Review and acknowledge an internal referral response





Background

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

On responding to the internal referral, an email notification is received by the staff member that requested the internal referral and includes the name of person that provided the response, type of consent (planning, land division, building) and the ID number of the application.



An internal referral response has been received from Sascha Woods for the Planning Consent for application with ID 21000638

Included instructions

- Review the internal referral response
- Review response documentation
- Review added conditions or advisory note
- Acknowledge the internal referral response

Related Instructions

- How to Add and distribute an internal referral request
- How to Reassign an internal referral to another team member
- How to Respond to an internal referral request
- How to Report on applications with assigned internal referrals

Department for Trade and Investment PlanSA

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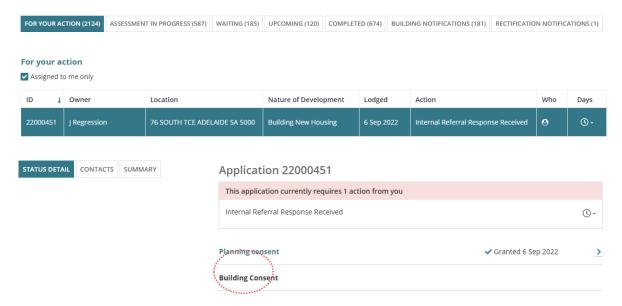
Review and acknowledge an internal referral response



Review the internal referral response

The internal referral response will create an application action – 'Internal Referral Response Received' that is viewable from within the For Your Action table. To complete the internal referral request the response 'must' be acknowledged.

- 1. Click on the application record (not ID) showing the action: 'Internal Referral Response Received'.
- 2. Click on the applicable **Consent** to review the response.



3. Click on the **Referrals** tab to view.

ADD A NEW INTERNAL REFERRAL

4. Click on **View** to review the response.

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

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Review and acknowledge an internal referral response



Review response documentation

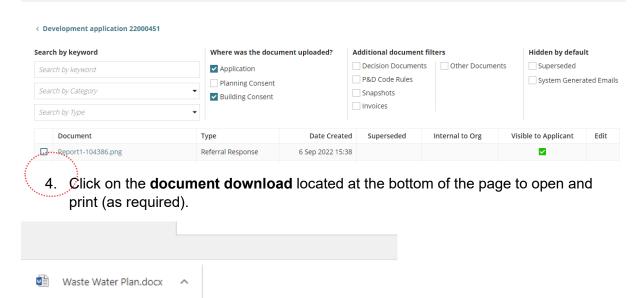
On reading the response go to **Documents** (as required) and review the applicable plans, drawings etc., needed to form a reply to the request.

- 1. Click on the **Documents** tab.
- 2. Search for the documentation uploaded in support of the response using the following options:
 - **Search by Name** will return documentation with a 'file name' containing search by name, or
 - **Search by Type** will return documentation with a 'Document type' matching.

In the example below, the required documentation has been located using the **Search by Type** option: 'Council Referral Response'.

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

Noting, there is 'no bulk download' – each document will need to be downloaded one at a time.



Repeat the steps until all relevant documentation has been reviewed.

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Review added conditions or advisory notes

Review the **Conditions and Notes** that form part of the response, as required.

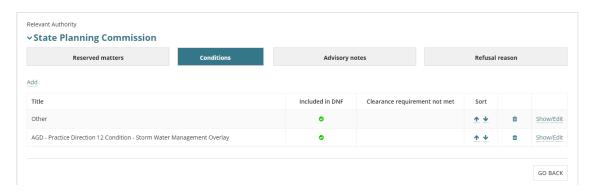
- 1. Click on the Conditions and Notes tab.
- Click on the Conditions and/or the Advisory Notes filter to view the added Conditions and Advisory Notes.
- 3. Click on **Show/Edit** to view the details.



4. Click on **Go Back** after reviewing the details and to view the **Conditions and Notes** screen.



5. Click on **Go Back** when no further conditions and/or notes are to be reviewed.



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Acknowledge the internal referral response

To complete the internal referral request the response 'must' be acknowledged.

1. Click on the **Referrals** tab.

The Referrals screen will show.

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

Internal Referrals

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

ADD A NEW INTERNAL REFERRAL

Once the Internal Referral Request is completed, only the View action will show.

Internal Referrals

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

ADD A NEW INTERNAL REFERRAL