

NSW Planning Portal Council Briefing Session

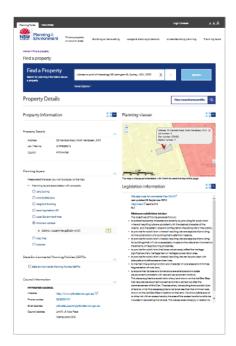
September 2016

The Role of the NSW Planning Portal



SIMPLIFYING THE PLANNING PROCESS

Access to land and property based information



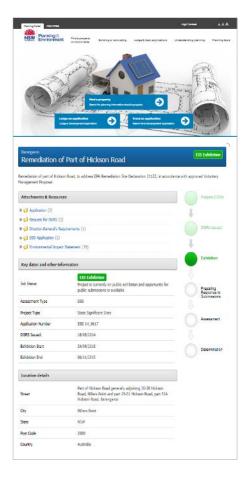
STREAMLINE THE PLANNING PROCESS

Online submission and lodgement of DAs, CDCs, SSD and SSI

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PROVIDING GREATER TRANSPARENCY

Application Tracking and LEP Plan Making





Online Submission and Lodgement via the Planning Portal

Online submission and lodgement services offered by the Portal are a key component in the delivery of the Premier's target for faster housing approvals.



The investigation services offered by the Planning Portal will facilitate the online lodgement of development applications and complying development certificate applications to Councils.



Staff in Councils will be provided with a Portal page which will provide access to a work queue of Applications and Certificates allocated to Council.



Development applications submitted online will be written to the Planning Portal which will allow council planners to:

- Review details of the submitted application;
- Review plans, maps, drawings and reports accompanying the application;
- Review concurrences and referrals identified for the application; and
- Calculate additional fees and charges to be levied by council under the EP&A Act and the Local Government Act.



Value Proposition to Councils



The Planning Portal makes it easy for council to receive DA's and CDC's submitted online without having to make costly investments in 3rd party software systems.

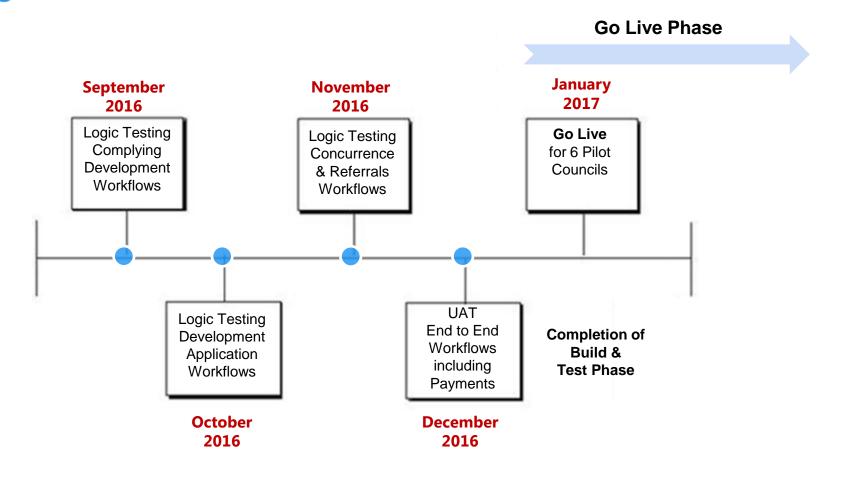


Benefits of Online Submission and Lodgement to Councils

- Councils must accept applications submitted via the Portal which meet submission requirements
- The Portal will be mandated for online submission of complying development applications
- The Portal provides greater visibility for councils of complying developments determined by private certifiers
- Aim of the Portal is to submit applications 'decision ready'
- The Portal will promote complying development options
- Councils can review all submitted documents before lodgement
- Portal introduces standard submission requirements
- Portal includes an integrated fee calculator and payment gateway
- Facilitates online submission of DAs and CDCs into all councils
- Requires no special software to be installed
- Complements existing investments made by councils in online systems
- Online submission and lodgement assists councils in delivering the Premier's Priority for Faster Housing Approvals
- Councils will issue a fee invoice
- Free to use for all councils in NSW



Online Submission and Lodgement Timeline Pilot Councils







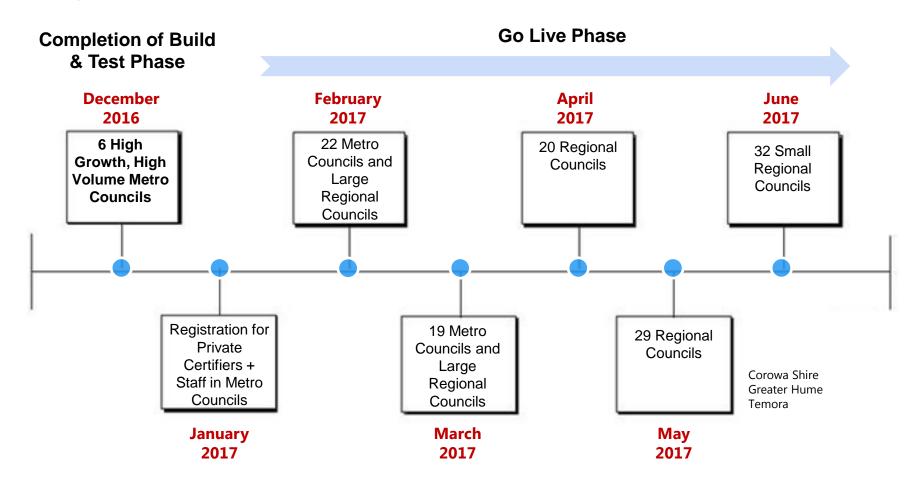








Online Submission and Lodgement Timeline Metropolitan and Regional Councils





Access Management and Online Payments



Access Management

- Provides access to submission and lodgement services
- Provides enhanced levels of security
- Replaces the need to sign paper forms





Portal Payment Gateway

- Provide a secure means of payment
- Includes credit card, debit card and BPAY
- Apportions payments to councils, certifiers, DP&EE and other State Agencies



Online Submission via the NSW Planning Portal: Applicant



Online Submission Workflow for Applicants



Applicant identifies:

- Nature of development proposal
- Location of proposed development

Portal identifies:

- Constraints to development
- Concurrences and referrals required
- Options for the assessment of the development proposal

Authentication:

- Secure log in to Planning Portal
- Username and password removes the need to sign application forms

Applicant completes:

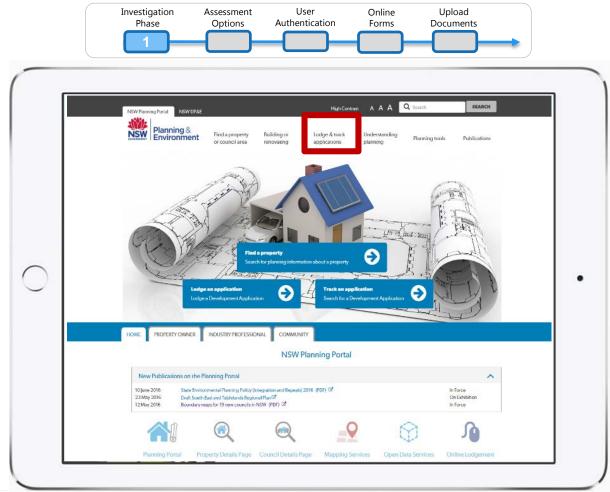
- Standard set of intuitive online forms
- Questions written in plain English
- Online forms provide contextual help and guidance

Applicant uploads

 Standard set of requirements for documents (plans, maps, drawings and reports) to accompany the development application



Investigation Phase: Applicant accesses the Planning Portal to commence investigation



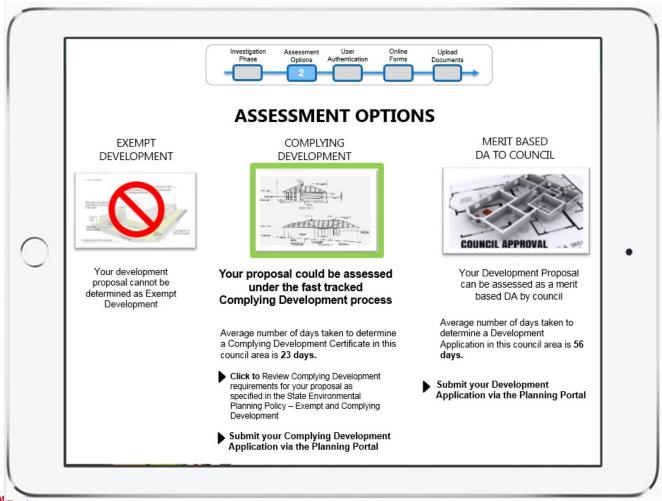


Investigation Phase: Applicant specifies nature of development and location of development



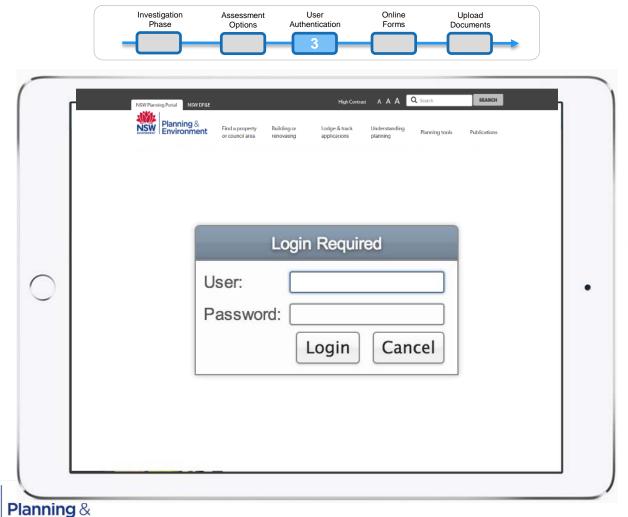


Assessment Options: System advises applicant of assessment options available to them





User Authentication: Applicant is required to sign in to commence application process



Environment



Online Forms: Applicant enters contact information using online form

User

Authentication

Online

Forms

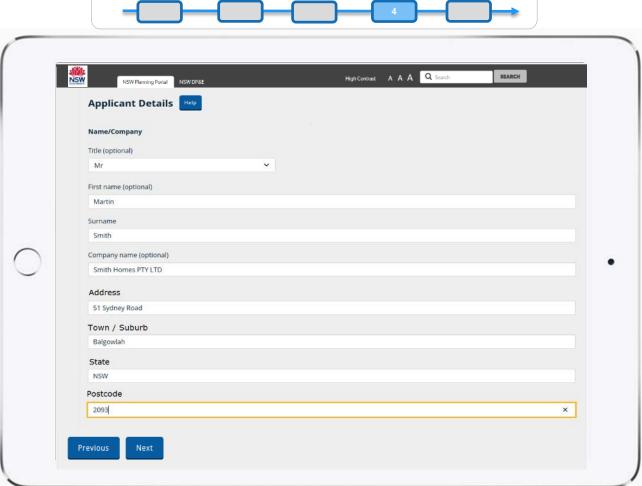
Documents

Assessment

Options

Investigation

Phase

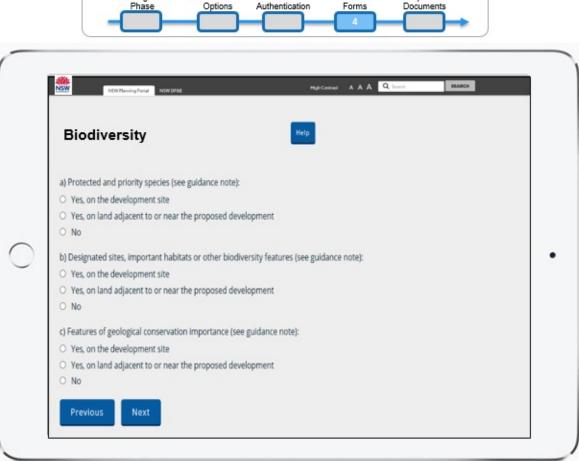




Online Forms: Applicant may need to answer additional questions regarding the land based restrictions

Online

Upload



User

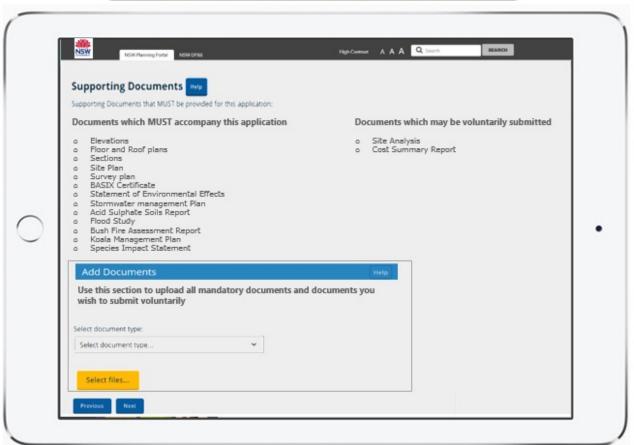
Assessment

Investigation



Upload Documents: Applicant is required to upload supporting documentation







Council will receive an email notifying them of a development application awaiting their review and generation of a fee quote





Online Submission via the NSW Planning Portal: Council



Online Lodgement Workflow for Councils

User Authentication Review Submission Concurrences & Referrals Fee Calculation Lodgement

1 2 3 4 5

Authentication:

- Council staff log on to Planning Portal
- council Staff presented with council User Portal Page

Council Portal Page:

- Filtered work queue of applications submitted or lodged with council
- Dedicated workspace for each application providing access to documents

Concurrences:

- Council reviews
 Concurrences
 & Referrals
- Concurrences and referrals can be added to and removed from the list generated

Fee Calculation:

- Council generates fee quote for application
- Email to applicant advising of fee quote

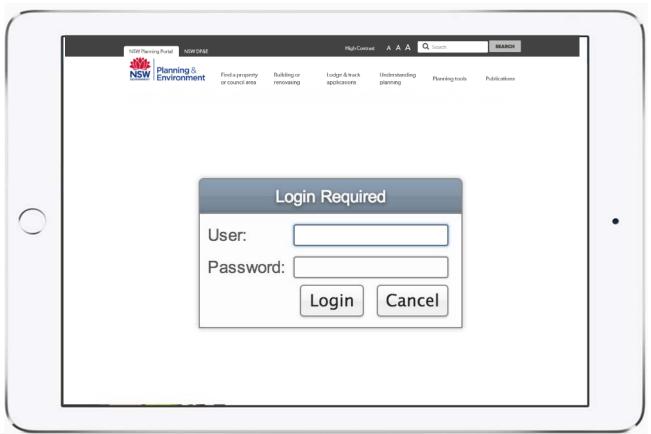
Payment and Lodgement

- Application fee paid via the Portal Payment Gateway triggers:
- Fee Receipt
- Lodgement
- Concurrences and Referrals



Council staff sign into Planning Portal to view applications awaiting their review

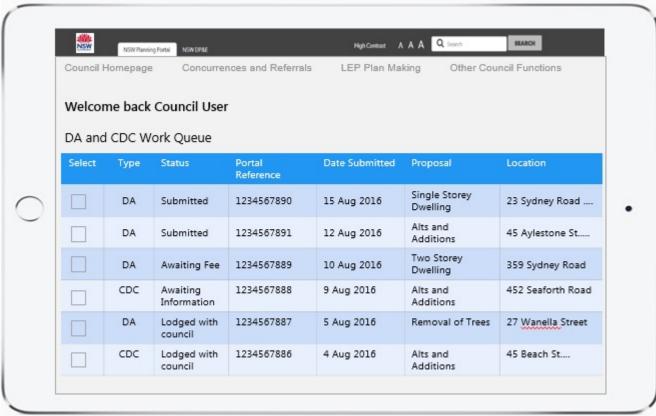






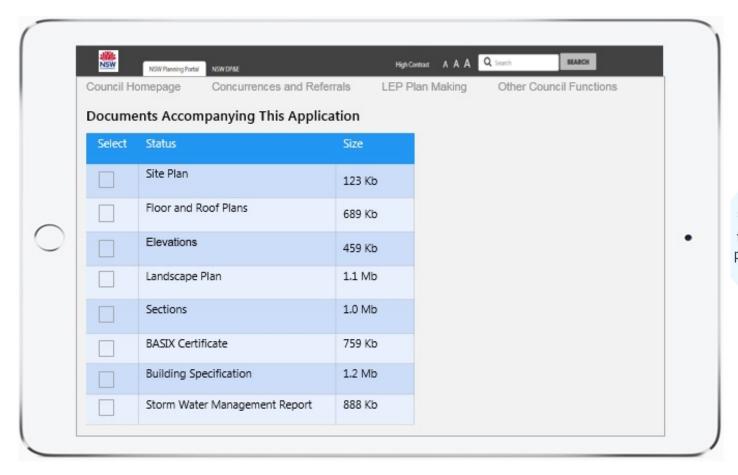
Review Submission: Council selects relevant application from their electronic work queue







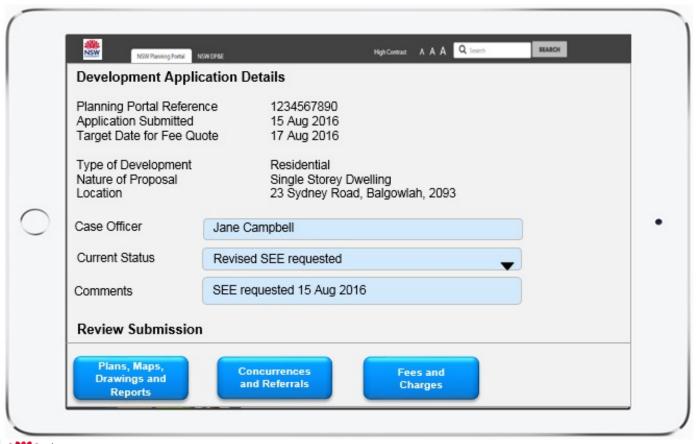
Review Submission: Council reviews the documentation accompanying the application





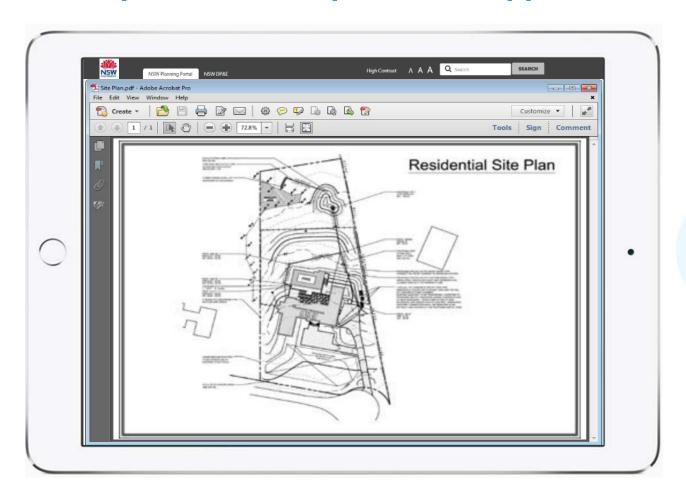
Review Submission: Council can request revised documents







A typical example of the type of documentation you could expect to see as part of the application





Pre-lodgement phase

Once the application has been reviewed, and any revised information has been requested, the council issues the applicant with a fee quotation and their terms and conditions.

The applicant pays the fee quotation through the Planning Portal using a range of payment methods.

Once the application fee has been paid, the application is lodged with Council and the assessment process commences.

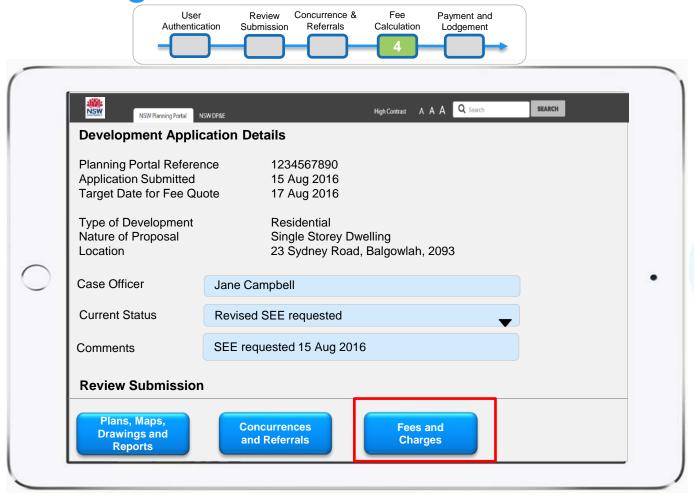
NB: A similar process is followed for complying development applications submitted to Council.



Fees and Charges: Councils

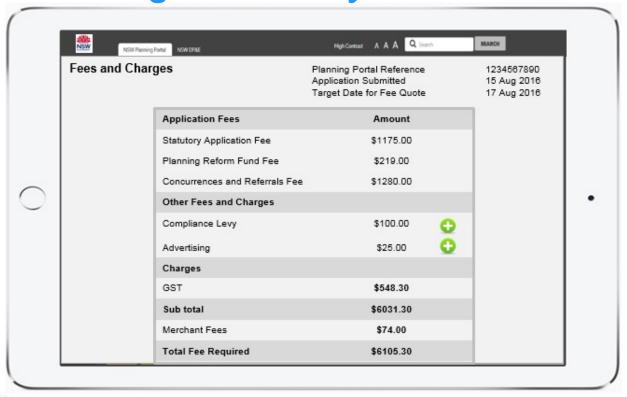


A fee quotation is generated within the Planning Portal





Applicants will receive a fee quotation from Council which will comprise a statutory application fee, planning reform fund fee, concurrences and referrals fee and other fees and charges levied by Council.





The statutory application fee will be based on the total cost to build, and may use a fee calculator.

The Planning Portal will include an integrated fee calculator

The Planning Portal will calculate a statutory application fee based on total cost to build.

The Department proposes calculating the statutory application fee based on:

- 1. The total cost to build specified in a Quantity Surveyors Report accompanying the application; or
- 2. The total cost to build specified in a contract provided by a builder; or
- 3. The **total gross floor space** for the new building as constructed or building as extended.

If the applicant provides the total gross floor space of the new building as constructed or building as extended the Department will integrate this figure into the Cordell's Costing Solutions Database to derive a mid range **total cost to build** value for the proposed development.



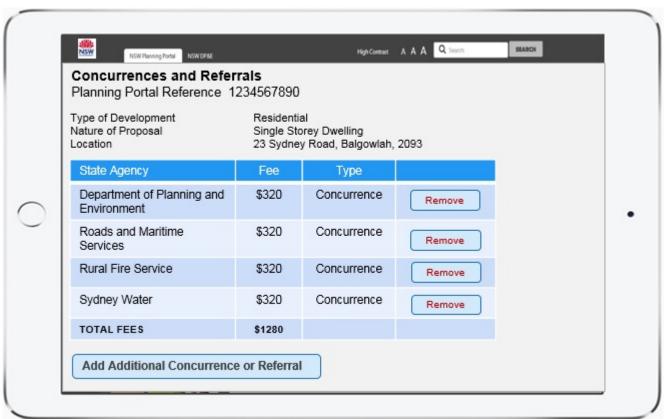
Concurrences and Referrals will be automatically generated by the Planning Portal

- The Portal will provide councils with a preliminary list of concurrences and referrals which have been identified as part of the online submission process.
- Councils will initiate the concurrence and referrals process through the Planning Portal and will have full visibility of the process including:
 - o Contact details for those managing the concurrence and referral in the State Agency;
 - o See which agencies have uploaded documents and completed their assessments; and
 - Have visibility of target dates for response.
- Councils will also be able to create new concurrences and referrals
- The integrated fee calculator on the Portal will calculate fees for concurrences and referrals which the applicant will pay as part of a single integrated fee quotation via the Portal Payment Gateway.



Councils review the concurrences and referrals and make any amendments needed



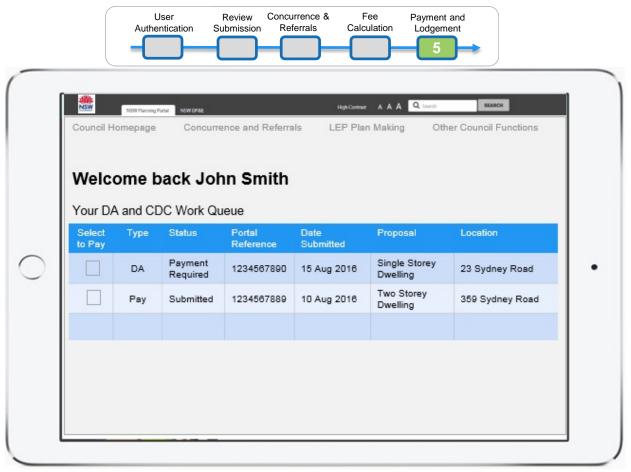




Payment of Fees and Charges: Applicants



The applicant will review the fees and charges and then pay the quotation through the Planning Portal.





The Planning Portal will include an integrated Payment Gateway

The range of payment options including but not limited to:



Fees collected by the Payment Gateway will be paid directly to bank accounts of Councils, Private Certifiers and State Agencies involved in the Concurrence and Referrals process.

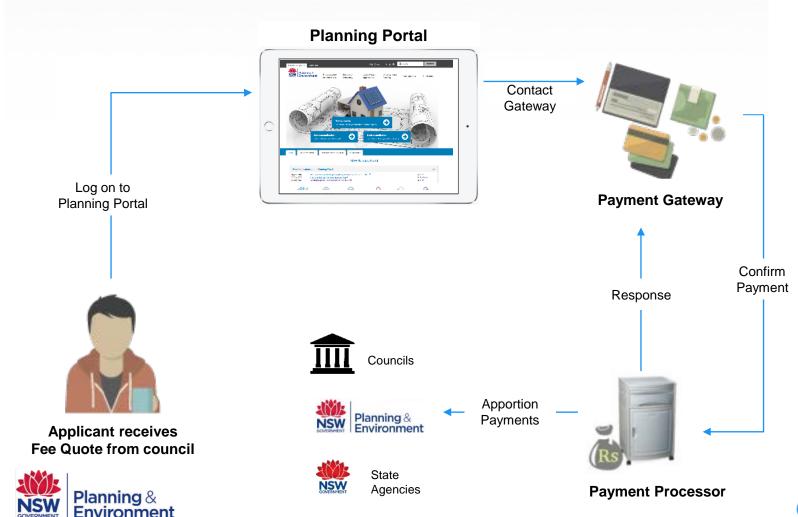
Applicants will be required to pay a **single application fee** which will be the sum of:

- · A statutory application fee;
- A planning reform fund fee;
- · Concurrence and referral fees;
- · A compliance fee; and
- Other fees and charges levied by the council

Once payment is made the applicant is able to lodge their application.



The Payment Gateway will manage the apportionment of fees to relevant bodies.



Online Lodgement via the NSW Planning Portal: Councils



Lodged applications will be downloaded to Council Property Information Systems



NSW Planning Portal



Download to Council Software Systems













Assessing the Development Application

Councils will assess the development application using their current property information systems and 3rd party software systems.

Should a Council need to contact the applicant, they would do so using existing communication channels such as phone or work email.

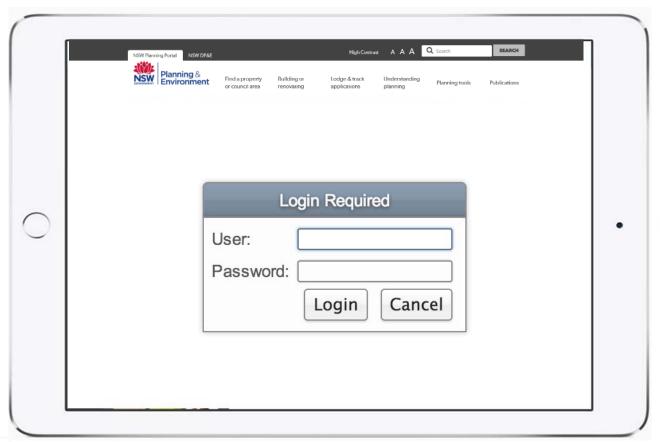
All payments and additional or revised documentation must be uploaded via the Planning Portal.



Online Lodgement via the NSW Planning Portal: State Agencies

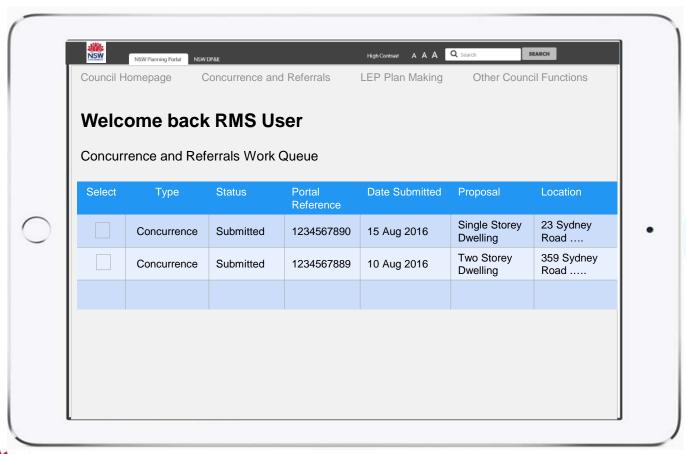


State Agencies will be required to sign into the Planning Portal to review all Concurrences and Referrals



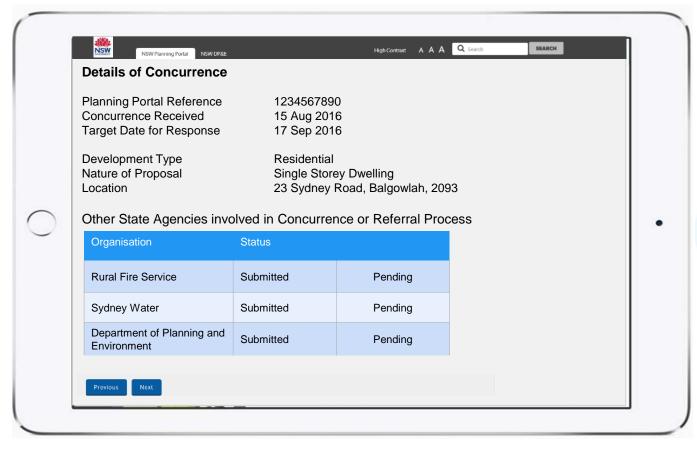


State Agencies will review the application information and Concurrence or Referral request





State Agencies will be able to see the status of other concurrences and referrals for that application and their target response date





The outcome of their review will be entered into the Planning Portal along with any supporting documentation such as the General Terms of Approval.

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Regulation changes to facilitate online lodgement

Regulation changes to facilitate online lodgement



The Department will consult on the *Environmental Planning* and Assessment Amendment (ePlanning) Regulation 2016

The Regulation change will include:

- The Secretary is to determine the forms to be used to submit development applications and complying development certificate applications.
- The consent of an owner or other person is not required to be in writing.
- The application does not require the signature or seal of the applicant or other person consenting to the application, but must include a statement that the applicant is authorised to make the application and has obtained all necessary consents under clause 49 to make the application.
- A development application that is lodged on the NSW Planning Portal is only so lodged when an email or other electronic communication is sent to the applicant that acknowledges that the application has been so lodged.



Proposed new standard application forms

There would be a suite of standardised application forms that would be used for all application in NSW.

A Combined DA/CC



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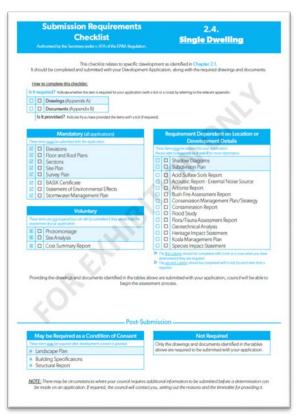
S96 Modifications





Proposed standard submission requirements

Development Applications must contain the information, and be accompanied by the documents, specified in the authorised application form including information or documents required by the *EP&A Act* or the *Environmental Planning and Assessment Amendment (ePlanning) Regulation 2016.*



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The land owner consent will no longer be in the form of a written signature

The application form will capture the details of the land owner/s and a declaration that the applicant is aware of the application and has provided consent for the application to be lodged. Failure to receive this consent will be a criminal offence.

 I am the sole owner of t 	I am the sole owner of the development site proceed to d						
There are multiple owners of the development site and I am one of them provide details of other owners below							
O I am NOT the owner (e.g. I am an agent) provide denote of the owner (i) below							
Owner 1 Name	Owner 2 Name	Owner 3 Name					
Address	Address	Address					
Email	Email	Email					
Date of Consent	Date of Consent	Date of Consent There are more than 3 owners, piezes provide the additional details on the additional sheet					

Public Consultation Phase

- The Department will shortly consult on the *draft Environmental Planning and Assessment Amendment (ePlanning) Regulation 2016* and a *draft Secretary's Requirement for online submission.*
- These materials will be made available via the Planning Portal and the Department's website.
- We encourage you to review the information and provide your feedback by the submission date.
- Comments and feedback received will be taken into consideration before the final version of the regulation and requirement are published.





Managing Change

The Department has reviewed the impacts of change in Council processes against the four pillars of Technology, Process, People and Data

Technology



What are the technology implications for councils?

What do I need to be able to use the technology?

- What is new?
- What does that mean for vou?
- How to prepare

Process



How will processes change from the new technology?

Do I need to re-engineer current processes?

- What is new?
- What does that mean for you?
- · How to prepare

People



Will there be a change in skills required to perform a job or job function

- What is new?
- What does that mean for you?
- · How to prepare

Data



What data format is required to support the new technology?

- What is new?
- What does that mean for you?
- · How to prepare



The Department has developed a Portal Service Catalogue which documents the activity lifecycle for each service delivered by the Portal (snapshot)

Intent		Category	Туре	Activity lifecycle
ac inf	vant to ccess formation nd guidance	Planning controls Published data and reports	 Plans Applications Regulation Planning outcomes/ performance reports Demographics and economic indicators 	Query Source Data Interpret Verify
O De	vestigate a evelopment roposal	 Exempt Development Complying Development Development Application 		Investigate
	ubmit an oplication	Major development Non-major development	 Exempt Development Complying Development Development Application Permitted with Consent Prohibited 	Prepare Lodge Track Certify Modify Appeal Assess Determine
re	vant to view and omment	 Local Environmental Plan Development application 		Identify Investigate Consider Draft Submit Proposal Proposal Proposal
ac tec	vant to cess chnical ipport	Bug or defect in system Assistance User access issues		Support



The Department has identified the nature of change and its impact on current business processes in Councils

	Activity	How it's done today	Portal	Nature of the change	change
Q	Investigate: Development Proposals	Applicants speak to council front counter staff or duty planner. Log on to NSW Planning Portal for information on land zoning, exempt and complying development using tools such as the Property Details search, Interactive Buildings and the Electronic Housing Code.	Investigate assessment options for a development proposal	Interactive Buildings and the Electronic Housing Code will be combined together to provide a new investigation service on the Portal. The service will cover exempt development, complying development and merit based DAs to councils, all in one service.	Council staff will be retrained to assist applicants to navigate the Portal and submit applications. The investigation service will be heavily promoted.
Q	Investigate: Assessment Options	Not available	The investigation service will present users with assessment options available for their development proposals	Assessment options will be identified based on the type of development proposed and the associated property address or Lot/DP. Complying development will be promoted where it is an option.	Council staff will be trained in the use of the Investigation service
	Submission: Application Forms	Most DAs are submitted on paper forms to councils. There is variation in the content of forms. Some DAs are currently submitted online.	Standard application forms will be introduced. Can be submitted online or on paper.	Councils will be required to adopt new standardised application forms. Councils will not be required to further develop their property information systems to hold more data.	DP&E will work with councils and software providers to minimise the impact of new standard application forms on property information systems
	Submission: Plans, Maps, Drawings and Reports	Councils specify the documents required to accompany applications. There is variation and inconsistency in what is required.	Plans, maps, drawings and reports which must accompany a DA or CDC will be standardised and outlined.	Councils will be required to adopt the standard plans, maps, drawings and reports which must accompany a development application or complying development application.	Documents uploaded via the Portal will be virus scanned, have a naming convention and metadata appended.



Managing

... and the Department will assist councils in managing change.

	Activity	How it's done today	Portal	change	Managing change
ß	Concurrences and Referrals	Concurrences and referrals are currently treated separately.	Concurrences and referrals will be integrated into the submission process.	Concurrences and referrals will be identified by the applicant's answers to the questions and by spatial intersects.	Councils will be able to add and remove concurrences and referrals as required. Fees will be automatically calculated.
\$	Fee Quotation	Council issue fee quotation.	Councils will continue to issue fee quotations via the Portal. Fees will be paid via a payment gateway.	Application fees will be calculated using an integrated fee calculator. Cost to build will be derived from average cost to build value provided by Cordell's.	DP&E will update Cordell's database on the first day of each new financial year.
<u>></u>	Lodgement	Application written into council's property information system. Clock starts.	Application is written into the council's property information system. Clock starts.	Application details will be presented to council software systems in a standard format.	DP&E will work with councils and software providers to minimise the impact on property information systems.
1	Additional documentation	Submitted directly to council.	Additional documentation submitted via the Portal.	Additional documentation be submitted via the Portal.	Applicants will be provided with functionality to submit additional documents





Initiatives aimed at reducing the burden of reporting on councils

Reducing the burden on councils

- The Department will consult on reducing requests for information on development applications to the real time collection of application data.
- The collection of annual Local Development Performance Monitor (LDPM) data will be automated to reduce the burden on councils through the automated acquisition of data using XML schemas and GEO RSS feeds.
- Online lodgement and the introduction of submission standards (forms and attachments) reduces the burden on council admin resources and frees up council planners to focus on Assessment.



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