

# Assessment efficiency partnership agreement

Insert logo here

This agreement applies to Development Application No. \_\_\_\_\_ which applies to land at \_\_\_\_\_.

Its purpose is to streamline the assessment process by clarifying the roles and responsibilities of council and the applicant.

## Agreement

### A: Applicant

### B: Council

#### Pre-lodgement and Lodgement

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| <ul style="list-style-type: none"><li>• Commits to utilising pre-lodgement services and meetings (where appropriate).</li><li>• Provides sufficient information 1-2 weeks prior to a pre-lodgement meeting.</li><li>• Only lodges complete applications.</li></ul> | <ul style="list-style-type: none"><li>• Provides clear and publicly available information on application requirements and pre-lodgement services.</li><li>• Has regular pre-lodgement meetings available to book in advance.</li><li>• Ensures all appropriate technical staff and state agencies (where complex concurrence and external approvals may be necessary) are in attendance at pre-lodgement meetings.</li><li>• Customer service staff are trained to provide basic submission and process advice on lodgement and pre-lodgement.</li><li>• Has a duty assessment officer available during office hours to answer standard questions on development standards, controls, assessment streams and timing.</li></ul> |
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#### Assessment

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Allows the assessment officer to undertake the assessment without escalating issues or disrupting staff unnecessarily.</li><li>• Will only escalate an issue with more senior staff and/or councillors following/after the report back date.</li><li>• Commits to having only a single member of their project team contact council.</li></ul> | <p>Calls/emails the applicant within two days of receiving the application to:</p> <ul style="list-style-type: none"><li>• Advise they have been allocated the application.</li><li>• Commit to a report back date (generally at 15 days of lodgement).</li></ul> |
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## A: Applicant

## B: Council

Reports back to the applicant by the report back date to advise:

- The application has been assessed and has been determined.
- The application has a recommendation but is yet to be determined by others.
- The application is at neither of these stages and the reasons for this.

Where an application is yet to be determined, council explains the reasons and commits to a determination timeframe.

All staff to return applicant's phone calls/emails within 24 hours when made after the report back date.

### Determination

Once given a council/IHAP/SPP/JRPP meeting date agree to not contact assessment officers seeking further updates or discussions around the merits of the application.

Assessment officer to advise applicants within one business day of decision and/or of any change to decision timing (e.g. if matter is deferred or doesn't make an agenda).

### For the efficient, effective and timely determination of this application:

I agree to abide by the principles identified in Column A:

#### APPLICANT

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

I agree to undertake the assessment in accordance with the principles in Column B:

#### GENERAL MANAGER

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name