

## 1. SUMMARY

1. Discrepancies with how PlanSA / council / SPC view things – most cases it ends up at council’s discretion as they are the relevant authority
2. No direct debit option which was an option in EDALA
3. No access to reports (e.g. EDALA we could check the “awaiting certification” list. In PlanSA, there is no access to a report for the summary of “ready to issue” applications
4. If there are a few referral agencies – you do not see when their responses are due back as the applicant, however this is shown on the Public Register
5. Trees – we cannot access neighbouring properties trees and there is no legislation that allows us this access. This is not a practical requirement
6. Driveway gradient – this is an overcomplicated requirement that is dealt with in the built forms (existing driveways would be useable and serviceable)
7. We do not have access to upload additional documents at certain stages of the process
8. When council place applications on hold – does not get taken off automatically when it is responded to
9. Cannot add additional consent after plan submitted (has to be withdrawn and new application submitted).
10. Additional information required as part of the verification process and not the assessment process. This means the application will not be deemed as lodged until the information is provided.
11. When additional information is requested, the verification timeframe starts again (e.g. sign added – added an additional 5 days) even if it is not required
12. When State Planning Commission is the relevant authority, the application is 1<sup>st</sup> assigned to council and then reassigned to SPC (this doubles up the verification timeframe). We cannot select SPC as relevant authority
13. Inconsistencies in final plan

If SCAP determines there are inconsistencies in the final plan, we do not get notified (only picked up when we manually check the status of the clearance requirements)

When council responds to the inconsistencies, SCAP / planning team do not get notified either (when we manually check the clearance, we then have to notify SCAP)

14. There can only be 1 primary contact and 1 invoice contact:
  - a. We cannot setup 2 individuals

There is no facility to download the summary of projects from the dashboard and change what is viewed on the dashboard (at present it shows the owner which we would prefer having the applicant name shown)

15. Sharing access process – if it stays “ticked” that “we are submitting an application on behalf of someone else”, if you share the access, it gets transferred over and we then cannot view the application (they then have to share it back)
  - a. Transfer of an application to another agency cannot remove from our dashboard