How to…
Respond to an internal referral request

Background

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.

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

Internal Referral Request Received | Application ID: 21000638 | Council Area: State Planning Commission | Relevant Authority: State Planning Commission

An internal referral request has been received from Jeff Sewart for the Planning Consent for application with ID 21000638

Included instructions

- [Login to view the development application](#)
- [Review the request details of the internal referral](#)
- [Review application documentation](#)
- [Add a condition or advisory note](#)
- [Respond to the internal referral request](#)

Related Instructions

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

Login to view the development application

1. Click on the **Development Application** hyperlink within the email notification to log in and locate the application.

2. Click on **I work as a relevant authority**.

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3. Enter your **EPN account** to sign in and click **Next** to enter a password.

4. Enter your account password and sign in.

The **Development application** page shows with an action message: 'Respond to Internal Referral Request'.

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View the internal referral from the request requiring your action

The internal referral request will create an application action: 'Respond to Internal Referral Request' that is viewable from within the **For Your Action** table.

1. Click on the application record (not ID) to view the action: 'Respond to Internal Referral Request'.

2. Click on **Respond to Internal Referral Request** to review the request and respond.

The **Referrals** page shows with the **Internal Referral** requests.

Review the request details of the internal referral

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1. Click on the **Respond to Internal Referral Request** tab.

Development application - 22000451: 76 South Tce Adelaide SA 5000

| Summary | Documents | Event History | Sharing access | Inspection | Related Actions |

This application currently requires 2 actions from you

Respond to Internal Referral Request   🕓 -
Respond to Internal Referral Request   🕓 -

Development Location(s)

76 SOUTH TCE ADELAIDE SA 5000

Title Ref: CT 5956/773   **Plan Parcel:** D69382 AL6
Additional Location Information:
Council: Adelaide City Council

2. Click on **View** shown in the **Actions** field to view the request details and then **Close** to stop viewing the details.

| Summary | Documents | Fees | RFIs | Assessment Info | Required Notifications | Referrals | Conditions and Notes | Essential Safety Provisions | Clocks | Decision |

‹ **Development application 22000451**

External referrals

Referral Body	Referred By	Response Type	Referral Type	Distributed	Due	Response	Status	Action(s)
Commission (Building Technical Panel)	City of Adelaide	Regulation 45	Concurrence	6 Sep 2022	6 Sep 2022		Recalled	

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
Jeff Sewart	Engineering	14/09/2022	Sascha Woods		Distributed	View Respond Reassign
Sascha Woods	Civil Stormwater	14/09/2022	Jeff Sewart		Distributed	View Respond Reassign

ADD A NEW INTERNAL REFERRAL

Response Details

Request:
Review engineering plans

Response:
Response yet to be provided

✕ Close

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Review application documentation

On learning the details of the request go to **Documents** (as required) and review the applicable plans, drawings etc., needed to form a reply to the request.

1. Click on the **Documents** tab.

2. Search for the documentation, e.g. plans, reports etc., using either option:
   - **Search by Name** will return documentation with a 'file name' containing search by name, or
   - **Search by Type** will return documentation with a matching 'Document type'.

In the example below, the required documentation was located using the **Search by Type** option: 'All application documentation'.

3. Click on the file name of the document to download.

Bulk download documentation
To download multiple documents complete Download and open multiple documents at the same time instructions.

| Summary | Documents | Fees | RFIs | Assessment Info | Required Notifications | Referrals | Conditions and Notes | Essential Safety Provisions | Clocks | Decision |

‹ Development application 22000451

Search by keyword

Search by keyword

Search by Category

Search by Type

Where was the document uploaded?
- ☑ Application
- ☑ Planning Consent
- ☑ Building Consent

Additional document filters
- ☐ Decision Documents
- ☐ P&D Code Rules
- ☐ Snapshots
- ☐ Invoices
- ☐ Other Documents

Hidden by default
- ☐ Superseded
- ☐ System Generated Emails

	Document	Type ↓	Date Created	Superseded	Internal to Org	Visible to Applicant	Edit
☐	VerificationOutcome-BuildingConsent-Application22000451-104377.pdf	Verification Outcome	6 Sep 2022 15:30			☑	

4. Click on the **document download** located at the bottom of the page to open and print (as required).
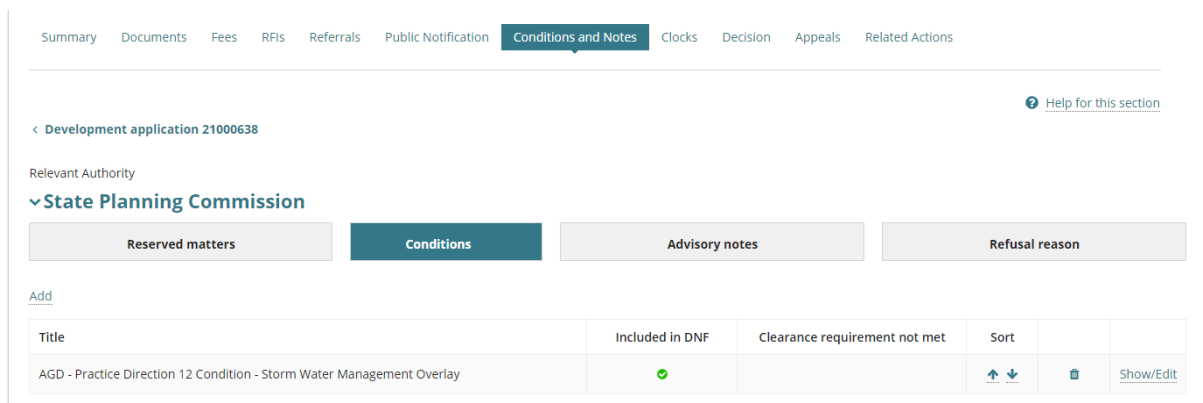
📄 Sampledocumen....docx ∧

Repeat the steps until all relevant documentation has been reviewed.

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Add a condition or advisory note

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Add the **Conditions and Notes** that form part of your response, as required.
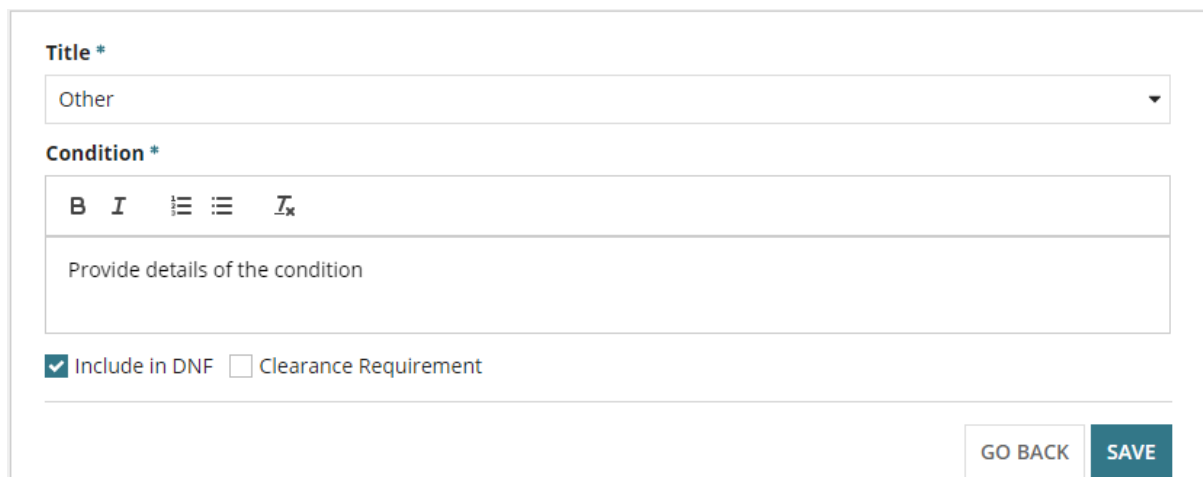
1. Click on the **Conditions and Notes** tab.

2. Click on the **Conditions** and/or the **Advisory Notes** filter to view Conditions and Advisory Notes added by the relevant authority.

3. Click on **Add** to enter your own condition.

4. Complete the **Condition** fields and then **Save** to add the condition, as follows:

- **Title** – select from the list of 'reusable' conditions or select 'Other' to add a one-off condition.

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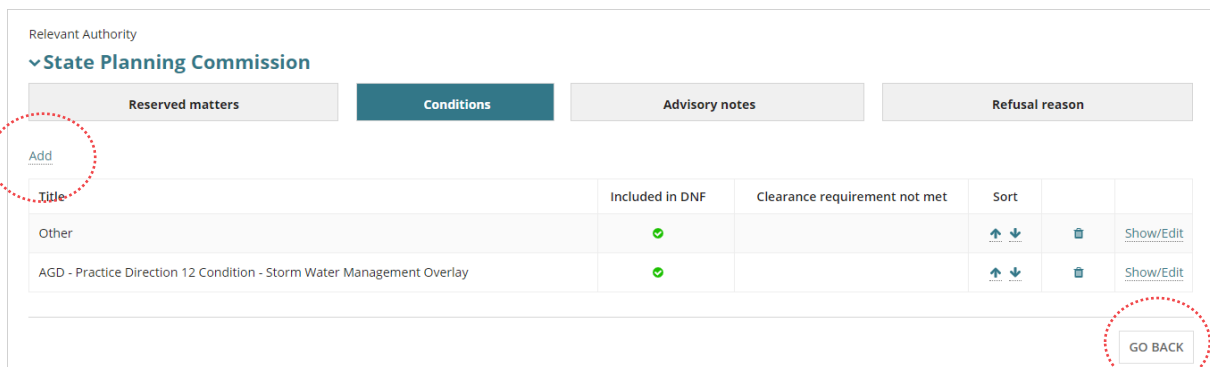and Investment

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Information

- The 'Title' is only a reference and will not be shown on the Decision Notification Form (DNF).

- An 'Other' condition is not saved to the reusable conditions database; it is only applicable to the application added within.

  If the condition is to be reused then email the 'Organisation Administrator' to create a reusable condition.

- **Condition** type in the details and leave 'Include in DNF' as default and/or indicate 'Clearance Requirement'.

5. Click on **Add** and repeat the steps until all conditions have been entered.

6. Click on **Go Back** to when completed.
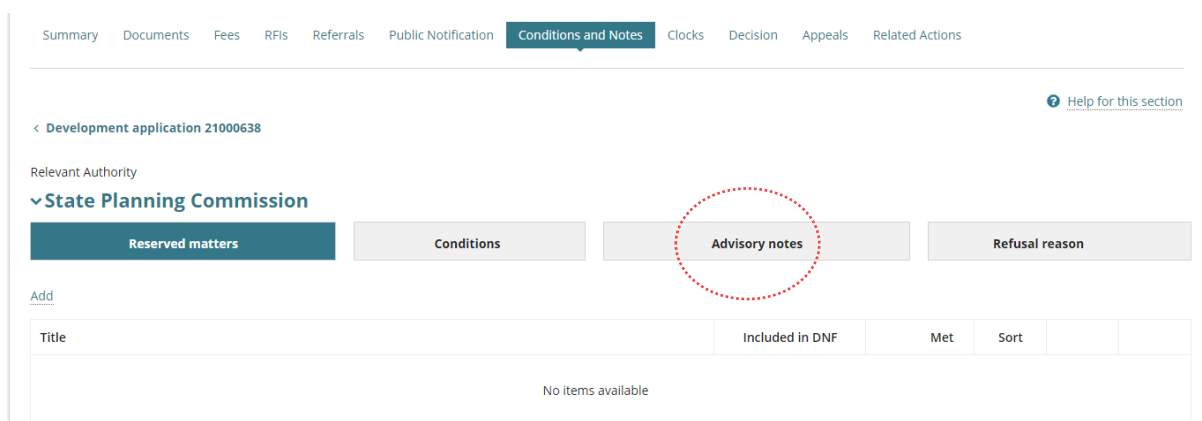
Relevant Authority
∨ **State Planning Commission**

Reserved matters	**Conditions**	Advisory notes	Refusal reason

Add

Title	Included in DNF	Clearance requirement not met	Sort		
Other	✓		↑ ↓	🗑	Show/Edit
AGD - Practice Direction 12 Condition - Storm Water Management Overlay	✓		↑ ↓	🗑	Show/Edit

GO BACK

7. Within the **Conditions and Notes** screen repeat the steps to **add an Advisory note** (as required).

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

❓ Help for this section

‹ Development application 21000638

Relevant Authority
∨ **State Planning Commission**

Reserved matters	Conditions	Advisory notes	Refusal reason

Add

Title	Included in DNF	Met	Sort	
	No items available			

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Respond to the internal referral request

On responding to the internal referral request the staff member who 'requested' the internal referral will receive an email notifying a response has been received.

1. Complete the View the internal referral from the request requiring your action.

2. Click on the **Respond** action for the request.

Internal Referrals

Requested By	Referral Type	Requested Date	Respondee	Response Date	Status	Actions
Jeff Sewart	Engineering	14/09/2022	Sascha Woods		Distributed	View Respond Reassign

Complete the **Internal Referral Response** fields and then **Submit** to notify the relevant authority, as follows.

3. Provide the response to the request, e.g. outcome of your investigation.

Internal Referral Response

Requested By
Jeff Sewart

Request Details
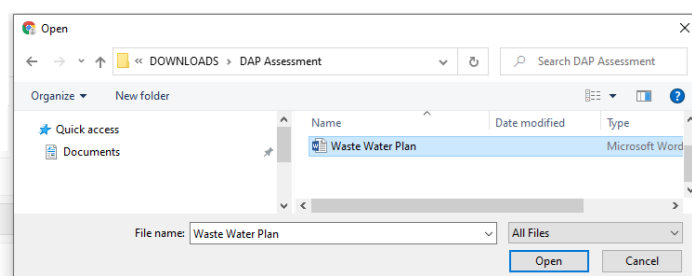Please review site plan, contours, access and storm water details

Response *

provide the details of the response

Response Recipient *
Jeff Sewart ✖

4. Click **UPLOAD** to include supporting documentation (as required) from the Open window.

5. Click **Cancel** to close the Open window.

6. Categorise the documentation.

Attachments

Document	Document Category
UPLOAD Drop files here	--- Select One ---

+ Copy

Note: You may select multiple documents to upload simultaneously.

7. The Referrals screen shows the Internal Referral updated with a 'response date'.

Internal Referrals

Requested By	Referral Type	Requested Date	Respondee	Response Date	Status	Actions
Jeff Sewart	Engineering	14/09/2022	Sascha Woods	20/09/2022	Responded	View
Sascha Woods	Civil Stormwater	14/09/2022	EPN TestEight		Distributed	View Respond Reassign

ADD A NEW INTERNAL REFERRAL