

# Chief Executive’s Code Amendment Service Standards Policy

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Related Documents:	Chief Executive Fees Policy 1 – Code Amendment Fees 2021

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*While the Attorney General’s Department (the Department) will use its best endeavours to meet the service standards set out in the Chief Executive’s Code Amendment Service Standards Policy (the Policy), the services standards set out in the Policy are not legally binding or enforceable and the Department gives no warranty or guarantee that the service standards will be met in all circumstances. The Department accepts no liability or responsibility for any loss or damage suffered as a result of the services standards that are set out in the Policy not having been met by the Department.*

## Introduction

This policy applies to the role of the Attorney General's Department (the Department) in the processing of Code Amendment proposals submitted by private sector proponents. This Service Standard is not a legally binding standard, however, it does establish a commitment to service levels from the Department in its processing of Code Amendments. Best endeavours will be made to achieve the service levels but they may not always be possible.

This policy recognises the Department's role, through the Chief Executive, in providing advice to proponents of Code Amendments, while also remaining independent in its assessment and advisory function to the Minister for Planning and Local Government (the Minister) and the State Planning Commission (the Commission). This policy in no way binds the Minister or Commission in its statutory functions.

The policy also recognises the importance of the public interest in these processes. All public sector employees are bound by the *Public Sector Act 2009* and the *Code of Ethics for the South Australian Public Sector*.

## Service Standard Policy

### Part 1 – Preliminary

#### 1 – Citation

This policy may be cited as the *Chief Executive's Code Amendment Service Standards Policy*.

#### 2 – Commencement of Operation

This service standard policy will come into operation on the day on which it is published on the SA Planning Portal.

#### 3 – Objects of the Policy

The object of this policy is to ensure a consistent and transparent approach to the service levels provided by the Department in relation to Code Amendments.

#### 4 – Interpretation

In this policy, unless the contrary intention appears –

**Act** means the *Planning, Development and Infrastructure Act 2016*.

**Code Amendment** means an amendment to the *Planning and Design Code* prepared under section 73 of the Act.

**Department** means the *Attorney General's Department*.

**Designated Entity** means a person or entity authorised or approved to prepare a draft of a proposal to prepare or amend a designated instrument under section 73 of the Act.

**Private Proponent** means a provider of essential infrastructure or a person who has an interest in the land, as listed in sections 73(2)(b)(v) or (vii) of the Act.

## Part 2 – Service principles

The Department strives to deliver services in a timely, accurate and consistent manner in accordance with specified service levels. This is facilitated where information provided by proponents is complete, timely and accurate, and where staff are treated with honesty, respect and fairness.

While endeavours are made to be as responsive and accessible as possible, one-on-one meetings with Designated Entities will not be supported. A Designated Entity may instead request to attend a meeting of the Department's Code Control Group. The Code Control Group is responsible for coordinating advice to the Minister and the Commission. Meetings of the Code Control Group are held weekly, with minutes recorded to ensure ongoing transparency and accountability (see Code Amendment Process for Code Control Group on the SA Planning Portal).

The following guiding principles underpin this standard and subsequent operational procedures for the Code Amendment process:

### ***Responsiveness***

- We will respond promptly to your inquiries through our phone and web services.
- We will provide accurate advice on Code Amendment procedures.
- We will keep you informed of status.

### ***Transparency***

- We are open and transparent about our processes.
- We provide consistent and clear information across our communication channels.
- Individual meetings with Designated Entities will not be conducted.
- Detailed minutes and records of any briefings to the Code Control Group will be maintained.

### ***Professionalism***

- We will conduct ourselves with integrity and honesty, and treat others with respect and fairness.
- We will treat all customers equally and without bias.

### ***Public interest***

- We will always operate in the public interest and maintain our independence.
- We will not provide information that is confidential or information that falls outside our remit to provide.

### ***Continuous improvement***

- We will seek your feedback to enable continuous improvement to our processes and procedures.

### Part 3 – General Communication Service Standards

As the Department values a positive customer experience, there are a number of avenues made available in which correspondence is able to be received, including:

- PlanSA Service desk (1800 752 664)
- PlanSA Portal ([plan.sa.gov.au/development\\_applications/getting\\_approval/support](http://plan.sa.gov.au/development_applications/getting_approval/support))
- Code Amendment team email ([CodeAmendmentCoordination@sa.gov.au](mailto:CodeAmendmentCoordination@sa.gov.au))

An officer will be assigned to respond to your query based on seniority and availability. Once an officer is assigned, direct contact is supported.

Customer Request	Service Standard
Answering correspondence	We will respond to emails and letters within 5 business days.
Answering incoming phone calls	We will return all incoming phone calls within 2 business days.
Requests received via the PlanSA Code Amendment Portal	We will acknowledge requests within 2 business days.
Requests to brief the Code Control group	<p>Subject to the meeting schedule and availability of external stakeholders, a briefing will be arranged within 15 business days of the request.</p> <p>External stakeholders will include the local Council Administration and any other Government Agency representative relevant to the proposal.</p>

## Part 4 – Service Standards for Code Amendment Procedures

When proposals to initiate a Code Amendment are lodged with the Department through the PlanSA Portal, they are evaluated in terms of complexity. The following standards apply to Code Amendments of low to moderate complexity. If your Code Amendment is categorised as complex, alternative service standards may be provided to you at the initiation phase of the proposal.

The Department will keep records of timeframes for Code Amendments and identify any 'stop clocks' required when further information is requested. You will be informed of any stop clocks.

Stages	Customer Request	Service Standard
Step 1	Proposal to Initiate lodged by the Designated Entity on the SA Planning Portal	<p>We will acknowledge receipt, allocate a contact officer and invoice the fee within 5 business days from the lodgement of the proposal to initiate a Code Amendment.</p> <p>We will complete an adequacy check and send out any request for further information within 15 business days following the receipt of full payment of the invoiced fee.</p> <p>We will provide a report to the Commission within 30 business days from receiving the <b>final</b> proposal.</p>
Step 2	Drafting instructions provided by the Designated Entity to the Department	<p>We will invoice the fee within 5 business days from drafting instructions having been provided to the Department.</p> <p>We will seek verification from the Designated Entity on Portal content. Subject to verification, we will ensure the Portal Page is live on the day that consultation commences (which is set by the Designated Entity). We will send a test submission to the Designated Entity at the commencement of consultation to ensure the Portal is directing submissions correctly.</p>
Step 3	Code Amendment and Engagement Report are lodged by the Designated Entity with the Department for final determination	<p>We will invoice the fee within 5 business days from the lodgement of the Code Amendment for final determination.</p> <p>Once the documentation has been verified, with any additional requests for information having been completed, and the fee is paid, we will provide the proposed final code amendment to the Minister within 30 days.</p>
Step 4	Consolidation into the Planning and Design Code following determination by the Minister	<p>We will invoice the fee within 5 business days from the Minister approving the Code Amendment.</p> <p>We will consolidate the Code Amendment into the Code within 15 business days following the receipt of full payment of the invoiced fee.</p>

## Part 5 – Reporting and Review

This policy will be reviewed 12 months from the commencement date of the latest version (or sooner should the Department see fit), based on data collected to monitor the Department's performance against the service standards.

### Endorsement

This policy is endorsed by:



**Caroline Mealor**  
**CHIEF EXECUTIVE**  
**ATTORNEY-GENERAL'S DEPARTMENT**

**23/11/2021**