

Engagement Plan: Community Engagement Charter Review

Background information

About the Community Engagement Charter

The Community Engagement Charter was established under the *Planning, Development and Infrastructure Act, 2016* to help build community trust and confidence in the planning system by providing an engagement framework that is robust and adaptable. It aims to:

- foster better planning outcomes that take account of the views and aspirations of communities
- establish trust in the planning process
- improve community's understanding of the planning system.

The Act prescribes that the Charter must be used to guide public participation with respect to the preparation and amendment of designated policies, strategies and schemes. The Charter also contains methods to measure the success and effectiveness of the engagement process and is supported by a guide that provides step-by-step advice on putting the Charter into practice.

Entities that are responsible for preparing or amending designated policies, strategies and schemes are required to comply with the Charter for the purposes of consultation.

Reviewing the charter

Act requires the Commission review the Charter every five years. The Commission completed its inaugural review in late 2023. A review report has been published and outlines 13 recommendations for updates or improvements to the charter and its supporting documents.

The recommended changes are reflected in the proposed amendments to the Community Engagement Charter, which will be open for public engagement for 12 weeks.

A more in-depth review of the Community Engagement Charter will be undertaken following the conclusion of the Regional Planning program. This will ensure learnings from all Regional Planning engagement programs are considered in the context of the Charter and how it may be further improved.

Alignment with regional planning engagement

Proposed changes to the Engagement Charter regarding 'complying changes' would require greater emphasis on engaging directly with local communities on proposed rezoning as part of the regional planning engagement process, as this could be the community's only chance to influence these decisions.

Public consultation on amendments to the Engagement Charter will occur at the same time as public engagement on the draft Kangaroo Island Regional Plan. The Kangaroo Island community therefore need to be aware that the current regional planning process may provide their only opportunity to give feedback and influence proposed rezoning to be included in the final regional plan.

Therefore, this engagement plan is aligned closely with and compliments engagement plans and key messaging for the draft Kangaroo Island Regional Plan consultation and the Regional Planning Portal, to be released on the same day as this consultation on proposed changes to the Engagement Charter.

Previous engagement

As part of reviewing the Engagement Charter, advice and input was sought from internal stakeholders in the Department for Trade and Investment's Planning and Land Use Services Division. Staff with significant experience and knowledge of the Charter through planning and undertaking State-led Code Amendments, preparing Designated Instruments and planning, delivering, reviewing and reporting on state-led and external proponent-led Code Amendment engagement.

Following the review, PLUS also sought preliminary input from the following state agencies to gain expert advice to ensure correct terminology is used, align proposed changes to the charter with best practice engagement with hard-to-reach community groups and appropriate key stakeholder groups are identified to engage with during consultation:

- Aboriginal Affairs and Reconciliation (Attorney-General's Department)
- Department for Human Services
- Office for Autism (Department of the Premier and Cabinet)
- SA Multicultural Commission.

All four agencies were consulted and PLUS received input and feedback from Department for Human Services and the Office for Autism.

In summary, the two agencies recommended:

- amendments to wording to be more inclusive and reflect preferences of identified communities
- a number of key stakeholders to engage with as part of the consultation
- best practice methods of engagement for identified community groups.

This feedback was considered in drafting the amendments to the Charter prior to community engagement and in developing this engagement plan.

Engagement purpose

The purpose of the engagement is to:

- ensure the Engagement Charter review considers and reflects the expectations of stakeholders and community when engaging on key planning matters in South Australia
- improve engagement with hard-to-reach communities on key planning matters in South Australia

Engagement objectives

The engagement objectives are to:

- Raise awareness across stakeholders and interested community regarding:
 - the Engagement Charter and its role in guiding engagement requirements for key planning matters
 - the Engagement Charter review to improve how the South Australian Government and external proponents engage on key planning matters, highlighting:
 - proposed improvements to engaging with hard-to-reach communities
 - proposed changes to engagement requirements for development that has been engaged on and included in a regional plan
 - the opportunity to give feedback on the proposed changes
- Provide appropriate and timely information and opportunities for stakeholders and community to provide feedback on proposed updates to the Engagement Charter
- Gather informed and relevant feedback from stakeholders and community that contributes meaningfully to reviewing and updating the Engagement Charter
- Align messaging and engagement activities with those regarding the Kangaroo Island Regional Plan and the new online regional planning portal
- Meet statutory engagement requirements regarding the Engagement Charter review

Scope of influence

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

- Proposed best practice engagement processes included in the Community Engagement Charter and supporting documents, particularly where relating to specific communities
- Language used in the Community Engagement Charter, particularly where referring to specific communities
- Proposed changes to engagement processes/requirements for 'complying changes'
- While the principles of the charter can not be influenced during this consultation, performance outcomes and how the principles are achieved and measured can be influenced

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

- Aspects of the Community Engagement Charter that meet requirements under the *Planning, Development and Infrastructure Act, 2016*.
- The principles guiding the Community Engagement Charter

Key messages

- The Community Engagement Charter was established in 2018 as part of South Australia’s new planning system.
- It guides public participation in preparing and amending key planning policies, strategies and schemes.
- The State Planning Commission carried out its inaugural 5-year review of the Community Engagement Charter in late 2023.
- As a result of the charter review, the State Planning Commission has published a report outlining their recommendations to improve the Community Engagement Charter on the PlanSA website.
- Proposed updates to the Community Engagement Charter have been prepared, reflecting the State Planning Commission’s recommendations.
- Key changes to the charter aim to:
 - ensure engagement is inclusive and respectful for all South Australians, particularly ensuring First Nations, youth, culturally and linguistically diverse communities and people living with disability and neurodiverse communities have appropriate opportunities to influence planning decisions that affect or interest them
 - streamline delivering planning policies and strategies that are published in regional plans, such as rezoning land, where the community has had an opportunity to give their views and influence the decision as part of the regional planning process
 - better reflect the mandatory engagement requirements outlined in the *Planning, Development and Infrastructure Act 2016*
 - better reflect that the Community Engagement Charter is no longer new and is now a well established part of the South Australian planning system.
- South Australian’s are invited to provide their feedback on the proposed updates and have their say on how they are involved in key planning decisions across the state.
- A more in-depth review of the Community Engagement Charter will be carried out following the conclusion of the Regional Planning Program.
- The Kangaroo Island community is encouraged to get involved in the regional planning process to ensure they have their say on future planning policies such as rezoning land for future development.
- For more information and to have your say visit the YourSAy website.

Stakeholder and community mapping

Target Audience	Level of engagement (i.e. inform, consult, involve, collaborate)	Engagement need or technique
Local Government		
Councils – CEs	Consult	<ul style="list-style-type: none"> • Direct letter • Planning Ahead • PlanSA website • YourSAy website • Comms pack to share with networks
Councils – planning staff	Consult	<ul style="list-style-type: none"> • Monthly planning forum • Workshop for councils esp re complying changes • Planning Ahead • PlanSA website • YourSAy website • Social media • Via letter to council CE

Target Audience	Level of engagement (i.e. inform, consult, involve, collaborate)	Engagement need or technique
Councils – Mayors	Consult	<ul style="list-style-type: none"> • Direct letter • Planning Ahead • PlanSA website • YourSAy website • Via council planning staff
LGA of SA	Consult	<ul style="list-style-type: none"> • Direct letter to CE • Planning Ahead • PlanSA website • YourSAy website • Workshop for councils esp re complying changes • Comms pack to share with networks
Regional LGAs	Consult	<ul style="list-style-type: none"> • Direct letter to CE • Planning Ahead • PlanSA website • YourSAy website • Workshop for councils esp re complying changes • Comms pack to share with networks
Building/planning industry		
UDIA, SA	Consult	<ul style="list-style-type: none"> • Direct letter to CE • Workshop for industry esp re complying changes • Planning Ahead • Social media • YourSAy website • PlanSA website • Comms pack to share with networks
Master Builders Association SA		
Planning Institute of Australia, SA		
Property Council		
Housing Industry Association, SA		
Consultancies	Consult	<ul style="list-style-type: none"> • Direct letter to CE • Workshop for consultancies esp re complying changes • Planning Ahead • Social media • YourSAy website • PlanSA website • Comms pack to share with networks
Other interested planning and building professionals	Consult	<ul style="list-style-type: none"> • Online information session • Planning Ahead • Social media • YourSAy website • PlanSA website • Via industry bodies

Target Audience	Level of engagement (i.e. inform, consult, involve, collaborate)	Engagement need or technique
State Government		
MPs	Consult	<ul style="list-style-type: none"> • Direct letters • YourSAy website • PlanSA website • Workshop for State Agencies esp re complying changes (TBC) • Comms pack to share with networks
Housing SA		
Renewal SA		
Department for Environment and Water		
Department for Infrastructure and Transport		
Native Vegetation Council		
Landscape boards and Landscapes SA		
Office for Autism (Department of the Premier and Cabinet)	Involve	<ul style="list-style-type: none"> • Direct letter • YourSAy website • PlanSA website • Workshop for state agencies esp re complying changes • Comms pack to share with networks
Department for Human Services		
Aboriginal and Affairs and Reconciliation (Attorney-General's Department)		
Multicultural SA		
SA Commissioner for Children and Young People	Consult	<ul style="list-style-type: none"> • Direct letter • YourSAy website • PlanSA website • Workshop for state agencies esp re complying changes • Comms pack to share with networks
Community advocacy groups		
CALD community representative bodies	Consult	<ul style="list-style-type: none"> • Direct letter • YourSAy website • PlanSA website • FAQ & summary doc • Online information session • Comms pack to share with networks
Disability and neurodiverse community representative bodies		
First Nations representative bodies		
Youth representative bodies, including:		
Broader community		
South Australians with an interest in planning and development across the state and their local communities	Consult	<ul style="list-style-type: none"> • Media release • Planning Ahead • Social media • YourSAy website • PlanSA website • Online information session

Target Audience	Level of engagement (i.e. inform, consult, involve, collaborate)	Engagement need or technique
		<ul style="list-style-type: none"> • FAQ & summary doc • Information via councils, industry, government and community advocacy groups
Kangaroo Island community	Consult	<ul style="list-style-type: none"> • Via KI Regional Plan engagement activities incl letters to directly impacted landholders • Media release • Planning Ahead • Social media • YourSAy website • PlanSA website • FAQ & summary doc • Online information session • Via key stakeholders eg local council and community advocacy groups
South Australian people living with disability and neurodivergence	Consult	<ul style="list-style-type: none"> • Via community advocacy groups • Media release • Planning Ahead • Social media • YourSAy website • PlanSA website • FAQ & summary doc • Online information session
Culturally and linguistically diverse South Australian community members	Consult	<ul style="list-style-type: none"> • Via community advocacy groups • Media release • Planning Ahead • Social media • YourSAy website • PlanSA website • FAQ & summary doc • Online information session • Offer translation service in communications
South Australian First Nations people	Consult	<ul style="list-style-type: none"> • Via community advocacy groups • Media release • Planning Ahead • Social media • YourSAy website • PlanSA website • FAQ & summary doc

Target Audience	Level of engagement (i.e. inform, consult, involve, collaborate)	Engagement need or technique
		<ul style="list-style-type: none"> • Online information session
South Australian youth	Consult	<ul style="list-style-type: none"> • Via community advocacy groups • Via Department for Human Services and SA Commissioner for Children & Young People • YourSAy website • FAQ & summary doc • Online information session • Social media • Media release

Engagement approach

Tactic	Purpose	Timing
Media release	Raise awareness of the Engagement Charter, proposed changes and the consultation for stakeholders and all interested South Australians	14 March
Letter to: <ul style="list-style-type: none"> • SA council and LGA CEs • SA council Mayors • Planning/building industry bodies • Planning consultancies • State agencies • Hard-to-reach community advocacy groups • MPs 	Notify key stakeholders of proposed changes to the Engagement Charter and opportunity to provide feedback Provide communications pack and encourage to share information about consultation with their networks	14 March
PlanSA website, including online feedback form	Provide information regarding the Charter's purpose, reason for the review, proposed changes and opportunity to give feedback. Gather stakeholder feedback (directing to YourSAy as primary way of making a submission)	14 March
YourSAy website, including survey	Provide easy to understand information for community, explaining the proposed changes Gather community and stakeholder feedback	14 March
Social media: <ul style="list-style-type: none"> • PlanSA Facebook • PlanSA Twitter • SPC LinkedIn • YourSAy Facebook • YourSAy Twitter 	Notify interested people of the Engagement Charter, proposed changes and opportunity to give feedback Provide to stakeholders to share via their social media channels	14 March, ahead of online information sessions and ahead of closing date
Planning Ahead article	Notify stakeholders, planning professionals and people interested in SA planning of proposed changes to the Engagement Charter and opportunity to provide feedback	March and April editions

Tactic	Purpose	Timing
Monthly planning forums	Notify planning and related industry professionals of proposed changes to the Engagement Charter and opportunity to provide feedback	Next forum after 14 March
4 workshops on the proposed changes with particular focus on complying changes with: <ul style="list-style-type: none"> • Local government • Industry groups • State agencies • Consultancies 	Provide information on proposed changes and gather feedback from key government and industry groups, particularly focussing on complying changes	Early in consultation period
Open online information session/s	Provide information for stakeholders and interested community to hear directly from the team regarding the proposed changes and ask questions	During consultation period
Collateral including: <ul style="list-style-type: none"> • Frequently asked questions • Summary document 	Provide additional detail for stakeholders and interested community regarding the Engagement Charter, proposed changes and how to give feedback – to be available on PlanSA and YourSAy websites and hard copy from PLUS building, Level 9 Written in plain English and at an appropriate level for youth and older South Australians to understand Offer translation service	14 March
Messaging and promotion of Engagement Charter review and consultation to be incorporated in Kangaroo Island Regional Plan engagement plan activities, including letters to KI landowners affected by proposed rezoning in the regional plan	Ensure KI community are aware that changes will mean their input in the KI regional plan will be crucial for them to influence changes in their area eg areas for future development, particularly impacted landowners	Ongoing from 14 March

Tactic	Purpose	Timing
Regional Planning Portal	Provide information to key stakeholders and community regarding how the proposed charter amendments would give greater significance to regional plan engagement such as identifying future areas for development, linking through to PlanSA for more information	14 March
plansasubmissions@sa.gov.au email address	For emailed submissions	14 March
PlanSA email and phone	Enable stakeholders and community to email questions directly or speak with someone in person to gain further information	Ongoing from 14 March
Provide communications collateral, social media assets and posts and newsletter content to state and local government and key community advocacy groups and encourage them to promote the consultation with their networks	Facilitate key stakeholders to raise awareness of the Engagement Charter, proposed changes and opportunity to provide feedback across their networks and reach broader target communities	Ongoing from 14 March

Applying the Charter principles in practice

Charter principle	How does your engagement approach/activities reflect this principle in action?
Engagement is genuine	<ul style="list-style-type: none"> • Engagement sought input early to help shape the proposal (pre-engagement and public consultation submissions will contribute to the substance of the Community Engagement Charter) • Key stakeholders will be directly consulted on the amendment • A wide range of stakeholders are consulted, using a range of methods to facilitate participation and easy access to information • Provide sufficient timelines for people to fully participate in the engagement process and provide their input • Provide clear and easy to follow information to help audiences understand how the amendment is relevant to them • An engagement report will be prepared and published in accordance with section 73(7) of the Planning, Development and Infrastructure Act 2016 (PDI Act) outlining what was heard and the how the feedback was considered as part of the amendment • Staff are available to respond to enquiries and provide clarity during the engagement process via the PlanSA Service Desk
Engagement is inclusive and respectful	<ul style="list-style-type: none"> • Engagement sought input early to help shape the proposal • A wide range of stakeholders are consulted, using a range of methods to facilitate participation and easy access to information • All reasonable effort is made to ensure those most affected and/or interested are made aware of the proposed amendment and engaged (e.g. information sessions and advertising (online and print)) • Provide sufficient timelines for people to fully participate in the engagement process and provide their input • Provide clear and easy to follow information to help audiences understand how the amendment is relevant to them • Comments, feedback and views are captured and considered • Staff are available to respond to enquiries and provide clarity during the engagement process via the PlanSA Service Desk • All stakeholders will have the opportunity to provide feedback through multiple formats: <ul style="list-style-type: none"> ○ PlanSA Service Desk ○ Feedback / online submission form ○ Post-consultation feedback survey ○ Email feedback ○ Letters to submitters ○ YourSAy website
Engagement is fit for purpose	<ul style="list-style-type: none"> • Stakeholders directly impacted by the amendment will be targeted directly by the engagement process (letters, workshops and online information sessions) • Community advocacy groups will be encouraged to provide information and encourage their communities to provide feedback in a way that meets their community's needs to reach a broader target audience • A range of targeted and broad tactics will be used to provide information and enable affected and interested communities to provide feedback, including online, hard copies and in person tactics • Translation services will be offered on key communication materials • Communication material will be easy to understand, including for youth and older South Australians and be clear about the proposed changes • Use of technology to enable access to information across the state in a way that meets the audiences' needs including written materials and in-person online information sessions
Engagement is informed and transparent	<ul style="list-style-type: none"> • Information will clearly articulate key areas of interest, what we are gathering feedback on, explain how participants can get involved/participate and how feedback will be used • All relevant information and resources will be made available online for anyone to access easily • Information resources / materials will be easily accessible with all efforts taken to ensure it is easy to understand (language and format) • The information will clearly outline what the public can and cannot influence in the Engagement Charter • Submissions will be acknowledged and will include an explanation of the next steps in the process • An engagement report summarising the feedback received during consultation will be made publicly available on the PlanSA Portal at the conclusion of the consultation period
Engagement is reviewed and improved	<ul style="list-style-type: none"> • Engagement and opportunities for improvement will be summarised in the Engagement Report to the Minister • Feedback from this consultation may inform the updates to the engagement charter • If any issues are raised about engagement during the process, it will be considered and appropriate action will be taken where appropriate/necessary • As the Engagement Plan is implemented, debriefs will occur after key engagement activities to determine if any changes are required

Measuring success

At the completion of the engagement, all participants will be invited to assess the success of the engagement against performance criteria one to four, below. The project manager, with assistance from communications and engagement specialists, will assess the success of the engagement against criteria five to nine. This evaluation will be included in the Engagement Report that is sent to the State Planning Commission and the Minister for Planning and which details all engagement activities undertaken. It will also be referenced in the Commission that is issued to the Governor of South Australia and the Environment Resources and Development Committee of Parliament. Any issues raised about the engagement during the engagement process will be considered and action will be taken if considered appropriate.

#	Charter criteria	Charter performance outcomes	Respondent	Indicator ²	Evaluation tool ³ Exit survey / follow-up survey	Measuring success of project engagement
1	Principle 1: Engagement is genuine	<ul style="list-style-type: none"> People had faith and confidence in the engagement process. 	Community	I feel the engagement genuinely sought my input to help shape the proposal	Likert scale - strongly disagree to strongly agree	Per cent from each response.
2	Principle 2: Engagement is inclusive and respectful	<ul style="list-style-type: none"> Affected and interested people had the opportunity to participate and be heard. 	Community	I am confident my views were heard during the engagement	Likert scale - strongly disagree to strongly agree	Per cent from each response.
			Project Lead	The engagement reached those identified as community of interest.	<ul style="list-style-type: none"> Representatives from most community groups participated in the engagement Representatives from some community groups participated in the engagement There was little representation of the community groups in engagement. 	Per cent from each response.
3	Principle 3: Engagement is fit for purpose	<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. 	Community	I was given sufficient information so that I could take an informed view.	Likert scale - strongly disagree to strongly agree	Per cent from each response.
				I was given an adequate opportunity to be heard	Likert scale - strongly disagree to strongly agree	Per cent from each response.
4	Principle 4: Engagement is informed and transparent	<ul style="list-style-type: none"> All relevant information was made available and people could access it. People understood how their views were considered, the reasons for the outcomes and the final decision that was made. 	Community	I felt informed about why I was being asked for my view, and the way it would be considered.	Likert scale - strongly disagree to strongly agree	Per cent from each response.
5	Principle 5: Engagement processes are reviewed and improved	<ul style="list-style-type: none"> The engagement was reviewed and improvements recommended. 	Project Lead	Engagement was reviewed throughout the process and improvements put in place, or recommended for future engagement	<ul style="list-style-type: none"> Reviewed and recommendations made Reviewed but no system for making recommendations Not reviewed 	Per cent from each response.
6	Engagement occurs early	<ul style="list-style-type: none"> Engagement occurred before or during the drafting of the planning policy, strategy or scheme when there was an opportunity for influence. 	Project Lead	Engagement occurred early enough for feedback to genuinely influence the planning policy, strategy or scheme	<ul style="list-style-type: none"> Engaged when there was opportunity for input into scoping Engaged when there was opportunity for input into first draft Engaged when there was opportunity for minor edits to final draft Engaged when there was no real opportunity for input to be considered 	Per cent from each response.
7	Engagement feedback was considered in the development of planning policy, strategy or scheme	<ul style="list-style-type: none"> Engagement contributed to the substance of a plan or resulted in changes to a draft. 	Project Lead	Engagement contributed to the substance of the final plan	<ul style="list-style-type: none"> In a significant way In a moderate way In a minor way Not at all 	Per cent from each response.
8	Engagement includes 'closing the loop'	<ul style="list-style-type: none"> Engagement included activities that 'closed the loop' by providing feedback to participants/ community about outcomes of engagement 	Project Lead	Engagement provided feedback to community about outcomes of engagement	<ul style="list-style-type: none"> Formally (report or public forum) Informally (closing summaries) No feedback provided 	Per cent from each response.
9	Charter is valued and useful	<ul style="list-style-type: none"> Engagement is facilitated and valued by planners 	Project Lead	Identify key strength of the Charter and Guide Identify key challenge of the charter and Guide		

Closing the loop and reporting back

How will you respond to participants?	When will you report back?
A 'what we heard' report will be sent to all who provide feedback during consultation, providing a high-level summary of feedback received and next steps, along with the evaluation survey	Following consultation and initial review of feedback
Engagement Report outlining details of feedback received, what action was taken and why, and an evaluation of the engagement process against the Engagement Charter principles	When the final decision is made
Email/letter to key stakeholders and consultation participants notifying them of the final decision, linking to engagement report and further details on the PlanSA/YourSAy websites	When the final decision is made
PlanSA and YourSAy website updates providing information on the final decision, final Engagement Charter documents and	When final decision is made
Social media posts (PlanSA and SPC channels)	When final decision is made
Planning Ahead article	When final decision is made
Information will be provided at the monthly Planning Forum	When the final decision is made
A briefing for councils, key state agencies, industry bodies will be considered following the final decision	Following final decision