

Background

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An internal referral is distributed during either the consent verification or assessment to team member(s) with expertise within a specialist team, such as engineers, arborists, or waste water management etc.

The team member(s) within these specialist teams will require a user account to receive and action an internal referral. When a staff member does not have a user account, they can send a request to the 'Organisation Administrator' who will arrange a user account creation with the PlanSA Service Desk.

Does an internal referral request stop the assessment clock?

No. An internal referral is only available to councils for the purpose of obtaining expert technical advice from another department within their organisation and is included in the assessment timeframes.

When an internal referral response has not been received, will this stop a decision from being made?

No. A consent decision can be made without a response to an internal referral request.

Included instructions

- [Add an internal referral request at consent verification](#)
- [Add an internal referral request during consent assessment](#)
- [Complete and send an Internal Referral Request](#)

Related Instructions

- How to – Re-assign an internal referral to another team member
- How to – Respond to an internal referral request
- How to – Review and acknowledge an internal referral response
- How to – Report on applications with assigned internal referrals

Add an internal referral request at consent verification

1. Click on **Referrals** tab within the Consent page. In this example, the consent is for 'planning' and awaiting verification.

Planning Consent - 22000370: 128 Grote St Adelaide SA 5000 VERIFY CONSENT

Summary Documents Fees **Referrals** Clocks Decision Appeals Related Actions

< Development application 22000370 Help for this section

Consent status: Awaiting Verification

Development Location(s)
128 GROTE ST ADELAIDE SA 5000

Title Ref: CT 5152/550 **Plan Parcel:** F17240 AL2

2. Click **ADD A NEW INTERNAL REFERRAL**.

Planning Consent - 22000370: 128 Grote St Adelaide SA 5000

Summary Documents Fees **Referrals** Clocks Decision Appeals Related Actions

< Development application 22000370 Help for this section

Internal Referrals

ADD A NEW INTERNAL REFERRAL

3. [Complete the Internal Referral Request.](#)

Internal Referrals

Help for this section

Internal Referral Type *
Environmental Health - Waste

Referral Request Comment *
Refer to the attached waste water plan

Nominate recipients from your organisation *
EPN TestEight X

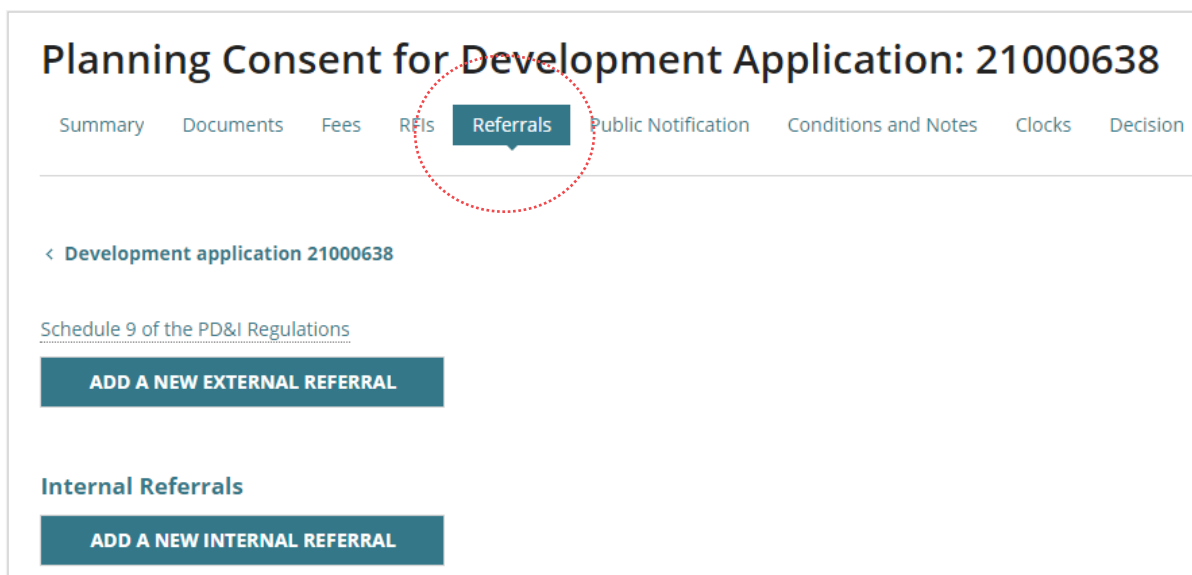
CANCEL SUBMIT

Add an internal referral request during consent assessment

3

On distributing the internal referral, an email notification is received by the nominated team member(s) advising the name of person making the request, type of consent (planning, land division, building) and the ID number of the application.

1. Click on the **Referrals** tab within the Consent page. In this example, the consent is for 'planning' and under assessment.
2. Click **ADD A NEW INTERNAL REFERRAL**.



Planning Consent for Development Application: 21000638

Summary Documents Fees RfIs **Referrals** Public Notification Conditions and Notes Clocks Decision

< Development application 21000638

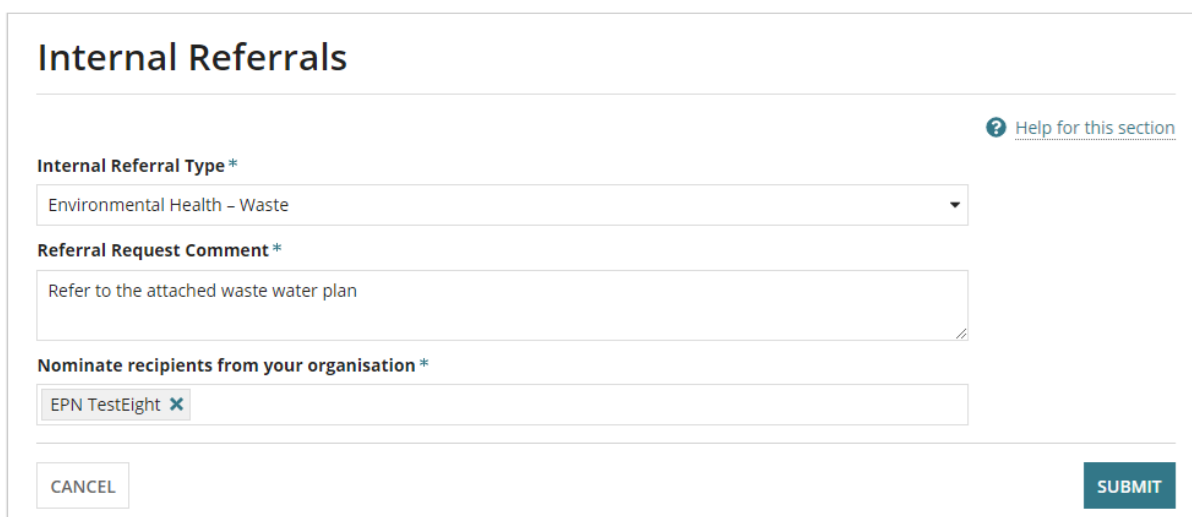
Schedule 9 of the PD&I Regulations

ADD A NEW EXTERNAL REFERRAL

Internal Referrals

ADD A NEW INTERNAL REFERRAL

3. Complete the Internal Referral Request.



Internal Referrals

[Help for this section](#)

Internal Referral Type*

Environmental Health - Waste

Referral Request Comment*

Refer to the attached waste water plan

Nominate recipients from your organisation*

EPN TestEight x

CANCEL SUBMIT

Complete and send an Internal Referral Request

4

1. Select the **Internal Referral Type** from the listing. The 'types' represent the internal departments within council that will receive these internal referral requests.

Internal Referrals

Internal Referral Type *

Please select

Please select

Arboriculture – Regulated or Significant Tree

Arboriculture – Street Tree

Building Surveyor

Civil Stormwater

Communications, Engagement and Events

Community Development

2. Provide a **comment** to the internal team receiving the request.
3. Click in the **Nominate recipients from your organisation** field and start to type the first 3 letters of a team member's name who is to receive the request and then select their name from a list of matches.

Internal Referrals

Internal Referral Type *

Civil Stormwater

Referral Request Comment *

include details for the team, make reference to documentation etc.

Nominate recipients from your organisation *

Jef

Jeff Sewart

Important!

Do not nominate more than one team member as each nominated team member will receive an email advising the request and an internal referral request will be created for each person, i.e. nominate 3 staff members then 3 internal referral request records will be created.

4. Click on **Submit** to distribute to the team members nominated.

Internal Referrals

[? Help for this section](#)

Internal Referral Type *

Civil Stormwater

Referral Request Comment *

include details for the team, make reference to documentation etc.

Nominate recipients from your organisation *

Jeff Sewart x

CANCEL **SUBMIT**

The **Referrals** pages shows an internal referral record with Action items to:

- **View** the request details
- **Reassign** to a different responsee, or
- **Recall** the internal referral from the responsee

Summary Documents Fees **Referrals** Clocks Decision Appeals Related Actions

< Development application 22000370

Internal Referrals

Requested By	Referral Type	Requested Date	Responsee	Response Date	Status	Actions
EPN TestSeven	Environmental Health - Waste	20/09/2022	EPN TestEight		Distributed	View Reassign Recall

ADD A NEW INTERNAL REFERRAL