

# Better Pathways to Planning

## Action Plan Summary



# What we need to do better...

- Clear information requirements
- Consistent advice in “plain English”
- Continuity in assessment teams and staff during assessment
- Prompt, timely communication with applicants and other relevant stakeholders
- Transparent and accessible decisions and policies
- Clarify role of Economic Development in the overall planning and development process
- Enabling culture and proactive approach to supporting major projects that deliver multiple benefits to the region by way of an Economic Development concierge service and Planning & Development Senior Client Manager
- Up to date Planning Scheme

# The pathway ahead...

## We have constraints...

Political  
Economic  
Social  
Technological  
Environmental  
Legal



For example:

- Complex State legislation that governs the Development Application Process
- Local developer and consultant capabilities impact quality of applications
- Not everyone consumes services online
- Misleading information and contrary messaging
- Limited resources

# We've already started...

- Coordinator or Manager Development and Compliance to attend every Pre-Application Meeting to ensure consistent advice
- Site inspections of each Development application expanded to include meeting applicants on-site
- Planning Officers to contact applicants by phone to convey information prior to sending technical/ planning scheme related emails
- State legislated process and timeframes available at P&D front counter

# We've already started...

- Data/statistics compiled and publicly reported to confirm compliance with Planning Act timeframes
- Preparation of user-friendly fact sheets to assist customers in making a development application and lodging a valid submission
- Trial of a “duty planner” roster – a qualified planning officer always available to assist counter enquiries / fewer interruptions for assessment team to work on applications

# We've already started...

- Members of the Economic Development unit invited to attend relevant pre application meetings
- Members of Development and Compliance invited by Economic Development to attend initial meetings with potential investors/business operators
- Co-location of Development Engineering in Planning and Development building
- Site visits to other similar Councils

# Timeframes

[ST]

Short-term  
by  
June 2020

[MT]

Medium-term  
by  
June 2021

[LT]

Long-term  
by  
June 2023

# Quick wins

- Enhance ***Pre-Application Meetings*** [ST]
- Trial a ***duty roster*** for Development Engineering team [ST]
- Implement a ***Service Level Agreement*** between Development and Compliance and the Water Business Unit [ST]
- ***Build staff capability*** in customer engagement [ST]



# Better communication and engagement

- Templates and “how to” guidance material to assist prospective applicants [Underway - [ST](#), [MT](#), [LT](#)]
- “Plain English” documentation (e.g. development permits, application status advice when applications not properly made or require further information) [[ST](#)]
- Develop an awareness/ training program for potential applicants/ public [[MT](#)]
- Build staff capability in customer engagement and develop communication and engagement protocols [[ST](#)]
- Provide updates on service improvements [ONGOING]

# Better awareness of other practice

- Review what other Councils are doing in this area and adapt relevant approaches [Underway, [ST](#), [MT](#)]
- Review systems and software used by other Councils to provide online lodgement of Development Applications and to manage associated records [[ST](#)]
- Research standard conditions of approval used by other Councils to help develop a “plain English” version [Underway, [MT](#)]

# Better processes and systems

- Upgrade manual systems within Planning and Development [ST, MT]
- Develop and implement online Development Application lodgement system [MT]
- Internal referral agencies to commit to Development Application levels of service in future Business Plans [ST]
- Business units across GRC that deal with potential applicants review processes, templates, guidance material to ensure consideration of Planning Scheme and development assessment process throughout [ST]

# Better collaboration

- Continue internal Learning and Development program [Ongoing, **ST**, **MT**]
- Development of a protocol that sets out effective ways for collaborating between Economic Development and Planning [**ST**]
- Monthly meeting of key Council staff to discuss any potential planning matters that implicate internal Council or community group projects in the planning phase [Underway, **ST**]
- Investigate additional resources to provide project support for significant development applications [**ST**]

# Better policy

- Publicise Council's adopted policy outlining the role and permitted interventions by applicants, submitters, Councillors and staff during the planning process [ST]
- Include a link to Council's protocol as part of the acknowledgement issued to each DA applicant and/or submitter [ST]
- Review, update and develop a new Planning Scheme. Amendment package two implemented by early 2020. [Underway, ST, MT, LT]



# Questions?

# Thank you.

download the full Articulous report and this slide presentation at  
[gympie.qld.gov.au/better-pathways](http://gympie.qld.gov.au/better-pathways)



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