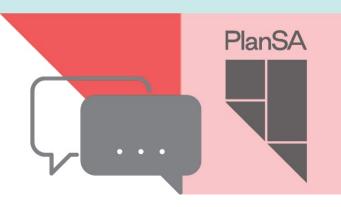# Frequently Asked Questions

South Australian Property and Planning Atlas (SAPPA)

Q – What is SAPPA?

A – SAAPA stands for 'South Australian Property and Planning Atlas'.

SAPPA is a free map-based web application developed by Planning and Land Use Services (PLUS) which provides spatial data and textual information for:

- Properties
- Planning and Development:
    - Development Plan Zoning
    - Planning and Design Code Zoning and Overlays,
    - Land Division and Land Use Development Applications
    - Land Management Agreements
- Survey Marks
- Place Names
- Land Administration Boundaries
- Building

It also provides links to the South Australian Integrated Land Information System (SAILIS) and the Planning & Design Code (the Code).

Q – Who can use SAPPA?

A – SAPPA can be accessed and used by anyone.

Q – Why should I use SAPPA?

A – SAPPA provides current and accurate property and planning information and can:

- link to the Planning & Design Code for policies that apply to an address
- link to the South Australian Integrated Land Information System (SAILIS) for property information
- export information into spreadsheets for further analysis, and
- print detailed property data and planning reports.

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Q – How do I use SAPPA?

A – SAPPA is available online at sappa.plan.sa.gov.au/.

The application provides assistance in a number of ways including an introductory dynamic help screen, help text at the mouse cursor, button flyover text, help icons and error messages.

A User Guide can be found at:
plan.sa.gov.au/our_planning_system/plan_sa/south_australian_property_and_planning_atlas.

Q – What should I do if SAPPA won't start or opens in a narrow window?

A – Select 'CTRL + F5' using your keyboard or refresh the web browser link.

Q – Why don't the property boundaries line up with the fences?

A – Property or parcel boundaries may not align with the aerial imagery as either the boundaries or the imagery may be inaccurate.

Parcel boundaries in 'Spatially Improved Areas' will generally align better with the imagery.

You can locate these areas using the following 'Administration' layers:

- 'Spatially Improved Parcel Areas'
- 'Integration Finished (Survey)'.

Only a ground survey conducted by a licensed surveyor can determine the true position of the boundaries.

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Q – Why won't SAPPA print?

A – Select the 'CTRL + Shift + Delete' keys on your keyboard and clear the Temporary Internet Files and Cookies on your computer. Printing images may fill your web browser cache, so a regular cache clean is recommended.

Q – Why are my layers or base maps not displaying?

A – Layers and base maps are designed to display only at specific zoom levels in different regions. Also check and ensure that the base map visibility is not set to 0%.

Q – Why can't I modify my selection in the 'Find' panel?

A – You need to modify the selection method (new, add, subtract) using the toolbar at the top of the map or 'Tools' panel.

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Q – How can I see all of the road names when I'm zoomed in?

A – Turn on the Roads Group 'Road Labels' layer in the 'Location' layer group.

Q – How can I extract the information from the 'Info' panel?

A – You can print a report of the property information and zone details by highlighting the text with your mouse and then pressing 'CTRL + C' keys on your keyboard. Go to another application (such as 'MS Word') and paste the text using the 'CTRL + V' keys on your keyboard.

Q – How can I remove the reports or left hand panels from view?

A – To minimise the Property Data and Zoning reports, click the arrow button at the top right of the report panel. To re-open the report, click the small arrow located in the centre at the bottom of the map. To minimise the left-hand information panels, click the top (name) of the panel. To re-open the panel, click the small arrow in the centre of the left side of the map.

Q – Where can I get further information or help?

A – For more information refer to the PlanSA portal:
plan.sa.gov.au/our_planning_system/plan_sa/south_australian_property_and_planning_atlas

If you have any questions, please contact PlanSA Service Desk via our Support Request Form, email planSA@sa.gov.au or call us on 1800 752 664

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