

ENGAGEMENT PLAN

Design Standard 1 – Engineering Requirements for Land Division

By the State Planning Commission (the Designated Entity)

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Executive summary

Purpose

The purpose of engagement is to ensure key stakeholders and interested community are aware of the draft Design Standard 1 – Engineering Requirements for Land Division and the opportunity to provide feedback, to gather informed feedback that contributes to the final design standard, inform stakeholders and engagement participants of the outcomes and meet mandatory engagement requirements under the Community Engagement Charter.

Key messages

- The State Planning Commission has prepared a design standard for land division that aims to streamline assessment processes and enable more housing to be built faster across South Australia's growth areas.
- Introducing consistent infrastructure standards also aims to reduce costs for new residential developments.
- The draft Design Standard 1 – Engineering Requirements for Land Division provides technical guidance that builds on existing planning rules to deliver more transparent and consistent design standards, construction specifications and infrastructure costs for land divisions.
- The draft engineering standard specifies:
 - pavement design
 - stormwater design
 - road design
 - road corridor design
 - service infrastructure
 - water sensitive urban design.
 - street landscaping including trees.
- A draft technical manual has also been prepared, underpinning the design standard and providing detailed, best-practice engineering specifications for these types of infrastructure, which is also available for feedback.
- The draft engineering standard will provide developers, councils and community with greater certainty, clarity and consistency regarding the design, assessment and construction of civil infrastructure across the state's greenfield and growth areas.
- The draft engineering standard also provides pathways for considering climate resilient design and a suite of standard drawings for use in design and construction to significantly reduce assessment timeframes.
- The draft engineering standard applies to land division for large residential developments in Master Planned Zones, including constructing a public road or infrastructure that will become council property.
- The State Planning Commission worked closely with South Australian government agencies, councils and industry to prepare the draft engineering standards.
- Visit the YourSay website for more information on the draft Design Standard 1 – Engineering Requirements for Land Division and share your feedback by 15 July to help shape the final engineering standard, which will be provided to the Minister for Planning for approval.

Key target audiences

- Minister for Planning
- State and Federal MPs
- State agencies
- LGA and all South Australian councils
- Planning and development peak bodies
- Service providers
- Traditional Owners
- Special interest groups
- Broader SA community
- Media

Communication and engagement methods

Tactic	Audience
Direct letters/email to key stakeholders	Minister for Planning, directly impacted state and Federal MPs, state agencies, LGA, councils, planning and development peak bodies, service providers, Traditional Owners, special interest groups
Briefings/meetings (as required)	Key stakeholders
PlanSA and SPC websites	Planning practitioners, key planning and development industry stakeholders, local government, state agencies
YourSAy website and newsletter	Broader SA community, planning practitioners
FAQ and fact sheets	Broader SA community, all stakeholders
Planning Ahead newsletter	Planning practitioners and building industry
Policy and Planning User Forums	Planning practitioners and building industry
Key stakeholders online information session	State agencies, councils, LGA and key industry bodies
Online information sessions for engineers	Engineers from councils, LGA, state agencies and industry
Public online information session Eventbrite website	All stakeholders and broader SA community
Media release, interviews	Broader SA community and all stakeholders
Social media	Broader SA community and all stakeholders
PlanSA service desk email and phone	Broader SA community and all stakeholders
Hard copies of Code Amendment	Broader SA community and all stakeholders
Digital communications toolkit, including link to news story, consultation website and social media image	Stakeholder networks
'What we heard' summary and engagement evaluation survey	All engagement participants
Engagement report	Key stakeholders and engagement participants

Evaluation

An engagement report will be prepared outlining what was heard during consultation and how feedback was considered in finalising the engineering standard. It will include evaluating the engagement process against the Community Engagement Charter principles, informed by an engagement evaluation survey sent to all engagement participants and a survey undertaken by the project/engagement lead.

Background information

The Design Standard 1 – Engineering Requirements for Land Division (Engineering Standards) will provide technical guidance in the assessment of land divisions. The design standard will provide certainty, clarity and consistency regarding the design, assessment and construction of civil infrastructure within the state's greenfield and growth areas.

The design standard will specify:

- pavement design
- stormwater design
- road design
- road corridor design
- service infrastructure
- water sensitive urban design
- street landscaping including trees.

The design standards will provide a tool to support the planning, design, review, approval and delivery of public realm infrastructure. Further, they will provide pathways to allow for consideration of climate resilient design and a suite of standard drawings for use in design and construction to significantly reduce assessment timeframes.

Engagement already undertaken

Preparing the draft design standard has been overseen by the Department for Housing and Urban Development's Growth and Infrastructure Coordination Unit (GICU).

GICU engaged Egis Group to assist with preparing the draft design standard and together they have hosted three workshops with:

- representative from state agencies
- planners and engineers from within councils
- the development industry.

These workshops were targeted at those responsible for delivering new housing in identified growth areas.

Supplementary workshops have also been held, focussed on testing and refining a set of draft standards to inform the final draft Code Amendment.

The working groups identified the following matters when considering the design standard's use:

- design standards are likely to be more relevant and appropriate in greenfield areas
- standard requirements have the potential to provide consistency and certainty for the development industry when working across different council areas
- recognition that some infrastructure will be more straightforward to achieve agreement on a relevant standard e.g. pedestrian access ramps/crossings and kerb types
- design standards need to adequately balance the cost of development and the life cycle of the asset as each has an impact on the development industry and councils respectively.

Driveway crossover design standard consultation

Public consultation on the [draft Residential Driveway Crossover Design Standard](#) that aimed to improve public safety and enhance streetscapes across South Australia was undertaken from 23 August to 14 November 2023.

The draft design standard outlined how new residential driveways should connect from private property to the street, with new driveways positioned to allow:

- space for a street-tree in front of the home
- room to put bins out
- a suitable distance from roadside infrastructure, such as Stobie poles.

The draft design standard also ensured home builders consider the impacts of driveway design on car parking along the street, maintaining a safe and clear footpath and aligning driveway design with the street's character.

A total of 85 submissions were received during consultation. Broadly speaking, the submissions recognised the work that has gone into producing a draft design standard for public comment and that the design standard's objective was a worthy aspiration.

However, several significant matters were raised that required further and more detailed investigation by the State Planning Commission.

Therefore, the Commission wrote to the Minister for Planning recommending that the draft design standard and associated Code Amendment not proceed in their current form, and the Minister agreed to the Commission's recommendation.

The Commission requested the Department for Housing and Urban Development to incorporate driveway crossovers into the Design Standard 1 – Engineering Requirements for Land Division, taking into consideration the feedback received from councils, industry and community as part of this consultation process.

View the [engagement report](#) for full details of the feedback on the draft Residential Driveway Crossovers Design Standard and the Commission's responses to key topics raised during the consultation.

Engagement purpose

The purpose of the engagement is to:

- raise awareness of why the draft Design Standard 1 – Engineering Requirements for Land Division has been prepared and what is proposed
- gather informed feedback on the draft design standard from stakeholders and interested community for consideration in finalising the design standard
- inform stakeholders and interested community of the engagement outcomes and final decision
- meet statutory engagement requirements for design standards.

Engagement objectives

The engagement objectives are to:

- inform stakeholders and interested community of why the draft design standard has been developed and the proposed amendments to the planning rules

- inform stakeholders and interested community of the opportunity to provide feedback on the draft design standard
- ensure all affected stakeholders and interested community have:
 - appropriate opportunities to provide their feedback on the draft design standard
 - equitable access to the information they need to provide relevant and meaningful feedback for consideration in finalising the design standard
 - sufficient time to hear of the consultation, understand what is proposed and provide their feedback on the draft design standard
- gather relevant and meaningful feedback from stakeholders and interested community for consideration in finalising the design standard for the Minister's decision.
- gather relevant and meaningful feedback from stakeholders and interested community for consideration in finalising the technical manual for endorsement by DHUD's Chief Executive.
- inform stakeholders and interested community of the consultation and design standard process' outcomes.

Scope of Influence

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

- the policies in the draft design standard
- the way the design standard is presented.
- information in the technical manual.

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

- the role of design standards in the planning system
- content of the Australian Standards that are referred to in the design standard as this is a separate process

Key messages

The following key messages will underpin the engagement regarding the Design Standard 1 – Engineering Requirements for Land Division. Additional key messages will be created for specific stakeholder communication collateral as required.

Design Standard 1 – Engineering Requirements for Land Division

- The State Planning Commission has prepared a draft design standard for land division that aims to streamline assessment processes and enable more housing to be built faster across South Australia's growth areas.
- Introducing consistent infrastructure standards also aims to reduce costs for new residential developments.
- The draft Design Standard 1 – Engineering Requirements for Land Division provides technical guidance that builds on existing planning rules to deliver more transparent and consistent design standards, construction specifications and infrastructure costs for land divisions.
- The engineering standard will specify:
 - pavement design
 - stormwater design

- road design
 - road corridor design
 - service infrastructure
 - water sensitive urban design
 - street landscaping including trees.
- A draft technical manual has also been prepared, underpinning the design standard and providing detailed, best-practice engineering specifications for these types of infrastructure, which is also available for feedback.
- The draft engineering standard will provide developers, councils and community with greater certainty, clarity and consistency regarding the design, assessment and construction of civil infrastructure across the state's greenfield and growth areas.
- The draft engineering standard also provides pathways for considering climate resilient design and a suite of standard drawings for use in design and construction to significantly reduce assessment timeframes.
- The draft engineering standard applies to land division for large residential developments in Master Planned Zones, including constructing a public road or infrastructure that will become council property.
- The State Planning Commission worked closely with South Australian government agencies, councils and industry to prepare the draft engineering standards.
- Visit the YourSAy website for more information on the draft Design Standard 1 – Engineering Requirements for Land Division and share your feedback 15 July to help shape the final engineering standard, which will be provided to the Minister for Planning for approval.

Design standards

- Design standards are a new planning instrument that support the Planning and Design Code by promoting good design in our streets, parks and other public places, help manage the interface between public and private realms and contribute to delivering high-quality infrastructure as part of new developments.
- These engineering standards would be the first design standard to be adopted under the new South Australian planning system, which was adopted in March 2021.
- The design standard will give greater certainty for developers and provide councils with a useful reference for assessing land division in greenfield areas.
- Design standards can also form a technical library that provides design guidance to planning professionals, developers and the community as to best practice design for the public realm and infrastructure approvals

Stakeholder and community mapping

The following section identifies the stakeholders and communities that will be interested in and actively engaged in this consultation process.

It outlines anticipated interests, which assists in planning information and engagement activities that meet stakeholder needs and expectations.

It attributes three levels of engagement, which references the International Association for Public Participation (IAP2) public participation spectrum¹, and is outlined below.

- An INFORM level of engagement commits to providing information that helps stakeholders to understand the problem/issue, alternatives, opportunities or solutions. It commits to keeping stakeholders informed.
- A CONSULT level of engagement builds on the inform level to also seek feedback on the problem/issue and may include looking at options, alternatives, etc. It commits to keeping stakeholders informed and letting them know how their feedback was used.
- An INVOLVE level of engagement builds further to work directly with stakeholders to ensure that their views are consistently understood and considered. It commits to ensure stakeholder views are reflected in project outcomes and letting them know how this impacted on decision making.
- A COLLABORATE level of engagement commits to partnering with stakeholders at each step in the decision-making process including the development of alternatives and the identification of the preferred solution. It involves working together with stakeholders to formulate solutions and incorporate their advice and recommendations into decisions to the maximum extent possible.

¹ Adapted from International Association Spectrum of Public Participation (IAP2) https://iap2.org.au/wp-content/uploads/2020/01/2018_IAP2_Spectrum.pdf

Stakeholder and community mapping

Stakeholder	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project
State and Federal MPs		
Minister for Planning – Nick Champion MP	The Minister for Planning will be the authority for the design standard.	That they are informed of the design standard and kept informed.
State MPs with Master Planned Zones in their electorate or areas identified in GARP as future growth areas	State Members will have an interest in representing the views of her constituents, who may have varied interests and concerns (positive and negative) about this design standard.	That they are fully informed with all available information and are given an opportunity to provide feedback should they wish to.
Federal MPs with Master Planned Zones in their electorate or areas identified in GARP as future growth areas	Federal Members will have an interest in representing the views of their constituents, who may have varied interests and concerns (positive and negative) about this design standard.	That they are fully informed with all available information and are given an opportunity to provide feedback should they wish to.
South Australian Government agencies		
Renewal SA	Have a role in delivering new urban development directions outlined in the 30-Year Plan for Greater Adelaide/Greater Adelaide Regional Plan. Input into opportunities for infrastructure to drive economic activity, attract investment and enhance liveability and land values.	That they are informed of the design standard, have an opportunity to share their expertise and provide feedback that is considered in finalising the design standard and they are kept informed.
Infrastructure SA	Provide overarching advice and cost assurance to the South Australian Government for major projects, including master planned development.	That they are informed of the design standard, have an opportunity to share their expertise and provide feedback that is considered in finalising the design standard and they are kept informed.
Commissioner of Highways	The design standard will provide design guidance on local roads and driveways, which could be located on land that is owned by the Commissioner of Highways.	That they are informed of the design standard, have an opportunity to share their expertise and provide feedback that is considered in finalising the design standard and they are kept informed.
Department for Environment and Water (DEW)	Input regarding water sensitive urban design and water management, climate change mitigation through activities such as urban greening, and street landscaping.	That they are informed of the design standard, have an opportunity to share their expertise and provide feedback that is considered in finalising the design standard and they are kept informed.
Department for Infrastructure and Transport (DIT)	Will be directly impacted by the design standard, including requirements regarding width of roads and thoroughfares, road construction, traffic management, pedestrian access ramps and crossings.	Expect to be provided with information early and have the opportunity to provide input as early as possible, that they have an opportunity to participate in engagement and influence the outcome and be kept informed
Office for Design and Architecture SA	Interested in influencing and shaping the significant development, contributing to healthy neighbourhoods, integrating smart and sustainable technologies and supporting design innovation to improve quality of life, attract investment and reduce impact on the environment. Support infrastructure and planning delivery across government and support government procurement.	That they are informed of the design standard, have an opportunity to share their expertise and provide feedback that is considered in finalising the design standard and they are kept informed.
Attorney General's Department – Aboriginal Affairs and Reconciliation	Input regarding potential opportunities and impacts for Traditional Owners areas in Master Planned Zones through the design standard, particularly regarding Aboriginal heritage or significant sites, and the opportunity for Aboriginal people to provide their input.	That they are informed of the design standard and the opportunity for Aboriginal people and representative bodies to contribute their expertise and provide feedback that is considered in finalising the design standard, as well as having an opportunity to provide feedback themselves, and they are kept informed.
Office for Local Government	Interested in the impacts of the design standard on local councils. While this design standard directly impacts 13 councils containing Master Planned Zones, there will be broader interest from all councils.	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
South Australian Housing Trust	Involved in residential development and funding affordable housing, which will be impacted by the design standard.	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.

Stakeholder	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project
Inclusive SA	Interested in opportunities to improve accessibility for all South Australians through the design standard, including through specifications for pedestrian access ramps and crossings	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
Green Adelaide	Interested in urban greening opportunities through the design standard	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
Hills and Fleurieu Landscape Board	Interested in water management activities such as drainage swales and channels and urban greening/ habitat opportunities through street landscaping within their area	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
Murraylands and Riverland Landscape Board	Interested in water management activities such as drainage swales and channels and urban greening/ habitat opportunities through street landscaping, particularly opportunities and impacts for current Master Planned Zones around Murray Bridge.	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
Northern and Yorke Landscape Board	Interested in water management activities such as drainage swales and channels and urban greening/ habitat opportunities through street landscaping, particularly opportunities and impacts for current Master Planned Zones around Clare.	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
Stormwater Management Authority	Interested in opportunities to provide input regarding stormwater management through the design standard as the state's stormwater planning and prioritisation body. The authority promotes the development of integrated Stormwater Management Plans by local government, and administers the Stormwater Management Fund to assist local government with the costs of stormwater management planning and stormwater infrastructure.	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
Local government		
Local Government Association (LGA)	The design standard will provide design guidance on public infrastructure, which will be vested to councils following completion. Given that councils will be responsible for the ongoing maintenance they are a key stakeholder in this work and the LGA, as their peak body, should be consulted directly.	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
Impacted South Australian councils (with existing Master Planned Zones or with growth areas identified in GARP)	Directly impacted by the design standard, including by streamlining assessment processes for councils through setting consistent standards for civil infrastructure in growth areas. Council engineers have been involved in developing the draft design standard.	Expect to be provided with information early and have the opportunity to provide input as early as possible, that they have an opportunity to participate in engagement and influence the outcome and be kept informed.
Other South Australian councils	Design standard may be applied to other council areas with future Master Planned Zones. The technical manual may be useful as guidance material for other councils who may not have experience in dealing with large land divisions.	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
LGA Disability Inclusion Advisory Group	Interested in opportunities to improve accessibility for all South Australians through the design standard, including through requirements for pedestrian access ramps and crossings, landscaping and driveway crossovers.	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.
Traditional Owners		
Kaurna Yerta Aboriginal Corporation RNTBC (KYAC)	Kaurna are the Traditional Owners of several Master Planned Zones that would be impacted by the design standard and will be interested in impacts and opportunities for Aboriginal people and heritage through the design standard.	<p>Expect to be provided with information early and have the opportunity to provide input as early as possible, that they have an opportunity to participate in engagement and influence the outcome and be kept informed.</p> <p>They expect that their cultural values are considered to the greatest extent possible and to have sufficient time to consult with their broader membership group.</p>

Stakeholder	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project
Ngarrindjeri Aboriginal Corporation	Ngarrindjeri are the Traditional Owners of impacted areas including around Murray Bridge, Victor Harbor and Goolwa and will be interested in impacts and opportunities for Aboriginal people and heritage through the design standard.	Expect to be provided with information early and have the opportunity to provide input as early as possible, that they have an opportunity to participate in engagement and influence the outcome and be kept informed. They expect that their cultural values are considered to the greatest extent possible and to have sufficient time to consult with their broader membership group.
Ngadjuri Nation Aboriginal Corporation	Ngadjuri are the Traditional Owners of impacted areas including around Clare and will be interested in impacts and opportunities for Aboriginal people and heritage through the design standard.	Expect to be provided with information early and have the opportunity to provide input as early as possible, that they have an opportunity to participate in engagement and influence the outcome and be kept informed. They expect that their cultural values are considered to the greatest extent possible and to have sufficient time to consult with their broader membership group.
Peramangk Aboriginal Corporation	Peramangk are the Traditional Owners of impacted areas including around Mount Barker and will be interested in impacts and opportunities for Aboriginal people and heritage through the design standard.	Expect to be provided with information early and have the opportunity to provide input as early as possible, that they have an opportunity to participate in engagement and influence the outcome and be kept informed. They expect that their cultural values are considered to the greatest extent possible and to have sufficient time to consult with their broader membership group.
Planning and development representative bodies		
Industry bodies: <ul style="list-style-type: none"> • Australian Institute of Architects • Australian Institute of Landscaped Architects • Planning Institute of Australia (SA Division) • Property Council of Australia (SA Division) • Urban Development Institute of Australia (SA Division) • Master Builders Association (SA Division) • Housing Industry Association (SA Division) 	Industry bodies will be directly impacted by the design standard in developing growth areas and delivering more homes for South Australians.	That they are informed of the design standard, have an opportunity to share their expertise and provide feedback that is considered in finalising the design standard and they are kept informed.
Service providers		
SA Water	Input into stormwater, potable water and sewerage/wastewater infrastructure and water sensitive urban design	Expect to be provided with information early and have the opportunity to provide input as early as possible, that they have an opportunity to participate in engagement and influence the outcome and be kept informed.
SA Power Networks NBN Co Australian Gas Networks	Interest in providing input where the design standard may impact their infrastructure delivery in growth areas.	That they are informed of the design standard, have an opportunity to share their expertise and provide feedback that is considered in finalising the design standard and they are kept informed.
Special interest groups		
Community Alliance SA	Community Alliance SA is an umbrella organisation representing a range of resident and community groups; and is dedicated to making the planning and development process accountable, transparent and sustainable, and that it guarantees genuine community engagement. Community Alliance SA will therefore have an interest in representing the views of resident and community groups who will have varied interests and concerns about this design standard.	That they are informed of the design standard, have an opportunity to provide feedback that is considered in finalising the design standard and are kept informed.

Stakeholder	Nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project
Disability access and inclusion advocates <ul style="list-style-type: none"> JFA Purple Orange 	Interested in opportunities to improve accessibility for all South Australians through the design standard, including through requirements for pedestrian access ramps and crossings, landscaping and driveway crossovers.	That they will be made aware of the design standard, have an opportunity to provide feedback that is considered in finalising the draft design standard and to be kept informed.
Broader community		
Broader South Australian community	Community will be interested in requirements for new housing developments and how they will impact existing and new residents.	That they will be made aware of the design standard, have an opportunity to provide feedback that is considered in finalising the draft design standard and to be kept informed.
Media		
Media	Provide information to the public on the draft design standard and invite participation in the consultation.	Up-to-date information about the draft design standard and public consultation at key milestones to share with interested community. Expect access to a spokesperson for follow up interviews if requested.

Applying the Charter principles

Stakeholder	Engagement need or technique
State and Federal MPs with Master Planned Zones in their electorate or areas identified in GARP as future growth areas	<ul style="list-style-type: none"> • Direct emails/letters • Briefings/meetings as required • PlanSA consultation page and online feedback form • YourSAy consultation website and online feedback survey • FAQs and fact sheet
South Australian Government agencies	<ul style="list-style-type: none"> • Direct emails/letters to CEO • Key stakeholder information session • PlanSA consultation page and online feedback form • YourSAy consultation website and online feedback survey • FAQs and fact sheet • Direct contact with design standard lead in PLUS • Briefings/meetings as required • Policy and Planning User Forums • Provide communications pack to share with networks
All South Australian councils (Directly impacted and other councils)	<ul style="list-style-type: none"> • Direct emails/letters to CEO cc Mayor • Key stakeholder information session • PlanSA consultation page and online feedback form • YourSAy consultation website and online feedback survey • Direct contact with design standard lead in PLUS • Briefings/meetings as required • Planning Ahead newsletter article • FAQs and fact sheet • Policy and Planning User Forums • Provide communications pack to share with networks
Local government – LGA	<ul style="list-style-type: none"> • Direct emails/letters to CEO • Key stakeholder information session • PlanSA consultation page and online feedback form • YourSAy consultation website and online feedback survey • Direct contact with design standard lead in PLUS • Briefings/meetings as required • Planning Ahead newsletter article • Policy and Planning User Forums • FAQs and fact sheet • Provide communications pack to share with networks
Traditional Owners	<ul style="list-style-type: none"> • Letter to representative bodies • Meetings/direct engagement, if requested • PlanSA consultation webpage • PlanSA homepage news story and banner • YourSAy consultation webpage • FAQs and fact sheet • Via Aboriginal Affairs and Reconciliations - AGD

Stakeholder	Engagement need or technique
Planning and development representative bodies	<ul style="list-style-type: none"> • Direct emails/letters to CEO/President • Key stakeholder information session • PlanSA consultation page and online feedback form • YourSAy consultation website and online feedback survey • Direct contact with design standard lead in PLUS • Briefings/meetings as required • Planning Ahead newsletter article • FAQs and fact sheet • Provide communications pack to share with networks • Policy and Planning User Forums
Service providers	<ul style="list-style-type: none"> • Direct emails/letters to Chief Executives • PlanSA consultation page and online feedback form • YourSAy consultation website and online feedback survey • Direct contact with design standard lead in PLUS • Online information sessions via Zoom • Briefings/meetings as required • FAQs and fact sheet
Special interest groups	<ul style="list-style-type: none"> • Emails/letters • YourSAy consultation website and online feedback survey • PlanSA consultation page and online feedback form • PlanSA homepage news story and banner • Online information sessions via Zoom • Eventbrite website • Social media (PlanSA, SPC, DHUD & YourSAy channels) • Hardcopy draft design standard available for viewing at PLUS office • PlanSA helpdesk (phone and email) • Provide communications pack to share with networks • Media release/media stories
Broader community	<ul style="list-style-type: none"> • Media release/media stories • YourSAy consultation website and online feedback survey • PlanSA consultation webpage and online feedback form • PlanSA homepage news story and banner • Online information sessions via Zoom • Eventbrite website • Social media (PlanSA, SPC, DHUD & YourSAy channels) • FAQs and fact sheet • Hardcopy draft design standard available for viewing at PLUS office • PlanSA helpdesk (phone and email)
Media	<ul style="list-style-type: none"> • Media release • PlanSA consultation webpage and homepage news story • YourSAy consultation website • Interviews/responses on request

Stakeholder	Engagement need or technique
Consultation participants	<ul style="list-style-type: none"> • Direct email acknowledging submission • Direct email providing 'What we heard' summary • Engagement evaluation survey • Engagement report • YourSAy consultation website • PlanSA consultation webpage

Staging your engagement

Stage	Objective	Stakeholders	Level of engagement	By when
1: Pre-engagement	Inform key decision makers about the draft design standard and consultation process, as required.	Minister and/or state government executives	INFORM	April/May
2: Public consultation	<p>Inform interested and affected stakeholders and community of the draft design standard and opportunity to provide feedback.</p> <p>Gain public feedback on draft design standard for consideration in finalising the design standard.</p>	All stakeholders	CONSULT	20 May to 15 July (8 weeks)
3: Review feedback	<p>Review and summarise consultation submissions to:</p> <ul style="list-style-type: none"> • inform the final draft design standard • prepare an engagement report and instructions for Ministerial decision • close-the-loop for key stakeholders and interested community. 	All stakeholders	INFORM	July/August
4: Engagement evaluation	<p>Gain feedback on the engagement process to:</p> <ul style="list-style-type: none"> • evaluate success in meeting Community Engagement Charter principles • identify opportunities to improve future engagement processes 	Engagement participants	CONSULT	July/August
5: Inform of outcome	Inform key stakeholders and community of the outcome of the design standard.	All stakeholders	INFORM	Following Minister's decision

Planning your engagement approach *subject to change as consultation progresses

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
1: Pre-engagement	Briefing	<p>INFORM</p> <p>Ensure aware of details included in the draft design standard and consultation process/timeline.</p>	Minister and/or executives requiring a pre-engagement briefing, as required	Prior to launch
1: Pre-engagement	Policy and Planning User Forums	<p>INFORM</p> <p>Raise awareness on work to prepare engagement standard and opportunity to provide feedback in the future.</p>	<p>Local government (policy and assessment areas)</p> <p>Planning and industry professionals</p> <p>State agency staff</p>	Prior to launch
2: Public consultation	<p>Media release (TBC)</p> <p>Interviews on request</p>	<p>INFORM</p> <p>Provide information about the draft design standard and opportunity for public feedback</p>	Media (and by extension all stakeholders and the broader South Australian community)	20 May

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
2: Public consultation	MP email/letter	INFORM Advise that the draft design standard is now published for public feedback and of the consultation process.	Impacted State and Federal MPs	20 May
2: Public consultation	Stakeholder email/letter	INFORM Advise of draft design standard and consultation, provide details of stakeholder briefing, invite feedback/participation and encourage sharing information across their networks	South Australian Government agencies Local government Traditional Owners Planning and development industry bodies Service providers Special interest groups	20 May
2: Public consultation	PlanSA website: - consultation page - news story - homepage banner - design standard page	INFORM/CONSULT Provide detailed information about the draft design standard and how to provide feedback, including online feedback form.	Government, service providers and industry key stakeholders (primary audience) All stakeholders	20 May
2: Public consultation	YourSAy website: - consultation page - online survey - map tool	INFORM/CONSULT Provide information about the draft design standard and tools to provide online feedback	Broader community (primary audience) All stakeholders	20 May
2: Public consultation	Eventbrite website	INFORM Provide information about the draft design standard and consultation, and details of online information session and registration	Special interest groups Broader community Key stakeholders unable to make key stakeholder briefing	20 May
2: Public consultation	Frequently asked questions document	INFORM Provide further information regarding potential questions, concerns and about key themes	All stakeholders	20 May
2: Public consultation	Fact sheet	INFORM Provide a short, plain English summary of the draft design standard and how to provide feedback	All stakeholders	20 May
2: Public consultation	Social media posts: - PlanSA Facebook - SPC LinkedIn - YourSAy Facebook - YourSAy Twitter (X) - DHUD LinkedIn (share SPC post)	INFORM Raise awareness of draft design standard and opportunity to provide feedback	All stakeholders, particularly community	20 May
2: Public consultation	Hard copy design standard displayed at PlanSA office	INFORM Provide hard copy information for public viewing	Community and stakeholders who prefer to view a hard copy of the document	20 May
2: Public consultation	Communications pack for key stakeholders (sent with email/letter): - social content - newsletter article - fact sheet - FAQ	INFORM Information about the draft Code Amendment and to promote the consultation provided to key stakeholders to share across their networks via their channels	Key stakeholder networks, particularly: - planning and building industry practitioners - local government planning practitioners - special interest group networks - broader Kurna, Peramangk, Ngarrindjeri, and Ngadjuri Nation communities	20 May
2: Public consultation	PlanSA Helpdesk - phone - email	INFORM/CONSULT Helpdesk staff available to provide information and answer questions, and record feedback provided	All stakeholders	Throughout public consultation

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
2: Public consultation	Direct stakeholder communications/ engagement: - meetings - phone calls - emails	INFORM/CONSULT Respond to stakeholder questions and issues as they arise and gather feedback, as required	Key stakeholders (primarily) All stakeholders	Throughout public consultation, as required
2: Public consultation	Planning User Forum	INFORM Provide further detail on the draft design standard, answer questions and invite feedback, focus on assessment aspects.	Local government Planning and industry professionals State agency staff	23 May
2: Public consultation	Policy Forum	INFORM Provide further detail on the draft design standard, answer questions and invite feedback, focus on policy aspects.	Local government Planning and industry professionals State agency staff	30 May
2: Public consultation	Planning Ahead newsletter article	INFORM Provide information about the draft Code Amendment and invite feedback/ participation in consultation	State government staff with an interest in planning activities Local government planning practitioners Planning and building industry	May edition
2: Public engagement	Meeting/direct communications, if requested	INVOLVE/CONSULT Understand cultural heritage values of the site and gain feedback	Traditional Owners	As requested
2: Public consultation	Social media posts: - PlanSA Facebook - SPC LinkedIn	INFORM Promote public online information session	All stakeholders, particularly community	w/c 9 June
2: Public consultation	Key stakeholder online information session about the design standard's role in assessment and within the planning system	INFORM Provide further detail on draft design standard and consultation process, and answer questions from well engaged stakeholders with a planning focus.	Planning practitioners and those advising planning practitioners from: South Australian Government agencies Local government Planning and Development industry representative bodies	9 June
2: Public consultation	Online information sessions on Technical Manual, run together with Egis/GICU (2 sessions)	INFORM/CONSULT Provide further detail on the draft design standard, technical manual and consultation process, focussing on technical engineering aspects, and answer questions/gain feedback from well engaged stakeholders	Engineers/technical staff from: South Australian Government agencies Local government Planning and Development industry representative bodies Service Providers	11 June & 24 June
2: Public consultation	Public online information sessions Hosted via Zoom Promotion and booking via Eventbrite	INFORM Provide summary of the draft design standard, what feedback can influence, how to provide feedback, where to find more information and answer questions.	Community organisations Broader community Key stakeholders unable to make key stakeholder briefing	17 June (Additional online sessions to be planned if required)
2: Public consultation	Planning Ahead newsletter article	INFORM/CONSULT Encourage feedback prior to consultation closing	State government staff with an interest in planning activities Local government planning practitioners Planning and building industry	June edition
2: Public consultation	Social media posts: - PlanSA Facebook - SPC LinkedIn - YourSAy Facebook - YourSAy Twitter (X) - DHUD LinkedIn (share SPC post)	INFORM Encourage community feedback prior to consultation closing	All stakeholders, particularly community	w/c 30 June

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
3: Review feedback	What we heard summary document (Publish on PlanSA & YourSAy websites)	INFORM Provide high-level initial feedback on what was heard during consultation and next steps	Engagement participants All stakeholders	Late July/early August
4: Engagement evaluation	Stakeholder email and engagement evaluation survey (Attach What we heard summary)	CONSULT Gain feedback from engagement participants to help measure whether engagement met the Community Engagement Charter principles	Engagement participants	Late July/early August
3: Review feedback 4: Engagement evaluation	Engagement report	INFORM Details of feedback received during consultation and how it influenced the final draft for the Minister's consideration, evaluation of engagement process against the Community Engagement Charter principles	All stakeholders	Late July/early August
5: Inform of outcome	Media release Interviews on request (TBC)	INFORM Promote final outcome and how consultation influenced the decision	All stakeholders, particularly South Australian community and industry	Following Minister's decision
5: Inform of outcome	PlanSA and YourSAy website updates: - consultation outcome - design standard - engagement report	INFORM Updated content with outcome of consultation, how feedback influenced final decision and final design standard documents	All stakeholders	Following Minister's decision
5: Inform of outcome	Email/letter to key stakeholders	INFORM Notify of outcome, how feedback influenced decision, links to more information and information to share with networks	Impacted State and Federal MPs South Australian government agencies Local government Traditional Owners Planning and development industry bodies Service providers Special interest groups	Following Minister's decision
5: Inform of outcome	Email to engagement participants	INFORM Notify of outcome, how feedback influenced decision and links to more information	Engagement participants (except key stakeholders)	Following Minister's decision
5: Inform of outcome	Social media posts: - PlanSA Facebook - SPC LinkedIn - YourSAy Facebook - YourSAy Twitter (X) - DHUD LinkedIn (share SPC post)	INFORM Share outcome of consultation and where to find out more information	All stakeholders, particularly community	Following Minister's decision
5: Inform of outcome	Planning Ahead article	INFORM Share outcome of consultation, where to learn more about final design standard and how feedback influenced the decision	State government staff with an interest in planning activities Local government planning practitioners Planning and building industry	Next edition following media announcement
5: Inform of outcome	Policy and Planning User Forums	INFORM Share outcomes, how feedback influenced decision and answer questions.	Local government (policy and assessment areas) Planning and industry professionals State agency staff	First forums following Minister's decision

*This information does not need to be provided to the Minister

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 seeks input early to help shape the design standard Engagement is targeted at a wide range of stakeholders using a range of methods that are best targeted to making participation convenient Timelines are sufficient for people to hear/see the opportunity to have a say and participate in the engagement Stakeholder and community feedback will be carefully considered and contribute to the substance of the design standard Easy to understand information released to help audiences understand why it is relevant to them and how they can have their say Planning and Land Use Services staff are available to answer questions and provide clarity throughout the engagement process A consultation report will be prepared in accordance with section 73(7) of the PDI Act, outlining what was heard and how it was responded to and the evaluation of engagement. This will be published on the PlanSA website.
Engagement is inclusive and respectful	<ul style="list-style-type: none"> Engagement seeks input early to help shape the proposal Targeted at a wide range of stakeholders using a range of methods that are best suited to making participation convenient Due to anticipated interest in this draft design standard beyond the impacted areas, engagement activities focus on digital engagement tools to enable access for a wider audience Efforts to be made to ensure that those most affected or interested are aware of the proposed amendment and engaged through the most direct means possible e.g. direct letters and meetings The timing of other concurrent consultation activities have been considered to ensure key stakeholders can participate in all consultations in a meaningful way Background information will be readily available and easy-to-understand information will be provided to help audiences understand why it is relevant to them, what it means 'on the ground' and how they can have their say All comments and views are captured and considered Timelines sufficient for people to hear/see the opportunity to have a say
Engagement is fit for purpose	<ul style="list-style-type: none"> Communications material will be clear about the proposed change and how it will affect development outcomes. A broad range of activities offered in a mix of ways, to reach a wide range of stakeholders Stakeholders directly impacted will be targeted directly by the engagement Stakeholders with specific interests will be directly communicated with The public will be informed through a variety of channels to gain maximum reach
Engagement is informed and transparent	<ul style="list-style-type: none"> What the community can influence and not influence is clearly outlined Information clearly articulates key areas of interest, what we are gathering feedback on, how participants can get involved and how feedback will be used Communication materials will be presented in easy-to-understand language to explain information and will not assume prior knowledge Submissions will be acknowledged and advised of next steps in the process An engagement report will be provided to participants and made publicly available
Engagement is reviewed and improved	<ul style="list-style-type: none"> Measures of success are identified and will be evaluated at the conclusion of the engagement, and at each stage of engagement if required Any issues raised about the engagement during the process will be considered and action will be taken if appropriate 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 Designated Entity will assess the success of the engagement against criteria five to nine. This evaluation will be included in the statutory report required to be prepared by the Designated Entity under section 73(7) of PDI Act (the Engagement Report). The Engagement Report provides details and analysis of engagement activities undertaken for the Code Amendment, and is provided to the Minister for Planning and Local Government. This Engagement Report will also be referenced in the State Planning Commission's Parliamentary Report under section 74(3)(b) of the Act, which is issued to the Environment Resources and Development Committee of Parliament following adoption of a Code Amendment.

#	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	<ul style="list-style-type: none"> Free text response 	

Closing the loop and reporting back

How will you respond to participants?	Who's responsible?	When will you report back?
'What we heard' summary of engagement activities and key points of feedback received during consultation, as well as an outline of the next steps. To be emailed to people who submitted feedback during consultation with the engagement evaluation survey.	Communications and Engagement team with input from Design standard team	After consultation has closed, when initial review of feedback has been completed
Media announcement to notify community and stakeholders of Minister's decision (at discretion of Minister's office)	Minister for Planning's office	Announcement of decision Within five working days of Minister's decision
Email to key stakeholders notifying them of the Minister's decision and any key changes as a result of public engagement.	Communications and Engagement team	Day of announcement re Minister's decision
Email to those who made a submission notifying them of the Minister's decision and any key changes as a result of public engagement.	Communications and Engagement team	Day of announcement re Minister's decision
Engagement report published on PlanSA website, including detailed analysis of all submissions, how feedback was responded to, amendments to the draft design standard as a result of public engagement and evaluation of the engagement process against the Community Engagement Charter principles.	Communications and Engagement team with input from Design standard team	Day of announcement re Minister's decision
Website updates on YourSAy and PlanSA websites notifying community and stakeholders of the outcome, including PlanSA Design Standards and News pages	Communications and Engagement team	Day of announcement re Minister's decision
Social media posts promoting the announcement, including via: <ul style="list-style-type: none"> PlanSA Facebook SPC and DHUD LinkedIn YourSAy Facebook and Twitter (X) 	Communications and Engagement team	Following announcement of Minister's decision
Newsletter article in Planning Ahead	Communications and Engagement team	Edition following announcement re Minister's decision
Planning User and Policy Forums presentation sharing details of final design standard and how consultation influenced the outcome	Design standard team	Forum following announcement re Minister's decision