

## Background

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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](#)

## Re-assign an internal referral to another team member

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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.

Summary Documents Fees **Referrals** Planning Info Clocks Decision Appeals Related Actions

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**Internal Referrals**

Requested By	Referral Type	Requested Date	Response Due Date	Respondee	Response Date	Status	Actions
EPN TestNineteen	Civil Stormwater	18/07/2025	21/08/2025	Jolanda Campbelltown		Distributed	<a href="#">View</a> <a href="#">Reassign</a> <a href="#">Recall</a>


**ADD A NEW INTERNAL REFERRAL**

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

### Reassign Internal Referral

**Current Respondee**  
Jolanda Campbelltown

**New respondee from your organisation \***

**Response Due Date**  
21/08/2025 

**CANCEL** **SUBMIT**


3. 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

**Current Respondee**  
Jolanda Campbelltown

**New respondee from your organisation \***

**Response Due Date**  
21/08/2025 

**CANCEL** **SUBMIT**

How to...

# Reassign an internal referral to another team member

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.

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## Reassign Internal Referral

Current Respondee  
Jolanda Campbelltown

New respondee from your organisation \*  
EPN Test

Response Due Date  
21/08/2025

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

Current Respondee  
Jolanda Campbelltown

New respondee from your organisation \*  
EPN Test

Response Due Date  
29/08/2025

CANCEL

SUBMIT

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

SummaryDocumentsFeesReferralsPlanning InfoClocksDecisionAppealsRelated Actions

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Internal Referrals

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ADD A NEW INTERNAL REFERRAL