Internal referrals guidance

# Internal Referral Standardised Business Rules

The following guidance is designed to provide clarity about which applications should be referred to internal departments.

Applications should only be formally referred where expert advice is required.

## Development Engineering

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| Application for 4 or more dwellings | DE1 | Internal referrals will be completed within 14 days. | James Smith (coordinator) |
| Industrial or commercial development | DE2 | Internal referrals will be completed within 14 days. | James Smith (coordinator) |
| An application for development within the SBO/LSIO or flood overlay in GIS | DE3 | Internal referrals will be completed within 14 days. | James Smith (coordinator) |
| If works are proposed over an easement or if there is a change to the drainage asset or location of easement | DE4 | Internal referrals will be completed within 14 days. | James Smith (coordinator) |
| If access is required from an unmade right of way | DE5 | Internal referrals will be completed within 14 days. | James Smith (coordinator) |
| If a development includes a basement or habitable room window below natural ground level | DE6 | Internal referrals will be completed within 14 days. | James Smith (coordinator) |

## Traffic

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| An application of 4 or more dwellings | T1 | Internal referrals will be completed within x days | Officer Name |
| Industrial or commercial development | T2 | Internal referrals will be completed within x days | Officer Name |
| An application that relies on use of a laneway for access | T3 | Internal referrals will be completed within x days | Officer Name |
| An application which does not meet parking design requirements under Clause 52.06 and 52.34 or has vehicle ramps steeper than 1 in 8 | T4 | Internal referrals will be completed within x days | Officer Name |
| An application which proposes a car stacker or turntable | T5 | Internal referrals will be completed within x days | Officer Name |
| Any application where waste collection is being undertaken by a private company from within the site | T6 | Internal referrals will be completed within x days | Officer Name |
| A Construction Management Plan submitted for endorsement | T7 | Internal referrals will be completed within x days | Officer Name |

## Waste

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| An application which has a Waste Management Plan prepared | W1 | Internal referrals will be completed within x days | Officer Name |
| Developments of more than 3 dwellings | W2 | Internal referrals will be completed within x days | Officer Name |
| Mixed use developments, medical centre, aged care, major industrial and commercial developments. | W3 | Internal referrals will be completed within x days | Officer Name |
| Warehouse and industrial developments where a new use is proposed and/or an extension is proposed which may increase the waste generation from the use | W4 | Internal referrals will be completed within x days | Officer Name |
| Commercial developments where a permit is required for the use or where they are increasing floor areaAn application with shared bin arrangements or where bins need to be transferred by a body corporate entity.  | W5 | Internal referrals will be completed within x days | Officer Name |
| An application with shared bin arrangements or where bins need to be transferred by a body corporate entity.  | W6 | Internal referrals will be completed within x days | Officer Name |
| An application which would require private waste collection. | W7 | Internal referrals will be completed within x days | Officer Name |
| Any development which is proposed to be amended where a waste management plan was previously endorsed and changes are being made to capacity/floor area/location of storage | W8 | Internal referrals will be completed within x days | Officer Name |

## Environment

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| Where a proposed crossover or development is within the Tree Protection Zone (TPZ) of the street tree or within 4 metres of the trunk of a street tree | H1 | Internal referrals will be completed within x days | Officer Name |
| Where a street tree is proposed to be removed | H2 | Internal referrals will be completed within x days | Officer Name |
| Where it is proposed to remove, destroy or lop vegetation in an SLO or ESO | H3 | Internal referrals will be completed within x days | Officer Name |
| Where it is proposed to undertake works within the Tree Protection Zone (TPZ) of a significant tree |  | Internal referrals will be completed within x days | Officer Name |

## Strategic planning

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| A major application (4 storeys or more, or on a site greater than 3,000sqm) | SP1 | Internal referrals will be completed within x days | Officer Name |
| An application for development in an activity centre or Design and Development Overlay (DDO) where guidance is required | SP2 | Internal referrals will be completed within x days | Officer Name |
| Applications in areas where there is a proposed or adopted structure/precinct plan which has not yet been implemented into the planning scheme. | SP3 | Internal referrals will be completed within x days | Officer Name |
| Applications in the Commercial 1 Zone and in neighbourhood Activity Centres where there is no adopted structure plan.  | SP4 | Internal referrals will be completed within x days | Officer Name |
| Out-of-centre development including supermarkets and bulky good retailing | SP5 | Internal referrals will be completed within x days | Officer Name |
| Applications in a development plan overlay (DPO) | SP6 | Internal referrals will be completed within x days | Officer Name |
| Policy Gap Areas – for an application where the planner does not think there is adequate policy guidance. | SP7 | Internal referrals will be completed within x days | Officer Name |
| A significant warehouse, office or industrial building (>10,000sqm net floor area and/or >13.5m in height) | SP8 | Internal referrals will be completed within x days | Officer Name |
| Applications for sensitive uses (Childcare Centres, hotels etc) in Special Use and Industrial Zones. | SP9 | Internal referrals will be completed within x days | Officer Name |

## Health

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| An application for a brewery, bar, pub or restaurant | HL1 | Internal referrals will be completed within x days | Officer Name |
| An application for a hotel, rooming house, student accommodation or any other residential building with shared kitchen facilities |  | Internal referrals will be completed within x days | Officer Name |
| An application for food manufacturing |  | Internal referrals will be completed within x days | Officer Name |

## Property

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| An application adjacent to Council land | P1 | Internal referrals will be completed within x days | Officer Name |
| To obtain advice regarding use or ownership of a laneway | P2 | Internal referrals will be completed within x days | Officer Name |
| Any application for a telecommunications company on council land | P3 | Internal referrals will be completed within x days | Officer Name |
| An application adjacent to a Council reserve | P4 | Internal referrals will be completed within x days | Officer Name |
| An application that proposes a public reserve | P5 | Internal referrals will be completed within x days | Officer Name |

## Urban design

|  What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| An application for a new building within the Major Activity Centre | C1 | Internal referrals will be completed within x days | Officer Name |
| An application in an activity centre |  | Internal referrals will be completed within x days | Officer Name |
| An application in a Special Use Zone for a new development |  | Internal referrals will be completed within x days | Officer Name |
| An application with 4 or more storeys |  | Internal referrals will be completed within x days | Officer Name |
| An application adjacent to a public park or open space |  | Internal referrals will be completed within x days | Officer Name |
| An application where public open space is proposed |  | Internal referrals will be completed within x days | Officer Name |

## Heritage

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| An application for a site affected by a Heritage Overlay | H1 | Internal referrals will be completed within x days | Officer Name |
| An application for buildings and works adjacent to a site affected by a HO | H2 | Internal referrals will be completed within x days | Officer Name |

## Environmentally Sensitive Design (ESD)

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| An application for 2- 9 dwellings (must include Sustainable Design Assessment) |  | Internal referrals will be completed within x days | Officer Name |
| An application for 10 or more dwellings (must provide a Sustainability Management Plan and a Green Travel Plan) |  | Internal referrals will be completed within x days | Officer Name |

## Social Policies/Communities

| What is to be referred? | Code | Service agreement | Contact |
| --- | --- | --- | --- |
| An application for the sale or consumption of liquor |  | Internal referrals will be completed within x days | Officer Name |

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| **Implementation notes:*** Council to edit the Referral Department titles to suit internal department names.
* Council to review and edit applications to be referred to each unit.
* The Service Agreement must reflect the agreed response times in the Service Level Agreement.
* The above application types and triggers to be referred are a guide only and should be updated to reflect Council’s internal agreements and policies.
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