

How to...

Respond to an internal referral request



Government of South Australia
Department for Housing
and Urban Development



Version 1.2

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.

On distributing the internal referral, an email notification is received and includes the name of person making the request, type of consent (planning, land division, building) details of the request and the response due date (when provided).

Included instructions

- [Respond to internal referral from the task](#)
- [Review application documentation](#)
- [Add a condition or advisory note](#)
- [Respond to the internal referral request](#)

Related Instructions

- [How to – Add and distribute an internal referral request | PlanSA](#)
- [How to – Reassign an internal referral to another team member | 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](#)

How to...

Respond to an internal referral request



Respond to internal referral from the task

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The internal referral request will create an application action: 'Respond to Internal Referral Request' that is viewable from within the **For Your Action** table.

1. Search for the application and open.
2. Click on action **Respond to internal referral required**.

Development application - 25002264: Karawirra Av Rostrevor SA 5073

UPLOAD ADDITIONAL DOCUMENT...

Summary Documents Event History Sharing access Inspection Operative Dates Related Actions



This application currently requires 1 action

Respond to Internal Referral Request



Application Status: Lodged

Fees Outstanding: No

The consent **Referrals** tab opens with the internal referral request.

3. Click **View** to show the **Response Details**.

Planning Consent - 25002264: Karawirra Av Rostrevor SA 5073

Summary Documents Fees RFIs **Referrals** Planning Info Conditions and Notes Clocks Decision Appeals Related Actions

< Development application 25002264

Schedule 9 of the PD&I Regulations

ADD A NEW EXTERNAL REFERRAL

Internal Referrals

| Requested By | Referral Type | Requested Date | Response Due Date | Respondee | Response Date | Status | Actions |
|------------------|------------------|----------------|-------------------|-------------|---------------|-------------|---|
| EPN TestNineteen | Civil Stormwater | 18/07/2025 | | EPN TestTen | | Distributed | View Respond Reassign |

ADD A NEW INTERNAL REFERRAL

The **Response Details** shows, including the request comments and uploaded document (if applicable).

Response Details

Request:
Review waste water plan

Response:
Response yet to be provided

[Close](#)

How to...

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4. Click on **Close** to hide the response details.

5. Click on **Respond** action.

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Internal Referrals

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|------------------|------------------|----------------|-------------------|-------------|---------------|-------------|---|
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[ADD A NEW INTERNAL REFERRAL](#)

Review application documentation

On learning the details of the request go to **Documents** (as required) and review the applicable plans, drawings etc., needed to form a reply to the request.

1. Click on the **Documents** tab.
2. Search for the documentation, e.g. plans, reports etc., using either option:
 - **Search by Name** will return documentation with a 'file name' containing search by name, or
 - **Search by Type** will return documentation with a matching 'Document type'.

In the example below, the required documentation was located using the **Search by Type** option: 'All application documentation'.

3. Click on the file name of the document to download.

Bulk download documentation

To download multiple documents complete instructions [How to -Download and open multiple documents at the same time | PlanSA.](#)

[Summary](#) **[Documents](#)** [Fees](#) [RFIs](#) [Referrals](#) [Planning Info](#) [Conditions and Notes](#) [Clocks](#) [Decision](#) [Appeals](#) [Related Actions](#)

[Development application 25002264](#)

Search by keyword

Search by Category ▼
Search by Type ▼

Where was the document uploaded?
☒ Application
☒ Planning Consent
☐ Building Consent

Additional document filters
☐ P&D Code Rules
☐ Snapshots
☐ Invoices
☐ Plans

Hidden by default
☐ Superseded
☐ System Generated Emails

| Document | Type | Date Created | Superseded | Internal to Org | Visible to Applicant | Edit |
|---|--------------------------------------|-------------------|------------|-----------------|----------------------|------|
| <input type="checkbox"/> CodeRules-Valuation1728074007-AssessmentStart-676857.pdf | P&D Code Rules - at Assessment Start | 26 Jun 2025 15:57 | | | ✗ | |
| <input type="checkbox"/> CodeRules-Valuation1728074007-Verif-676832.pdf | P&D Code Rules - at Verification | 26 Jun 2025 15:54 | | | ✗ | |

How to...

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Add a condition or advisory note

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Add the **Conditions and Notes** that form part of your response, as required.

1. Click on the **Conditions and Notes** tab.
2. Click on the **Conditions** and/or the **Advisory Notes** to view.
3. Click on **Add** to enter your own condition. For assistance refer to guides [Assess a planning and land division consent](#) or [Assess a building consent](#).

Summary Documents Fees RFIs Referrals Planning Info **Conditions and Notes** Clocks Decision Appeals Related Actions

< Development application 25002264

Relevant Authority

Preview Conditions and Notes

Add Standard Groups >

City of Campbelltown

Conditions Advisory notes Reserved matters Refusal reason

ADD CONDITION

| Title | Included in DNF | Clearance requirement not met | Sort | | |
|--|-----------------|-------------------------------|------|----|-----------|
| Condition - Storm water management overlay | ✓ | | ↓ | 🗑️ | Show/Edit |

Respond to the internal referral request

On responding to the internal referral request the staff member who 'requested' the internal referral will receive an email notifying a response has been received.

1. Click on the **Respond** action for the request.

Internal Referrals

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|------------------|------------------|----------------|-------------------|-------------|---------------|-------------|---|
| EPN TestNineteen | Civil Stormwater | 18/07/2025 | | EPN TestTen | | Distributed | View Respond Reassign |

ADD A NEW INTERNAL REFERRAL

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The **Internal Referral Response** shows.

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2. Provide the **response** (mandatory) to the request, e.g. outcome of your investigation.
3. Leave the **Response Recipient** default (mandatory).

Internal Referral Response

Requested By

EPN TestNineteen

Request Details

Water water planning

Response *

Provide details of the assessment/review.

Response Recipient *

EPN TestNineteen X

Attachments

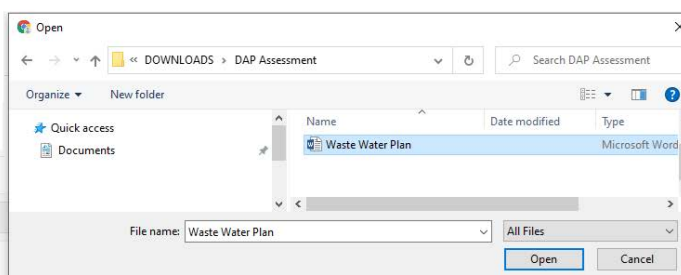
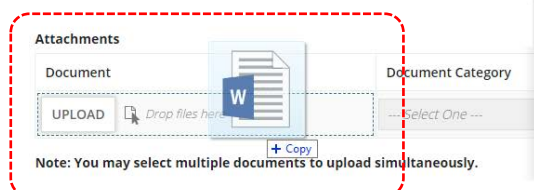
| Document | Document Category | Document Type |
|-------------------------------|--------------------|--------------------|
| UPLOAD Drop files here | --- Select One --- | --- Select One --- |

Note: You may select multiple documents to upload simultaneously.

CANCEL

SUBMIT

4. Click **UPLOAD** to include supporting documentation (as required) from the Open window.
5. Click **Cancel** to close the Open window.
6. Categorise the documentation.



How to...

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The **Referrals** screen shows the Internal Referral updated with a ‘response date’ and status of ‘Responded’.

SummaryDocumentsFeesRFIsReferralsPlanning InfoConditions and NotesClocksDecisionAppealsRelated Actions

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Schedule 9 of the PD&I Regulations

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ADD A NEW INTERNAL REFERRAL