How to…
Reassign an internal referral to another team member

Government of South Australia
Department for Trade and Investment

PlanSA

Version 1.1

Background

1

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.

During peak times or team members not being available, there could be times where an internal referral will need to be re-assigned to another team member to distribute the workload across the team.

Included instructions

- [Re-assign an internal referral to another team member](#)

Related Instructions

- How to – Add and distribute an internal referral request
- How to – Respond to an internal referral request
- How to – Review and acknowledge the internal referral response
- How to – Report on applications with assigned internal referrals

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On distributing the re-assigned internal referral, an email notification is received by the assigned team member 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 in verification or under assessment.

2. Click on the **Reassign** action against the applicable team member.

| Summary | Documents | Fees | RFIs | Referrals | Public Notification | Conditions and Notes | Clocks | Decision | Appeals | Related Actions |

‹ Development application 21000638

Schedule 9 of the PD&I Regulations

ADD A NEW EXTERNAL REFERRAL

Internal Referrals

Requested By	Referral Type	Requested Date	Respondee	Response Date	Status	Actions
Sascha Woods	Environmental Health – Waste	20/09/2022	Jeff Sewart		Distributed	View Respond Reassign
Sascha Woods	Civil Stormwater	20/09/2022	David Storey		Distributed	View Respond Reassign

ADD A NEW INTERNAL REFERRAL

3. Click in the **New respondee 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.

Noting, you cannot reassign an internal referral back to the person who raised the request.

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

Reassign Internal Referral

Current Respondee
David Storey

New respondee from your organisation *
Brett Miller ✖

CANCEL   SUBMIT

The **Referrals** pages shows the reassigned team members name in the **Respondee** field for the applicable internal referral request.