**Planning applications:**

[insert council name] service level agreement for internal referrals

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| --- | --- |
| **Document Owner:** [NAME]Manager, Development Approvals | **Department:** Statutory Planning Unit  |

**Version**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Description** | **Author** |
| 0.1 |  | Service Level Agreement DRAFT | [NAME] |
| 1.0 |  | Service Level Agreement  |  [NAME] |
|  |  |  |  |

**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Approvers** | **Role** | **Signed** | **Approval Date** |
| [NAME] | Service Provider |  |  |
| [NAME] | Customer |  |  |

**Table of Contents**

[Agreement Overview 3](#_Toc140677664)

[Service Agreement 4](#_Toc140677665)

[Appendix 1: Internal Referrals Matrix 5](#_Toc140677666)

[Appendix 2: Internal Referrals Process 6](#_Toc140677667)

# Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between [insert council name] departments involved in internal referrals during the planning process. It supports the [insert council name] Charter for Internal Referrals <available here <insert link to intranet page/permanent location for Charter>>.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of internal referrals processes, stakeholders and information provided as they are mutually understood by the primary stakeholders. Primary stakeholders in this Agreement are listed in the Internal Referrals Matrix included in Appendix 1.

This Agreement does not supersede current processes and procedures unless explicitly stated herein or in referenced supporting material.

## Purpose of Internal Referrals

[Council Name] statutory planners partner with expert teams to collaboratively respond to and guide planning applications. We do this in order to give clarity to applicants within statutory response timeframes, and ensure the fair, orderly, economic and sustainable use and development of land.

## Goals and objectives

The purpose of this Agreement is to ensure that the proper commitments are in place to provide consistent internals referrals advice and service delivery to the Statutory Planning Unit by internal referral departments.

The goal of this Agreement is to obtain mutual agreement on internal referral advice processes and service delivery between the Statutory Planning Unit and internal referral departments.

The objectives of this Agreement are to:

* Provide clear reference to service ownership, accountability, roles and/or responsibilities.
* Present a clear, concise and measurable description of service provision to the Statutory Planning Unit.
* Match perceptions of expected service provision with actual service support and delivery.

## Periodic review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Manager, Planning Approvals (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Manager, Development Approvals:** [Name]

**Review Period:** Bi-Yearly (6 months)

**Previous Review Date:** [insert date]

**Next Review Date:** [insert date]

# Service Agreement

Parties to this Agreement commit to the following actions.

* Statutory Planning will assess each application received against the Internal Referral Matrix
* All referrals will be requested and responded to in [insert software program].
* All units will engage in Statutory Planning Referrals meetings. Relevant units will engage in additional ad-hoc meetings as needed:
	+ Where Statutory Planning or an internal unit believes a cross-organisational meeting should occur prior to issuance of an RFI, and this discussion cannot reasonably be accommodated during the Statutory Planning Referral Meeting.
* A referral response will be provided within 14 business days of request, using the response template.
* Statutory Planners will assess all commentary received for the purpose of preparing an RFI or a decision.
* Development Approvals and relevant explanatory documents will be communicated to the internal teams involved and stored in [insert software program] for future reference.

# Appendix 1: Internal Referrals Matrix

**[Insert internal referrals matrix]**

**Implementation Notes:**

Service Level Agreement should be for each individual referral department. Not all departments may require an SLA.

Review the SLA document in full and discuss with internal referral department before finalising the draft.

SLA to include Matrix and process maps from other solutions as an appendix.

# Appendix 2: Internal Referrals Process

**[Insert detailed process map]**