

October 2022

Customer Survey Results SA Planning System

Prepared for Planning and Land Use Services

Prepared by Action Market Research

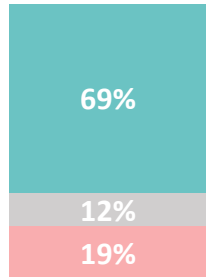


Government of South Australia
Department for Trade
and Investment



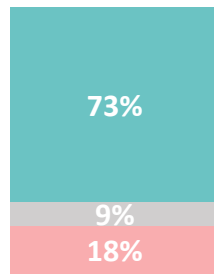
Executive Summary: Plan SA Scorecard

System Satisfaction



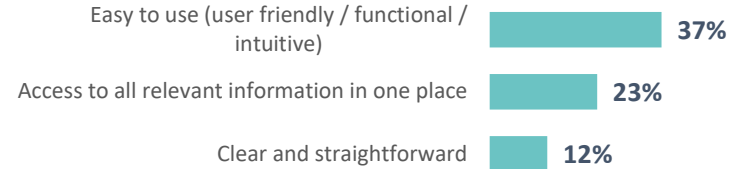
■ Satisfied ■ Neutral ■ Dissatisfied

Support Satisfaction

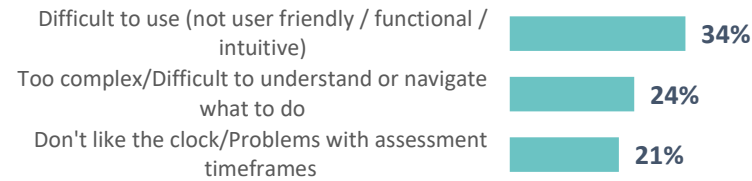


■ Satisfied ■ Neutral ■ Dissatisfied

Why Satisfied (Top 3)



Why Not Satisfied (Top 3)



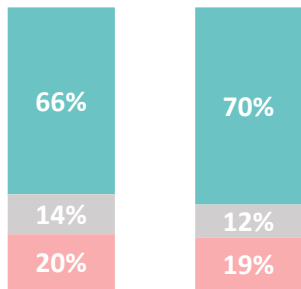
Support Performing Well/Not Well

Areas performing very well

- Customers like the way they have been treated (81% agree)
- Customers got what they needed (74% agree)

Areas to 'Keep an eye on'

- Effort required by customers to resolve query (26% believe there is too much effort required)
- Speaking with too many people (27% believe they spoke with too many people)

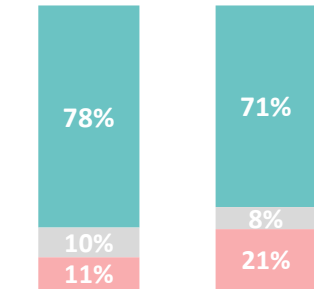


Decision Makers

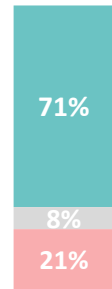


End Users

■ Satisfied ■ Neutral ■ Dissatisfied



Decision Makers

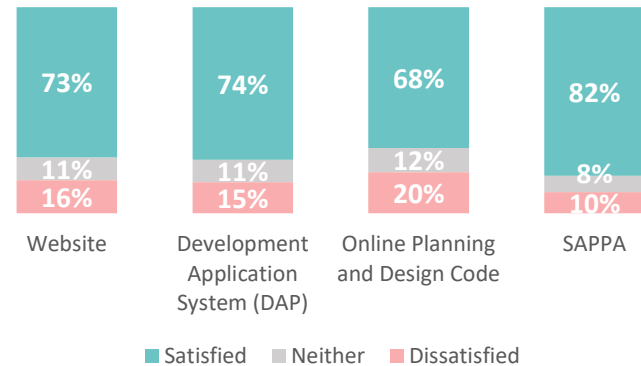


End Users

■ Satisfied ■ Neutral ■ Dissatisfied

Specific Elements Satisfaction

Overall Satisfaction
Different Elements



■ Satisfied ■ Neither ■ Dissatisfied

Delivering/Not Delivering

Goals Delivering On

1. PlanSA makes it easier to access the service (71% agree)
2. PlanSA communicates the status of applications effectively (70% agree)

Goals to Improve On

1. PlanSA saves the customer time and money (53% agree)
2. PlanSA helps improve the time taken to make a decision (59% agree)

1. **Average customer satisfaction** with the new ePlanning system is good (69% of all customers are satisfied with the system). In particular, Individual applicants and Volume Builders are the most satisfied types of users of the new system, while Accredited Professionals and Representors are less satisfied.
2. **Key reasons for customer satisfaction** with the new planning system for all customers include that it is easy to use, accessible (access to all relevant information in one place) and because the system is clear and straightforward. Key reasons for dissatisfaction include issues with user friendliness, overall complexity and search function of the system, and problems relating to assessment timeframes.
3. **Across the various elements of the planning system**, customers are mostly satisfied with each of the elements pertaining to the website, DAP, the online planning and design code and SAPP. SAPP is by far the highest scoring element of the system with 82% all customers satisfied with SAPP.
4. **Compared to the previous system**, the majority of customers (75%) believe the new system is an improvement on the previous system. 19% believe the new system is worse than the previous system. Among respondent types, Referral Bodies / RA SCAP and State Planning Users, and Volume Builders are the most supportive of the new system (87% and 82% respectively).
5. **On Plan SA Support**, overall, more than 60% agree with each of the Plan SA Support statements tested, indicating that in a 'net' sense PlanSA is performing well in supporting its customers.

In sum, the inaugural benchmarking study for assessing customer satisfaction with the new planning system has generated a series of scores and measures pertaining to the customer experience across different types of decision makers and end users who are accessing the system.

Methodology and Reporting Notes

Action Market Research was engaged by Planning and Land Use Services in May 2022 to develop and undertake a customer service benchmark of customers who have used the PlanSA ePlanning system in the last 12 months.

All surveys were conducted online between Friday 17 June to Wednesday 6 July 2022, with invitations distributed by Planning and Land User Services to its database of customers.

A total of 1,502 interviews were completed, and the table below provides the overall response rates achieved and the confidence interval for each customer group. Demographics of participants are attached as Appendix 1 at the end of this report.

	Completed Interviews	Total Population (Emails)	Response Rate	Confidence Interval (at 95% confidence)	Label used in reporting
<u>Total</u>	1,502	16,994	8.8%	+/- 2.93%	Overall
<u>Decision Makers</u>	367	2,209	16.6%	+/- 4.67%	Decision Makers
Accredited Professionals	36	255	14.1%	+/- 15.17%	Accredited Professionals
Council	278	1,586	17.5%	+/- 5.34%	Council
Other (Referral Body, RA-SCAP, State Planning Commission)	53	368	14.4%	+/- 12.47%	Other (Referral Body / RA SCAP / State Planning)
<u>End Users</u>	1,135	14,785	7.7%	+/- 2.80%	End Users
Applicant (Individual)	553	6,097	9.1%	+/- 3.97%	Individual Applicant
Lodge-Agent (Volume Builder)	304	2,478	12.3%	+/- 5.27%	Volume Builders
Representors	278	6,211	4.5%	+/- 5.75%	Representors

The results throughout have been prepared by:

- **Overall:** all n=1,502 responses combined. These outcomes are your overall PlanSA scores.
- **Decision Makers:** n=367 responses, a combination of the Accredited Professionals, Council and Other respondents.
- **End Users:** n=1,135 responses, a combination of the Individual Applicants, Volume Builders and Representors.

For the key satisfaction score questions, we have also provided the scores by the sub-groups within each of the two main customer types.

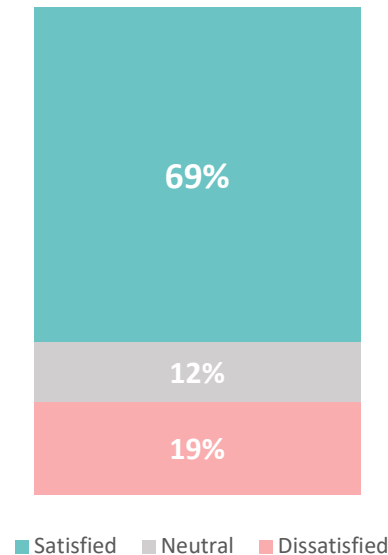
Results for each question are presented via **Normalised percentages**. This means the results are calculated using the total based on the valid mentions to the question, excluding those who indicate the question is not applicable to them.

Overall Satisfaction

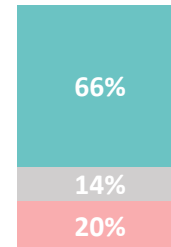
Overall Satisfaction

Customer satisfaction achieved in the 2022 Survey is 69%. End Users (70%) are more satisfied than Decision Makers (66%), especially Individual Applicants and Volume Builders which have both recorded significantly higher results when compared to the overall outcome. Accredited Professionals record a significantly lower outcome, with almost two-fifths dissatisfied with the PlanSA system.

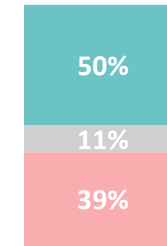
Satisfaction Overall



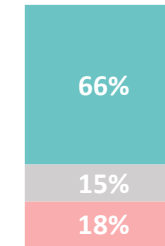
Decision Makers



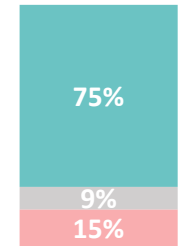
Decision Makers



Accredited Professionals

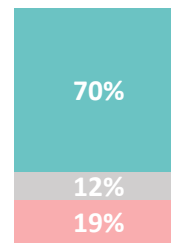


Council

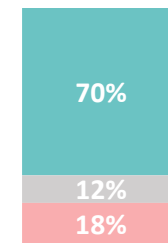


Other

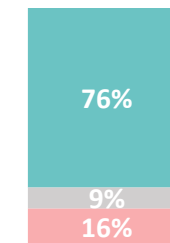
End Users



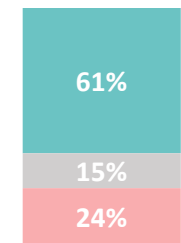
End Users



Individual Applicants



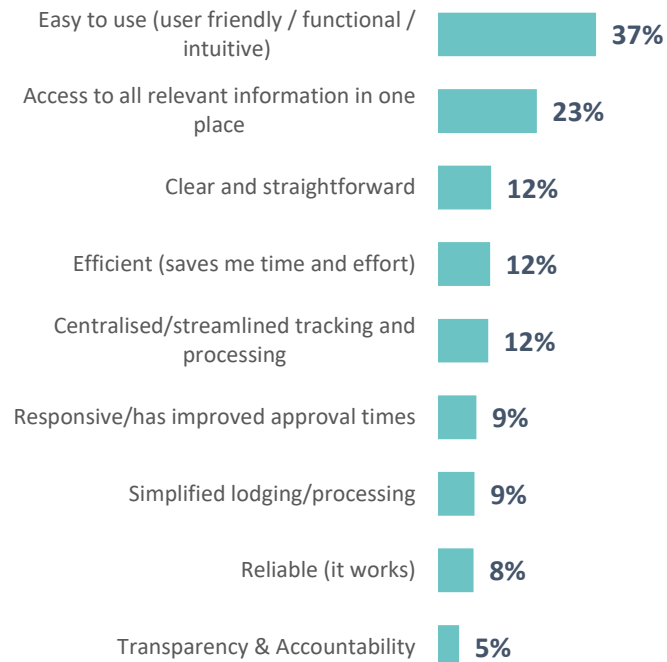
Volume Builders



Representors

Overall Satisfaction – Reasons Why Satisfied (Coded)

Overall



Decision Makers

End Users

Top 5 Coded Reasons Why Satisfied

1. Access to all relevant information in on place (37%)
2. Easy to use (user friendly / functional / intuitive) (24%)
3. Efficient (saves me time and effort) (17%)
4. Clear and straightforward (11%)
5. Reliable (it works) (10%)

1. Easy to use (user friendly / functional / intuitive) (41%)
2. Access to all relevant information in one place (19%)
3. Clear and straightforward (13%)
4. Centralised/streamlined tracking and processing (12%)
5. Efficient (saves me time and effort) (11%)

The key reasons for being satisfied with PlanSA's ePlanning system relate to it being easy to use (37% of all mentions) and having access to all relevant information in one place (23% of all mentions). These top two reasons are consistent among both Decision Makers and End Users, with Decision Makers more satisfied by having access to all information in one place (37% Decision Maker mentions), and End Users more satisfied by the ease of use (41% End User mentions).

Overall Satisfaction – Reasons Why Satisfied Comments

Decision Makers

“Ease of use. Good record of application status.” (Accredited Professional)

*“Central location for all applications. Ability to see **timeframe/clock countdown** on assessment time remaining.” (Accredited Professional)*

*“A centralised system for the state **has been needed for many years**, it provides **access** to all and **transparency** in the planning and development system, **functionality** and **process** is pretty good although many people prefer to respond direct with council officers instead of using the system, which increases administrative functions required to process a DA.” (Council)*

*“It **does what I need it to do** without too much extra effort required at my end.” (Council)*

*“The system has made outsourcing of planning work **significantly easier**. The system has a few issues in terms of finding information, but once you get your head around it, it is **brilliant**.” (Council)*

*“All assessments are undertaken in one location, **easy to identify** who the application is with, easy to identify which referral bodies have been allocated to application and if their response has been received.” (Council)*

*“It’s a good system overall, organising all the relevant **information in a single place**, and is fairly **straightforward** in its use.” (Other Referral Body/RA SCAP/State Planning)*

*“Seems reasonably **easy to follow** for what I need to do as a referral body.” (Other Referral Body/RA SCAP/State Planning)*

End Users

*“The Development Application System is **easy to access** and use and gives me access to all the information I need to initiate and progress my Development Application. This online system is **stable, fast and navigable**. It has been **reliable, responsive** and caused me no frustration. It interfaces quite well with the other Property/Land data, which I have also used now and in the past. I can see where my **application is progressing** and what the next step to progress...” (Individual Applicant)*

*“**All in one place**. Easy. **Comprehensive**.” (Individual Applicant)*

*“**Easy to lodge** the application and status **updates were excellent**.” (Individual Applicant)*

*“**Easy to submit** application on-line once all required documentation on hand. **Fast approval** which **was fantastic**”. (Individual Applicant)*

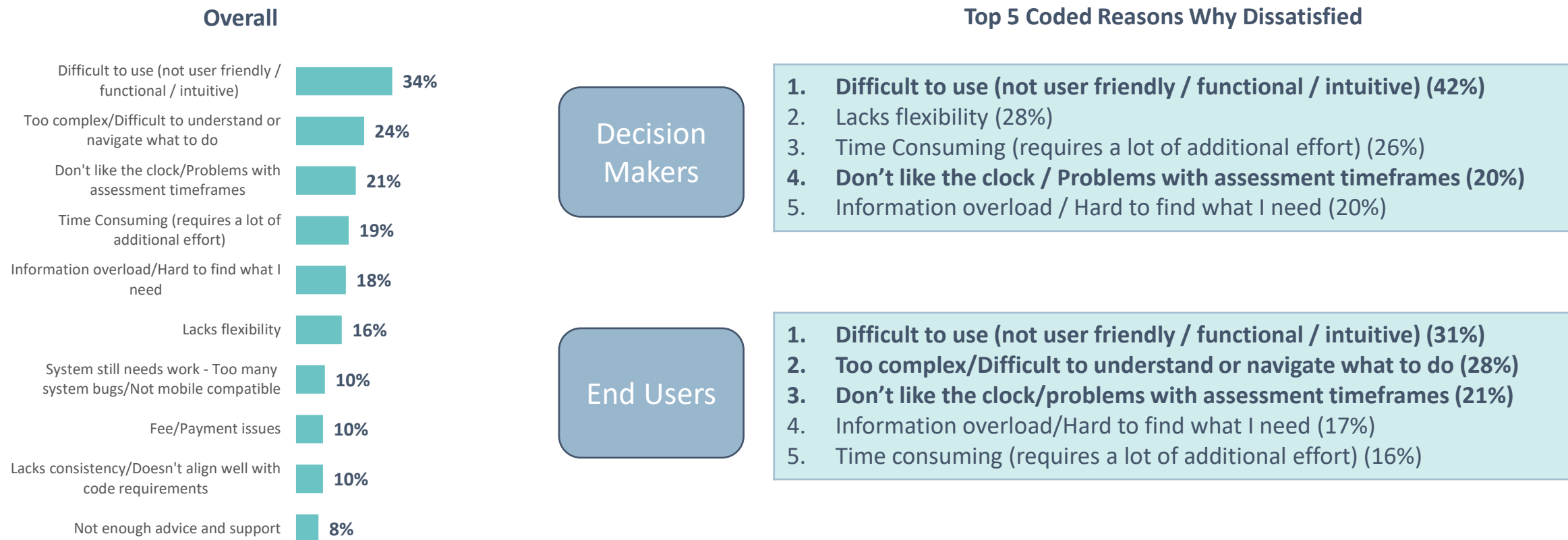
*“We work across all Australian states and territories. **PlanSA is the easiest** to operate & engage with system by far. A **dramatic improvement** on previous levels of service.” (Lodge-Agent / Volume Builder)*

*A **great system** which allows everything to be **accessible** by PlanSA for viewing. Still a lot of bugs, but I’m sure it will get better as PlanSA responds to stakeholders feedback.” (Lodge-Agent / Volume Builder)*

*“**Much better than the old manual system**. Info available instantly. **Very useful tool**. Good system.” (Lodge-Agent / Volume Builder)*

*“The system is **easy to follow** with links where necessary and **contact options** if required.” (Representor)*

Overall Satisfaction – Reasons Why Dissatisfied (Coded)



The key reasons for being dissatisfied with PlanSA's ePlanning system relate to it being difficult to use (34% of all mentions) and it being too complex (24% of all mentions). The system being difficult to use is the top mention for both Decision Makers (42%) and End Users (31%).

Overall Satisfaction – Reasons Why Dissatisfied Comments

Decision Makers

*“Too lineal, **difficult to navigate** and **time consuming**.” (Accredited Professional)*

*“Assessment tasks are made much more **lengthy** and **arduous** duplicating entered information and **time wasting** between Verification confirmation and proceeding to processing the Building Consent. Some of the pathways within the DAP system related to finalizing assessments and description of Documents is **far from being efficient or accurate**.” (Accredited Professional)*

*“The system is too ‘**clunky**’. It **doesn't flow** nicely, and **doesn't have the ability to correct mistakes**.” (Accredited Professional)*

*“The system has been designed for planning process and functions and **isn't flexible** to allow process steps to be skipped or deleted if not required. In many cases you are **double entering data**...” (Council)*

*“The **system is too ‘black and white’**. It is **not intuitive** and doesn't easily allow for the little changes and nuances that occur while undertaking an assessment.” (Council)*

*“The system is a bit **cumbersome**. The information that is fed out for title searches is **difficult to understand**. It is **not concise** enough.” (Council)*

*“**Lack of flexibility, too rigid**.” (Other Referral Body/RA SCAP/State Planning)*

*“Plan SA is **not fully integrated** with all the assessment pathways under the PDI Act...” (Other Referral Body/RA SCAP/State Planning)*

End Users

*“**Be more responsive, Take less time, way too expensive**. The process was a lot quicker and more economical when we just dealt face to face with the relevant council department.” (Individual Applicant)*

*“**Too hard to understand**, if doing this type of thing regularly I might get an understanding, but for the average householder it's too complicated.” (Individual Applicant)*

*“Totally **cumbersome** site, extremely **difficult to navigate** through, was simpler and less costly prior to this system.” (Individual Applicant)*

*“There are **inconsistencies when lodging** Building Notification. Different council areas have different paperwork that can be uploaded to the portal. There has been **inconsistencies on fees** between council for providing the same service e.g. Public notification. This portal **was meant to uniform submissions** and that hasn't happened.” (Lodge-Agent / Volume Builder)*

*“The **process is not clear** from the start. I was in constant contact with a representative trying to work out what the next step was. The process was **too difficult** for my engineer to complete. The **turn around time is unacceptable**.” (Lodge-Agent / Volume Builder)*

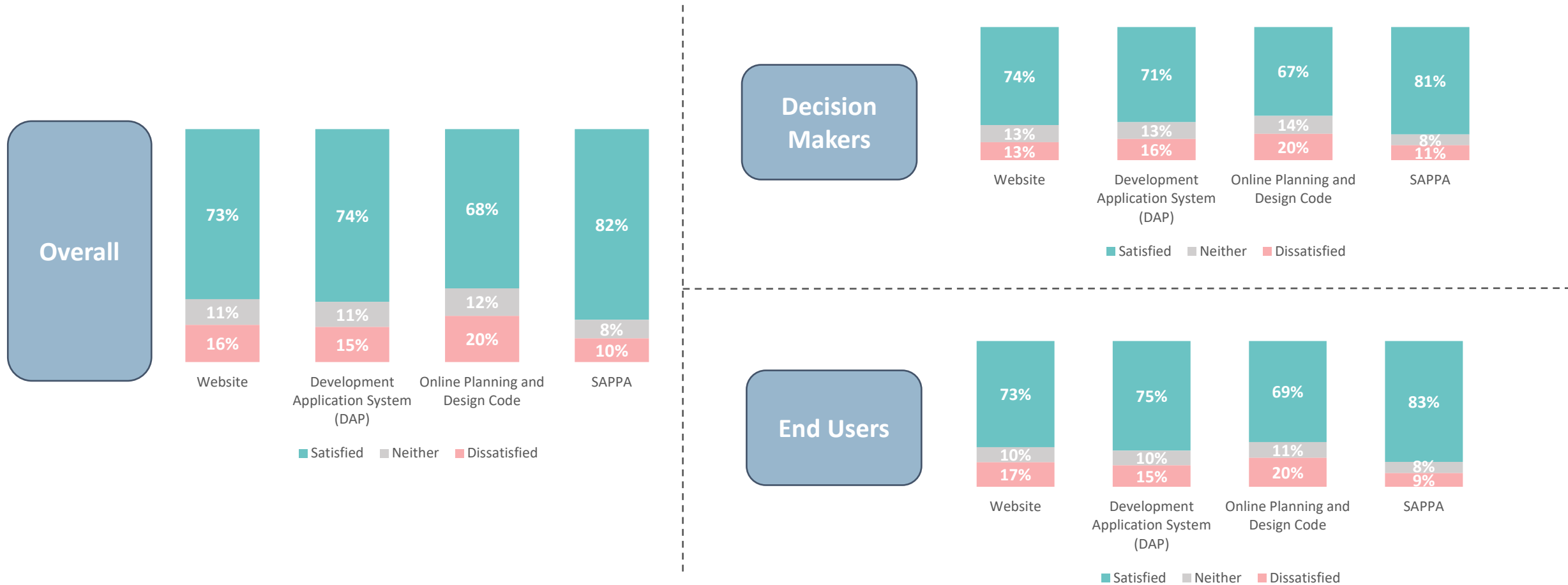
*“The system is **confusing** for someone who is a householder and only does very occasional applications. It doesn't tell you what to expect nor how to proceed. I checked the portal frequently, but apparently Council still has extra time over and above the countdown number of days. Then it **doesn't explain the steps** - we are still fairly confused.” (Representor)*

*“**Make the system more user friendly** for those of us who are not highly tech savvy.” (Representor)*

PlanSA System Elements Satisfaction

PlanSA System Elements Satisfaction

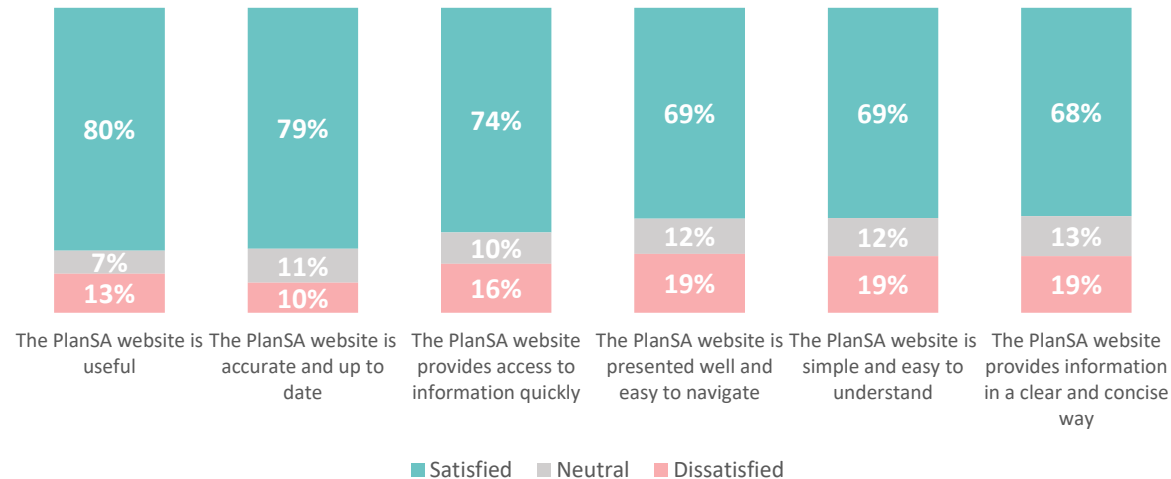
This next section explores specific satisfaction levels with each of the four 'tools' that make up the PlanSA ePlanning system. Overall, satisfaction is highest for SAPPA (82% satisfied), followed by the DAP (74% satisfied).



Overall, satisfaction with the PlanSA website is strong, with more than 60% of customers indicating they are satisfied with all elements rated. Satisfaction is highest for the website being useful (80% satisfied) and being accurate and up to date (79% satisfied).

Overall
88% used website last 12 months

PlanSA Website - Overall



Areas Performing Well (High levels of satisfaction)

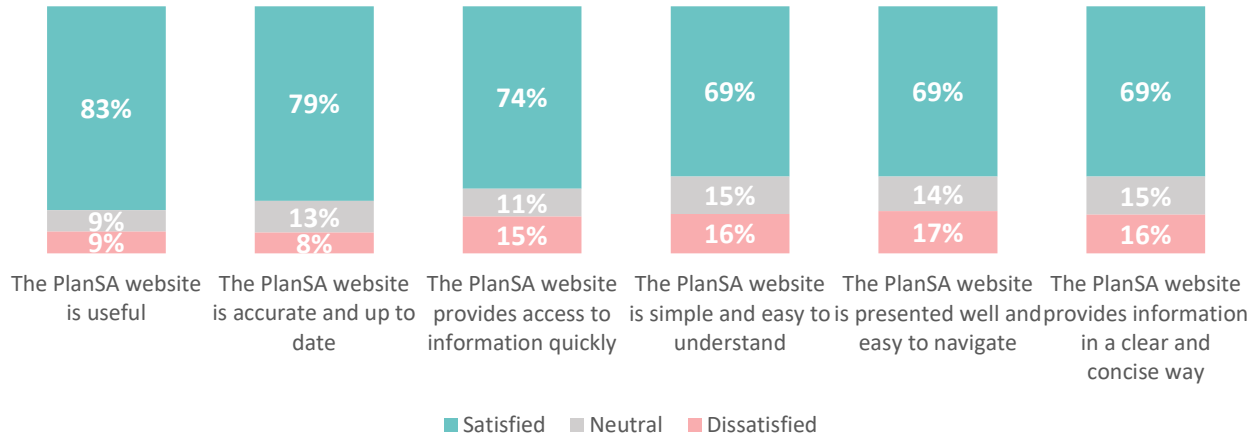
- Website is considered useful (80% satisfied)
- Website is considered accurate and up to date (79% satisfied)

Areas for Improvement (Lower levels of satisfaction)

- Website being clear and concise (68% satisfied)
- Website being simple and easy to understand (69% satisfied)

PlanSA Website Satisfaction By Respondent Type

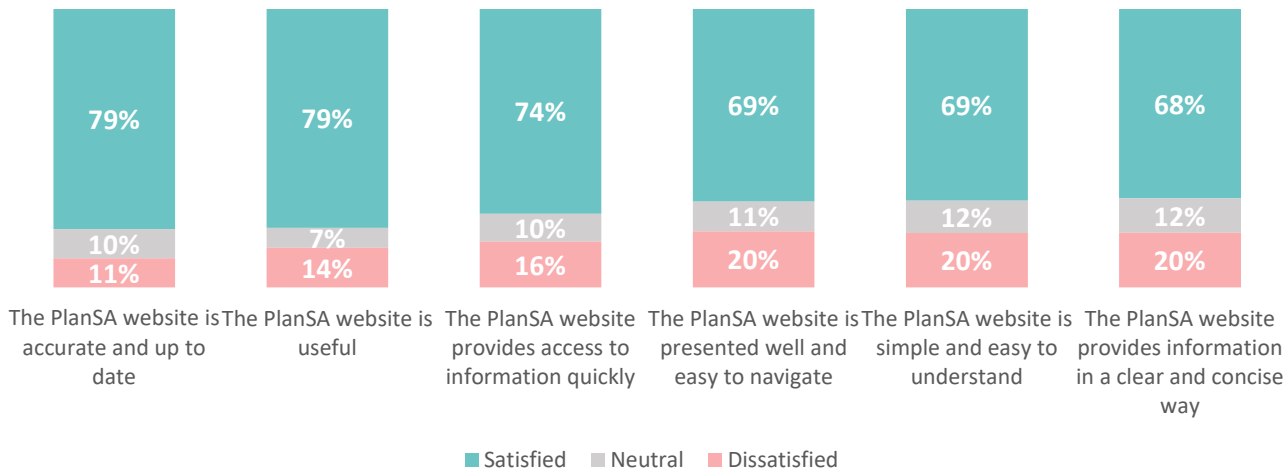
Decision Makers
95% used website last 12 months



Among **Decision Makers**, website satisfaction is highest for it being useful (83% satisfied), and for being accurate and up to date (79% satisfied).

Areas indicating lower levels of satisfaction include the website providing information is a clear and concise way (69% satisfied) and being easy to navigate (69% satisfied).

End Users
86% used website last 12 months

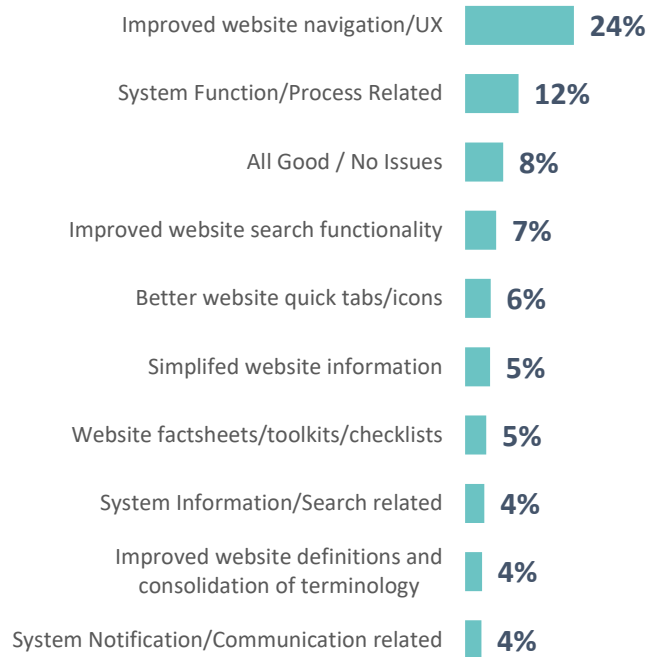


Among **End Users**, website satisfaction is highest for it being accurate and up to date (79% satisfied), and for being useful (79% satisfied).

Areas indicating lower levels of satisfaction include the website providing information in a clear and concise way (68% satisfied) and being simple and easy to understand (69% satisfied).

Website Satisfaction – Website Improvements (Coded)

Overall



Decision
Makers

End Users

Top 5 Coded Improvements

1. **Improve website navigation/UX (38%)**
2. Better website quick tabs/icons (13%)
3. **System Function/Process related (12%)**
4. Improved website search functionality (11%)
5. **All Good/No issues (9%)**

1. **Improve website navigation/UX (19%)**
2. **System Function/Process related (11%)**
3. **All good/no issues (8%)**
4. Simplified website information (6%)
5. Improved website search functionality (5%)

The key improvements captured for the website related to an improved website navigation or user interface (24% of all mentions), or specific mentions related to a system function or process (12% of all mentions). Improving website navigation and user interface is the top mention for both Decision Makers and End Users.

Website Satisfaction – Website Improvement Comments

Decision Makers

“Make it more user friendly - look at it from someone's point of view that knows absolutely nothing about the system or process.” (Accredited Professional)

*“There is almost too many tabs to search for particular information or **when you use the search function it does not come up with the information you were seeking.**” (Accredited Professional)*

“Allow access to more than one user at a time. Allow additional information to be input prior to request from Council.” (Accredited Professional)

“Better search functions for documents better reporting for the private sector. Ability to view history documents such as ESP forms on previous applications.” (Council)

*“Perhaps **simplify information** to make it **more user friendly** for the general public.” (Council)*

“Better navigation. The Code should be right at the top and clear so people can find it (I receive a lot of calls because people can't find what they are after). The Wizard in a better location for the above reason also.” (Council)

“It's not always easy to find what I am looking for, I usually have to do a search rather than navigate menus.” (Other Referral Body/RA SCAP/State Planning)

*“I am the assessor for several acts; **it would be extremely useful if I could consolidate all into one account.**” (Other Referral Body/RA SCAP/State Planning)*

“Better pathways to information could be created for practitioners versus the general public.” (Other Referral Body/RA SCAP/State Planning)

End Users

“Simplify the navigation within the website as much as possible, we're not all computer tech savvy.” (Individual Applicant)

*“Some sections can be made easier to navigate. Especially for non planners. **More intuitive user interface.** Some functions are obscure.” (Individual Applicant)*

“Navigation is not always the easiest especially locating SAPPAs.” (Individual Applicant)

*“Trying to find what rules we needed to abide by, and what process we needed to follow, to lodge a development application to build a pool was quite **hard to pin down** on the site. **Trying to find the specific route through the website** to arrive at the information needed to answer these two questions **was tricky** - you had to figure out (and then remember) how to successfully tunnel to that information. I really do like the site, but **navigation to find information was the hard part** for us.” (Individual Applicant)*

*“Would be better if there was **automatic receipts and status updates.**” (Lodge-Agent / Volume Builder)*

“Being able to set an alert to notify me if something has changed in a particular application. Being able to search by owner.” (Lodge-Agent / Volume Builder)

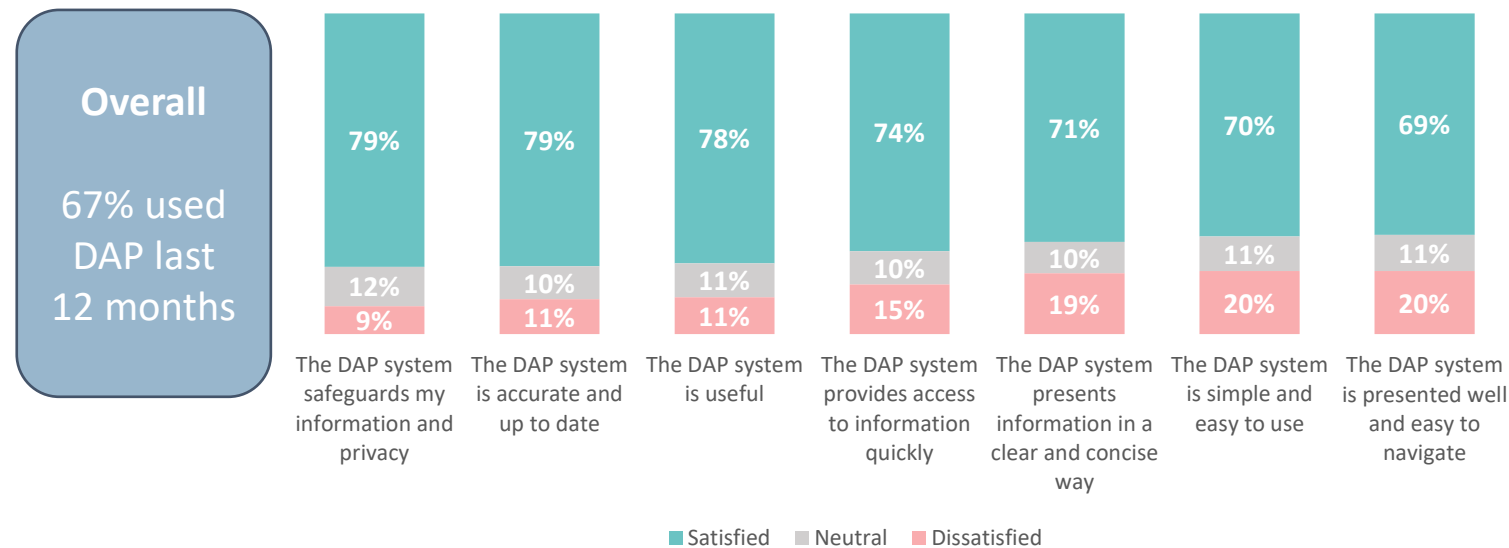
“Leave information on the website for longer periods about particular development projects and provide ongoing updates about project applications.” (Representor)

*“It would be easier if developments were searchable on a map so that you could quickly find developments that are close to you. It is difficult to search for developments, because of the way they are listed. This means **you have to scroll through pages of information** to find those that are relevant to you.” (Representor)*

Overall Positive/General Feedback

- *“No changes needed.”* (Accredited Professional)
- *“I am happy with current procedures.”* (Accredited Professional)
- *“I'm new using Plan SA and find it useful for what I need.”* (Council)
- *“We are happy with the current system.”* (Council)
- *“I believe the Plan SA website is extremely useful.”* (Council)
- *“I think it is adequate for my current needs.”* (Other Referral Body/RA SCAP/State Planning)
- *“I felt the site is a great tool that helped me to keep abreast of everything so I have no negative feedback.”* (Individual Applicant)
- *“I found the website had all of the information I needed to complete my application. It was a useful resource to enable me to check regulations and requirements for our development application and the regulations regarding our specific address.”* (Individual Applicant)
- *“I actually found it very easy to use and good, in my experience I can't think of anything to make it easier.”* (Individual Applicant)
- *“I don't believe there is anything that can be done to improve it.”* (Individual Applicant)
- *“At this stage I am very happy with the system - notifications are emailed promptly and if I need to make contact with a person I have had great response.”* (Lodge-Agent / Volume Builder)
- *“The website is actually pretty good. I think I am letting my frustrations with the approval process colour my perception of the website.”* (Lodge-Agent / Volume Builder)
- *“Works well now, like any system that is used first time just takes a little while to become familiar.”* (Lodge-Agent / Volume Builder)
- *“Was fit for my purpose, so cannot offer any suggestions.”* (Representor)

Overall, satisfaction with the Development Application Processing system (DAP) is strong, with more than 60% of customers indicating they are satisfied with all elements rated. Satisfaction is highest for safeguarding information and privacy (79% satisfied) and being accurate and up to date (79% satisfied).



**Areas Performing Well
(High levels of satisfaction)**

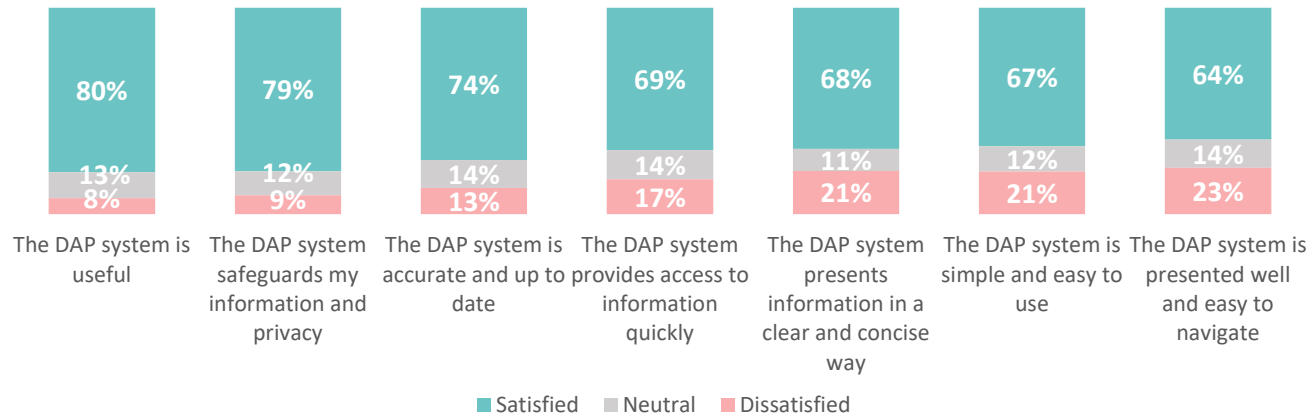
- Safeguarding information and privacy (79% satisfied)
- DAP is considered to be accurate and up to date (79% satisfied)

**Areas for Improvement
(Lower levels of satisfaction)**

- How DAP is presented and how easy it is to navigate (69% satisfied)
- DAP being simple and easy to understand (70% satisfied)

PlanSA DAP Satisfaction By Respondent Type

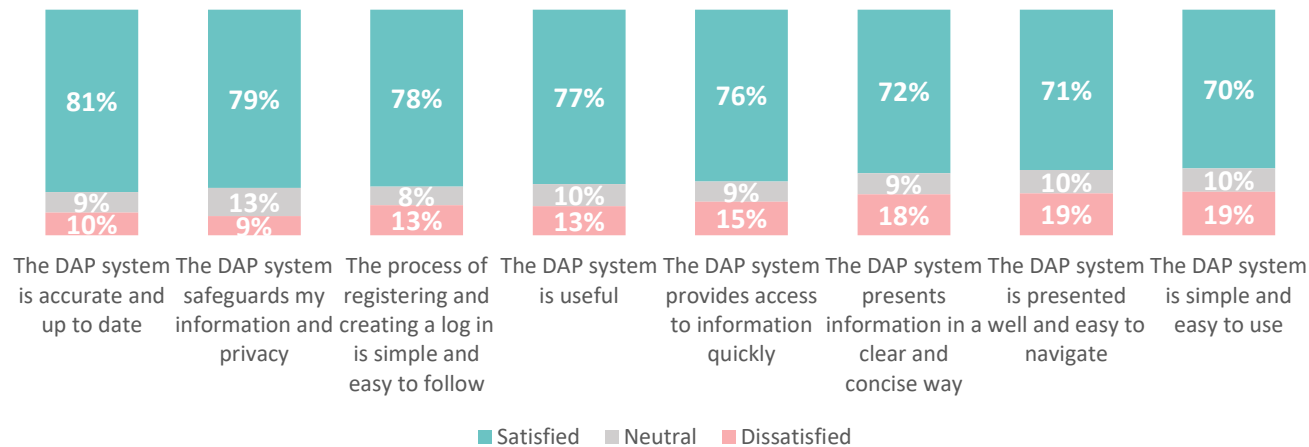
Decision Makers
75% used DAP last 12 months



Among **Decision Makers**, DAP satisfaction is highest for it being useful (80% satisfied), and for safeguarding information and privacy (79% satisfied).

Areas indicating lower levels of satisfaction include the system being presented well and easy to navigate (64% satisfied) and being simple and easy to use (67% satisfied).

End Users
64% used DAP last 12 months

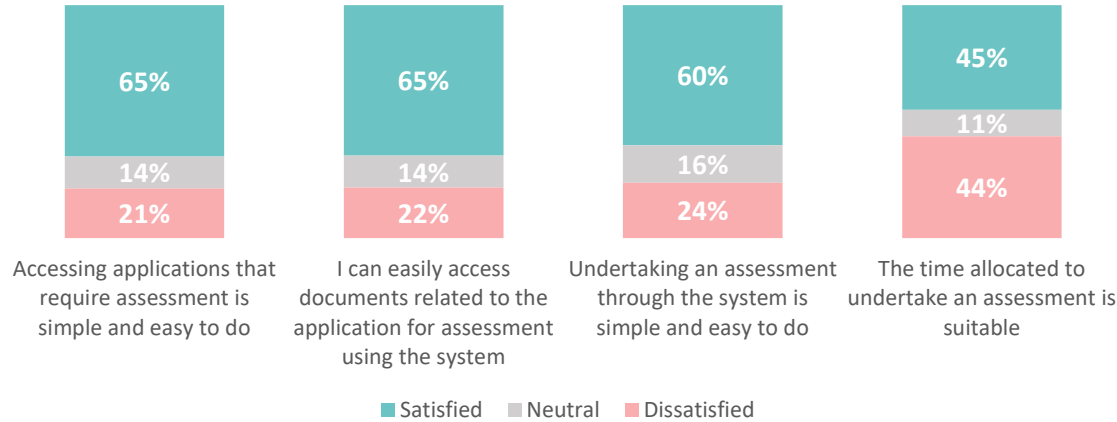


Among **End Users**, DAP satisfaction is highest for it being accurate and up to date (81% satisfied), and for safeguarding information and privacy (79% satisfied).

Areas indicating lower levels of satisfaction include DAP being simple and easy to use (70% satisfied) and DAP being presented well and easy to navigate (71% satisfied).

PlanSA DAP Satisfaction Decision Makers Specific Use

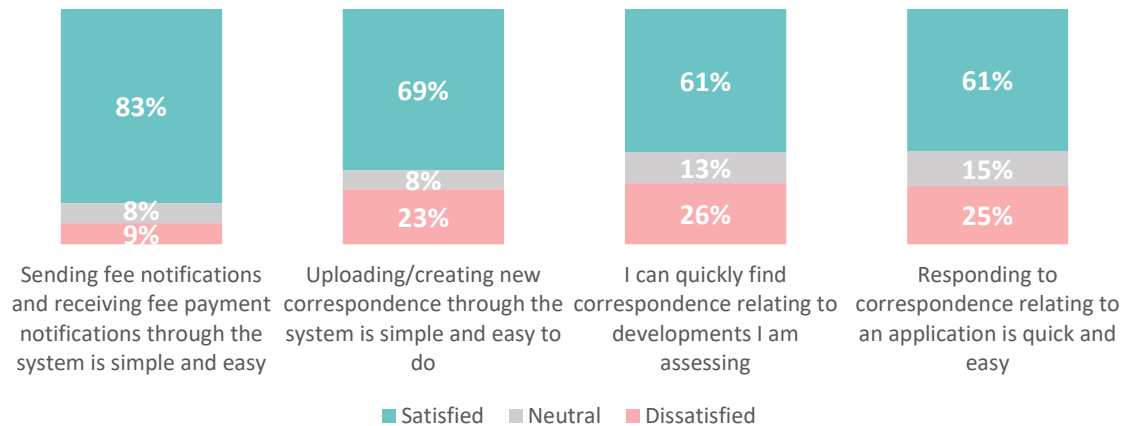
Decision Makers Assessing Applications



For **Assessing Applications**, Decision Makers are generally satisfied with this being simple and easy to do (65% satisfied), and can easily access documents related to the application using the system (65% satisfied).

However, a fifth or more of Decision Makers are dissatisfied with all the Assessing Applications elements, in particular the time allocated to undertake an assessment (44% dissatisfied).

Decision Makers Communication to/from the system

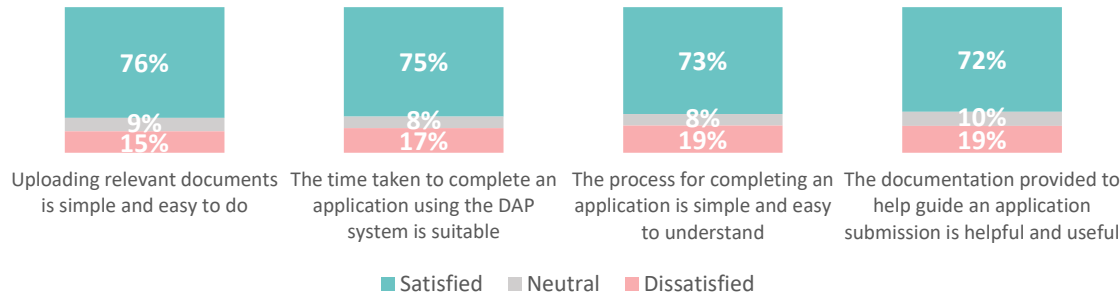


For **Communication**, Decision Makers are more satisfied with how easy it is to send fee notifications and receiving fee payment notifications through the system (83% satisfied).

Areas indicating lower levels of satisfaction include the timeliness of responding to correspondence (61% satisfied) and how quickly Decision Makers can find correspondence relating to their assessments (61% satisfied).

PlanSA DAP Satisfaction End Users Specific Use

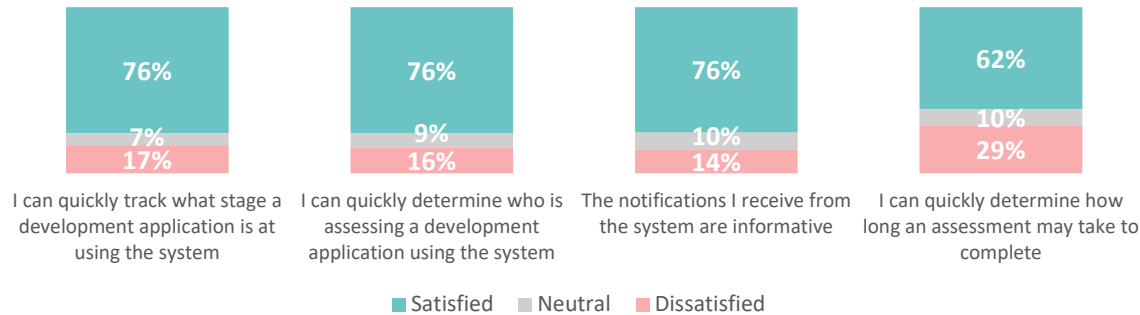
End Users Lodging Development Applications



For **Lodging Applications**, End Users are satisfied with this being simple and easy to do (76% satisfied).

End Users have a lower level of satisfaction with the documentation provided to help guide an application submission (72% satisfied).

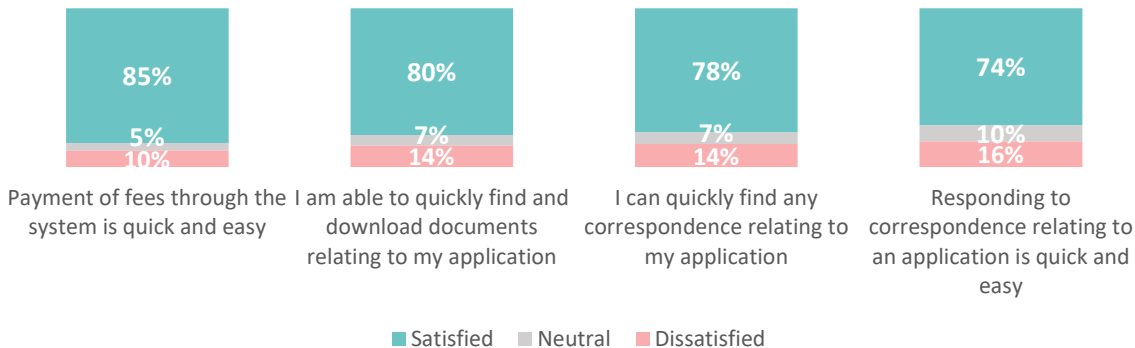
End Users Tracking of Development Applications



For **Tracking of Applications**, End Users are more satisfied with being able to quickly determine what stage an application is at (76% satisfied).

End Users are less satisfied with being able to determine how long an assessment may take to complete (62% satisfied).

End Users Communication to/from the system

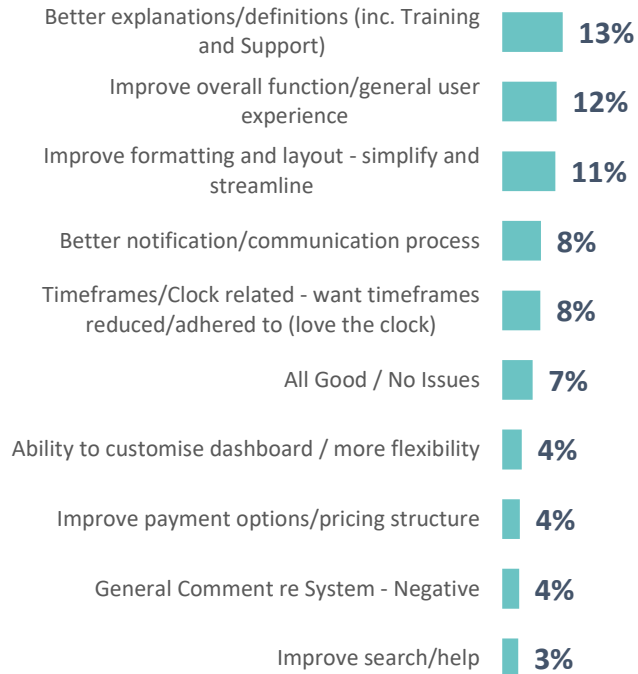


For **Communication**, End Users are more satisfied with how quick and easy it is to pay fees through the system (85% satisfied).

End Users are less satisfied with how quick and easy it is to respond to correspondence relating to an application (74% satisfied).

DAP Satisfaction – DAP Improvements (Coded)

Overall



Decision Makers

End Users

Top 5 Coded Improvements

1. Improve formatting and layout – simplify and streamline (21%)
2. Improve overall function/general user experience (16%)
3. Better notification/communication process (14%)
4. Ability to customise dashboard / more flexibility (11%)
5. Better explanations/definitions (inc. Training and support) (9%)

1. Better explanations/definitions (inc. Training and support) (14%)
2. Improve overall function/general user experience (10%)
3. Timeframes/clock related – want timeframes adhered to (9%)
4. All good/no issues (8%)
5. Improve formatting and layout – simplify and streamline (8%)

Overall, the key improvements captured for DAP related to providing better explanations/definitions (13% of all mentions), improving the overall function and general user experience (12% of all mentions and simplifying the formatting and layout (11% of all mentions). Decision Makers' improvements relate more to the navigation and user experience with the system.

Decision Makers

“Make it easier to access the submission documents. Insert a new section for amendments/variations to an existing application.” (Accredited Professional)

“The jobs need to be organised better, separate tabs for, planning assessments, building assessments, initialising consents/approvals granted.” (Accredited Professional)

“The site layout isn’t very user friendly or easy to read. Search option often doesn’t work.” (Accredited Professional)

“The flow in some sections could be improved. It can be harder to use when some applicant and referral bodies don’t use the system correctly which cause documents to be in random locations.” (Council)

“Better searching. The system does not allow building assessments to be undertaken inside the system. All documents are required to be downloaded [and] stamped externally and then uploaded back into the system.” (Council)

“It could be helpful to more clearly divide documents into separate categories. Sometimes it is necessary to open multiple documents to find the one I need. It is also sometimes possible that new documents may be missed if they are uploaded after a response has been provided or during the assessment period.” (Other Referral Body/RA SCAP/State Planning)

“Allow me to consolidate all my assessment accounts into a single point of access. (Other Referral Body/RA SCAP/State Planning)

End Users

“I had a minor issue finding where to download or view correspondence but this was a familiarity issue I think.” (Individual Applicant)

“Making the application simpler and clearer. After all the frustrations of applying through the website we had to return to the council for assistance.” (Individual Applicant)

“Simpler menu with all information - I felt sometimes I went the “wrong way” and had trouble finding information until I got more used to the system.” (Individual Applicant)

“Simplify! Too many steps, not clear where to access information, where to upload documents then you can’t go back to rectify mistakes...The experience was frustrating.” (Individual Applicant)

“Make it easier to find information that has been uploaded by those reviewing info. It seems too many buttons need to be clicked to access.” (Lodge-Agent / Volume Builder)

“We constantly have issues finding any responses to public notification. The files should be easier to find and access.” (Lodge-Agent / Volume Builder)

“Uploading documents needs to be easier and approval process needs to be faster. It was faster before implementation.” (Lodge-Agent / Volume Builder)

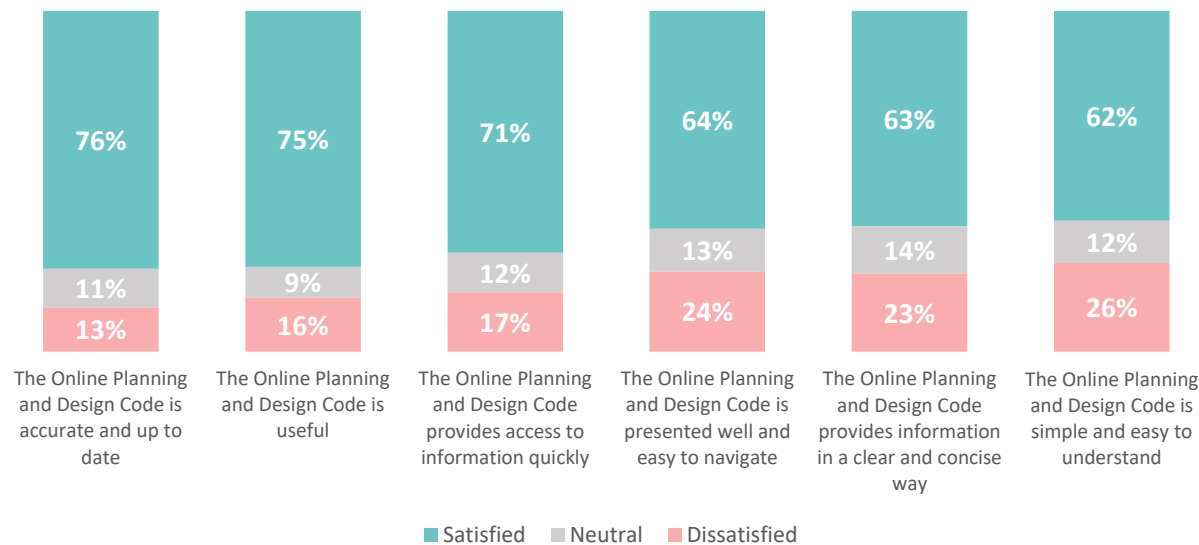
“Wasn’t always clear where to look, or if I could get the information that I was looking for.” (Representor)

“Be more streamlined. Also, when an application is updated in any way, we (interested parties) should receive a link to see the updated information, if we’re interested.” (Representor)

PlanSA Online Planning and Design Code Satisfaction

Overall, satisfaction with the Online Planning and Design Code (Code) is strong, with more than 60% of customers indicating they are satisfied with all elements rated. Satisfaction is highest for the Code being accurate and up to date (76% satisfied) and being useful (75% satisfied).

Overall
44% used
Code last 12
months



Areas Performing Well (High levels of satisfaction)

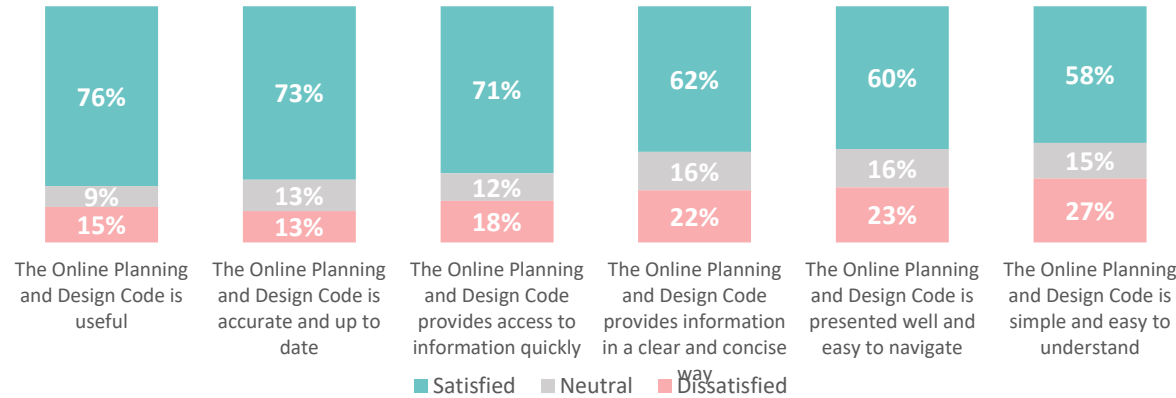
- Code is considered accurate and up to date (76% satisfied)
- Code is considered useful (75% satisfied)

Areas for Improvement (Lower levels of satisfaction)

- Code being simple and easy to understand (62% satisfied)
- Code provides information in a clear and concise way (63% satisfied)

PlanSA Code Satisfaction By Respondent Type

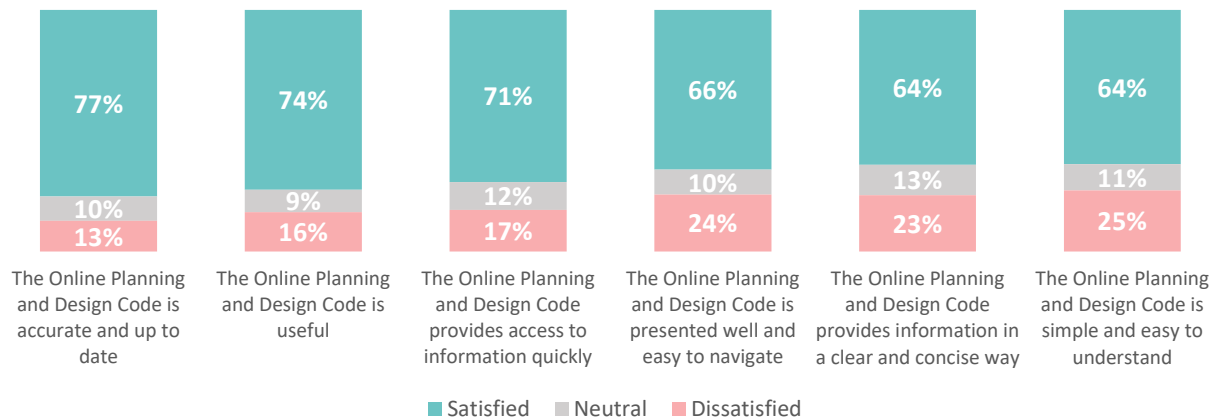
Decision Makers
68% used the Code last 12 months



Among **Decision Makers**, Code satisfaction is highest for it being useful (76% satisfied), and for being accurate and up to date (73% satisfied).

Areas indicating lower levels of satisfaction include the Code being simple and easy to understand (58% satisfied) and for being well presented and easy to navigate (60% satisfied).

End Users
37% used the Code last 12 months

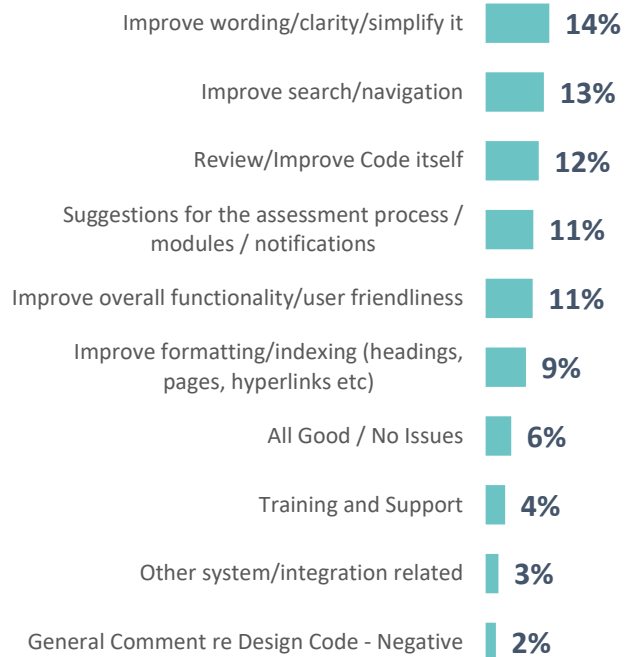


Among **End Users**, Code satisfaction is highest for it being accurate and up to date (77% satisfied), and for being useful (74% satisfied).

Areas indicating lower levels of satisfaction include the Code being simple and easy to understand (64% satisfied), and for providing information in a clear and concise way (64% satisfied).

Code Satisfaction – Code Improvements (Coded)

Overall



Decision
Makers

End Users

Top 5 Coded Improvements

1. **Improve wording / clarity / simplify it (19%)**
2. **Review / Improve Code itself (19%)**
3. **Improve search / navigation (16%)**
4. Suggestions for the assessment process / modules (15%)
5. Improve overall functionality / user friendliness (11%)

1. **Improve wording / clarity / simplify it (12%)**
2. **Improve search / navigation (12%)**
3. Improve overall functionality / user friendliness (10%)
4. Suggestions for the assessment process / modules (8%)
5. **Review / Improve Code itself (8%)**

Overall, the key improvements captured for the Code related to improving the wording or clarity of the Code (14% of all mentions), improving the search functionality (13% of all mentions) and to review and improve the Code itself (12% of all mentions). Improving the wording/clarity of the Code is the top mention for both Decision Makers and End Users.

Decision Makers

*“When you do an extract of a site, for just 'general' provisions (i.e. you have not said it is a 'dwelling' or 'shop', **the PDF extract that is emailed to you should really include Table 4 of the Zone**, to clarify what development may be 'Restricted Development'.” (Accredited Professional)*

*“**Restricted development doesn't show in extracts.** Referrals are cumbersome to identify. Extracts in PDF are difficult as there are no section bookmarks. **New sections/headings should start on new pages so you can delete irrelevant pages.**” (Accredited Professional)*

*“The Planning and Design Code is **too complicated** with overlays, tables and schedules, and the need to find information relating to developments in different places. Anyone who is not a Planning Professional cannot understand, interpret or find information in the Planning and Design Code.” (Council)*

*“**The user interface could be improved to present the information better to users.** There is a lot of scrolling and no linkages in certain circumstances (concept plans).” (Council)*

*“**Use simple terms and statements** which are easy to understand for the general public.” (Council)*

*“**Some kind of visual representation of how different parts connect and overlap may be useful,** so you can see where similar elements are covered.” (Other Referral Body/RA SCAP/State Planning)*

*“**It would be good to be able to do a word search for referral items,** and for these items to be numbered so that they can be more quickly identified and referenced.” (Other Referral Body/RA SCAP/State Planning)*

End Users

*“More **concise** with links to specific parts of the code, **better search tool.**” (Individual Applicant)*

“Cut out half the codes that don't mean anything” (Individual Applicant)

*“The Code is very **complex** (not just in it's regulations which are all quite reasonable, but in programmers having to allow for every possible permutation across myriad development types across a land mass the size of Alaska) so I consider the programmers have done as good a job as is possible?” (Individual Applicant)*

*“**Tidy up drop boxes.**” (Lodge-Agent / Volume Builder)*

*“**Simplify, reduce red tape.**” (Lodge-Agent / Volume Builder)*

*“**Include summary information.**” (Lodge-Agent / Volume Builder)*

*“**Links to tables** should be available in all areas of the Planning and Design code. It is annoying having to see that a dwelling requires POS for example, then having to trawl through Design in Urban Areas to find that table to remind yourself of the parameters, when that table is referred to in the above, and could easily be linked as a popup.” (Lodge-Agent / Volume Builder)*

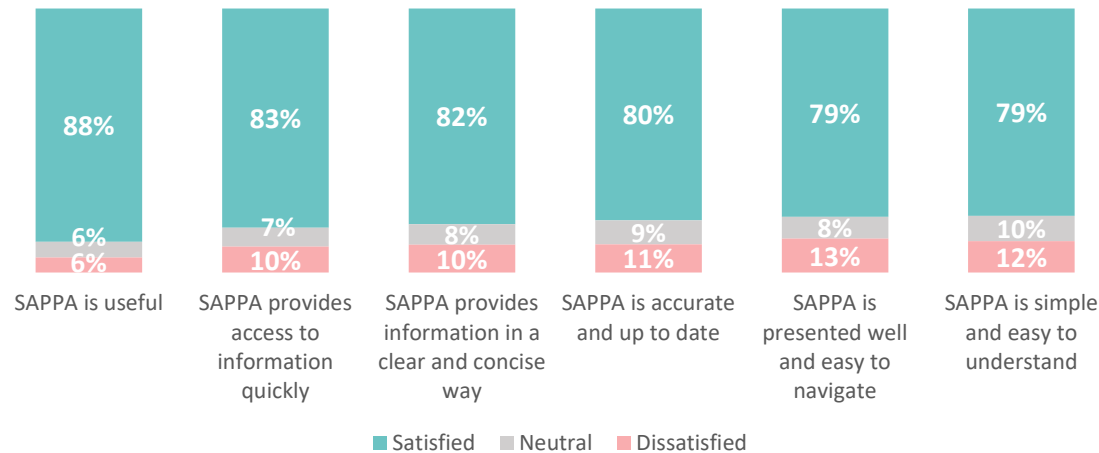
*“Planning code has inherently always been difficult to comply with as the **information wording is not simple** and fragmented.” (Lodge-Agent / Volume Builder)*

*“**Could definitely be clearer,** but that may just be because the code itself could be.” (Representor)*

*“**Better navigation.**” (Representor)*

Overall, satisfaction with the South Australian Property and Planning Atlas is very strong, with more than 70% of customers indicating they are satisfied with all elements rated. Satisfaction is highest for SAPPA being useful (88% satisfied) and SAPPA providing access to information quickly (83% satisfied).

Overall
45% used
SAPPA last
12 months



**Areas Performing Well
(High levels of satisfaction)**

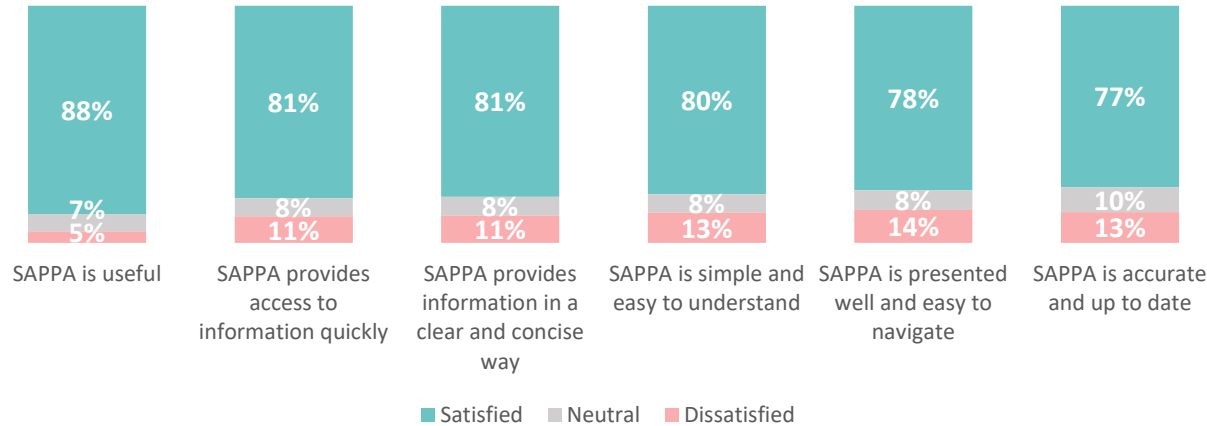
- SAPPA is considered useful (88% satisfied)
- SAPPA provides access to information quickly (83% satisfied)

**Areas for Improvement
(Lower levels of satisfaction)**

- SAPPA being simple and easy to understand (79% satisfied)
- SAPPA being presented well and easy to navigate (79% satisfied)

PlanSA SAPPA Satisfaction By Respondent Type

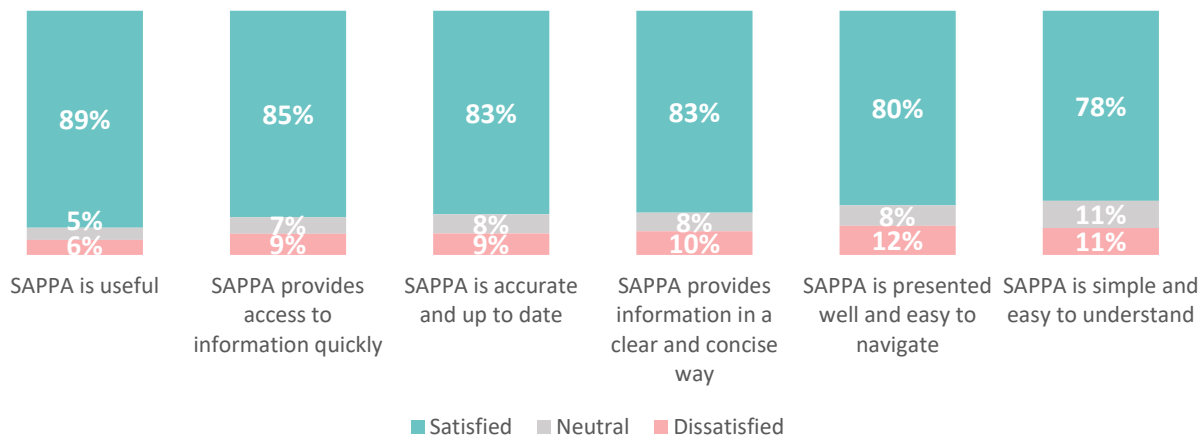
Decision Makers
80% used SAPPA last 12 months



Among **Decision Makers**, SAPPA satisfaction is highest for it being useful (88% satisfied), and for providing access to information quickly (81% satisfied).

Areas indicating lower levels of satisfaction include SAPPA being accurate and up to date (77% satisfied) and for being well presented and easy to navigate (78% satisfied).

End Users
34% used SAPPA last 12 months

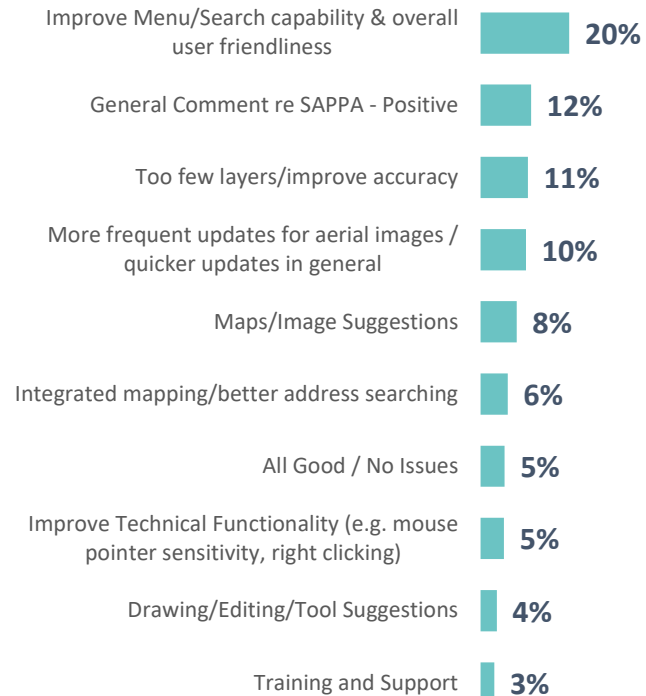


Among **End Users**, SAPPA satisfaction is highest for it being useful (89% satisfied), and for providing access to information quickly (85% satisfied).

Areas indicating lower levels of satisfaction include SAPPA being simple and easy to understand (78% satisfied), and for being presented well and easy to navigate (80% satisfied).

SAPPA Satisfaction – SAPPA Improvements (Coded)

Overall



Decision Makers

End Users

Top 5 Coded Improvements

1. **Improve Menu / Search capability (22%)**
2. **Too few layers / improve accuracy (16%)**
3. **General comment re SAPPA – positive (13%)**
4. More frequent updates for aerial images / quicker updates (13%)
5. Maps/Image suggestions (11%)

1. **Improve Menu / Search capability (19%)**
2. **General Comment re SAPPA – positive (10%)**
3. All good/no issues (9%)
4. More frequent updates for aerial images / quicker updates (8%)
5. **Too few layers / improve accuracy (7%)**

Overall, the key improvements for SAPPA captured related to improving the menu / search capability (20% of all mentions), and increasing the number of layers (11% of all mentions). Improving the menu / search capability of SAPPA is the top mention for both Decision Makers and End Users.

Decision Makers

“The way in which overlays is presented in SAPPA makes it difficult to have interaction of multiple overlays in a spatial context.” (Accredited Professional)

“Would be good to have a button that allows identification of multiple properties at once.” (Accredited Professional)

“No need. It is wonderful. The layers could be made a bit clearer.” (Council)

“Can you please find a way to provide allotment size data. At the moment we have to measure allotment sizes manually (using the mouse to click around perimeter of sites) which is highly inaccurate...” (Council)

“The layers tab would benefit from a search function as it can be difficult to find the layer you're looking for. Ability to switch layers on one at a time rather than in groups. Street numbers be switched on by default...” (Council)

“Not sure why a right and left click just doesn't operate the same on this user interface and why you have to 'select' to view. Awkward to use.” (Council)

“In general it is easy to use. I do find the 'i' tab not ideal. The way the information about a property is presented isn't very clear. I work in heritage, and finding out the details of the heritage status using the map is not very user friendly.” (Other Referral Body/RA SCAP/State Planning)

“SAPPA is sometimes hard to find the information you need as it is 'buried' in the layers. I don't know how you could improve this though.” (Other Referral Body/RA SCAP/State Planning)

End Users

“The drop down menu to the left can be difficult to navigate to find the correct information.” (Individual Applicant)

“Often the information panel on the side is difficult to load and it's not clear how to go about switching it on and off. Selecting a property does not result in the information panel changing to that property.” (Individual Applicant)

“Better presentation on mobile devices.” (Individual Applicant)

“Property selection is a tad finicky, adjusted UI would help” (Lodge-Agent / Volume Builder)

“Easier to navigate - get lost in dropdown menus. Should potentially have a hover over function.” (Lodge-Agent / Volume Builder)

“It's difficult to navigate sometimes.” (Lodge-Agent / Volume Builder)

“More regular data updates (i.e. land division layer). Weekly update/consolidation of new titles. Better viewing on mobile phones. Integrate Google Streetview link into addresses. More up to date aerial imagery.” (Lodge-Agent / Volume Builder)

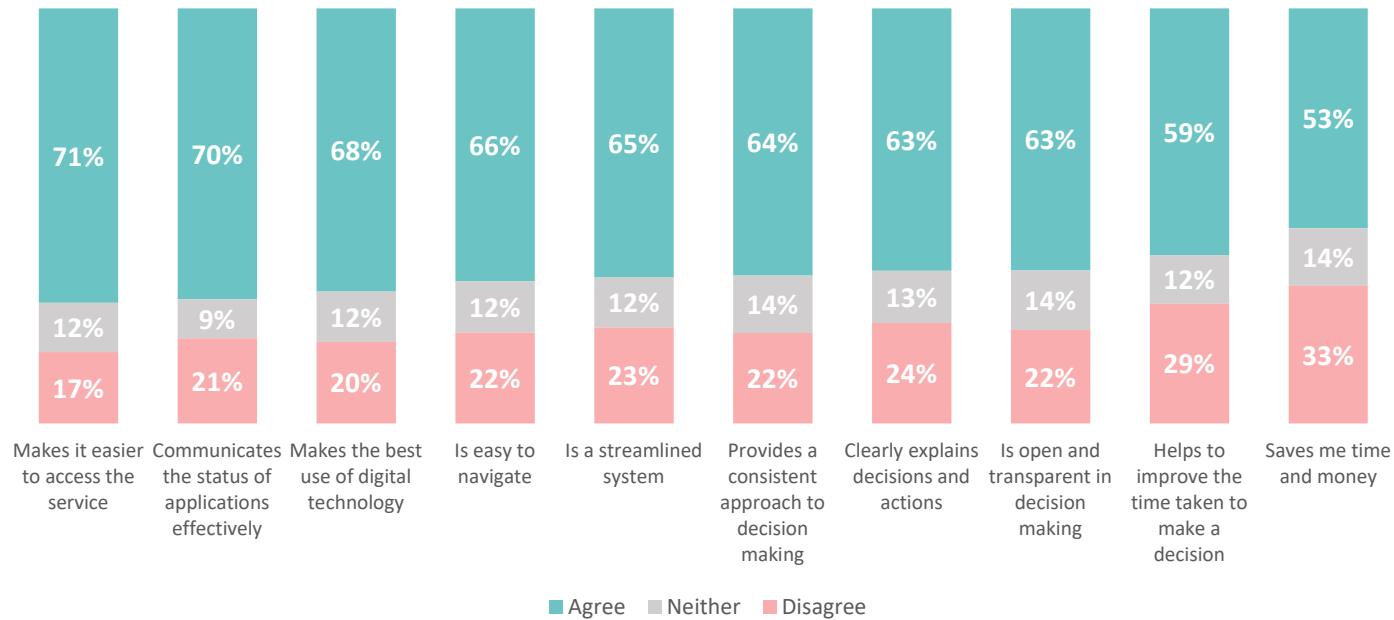
“Better mouse select functions closer to day to day use of programs mouse functions should emulate common easy function i.e. right click would select.” (Lodge-Agent / Volume Builder)

“Not always clear what overlay to use, or if I can even get the information that I want. Web UI for navigating between information is crude and I'm not sure if there is information in another dataset, even if I have that dataset selected.” (Representor)

PlanSA Goals and Values

Overall, PlanSA has positive agreement (over 50% Agree %) for all goal statements tested indicating that PlanSA in a 'net' sense, delivering on all of these.

Overall



Goals Delivering On (High levels of agreement)

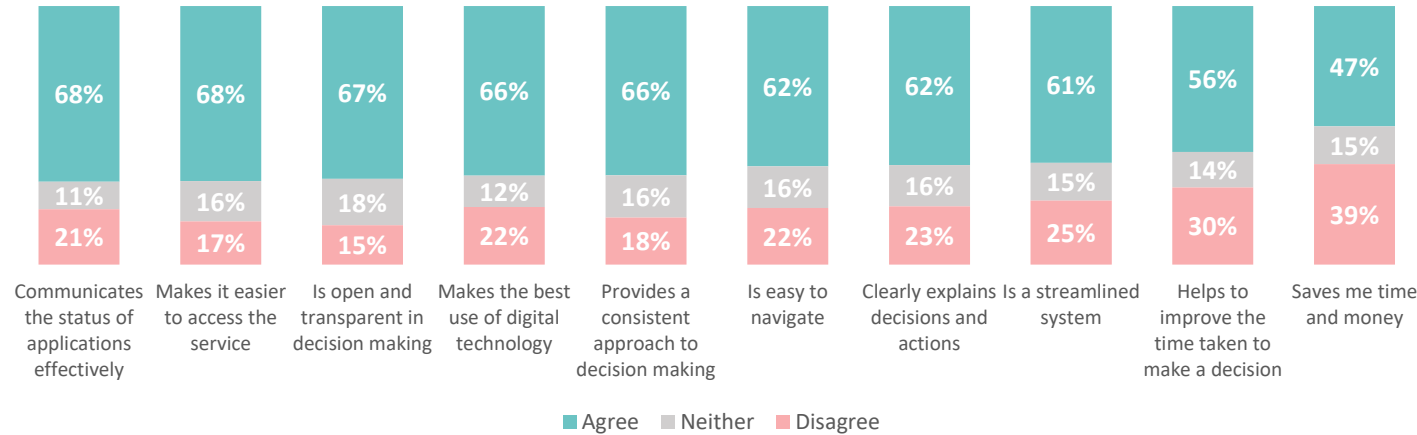
- PlanSA makes it easier to access the service (71% agree)
- PlanSA communicates the status of applications effectively (70% agree)

Goals to Improve On (Lower levels of agreement)

- PlanSA saves the customer time and money (53% agree)
- PlanSA helps improve the time taken to make a decision (59% agree)

PlanSA Goals by Respondent Type

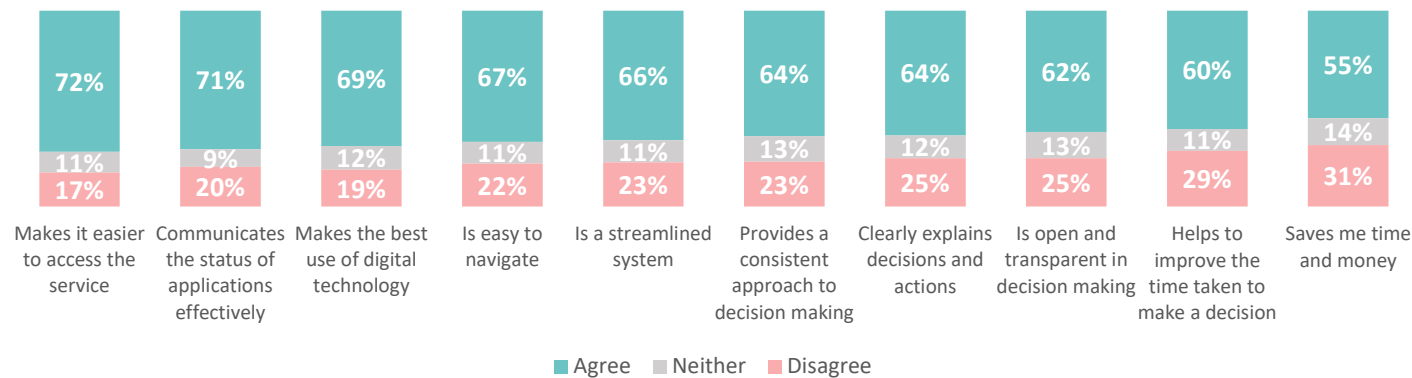
Decision Makers



Among **Decision Makers**, PlanSA is considered to communicate the status of applications effectively (68% agree), and makes it easier to access the service (68% agree).

PlanSA is much less likely to be considered to be saving Decision Makers time and money (47% agree) or helping to improve the time taken to make a decision (56% agree).

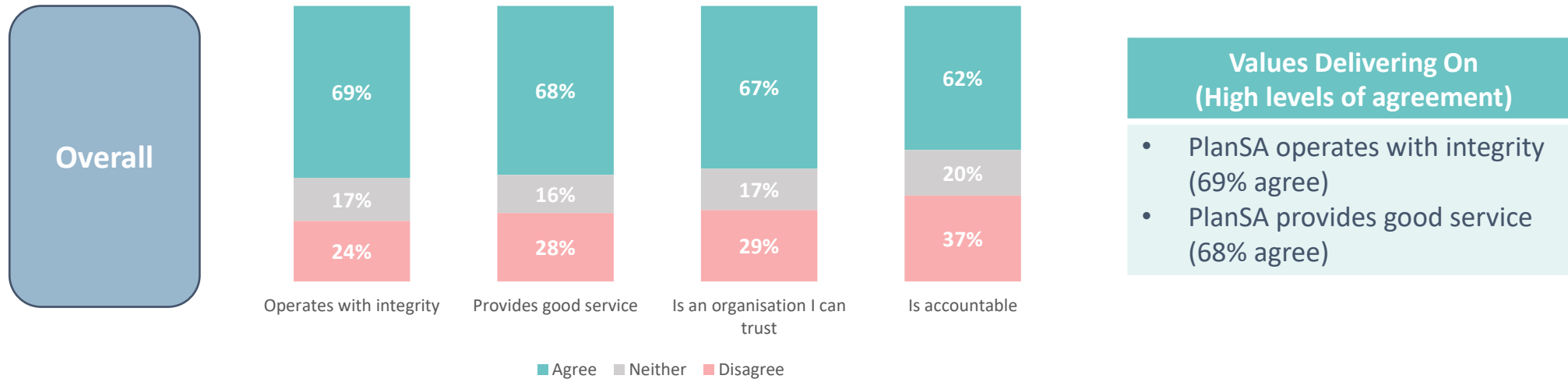
End Users



Among **End Users**, PlanSA is considered to make it easier to access the service (72% agree) and communicates the status of applications effectively (71% agree).

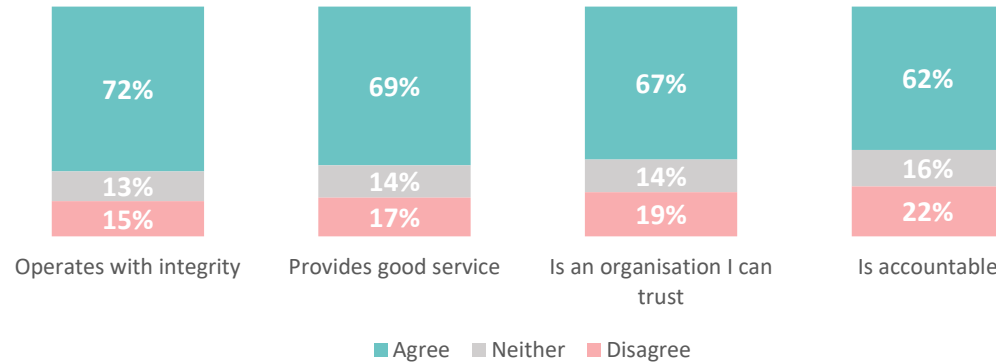
PlanSA is less likely to be considered to be saving end users time and money (55% agree) or helping to improve the time taken to make a decision (60% agree).

Overall, PlanSA has positive agreement (over 60% Agree) for all value statements tested indicating that PlanSA in a 'net' sense, is delivering on all of these.



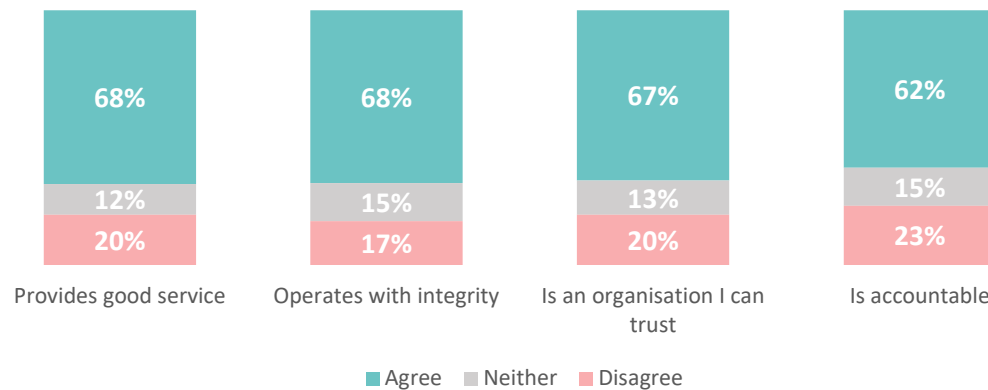
PlanSA Goals by Respondent Type

Decision Makers



Among **Decision Makers**, PlanSA is delivering on all values tested, with over 60% agreement for each. In particular, PlanSA is delivering on operating with integrity (72% agree).

End Users



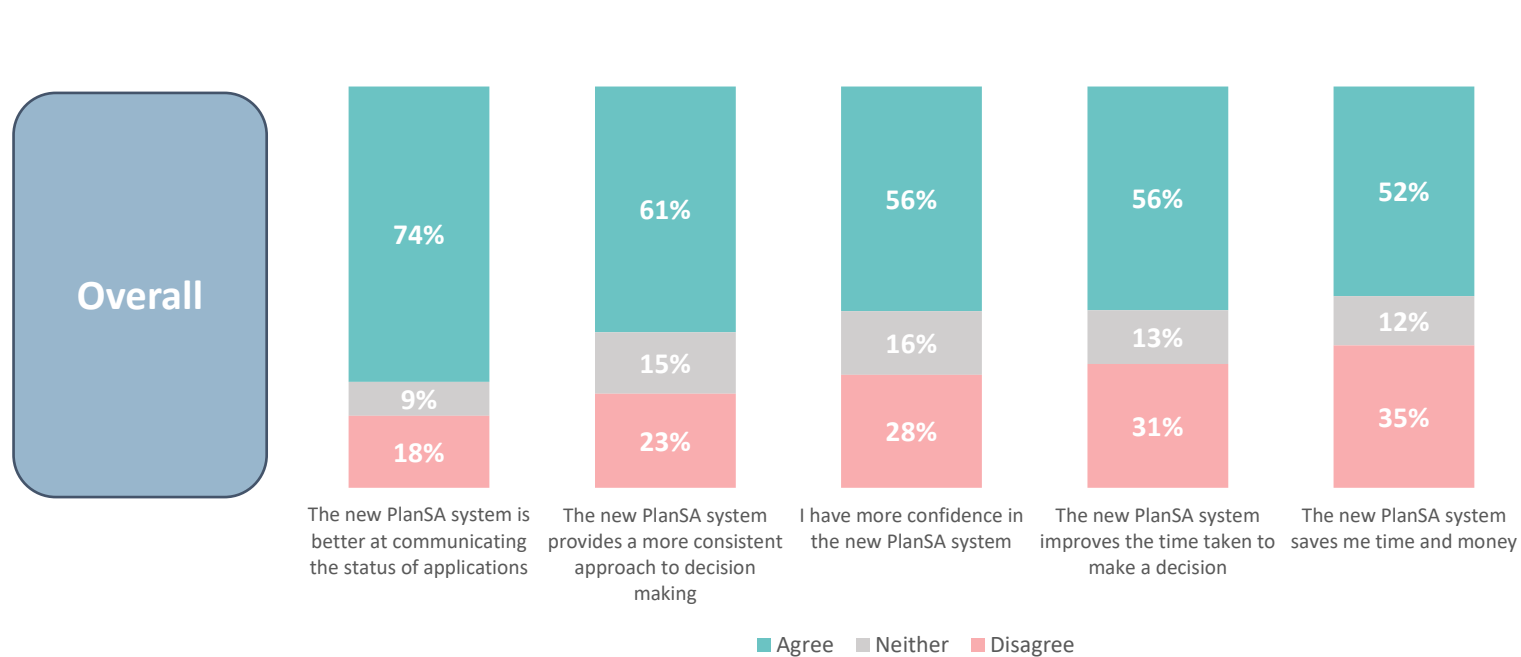
Among **End Users**, PlanSA is delivering on all values tested, with over 60% agreement for each. In particular, End Users consider PlanSA to provide good service (68% agree), and operating with integrity (68% agree).

Comparison To Previous System



Comparison To Previous System

Overall, more than 50% of customers agree with each of the statements tested, indicating that the new ePlanning system is an improvement on the previous system.



Elements New System Is Much Better At

- Communicating the status of applications (74% agree)
- Providing a more consistent approach to decision making (61% agree)

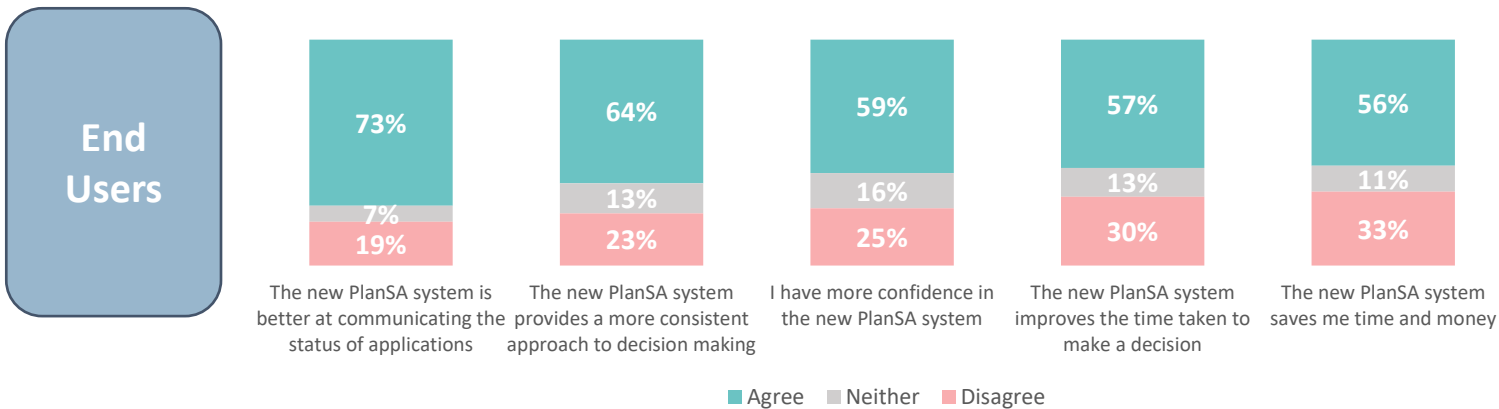
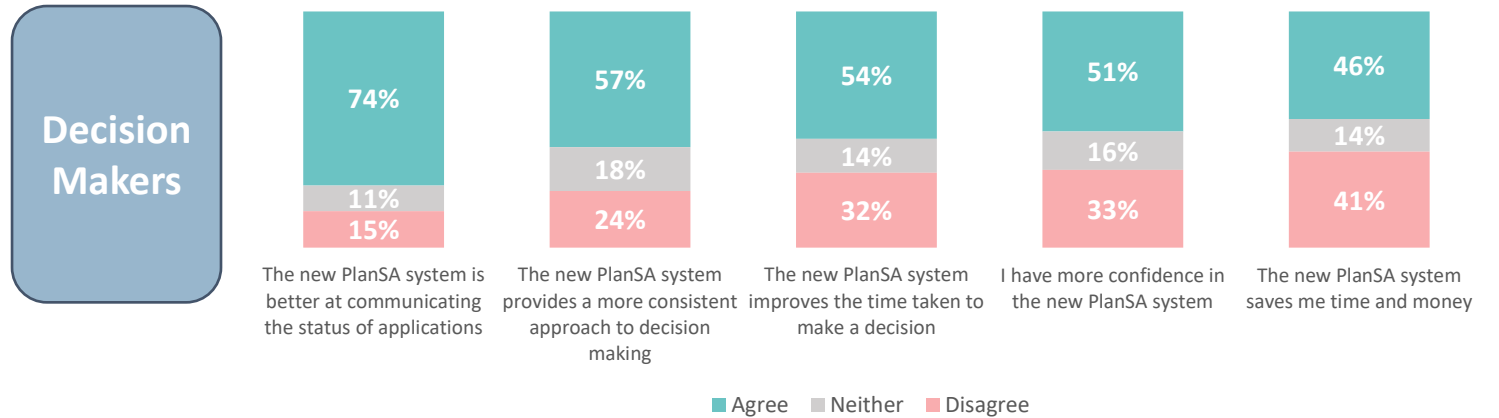
Elements New System Is Slightly Better At

- Saving customers time and money (52% agree)
- Improves the time taken to make a decision (56% agree)

Comparison to Previous System by Respondent Type

Among **Decision Makers**, the new system is better at communicating the status of applications (74% agree), and provides a more consistent approach to decision making (57% agree).

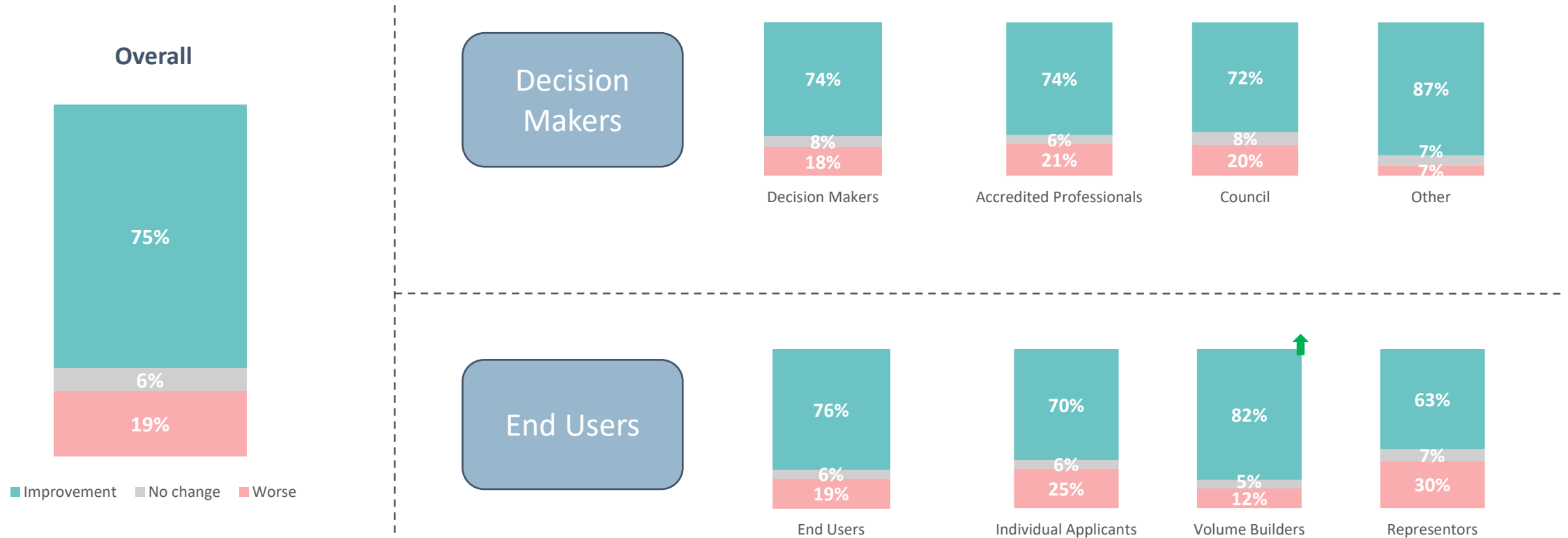
However, they are less likely to indicate that the new system is saving them time and money (46% agree) and tend to have less confidence in the new system (51% agree).



Among **End Users**, the new system is better at communicating the status of applications (73% agree) and provides a more consistent approach to decision making (64% agree).

Overall Comparison Rating to Previous System

Overall, the majority of customers (75%) believe the new system is an improvement on the previous system. 19% believe the new system is worse than the previous system. Among respondent types, the Other Decision Makers (87%) and Volume Builder End Users (82%) are the most supportive of the new system.



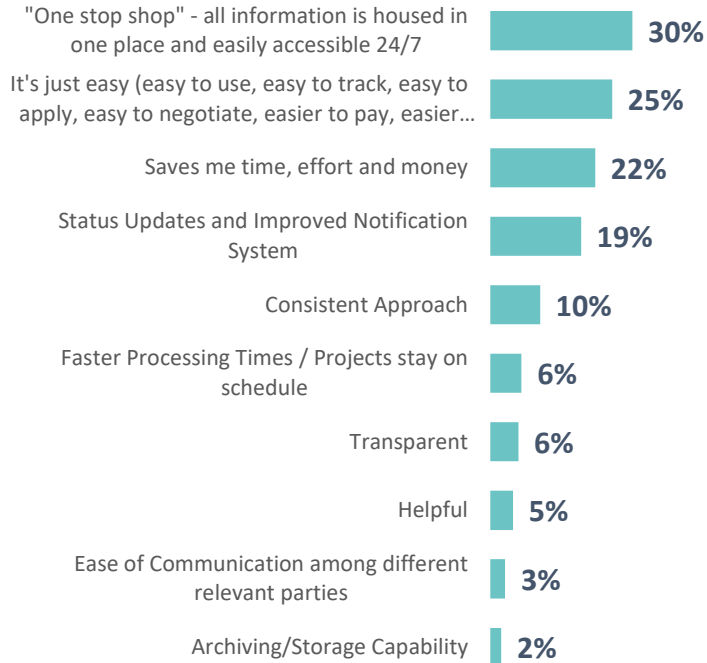
Significance Testing undertaken comparing the mean scores to the overall mean score outcome

↑ Indicates a significant positive difference
 ↓ Indicates a significant negative difference

QC4. Overall, comparing the new PlanSA ePlanning system to the old system, do you believe the new PlanSA ePlanning system is:? Overall n=827, Decision Makers n=322, End Users n=505, Accredited Professionals n=34, Council, n=243, Other n=45, Individual Applicants n=218, Volume Builders n=260, Representors n=27. Base = All who have used the system for more than 12 months.

Comparison to Previous System – Helpfulness Specifics (Coded)

Overall



Decision Makers

End Users

Top 5 Coded Improvements

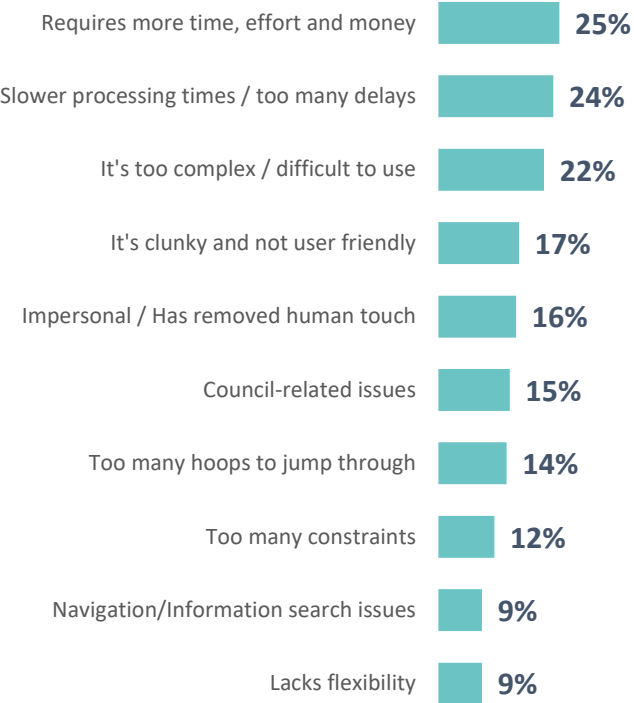
1. **"One stop shop" – all information is housed in one place and easily accessible 24/7 (31%)**
2. **Saves me time, effort and money (20%)**
3. **It's just easy (19%)**
4. Status updates and improved notification system (12%)
5. Consistent approach (10%)

1. **It's just easy (29%)**
2. **"One stop shop" – all information is housed in one place and easily accessible 24/7 (28%)**
3. Status updates and improved notification system (23%)
4. **Saves me time, effort and money (23%)**
5. Consistent approach (10%)

Overall, the key reasons for helpfulness of the new system captured related to it being a "One stop shop" with all the information housed in once place and easily accessible (30% of all mentions), and that the new system being easy (easy to track, easy to apply, easy to use) (25% of all mentions). These top two mentions are key among both Decision Makers and End Users, with Decision Makers also indicating that the new system saves them time and money.

Comparison to Previous System– More Difficult Specifics

Overall



Decision Makers

End Users

Top 5 Coded Improvements

1. **Requires more time, effort and money (41%)**
2. **It's too complex / difficult to use (27%)**
3. Too many hoops to jump through (27%)
4. It's clunky and not user friendly (25%)
5. Too many constraints (22%)

1. **Slower processing times / too many delays (30%)**
2. Impersonal / Has removed the human touch (23%)
3. **It's too complex / difficult to use (19%)**
4. **Requires more time, effort and money (16%)**
5. Price / Fees increase (15%)

Overall, the key difficulties captured about the new system included requiring more time, effort and money (25% of all mentions), issues with slower processing times and delays (24% of all mentions), and that the new system is too complex (22% of all mentions). Decision Makers consider the new system to be requiring more time, effort and money much more so than the End Users, whereas the End Users believe the new system has slower processing times.

QC6. What is it specifically about the PlanSA system that has made things more difficult for you, and why is this unhelpful to you? Overall n=153, Decision Makers n=59, End Users n=94, Accredited Professionals n=7, Council, n=49, Other n=3, Individual Applicants n=54, Volume Builders n=32, Representatives n=8. Base = All those who rated the new system is worse than the previous system.

Comparison to Previous System – Comments by Type

Decision Makers

Accredited Professionals

- ✓ *“More consistent approach across all Council areas - not as many zone variations as under the Development Plan system.”* (Accredited Professional)
- ✓ *“I found that it saves me time in overall administration procedures.”* (Accredited Professional)
- ✓ *“Comprehensive resource for whole state at place allows for better resource allocation.”* (Accredited Professional)
- ✓ *“Time efficiency and reduction in office supplies (E.g. paper usage).”* (Accredited Professional)
- ✓ *“Ease of lodgement - can be done at any time Can check of the status of an application easily and at any time This is important to me as I am not locked into office hours and can do field work during the day and work on the system at times that suits me. I don't have to deal with paper and can work very much in a paperless environment - big tick.”* (Decision Maker – Accredited Professional)
- ✓ *“Having consistent zones and policies across the State.”* (Accredited Professional)
- ✓ *“SAPPA is excellent.”* (Accredited Professional)
- ✓ *“Having all the zones in one place is very helpful.”* (Accredited Professional)
- ✗ *“It is more convoluted and complicated then the previous system. Not as straightforward and easy to use as EDALA was. Some Council's seem to take more time not less time making a decision then with the previous system.”* (Accredited Professional)
- ✗ *“The system was introduced 'half-cocked' having to fix a myriad of 'bugs' on the run.”* (Accredited Professional)
- ✗ *“Every Council now has to go through the verification process where previously it was centralised. The system is not focused on the processing of Land division applications.”* (Accredited Professional)
- ✗ *“Consistent denial of real public engagement with proposed final version of the Code has left many planners at the coal face, residents, and applicants with difficult ,costly and regrettable outcomes. I find the code underwhelming and very time consuming with vague and super flexible standards.”* (Accredited Professional)

Comparison to Previous System – Comments by Type

Decision Makers

Council

- ✓ *“This PlanSA system as freed up Council Office staff to carryout other duties instead of working out the fees and registering the DA's.”* (Council)
- ✓ *“Applicants and Building companies can look up applications to see the status rather than ring Council.”* (Council)
- ✓ *“Simple and easy to operate. Takes the political decision making out of planning. For a small rural Council the system offers a more professional and efficient approach to planning.”* (Council)
- ✓ *“The new planning system streamlines a lot of the functions relating to the assessment of development applications. It is easy to undertake an assessment of an application anywhere in South Australia once the operator knows how to step through the workflow of the DAP.”* (Council)
- ✓ *“Lots of the application tracking work has been taken on by the system. For example, day counter on applications is great and so is the systems ability to recognise that a certain period has lapsed (i.e. the time to respond to an RFI). This also makes alternative employment in the sector simpler. Previously if working for multiple Council there were DA tracking multiple systems, nowadays this is not an issue.”* (Council)
- ✓ *“Communication with applicants is streamlined and timely.”* (Council)
- ✓ *“All information is accessible online and available in one location.”* (Council)
- ✗ *“The system has been built to facilitate usage for a whole state, yet doesn't anticipate the nuances every Council has. Something the previous system had. There needs to be greater flexibility in how we control the system so we can edit things that aren't right or fix mistakes without having to restart the process. There is too much reliance on a single authority which isn't appropriately staffed to help control everything.”* (Council)
- ✗ *“Uploading information all the time to the new system has got too many steps that require Council to do. We in admin have lost all the interesting parts of Development and have been left with the paper pushing. In the old system, correspondence with Applicants was captured in our RMS automatically.”* (Council)
- ✗ *“The new system seems to have lost the personal experience for customers, notifications come through as emails and there is no direct communication. The templates are not worded well for people who have limited exposure to the Planning System.”* (Council)
- ✗ *“It is too rigid and we cant correct errors easily or adjust information which we could before.”* (Council)

Comparison to Previous System – Comments by Type

Decision Makers

Other – Referral Body / RA SCAP / State Planning

- ✓ *“Status of an application and I can see other referral body correspondence.”* (Other Referral Body/RA SCAP/State Planning)
- ✓ *“The online nature of the system is the biggest leap forwards.”* (Other Referral Body/RA SCAP/State Planning)
- ✓ *“I can see all applications across the State in one location, spatially represented.”* (Other Referral Body/RA SCAP/State Planning)
- ✓ *“SAPPA and digital overlays are a lot better than old code.”* (Other Referral Body/RA SCAP/State Planning)
- ✓ *“Lots of the application tracking work has been taken on by the system. For example, day counter on applications is great and so is the systems ability to recognise that a certain period has lapsed (i.e. the time to respond to an RFI). This also makes alternative employment in the sector simpler. Previously, if working for multiple Council there were DA tracking multiple systems, nowadays this is not an issue.”* (Other Referral Body/RA SCAP/State Planning)
- ✓ *“It is a one stop shop, and one source where RFI and Responses can be uploaded, and also DNFs and Application Approvals can be sourced, rather than having to follow up each respective council planner for otherwise administrative tasks.”* (Other Referral Body/RA SCAP/State Planning)
- ✓ *“Co-ordinated and standardised approach for all planning bodies. Improved access to all documentation.”* (Other Referral Body/RA SCAP/State Planning)
- ✓ *“Transparency for all parties in the greatest benefit the system provides. This can mean that the applicant has better access to information relating to their application and their property that they may have not in the past. This depends on their level of engagement with the system.”* (Other Referral Body/RA SCAP/State Planning)
- ✓ *“Everything is electronic so documents are stored safely and in one place.”* (Other Referral Body/RA SCAP/State Planning)
- ✓ *“Public notification processes are improved compared to the previous system, saving some time and effort.”* (Other Referral Body/RA SCAP/State Planning)
- ✗ *“The previous system EDALA is superior to DAP. Unfortunately creators of DAP never bothered to learn how EDALA works. EDALA - tailor maid system, which was very well tested for possible errors/mistakes to be made and how to deal with it. DAP - adjusted from the shelf system with 'happy path' approach.”* Other Referral Body/RA SCAP/State Planning)
- ✗ *“it is not intuitive to process flow, need to go through too many screen clicks to get to what you need.”* (Other Referral Body/RA SCAP/State Planning)
- ✗ *“The legislation and requirements underlying the system are fundamentally flawed.”* (Other Referral Body/RA SCAP/State Planning)

Comparison to Previous System – Comments by Type

End Users

Individual Applicant

- ✓ ***“It is consistent and takes a state-wide approach to planning and development. The old system relied too much on local council decision making that was ad hoc and personality-led.”*** (Individual Applicant)
- ✓ ***“Able to easily look up status.”*** (Individual Applicant)
- ✓ ***“Easy to do at any time of the day.”*** (Individual Applicant)
- ✓ ***“The ease to navigate and understand where the approval is at any given point. Also being digital technology it enables Builders and council to communicate quicker and with response deadlines speeds up the process massively.”*** (Individual Applicant)
- ✓ ***“Once you understand the process the uniformity of the process is most beneficial. It would appear it has placed more accountability back with the individual councils. The councils proactively pursue additional information and you have a point of contact (if additional info / clarification is required).”*** (Individual Applicant)
- ✓ ***“I have direct control over the application submission process and on going monitoring.”*** (Individual Applicant)
- ✓ ***“Not having to call and check and wait for responses, can do things at a time that fits with my work.”*** (Individual Applicant)
- ✓ ***“Provides a streamlined process that removes the previous poor experience with council lodgement. Communications are significantly improved and accountability is clearly shown throughout the process, keeps everyone focussed on the job.”*** (Individual Applicant)
- ✓ ***“Transparency and consistency.”*** (Individual Applicant)
- ✗ ***“No personal contact for community applications. Too focussed on home or developers. Not fit for all purposes.”*** (Individual Applicant)
- ✗ ***“Information is difficult to locate and it is very expensive.”*** (Individual Applicant)
- ✗ ***“The system adds a third party, still dealing with the same authority and decision making team so just adds complexities.”*** (Individual Applicant)
- ✗ ***“It has increased costs, takes longer to process and only works if staff do their job.”*** (Individual Applicant)

Comparison to Previous System– Comments by Type

End Users

Lodge-Agent / Volume Builder

- ✓ *“The time taken to lodge an application is faster and less paper waste and tracking of documents so much better.”* (Lodge-Agent / Volume Builder)
- ✓ *“Information required by each council is the same, there are no variances in information required.”* (Lodge-Agent / Volume Builder)
- ✓ *“Being able to enter information quickly and manage all applications in the one system, whichever council we are dealing with.”* (Lodge-Agent / Volume Builder)
- ✓ *“Much easier to find information. Processing timeframes & progress are much clearer which really helps when dealing with third party clients.”* (Lodge-Agent / Volume Builder)
- ✓ *“The time to lodge applications is quick and easy to do. This saves me a lot of time.”* (Lodge-Agent / Volume Builder)
- ✓ *“Helps keep council accountable to timelines for responses.”* (Lodge-Agent / Volume Builder)
- ✓ *“Easy to access and view the statuses of all applications together. Single window for applications, updates, notifications, payments etc.”* (Lodge-Agent / Volume Builder)
- ✓ *“All information is accessible online and available in one location.”* (Lodge-Agent / Volume Builder)
- ✓ *“You can access information easily and saves time on phone calls to Councils on where an application is at. I can check on all the applications that I have being assessed and where they are at on a daily basis, this is very important and why private certifiers should be forced to use the portal to issue RFI's etc.”* (Lodge-Agent / Volume Builder)
- ✗ *“The price to lodge has gone up significantly, and it takes out the person in the application. More anonymity leads to more bizarre requests for additional information. In some cases, entire documents are requested that were originally lodged at the start.”* (Lodge-Agent / Volume Builder)
- ✗ *“By putting a timer on reply times for the officer to get back to, all this has done has made them panic because maybe they are time poor or overworked or nervous about making decisions, when you get to 0 days left they throw more questions at you to give themselves more time to actually look at it. Please note this is not all officers but have come across few like this and there is nothing you can do; they hold all the cards.”* (Lodge-Agent / Volume Builder)
- ✗ *“When I am having to spend a lot more time lodging my applications, and I am doing more work, and the fees have gone up, so I am the loser in this new process.”* (Lodge-Agent / Volume Builder)
- ✗ *“More expensive for us to use, very clunky and needs a lot of improvements.”* (Lodge-Agent / Volume Builder)

Comparison to Previous System– Comments by Type

End Users

Representors

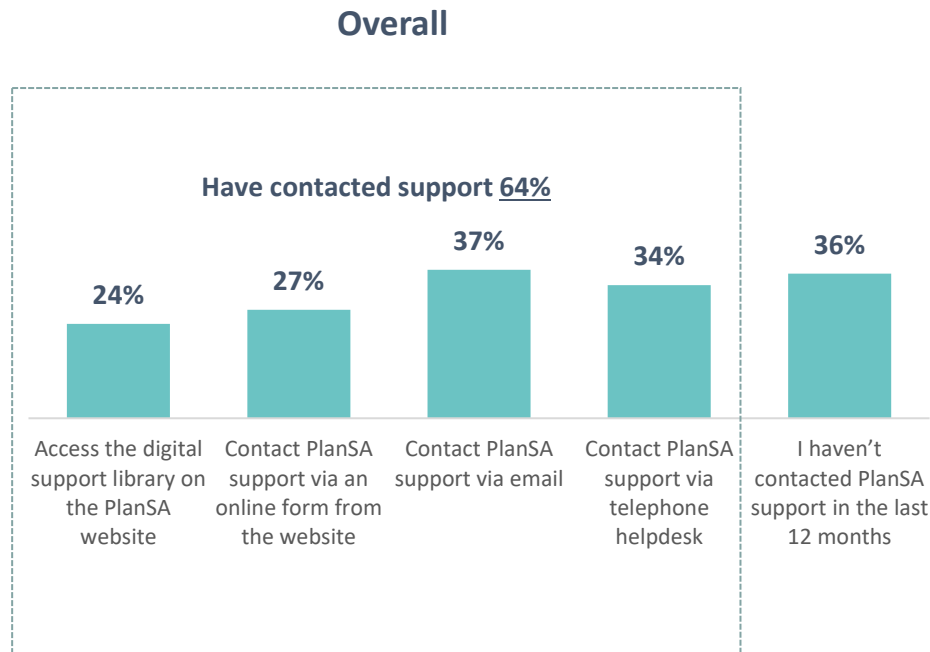
- ✓ *“Central place to submit applications and much better public notification system.”* (Representors)
- ✓ *“Easy to find things, easier to understand things, love the uniformity.”* (Representors)
- ✓ *“More transparent and informative re status of application.”* (Representors)
- ✓ *“Technology has improved the accessibility in understanding the planning system and procedures and you get good feedback early on the status of an application.”* (Representors)
- ✓ *“One stop shop, all encompassing platform, DP consolidation.”* (Representors)
- ✓ *“User friendly and informative.”* (Representors)
- ✓ *“When you can access information, you can see where it’s at or who then to contact within Council.”* (Representors)
- ✓ *“It seems to give notice to all Councils to improve their performance on decision making.”* (Representors)
- ✓ *“At least you can get a status update in the new system. Apart from that it is very clunky, cumbersome, and not easy to understand, and definitely not easy for the normal person to lodge their own applications.”* (Representors)
- ✗ *“I liked the old system, I could talk to someone not a computer.”* (Representors)
- ✗ *“The time it took for the application to be approved.”* (Representors)
- ✗ *“No one knows what’s going, council and certifiers handball, no straight answers, to broad on decision for an approval no one takes responsibility always left with the builder.”* (Representors)
- ✗ *“Standardised policy leading to awful development outcomes. Cumbersome system that bears little relationship to how planning is and should be practiced!”* (Representors)

PlanSA Support

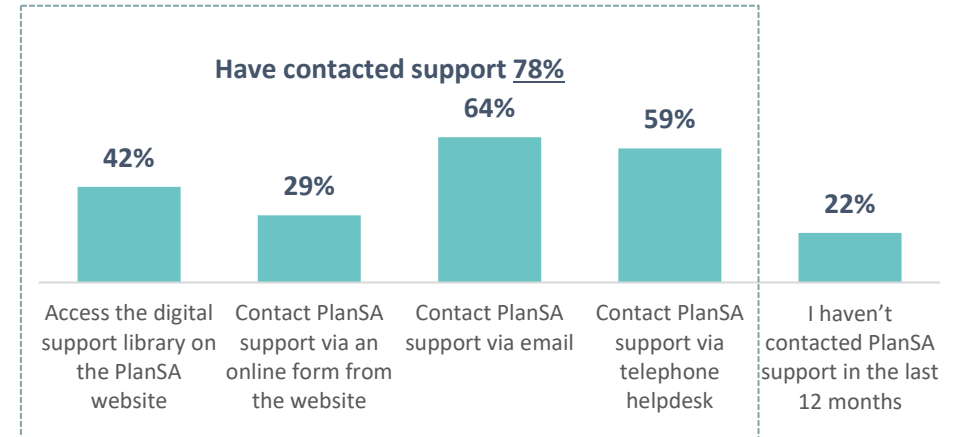
PlanSA Support – Type of Support

Overall, just under two-thirds have made some form of contact to PlanSA Support in the last 12 months. Just over a third have contacted PlanSA Support via email (37%), and just over a third have contacted PlanSA support via the telephone helpdesk (34%).

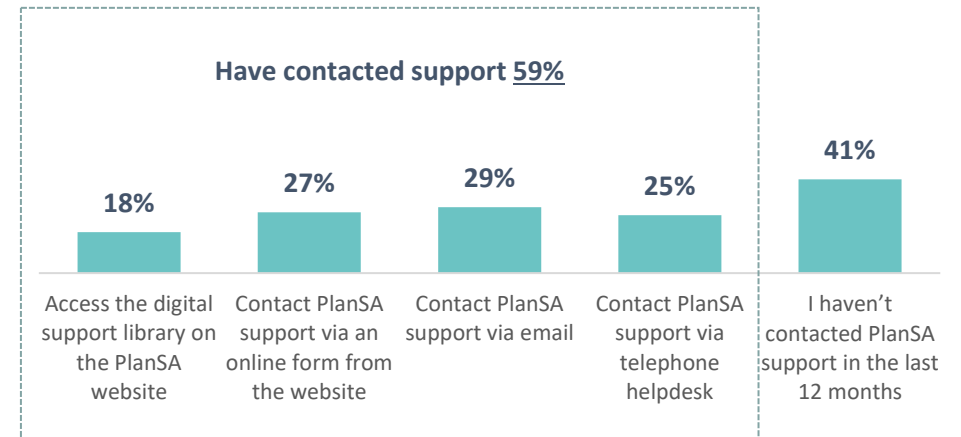
Decision Makers are much more likely to have made some form of contact to PlanSA support, and most likely via email or via telephone.



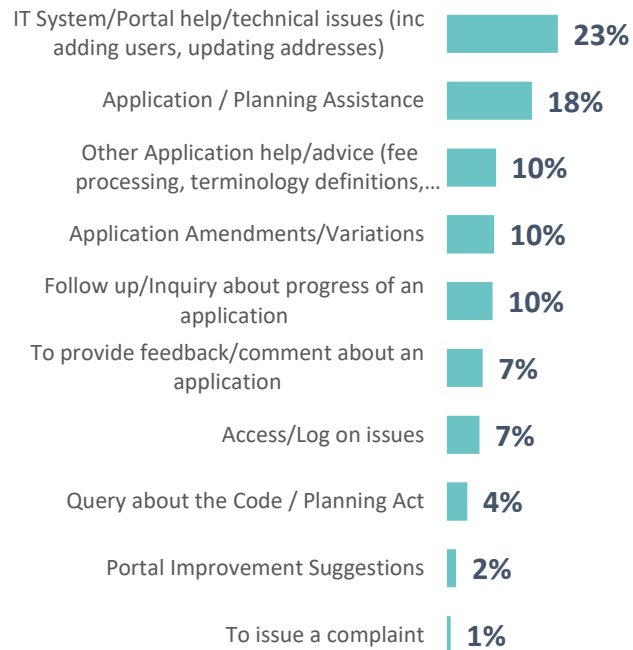
Decision Makers



End Users



Overall



Decision Makers

End Users

Top 5 Coded Improvements

1. IT System/Portal help/technical issue (44%)
2. Application amendment/variation (15%)
3. Access/Log on issues (13%)
4. Other application help/advice (8%)
5. Portal improvement suggestions (5%)

1. Application / planning assistance (25%)
2. IT System/Portal help/technical issue (14%)
3. Follow up/inquiry about progress of an application (13%)
4. Other application help/advice (11%)
5. To provide feedback/comment about an application (10%)

Overall, queries related to IT support with the portal (23% of all mentions), assistance with an application (18% of all mentions) and other application help (10% of all mentions).

Decision Makers

*“I have always found the contact Help Desk extremely polite and they do try to help. Much appreciate the situation where people are trying to make the process easier. **My queries are usually around finding specific but comprehensive and contextual content that provide guidance to assessors.**” (Accredited Professional)*

*“**It related to an inconsistency.** The staff were courteous, helpful and resolved the matter in a timely manner. I have no issue with the Help desk staff.” (Accredited Professional)*

*“**To make adjustments to a lodged application,** such as editorial mistake, adjusting a classification, amending the project description and the like.” (Accredited Professional)*

*“**Took a very long time to gain access to the portal,** with receipts reports not showing under my profile. There was a lot of back and forward with the IT team, but now is working fine.” (Council)*

*“An applicant had uploaded all the information but **I was unable to generate an assessment report.** The person who I spoke with explained what I needed to do in the portal. They were very helpful.” (Council)*

*“**I was seeking clarification and information on development application** and accessed online form to lodge a submission.” (Other Referral Body/RA SCAP/State Planning)*

*“**How to lodge a submission** regarding a proposed development application.” (Other Referral Body/RA SCAP/State Planning)*

End Users

*“**Asking about an update** as to who my application was with as it wasn't clear to me.” (Individual Applicant)*

*“**Check status of application.**” (Individual Applicant)*

*“To ask **why an application has exceeded the nominated assessment period.**” (Individual Applicant)*

*“**How to use the new system.** Interpretation of planning terminology.” (Individual Applicant)*

*“**Seeking pre-application advice / guidance on interpretation of Code provisions.**” (Lodge-Agent / Volume Builder)*

*“**Following up on an overdue application.** The time for the assessment had expired and we contacted PlanSA to follow up on what the delay was. This has only happened 3 times /~40 applications so it is a significant improvement.” (Lodge-Agent / Volume Builder)*

*“**Enquired how to respond/upload information** requested by the Council” (Lodge-Agent / Volume Builder)*

*“**To register my concern about a proposed development** where the council assessment panel has disregarded the regulations.” (Representor)*

*“**To find out why application is taking so long.**” (Representor)*

*“**Providing feedback on a proposed redevelopment** that will impact the local residents.” (Representor)*

PlanSA Support – Number of Contacts to Resolution

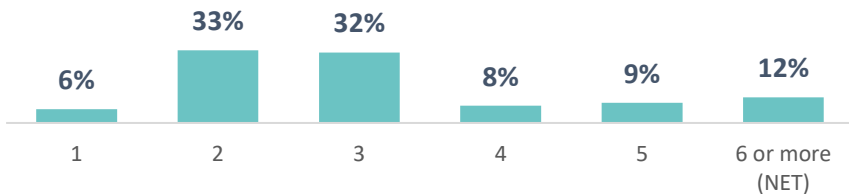
Overall, half of queries made with PlanSA support are resolved on the first contact. Approximately a third of contacts made require additional contacts to be resolved, with approximately a third of additional contacts resolved on the second attempt, and a third requiring a third contact to resolve. Approximately a third of queries that require multiple contacts take more than 3 additional attempts to resolve.

Overall



■ Resolved on first contact ■ Needed multiple contact ■ Not sure

Number of additional contacts required to resolve query

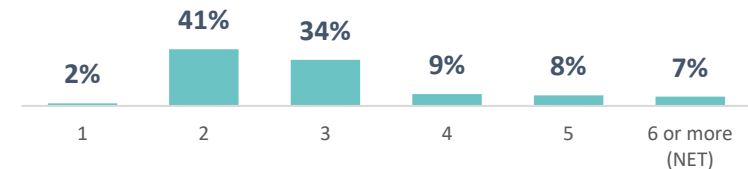


Decision Makers



■ Resolved on first contact ■ Needed multiple contact ■ Not sure

Number of additional contacts required to resolve query

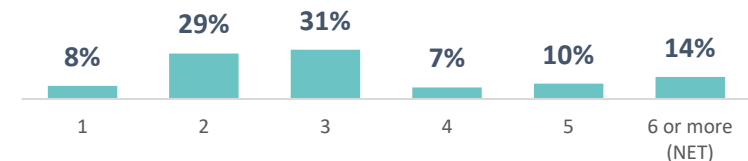


End Users

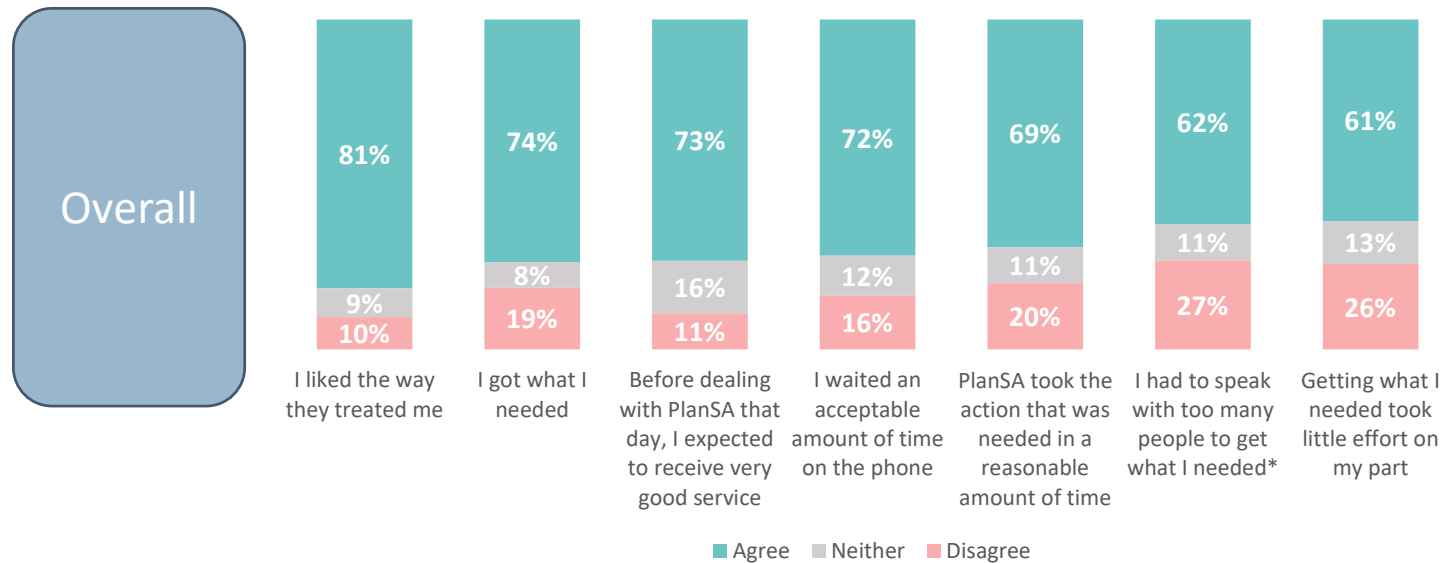


■ Resolved on first contact ■ Needed multiple contact ■ Not sure

Number of additional contacts required to resolve query



Overall, more than 60% agree with each of the statements tested, indicating that in a ‘net’ sense PlanSA is performing well in supporting its customers.



Areas performing very well

- Customers like the way they have been treated (81% agree)
- Customers got what they needed (74% agree)

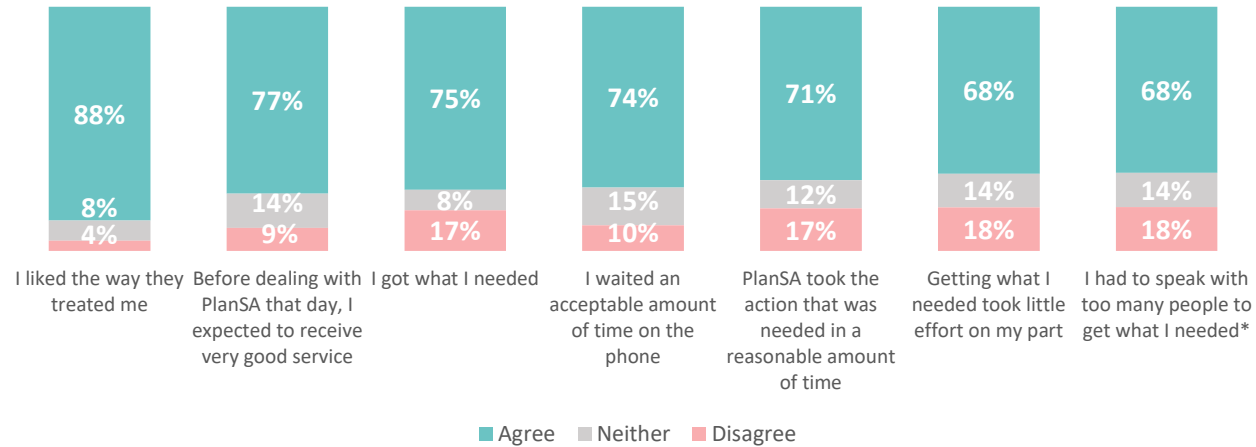
Areas to ‘Keep an eye on’

- Effort required by customers to resolve query (26% believe there is too much effort required)
- Speaking with too many people (27% believe they spoke with too many people)

*Note, this statement is a ‘negative’ statement, and the percentages have been reversed for comparison purposes.

PlanSA Support – Service Statements by Respondent Type

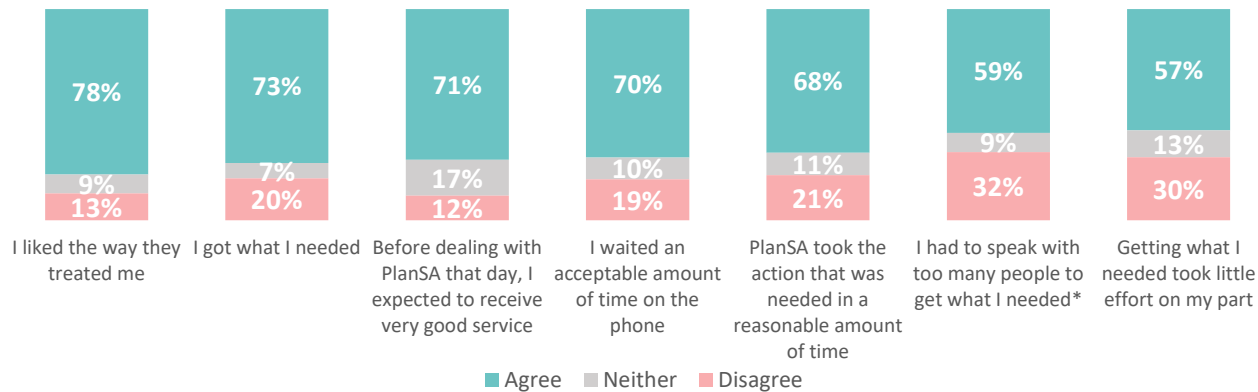
Decision Makers



Decision Makers are happier with the service received by support, with all statements recording a agreement of 60% or higher. Agreement is significantly higher for how support treated them (88% agree).

Areas to improve include getting what they needed took little effort (68% agree) and having to speak with too many people (68% agree).

End Users



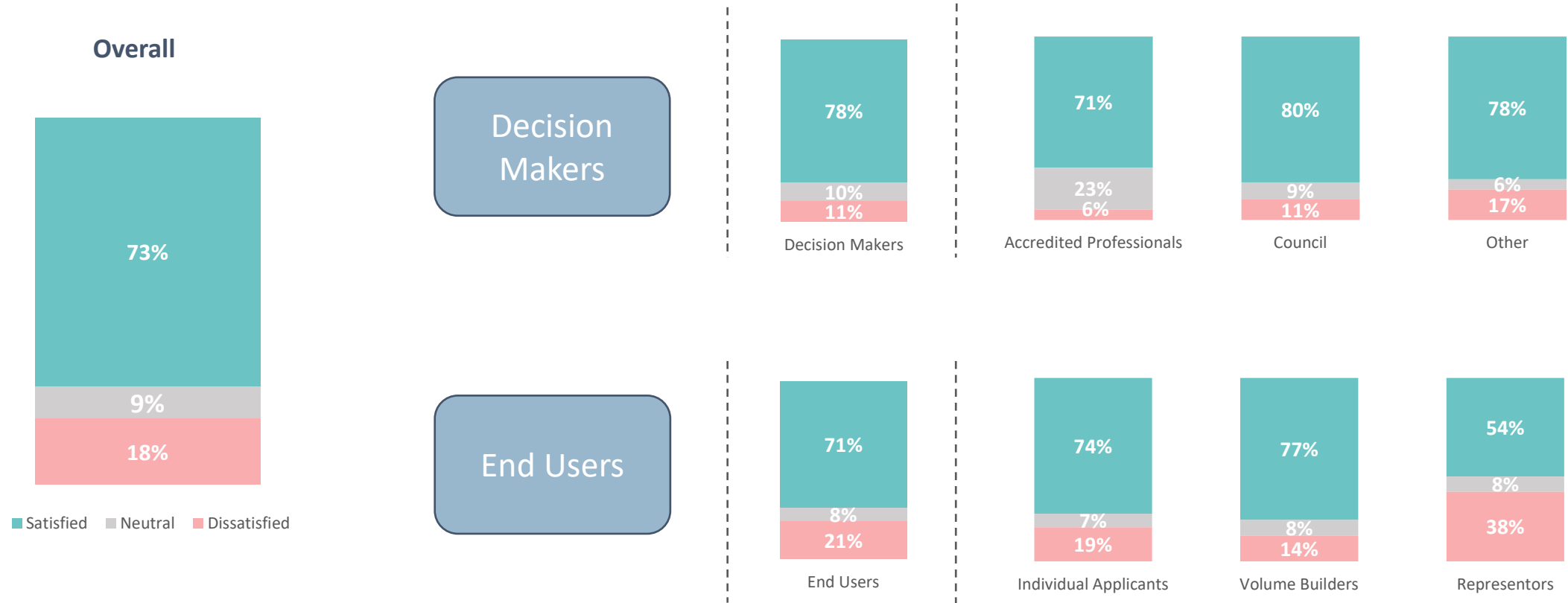
Among **End Users**, they like the way they were treated by support (78% agree), and got what they needed (73% agree).

Approximately a third of End Users believe it took too much effort to get what they needed (30% disagree), and a third had to speak with too many people to get what they needed (32% disagree).

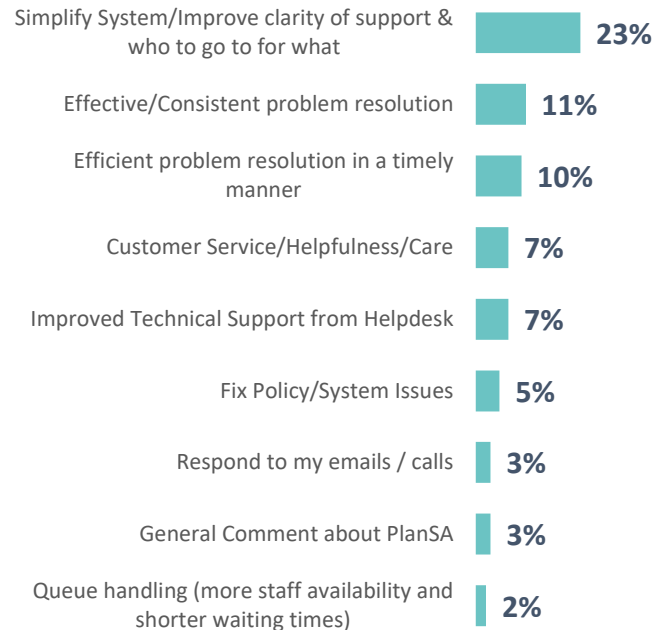
*Note, this statement is a 'negative' statement, and the percentages have been reversed for comparison purposes.

Overall Satisfaction with PlanSA Support

Customer satisfaction with PlanSA support achieved in the 2022 Survey is 73%. Decision Makers (78% satisfied) are more satisfied than End Users (71% satisfied). Representors record the lowest satisfaction with PlanSA support, with 54% satisfied, which is significantly lower than the overall outcome.



Overall



Decision Makers

End Users

Top 5 Coded Improvements

1. **Efficient problem resolution in a timely manner (21%)**
2. **Simplify system/Improve clarity of support (17%)**
3. **Effective/Consistent problem resolution (17%)**
4. Fix policy/system issues (6%)
5. Improved technical support from Helpdesk (5%)

1. **Simplify system/Improve clarity of support (25%)**
2. **Effective/consistent problem resolution (9%)**
3. Customer service/Helpfulness/Care (9%)
4. Improved technical support from Helpdesk (8%)
5. **Efficient problem resolution in a timely manner (6%)**

Overall, customers who were dissatisfied with support service received would like a simplified system, and improved clarity of support, with clear instructions of who to go to for what type of query (23% of all mentions). Consistency of problem resolution (11% of all mentions), and resolution made in a timely fashion (10% of all mentions) are also elements customers would like to see improved.

Decision Makers

“I would prefer to speak to someone in the building policy team regarding any building related queries.” (Accredited Professional)

“Advise when issues would be resolved or where it would sit on the list.” (Council)

“Contact back in a timely manner. I understand that they must receive a large amount of calls/emails but a better response time was expected.” (Council)

“Advise of status of issue resolution. Often receive notification that the issue has been logged/forwarded to the relevant area and then no further contact.” (Council)

“Action requests more efficiently.” (Council)

*“I have learnt to be patient. My customers would not accept the time frames Plan SA takes to respond and some things I have had to chase multiple times. **Publish response times and manage my expectations.**” (Council)*

“The staff at the Plan SA support desk are very helpful but they are customer service staff and don't have the necessary understanding of the system, most of our communications are raising more challenging issues with the DAP and these requests need to be assessed by the professionals within DAP that work in the system.” (Council)

“Find a resolution to the problem.” (Other Referral Body/RA SCAP/State Planning)

“Improvement of communication in a more timely manner.” (Other Referral Body/RA SCAP/State Planning)

End Users

“Provide an accurate response.” (Individual Applicant)

“Communicate better and be a lot quicker.” (Individual Applicant)

“Return phone calls or emails when sent. Never got a response from either emails or multiple phone messages made...” (Individual Applicant)

“Make login automated so that I can set and change my own password easily, which would mean I wouldn't need to contact PlanSA to assist me.” (Individual Applicant)

“Need a clearer pathway / system for planning practitioners to obtain pre-application advice & interpretation guidance. Advice able to be provided via email/phone was very generic and took quite a lot of time to get the more detailed information we needed from a planner with the right skills.” (Lodge-Agent / Volume Builder)

“Waiting times could be shorter on the phone.” (Lodge-Agent / Volume Builder)

“PlanSA support should be more familiar with Planning processes so as to respond to queries correctly.” (Lodge-Agent / Volume Builder)

“Consistent answers would have been better. I received 2 different answers from 3 different people.” (Lodge-Agent / Volume Builder)

“Provide direct contact with relevant dept/team.” (Representor)

“Reply to emails and address questions.” (Representor)

“I got a message that it was being looked at, it has been 7 days.” (Representor)

Conclusion and Recommendations

In summary, average customer satisfaction with the new ePlanning system is good with 69% satisfaction from all customers. In particular, Individual applicants and Volume Builders are the most satisfied types of users of the new system, while Accredited Professionals and Representors are the least satisfied (all recorded statistically significant differences compared to the overall result).

Key reasons for customer satisfaction with the new planning system for all customers include that it is easy to use, accessible (access to all relevant information in one place) and because the system is clear and straightforward. Key reasons for dissatisfaction include issues with user friendliness, overall complexity and search function of the system, and problems relating to assessment timeframes.

Across the various elements of the planning system, customers are mostly satisfied with each of the elements pertaining to the website, DAP, the online planning and design code and SAPP. SAPP is by far the highest scoring element of the system with 82% of all customers satisfied with SAPP.

- For the website in particular, customers mostly find the website to be useful (80% satisfied) and accurate/up to date (79% satisfied). Customers would like the website to be more clear and concise as well as simplified and easier to understand. Customer-suggested improvements include better navigation/search function and overall improved user experience across the various system processes.
- For DAP in particular, customers mostly find that DAP does well to safeguard information and privacy (79% satisfied) , and that it is accurate and up to date (79% satisfied). Customers would like to see better explanations and definitions of terminology made available, as well as an improvement in the overall user experience, particularly in relation to formatting and layout.
- For the Online Planning and Design code in particular, customers mostly find that that the code is accurate and up to date (76% satisfied) and that it is useful (75% satisfied). Customers would like the wording of the code to be more clear and simple, for there to be better search/navigation capability and for Plan SA to review and improve the code itself.
- For the SAPP in particular, customers mostly find that that SAPP is useful (88% satisfied) and that it provides access to information quickly (83% satisfied). Customers would like to see the menu/search capability of SAPP improved as well as additional layers added / more frequent updates for aerial images.

When it comes to Plan SA's goals for the planning system, PlanSA has positive agreement (over 50% agree) for all goal statements tested, indicating that PlanSA in a 'net' sense, delivering on all of these. Making it easier to access the service and communicating the status of applications effectively are the top two goals that Plan SA is delivering on for customers. Saving the customer time and money, and helping improve the time taken to make a decision had the lowest levels of agreement by customers.

On values, PlanSA has positive agreement (over 60% agree) for all value statements tested indicating that PlanSA in a 'net' sense, is delivering on all of these. For Decision Makers in particular, Plan SA is mostly delivering on operating with integrity (72% agree). For End Users, Plan SA is mostly providing good service (68% agree) as well as operating with integrity (68% agree).

Compared to the previous system, the majority of customers (75%) believe the new system is an improvement on the previous system. 19% believe the new system is worse than the previous system. Among respondent types, Other Decision Makers - such as Referral Bodies / RA SCAP and State Planning Users - and Volume Builder End Users are the most supportive of the new system (87% and 82%).

- Decision Makers and End Users in particular, mostly feel that the new system is better at communicating the status of applications (74% agree), and that it provides a more consistent approach to decision making (61% agree). However, Decision Makers are less likely to indicate that the new system is saving them time and money (46% agree) and have less confidence in the new system (51% agree).
- Key Reasons for why all customers prefer the new system (n=620) include that it is a 'one stop shop' that houses all information efficiently and is easily accessible 24/7, that it's easy to use and that it saves customers time, effort and money.
- Key Reasons for why all customers do not prefer the new system (n=153) include that it requires more time, effort and money, that it has slower processing times / there are too many delays and because it is too complex and/or difficult to use.

On Plan SA Support, just under two-thirds have made some form of contact to PlanSA Support in the last 12 months. Just over a third have contacted PlanSA Support via email (37%), and just over a third have contacted PlanSA support via the telephone helpdesk (34%). Decision Makers are much more likely to have made some form of contact to PlanSA support, and most likely via email or via telephone.

Overall, more than 60% agree with each of the Plan SA Support statements tested, indicating that in a 'net' sense PlanSA is performing well in supporting its customers.

- Half of queries made with PlanSA Support are resolved on the first contact. Approximately a third of contacts made require additional contacts to be resolved, with approximately a third of additional contacts resolved on the second attempt, and a third requiring a third contact to resolve. Approximately a third of queries that require multiple contacts take more than 3 additional attempts to resolve.
- What customers like about Plan SA Support:
 - Customers like the way they have been treated (81% agree)
 - Customers got what they needed (74% agree)
- What customers would like to see improved with Plan SA Support:
 - Effort required by customers to resolve query (26% believe there is too much effort required)
 - Speaking with too many people (27% believe they spoke with too many people)
- Customers who were dissatisfied with support service received would like a simplified system, and improved clarity of support, with clear instructions of who to go to for what type of query (23% of all mentions). Consistency of problem resolution (11% of all mentions), and resolution made in a timely fashion (10% of all mentions) are also elements customers would like to see improved.

In conclusion, the inaugural benchmarking study for assessing customer satisfaction with the new planning system has generated a series of scores and measures pertaining to the customer experience across different types of decision makers and end users who are accessing the system.

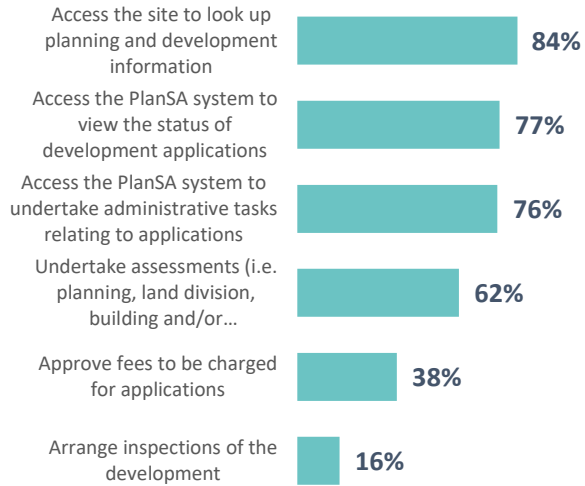
Given that this survey was the first of its kind, many customers have taken the time to respond to the survey questions and suggested improvement ideas in great detail, and with much consideration.

Appendix 1 - Demographics

Demographics – Decision Makers

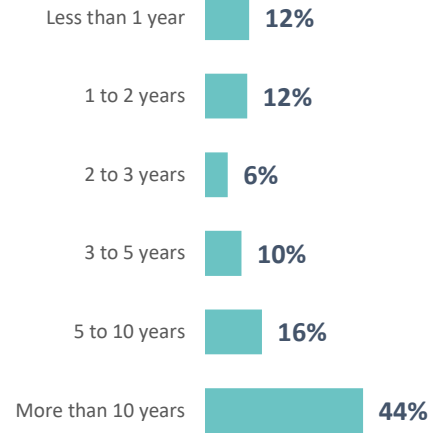
Planning and Land Use Services with Action Market Research

How System Used Last 12 Months



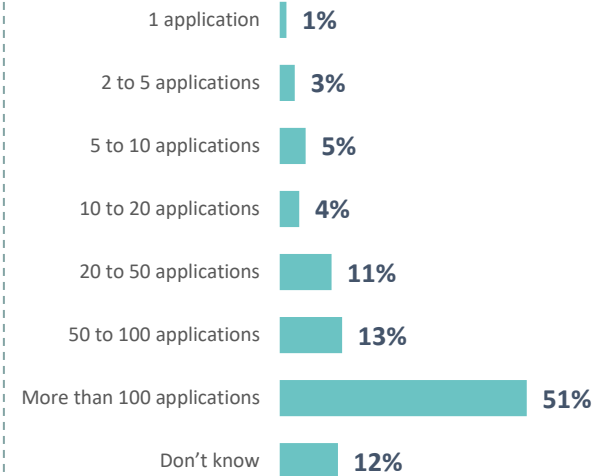
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Time Involved With Development Applications



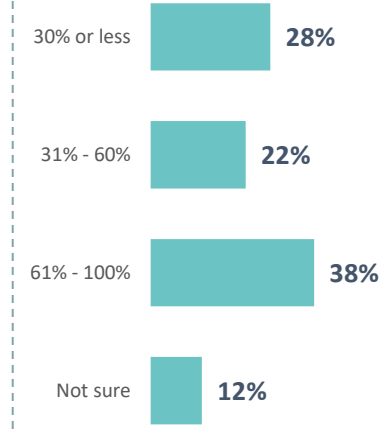
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Number of Applications Last 12 Months



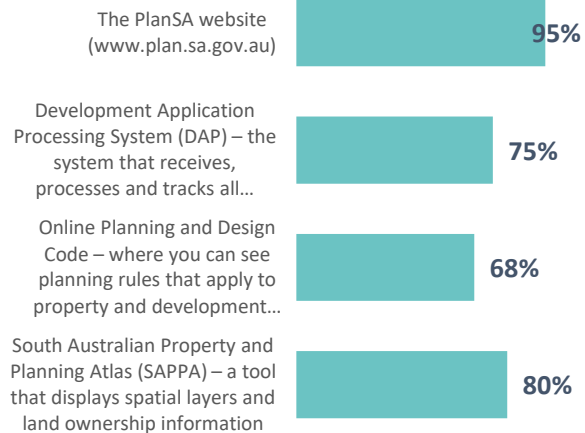
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Percentage of Application Occurring in System



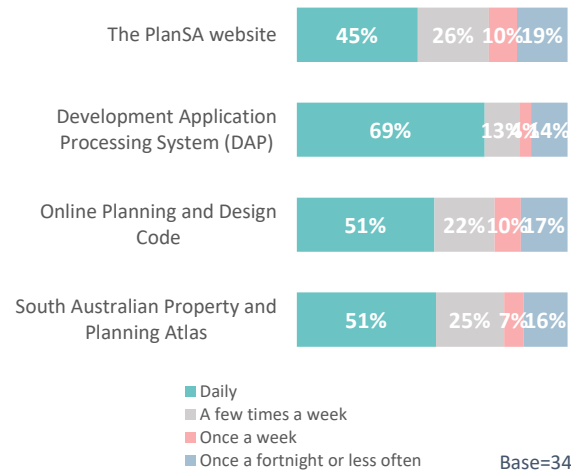
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System Tools Used Last 12 Months



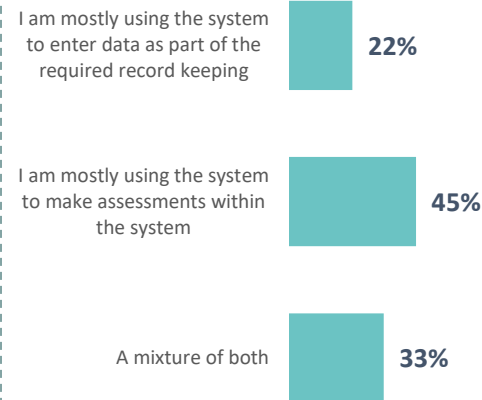
Base=367

Frequency of Usage of Tools



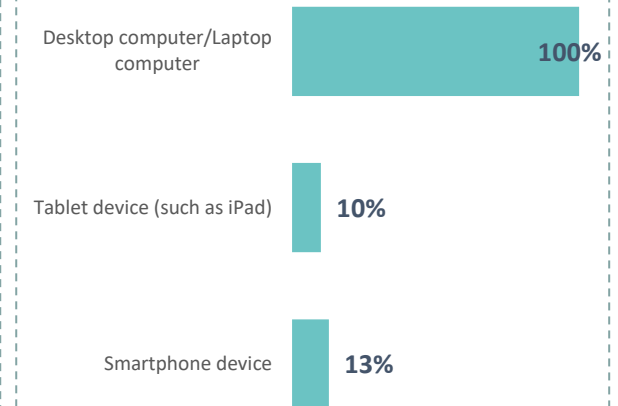
Base=347

Usage of DAP



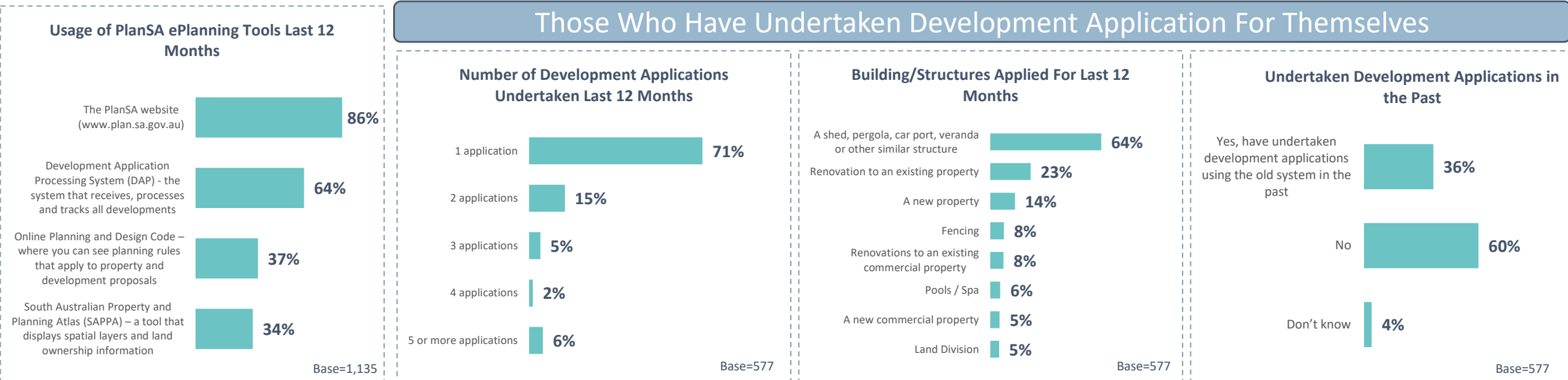
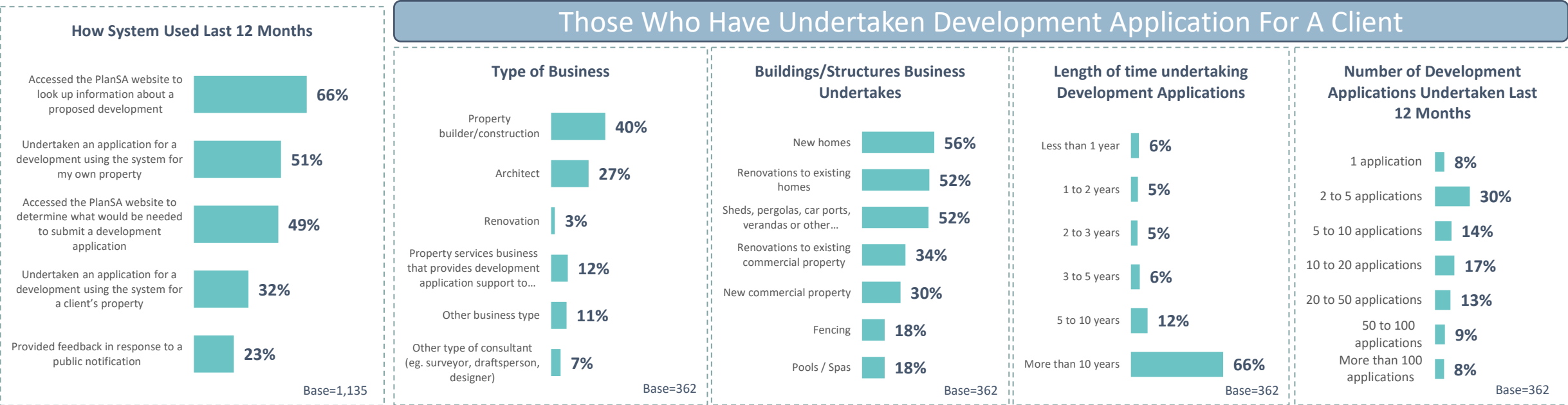
Base=274

Devices Used



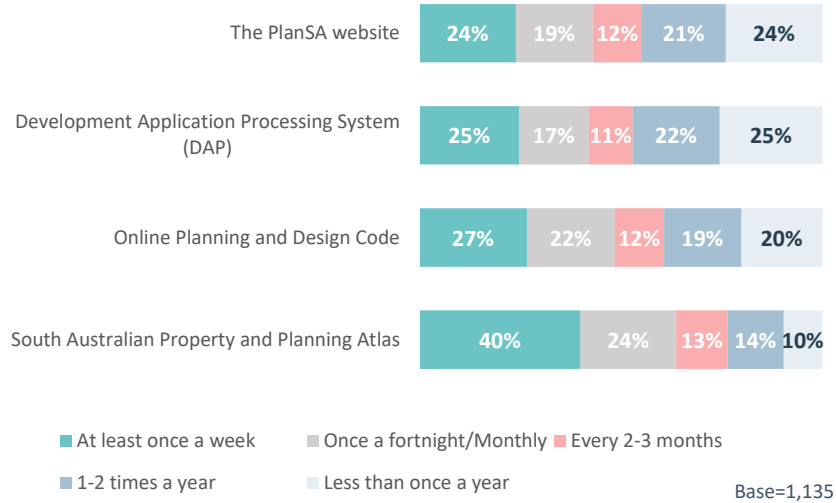
Base=274

Demographics – End Users

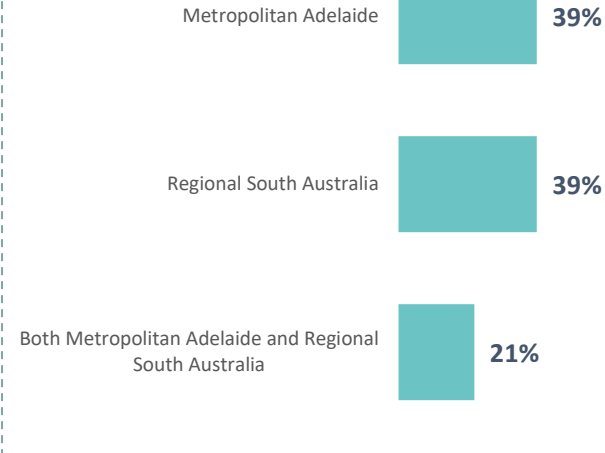


Demographics – End Users (Cont.)

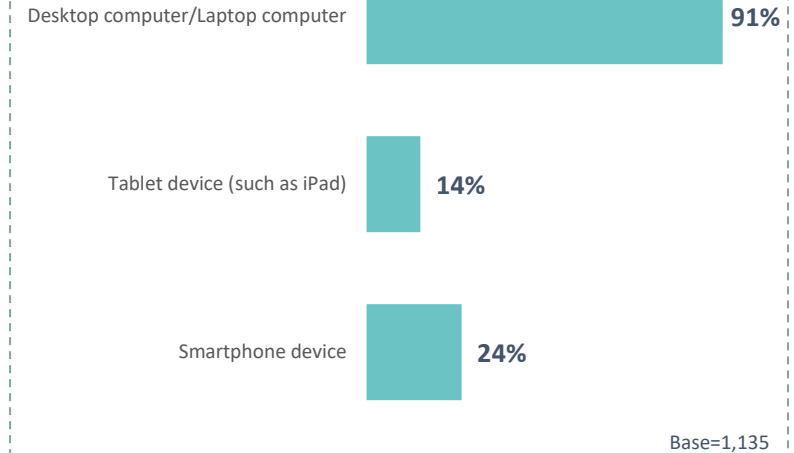
Frequency of Usage of PlanSA Tools



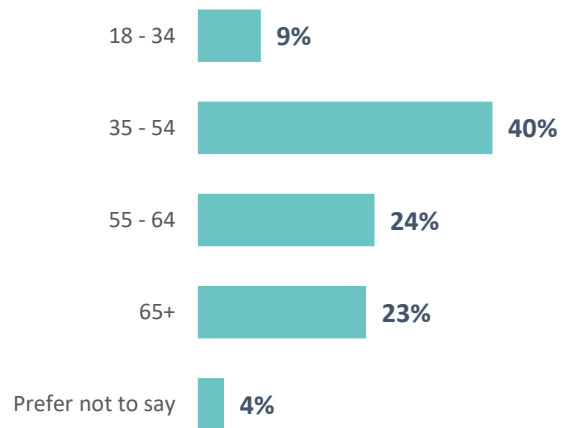
Development Application Location



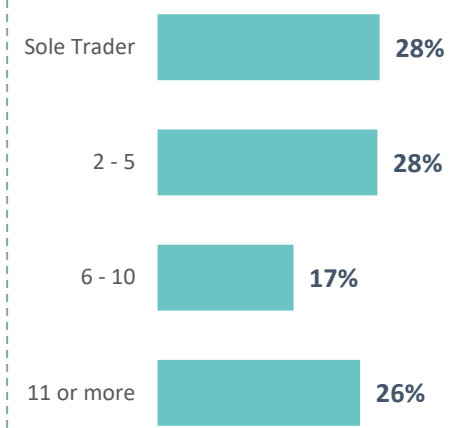
Devices Used To Access Service



Z2. Age Groups



Z3. Full-time Employees



Thank you



Government of South Australia
Department for Trade
and Investment