

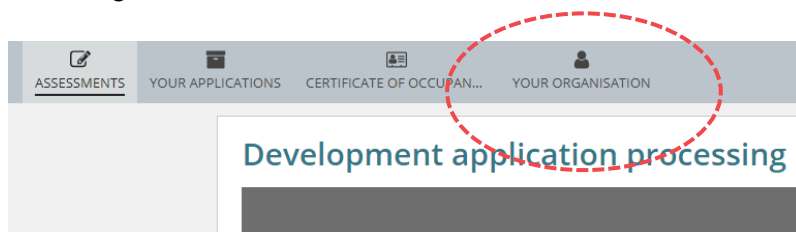
## About

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The organisation message functionality now allows councils to communicate key messages within pre-defined system generated emails, Fee Advices and Tax Invoices that may prompt an application's contact to visit the council office and/or co-located community facilities.

## Who can set-up and manage the message content and web-links?

Only staff members who have the 'Organisation Administrator' role and has access to the Your Organisation dashboard.



## Message Rules

- The 'organisation message' cannot be used for general communications and must contain information that is relevant to the development application.
- PlanSA Service Desk receives an email notification when an 'Organisation Administrator' updates an organisation message for monitoring purposes.

## Which emails and documents does the message appear?

Find below the list of emails and documents that will populate with the message, including the recipient of the communications.

Communication Name	Recipient
Verification Complete - Consent (email)	Primary Contact
Lodgement Fee Advice - Invoice Payment (email)	Invoice contact
Fee Advice (document)	Invoice contact
Request for Documentation (email)	Primary Contact
Request for More information (email)	Primary Contact
Change to development costs and elements (email)	Primary Contact
Request for Documentation (email) Certificate of Occupancy	Primary Contact
Lodgement Fee Advice for Certificate of Occupancy (email)	Invoice contact

# How to...

## Set-up an organisation message



Government of South Australia  
Attorney-General's Department



Version 1.0  
Software version 3.36.0

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Communication Name	Recipient
Fee Advice (document) for Certificate of Occupancy	Invoice contact
Public Notification (letter to owner/occupiers)	Owner/Occupiers
Have your say (email to owner/occupiers)	Owner/Occupiers
Public Consultation Period (email)	Primary Contact
Response required to Consultation period (email)	Primary Contact

### Where does the message show?

The message is only populated on pre-defined email and letter communications. Below are some examples of where your message is displayed.



The message web link (e.g. '<https://example.page.com.au>') is hyperlinked within the Fee Advice and Letter - Notice of development. When viewing the documents electronically, the web page will open on clicking the link.

### Fee Advice

Government of South Australia  
Department for Infrastructure  
and Transport  
ABN 92 366 288 135

Invoice to:  
**Penny Public**  
50 Flinders street  
Adelaide SA 5000

Application number: 22000065  
Fee Advice No: 4410  
Date: 9 Mar 2022  
Nature of development:

For enquiries, please contact:  
**City of Adelaide**  
PO Box 2252  
Adelaide SA 5001  
Ph: (08) 8888 8888

#### Fee Advice

Description of Supply	Amount	GST	Total
<b>Building Consent</b>			
Home Builder Development Approval Fee	\$120.00	\$0.00	\$120.00
<b>Totals</b>	<b>\$120.00</b>	<b>\$0.00</b>	<b>\$120.00</b>

City of Adelaide advises: Please check out website for directions before entering our premises.  
<https://example.page.com.au>

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### Email notification




Assessment Fee Advice, Invoice #4410 Payable – Application  
ID 22000065  
Applicant: EPN TestTwo  
Address: 128 GROTE ST ADELAIDE SA 5000

Regards,  
City of Adelaide  
08 8888 8888

City of Adelaide advises : Please check our website for directions before entering our  
premises. <https://example.page.com.au>

Please do not reply to this email as it is automatically generated. If this email is in relation  
to a development application, please contact your Relevant Authority or Assessing  
officer.

### Letter - Notice of Development Application (public notification)



**Proposed Development**  
Under the Planning, Development and Infrastructure Act 2016  
Public notification commencement on 07/04/2022

Mr James Public  
1 North Street  
Glenelg SA 5045

Dear Mr Public

**Notice of Development Application**

**Applicant:** EPN TestTwo  
**Application ID:** 22000112

City of Adelaide advises: Please check our website for directions before entering our premises.  
<https://example.page.com.au>

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# How to...

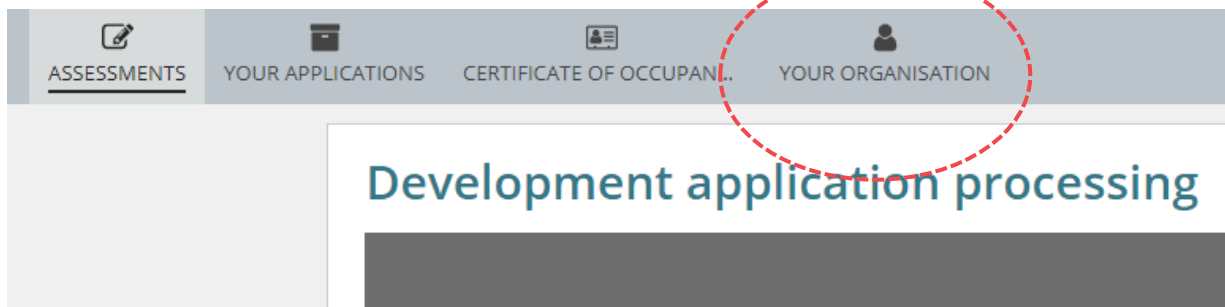
## Set-up an organisation message



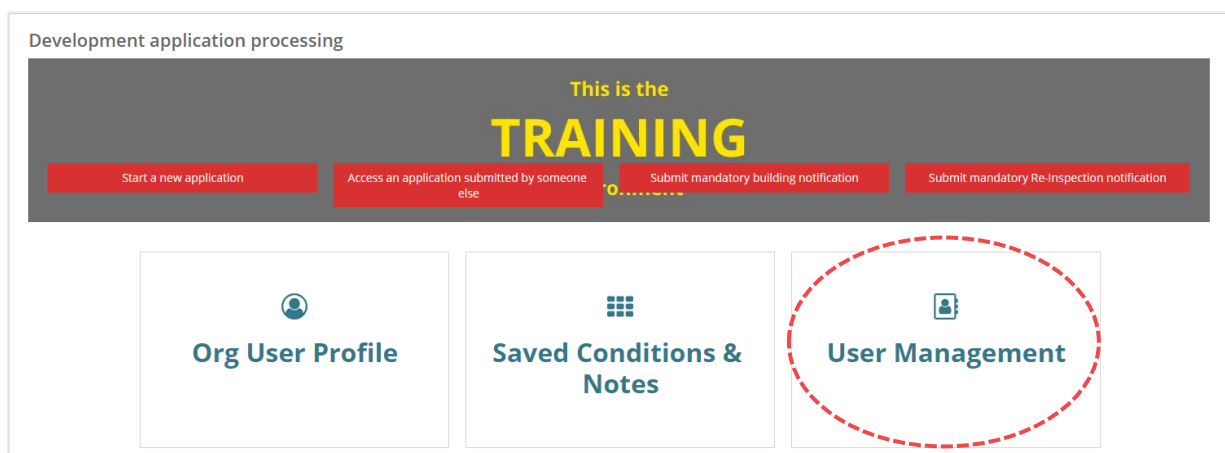
### Edit the Organisation location contact details

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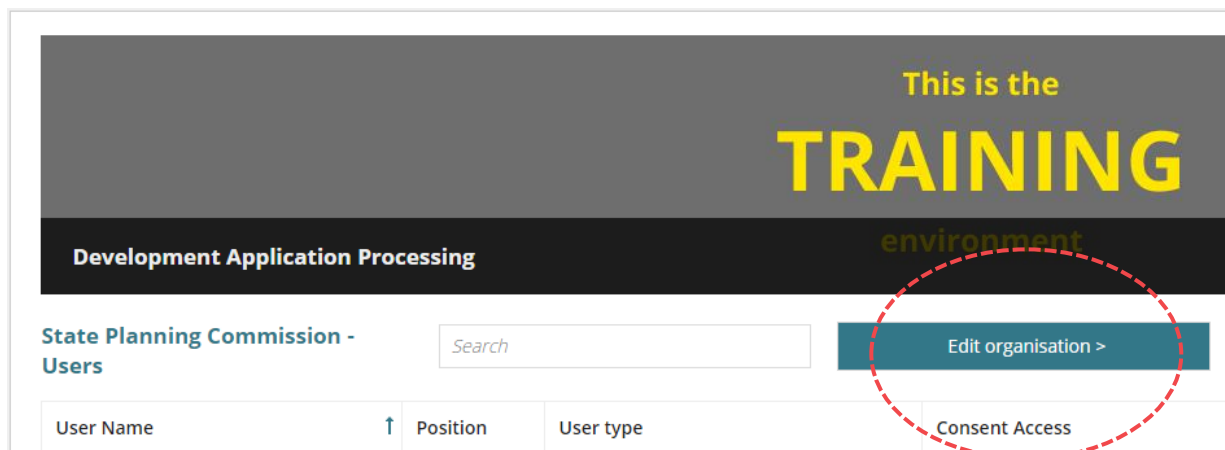
1. Select **Your Organisation** in the dashboard.



2. Select the **User Management** option.



3. Select **Edit Organisation** to proceed.



# How to...

## Set-up an organisation message



### Setup the message details

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4. Scroll down until you reach the **Organisation Message** field.
5. Add your **Organisation Message** within the maximum 200 character limit; following the rules mentioned on page 1.
6. Adding a **Message Reference Link** is optional. When including a web-link the web address must start with <http://> or <https://>.
7. Click **SUBMIT** to update.

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**Organisation Message**  
  
200 characters maximum. Go to [Update the organisation contact details](#) for more information on purpose of this field, how to add a message and types of notifications that this message will appear on

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**Message Reference Link**  
  
100 characters maximum

**Organisation Status**  
**Effective From**  
1 Jan 1900

CANCEL

SUBMIT

The **Your Organisation dashboard** shows.

