

PlanSA Scorecard

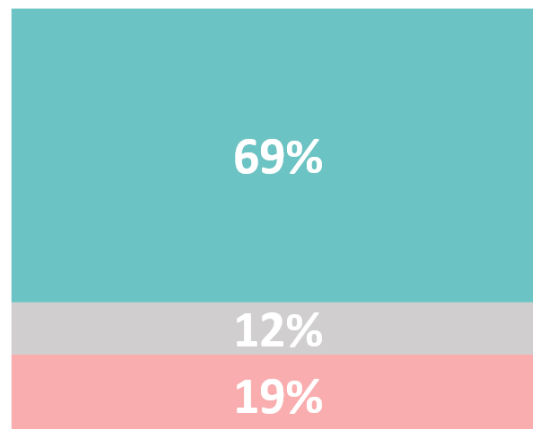
Prepared for Planning and Land Use Services

Prepared by Action Market Research

October 2022



Overall System Satisfaction



■ Satisfied ■ Neutral ■ Dissatisfied

Overall, the majority of PlanSA customers are satisfied with the new planning system.

Why Satisfied (Top 2)

Easy to use (user friendly / functional / intuitive) **37%**

Access to all relevant information in one place **23%**

Why Not Satisfied (Top 2)

Difficult to use (not user friendly / functional / intuitive) **34%**

Too complex / difficult to understand or navigate what to do **24%**

Selected 'Why Satisfied' Comments

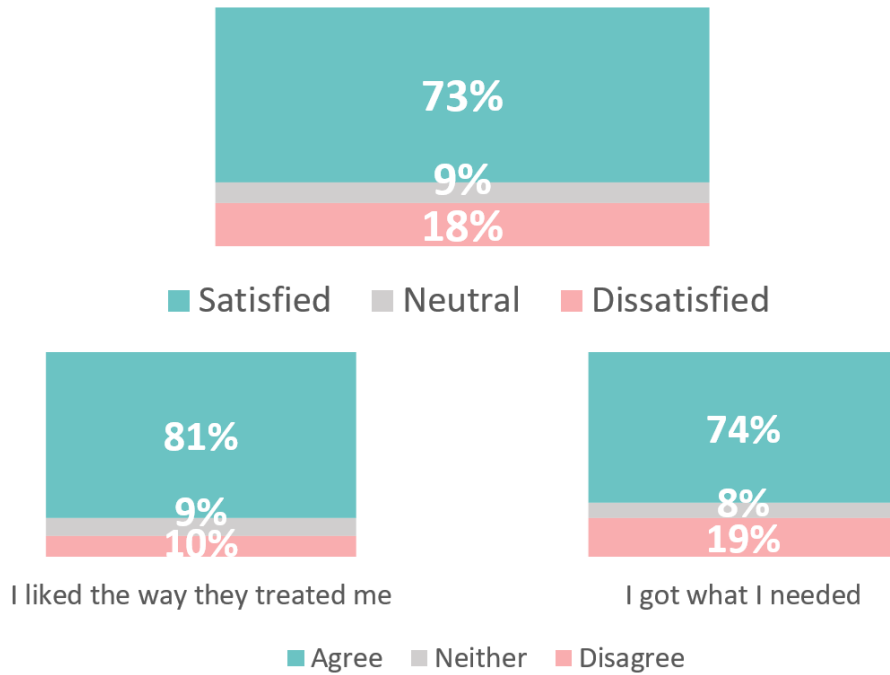
All assessments are undertaken in one location. [It is] easy to identify who the application is with, easy to identify which referral bodies have been allocated to application and if their response has been received." (Council)

"All in one place. Easy. Comprehensive." (Individual Applicant)

"Easy to submit application online once all required documentation on hand. Fast approval was fantastic." (Individual Applicant)

"We work across all Australian states and territories. PlanSA is the easiest to operate and engage with by far. A dramatic improvement on previous levels of service." (Lodge-Agent / Volume Builder)

PlanSA Support Satisfaction



Number of Contacts to Resolve Query



Nature of Query



Support Improvements



Selected 'Improvement' Comments

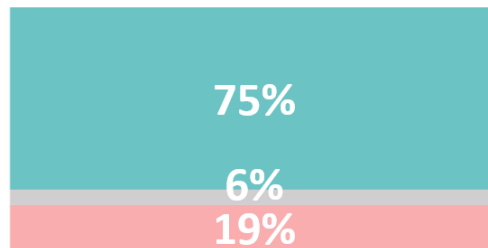
"Advise when issues would be resolved or where it would sit on the list." (Council)

"I think the support desk do a good job however sometimes issues take a while to be resolved" (Council)

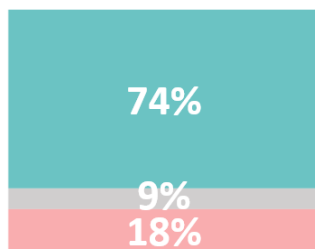
"Clarify which queries should go to PlanSA in lieu of Council" (Community Member)

"Make it easier for the layman to access the information they need." (Community member)

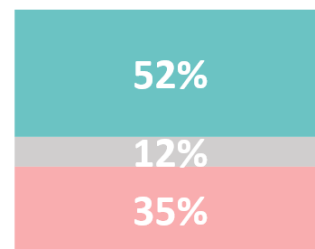
Comparison to Previous System



■ Improvement ■ No change ■ Worse



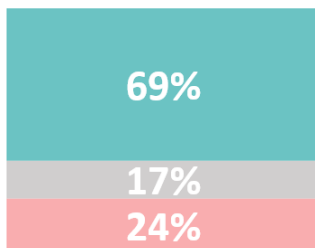
The new PlanSA system is better at communicating the status of applications



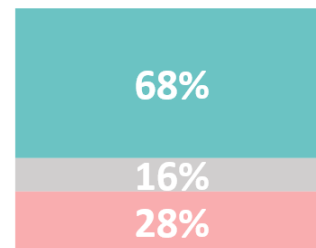
The new PlanSA system saves me time and money

■ Agree ■ Neither ■ Disagree

Values



Operates with integrity



Provides good service

■ Agree ■ Neither ■ Disagree

Selected 'Comparison' Comments

"More consistent approach across all Council areas - not as many zone variations as under the Development Plan system." (Accredited Professional)

"Simple and easy to operate. Takes the political decision making out of planning. For a small rural Council the system offers a more professional and efficient approach to planning." (Council)

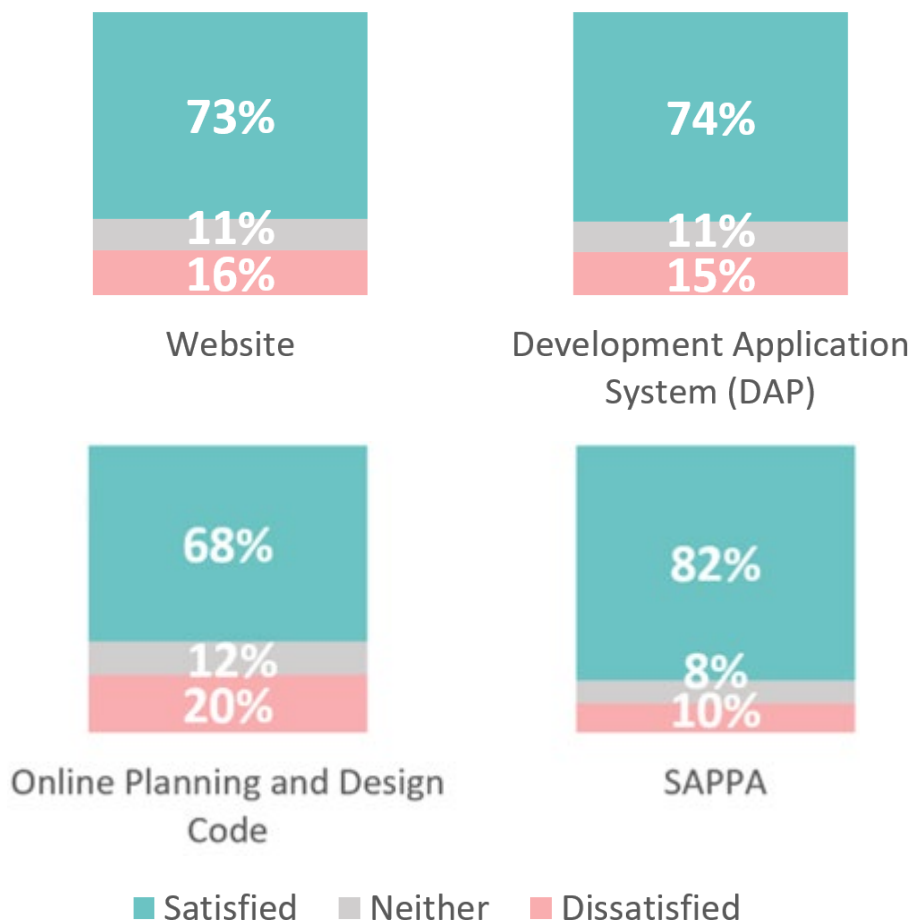
"I have direct control over the application submission process and ongoing monitoring." (Individual Applicant)

"The time taken to lodge an application is faster and less paper waste, and tracking of documents so much better." (Lodge-Agent / Volume Builder)

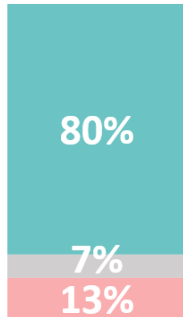
System Specific Satisfaction

The survey explored the four elements that comprise PlanSA - the PlanSA website, the Development Application Processing (DAP) system, the Online Planning and Design Code (Online Code), and the South Australian Property and Planning Atlas (SAPPA).

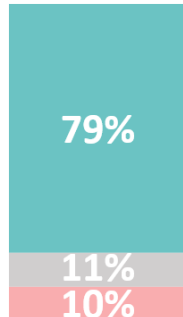
Of the four platforms, PlanSA customers were most satisfied with SAPPA, followed by the DAP, the PlanSA website and then the online Planning and Design Code.



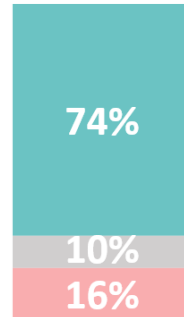
PlanSA Website



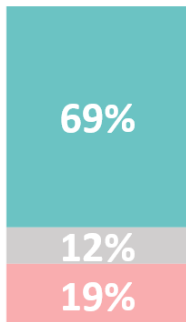
The PlanSA website is useful



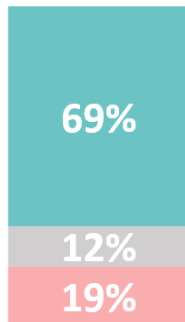
The PlanSA website is accurate and up to date



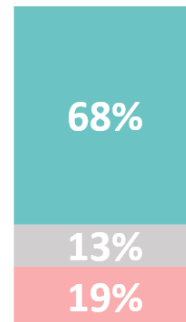
The PlanSA website provides access to information quickly



The PlanSA website is presented well and easy to navigate



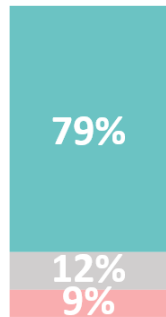
The PlanSA website is simple and easy to understand



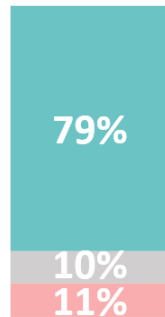
The PlanSA website provides information in a clear and concise way

■ Satisfied ■ Neither ■ Dissatisfied

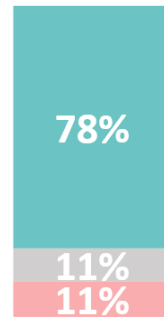
Development Application Processing (DAP) System



The DAP system safeguards my information and privacy



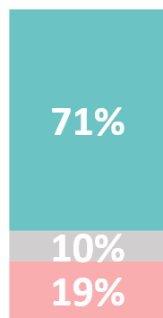
The DAP system is accurate and up to date



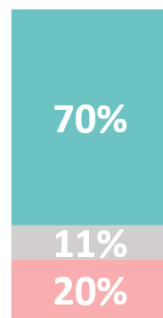
The DAP system is useful



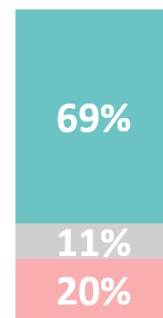
The DAP system provides access to information quickly



The DAP system presents information in a clear and concise way



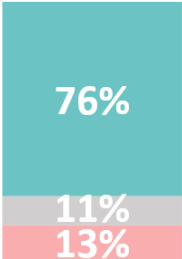
The DAP system is simple and easy to use



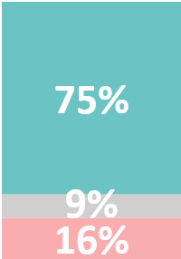
The DAP system is presented well and easy to navigate

■ Satisfied ■ Neither ■ Dissatisfied

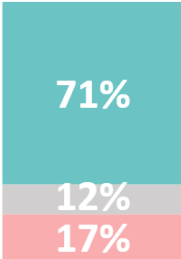
Online Planning and Design Code



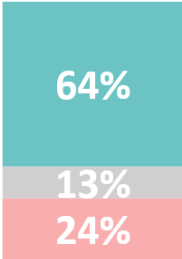
The Online Planning and Design Code is accurate and up to date



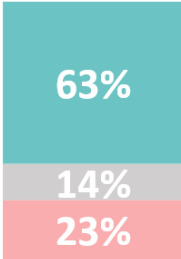
The Online Planning and Design Code is useful



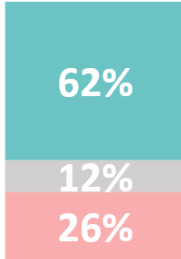
The Online Planning and Design Code provides access to information quickly



The Online Planning and Design Code is presented well and easy to navigate



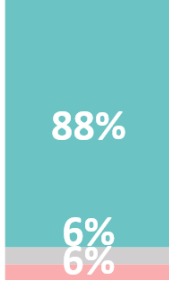
The Online Planning and Design Code provides information in a clear and concise way



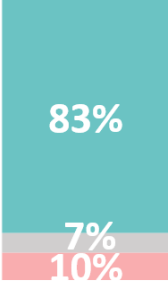
The Online Planning and Design Code is simple and easy to understand

■ Satisfied ■ Neither ■ Dissatisfied

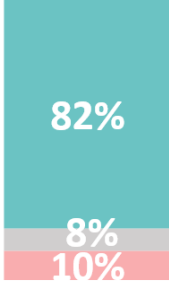
South Australian Property and Planning Atlas (SAPPA)



SAPPA is useful



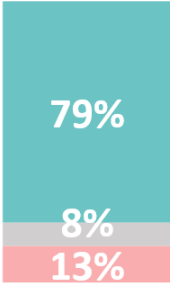
SAPPA provides access to information quickly



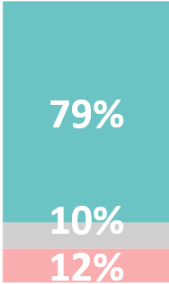
SAPPA provides information in a clear and concise way



SAPPA is accurate and up to date



SAPPA is presented well and easy to navigate



SAPPA is simple and easy to understand

■ Satisfied ■ Neither ■ Dissatisfied

As PlanSA is driven by user-based feedback, we are committed to ensuring the eplanning system is responsive to the needs of our customers.

We would like to thank the 1500+ people who participated in the inaugural 2022 PlanSA Survey, which provides a benchmark for PlanSA's future performance.

In response to the 2022 survey results, we intend to publish an action plan on the PlanSA portal and report regularly on the implementation of enhancements.

Please visit [PlanSA System Enhancements](#) to keep up to date.

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PlanSA Service Desk on **1800 752 664**