

The Charter encourages engagement to be weighted towards engagement at an early stage and scaled back when dealing with a settled or advanced policy. As such your engagement is likely to occur over multiple stages- at least early in the proposal’s development and once the draft proposal is prepared.

Different stakeholders may be engaged at each stage and the primary level of engagement may change at each stage. For example you may involve or collaborate with residents in the development of a draft proposal (Stage 1) and then consult with them on the draft proposal (Stage 2). You may consult with the wider community only as part of Stage 2.

Attachment A demonstrates how the level of engagement may change across the stages of a proposal’s development for the various designated instruments.

Determining the stages of engagement require you to consider:

- That engagement is likely to occur over multiple stages.
- The objective of each stage. Is it early input to inform a draft feedback on the proposal’s development; or notification that the proposal is complete?
- The primary level of engagement for each stage.
- The timeframes in which these stages of engagement must occur.

Engagement activities

Determining your engagement activities will require you to consider:

- The Charter Principles (see **Table 3**).
- The characteristics of your stakeholders and what their needs may be in the engagement e.g. the venue, timing and communication requirements. Use methods tailored to stakeholders that they are comfortable with by reflecting on your stakeholder analysis and assessment against the Charter Principles in Step 1.



Reflect on Charter Principles
Do the engagement activities address them?

Prepare your Engagement Plan and seek approval

Now that you know what you are engaging on, why it is important, what you want to achieve, who you want to engage with and the level of engagement required, you can put your mind to identifying and selecting the engagement activities to be undertaken.

- The level of engagement required. If for instance, you are ‘informing’ then a public press advertisement or letter may suffice. However if you are ‘consulting’ you may feel that inviting submissions, or holding a community event is more appropriate.
- Any mandatory requirements for engagement. (refer **Figure 4**).
- The scope of influence stakeholders have to shape the outcome of the proposal. Choose activities that gather the level of information needed to develop the proposal and that set the right level of community expectation. For instance, where there is a lot of room to move in a proposal, use techniques that encourage people to contribute diverse ideas such as a workshop for sharing ideas. Where there is less room to move, you may create activities that seek feedback on particular options only.
- The information that needs to be provided for the community to build their understanding of the matter so they can provide informed feedback. (Provide information in plain language and consider visual tools or scenarios to demonstrate on-ground development outcomes).
- How you will ‘close the loop’ with stakeholders. This involves providing them feedback about the results of engagement and how it will be, or has been used to inform the development of the proposal.

Figure 4 Statutory Obligations for engagement

The Planning Development and Infrastructure Act 2016 identifies a number of mandatory requirements for engagement in relation to the preparation and amendment of planning policy, strategy and schemes which must be reflected in engagement plans established under the Charter.

Consultation Category	Mandatory requirement
Proposals that are specific to a particular council or councils (where a council did not initiate the proposal).	Council(s) must be directly notified of the proposal and consulted.
Proposals that are generally relevant to councils.	The Local Government Association must be notified in writing and consulted.
A proposal to enter a place within the Planning and Design Code as a place of local heritage value.	The owner of the land on which the place is situated, must be directly notified in writing of the proposal and consulted for a minimum of four weeks.
A proposal to amend the Planning and Design Code to include any heritage character or preservation policy that is similar in intent or effect to a local heritage listing.	The owner of the land on which the place is situated, must be directly notified in writing of the proposal and consulted for a minimum of four weeks.
Infrastructure delivery scheme.	Landowners affected by the scheme must be directly notified in writing of the scheme for a minimum of four weeks.

Attachment B provides guidance about the types of activities that can be conducted for different levels of engagement.

The Charter provides flexibility about how the engagement takes place. The important thing is to ensure that the Charter Principles and any statutory obligations (**Figure 4**) are adhered to in the approach you take.

When developing your engagement approach remember to:

- Be clear about the scope of influence that is available in relation to the decision being made, and
- Ensure that the engagement techniques used match the scope of influence.

Please note that State Government initiated planning policy, strategy and scheme projects will need to include their engagement on the YourSAy website (yoursay.sa.gov.au).

Determine your capacity to deliver

How ready is your organisation to deliver your engagement plan?

It is important to ensure that you have the resources (e.g. people, skills, finances, materials, venues) to implement your engagement plan.

Reflecting on your organisation's readiness will help identify areas that need more support or resourcing, the good engagement work that is already happening, and whether you need to amend your plan accordingly.

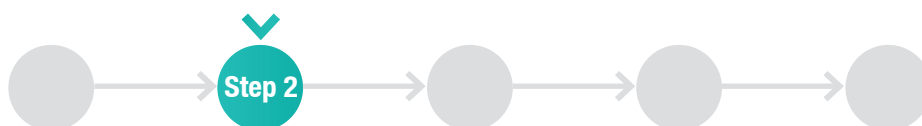
Similarly, as the engagement plan is implemented, it may be subject to change as new issues or ideas emerge.

Expensive engagement doesn't necessarily mean good engagement. What is important is that there is adequate opportunity for people to provide input and that they have access to the information they need to provide informed feedback.

Develop measures of success

Consider how the 'success' of your engagement process will be measured. It is important to do this early, as you will need to incorporate the methods for collecting information into the engagement. Doing so will ensure the engagement can be evaluated and you can ultimately determine whether the principles of the Charter have been met. This information will be needed as part of your reporting to the Minister and the State Planning Commission when you submit your initial or amended planning instrument.

Table 4 shows the areas in which engagement can be measured. These measures were developed with the assistance of the community during the preparation of the Charter.



In developing measures of success, consider what successful engagement would look like for:

- the project team
- the decision maker
- the community and stakeholders.

Outline the measure and how you will measure it. Your measures will probably include a mixture of quantitative (e.g. number of submissions, website hits, number of workshop participants) and qualitative measures (e.g. description of activities undertaken, description of how feedback influenced the policy, strategy or scheme). Depending, on the scale/significance of the proposal you might like to consider the use of applications or web tools that assist you to capture and analyze feedback or engagement outcomes.

Your measures need to focus on the success of the engagement process itself- did those that want to have input provide input? And did the collective input add value to the final policy, strategy or scheme? We want good engagement to power good planning outcomes. Measuring planning outcomes is an important longer term process but not the focus of this Guide.

Table 4 Charter Engagement Measures

Considerations in measuring performance		
Principles	Performance outcomes	Examples of types of measures
Engagement is genuine	People had faith and confidence in the engagement process	Was there opportunity for different knowledge and perspectives to be shared? How well did the engagement process enable stakeholder and community issues and solutions to be identified? How did people interact with each other? Did the process build community capacity about planning? Would people participate in a similar process in the future?
Engagement is inclusive and respectful	Affected and interested people had the opportunity to participate and be heard.	Did everyone who is impacted and/or interested have an opportunity to participate? Was there an opportunity for different knowledge and perspectives to be shared?
Engagement is fit-for-purpose	People were effectively engaged and satisfied with the process. People were clear about how the proposed changes and how may affect them.	Did people feel the process enabled appropriate input? Did people understand how to participate in the engagement? Did people understand what was being proposed?
Engagement is informed and transparent	All relevant information was made available and people could access it easily. People understood how their views were considered , the reasons for the outcomes and final decision.	Did people have access to the information they needed? How was participant input considered in the final decision? How did it add value? Does reporting adequately capture the spectrum of participant views?
Engagement is reviewed and improved	The engagement was reviewed and improvements recommended	Were learnings about the process documented?

Reflect on the Charter Principles

Reflect on the Charter Principles (**Table 3**) and assess how well your engagement plan addresses them.

Make any adjustments to ensure they are adequately represented, along with all statutory requirements.

How well your engagement plan addresses the principles will be a major consideration of the Minister and the State Planning Commission in approving your engagement plan.

Prepare your engagement plan

Using the information gathered through steps 1 and 2, prepare your engagement plan.

The Charter does not prescribe a particular template for the plan. The important thing is that it captures the information outlined in the steps of this Guide.

You may use your organisation's engagement plan template, another template or the Better Together template available from the Better Together website (www.bettertogether.sa.gov.au) along with other great engagement tools. An example template is provided in **Attachment C**.

Seek State Planning Commission approval

Before you commence engagement, you are required to submit your engagement plan to the Minister for Planning, who acting on advice of the State Planning Commission, will consider it for approval.

'Smart City' – 3D Interactive Model for Adelaide:

- A 3D interactive virtual model for the City of Adelaide and strategic urban infill areas will provide a new way of engaging South Australians. It will provide visual and spatial tools to assess development proposals, review design, test policy scenarios and monitor development activity in the context of the existing urban environment. It will provide an enhanced level of engagement with the South Australian community throughout the planning and development process.
- The project will deliver an environment which encourages use of this enhanced data by state government and others. It can be used for a range of different uses from high-end analysts actively modelling planning and urban design scenarios to the public seeking further information via a web browser.
- We see the first stage of this project as an incubator for the higher use of data analysis and analytics in the future.



Step 2 Actions



Determine the stages of engagement required for your proposal. Consider the engagement's objective(s), stakeholders, level of engagement and timeframes for each stage.

For example:

Stage	Objective	Stakeholders	Level of engagement	By When
Stage 1	We will engage early to enable stakeholders to understand the proposal and give their input into the development of the first draft.	Ministers Residents Interest groups	Involve	January 2018
Stage 2	We will refine and test the draft proposal and provide feedback to stakeholders arising from the early engagement.	Ministers Residents Interest groups Wider community	Consult	April 2018
Stage 3	We will inform stakeholders that proposal is completed and to provide feedback on the draft engagement.	Ministers Residents Interest groups Wider community	Inform	August 2018



Determine the engagement approach to be conducted for each stage of the engagement. Outline the activity/technique, resourcing and timing.

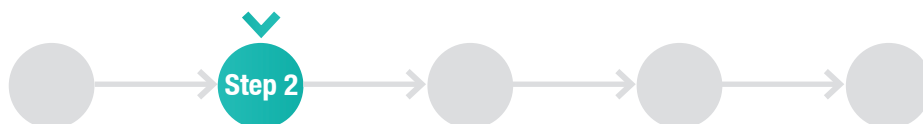
Stage	Engagement Level & Objective	Stakeholders	Technique/s	Who & Where	Estimated Timing
Stage 1	INVOLVE to obtain early input into the development of the proposal	The State Planning Commission	State Planning Commission meeting/paper	Project Manager DPTI Offices	January 2018
	As above	Ministers	Ministerial Briefing	Project Manager DPTI Offices	January 2018
	As above	Residents	Community open day Interactive online platform	Engagement Officer Local reserve	February 2018
	As above	Interest Group	Stakeholder workshop	Engagement Officer Community Centre	February 2018
Stage 2	To CONSULT/seek adoption of the draft proposal for the purposes of stage 2 engagement and to INFORM how the results of stage 1 were taken into account	The State Planning Commission	State Planning Commission meeting/paper	Project Manager DPTI Offices	April 2018
	CONSULT on the draft proposal and INFORM how the results of stage 1 were used	Ministers	Ministerial Briefing Stage 1 results report	Project Manager DPTI Offices	April 2018
	As above	Residents	Letter Online feedback form Submissions Stage 1 results report	Engagement Officer	May 2018
	As above	Interest Groups	As above	Engagement Officer	May 2018
	To CONSULT on the draft proposal	General public	Public ad Social media Media release Online visualisation	Engagement Officer	May 2018
Stage 3	To INFORM about the final proposal and how the results of stage 2 were used	Ministers	Ministerial Briefing	Project Manager DPTI Offices	April 2018



Consider your organisation's capacity to deliver the engagement plan.

Key questions to ask include:

- What resources do we have available to implement this engagement plan (both financial and staffing)?
- Do we have the internal capacity to deliver this engagement process (i.e. the skills and expertise)?
- How else might we resource this engagement plan?
- How do we build our internal capacity to deliver this (or any future) engagement plan?
- Do we need to adjust the engagement plan to match our available capacity?
- Are there any opportunities to collaborate and share the responsibilities for engagement?





Identify measures of success for your engagement for areas in Table 3. Consider what success would look like for the project team, decision maker and stakeholders. Determine how you will collect the data or information required during the implementation of your engagement.

For example:

Measure	How measure	Charter Principle				
		Engagement is genuine	Engagement is inclusive and respectful	Engagement is fit for purpose	Engagement is informed and transparent	Engagement process is reviewed and improved
Number of participants and stakeholder groups	<ul style="list-style-type: none"> ■ Attendance sheet for workshops ■ Number of submissions ■ Web or social media hits or promotions reach 		✓	✓		
Extent that participants' comments influence the final position	<ul style="list-style-type: none"> ■ Engagement report(s) that outline the themes of the feedback and how they have influenced the policy's position 	✓			✓	
Activities tailored to match the scope of influence of the community and tailored to stakeholder groups	<ul style="list-style-type: none"> ■ Description of activities undertaken 		✓	✓	✓	
Information materials clearly articulated the proposal, its impacts and the engagement process	<ul style="list-style-type: none"> ■ Description of information materials 				✓	
Satisfaction with engagement process (information, activities, being heard, influence etc)	<ul style="list-style-type: none"> ■ Participant feedback form 	✓	✓	✓	✓	
Lessons learnt	<ul style="list-style-type: none"> ■ Lessons learnt project team workshop summary 					✓



Include a table in your engagement plan that outlines how the engagement approach addresses each of the Charter Principles. Refer to **Table 3** for examples of the Charter Principles in practice but make them specific to the actions your engagement will deliver. Also ensure that the activities you have selected consider the specific needs of the stakeholders you identified in Step 1.

For example:

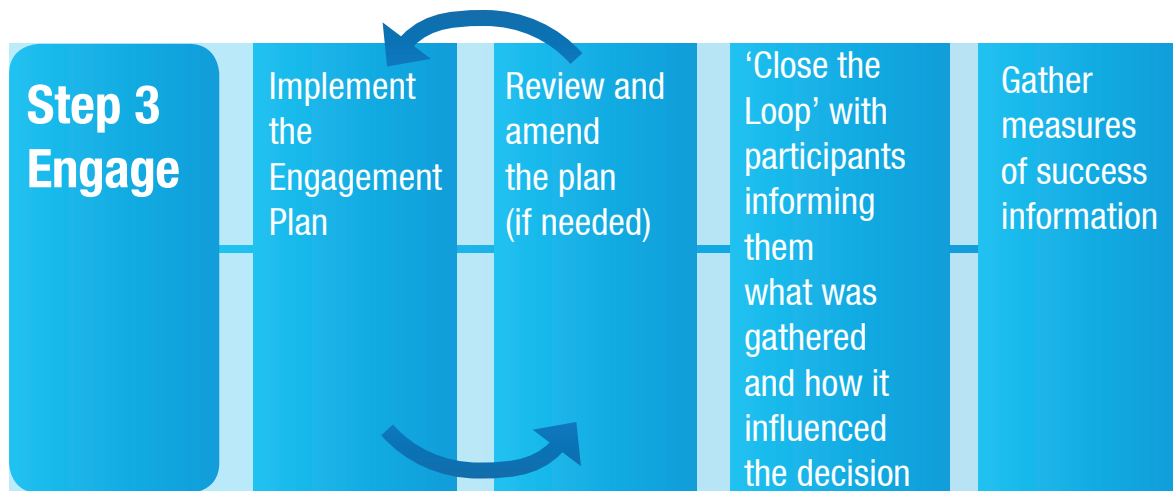
Charter Principle	How the Principle can be addressed
Engagement is genuine	<ul style="list-style-type: none"> ■ Open day held on weekend to maximise opportunity for people to attend. ■ Letterbox drop/direct email to those immediately affected. ■ Etc.
Engagement is inclusive and respectful	<ul style="list-style-type: none"> ■ Invitation only workshop(s) held for most affected stakeholder group(s) and tailored to their needs. ■ Etc.
Engagement is fit for purpose	<ul style="list-style-type: none"> ■ Engagement includes the following activities to involve the broader community and the following to target specific stakeholder groups... ■ Etc.
Engagement is informed and transparent	<ul style="list-style-type: none"> ■ Information brochure (online and hard copy) in basic language clearly articulates the proposal, potential impacts, engagement process and invites feedback/participation. ■ Community engagement report prepared at the end of each stage of engagement summarising the feedback received and how it has been, or will be, used to inform the decision. ■ Etc.
Engagement process is reviewed and improved	<ul style="list-style-type: none"> ■ Measures of success are identified and measured at the conclusion of the engagement and reported on in the Engagement Report to the State Planning Commission. ■ Lessons learnt workshop held with the project team at the end of the engagement and each stage of engagement if required. ■ Etc.



Prepare an engagement plan for your project which includes the information gathered through Steps 1 and 2.



Submit your engagement plan to the Minister and the State Planning Commission for consideration for approval.



Implement the engagement plan

Deliver the engagement activities in line with your engagement plan.

Review and amend your plan

As the engagement gets underway, you may need to review and amend your plan as new issues or ideas emerge; you learn more about your communities; and/or your resourcing needs change. This may mean rethinking the activities you have planned and/or, the timing of the engagement or you may need to change who you engage with. As you review your actions, consider the resourcing requirements and adjust your plan as required.

Be flexible. Actively review and change direction if you need to throughout the engagement.

The reality is that all engagement plans will change in some way.

Close the loop

As you complete the stages of the engagement, 'close the loop' and provide information back to participants (such as those who attended a workshop or forum or the broader community) summarising the information that was gathered and how it will be, or has been, used.

An important direction of the Charter is to ensure that participants involved in engagement are shown that their input was heard and whether or not it has impacted the proposal. Doing so shows participants that their participation was valued and meaningful, and that the engagement and policy process is open, transparent and accountable.



The Charter does not require a set format to do this. The important thing is to ensure that by closing the loop you summarise the diversity of feedback received, outline how the information has been, or will be, used to inform the proposal, and does so in a way that is accessible to stakeholders.

Options for closing the loop include:

- Preparing an engagement report and providing it to participants and/or the wider public at the end of each stage of engagement.
- Providing closing statements at the end of activities, such as workshops, reiterating the kinds of feedback received during the event and how the information will be used.
- Sharing the results of the engagement online in information brochures or other published means.
- Conducting information events or presentations to groups on how the engagement results have influenced the proposal.

Gather measures of success

As you implement your engagement activities, ensure you are gathering the required information, data and observations to support the analysis of the measures of success identified in Step 2. You will need this information to be able to complete your engagement report (in Step 4), which is submitted to the Minister and the State Planning Commission.

If multiple people are running different engagement activities, ensure that everyone is aware of the data collection requirements for their activities, prior to any activities being implemented.

Ensure that people have the tools to gather the information you need (e.g. feedback form, attendance sheet, web analytic tools) and the specific details you need (e.g. attendance numbers at events, details of participants, names of organisations).

Step 3 Actions



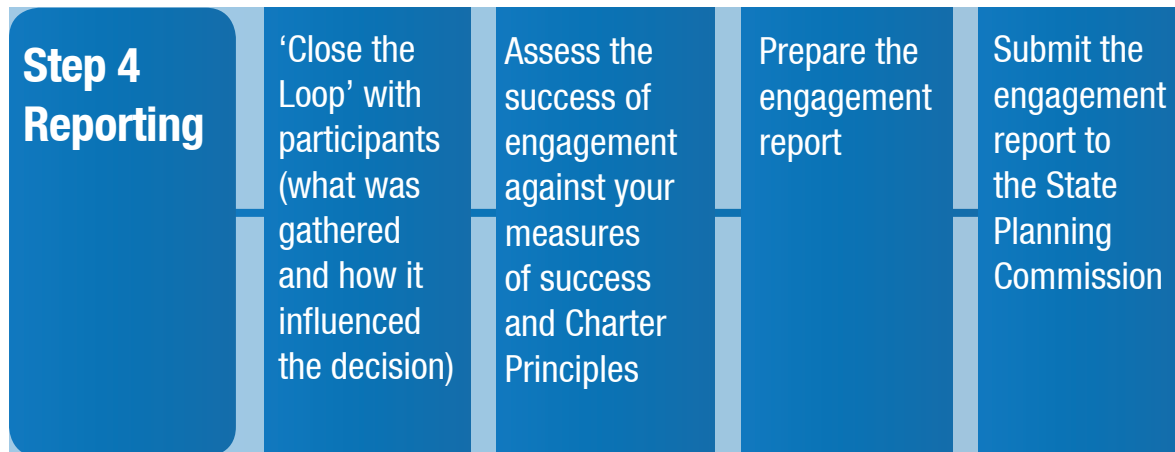
Implement the engagement plan and actively review and amend as required.



As your engagement progresses, provide feedback to participants (and/or the wider community) at the end of activities or stages to summarise the information gathered and how it will be, or has been used, or not used and why, to inform the proposal.



As the engagement progresses, gather the information required to measure the success of your engagement.



Step 4 involves reporting on what you heard during the engagement, how this input has been used to inform the final proposed planning instrument and how well the engagement achieved its measures of success.

Closing the loop

An important direction of the Charter is ensuring that people know how their feedback was used to influence a planning outcome.

If your project involved a multi-stage engagement, you will have already closed the loop with your stakeholders and community at the end of each engagement activity and stage.

Once the proposal for the planning instrument has been completed, you need to again close the loop with your stakeholders and community about the feedback received and how it has been used to inform the proposal.

Review measures of success

At the end of the project it is important to determine how successful the engagement has been.

Understanding what went well in your engagement and what could have gone better will help inform future engagements. The information gathered will also form part of your engagement report to the Minister and the State Planning Commission.

Using the information collected, analyse how well your measures of success were achieved and how well the principles of the Charter were addressed.



Remember, **'closing the loop'** is not just something that occurs at the end of the process when you submit your planning policy, strategy or scheme to the Minister and State Planning Commission for approval.

Instead, it may occur multiple times as you provide feedback after each engagement activity or stage regarding information that has been gathered and how it has been used.

Prepare your engagement report

You are required to submit an engagement report in accordance with a practice direction (not yet developed), along with the final proposed or amended planning policy, strategy or scheme, to the Minister. If the Minister considers that the Charter requirements may not have been sufficiently met, they may consult with the State Planning Commission and ask them for advice as to whether they consider the Charter has been satisfied by the engagement conducted.

The engagement report should outline the engagement conducted, the feedback received and how that feedback was used, or not used, to shape the final proposed policy.

The engagement report must also include an evaluation of the effectiveness of the engagement that considers whether:

- The measure of success have been achieved
- The principles of the Charter have been achieved
- All mandatory requirements have been met.

Step 4 Actions



At the end of the project report back to participants/communities regarding:

- The decision outcome
- How input gathered via the engagement has been used, or not used, to inform the ultimate proposed planning instrument.

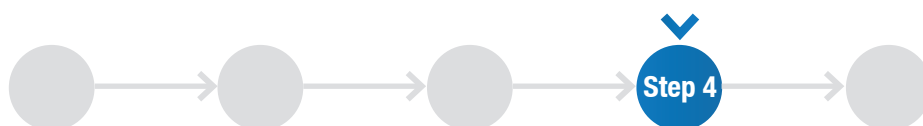


Compile the data collected and gather project team opinion to determine the level to which your measures of success have been achieved.

Also cross check how the engagement was delivered against the Charter Principles to identify where the engagement worked and where there were challenges.



Prepare your engagement report and submit it to the Minister and the State Planning Commission along with the completed proposed planning instrument.



Step 5 Reflection & learning

Identify and share key learnings and opportunities (improve future engagement)

This final step involves reflecting on the engagement process to identify key learnings and opportunities to improve future engagement processes.

Reflect on the engagement

As a project team reflect on how well the engagement went. Record and share your learnings to improve future engagement processes, participation, skills and outcomes.

Key questions to ask include:

- What went well?
- What was challenging?
- What would you change if the same or similar situation presented itself again in the future?
- Was there anything you could have done better?
- Were the measures useful in understanding the success of the engagement?
- How could you incorporate these learnings to improve your next engagement process, or other areas such as public participation or engagement skills, to ultimately improve the outcomes of engagement?

The important thing is to celebrate your successes and hard work, and identify opportunities for improvement to future processes.

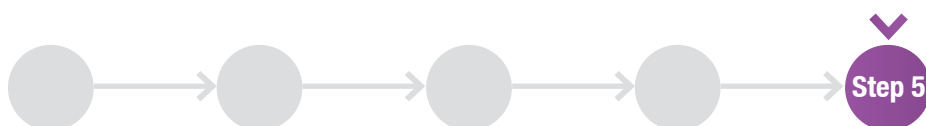
Share your engagement journey with your colleagues and the industry to help improve their engagement skills.

Consider doing a presentation to staff or at an industry event, or share your story in a publication or as a case study on the Planning Portal.

Step 5 Actions



Conduct a lessons learnt exercise with your project team and share your engagement journey with your peers or industry.



Checklist



Step 1 - Getting ready to engage

- Determine your engagement purpose, background and objectives.
- Determine the scope of influence of the communities and stakeholders.
- Conduct a stakeholder and community analysis.
- Through the lens of the Charter Principles, consider how the characteristics of your stakeholders and community will need to be considered in the design of your engagement.
- Consider how to best demonstrate the tangible impacts of policy changes through visual and graphic means.

Step 2 - Planning it correctly

- Determine the stages of engagement required for your proposal.
- Determine the engagement approach (activities, resourcing and timing) to be conducted for each stage of the engagement.
- Consider your organisation's capacity to deliver the engagement plan.
- Identify measures of success for your engagement.
- Include a table in your engagement plan that outlines how the engagement approach addresses each of the Charter Principles.
- Prepare an engagement plan for your project which includes the information gathered through Steps 1 and 2.
- Submit your engagement plan to the Minister and the State Planning Commission for consideration for approval.

Step 3 - Engage

- Implement the engagement plan and actively review and amend as required.
- Close the loop with participants at the end of each activity and stage.
- As the engagement progresses, gather the information required to measure the success of your engagement.

Checklist



Step 4 - Reporting and evaluation

- Close the loop with participants and communities regarding the decision outcome and how input has been used to inform the final planning policy, strategy or scheme.
- Determine the level to which your measures of success have been achieved and cross check how the engagement was delivered against the Charter Principles.
- Prepare your engagement report and submit it to the Minister and the State Planning Commission along with the completed proposed planning instrument.

Step 5 - Reflection and learning

- Conduct a lessons learnt exercise with your project team and share your engagement journey with your peers or industry.

Attachment A

Examples of the varying levels of engagement that may be used throughout an engagement process for different planning policies, strategies or schemes to which the Charter applies.

(These are examples only and not designed to provide direction for real projects)

Policy, Strategy or Scheme	Examples of the levels of engagement that could be used throughout the process to prepare or amend the policy, strategy or scheme	
State Planning Policies	Inform	stakeholders and the broader community that the instrument is being prepared/amended and communicate opportunities for involvement
	Consult	stakeholders to gather information to inform the preparation/ amendment of the instrument
	Involve	stakeholders in the identification of key directions for preparing/ amending the instrument
	Consult	on the draft instrument
	Inform	stakeholders and the broader community about how input gathered via the engagement has or has not been used to prepare/amend the instrument and communicate the final outcome that has been delivered
Regional Planning	Inform	stakeholders and the broader community that the instrument is being prepared/amended and communicate opportunities for involvement
	Collaborate	with stakeholders to gather information to inform the preparation/ amendment of the instrument
	Consult	with the broader community to gather information to inform the preparation/amendment of the instrument
	Consult	on the draft instrument
	Inform	stakeholders and the broader community about how input gathered via the engagement has or has not been used to prepare/amend the instrument and communicate the final outcome that has been delivered

Policy, Strategy or Scheme	Examples of the levels of engagement that could be used throughout the process to prepare or amend the policy, strategy or scheme	
Planning & Design Code	Inform	stakeholders and the broader community that the instrument is being prepared/amended and communicate opportunities for involvement
	Collaborate	with stakeholders to gather information and together shape the preparation/amendment of the instrument
	Consult	with the broader community to gather information to inform the preparation/amendment of the instrument
	Involve	stakeholders in the identification of key directions for preparing/amending the instrument
	Consult	on the draft instrument
	Inform	stakeholders and the broader community about how input gathered via the engagement has or has not been used to prepare/amend the instrument and communicate the final outcome that has been delivered
Design Standards	Inform	stakeholders and the broader community that the instrument is being prepared/amended and communicate opportunities for involvement
	Consult	stakeholders to gather information to inform the preparation/amendment of the instrument
	Involve	stakeholders in the identification of key directions for preparing/amending the instrument
	Consult	on the draft instrument
	Inform	stakeholders and the broader community about how input gathered via the engagement has or has not been used to prepare/amend the instrument and communicate the final outcome that has been delivered
Infrastructure Schemes	Involve	stakeholders to identify key directions or features to inform the draft scheme outline
	Consult	stakeholders and the broader community about how input gathered via the engagement has or has not been used to prepare/amend the scheme and communicate the final outcome that has been delivered

Attachment B

Example engagement tools for different levels of engagement (IAP2)

	Providing Information	Maintaining Awareness/ Updating Information	Identify Concerns and Issues	Develop Objectives/ Visions	Develop Options	Test Ideas Prioritise Options	Build Relationships and Involvement	Potential for Consensus/ Agreement	Potential to Reach Large Numbers	Suitable for People who don't readily participate	Suitable for small groups/individual contact	Obtaining input into decision making	Make decisions	Satisfy statutory Requirements
Inform	Advertisement/ Media/ social media	✓	✓						✓					✓
	Letter/Phone Call/Door Knock/ email	✓		✓			✓			✓	✓			
	Newsletter/ Brochure	✓	✓						✓					
	Internet/Social Media	✓	✓	✓			✓	✓	✓	✓		✓		
	Signs/Maps/ Models	✓	✓						✓					
	Public Display/ Exhibition	✓					✓		✓	✓		✓		✓
Consult	Submissions			✓					✓		✓	✓		✓
	Telephone Hotline	✓		✓					✓		✓			
	Online surveys			✓			✓		✓	✓		✓		
	Presentations to Existing Groups	✓		✓							✓			
	Public Meetings	✓		✓					✓			✓		✓
	Seminar/Forum	✓	✓	✓					✓					
	Community Event	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	Open Day Information Session	✓	✓	✓				✓	✓	✓	✓			

	Providing Information	Maintaining Awareness/ Updating Information	Identify Concerns and Issues	Develop Objectives/ Visions	Develop Options	Test Ideas Prioritise Options	Build Relationships and Involvement	Potential for Consensus/ Agreement	Potential to Reach Large Numbers	Suitable for People who don't readily participate	Suitable for small groups/individual contact	Obtaining input into decision making	Make decisions	Satisfy statutory Requirements
Involve	Meetings with key Individuals	✓	✓	✓			✓				✓	✓		
	Local Community Group Meetings	✓	✓	✓		✓	✓	✓			✓	✓		
	Workshops	✓		✓	✓	✓	✓	✓			✓	✓		
	Value Management Workshop	✓			✓	✓	✓	✓				✓		
	Participatory Design Exercise	✓			✓	✓	✓	✓				✓		
	Search Conference	✓		✓	✓	✓		✓	✓			✓		
Collaborate	Consultative Committee	✓	✓				✓	✓				✓		
	Community Forum/ Precinct Committee	✓	✓				✓	✓				✓		
	Advisory/ Reference Group	✓	✓				✓	✓				✓		
	Steering/ Management Committee	✓	✓				✓	✓				✓	✓	
	Board/ Authority	✓	✓				✓	✓				✓	✓	✓

Attachment C

Engagement Plan template - *Example only*.

Engagement Plan

[Title of Project]

Project lead

Name:

Position:

Email:

Phone:

KNet Reference:

To assist you with completing this Engagement Plan, refer to the 'Guide to the Community Engagement Charter'. Relevant sections of the Guide are identified throughout this template and provide examples and further explanation of the type of information to be considered and included in your Engagement Plan.

Background information

Compile and summarise background information regarding the preparation or amendment of the planning instrument by considering the following key questions.

- Why is this project being initiated?
 - o *response*
 - o *response*
 - o *response*

- What does it hope to achieve?
 - o *response*
 - o *response*
 - o *response*

- Are there any existing reports, plans or strategies relating to the subject area?
If so, what do they say?
 - o *response*
 - o *response*
 - o *response*

- What have any past engagement processes identified about the subject area/issue?
 - o *response*
 - o *response*
 - o *response*

Engagement purpose

Develop a clear statement that describes the purpose of the engagement (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

The purpose of the engagement is to:

- *response*
- *response*
- *response*

Engagement objectives

'Unpack' your engagement purpose statement and describe your engagement objectives (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

The engagement objectives are to:

- *response*
- *response*
- *response*

Scope of influence

Describe those aspects of your project which are negotiable and non-negotiable. This will help you to understand the scope of influence of stakeholders and the community, which in turn will inform the types of engagement activities you undertake (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

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

- *response*
- *response*
- *response*

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

- *response*
- *response*
- *response*

Key messages

Using the engagement purpose, objectives and scope of influence as a basis, develop agreed key messages about your project that will form the basis for all communications materials and discussions during the engagement.

The following key messages will underpin the engagement regarding the [insert title of project]:

- *response*
- *response*
- *response*

Stakeholder and community mapping

Undertake an analysis of stakeholders and community and determine their level of engagement in the project (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

Stakeholder	Level of interest in the project (ie high, medium or low)	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/ expectations for engagement in the project	Level of engagement (eg inform, consult, involve, collaborate)

Applying the Charter Principles

Through the lens of the Charter Principles consider how the characteristics of your stakeholders and community will need to be considered in the design of your engagement (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

Note that how you respond to these needs will help you to put the Charter Principles into practice and may comprise measures for evaluating your engagement.

Stakeholder	Engagement need or technique

Staging your engagement

‘Map out’ the key stages of your engagement. This is a high level summary which will be more fully described in a following section (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

Stage	Objective	Stakeholders	Level of engagement	By when

Planning your engagement approach

Identify the engagement activities you will use for each stage of the project, as well as timing, resourcing and other considerations (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

Note that once your engagement process has been described in more detail detail, you will need to consider your organisations capacity to deliver. This may result in amendments to your proposed activities, or consideration of other resources that may need to be acquired.

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing	Who's responsible?	Resources required	Budget	Risks and mitigation

Applying the Charter Principles in practice

Consider how the engagement activities you have identified address each of the Engagement Charter principles (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

Charter Principle	How does your engagement approach/ activities reflect this principle in action?
Engagement is genuine	
Engagement is inclusive and respectful	
Engagement is fit for purpose	
Engagement is informed and transparent	
Engagement is reviewed and improved	

Measuring success

Identify measures of success for your engagement that can help you evaluate how your engagement process as a whole has reflected the Engagement Charter principles in practice (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

Charter Principle	What measure/s can help evaluate this principle?	What method will we use to collect information about this measure?	How do we integrate collection of this information with our planned engagement activities?
Engagement is genuine			
Engagement is inclusive and respectful			
Engagement is fit for purpose			
Engagement is informed and transparent			
Engagement is reviewed and improved			

Closing the loop and reporting back

Identify how you will close the loop and report back as you progress through each stage of your engagement (refer page XX of the Guide for the Community Engagement Charter for more information and examples).

How will you respond to participants?	Who's responsible?	When will you report back?

