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DPTI



Department of Planning
Transport & Infrastructure
Planning Reforms Team
Email: DPTI.PlanningEngagement@sa.gov.au

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To DPTI - Planning Reforms Team

The Coorong Council wishes to take the opportunity to provide our response in relation to the Performance Indicators - Discussion Paper.

Council can appreciate the need to collect statistics and supports the expansion of collecting additional data than what is currently been collected. Council is supportive of the new e-planning system, which will modernise the current system indicators process which is not always accurate.

At present it is not clear how this information will be displayed and what comparisons it may draw. It would be unfair to draw comparisons against Council and the private sector. Planning and building staff are the first point of contact for all general enquiries. Council staff particularly in rural areas often undertaken additional workload not directly associated to their main roles. Council is also responsible for compliance which places significant pressure on resources and costs. The private sector do not face the same pressures as those placed on Council staff.

It is important to ensure the e-portal does not result in a duplication of staff entering the same data into Council's system as well as the e-portal. Having to enter the same data into two different systems is not streamlining the process. For example when sending a further information letter, having to update the e-portal and the Council system to show a further information letter has been sent is doubling the internal processes.

The paper indicates the all applications are collected and stored within the e-portal. What would Council's requirements be for record keeping of applications and would the e-portal link with Council's record keeping systems. This may present another duplication of steps if it cannot be easily linked with Council's systems.

Council raises questions regarding the implementation of the new system indicators. In the first 12 months of the new Code being operational, the e-portal will not be operational, therefore statistics cannot be easily obtained. Coorong Council runs Civica software being Authority, staff have setup the planning workflows to suit their requirements and run reports to obtain the data required for system indicators. The new system would require all the workflows to be re-done along with the reports. The process, resources and costs to update the system are high, and realistically not practical given the intent to have greater use and reliance on the e-portal. To set up the new systems for a 12 month period is not feasible. Council is unsure what would be required from Council's within the first 12 months or until

the e-portal is operational, nor what assistance will be offered from DPTI if these statistics will be required to be collected.

We are looking forward to seeing a response to the items and questions we have raised.

Kind regards

A handwritten signature in black ink, appearing to read 'KSchilling', written in a cursive style.

Kylie Schilling
Coordinator - Development