COMPLETED SYSTEM ENHANCEMENTS

As of 1 April 2025

1162 enhancements have been made to the system since its implementation in March 2021. The list below provides details of all key projects completed to date.

2025 – Project Update

Project	Description	Category	Delivered
Transparent tracking of code amendments	A new code amendment dashboard will allow proponents to lodge and track the progress of code amendments.	Housing Roadmap	Q1 2025
Certificate of Occupancy enhancements	The enhancements to Certificate of Occupancy include: • ability to allocate to an assessor.	Regulatory compliance	Q1 2025

2024 – Project Update

Project	Description	Category	Delivered
Relevant Authorities evidence upload for subsequent requests for RFI	Improvements to the subsequent RFI request will see: • 'details of further request' hidden from building consent (allowed multiple requests-not restricted) • improved relevant authority messaging on PDI Act requirements on initiating a subsequent request • improved transparency of 'subsequent request' in email and letter communications to primary contacts and applicants.	Expert panel	Q4 2024
Flexibility in consent assessment	Enabling requests for documentation and the ability to add conditions and notes when consent status is 'Awaiting Precursor Consent'.	Expert panel	Q4 2024
Variations Project	The ability to make an 'assessment not required' decision	User experience	Q4 2024

Project	Description	Category	Delivered
Discontinuing applications in verification	Enable the discontinuation of submitted applications within verification where the applicant has not provided mandatory documentation or paid fees in a 6-month period.	User experience	Q4 2024
Building statistics improvements	Review and improve the capture of building statistics in conjunction with the Australian Bureau of Statistics (ABS).	User experience	Q4 2024
Essential Safety Provision (ESP) Improvements	Includes: • update the building notification and ESPs (as required) for a minor variation to building consent.	User experience	Q4 2024
Improved accuracy and data capture of new allotments created through land divisions	Updates to be made to the Development Application Processing (DAP) to capture the land division application statistics, to improve the accuracy of the data reported regarding the number of allotments being created during assessment up until plans are deposited.	User experience	Q4 2024
Upgrade integration app packages	PlanSA integration service packages will be upgraded to ensure ongoing cyber security compliance and system stability.	System stability	Q4 2024
Appian Platform Upgrade Version 24.3	Upgrade to the Appian platform system.	System stability	Q4 2024
EDALA Multi-Factor Authentication set up	In-line with the South Australian Cyber Security Framework and to further secure the South Australian Government's information assets, PlanSA is implementing a new security measure for EDALA, where a multi-factor authentication method on the EDALA website will be introduced.	Cyber security	Q4 2024
Document download and upload APIs	Develop APIs that will enable the download and upload of documents, allowing other systems to integrate with DAP such as assessment and stamping tools.	Expert panel	Q3 2024

Project	Description	Category	Delivered
Locate Online Code at Any Location and Everywhere (LOCALE) Project	Improve the online Planning and Design Code (desktop and mobile) so that the community and professionals can more easily find the planning policies for a location and/or development activities.	Expert panel	Q3 2024
Wastewater Development Applications	Development Approval should not be issued in the absence of the provision and assessment of wastewater systems and should be recorded on the SA Planning portal.	Expert panel	Q3 2024
Relevant Authority approval records – Deemed to Satisfy (DTS) Minor Variations	In response to Recommendation 7 of the Expert Panel Report, a new question is asked whenever a relevant authority assesses a Deemed to Satisfy (DTS) development application. The Relevant Authority is required to provide the details of any minor variation from the DTS criteria.	Expert panel	Q3 2024
Appian Platform Upgrade Version 24.2	Upgrade to the Appian platform system.	System stability	Q3 2024
Appian Platform Upgrade Version 24.1	Upgrade to the Appian platform system.	System stability	Q3 2024
National Construction Code (NCC) 2022 modern homes provisions	The NCC 2022 Modern Home Provisions (livable housing and energy efficiency) for Class 1A, 1B and Class 2 buildings - applies from 1 October 2024. Relevant authorities will be required during assessment of building rules consent to indicate whether the proposed development (new build, additions and/or alterations) incorporates the NCC Modern Home Provisions or is exempt. Information collected will enable reporting to both Federal and state governments.	Regulatory compliance	Q3 2024
Certificate of Occupancy Part 1A – reintroduction	The reintroduction of Certificate of Occupancy in DAP for Class 1A buildings where building consent is verified after 1 October 2024.	Regulatory compliance	Q3 2024

Project	Description	Category	Delivered
Certificate of Occupancy Part 1A – improvements	Improvements to the DAP Certificate of Occupancy for Class 1A buildings where building consent is verified after 1 October 2024.	Regulatory compliance	Q3 2024
Withdrawing and cancelling applications	Reviewing and amending existing processes within the DAP for withdrawing consents under assessment and cancelling development authorisations that have been issued.	Regulatory compliance	Q3 2024
Essential Safety Provision (ESP) Improvements	Includes: • ability to choose the relevant ESP National Construction Code (NCC) version (restricted to certain applications) • customise an ESP schedule for a specific building/building work.	User experience	Q3 2024
Subscription service improvements – applications on public notification	Provide a subscription facility to allow the public to receive updates on applications commencing public notification in their selected council(s).	User experience	Q2 2024
Appian Platform Upgrade Version 23.4	Upgrade to the Appian platform system.	System stability	Q2 2024
Performance Indicators Report (Council Area)	Deliver the council version of the system indicators report.	User experience	Q2 2024
Land Division Certificate improvements	Improvements to the land division certificate process.	User experience	Q2 2024
Tree data capture reporting	Amendments to the Council Areas report to include information (and underlying data) related to the number of trees removed/replanted/retained and payments into Urban Tree Fund/Planning and Development Fund and the Urban Tree Canopy Offset Scheme.	User experience	Q2 2024
Extension of time	Review of the extension of time process and the operative dates of consents/authorisations to provide greater flexibility for applicants and relevant authorities to initiate and assess extensions of time.	Regulatory compliance	Q2 2024

Project	Description	Category	Delivered
Outline Consent Project	SA Planning portal enhancements to ensure that an outline consent application is recorded on the public register, public notifications and captured on Section 7 reports.	User experience	Q2 2024
Land division reporting	Update the Council Area Report and Workload Management Report to include the additional data on land divisions.	User experience	Q2 2024
Bank payment gateway	The ePlanning payment gateway integration with the banking system will be changed to accommodate the South Australian Government's banking provider change.	Regulatory compliance	Q1 2024
Code rules as a checklist document attached to the Development Application	A checklist will be generated and stored in the document library that contains rules for Planning Consent applications with the status "in verification" or "awaiting verification" to identify refined elements of an application that has a Deemed-to-Satisfy (DTS) pathway in the Planning and Design Code (the Code).	User experience	Q1 2024
Simplified submission standard contact process	Improve the submission process for applicants including the ability to save standard contact information.	User experience	Q1 2024
Building statistics improvements	Review and improve the capture of building statistics in conjunction with the Australian Bureau of Statistics (ABS).	User experience	Q1 2024

2023 – Project Update

Project	Description	Category	Delivered
Matrix CMS Security Controls	DIT to implement instance-wide bot mitigation and other controls to help maintain system stability, integrity and performance across the instance.	Cyber security	Q4 2023
Referral to Building Technical Panel for private bushfires shelters	Mandatory referral process to the Building Technical Panel for private bushfires shelters.	Regulatory compliance	Q4 2023

Project	Description	Category	Delivered
Improvements to the Section 7 data extract	Amend the existing data extract with additional information relating to building indemnity insurance.	Regulatory compliance	Q4 2023
Certificate of Occupancy Class 1A	Changes to the DAP to support deferral of reintroducing Certificate of Occupancy for Class 1A buildings from those completed after 1 January 2024 to building consents verified after 1 October 2024.	Regulatory compliance	Q4 2023
Landscape board referral option	Creation of new referral organisations for each of the landscape boards to enable users to send referrals directly to those boards.	User experience	Q4 2023
Crown development applications	Create new Crown process for applications submitted by a government agency to be lodged and assessed within the DAP system.	User experience	Q4 2023
Statistics Reconciliation Report	A new PowerBI report and map (within the Council Area Report) demonstrating data for 'dwellings', including information such as dwelling numbers, BCA classifications, ABS building components and building statistics of approved development.	User experience	Q4 2023
Appian Platform Upgrade Version 23.2	Upgrade to the Appian platform system.	System stability	Q4 2023
DAP performance optimisation	Optimising the DAP system to improve performance.	System stability	Q4 2023
Map on website showing development applications (Part 2)	Provide an interactive map on the PlanSA website that displays the location of development applications lodged by council area.	User experience	Q3 2023
Tree data capture	Additional fields to be included within Planning Consent and Development Approval processes to improve data relating to numbers of trees being removed, replanted and payments into relevant funds.	User experience	Q3 2023
Subscription service improvements – Public Register	Improve search and subscription options for the public register.	User experience	Q3 2023

Project	Description	Category	Delivered
Annual cyber security penetration testing	Annual security penetration testing is a compliance requirement from the SA Cyber Security Framework. An independent specialist supplier is engaged to conduct the penetration testing across all public facing applications and interfaces.	Cyber security	Q3 2023
PlanSA website performance optimisation	Ensure cache settings are configured correctly for stability and performance in line with recommendations provided by Squiz.	System stability	Q3 2023
Reporting performance optimisation	Optimising PowerBI data model to improve reporting performance.	System stability	Q3 2023
Building inspection and compliance	Additional new features added to the building inspection and compliance report, such as Statement of Compliance, inspection timeframes and lapsed development approvals. In addition, a new map feature is being implemented to the upcoming swimming pool inspections page to provide greater visibility.	User experience	Q3 2023
Workload Management/Council Area Report	New features to the Workload Management Report and Council Area Report including adding an application search box feature, enhancement to add median days and drill through functionality from timeframes to access the underlying data.	User experience	Q3 2023
Parent-Child Title	Facilitate the reallocation of an application(s) between new locations once a land division certificate has been created and the previous location has been removed. This will enable an application(s) to be returned on Section 7 searches for newly created properties.	Regulatory compliance	Q3 2023
Restart verification in Building Consents	Update Building Consent processes to allow an assessor to reset the consent back to verification to be able to add/amend staging.	User experience	Q2 2023

Project	Description	Category	Delivered
DAP Regulations (General)	Updates to the system processes and functionality to reflect draft (General) Regulation changes.	Regulatory compliance	Q2 2023
Essential Safety Provisions (ESP) updates	Review and update the ESP forms to comply with the Nation Construction Code 2022 addition.	Regulatory compliance	Q2 2023
Practical Experience Report	A new DAP report for accredited professionals to download a record of assessments.	User experience	Q2 2023
Accredited Professional (ACP) Regulation changes	Updates to the Accredited Professional portal and DAP system to reflect draft (Accredited Professional) Regulation changes.	Regulatory compliance	Q2 2023
Squiz upgrade	Upgrade to the Squiz system.	System stability	Q2 2023
Planning Information ExchangepPlatform upgrade (Version 6.0)	Software platform upgrade of the Information Exchange to ensure stability and reduce cyber security risks. This project follows industry-wide best practice for long-term software maintenance.	System stability	Q2 2023
Reporting and monitoring	Improve system level reporting and monitoring.	System stability	Q2 2023
Inspections Compliance PowerBI Report	Develop PowerBI reports for inspections.	Regulatory compliance	Q1 2023
Map on website showing development applications (Part 1)	Provide an interactive map on the PlanSA website highlighting development applications on public notification.	User experience	Q1 2023
Approval Wizard Updates (bushfire)	A new selection option is available within the Approval Wizard for 'Private Bushfire Shelter'.	User experience	Q1 2023
Building Inspection and Compliance Report	A new Building Inspections and Compliance Report has been created to assist councils with tracking and monitoring inspections and building notifications, as well as compliance with Practice Directions 8 and 9.	User experience	Q1 2023
Technical Numeric Values (TNV)	Improve the process to update TNV to reduce manual handling of TNV datasets.	User experience	Q1 2023

Project	Description	Category	Delivered
Development Application Lite (DALite) internal referrals	Deliver the internal referrals functionality for reassigning and responding to an internal referral in the DALite system.	User experience	Q1 2023
Code Amendment tracking and invoicing	Enable the tracking and invoice management of Code Amendments.	User experience	Q1 2023
Policy24 enhancements	Multiple improvements to the Policy24 system.	User experience	Q1 2023
Subscription service improvements – Code Amendments	Add additional subscription options for Code Amendments.	User experience	Q1 2023
Building Notifications – Statement of Compliance	Remove the need for an additional building notification for uploading the Statement of Compliance document.	User experience	Q1 2023
Policy24 upgrade	Periodic software upgrade to maintain stability and compatibility.	System stability	Q1 2023
Appian Upgrade 22.3	Periodic upgrade to the Appian system.	System stability	Q1 2023

2022 – Project Update

Project	Description	Category
Public Notification System – Part 2	Fixes and improvements to Public Notification process.	User experience
Database optimisation project	Technical optimisation of the database to improve search performance and dashboard views.	System stability
User Activity Audit (Dec 2021)	Audit of cyber security related user activity to ensure system usage is consistent with expectations and within IT security controls for the state-wide government system.	Cyber security
Technical platform upgrade (Appian 21.2)	Software platform upgrade to ensure stability and reduce cyber security risks. Also supports and follows industry-wide best practice for long-term maintenance.	System stability

Project	Description	Category
Business continuity plan solution – DALite	The DALite system serves as a 'read only' access point for council staff as well as providing long-term archiving requirements. Also, as an additional system it ensures a level of business continuity should the primary system become unavailable.	System stability
Certificate of Occupancy – Part 1	Updates to the workflow for a Certificate of Occupancy process.	Regulatory compliance
Disaster recovery testing	Ensures system recovery solutions are in line with business expectations.	System stability
Development Activity Tracker	Interactive tool that enables users to engage with development occurring around them.	User experience
Building consent fees	Calculates building consent fees based on the individual value of the building work components, e.g. $1000 for a verandah and $150,000 for the dwelling – rather than against the total development cost.	Regulatory compliance
Data Edit Mode – Part 2	Enables users to have more control over their application including the ability to make changes without requiring input from the service desk.	User experience
Technical platform upgrade (Appian 21.4)	Software platform upgrade to ensure stability and reduce cyber security risks. This project follows industry-wide best practice for long-term software maintenance.	System stability
User Activity Audit (Feb 2022)	An audit of user activity across PlanSA systems to ensure usage is consistent with expectations and within IT security controls for a state government system.	Cyber security
Planning Information Exchange (PLIX) 2.0 – Part 1	Creation of the next PLIX version to address data inconsistencies and establish a foundation for additional integration improvements.	User experience
Land Services SA (LSSA) – Titles Office	Improve integration with LSSA systems to ensure the land division process is better supported and quality of service is maintained.	Regulatory compliance
Appian Database Migration – Part 1	Migrate the Development and Testing databases of the DAP system to the PlanSA cloud platform. This improves the ability to support PlanSA systems.	System stability

Project	Description	Category
Identity and Access Management Solution Review	A periodic cyber security review of identity and access management capabilities across the PlanSA systems.	Cyber security
Automatic Mutual Recognition	Updates to the accreditation system to manage the Automatic Mutual Recognition introduced by the Australian Government.	Regulatory compliance
Management workload reporting	A workload management dashboard designed to empower council management to monitor and report on the assessment of development applications.	User experience
Building notifications and inspections	Improvements to the building notification and inspection processes.	User experience
Fee management functionality	Created an administration page to streamline the maintenance of fee schedules.	User experience
DAP notifications	Improvements to auto generated notifications to include additional details in the subject and banner such as location address and council area.	User experience
Dashboard views	Improvements to usability and user efficiency by including location address on Development Application page banner.	User experience
Building Consent Stages – Part 1	Manage, add, update and remove stages of Building Consent on an application.	User experience
Land Division Certificate Deposited Plans	Integrate Land Division deposit updates between Land Services SA and DAP system.	Regulatory compliance
Identity and Access Management Solution Implementation (Part 1)	Implementation of a new identity management platform to improve user management and user logon options.	Cyber security
DALite – Phase 3	Additional document visibility feature.	User experience
System Indicators Report	Created a PowerBI report to provide the data for the Performance Indicators Scheme – Annual Report.	User experience
Code Amendment notification solution	Added the ability to receive an email notification by subscribing to the Code Amendment page on the PlanSA portal.	User experience

Project	Description	Category
Planning Information Exchange platform upgrade	Software platform upgrade of the Information Exchange to ensure stability and reduce cyber security risks. This project follows industry-wide best practice for long-term software maintenance.	System stability
Appian Infrastructure	Resized the Appian Infrastructure so that it is fit for purpose.	User experience
Essential Safety Provision/ Form 3 Report	Provides a report for annual Form 3 returns.	Regulatory compliance
Website navigation	Improve access to common topics of interest for community members under Community Toolkit.	User experience
Building Notifications and Inspections – Part 2	Improvements to the building notification and inspection processes.	User experience
Council Area Report	Rename Development Trends Report title to "Council Area Report" and add additional data to the report.	User experience
Assessment Efficiency – enable internal referral before verification	Allow the relevant authority to request internal referrals before the verification process is complete.	User experience
Assessment Efficiency – Building Notifications	Ability to setup standard building notifications by organisation.	User experience
Assessment Efficiency – Conditions	Ability to group conditions, advisory notes and reserved matters and preload them in the consent page.	User experience
Land Supply PowerBI Report	Develop land supply report and associated dependencies.	Regulatory compliance
Upgrade SharePoint setup	Update SharePoint document management capability.	System stability
Call centre software change	Migrate service desk call handling software to improve call management and associated workflow along with support for call recording and feedback.	System stability
Improvements to the Section 7 data extract	Amend the existing data extract through formatting improvements along with additional information relating to development approval authorisation dates.	User experience

2021 – Project Update

Project	Description	Category
Notification service on the PlanSA public register	Ability to sign up to receive notifications when applications are lodged.	Regulatory compliance
Public notification solution	Complete rework of the existing public notification process interface and system.	User experience
Clock adjustments to Development Application records due to COVID lockdowns	Addition of assessment days to development application clocks for the period of a lockdown.	Regulatory compliance
Financial year fee updates	Indexation of fees for the financial year.	Regulatory compliance
Data Edit Mode – Part 1	Ability for a user to make changes to an application without involvement from the service desk.	User experience
Code Amendment – Part 1	System support for the Code Amendment process.	Regulatory compliance
Reporting updates	Improvements to the way data is shared via the reporting functionality in the PlanSA system.	User experience
Home Builder Development Application process	Workflow process to manage applications as part of the Home Builder Grants Program.	Regulatory compliance
Urban Tree Canopy Offset Scheme	Ability to acknowledge scenarios where the offset scheme is applicable.	Regulatory compliance
Additional Code snapshots	Provide the relevant Code policy at the correct time during the assessment of an application in the DAP system.	Regulatory compliance
DAP help links	Providing users with further assistance to understand the PlanSA system interface.	User experience
Section 7 Report updates	Provision of correct and relevant information when a Section 7 data extract is generated.	Regulatory compliance
Inspection Report updates	Improved user ability to understand inspection requirements.	User experience
Allocated Application Report updates	Improvements to ensure application numbers and allocated applications are clear.	User experience

Project	Description	Category
Public Notification Signage Report updates	Updates to the sign required on the subject land for notification purposes.	Regulatory compliance
Accredited Professional charging compliance fees	Enabling an accredited professional to be able to raise compliance fees within the PlanSA system.	Regulatory compliance
Relevant Authority updates	Updates to which relevant authority is connected to an application depending on the category of assessment.	Regulatory compliance
Minor variation option to skip Planning Consent	Option for a user to choose if a minor variation request requires consideration by the Planning Consent Authority or just the Building Consent Authority.	Regulatory compliance
Show the Relevant Authority which document types are visible to an applicant	Providing clarity that some documents are visible to an applicant.	User experience
Hide superseded documents	Removes documents that have been superseded from being visible by default.	User experience
Zoning Report updates	Provides a system user with better clarity regarding the zones an application is located in.	Regulatory compliance
Development Application public register updates	Replaces the development description entered by the applicant during submission. New description includes Nature of Development and a Date Range search.	User experience
Capture transitional consent authority	Ability to enter the previous consent authority to enable the current authority to be listed on a Decision Notification Form generated from the PlanSA system.	Regulatory compliance
Building Notification updates	Increases capabilities within the system to record notifications accurately and act upon these accordingly.	Regulatory compliance
Fee advice and tax invoices attached to invoice contacts	Provides users with the ability to pay a fee advice without logging into the system.	User experience
Notification process	System fixes to support the notification process.	User experience
Building Work Description is optional	Reduces the amount of input required from a relevant authority.	User experience
Download multiple documents	Provides functionality to download multiple documents at once.	User experience

Project	Description	Category
Accredited Professional updates for renewal fees	Improved user process to renew accreditation.	User experience
Council Receipt and Refunds Report updates	Improves user ability to report on what payments and refunds have been undertaken from a council reporting perspective.	User experience
Dashboard updates to reflect additional information	Provides a user with additional information relating to the assessment of an application and any outstanding tasks.	User experience
Transitional application process improvements	Additional functionality to be able to address transitional application nuances.	User experience