

ENGAGEMENT PLAN

Festival Plaza Code Amendment

By the Chief Executive, Department for Housing and Urban Development
(the Designated Entity)

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Background information

The future development of the Adelaide Riverbank, in particular the Festival Plaza precinct and its immediate surroundings, is of social and economic significance to the state. The South Australian government's vision is to develop the precinct into a unique, world-class hub for the arts, culture, tourism, entertainment and employment.

The following [five 'place principles'](#) were developed by the former Riverbank Authority to ensure the vision for Festival Plaza is reflected in any concept designs or future development of the precinct:

- Principle 1: A compelling destination
- Principle 2: The heart of the Riverbank
- Principle 3: Event-ready space
- Principle 4: Dynamic and evolving place
- Principle 5: Distinctive place.

Amendments to the Planning and Design Code are proposed to review the planning rules, including the mix of land uses, to ensure development aligns with these principles and enable development that complements key institutions and attracts people to the precinct.

The precinct has recently seen several significant infrastructure upgrades, including redeveloping the public plaza and a new five level underground car park, the new SkyCity Casino building, Festival Centre and surrounding area, a new northern entrance to the railway station concourse and, more recently, the new 29 storey 'One Festival Tower' adjacent to Parliament House.

A 38 storey, mixed-use tower adjacent the One Festival Tower has been proposed as the next stage of development to complete renewal of the precinct is a proposed.

The draft Festival Plaza Code Amendment does not consider specific proposed developments but would provide building height and design guidance for any future development in Festival Plaza, including this proposed building. It would guide whether a 38-storey building is the highest and best use for the precinct's remaining development site, its heritage relationship to the national heritage listed Parliament House and the creation of a civic and public space for people at ground level.



South Australian Government's vision for the precinct

The State Government's vision for the Riverbank Precinct is a world-class hub for the arts, culture, tourism, and entertainment.

The vision for this broader precinct is outlined in the 30-Year Plan for Greater Adelaide (2017 Update) and guided by the:

- 2011 Riverbank Master Plan
- 2013 Greater Riverbank Precinct Implementation Plan
- 2015 Adelaide Riverbank Precinct Public Realm Concept Design Report
- 2016 Adelaide Riverbank Precinct, Public Realm Design Development Report
- 2017 Riverbank Shared Use Pathway Connectivity Study.

Policy applying to the affected area (Festival Plaza), particularly the City Riverbank Zone and Entertainment Subzone, is longstanding. Its origins lie in the 2013 Riverbank Health and Entertainment Areas Development Plan Amendment. Therefore, it may not provide contemporary guidance for future development that takes account of recent developments.

Reviewing the policies that guide development in the Festival Plaza Precinct will ensure that they continue to align with the overall strategic vision for the area.

To achieve this vision, the Department for Housing and Urban Development's Chief Executive has, with the approval of the Minister for Planning and Local Government, initiated the Festival Plaza Code Amendment in accordance with Section 73(2)(b) of the *Planning Development and Infrastructure Act 2016*.

The proposed amendment seeks to provide greater clarity on the appropriate siting of buildings that exceed 20 building levels within the City Riverbank Zone and Entertainment Subzone.

The draft Code Amendment proposes to:

- include a new concept plan for Festival Plaza
- remove an existing designated performance feature (DPF) from the Entertainment Subzone to correct a policy error
- strengthen the existing 'performance outcome' for the subzone, which provides guidance in relation to buildings that exceed 20 building levels.

Engagement Already Undertaken

Previous engagement has been undertaken on the Riverbank Precinct over a period of several years, with a series of master planning processes and development plan and code amendments initiated or completed over the area, which have all involved detailed engagement.

In 2011 the vision for the riverbank was updated through the release of the 2011 Riverbank Master Plan, which focused on revitalising Adelaide's core Riverbank Precinct.

This was followed in 2013 by key zoning changes, through a Development Plan Amendment process, to allow for the construction and renewal of health, research and entertainment facilities and infrastructure along the River Torrens' riverbank. A total of 15 public submissions and 9 government agency submissions were received during consultation on this rezoning and [key issues raised](#) contributed to the final amendments. These changes have resulted in the new Royal Adelaide Hospital, South Australian Health and Medical Research Institute (SAHMRI) 1 and 2 building, SkyCity expansion, Adelaide Festival Plaza redevelopment and Lot Fourteen.

The most recent Code Amendment for the precinct was the Riverbank Precinct Code Amendment completed in 2022, which sought to progress initiatives of state significance including the development of the new Women's and Children's Hospital and expansion of the Adelaide Botanic High School.

Key areas of feedback included:

- development and environmental impacts on the park lands
- impacts on places of European heritage value
- impacts on sites of cultural importance and the need to engage Kaurna early
- impacts on infrastructure and public access.

Full details of the engagement process and what was heard from community and stakeholders is available in the [engagement report](#), published on the on the PlanSA website.

Preliminary engagement on this draft Code Amendment has been undertaken with Renewal SA, as the key government agency with an interest in land in the Riverbank Precinct and landowner of Festival Plaza, to determine the final scope of this amendment.

Engagement purpose

The purpose of the engagement is to:

- raise awareness of the draft Code Amendment, focussing on ensuring the City Riverbank Zone and Entertainment Subzone provides clear building height and design guidance
- gather informed feedback on the draft Code Amendment from stakeholders and interested community for consideration in finalising the code Amendment
- inform stakeholders and interested community of the engagement outcomes and final decision
- meet statutory engagement requirements for Code Amendments.

Engagement objectives

The engagement objectives are to:

- inform stakeholders and interested community of why the draft Code Amendment 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 Code Amendment
- ensure all affected stakeholders and interested community have:
 - appropriate opportunities to provide their feedback on the draft Code Amendment
 - equitable access to the information they need to provide relevant and meaningful feedback for consideration in finalising the Code Amendment
 - sufficient time to hear of the consultation, understand what is proposed and provide their feedback on the draft Code Amendment.
- gather relevant and meaningful feedback from stakeholders and interested community for consideration in finalising the Code Amendment for the Minister's decision.
- inform stakeholders and interested community of the consultation and Code Amendment process' outcomes.

Scope of Influence

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

- issues and/or opportunities that should be considered in preparing this Code Amendment
- the policy underpinning this Code Amendment, particularly:
 - building height guidance for new developments within Festival Plaza
 - design guidance for new developments within Festival Plaza.

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

- design of specific buildings proposed within Festival Plaza
- spacial application of the City Riverbank Zone and Entertainment Subzone
- general development policies in the Planning and Design Code (this relates to state-wide policy)
- standard policies and wording contained in zones and overlays in the Planning and Design Code (this relates to state-wide policy).

Key messages

The following key messages will underpin the engagement regarding the Festival Plaza Code Amendment. Additional key messages will be created for specific stakeholder communication collateral as required.

General

- The South Australian Government is reviewing the planning rules for Adelaide's riverbank precinct to ensure the potential of this prime location in our city centre is maximised to meet the needs of our state now and in the future.
- The draft Festival Plaza Code Amendment reviews the planning rules for the City Riverbank Zone and Entertainment Subzone to ensure the most can be made of the site and development opportunities for the state, focussing on ensuring the zone provides clear building height and design guidance.
- Aspects such as building height, siting, contribution to public space and relationships to heritage buildings such as Parliament House are all important planning considerations for new development in the precinct.
- Improving accessibility and connections in the Festival Plaza area are also important considerations.
- It's important that planning rules ensure development along the riverbank is appropriate and achieves the greatest benefits for the state and our community.
- Potential development of this key site presents a rare opportunity to make a significant contribution to the broader riverbank precinct.
- This review aims to ensure that planning rules for this important area are consistent with the South Australian Government's vision for the precinct to be a world-class hub for the arts, culture, tourism and entertainment.
- The community is invited to provide feedback on the draft Code Amendment, which will provide building height and design guidance for future development in the riverbank precinct.
- This draft Code Amendment has come into effect on an interim basis at the same time as being released for consultation to ensure undesirable development applications are not submitted for this important precinct while these planning rules are reviewed.

- Consultation is open from 12 September to 24 October (6 weeks).
- Visit the YourSAy website for more information and to share your feedback.

Recent Festival Plaza upgrades and future development

- Recently, significant upgrades and development have renewed Festival Plaza as a cultural and entertainment hub in the centre of Adelaide.
- Recent improvements include:
 - redeveloping the public plaza, including a new five-level underground car park
 - the new SkyCity Casino building
 - enhancements to the Festival Centre and surrounding areas
 - a new northern entrance to the railway station concourse
 - completion of the 29-storey One Festival Tower.
- A 38 storey mixed-use tower alongside the One Festival Tower has been proposed to complete renewal of the precinct.
- The draft Code Amendment does not consider specific proposed developments, but would provide building height and design guidance for any future development in Festival Plaza.
- Therefore, changes to the planning rules through this code amendment would guide whether the proposed 38-storey building is the highest and best use of the precinct's remaining development site, considering its relationship with national and state heritage listed Parliament House and opportunities to create public space.

The South Australian Government's vision for the wider riverbank precinct

- The Code Amendment is consistent with the South Australian Government's vision for the wider riverbank precinct of delivering a world-class health, sporting, educational and biomedical precinct with strong connections to the city centre and reinforcing North Terrace as a premier cultural boulevard.
- The riverbank's entertainment precinct is the heart of activity, vibrancy and visitor economy, including Festival Plaza, Adelaide Convention Centre, Intercontinental Hotel, Adelaide Festival Centre and Sky City Casino.
- The precinct attracts millions of interstate and international visitors to the state, many of which will spend extensive time within this small part of the city.
- There has been strong recent investment in the precinct, including the Sky City Casino, Riverbank Footbridge development, Adelaide Convention Centre and Festival Plaza development.
- The South Australian Government is progressing further initiatives in the Riverbank Precinct that are significant to the state, including the proposed new Women's and Children's Hospital.

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	Level of interest in the project (i.e. 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 (i.e. inform, consult, involve, collaborate)
State and Federal MPs				
Minister for Planning – Nick Champion MP	High	The Minister for Planning will be the authority for the Code Amendment, as well as overseeing SCAP's role within the PDI Act 2016 (with SCAP being the relevant authority for any future development application on Festival Plaza).	That they are informed of the Code Amendment and be kept informed.	Inform (decision maker)
Premier – Peter Malinauskas MP	High	The Premier has an interest in the delivery of initiatives of state significance in the Riverbank Precinct including the development of the proposed Women's and Children's Hospital and a potential arena.	That they are informed of the Code Amendment and be kept informed.	Inform
Deputy Premier and Minister for Climate, Environment and Water – Susan Close MP	High	The Minister has parcels of land in care, control and management that the Code Amendment applies to. Also has an interest in any impacts on state heritage items.	That they are informed of the Code Amendment and be kept informed.	Inform
State Member (Adelaide) – Lucy Hood MP	High	The State Member will have an interest in representing the views of her constituents who will have varied interests and concerns (positive and negative) about this Code Amendment and future development of the affected area.	That they are fully informed with all available information and are given an opportunity to provide feedback should they wish to.	Consult
Federal Member (Adelaide) – Steve Georganas MP	High	The Federal Member will have an interest in representing the views of his constituents who will have varied interests and concerns (positive and negative) about this Code Amendment and future development of the affected area.	That they are fully informed with all available information and are given an opportunity to provide feedback should they wish to.	Consult
State and Australian government agencies				
Renewal SA	High	Responsible for the strategic planning and development of the Riverbank Precinct, key government agency with an interest in land in the Riverbank Precinct and landowner of Festival Plaza. The draft Code Amendment supports achieving the South Australian Government's vision for the Riverbank Precinct and Festival Plaza.	That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult/Involve
Office for Design and Architecture SA (ODASA)	High	ODASA promotes the value of good design and advocates for high quality design across South Australia's built environments. Provides expert advice to developers regarding building design in-line with development requirements in the Code, which would be impacted by this Code Amendment.	That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult
Department for Environment and Water (DEW) - Heritage SA - Water Division	High	The department has an interest in any impacts on heritage including the state and nationally heritage listed Adelaide Park Lands, and Old and New Parliament Houses. They will also have an interest in potential water management impacts and water sensitive urban design.	That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult

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Department for Infrastructure and Transport (DIT)	Medium	Government department responsible for state-maintained infrastructure and roads. Interested in impacts of Code Amendment on infrastructure requirements including roads, public and active transport, water and other infrastructure.	That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult
Attorney General's Department – Aboriginal Affairs and Reconciliation	Medium	Interest in impact on Kurna cultural heritage and engagement with Kurna Traditional Owners.	That they are informed of the Code Amendment and the opportunity for Kurna to contribute their expertise and provide feedback that is considered in finalising the code amendment, as well as having an opportunity to provide feedback themselves, and they are kept informed.	Consult
SA Tourism Commission	Medium	SA Tourism Commission will be keen to see the delivery of initiatives that promote tourism in SA, with a focus on the Entertainment precinct.	That they are informed of the Code Amendment, have an opportunity provide feedback relating to tourism impacts of the draft Code Amendment that is considered in finalising the code amendment and they are kept informed.	Consult
Australian Department of Climate Change, Energy, the Environment and Water (DCCEEW)	High	DCCEEW is the Australian government agency responsible for administering the EPBC Act which applies to the national heritage places. The EPBC Act currently applies to the area affected by the Code Amendment as it impacts part of the Adelaide Park Lands and Parliament House, which are included as a place in the National Heritage List and are therefore protected as a Matter of National Environmental Significance. The Code Amendment directly affects part of the park lands and would also impact this national heritage listed building.	The EPBC Act is unlikely to be triggered by rezoning or policy change through this Code Amendment but may need to be considered for any development that is consequential to the Code Amendment process. That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult
Local government				
Local Government Association (LGA)	High/Medium	The LGA is a membership organisation that provides service and leadership relevant to the needs of member councils in South Australia. Changes to the Code directly impact the work of member councils.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult
City of Adelaide	High	City of Adelaide has previously been actively engaged in relation to Festival Plaza, with a strong interest in development of land in its care, control and management. They are also interested in the orderly development of the city environs and impacts on the park lands. Changes to the Code directly impact council work. They also ensure the elected body is appropriately engaged.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult/Involve

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Kadaltilla/Adelaide Park Lands Authority (APLA)	High	The Kadaltilla/Adelaide Park Lands Authority is the principal advisor to both the City of Adelaide and the South Australian Government on the protection, management, enhancement and promotion of the Adelaide Park Lands.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult
Traditional Owners - Kurna				
Kurna Yerta Aboriginal Corporation RNTBC (KYAC)	High	<p>Kurna are the Traditional Owners of the subject sites and will be interested in the change of use and amenity proposed by the Code Amendment as well as any interaction with Aboriginal Heritage and opportunities to reflect and celebrate Kurna knowledge and culture.</p> <p>Kurna participated in engagement on the Riverbank Precinct Code Amendment, highlighting strong spiritual connection to the area and the desire to be engaged early in planning initiatives that impact the precinct and park lands.</p>	<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>	Involve/Consult
Planning and development representative bodies				
State Commission Assessment Panel (SCAP) State Planning Commission (SPC)	High	Relevant authority for development applications for Festival Plaza.	That they are informed of the Code Amendment and be kept informed.	Inform
Capital City Committee	High	The Capital City Committee is a partnership of the Government of South Australia and the City of Adelaide and chaired by the Premier. It promotes the strategic development of Adelaide as the capital of South Australia and one of the world's great small cities, and the coordinating body for Riverbank Precinct development.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult
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) 	High	<p>Industry bodies have an interest in the administration of the Planning and Design Code as well as promoting the future economic growth of South Australia.</p> <p>They will be interested in promoting good, sustainable development and future development of Festival Plaza.</p>	That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult
Heritage representative bodies				
SA Heritage Council	High	The SA Heritage Council provides strategic advice on heritage related matters in the administration of the Planning and Design Code.	That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult

Stakeholder	Level of interest in the project (i.e. 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 (i.e. inform, consult, involve, collaborate)
		The council is likely to have an interest in how the development will impact national and state heritage values for parklands and heritage listed buildings.		
History Council of SA	High	The History Council of South Australia is an independent, non-government body comprises of individuals, cultural, academic and government institutions, local libraries, museums, and historical societies. Interested in impacts on national and state heritage values for parklands and heritage listed buildings.	That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult
National Trust of South Australia	High	The National Trust of South Australia has over 6000 members and volunteers across South Australia who collectively work to protect, preserve and promote the state's built, natural and cultural heritage. Interested in impacts on national and state heritage values for the Adelaide Park Lands and heritage listed buildings.	That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult
Australia ICOMOS	High	The International Council on Monuments and Sites (ICOMOS) is a non-government professional organisation that promotes expertise in the conservation of cultural heritage. Australia ICOMOS is the national committee. They showed a strong interest in the Riverbank Precinct Code Amendment, particularly impacts on the national heritage listed Adelaide Park Lands. They will have an interest in impacts on national and state heritage values of Parliament House and the parklands.	That they are informed of the Code Amendment, have an opportunity to share their expertise and provide feedback that is considered in finalising the code amendment and they are kept informed.	Consult
Businesses				
Festival Plaza Committee	High	The Festival Plaza Committee is made up of representatives from organisations with a significant precinct presence, along with state and local government members. They will be interested in the Code Amendment's impacts on future development and the interaction with existing facilities in the precinct.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult
Businesses (retail/restaurants/entertainment) within Riverbank Precinct including: <ul style="list-style-type: none"> Adelaide Oval Stadium Management Authority Adelaide Festival Centre Adelaide Convention Centre Adelaide Railway Station (DIT, Renewal SA, Keolis Downer) 	Medium	There are a number of businesses within the Riverbank Precinct that will likely have an interest in how the proposed Code Amendment may impact new development in Festival Plaza and how it may impact their businesses (positive and negative).	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult

Stakeholder	Level of interest in the project (i.e. 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 (i.e. inform, consult, involve, collaborate)
<ul style="list-style-type: none"> • SkyCity Adelaide • Flinders University • Intercontinental Hotel • Australian Hotels Association (SA Branch) • Riverbank promenade eateries • Any additional landowner or leaseholders with available contact details. 				
Adelaide Airport Limited	Medium	Interested in potential impacts of building height on air traffic and airport activities.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult
Affected landowners				
Landowners and occupiers in the affected area and adjacent to the affected area	High	Directly impacted by the draft Code Amendment. Interested in impact on the land that they own/occupy.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult
Community				
Community Alliance SA	High/Medium	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 (positive and negative) about this Code Amendment and future development of the affected area.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult
Committee for Adelaide	Medium	The Committee for Adelaide is a not-for-profit membership-based organisation with an objective of making Adelaide the most liveable city. As part of Riverbank Precinct Code Amendment consultation they showed interest in activating the river frontage while protecting the parklands and increased connectivity for pedestrians and cyclists.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult
Adelaide Park Lands Association	High	Non-profit community based 'watchdog' to preserve and protect the park lands. They will have a keen interest in potential impacts on the park lands.	That they are informed of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the code amendment and are kept informed.	Consult

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Broader South Australian community	Medium	The Code Amendment will help facilitate major projects for Adelaide which will likely be of interest to the broader Adelaide community due to potential impacts on building heights, amenity, parklands heritage values, heritage buildings, Aboriginal cultural heritage and public space in Festival Plaza, and interconnections across the broader precinct.	That they will be made aware of the Code Amendment, have an opportunity to provide feedback that is considered in finalising the draft code amendment and to be kept informed.	Consult
Media				
Statewide and local media	High/Medium	Provide information to the public on the future development of the Festival Plaza precinct and issues of community interest, such as potential development opportunities and economic impacts, impacts on building heights, amenity, parklands heritage values, heritage buildings and public space in Festival Plaza, as well as interconnections across the broader precinct.	Up-to-date information about the draft Code Amendment and public consultation at key milestones to share with interested community. Expect access to a spokesperson for follow up interviews.	Inform

Applying the Charter principles

Stakeholder	Engagement need or technique
State and Federal MPs	<ul style="list-style-type: none"> • Direct emails/letters • Briefings/meetings as required • PlanSA website • FAQs and fact sheet
State and Australian government agencies	<ul style="list-style-type: none"> • Direct emails/letters to CEO • Key stakeholder information session (including SA Heritage Council) • PlanSA consultation page and online feedback form • YourSAy consultation website and online feedback survey • FAQs • Direct contact with Code Amendment lead in PLUS • Briefings/meetings as required • Provide communications pack to share with networks
Local government – Adelaide City Council/APLA	<ul style="list-style-type: none"> • Direct emails/letters to CEO/Mayor • Emails to relevant staff • Key stakeholder information session • PlanSA consultation page and online feedback form • YourSAy consultation website and online feedback survey • Direct contact with Code Amendment lead in PLUS • Briefings/meetings as required • Planning Ahead newsletter article • FAQs • 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

Stakeholder	Engagement need or technique
	<ul style="list-style-type: none"> • PlanSA consultation page and online feedback form • YourSAy consultation website and online feedback survey • Direct contact with Code Amendment lead in PLUS • Briefings/meetings as required • Planning Ahead newsletter article • FAQs • Provide communications pack to share with networks
Traditional Owners – Kurna Yerta Aboriginal Corporation RNTBC (KYAC)	<ul style="list-style-type: none"> • Meetings/direct engagement • PlanSA consultation webpage • PlanSA homepage news story and banner • YourSAy consultation webpage • FAQs and fact sheet • Provide communications pack to share with networks
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 • PlanSA consultation webpage and online feedback form • YourSAy consultation website and online feedback survey • Direct contact with Code Amendment lead in PLUS • Briefings/meetings as required • Planning Ahead newsletter article • FAQs and fact sheet • Provide communications pack to share with networks
Heritage representative bodies	<ul style="list-style-type: none"> • Direct emails/letters to Executive Officer/President • PlanSA consultation page and online feedback form • PlanSA consultation webpage and online feedback form • YourSAy consultation website and online feedback surveyYourSAy consultation website • Direct contact with Code Amendment lead in PLUS • Online information sessions via Zoom • Briefings/meetings as required • FAQs and fact sheet • Provide communications pack to share with networks
Businesses	<ul style="list-style-type: none"> • Emails/letters • 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) • Hardcopy draft Code Amendment available for viewing at PLUS office • PlanSA helpdesk (phone and email) • FAQs and fact sheet • Media release/media stories
Community organisations	<ul style="list-style-type: none"> • Emails/letters • YourSAy consultation website and online feedback survey • PlanSA consultation page and online feedback form

Stakeholder	Engagement need or technique
	<ul style="list-style-type: none"> • PlanSA homepage news story and banner • Online information sessions via Zoom • Eventbrite website • Social media (PlanSA, SPC, DHUD & YourSAy channels) • Hardcopy draft Code Amendment available for viewing at PLUS office • PlanSA helpdesk (phone and email) • Provide communications pack to share with networks • Media release/media stories
Affected landowners and occupiers	<ul style="list-style-type: none"> • Emails/letters • FAQ and fact sheet (include with letter/email) • 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 Code Amendment available for viewing at PLUS office • PlanSA helpdesk (phone and email) • Media release/media stories • Via Adelaide City Council/stakeholder networks regarding areas of interest eg heritage and parklands
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 Code Amendment available for viewing at PLUS office • PlanSA helpdesk (phone and email) • Via Adelaide City Council/stakeholder networks regarding areas of interest eg heritage and parklands
Media	<ul style="list-style-type: none"> • Media release • PlanSA consultation webpage and homepage news story • YourSAy consultation website • Interviews on request
Consultation participants	<ul style="list-style-type: none"> • Direct emails/letters • '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 Code Amendment and consultation process, as required.	Minister and/or state government executives	INFORM	Early September
2: Public consultation	Inform interested and affected stakeholders and community of the draft Code Amendment and opportunity to provide feedback. Gain public feedback on draft Code Amendment for consideration in finalising the Code Amendment.	All stakeholders	CONSULT	September to October 2024 (6 weeks)
3: Review feedback	Review and summarise consultation submissions to: <ul style="list-style-type: none"> inform the final draft Code Amendment prepare an engagement report and instructions for Ministerial decision close-the-loop for key stakeholders and interested community. 	All stakeholders	INFORM	November 2024-early 2025
4: Engagement evaluation	Gain feedback on the engagement process to: <ul style="list-style-type: none"> evaluate success in meeting Community Engagement Charter principles identify opportunities to improve future engagement processes 	Engagement participants	CONSULT	December 2024
5: Inform of outcome	Inform key stakeholders and community of the outcome of the Code Amendment.	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	INFORM Ensure aware of details included in the draft Code Amendment and consultation process/timeline.	Minister and/or executives requiring a pre-engagement briefing	Prior to 12 Sep
2: Public consultation	Media Release Interviews on request	INFORM Provide information about the draft Code Amendment and opportunity for public feedback	Media (and by extension all stakeholders and the broader South Australian community)	Launch 12 Sep
2: Public consultation	MP email/letter	INFORM Advise that the draft Code Amendment is now published for public feedback and of the consultation process.	State and Federal MPs	Launch 12 Sep
2: Public consultation	Stakeholder email/letter	INFORM Advise of draft Code Amendment and consultation, provide details of stakeholder briefing, invite feedback/participation and encourage sharing information across their networks	State and Australian government agencies Local government Traditional Owners – Kurna Planning and development industry bodies Heritage representative bodies Businesses Community Organisations	Launch 12 Sep

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
2: Public consultation	Affected landowner/ occupier letter (via email if possible)	INFORM Advise of draft Code Amendment, provide details of online information session and invite feedback	Landowners and occupiers within affected area Landowners and occupiers adjacent to affected area	Launch 12 Sep
2: Public consultation	PlanSA website: - consultation page - news story - homepage banner	INFORM/CONSULT Provide detailed information about the draft Code Amendment and how to provide feedback, including online feedback form.	Government and industry key stakeholders (primary audience) All stakeholders	Launch 12 Sep
2: Public consultation	YourSAy website: - consultation page - online survey	INFORM/CONSULT Provide information about the draft Code Amendment and tools to provide online feedback	Broader community and community organisations (primary audience) All stakeholders	Launch 12 Sep
2: Public consultation	Eventbrite website	INFORM Provide information about the draft Code Amendment and consultation, and details of online information session and registration	Community organisations Broader community Key stakeholders unable to make key stakeholder briefing	Launch 12 Sep
2: Public consultation	Frequently asked questions document	INFORM Provide further information regarding potential questions, concerns and about key themes	All stakeholders	Launch 12 Sep
2: Public consultation	Fact sheet	INFORM Provide a short, plain English summary of the draft Code Amendment and how to provide feedback	Broader community and community organisations Traditional Owners - Kurna State and Federal MPs Planning and building industry representative organisations Heritage representative organisations	Launch 12 Sep
2: Public consultation	Social media posts: - PlanSA Facebook - PlanSA Twitter (X) - SPC LinkedIn - YourSAy Facebook - YourSAy Twitter (X)	INFORM Raise awareness of draft Code Amendment and opportunity to provide feedback	All stakeholders, particularly community	Launch 12 Sep
2: Public consultation	Hard copy Code Amendment 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	Launch 12 Sep
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 - people interested in state and national heritage - people interested in Adelaide Park Lands - people interested in Aboriginal cultural heritage - broader Kurna community	Launch 12 Sep
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 engagement from launch, 12 Sep

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
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	Next edition following launch
2: Public engagement	Meeting/direct communications with KYAC	INVOLVE/CONSULT Understand cultural heritage values of the site and gain feedback	Traditional Owners – Kurna	ASAP following launch
2: Public consultation	Key stakeholder online information session	INFORM Provide further detail on draft Code Amendment and consultation process, and answer questions from well engaged stakeholders Ensure council staff are aware of planning requirements, particularly during early commencement	State and Australian Government agencies Local government Planning and Development industry representative bodies Heritage representative bodies	17 Sep
2: Public consultation	Social media posts: - PlanSA Facebook - PlanSA Twitter (X) - SPC LinkedIn	INFORM Promote online information sessions	All stakeholders, particularly community	19 Sep
2: Public consultation	Public online information session Hosted via Zoom Promotion and booking via Eventbrite	INFORM Provide summary of the draft Code Amendment, 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	26 Sep (Additional online sessions to be planned if required)
2: Public consultation	Social media posts: - PlanSA Facebook - PlanSA Twitter (X) - SPC LinkedIn	INFORM Promote online information session	All stakeholders, particularly community	9 Oct
2: Public consultation	Public online information session Hosted via Zoom Promotion and booking via Eventbrite	INFORM Provide summary of the draft Code Amendment, 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	15 Oct (Additional online sessions to be planned if required)
2: Public consultation	Social media posts: - PlanSA Facebook - PlanSA Twitter (X)	INFORM Encourage community feedback prior to consultation closing 24 October	All stakeholders, particularly community	17 Oct

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
	- SPC LinkedIn - YourSAy Facebook - YourSAy Twitter (X)			
2: Public consultation	Planning Ahead newsletter article	INFORM/CONSULT Encourage feedback prior to consultation closing 24 October	State government staff with an interest in planning activities Local government planning practitioners Planning and building industry	October edition
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	Dec
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 All stakeholders	Dec
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	Early 2025
5: Inform of outcome	Media release Interviews on request	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 - Code Amendment - engagement report	INFORM Updated content with outcome of consultation, how feedback influenced final decision and final Code Amendment 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	State and Federal MPs State and Australian government agencies Local government Traditional Owners – Kurna Planning and development industry bodies Heritage representative bodies Businesses Community Organisations Landowners and occupiers within and adjacent to the affected area	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

Stage	Engagement activity	Engagement level and objective of activity	Stakeholders/ target audience	Timing
5: Inform of outcome	Social media posts: - PlanSA Facebook - PlanSA Twitter (X) - SPC LinkedIn - YourSAy Facebook - YourSAy Twitter (X)	INFORM Share outcome of consultation and where to find out more information	All stakeholders, particularly community	Following Minister's decision
5: Inform of outcome	Communications pack (sent with email/letter) for key stakeholders to share with networks: - social media - newsletter content	INFORM Provide information to key stakeholders to share the consultation outcome and how feedback influenced the decision with their networks	Key stakeholder networks, particularly: - planning and building industry practitioners - local government planning practitioners - people interested in state and national heritage - people interested in Adelaide Park Lands - people interested in Aboriginal cultural heritage - broader Kaurna community	Following Minister's decision
5: Inform of outcome	Planning Ahead article	INFORM Share outcome of consultation, where to learn more about final Code Amendment 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

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 Code Amendment • 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 Code Amendment • 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 SA planning portal.
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 Code Amendment beyond the immediate area, 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, such as the Greater Adelaide Regional Plan consultation events, 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"> • The scope of the amendment is broad-reaching, reflecting that the Code Amendment impacts places of importance to many South Australians, including places of national and state heritage significance • 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 (i.e. meetings) • 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?
<p>'What we heard' summary of engagement activities and key points of feedback received during consultation, as well as an outline of the next steps.</p> <p>To be emailed to key stakeholders/people who submitted feedback during consultation with the engagement evaluation survey.</p>	Communications and Engagement team with input from Code Amendment team	<p>After consultation has closed, when initial review of feedback has been completed</p> <p>December 2024</p>
Media announcement to notify community and stakeholders of Minister's decision	Minister for Planning's office	<p>Announcement of decision</p> <p>Within four weeks of the Code Amendment coming into effect</p>
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 Code Amendment 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 Code Amendment team	Day of announcement re Minister's decision
Website updates on YourSAy and PlanSA websites notifying community and stakeholders of the outcome, including PlanSA Code Amendments and news pages	Communications and Engagement team	Day of announcement re Minister's decision
<p>Social media posts promoting the announcement, including via:</p> <ul style="list-style-type: none"> • PlanSA Facebook and Twitter • SPC LinkedIn • YourSAy Facebook & Twitter 	Communications and Engagement team	Following announcement of Minister's decision
Newsletter article in Planning Ahead and YourSAy monthly e-newsletters	Communications and Engagement team	Edition following announcement re Minister's decision
Policy Forum (and/or Building Forum and Planning Users Forum) presentation sharing details of final Code Amendment and how consultation influenced the outcome	Code Amendment team	Forum following announcement re Minister's decision