Government of South Australia Department for Housing and Urban Development

Reassign an internal referral to another team member



Background

An internal referral is distributed during either the consent verification or assessment to team member(s) with expertise within a specialist team, such as engineers, arborists, or wastewater management etc.

The team member(s) within these specialist teams will require a user account to receive and action an internal referral. When a staff member does not have a user account, they can send a request to the 'Organisation Administrator' who will arrange a user account creation with the PlanSA Service Desk.

During peak times or team members not being available, there could be times where an internal referral will need to be re-assigned to another team member to distribute the workload across the team.

Included instructions

Re-assign an internal referral to another team member

Related Instructions

- How to Add and distribute an internal referral request | PlanSA
- How to Recall an internal referral | PlanSA
- How to Respond to an internal referral request | PlanSA
- How to Review and acknowledge an internal referral response | PlanSA
- How to Report on applications with assigned internal referrals | PlanSA

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How to...

Reassign an internal referral to another team member

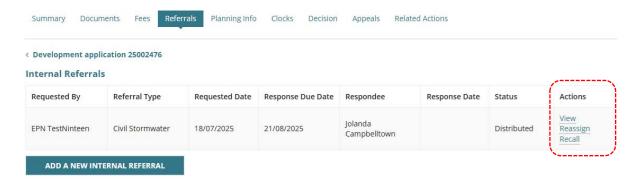




Re-assign an internal referral to another team member

On distributing the re-assigned internal referral, an email notification is received by the assigned team member advising the name of person making the request, type of consent (planning, land division, building), details of the request and the response due date.

- 1. Click on the **Referrals** tab within the consent in verification or under assessment.
- 2. Click on the **Reassign** action against the applicable team member.



The **Reassign Internal Referral** page shows with the current respondee and response due date.

Reassign Internal Referral



 Click in New respondee from your organisation field and start to type the team member's name who is to receive the request and then select their name from a list of matches.

Noting, you cannot reassign an internal referral back to the person who raised the request.

Reassign Internal Referral



How to...

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4. Leave the **response due date** empty (not mandatory) or extend the date as required. A new response due date must be in the future and does not exceed the assessment timeframe or the days remaining for the assessment.

Reassign Internal Referral

Current Respondee Jolanda Campbelltown	New respondee from your organisation *	Response Due Date		
	EPN Test" 🗙	21/08/2025	曲	
		<u></u>		
CANCEL				SUBMIT

Information

If the response due date is today's date or a date in the past an error message shows "You have selected a date that is in the past. Please select a future date.". To resolve pick a future date.

The response due date is included in email correspondence to the internal referee.

5. Click on **Submit** to distribute to the team member nominated.

Reassign Internal Referral



The **Referrals** page shows the reassigned team members name in the **Respondee** field and updated response due date (as applicable).

