



PlanBuild
TASMANIA

User Guide: Processing RFIs from internal/external referral units/authorities

Version 1

User Guide: Processing RFIs from internal/external referral units/authorities

This guide is for use by **Planning Assessors** (referred to as Planners in this User Guide) and looks at the process from the point where an assessor has received responses to both internal and/or external referrals in which the respondent has requested further information.

Internal Referrals

How do I know if the internal referral unit has requested further information?

Task

The Planner will receive a task from an internal referral unit requesting further information (RFI). This will appear on your home page/dashboard under 'My Tasks' and under the notification tab (white envelope) next to your login on the top right-hand side of the page.

Note: There is no need to claim this task, as the internal RFI will be automatically assigned to the Planner who originally sent the internal referral to that referral unit.

The screenshot shows the PlanBuild dashboard. At the top right, there is a notification icon (white envelope) next to the user's name 'Hobart City Council'. Below this, a notification banner states 'You have 10 unread notifications'. The main content area is titled 'Home' and includes a 'Task Filter' section with a search bar and a 'Has Outstanding RFI' checkbox. Below the filter is a 'My Task List' section showing a table of tasks. The table has columns for Created, Due, Remaining, Owners, Applicants, Address, Sub Project, Action, RFI, Referred, and Paused. The second row in the table is highlighted with a yellow box, showing a task assigned to the user on 23/07/2024, due on 24/07/2024, with the action 'Assess Internal Request form Internal Request (Planning)'. Below the task list is an 'Organisation Tasks' section.

Notification/Task Assigned

The notification/task assigned will provide a description of what action the Planner should undertake. You can open the Internal Referral screen directly from the Notification via the 'Log in' link.

The screenshot shows an email notification from PlanBuild Tasmania. The subject is 'Task Assigned Internal Request - 18 ELIZABETH ST HOBART TAS 7000 - PLANNA-HOB-2024-0006- Assess Internal Request form - Assigned'. The email is addressed to '@hobartcity.com.au' and was received on 23/07/2024 at 09:06. The body of the email contains the PlanBuild Tasmania logo and text stating that a task for Building Extension at 18 ELIZABETH ST HOBART TAS 7000 has been assigned to the user. It includes a 'Task' description and a 'Description' of the referral officer's request. A yellow box highlights the 'Log in to see the details' link. At the bottom, there is a disclaimer stating that the email is automated and generated by PlanBuild Tasmania.

How do I view the internal referral unit's RFI?

The Planner can review this RFI and 'Acknowledge' the RFI.

Depending on business processes, Internal Communications can be used between officers at the organisation or to share additional information that will not form part of the assessment documentation/outputs.

The section 'Information Requested' will include items from the organisation's RFI library or could be a typed/specific request.

Internal Request PLANVA-HOB-2024-0006 (External Reference: N/A)

PROPERTY
18 ELIZABETH ST HOBART TAS 7000

PROJECT
Building Extension
PRG2-HOB-2024-0014

PLANNING SUMMARY
Building Extension
PLANVA-HOB-2024-0007

PLANNING APPLICATION
PLN-HOB-2024-0009

Property Information

PROPERTY ID (PID): 5643516
TITLE: 7000/1
PLANNING SCHEME: Interim Planning Scheme
PLANNING ZONES: 22.0 Central Business
PLANNING CODES: Heritage Precinct, Active Frontage, Central Business Core Area

Map

Progress

Draft Started: 23/07/2024 Completed: 23/07/2024

Review Started: 23/07/2024 Due: 24/07/2024

Completed

Task

Access Internal Request form

The Referral Officer is requesting further information. These items can be added directly to a Request for Information that is sent to the applicant. When drafting the Request for Information to the applicant or external party, use the 'Add Reason from Related Form' option to access the RFI reasons provided by the referral unit.

To close this form, select 'Acknowledge'.

Assigned to: Michaela Nolan

Download Form

Do you want to acknowledge this issue?

Internal Communications

This section can be used to communicate with other users within your organisation. You do not need to claim this task to use this functionality.

Use the tabs to select:

Notes: You can make a note against this application or assessment that is viewable by other users within your organisation on this screen and the notes summary on the sub-project screen.

Attachments: You can upload an attachment against this application or assessment that can be downloaded by another user within your organisation.

Communications: You can communicate with other users within your organisation. Here you can select a user or multiple users to receive your communication, enter the content of the communication and select a due date for action. The recipient(s) will receive the communications via their PlanBuild dashboard.

Information Requested

These RFI items were added by the internal referral unit.

When drafting an external RFI to the applicant, you can use the 'Add Reason from Related Form' to add these items.

Showing 1 to 1 of 1 entries

#	Code	Description	Reason
1	N/A	N/A	Reason for RFI to applicant via Planning Assessor

How to include the RFI library items from the internal referral for external RFI

The RFI items selected by the internal referral unit from the RFI library will be available to the Planner when they draft the external RFI to the applicant.

Under 'Information Requested' select '+Add Reason from Related Form' and all previously selected items will be available to be selected for inclusion in the external RFI.

Information Requested

To add the reason/s for the request you can either:

- Select 'Add New Reason' to enter any details you require.
- Select 'Add Library Reason' to add an editable reason from your organisation's conditions/RFI library.
- Select 'Add Reason from Related Form' to add a condition from a related form.

Showing 0 to 0 of 0 entries

#	Code	Description	Reason
---	------	-------------	--------

No results

+ Add New Reason **+ Add Library Reason** **+ Add Reason from Related Form**

External Referrals

How do I know if an external referral authority has requested information?

How do I know if an (external) referral authority has requested information?

A PlanBuild user with the **Referral Response Notification** role will receive a notification upon submission of a Heritage Tasmania or TasWater referral response which will include if they are requesting further information from the applicant.

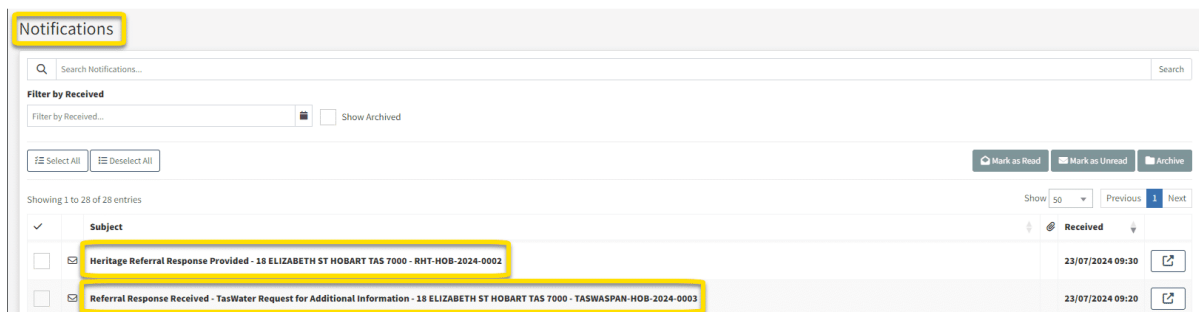
This role may be set as a mailbox group user.

Relevant users will receive an email notification as well as PlanBuild system notification.

The image shows the notifications relating to the responses from TasWater and

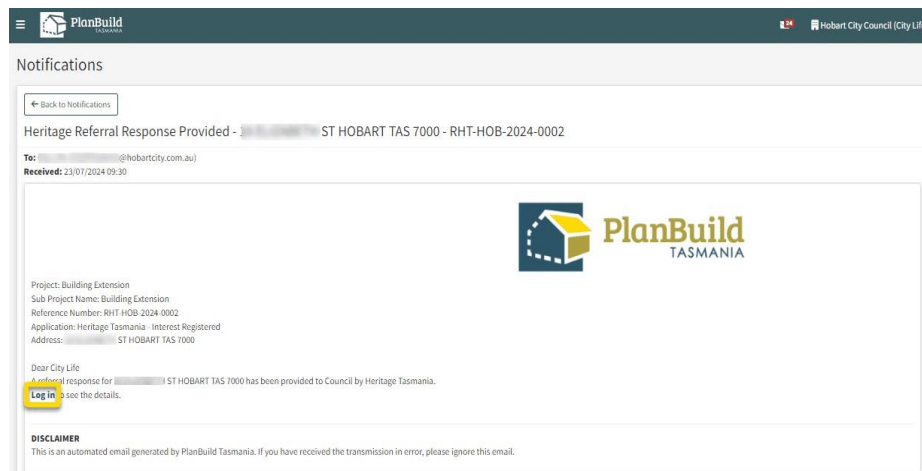
Heritage Tasmania requesting further information.

Note: There will not be a task linked to this request.



The notification

Once the notification is open, users can click 'Log in' in the notification to see the details of the response.



Viewing the external referral response/s - (RFI/RAI)

Once the response (e.g. Interest Registered or Request for Additional Information) is open, you will be able to review:

1. The completed form (summary) that can be downloaded as a pdf.
2. Any documents included as part of the response from the referral authority, as well as those documents sent as part of the original referral.

The Planner can then review the request.

Heritage Tasmania - Interest Registered - Summary RHT-HOB-2024-0002

Project: Sub Project: Parent Application: Heritage Tasmania - Interest Registered

PROPERTY
ST HOBART TAS 7000

PROJECT
Building Extension
PROJ-HOB-2024-0014

PLANNING SUMMARY
Building Extension
PLANN-HOB-2024-0007

PLANNING APPLICATION
PLN-HOB-2024-0009

Property Information

PROPERTY ID (PID): 5663516
TITLE: 70808/1
PLANNING SCHEME: Interim Planning Scheme
PLANNING ZONES: 22.0 Central Business
PLANNING CODES: Heritage Precinct, Active Frontage, Central Business Core Area

LGA: Hobart
LOCALITY: Hobart

Completed Summary 1

Start Date: 23 Jul 2024
Completed Date: 23 Jul 2024

Completed Document Pack 2

Below are documents uploaded or selected to form part of this application or assessment. Please use the download icon to view the file.

Showing 1 to 5 of 5 entries

Version	Document Date	Document Type	Description	Filename (size)	Prepared By	
1	23/07/2024	Notice of Interest	Notice of Interest	Notice of Interest.docx (12 KB)		
1	22/07/2024	Property Title Document	Folio Text and Plan.pdf	Folio Text and Plan.pdf	Owner User	
1	22/07/2024	Property Title Document	Survey Notes and Plan.pdf	Survey Notes and Plan.pdf	Owner User	
1	22/07/2024	Architectural Plans	Architectural Plans	Architectural Plans.pdf (3 MB)	Owner User	

Where can I find RFI/referral response documentation?

Where can I find response documentation?

Upon being notified of a referral response, the response and any accompanying documentation will become available via the Planning Application Assessment page. This documentation will be available in the 'Available Documents' section.

Note: The planner can quickly return to the Planning Application Assessment page at any time from 'My Task List' on their home page.

Available Documents

This section shows all the documents available as part of this Project.

Information uploaded as part of a Request for Further Information or Referral will be shown here.

Documents listed in this section are not available/visible to a Request for Information or Referral.

Documents listed in this section will not be referenced in the approval.

To make these documents available to Referrals and Requests as well as the approved output, use the checkboxes to select relevant documents and click the 'Add Selected' button. These documents will be moved to the 'Assessment Documents' section.

Search

Document Type

Filter by document type

☐ Approved

Showing 1 to 4 of 4 entries

Show 10

Previous

Next

Version	Document Type	Description	Filename (size)	Uploaded Prepared By	Form			
☐	1	PlanBuild Document	Heritage Tasmania - Interest Registered	RHT HOB 2024 0002 Heritage Tasmania - Interest Registered (Completed).pdf	23/07/2024	RHT HOB 2024 0002 Heritage Review	☐	
☐	1	Notice of Interest	Notice of Interest	Notice of Interest.docx (12 KB)	23/07/2024	RHT HOB 2024 0002 Heritage Review	☐	
☐	1	PlanBuild Document	Review Request	PLANNA HOB 2024 0006 Review Request (Completed).pdf	24/07/2024	PLANNA HOB 2024 0006 Internal Referral RFI	☐	
☐	1	PlanBuild Document	TasWater Request for Additional Information	TASWASSPAN HOB 2024 0003 TasWater Request for Additional Information (Rejected).pdf	23/07/2024	TASWASSPAN HOB 2024 0003 Submission to Planning Authority Notice (SPAN)	☐	

Select All

Deselect All

+ Add Selected

Assessment Documents

These documents and certificates have been submitted with this planning application OR have been added by Council as part of the review/assessment process.

All documents within this section are available/visible to all Referrals and Requests generated as part of this assessment.

Showing 1 to 4 of 4 entries

Version	Uploaded Date	Document Date	Document Type	Description	Filename (size)	Prepared By	Stamp	
☐	22/07/2024	22/07/2024	Property Title Document	Folio Text and Plan.pdf	Folio Text and Plan.pdf	Owner User	☐	
☐	22/07/2024	22/07/2024	Property Title Document	Survey Notes and Plan.pdf	Survey Notes and Plan.pdf	Owner User	☐	
☐	22/07/2024	22/07/2024	Architectural Plans	Architectural Plans	Architectural Plans.pdf (3 MB)	Owner User	☐	
☐	22/07/2024	22/07/2024	Site Plan	Site Plan	Additional Plans.pdf (216 KB)	Owner User	☐	

Stamp Date

Download All

Leave the Stamp Date blank to have the system apply the date at the time of stamping

+ Add Revision

+ Add Document

TasWater documentation

Note that TasWater's PlanBuild form output is their RFI document and will include PlanBuild RFI library items. These items will be available to the Planner to be directly applied to an external RFI to the applicant. TasWater may have also uploaded documents with the RFI response that should be passed on to the applicant with the external RFI.

Heritage Tasmania documentation

Heritage Tasmania will upload an externally drafted RFI document (Notice of Interest) to their referral response. This document should be attached by the Planner to the external RFI to the applicant. Additionally, or alternatively the Planner could copy the Heritage Tasmania RFI items into the 'Information Requested'

section of the external RFI to the applicant. If the planner chooses to just attach the RFI document produced by Heritage Tasmania, they should reference this document in the RFI text to bring attention to it.

For documents to be available for the RFI to the applicant

For documents to be available to the RFI form they must be moved to the 'Assessment Documents' section on the Planning Application Assessment page.

Select documents under 'Available Documents' that you will need access to for any RFIs and/or assessment outputs.

Click '+Add Selected' to add these documents to 'Assessment Documents'.

Available Documents

This section shows all the documents available as part of this Project.

Information uploaded as part of a Request for Further Information or Referral will be shown here.

Documents listed in this section are not available/visible to a Request for Information or Referral.

Documents listed in this section will not be referenced in the approval.

To make these documents available to Referrals and Requests as well as the approved output, use the checkboxes to select relevant documents and click the 'Add Selected' button. These documents will be moved to the 'Assessment Documents' section.

Search

Search document name, prepared by, reference or form

Filter by document type

Approved

Showing 1 to 4 of 4 entries 4 rows selected

Show 10 Previous 1 Next

	Version	Document Type	Description	Filename (size)	Uploaded Prepared by	Form	
☒	1	PlanBuild Document	Heritage Tasmania - Interest Registered	RHT HOB-2024-0002 Heritage Tasmania - Interest Registered (Completed).pdf	23/07/2024 Russell Debie	RHT HOB-2024-0002 Heritage Review	☐ ☐ ☐
☒	1	Notice of Interest	Notice of Interest	Notice of Interest.docx (12 KB)	23/07/2024 Russell Debie	RHT HOB-2024-0002 Heritage Review	☐ ☐ ☐
☒	1	PlanBuild Document	Review Request	PLANNA HOB-2024-0006 Review Request (Completed).pdf	24/07/2024 Michaela Nolan	PLANNA HOB-2024-0006 Internal Referral RFI	☐ ☐ ☐
☒	1	PlanBuild Document	TasWater Request for Additional Information	TASWASPAN HOB-2024-0003 TasWater Request for Additional Information (Rejected).pdf	23/07/2024 Ted TasWater	TASWASPAN HOB-2024-0003 Submission to Planning Authority Notice (SPAN)	☐ ☐ ☐

Select All Deselect All + Add Selected

Assessment Documents

These documents and certificates have been submitted with this planning application OR have been added by Council as part of the review/assessment process.

All documents within this section are available/visible to all Referrals and Requests generated as part of this assessment.

Showing 1 to 4 of 4 entries

	Version	Uploaded Date	Document Date	Document Type	Description	Filename (size)	Prepared By	Stamp	
☒	1	22/07/2024	22/07/2024	Property Title Document	Folio Text and Plan.pdf	Folio Text and Plan.pdf	Owner User	☐	☐ ☐ ☐
☒	1	22/07/2024	22/07/2024	Property Title Document	Survey Notes and Plan.pdf	Survey Notes and Plan.pdf	Owner User	☐	☐ ☐ ☐
☒	1	22/07/2024	22/07/2024	Architectural Plans	Architectural Plans	Architectural Plans.pdf (3 MB)	Owner User	☐	☐ ☐ ☐
☒	1	22/07/2024	22/07/2024	Site Plan	Site Plan	Additional Plans.pdf (216 KB)	Owner User	☐	☐ ☐ ☐

Stamp Date:

Leave the Stamp Date blank to have the system apply the date at the time of stamping.

+ Add Revision + Add Document

Making response documents available for planning assessment/applicant RFI

You will see that the selected documents are listed under 'Assessment Documents' and are no longer listed under 'Available Documents'.

Available Documents

This section shows all the documents available as part of this Project.

Information uploaded as part of a Request for Further Information or Referral will be shown here.

Documents listed in this section are not available/visible to a Request for Information or Referral.

Documents listed in this section will not be referenced in the approval.

To make these documents available to Referrals and Requests as well as the approved output, use the checkboxes to select relevant documents and click the 'Add Selected' button. These documents will be moved to the 'Assessment Documents' section.

Search

Search document name, prepared by, reference or form

Filter by document type

Approved

Showing 0 to 0 of 0 entries

Show 10 Previous Next

Version	Document Type	Description	Filename (size)	Uploaded Prepared by	Form
No Documents Found.					

Select All Deselect All Add Selected

Assessment Documents

These documents and certificates have been submitted with this planning application OR have been added by Council as part of the review/assessment process.

All documents within this section are available/visible to all Referrals and Requests generated as part of this assessment.

Showing 1 to 8 of 8 entries

Version	Uploaded Date	Document Date	Document Type	Description	Filename (size)	Prepared By	Stamp
1	23/01/2024	23/01/2024	PlanBuild Document	TasWater Request for Additional Information	TASWASPLAN-HOB-2024-0003 TasWater Request for Additional Information (Rejected).pdf	TasWater	
1	23/01/2024	23/01/2024	Notice of Interest	Notice of Interest	Notice of Interest.docx (12 KB)		
1	24/01/2024	24/01/2024	PlanBuild Document	Review Request	PLANNA-HOB-2024-0006 Review Request (Completed).pdf		
1	23/01/2024	23/01/2024	PlanBuild Document	Heritage Tasmania - Interest Registered	RHT HOB-2024-0002 Heritage Tasmania - Interest Registered (Completed).pdf		
1	22/01/2024	22/01/2024	Property Title Document	Folio Text and Plan.pdf	Folio Text and Plan.pdf	Owner User	
1	22/01/2024	22/01/2024	Property Title Document	Survey Notes and Plan.pdf	Survey Notes and Plan.pdf	Owner User	
1	22/01/2024	22/01/2024	Architectural Plans	Architectural Plans	Architectural Plans.pdf (3 MB)	Owner User	
1	22/01/2024	22/01/2024	Site Plan	Site Plan	Additional Plans.pdf (216 KB)	Owner User	

Stamp Date

Stamp Date...

Leave the Stamp Date blank to have the system apply the date at the time of stamping

Download All

+ Add Revision + Add Document

Additional documentation from the Planner/Assessor

If the Planner has additional documents that need to be included in the external RFI to the applicant, they can be added directly to the 'Assessment Documents' under the Planning Application Assessment page.

Click '+Add Document' button and select relevant documents from computer/device to be uploaded.

Note: This should be done prior to creating the external RFI form.

Assessment Documents

These documents and certificates have been submitted with this planning application OR have been added by Council as part of the review/assessment process.

All documents within this section are available/visible to all Referrals and Requests generated as part of this assessment.

Showing 1 to 8 of 8 entries

Version	Uploaded Date	Document Date	Document Type	Description	Filename (size)	Prepared By	Stamp
1	23/01/2024	23/01/2024	PlanBuild Document	TasWater Request for Additional Information	TASWASPLAN-HOB-2024-0003 TasWater Request for Additional Information (Rejected).pdf	TasWater	
1	23/01/2024	23/01/2024	Notice of Interest	Notice of Interest	Notice of Interest.docx (12 KB)		
1	22/01/2024	22/01/2024	Property Title Document	Folio Text and Plan.pdf	Folio Text and Plan.pdf	Owner User	
1	22/01/2024	22/01/2024	Property Title Document	Survey Notes and Plan.pdf	Survey Notes and Plan.pdf	Owner User	
1	22/01/2024	22/01/2024	Architectural Plans	Architectural Plans	Architectural Plans.pdf (3 MB)	Owner User	
1	22/01/2024	22/01/2024	Site Plan	Site Plan	Additional Plans.pdf (216 KB)	Owner User	

Stamp Date

Stamp Date...

Leave the Stamp Date blank to have the system apply the date at the time of stamping

Download All

+ Add Revision + Add Document

PlanBuild Tasmania

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Checkpoint: Overview of Referrals and RFIs relating to a Planning Application

At any time, you can track the progress of internal and external RFIs and referrals from the Sub Project Planning Summary page under Submitted or Active Applications/Forms. By clicking the related button next to the application/form name, it will expand the list of related forms/processes and their status at that point in time.

Information is also listed under 'Requests and/or Referrals' on the Planning Application Assessment page.

Sub Project Summary page

Submitted or Active Applications/Forms ⓘ

The below are the applications/forms that have been generated for this Sub Project. This list shows the status of these forms, and the relevant outstanding tasks if there are any. To view the application, select the relevant row and it will open the summary page. Please note that you will only be able to view the information that is relevant to your role and project stages (For example, an applicant would not be able to view the details of an application that is under the Assessment stage).

Planning Application PLN-HOB-2024-0009	Assessment
PLANNA-HOB-2024-0005 - Internal Referral (23/07/2024) ⓘ	Assessment
TASWASPRAN-HOB-2024-0003 - TasWater Request for Additional Information (23/07/2024) ⓘ	Further Information Requested
RHT-HOB-2024-0002 - Heritage Tasmania - Interest Registered (23/07/2024) ⓘ	Completed
PLANNA-HOB-2024-0006 - Review Request (23/07/2024) ⓘ	Completed

Planning Application Assessment page

Requests and/or Referrals ⓘ
Any requests, referrals or invoices that have been created will be displayed here.

Showing 1 to 4 of 4 entries

Created On	Reference	Referral	Recipient	Current Due Date	Completed Date	Outcome	Status	
23/07/2024	TASWASPRAN-HOB-2024-0003	TasWater Request for Additional Information	-		23/07/2024	X	Further Information Requested	ⓘ
23/07/2024	RHT-HOB-2024-0002	Heritage Tasmania - Interest Registered	-		23/07/2024	✓	Completed	ⓘ
23/07/2024	PLANNA-HOB-2024-0005	Internal Referral	Andrew Choveaux	30/07/2024			Assessment	ⓘ
23/07/2024	PLANNA-HOB-2024-0006	Review Request	Michaela Nolan		24/07/2024	✓	Completed	ⓘ

Checkpoint: Assessment Clock Update

Note that these processes will not pause the assessment clock. If there is a reason for pausing the assessment clock during the above process/es the clock will have to be manually paused by the Planner. See Process Guide: Assessment Clock for more information or refer to the help text within the Planning Application Assessment form for more details.

Draft
Started: 22/07/2024 | Completed: 22/07/2024

Submitted
Started: 22/07/2024 | Completed: 22/07/2024

Assessment
Started: 23/07/2024 | Due: 20/08/2024

Determined

Task

Assess Planning Application form

Assess application.

If the application is approved, when the assessment is completed, select 'Issue Determination' and the system will notify the owner/applicants.

If the application is refused, when the assessment is completed, select 'Refuse Application' and the system will notify the owner/applicants.

Assigned to: Michaela Nolan

Download Form

Go to Payments

Save

Issue Determination

Refuse Application

Is the assessment complete?

Assessment Clock Activity

This section displays information about the assessment clock for this application. You can also use this section to manually pause/resume the assessment clock.

Application Valid Date is the date that the application was deemed valid.

Days Clock Paused is the total number of days that the assessment clock has been paused for during the course of the assessment.

Active Pause Events provides the list of currently active clock pause events.

Pause Events History provides a summary of previous events that have paused the assessment clock, including a request for information or manual clock pause.

To manually 'pause' the assessment clock:

- Select 'Pause Clock'.
- Use the 'Manual Pause Start Date' option to set the effective date for the clock pause. This can be any date between the current date and the 'Application Valid Date'.
- Use the 'Pause Reason' option to select the relevant reason from the list of available reasons.
- Confirm by selecting 'Pause Clock'.

To manually 'resume' the, manually paused, assessment clock:

- Select 'Resume Clock'.
- Use the 'Manual Resume Date' option to select the date that the manual pause event ended. This can be the current date or any date since the manual clock was paused.
- Confirm by selecting 'Resume Clock'.

Automatic clock pause and resume:

- A request for information (RFI) sent to the applicant (or other party) via PlanBuild Tasmania will automatically pause the assessment clock.
- The assessment clock will be resumed automatically upon acknowledgment of the applicant's response by the assessor.
- If the assessor has deemed the RFI response satisfactory, the assessment clock will be resumed effective of the date of RFI response.
- If the assessor deems the response unsatisfactory, an additional RFI should be raised prior to selecting 'Not Satisfactory'.

Notes:

- An automatic pause (via RFI) cannot be resumed manually, only via the recipient's response to the request in the system.
- A manual pause can only be resumed manually.

Application Valid Date
23/07/2024

Days Clock Paused
0

Active Pause Events
Showing 0 to 0 of 0 entries
Show 10 Previous Next

Start	Reason	Days Paused
No Active Pause Events!		

Pause Events History
Showing 0 to 0 of 0 entries
Show 10 Previous Next

Start	End	Reason	Days Paused
No Pause Event History.			

Pause Clock

Resume Clock

PlanBuild Tasmania

11

How do I create a consolidated RFI to the applicant?

This will include all RFI/RAI items raised by internal referral units/officers and external referral authorities.

Create consolidated RFI to applicant.

The Planner can create an RFI from the 'Generate Request, Referral or Invoice' section of the Planning Application Assessment page.

Complete the required information on the RFI form as required.

The screenshot displays the 'Request for Information' form in the PlanBuild Tasmania system. At the top, a navigation bar includes a 'Generate Request, Referral or Invoice' section with buttons for 'Advertising Referral', 'General Information - Non-Statutory', 'Heritage Tasmania Referral', 'Request for Information' (highlighted with a yellow box), 'Internal Referral', and 'Raise an Invoice'. Below this, the form is titled 'Request for Information' with the identifier 'PLAN/NA-HOB-2024-0018' and '(External Reference: N/A)'. The left sidebar shows a list of documents: 'PROPERTY' (ST HOBART TAS 7000), 'PROJECT' (Building Extension, PROJ-HOB-2024-0014), 'PLANNING SUMMARY' (Building Extension, PLAN-HOB-2024-0007), and 'PLANNING APPLICATION' (PLN-HOB-2024-0009). The main content area is divided into 'Property Information' and a map. The 'Property Information' section includes fields for 'PROPERTY ID (PID)' (5603316), 'TITLE' (7000/1), 'LGA' (Hobart), 'PLANNING SCHEME' (Intensive Planning Scheme), 'LOCALITY' (Hobart), 'PLANNING ZONES' (22.0 Central Business), and 'PLANNING CODES' (Heritage Precinct, Active Frontage, Central Business Core Area). The map shows a street grid with a green box highlighting a specific area. Below the map, a progress bar indicates the current stage: 'Draft' (Started: 26/07/2024), followed by 'Request', 'Under Review', and 'Completed'. The 'Task' section contains a 'Submit Request for Information form' with instructions: 'Please fill out the request for further information. You can select or upload documents to be sent with this request. When the request is complete, select "Save & Submit" to send the request to the selected party.' The 'Assigned to' field is currently empty. At the bottom, the 'Recipient' section has a dropdown menu labeled 'Recipient *' with a placeholder 'Recipient...'. The 'About This Request' section at the very bottom shows a table with the title 'Request for Information'.

Selecting documentation

The draft status of the RFI allows the Planner to select documents that are from the Planning Application Assessment in the 'Assessment Documents' section.

On the RFI form, these documents are listed under 'Available Documents'.

Available Documents

Documents listed in this section can be provided to the applicant as part of this request. To add a document to the request use the checkbox to select the document and then click the 'Add Selected' button. The added document will appear in the Documents to be Provided section below.

Search **Document Type**

Search document name, prepared by, reference or form Filter by document type ☐ Approved

Showing 1 to 8 of 8 entries Show 10 Previous Next

	Version	Document Type	Description	Filename (size)	Uploaded Prepared By	Form	
☐	1	Architectural Plans	Architectural Plans	Architectural Plans.pdf (3 MB)	22/07/2024 Owner User	PLN-HOB-2024-0009 Planning Application	☐ ☐
☐	1	Property Title Document	Folio Text and Plan.pdf	Folio Text and Plan.pdf	22/07/2024 Owner User	PLN-HOB-2024-0009 Planning Application	☐ ☐
☐	1	PlanBuild Document	Heritage Tasmania - Interest Registered	RHT-HOB-2024-0002 Heritage Tasmania - Interest Registered (Completed).pdf	23/07/2024	RHT-HOB-2024-0002 Heritage Review	☐ ☐
☐	1	Notice of Interest	Notice of Interest	Notice of Interest.docx (12 KB)	23/07/2024	RHT-HOB-2024-0002 Heritage Review	☐ ☐
☐	1	PlanBuild Document	Review Request	PLANNA-HOB-2024-0006 Review Request (Completed).pdf	24/07/2024	PLANNA-HOB-2024-0006 Internal Referral RFI	☐ ☐
☐	1	Site Plan	Site Plan	Additional Plans.pdf (216 KB)	22/07/2024 Owner User	PLN-HOB-2024-0009 Planning Application	☐ ☐
☐	1	Property Title Document	Survey Notes and Plan.pdf	Survey Notes and Plan.pdf	22/07/2024 Owner User	PLN-HOB-2024-0009 Planning Application	☐ ☐
☐	1	PlanBuild Document	TasWater Request for Additional Information	TASWASPAN-HOB-2024-0003 TasWater Request for Additional Information (Rejected).pdf	23/07/2024 TasWater	TASWASPAN-HOB-2024-0003 Submission to Planning Authority Notice (SPAN)	☐ ☐

Selecting documents to be provided with the consolidated RFI

The Planner should ensure that the applicant is provided with all documents that relate to the RFI, including any attachments that have been uploaded by the external referral authorities or internal referral units.

From the RFI form, select these documents from 'Available Documents' and click '+Add Selected' and the documents will be moved to 'Documents Provided with this Request' section.

Available Documents

Documents listed in this section can be provided to the applicant as part of this request. To add a document to the request use the checkbox to select the document and then click the 'Add Selected' button. The added document will appear in the Documents to be Provided section below.

Search **Document Type**

Search document name, prepared by, reference or form Filter by document type ☐ Approved

Showing 1 to 6 of 6 entries Show 10 Previous Next

	Version	Document Type	Description	Filename (size)	Uploaded Prepared By	Form	
☐	1	Architectural Plans	Architectural Plans	Architectural Plans.pdf (3 MB)	22/07/2024 Owner User	PLN-HOB-2024-0009 Planning Application	☐ ☐
☐	1	Property Title Document	Folio Text and Plan.pdf	Folio Text and Plan.pdf	22/07/2024 Owner User	PLN-HOB-2024-0009 Planning Application	☐ ☐
☐	1	PlanBuild Document	Heritage Tasmania - Interest Registered	RHT-HOB-2024-0002 Heritage Tasmania - Interest Registered (Completed).pdf	23/07/2024 Russell Dobie	RHT-HOB-2024-0002 Heritage Review	☐ ☐
☐	1	PlanBuild Document	Review Request	PLANNA-HOB-2024-0006 Review Request (Completed).pdf	24/07/2024 Michaela Nolan	PLANNA-HOB-2024-0006 Internal Referral RFI	☐ ☐
☐	1	Site Plan	Site Plan	Additional Plans.pdf (216 KB)	22/07/2024 Owner User	PLN-HOB-2024-0009 Planning Application	☐ ☐
☐	1	Property Title Document	Survey Notes and Plan.pdf	Survey Notes and Plan.pdf	22/07/2024 Owner User	PLN-HOB-2024-0009 Planning Application	☐ ☐

Documents Provided with this Request

Documents in this section will be provided to the recipient with this request. As part of their response, the recipient can upload a new version of a document listed here and/or upload new documents to be provided with their response.

Showing 1 to 2 of 2 entries

	Version	Uploaded Date	Document Date	Document Type	Description	Filename (size)	Prepared By	
☐	1	23/07/2024	23/07/2024	PlanBuild Document	TasWater Request for Additional Information	TASWASPAN-HOB-2024-0003 TasWater Request for Additional Information (Rejected).pdf	Ted TasWater	☐ ☐ ☐ ☐
☐	1	23/07/2024	23/07/2024	Notice of Interest	Notice of Interest	Notice of Interest.docx (12 KB)	Russell Dobie	☐ ☐ ☐ ☐

Completing the RFI form

The Planner can edit RFI text when drafting an RFI.

The pre-filled text will need to be reviewed/edited by the Planner sending the consolidated RFI to ensure the relevant text is added/deleted for the RFI.

They may also refer to attachments/requests made by other internal and external parties.

The screenshot displays the RFI form interface. The 'About This Request' section is highlighted with a yellow border. The 'Request for Information' section contains a rich text editor with the following text: 'OR - Delete non-applicable' followed by a paragraph about a Council's request for additional information pursuant to section 54 of the Land Use Planning and Approvals Act 1993, dated <ENTER DATE>. Below this is another section: 'OR - For Section 56 Amendment (Delete if non-applicable)' followed by a line of text: 'Please provide the following additional information enable the assessment of the above minor amendment application:'. The 'Information Requested' section is also highlighted with a yellow border. It includes a list of instructions: 'To add the reason/s for the request you can either: • Select 'Add New Reason' to enter any details you require, • Select 'Add Library Reason' to add an editable reason from your organisation's conditions/RFI library, • Select 'Add Reason from Related Form' to add a condition from a related form.' Below this is a table with columns 'Code', 'Description', and 'Reason'. The table is currently empty, showing 'Showing 0 to 0 of 0 entries' and 'No results'. At the bottom of the table are three buttons: '+Add New Reason', '+Add Library Reason', and '+Add Reason from Related Form'. The 'Requirements' section is highlighted with a yellow border. It includes a text area with the instruction: 'Ensure you review and update this text as required. If this RFI is for a Section 56 Minor Amendment please delete sections not required.' Below this is a rich text editor with the following text: 'Please submit your additional information through PlanBuild Tasmania. Additional information submitted in any other way will not be accepted.' followed by a paragraph: 'Please note that if the additional information is lodged by 5:15pm on a day that the Council is open for business, the information will be accepted on that day. In any other case, the information will be accepted on the next day the Council is open for business.' and a final paragraph: 'Under the Act, the Council has <28 / 42 days> to determine your application (excluding the period from the date of this request until the information is received to the Council's satisfaction).'

Selecting RFI Reasons / Information Requested

The Planner drafting the RFI can add RFI items under the 'Information Requested' section, via the RFI library.

'+Add New Reason' - Reason can be manually entered by Planner.

'+Add Library Reason' - These are pre-set reasons (from your organisation) that can be added. Once added to the form, they can be edited to be made relevant to the specific RFI.

'+Add Reason from Related Form' - This will allow you to select RFI items that have been added on referrals internally or by TasWater.

Heritage Tasmania will have uploaded an externally produced RFI document that can be downloaded and/or RFI items manually entered by the planner. (or both)

This screenshot shows the 'Information Requested' section of the RFI form. It includes the same list of instructions as the previous screenshot. Below the instructions is a table with columns 'Code', 'Description', and 'Reason'. The table is empty, showing 'Showing 0 to 0 of 0 entries' and 'No results'. At the bottom of the table are three buttons: '+Add New Reason', '+Add Library Reason', and '+Add Reason from Related Form'. The buttons are highlighted with a yellow border.

Save & Send

Once the consolidated RFI form has been completed, it can be sent to the applicant by clicking 'Save & Submit' at the top right-hand side.

You will see a Review and Confirm window which will allow you to view the output that the applicant will receive.

If any changes are required, cancel, and amend as required.

If you wish to continue, check the Confirm box, then click the green 'Confirm' button to send the request to the Applicant.

Review and Confirm



REQUEST FOR INFORMATION

Status: Draft

Reference
PLANNA-HOB-2024-0018

Application Reference
PLN-HOB-2024-0009

Address
ST HOBART TAS 7000

Titles
70808/1

Recipient

Full Name
Owner User

About This Request

Request for Information
I refer to the planning permit application at the above address received on 22/7/2024**.**
Under section 54 of the *Land Use Planning and Approvals Act 1993*, you are required by the Council to provide the requested additional information and submit it via PlanBuild Tasmania.

Information Requested

#	Reason	Origin
1	Reason for RFI to applicant via Planning Assessor	
2	BPAFI 1 - Bushfire Prone Area Code Documentation from an accredited Bushfire Hazard Practitioner (with the relevant scope of work accreditation) demonstrating that the proposed development will comply with all relevant provisions of the Bushfire-Prone Areas Code of the Hobart Interim Planning Scheme 2015. <i>Advice: Please telephone Council's if you have any queries regarding the above.</i>	LUPAA 1993
Additional information required		

Review & Confirm

Please review the request for information.
On 'Confirm' the request will be sent to the selected recipient.

☒ Confirm

Confirm

Cancel

Checkpoint: Assessment Clock Update

Note that when the RFI is sent to the Applicant, the Assessment Clock will automatically pause. There will also be a red banner saying 'Assessment Clock Paused' on the Planning Application Assessment page.

See Process Guide: Assessment Clock for more information or refer to the help text within the Planning Assessment form for more details.

Draft
Started: 22/07/2024 | Completed: 22/07/2024

Submitted
Started: 22/07/2024 | Completed: 22/07/2024

Assessment
Started: 23/07/2024 | Due: 20/08/2024

Determined

Task

Assess Planning Application form

Assess application.

If the application is approved, when the assessment is completed, select 'Issue Determination' and the system will notify the owner/applicants.

If the application is refused, when the assessment is completed, select 'Refuse Application' and the system will notify the owner/applicants.

Assigned to: Michaela Nolan

Download Form

Go to Payments

Save

Issue Determination

Refuse Application

Assessment Clock Activity

This section displays information about the assessment clock for this application. You can also use this section to manually pause/resume the assessment clock.

Application Valid Date is the date that the application was deemed valid.

Days Clock Paused is the total number of days that the assessment clock has been paused for during the course of the assessment.

Active Pause Events provides the list of currently active clock pause events.

Pause Events History provides a summary of previous events that have paused the assessment clock, including a request for information or manual clock pause.

To manually 'pause' the assessment clock:

- Select 'Pause Clock'.
- Use the 'Manual Pause Start Date' option to set the effective date for the clock pause. This can be any date between the current date and the 'Application Valid Date'.
- Use the 'Pause Reason' option to select the relevant reason from the list of available reasons.
- Confirm by selecting 'Pause Clock'.

To manually 'resume' the, manually paused, assessment clock:

- Select 'Resume Clock'.
- Use the 'Manual Resume Date' option to select the date that the manual pause event ended. This can be the current date or any date since the manual clock was paused.
- Confirm by selecting 'Resume Clock'.

Automatic clock pause and resume:

- A request for information (RFI) sent to the applicant (or other party) via PlanBuild Tasmania will automatically pause the assessment clock.
- The assessment clock will be resumed automatically upon acknowledgment of the applicant's response by the assessor.
- If the assessor has deemed the RFI response satisfactory, the assessment clock will be resumed effective of the date of RFI response.
- If the assessor deems the response unsatisfactory, an additional RFI should be raised prior to selecting 'Not Satisfactory'.

Notes:

- An automatic pause (via RFI) cannot be resumed manually, only via the recipient's response to the request in the system.
- A manual pause can only be resumed manually.

Application Valid Date
23/07/2024

Days Clock Paused
0

Active Pause Events
Showing 0 to 0 of 0 entries

Start	Reason	Days Paused
No Active Pause Events!		

Pause Events History
Showing 0 to 0 of 0 entries

Start	End	Reason	Days Paused
No Pause Event History.			

Pause Clock

Resume Clock

PlanBuild Tasmania

16

Checkpoint: Update on Sub Project Summary page

The new consolidated RFI to the applicant is now listed as a related document under the Planning Application on the Sub Project Summary page.

The exclamation icon that is showing on the right-hand side inside the 'Assessment' status window indicates that the Assessment Clock is paused. Once the assessment clock resumes, the icon will disappear, and the due date will be displayed.

See Process Guide: Assessment Clock for more information on assessment clock functionality or refer to the help text within the Planning Assessment form for more details.

Submitted or Active Applications/Forms

The below are the applications/forms that have been generated for this Sub Project. This list shows the status of these forms, and the relevant outstanding tasks if there are any. To view the application, select the relevant row and it will open the summary page. Please note that you will only be able to view the information that is relevant to your role and project stages (For example, an applicant would not be able to view the details of an application that is under the Assessment stage).

Planning Application PLN HOB 2024 0009	Assessment Started: 23/07/2024
PLANNA HOB 2024 0005 - Internal Referral (23/07/2024) 🔗 Assessment	
TASNASPLAN HOB 2024 0003 - TasWater Request for Additional Information (23/07/2024) 🔗 Further Information Requested	
RHT HOB 2024 0002 - Heritage Tasmania - Interest Registered (23/07/2024) 🔗 Completed	
PLANNA HOB 2024 0006 - Review Request (23/07/2024) 🔗 Completed	
PLANNA HOB 2024 0018 - Request for Information (25/07/2024) 🔗 Request	

How do I know when an RFI response from the applicant is received?

Find the Task / Notification

The user who requested the external RFI will receive a notification and task prompting them to acknowledge and review the RFI response submitted by the applicant.


PlanBuild

Home

Task Filter

Search
☐ Has Outstanding RFI

My Task List

Showing 1 to 2 of 2 entries

Created	Due	Remaining	Owners	Applicants	Address	Sub Project	Action	RFI	Referred	Paused
23/01/2024	-	25 days	Owner User	Owner User	T HOBERT TAS 7000	Building Extension	Assess Planning Application form Planning Application (Planning)	✓	✓	✓
25/01/2024	14/08/2024	19 days	Owner User	-	T HOBERT TAS 7000	Building Extension	Acknowledge response Request for Information - Planning (Planning)			

You have 10 unread notifications

- PlanBuild System 2 hours ago
Task Assigned Request for Information - Planning - 38 ...
- PlanBuild System 2 days ago
Application available for assessment - Application for ...
- PlanBuild System 7 days ago
Application available for assessment - Application for ...
- PlanBuild System 2 days ago
Task Assigned 38 unread notifications - 10:01 PM 24/01/2024

See All Notifications

Create project

RFI Status: Under Review

The RFI will be available in the 'Under Review' status with the applicant's text response and any attached documentation available for review.

It is important that the RFI response is left in the 'Under Review' status until such time as the information provided has been circulated to all requesting (internal and external) parties and a determination has been made as to whether the RFI response is satisfactory to all parties or not.

PlanBuild

Request for Information - Planning PLANNA-HOB-2024-0018 [External Reference: N/A]

Project Sub Project Parent Application Request for information - Planning

PROPERTY ST HOBART TAS 7000	Property Information	
PROJECT Building Extension PROJ-HOB-2024-0014	PROPERTY ID (PID) 5663516	
PLANNING SUMMARY Building Extension PLANIN-HOB-2024-0007	TITLE 70808/1	
PLANNING APPLICATION PLN-HOB-2024-0009	LGA Hobart	
	LOCALITY Hobart	

PLANNING SCHEME
Interim Planning Scheme

PLANNING ZONES
22.0 Central Business

PLANNING CODES
Heritage Precinct, Active Frontage, Central Business Core Area

Draft | **Request** | **Under Review** | Completed

Started: 25/07/2024 | Completed: 25/07/2024

Started: 25/07/2024 | Completed: 25/07/2024

Started: 25/07/2024 | Due: 14/08/2024

Task

Acknowledge response

If the response is not satisfactory, you can use the "Create Additional Request" section to raise a secondary Request for information prior to selecting "Not Satisfactory" on this screen. If the secondary request is sent to the applicant prior selecting "Not Satisfied" on this screen, the assessment clock will remain paused.

If the response to the request is satisfactory, you can select "Satisfied" to acknowledge the response. The assessment clock will resume as of the date of the response.

Assigned to:

[Download Form] [Save] [Satisfied] [Not satisfied]

How do I circulate the RFI response to internal and external parties?

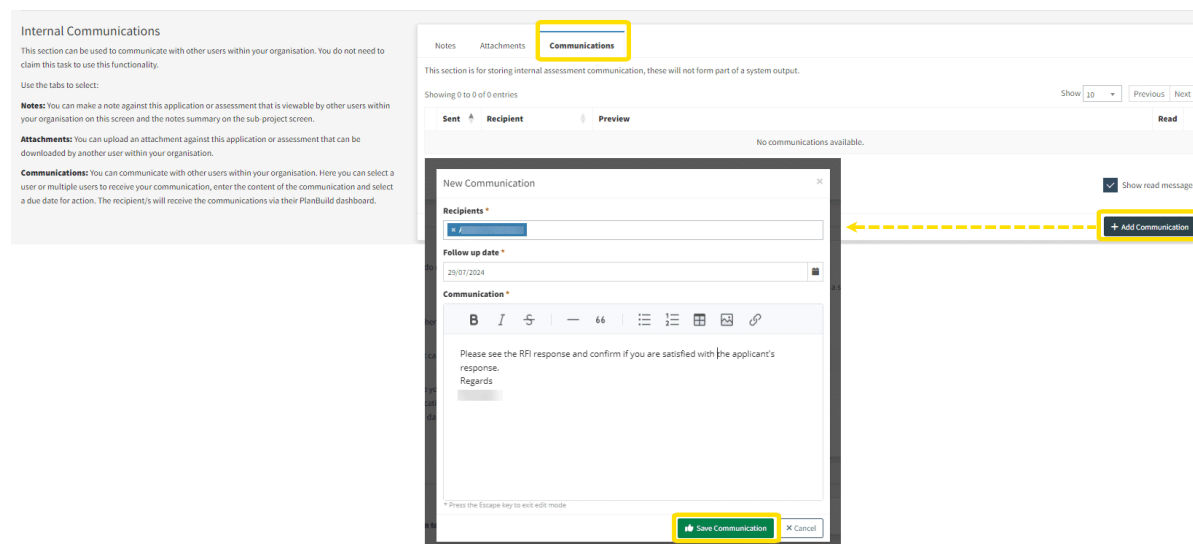
External RFI response to internal referral parties

For internal referral units/officers, the Planner can use the 'Communications' tab in the 'Internal Communications' section on the RFI 'Under Review' screen to send a task to all internal parties that have requested information.

From within the RFI response, go to the Internal Communications section, Communications tab, click '+Add Communication', add the relevant internal recipient/s (this can be more than one person), include a follow-up date that you require their response by and details of your task. The recipient will receive an internal communications task and notification.

From the task/notification, they will have the ability to navigate to the RFI review screen, view the text response and provided documents. They can then use Internal Communications to provide a Communication back to the Planner advising if they are satisfied or otherwise.

Note: The internal parties should not claim the RFI review task from the planner, as they will have access to documents and Internal Communications without having to claim.



How to access documentation provided with the external RFI response to external parties

Until the RFI Response from the applicant is marked 'satisfied' by the Planner, the documents provided in this response will not be available to select from within PlanBuild Tasmania to include as part of the response to external parties.

To have these documents available to include in the RFI/RAI responses to external parties, the Planner needs to download the relevant documents to their computer/device and upload these to the Planning Application Assessment page 'Assessment Documents' or directly to the external RFI/RAI response.

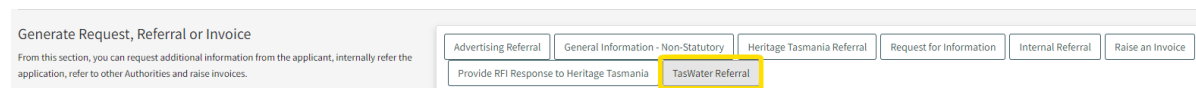
If it is included in the 'Assessment Documents' in the Planning Application Assessment page, they will continue to be available if required for other forms.

Note: Once the Planner has selected 'Satisfied' to the RFI response form the applicant, all the provided documents from the RFI response will be available under 'Available Documents' on the Planning Application Assessment page.

External RFI response to TasWater

To provide the RFI response to TasWater, the planner will go to the Planning Assessment page. From there, in the Generate Request, Referral or Invoice section select 'TasWater Referral' button to create the form.

Note: This is the same button and process as the initial TasWater Referral that was initially sent with a few extra steps.



When completing the second Planning Referral to TasWater form, ensure that you select the related form relevant to this RFI. There may be more than one listed.

This form will pre-populate with relevant information carried forward from selected related form/s.

You will need to select an 'Assessment Timeframe'. As this is the 'TasWater SPAN Response to Additional Information' there will be a different timeframe calculated compared to the initial referral. See image for detail.

Review and complete the form, provide details in 'Reason for Referral to TasWater' and upload any documents provided by the applicant to 'Referral Documents'. Remember that the Planner must download these from the RFI response outside of PlanBuild Tasmania.

When complete, click 'Save & Send' button. A Review and Confirm window will show the output that TasWater will receive. You can review the document and cancel and make changes if required. If correct, you check the 'Confirm' box and then click the green 'Confirm' button to send to TasWater.

The screenshot shows a form titled 'Assessment Timeframe'. It includes a 'Start Date' field with the value '25/07/2024'. Below this is a dropdown menu for 'Assessment Timeframe' which is currently set to 'TasWater SPAN Response to Additional Info'. A yellow box highlights this dropdown menu. Below the dropdown is a 'Calculated Assessment Due Date' field showing '7 business days excluding local public holidays from assessment start'.

External RFI response to Heritage Tasmania

To provide the RFI response to Heritage Tasmania, the Planner will go to the Planning Application Assessment page. From there, in the Generate Request, Referral or Invoice section select 'Provide RFI Response to Heritage Tasmania' button to create the form.

Complete the form, provide details in 'Response comments' and upload any documents provided by the applicant to 'Documents to be Provided'. Remember that the Planner must download these from the RFI response outside of PlanBuild Tasmania.

When complete, click 'Save & Submit' button. A Review and Confirm window will show the output that Heritage Tasmania will receive. You can review the document and cancel and make changes if required. If correct, you check the 'Confirm' box and then click the green 'Confirm' button to send to Heritage Tasmania.

The screenshot shows a section titled 'Documents to be Provided'. It contains a table with the following columns: Version, Uploaded Date, Document Date, Document Type, Description, Filename (size), Prepared By, and a set of action icons. The table shows one document: Version 1, Uploaded Date 25/07/2024, Document Date 25/07/2024, Document Type 'Request for Information', Description 'Response from applicant for Heritage Tasmania', and Filename 'Applicant response to RFI for Heritage Tasmania.docx (12 KB)'. A yellow box highlights the '+ Add Document' button at the bottom right of the table.

When will the RFI response documents be available from the Planning Application Assessment page?

The Planner will not mark the RFI response as satisfied or not satisfied until a response is received from all internal and external parties involved.

Once the RFI is finalised (satisfied or not satisfied), these documents will then be available from 'Available Documents' on the Planning Application Assessment page.

Checkpoint: Update on Planning Assessment Requests and/or Referrals

At any time, the Planner can see all the of the requests and referrals relating to this planning application under 'Requests and/or Referrals' section on the Planning Application Assessment page. The list of referrals and requests relating to this application as shown in the image are described below:

1. This is the original referral (external) sent to TasWater. TasWater responded with an RAI, therefore there is an outcome of 'x' which means TasWater were not initially satisfied and requested additional information.
2. This is the original referral (external) to Heritage Tasmania which resulted in their Interest Registered response. The outcome is marked complete as a Notice of Interest was provided by Heritage Tasmania.
3. This is the original referral (internal) from the Planner to an internal referral unit/officer. It is in Assessment status as the internal referral officer/unit is still assessing the information. This will stay in Assessment status until the internal referral unit/officer is satisfied with the RFI response provided by the applicant.
4. This is the response from the internal referral unit/officer that a RFI from the applicant is required. It is marked complete as the Planning Assessor has reviewed and collated the request information and included it into the consolidated RFI to the applicant.
5. This is the consolidated RFI sent to the applicant requesting further information from a number of internal and external parties. It is currently under review by the Planner.
6. This is the second referral sent to Heritage Tasmania to review the RFI response from the applicant. This is being reviewed by Heritage Tasmania.
7. This is the second referral sent to TasWater to review the RFI response from the applicant. This is being reviewed by TasWater.

Requests and/or Referrals
Any requests, referrals or invoices that have been created will be displayed here.

Showing 1 to 7 of 7 entries								Show 10	Previous	Next
Created On	Reference	Referral	Recipient	Current Due Date	Completed Date	Outcome	Status			
1	23/07/2024	TASWASPLAN-HOB-2024-0003	TasWater Request for Additional Information	-	23/07/2024	x	Further Information Requested			
2	23/07/2024	RHT-HOB-2024-0002	Heritage Tasmania - Interest Registered	-	23/07/2024	✓	Completed			
3	23/07/2024	PLANINA-HOB-2024-0005	Internal Referral	Andrew Choveaux	30/07/2024		Assessment			
4	23/07/2024	PLANINA-HOB-2024-0006	Review Request	Michaela Nolan	24/07/2024	✓	Completed			
5	25/07/2024	PLANINA-HOB-2024-0018	Request for Information - Planning	Owner User	14/08/2024		Under Review			
6	25/07/2024	PLANINA-HOB-2024-0019	Review RFI Response	-	14/08/2024		Review			
7	25/07/2024	TASWASPLAN-HOB-2024-0008	Planning Referral to TasWater	-	05/08/2024		Review			

How do I know if the referral parties are satisfied with the RFI response from the applicant?

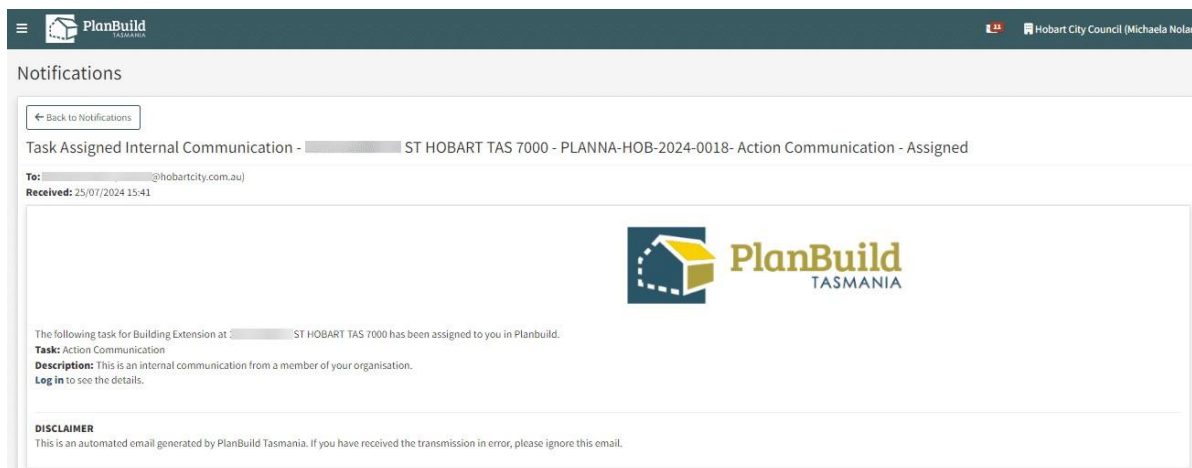
Is the internal referral unit/officer satisfied with the RFI response from the applicant?

From the RFI form, the Planner will use the 'Communications' tab in 'Internal Communications' section to task the relevant internal referral unit/officer to review the information provided and advise the Planner if they are satisfied or otherwise.

To confirm that they are satisfied or otherwise with this additional information, the recipient/s provide a Communication (via Internal Communications) back to the Planner. The Planner will receive a task and notification when the recipient has provided a response under the Communications tab.

Note: If a note is made under the 'Notes' tab (via Internal Communications), the note will only be visible under the Internal Communications tab. There will be no notification or task generated.

The internal referral officer will then need to complete the original Internal Referral form request and provide an assessment report if required. Once the form is complete, they click 'Save & Send' and the referral will return to the Planner who sent the original referral request.



External - Is TasWater satisfied with the RFI response from the applicant?

If TasWater is satisfied with this response, those with the 'Referral Response Notification' role will receive a system notification. It will also appear on the Planning Application Assessment page under 'Requests and/or Referrals'.

The notification will read 'Assessment Complete - Submission to Planning Authority Notice - SPAN'.

The Planner can access this via the 'Log in' link from within the notification. From the summary page, the Planner can download the completed summary (SPAN) as well as any associated documents.

The SPAN form will now be listed in 'Available Documents' on the Planning Application Assessment page. To be included as part of the final assessment documents, the document will need to be selected and added to 'Assessment Documents'.

Note: If TasWater still require additional information, the previous steps continue until an 'Assessment Complete - Submission to Planning Authority Notice - SPAN' notification is received by the Planner.

Notifications

[Back to Notifications](#)

Assessment Complete - Submission to Planning Authority Notice - SPAN - 18 ELIZABETH ST HOBART TAS 7000 - TASWASSPAN-HOB-2024-0008

To: [\(hobartcity.com.au\)](#)

Received: 25/01/2024 15:50



Project: Building Extension
Sub Project Name: Building Extension
Reference Number: TASWASSPAN-HOB-2024-0008
Application: Submission to Planning Authority Notice - SPAN
Address: 18 ELIZABETH ST HOBART TAS 7000

Dear C:

A final decision has been reached on this application.
[Log in to PlanBuild Tasmania](#) to see the details.

DISCLAIMER
This is an automated email generated by PlanBuild Tasmania.

Available Documents

This section shows all the documents available as part of this Project.
Information uploaded as part of a Request for Further Information or Referral will be shown here.
Documents listed in this section are not available/visible to a Request for Information or Referral.
Documents listed in this section will not be referenced in the approval.

To make these documents available to Referrals and Requests as well as the approved output, use the checkboxes to select relevant documents and click the 'Add Selected' button. These documents will be moved to the 'Assessment Documents' section.

Version	Document Type	Description	Filename (size)	Uploaded Prepared By	Form	
1	Request for information	Additional information for TasWater	TasWater additional information requested.docx (12 KB)	25/01/2024	TASWASSPAN-HOB-2024-0008 Submission to Planning Authority Notice (SPAN)	☐
1	PlanBuild Document	Referral of RFI Response to Authority	PLANNA-HOB-2024-0039 Referral of RFI Response to Authority (Completed).pdf	25/01/2024	PLANNA-HOB-2024-0039 Referral of RFI Response to Authority	☐
1	Request for information	Response from applicant for Heritage Tasmania	Applicant response to RFI for Heritage Tasmania.docx (24 KB)	25/01/2024	PLANNA-HOB-2024-0039 Referral of RFI Response to Authority	☐
1	PlanBuild Document	Submission to Planning Authority Notice - SPAN	TASWASSPAN-HOB-2024-0008 Submission to Planning Authority Notice - SPAN (Completed).pdf	25/01/2024	TASWASSPAN-HOB-2024-0008 Submission to Planning Authority Notice (SPAN)	☒

Showing 1 to 4 of 4 entries 1 row selected

Select All Deselect All **Add Selected**

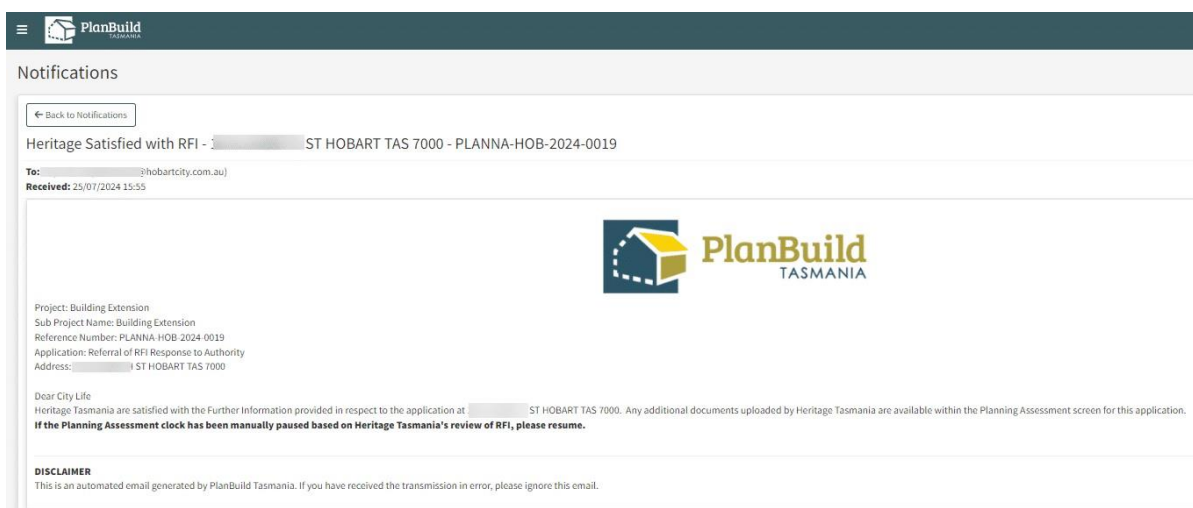
External - Is Heritage Tasmania satisfied with the RFI response from the applicant?

If Heritage Tasmania is satisfied with this response, those with the 'Referral Response Notification' role will receive a system notification.

Any additional documents uploaded by Heritage Tasmania and included in their response will be available within the Planning Application Assessment page under 'Available Documents'. To be included as part of the final assessment documents, the document will need to be selected and added to 'Assessment Documents'.

The 'Referral of RFI response to Authority' (Heritage Tasmania) form is also marked as 'Completed' under 'Requests and/or Referrals' on the Planning Application Assessment page.

Note: If Heritage Tasmania still require additional information, the previous steps continue until a 'Heritage Satisfied with RFI' notification is received by Council.

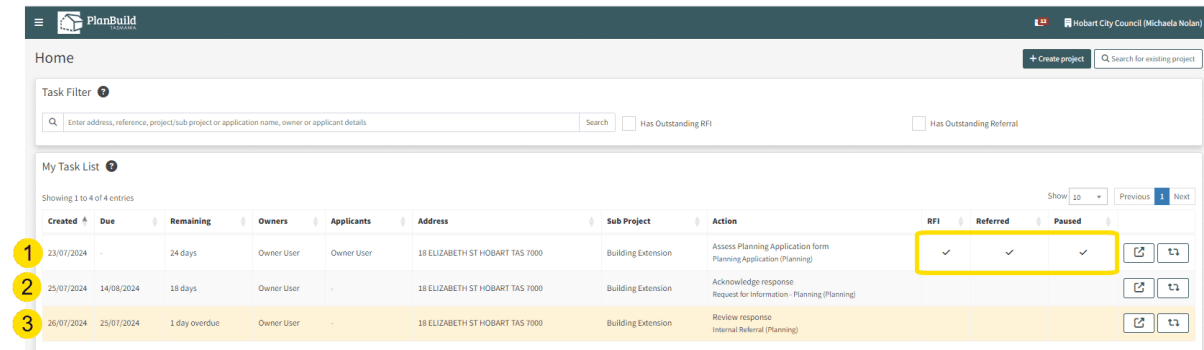


What happens when everyone is satisfied with the RFI response from the applicant?

Status of Planner's 'My Task List'

At this point, the Planner's 'My Task List' will have the following tasks relating to this planning application.

1. The task to assess the original planning application. Note that there is still an RFI and internal referral not finalised and the assessment clock is paused (3 ticks on right hand side). These will disappear once these tasks are completed.
2. The task to acknowledge response to the applicant's response to the consolidated RFI.
3. The task requiring action to review the response to an internal referral.



Created	Due	Remaining	Owners	Applicants	Address	Sub Project	Action	RFI	Referred	Paused	
23/07/2024	-	24 days	Owner User	Owner User	18 ELIZABETH ST HOBART TAS 7000	Building Extension	Assess Planning Application form PlanningApplication (Planning)	✓	✓	✓	 
25/07/2024	14/08/2024	18 days	Owner User	-	18 ELIZABETH ST HOBART TAS 7000	Building Extension	Acknowledge response Request for information - Planning (Planning)				 
26/07/2024	25/07/2024	1 day overdue	Owner User	-	18 ELIZABETH ST HOBART TAS 7000	Building Extension	Review response Internal Referral (Planning)				 

Finalising the consolidated RFI process

The Planner will need to review the response from the internal referral officer/unit and 'Save & Acknowledge' the response once completed. Any documents included in this response will be listed under 'Available Documents' once this is completed. *Note: The tick under 'Referred' on My Task List will no longer appear on the Assess Planning Application task.*

If all (internal and external) parties are satisfied with the RFI response from the applicant, the Planner selects 'Satisfied' on the Request for Information - Planning form (in 'Under Review' status) to complete this process.

All documents provided in the RFI response from the applicant are now under 'Available Documents'.

Request for Information - Planning PLANNA-HOB-2024-0018 (External Reference: N/A)

Property Information

PROPERTY ID (PID): 5663516
TITLE: 70808/1
PLANNING SCHEME: Interim Planning Scheme
PLANNING ZONES: 22.0 Central Business
PLANNING CODES: Heritage Precinct, Active Frontage, Central Business Core Area

PROPERTY: 18 ELIZABETH ST HOBART TAS 7000
PROJECT: Building Extension
PLANNING SUMMARY: Building Extension
PLANNING APPLICATION: PLN-HOB-2024-0009

Task

Acknowledge response

If the response is not satisfactory, you can use the "Create Additional Request" section to raise a secondary Request for Information prior to selecting "Not Satisfactory" on this screen. If the secondary request is sent to the applicant prior selecting "Not Satisfactory" on this screen, the assessment clock will remain paused.

If the response to the request is satisfactory, you can select "Satisfied" to acknowledge the response. The assessment clock will resume as of the date of the response.

Assigned to: Michaela Nolan

Download Form

Save Satisfied Not satisfied

The Assessment Clock

Once this Response to RFI is completed, the Assessment Clock will automatically resume.

The details of the assessment clock activity throughout the assessment process will be in the 'Assessment Clock Activity' section at the top of the Planning Application Assessment page.

Details on the clock pause from this RFI to the applicant is now listed under 'Pause Event History' as the clock resumed once the Planner was satisfied with the applicant's response.

Note that the assessment clock resumes on the date that the RFI response was received from the applicant, not the day the Planner actions the RFI response as 'satisfied'.

See *Process Guide: Assessment Clock* for more information or refer to the help text within the Planning Application Assessment form for more details.

The Planner can continue with the assessment of the Planning Application. Note: Planner should move any documents required as part of final assessment documentation to 'Assessment Documents'.

The screenshot displays the 'Assessment' stage of a Planning Application process. At the top, a progress bar shows four stages: Draft, Submitted, Assessment (highlighted with a yellow box), and Determined. Below this, a task titled 'Assess Planning Application form' is shown, with instructions on how to proceed based on the assessment outcome. The 'Assessment Clock Activity' section provides detailed information about the assessment clock, including the application valid date, days clock paused, and active pause events. It also includes instructions on how to manually pause or resume the clock and a list of automatic clock pause and resume events.

Task

Assess Planning Application form

Assess application.

If the application is approved, when the assessment is completed, select 'Issue Determination' and the system will notify the owner/applicants.

If the application is refused, when the assessment is completed, select 'Refuse Application' and the system will notify the owner/applicants.

Assigned to: [User]

[Download Form](#) [Go to Payments](#)

Is the assessment complete?

☐ Save ☒ Issue Determination ☒ Refuse Application

Assessment Clock Activity

This section displays information about the assessment clock for this application. You can also use this section to manually pause/resume the assessment clock.

Application Valid Date is the date that the application was deemed valid.

Days Clock Paused is the total number of days that the assessment clock has been paused for during the course of the assessment.

Active Pause Events provides the list of currently active clock pause events.

Pause Events History provides a summary of previous events that have paused the assessment clock, including a request for information or manual clock pause.

To manually 'pause' the assessment clock:

- Select 'Pause Clock'.
- Use the 'Manual Pause Start Date' option to set the effective date for the clock pause. This can be any date between the current date and the 'Application Valid Date'.
- Use the 'Pause Reason' option to select the relevant reason from the list of available reasons.
- Confirm by selecting 'Pause Clock'.

To manually 'resume' the, manually paused, assessment clock:

- Select 'Resume Clock'.
- Use the 'Manual Resume Date' option to select the date that the manual pause event ended. This can be the current date or any date since the manual clock was paused.
- Confirm by selecting 'Resume Clock'.

Automatic clock pause and resume:

- A request for information (RFI) sent to the applicant (or other party) via PlanBuild Tasmania will automatically pause the assessment clock.
- The assessment clock will be resumed automatically upon acknowledgment of the applicant's response by the assessor.
- If the assessor has deemed the RFI response satisfactory, the assessment clock will be resumed effective of the date of RFI response.
- If the assessor deems the response unsatisfactory, an additional RFI should be raised prior to selecting 'Not Satisfactory'.

Notes:

- An automatic pause (via RFI) cannot be resumed manually, only via the recipient's response to the request in the system.
- A manual pause can only be resumed manually.

Application Valid Date
23/07/2024

Days Clock Paused
0

Active Pause Events
Showing 0 to 0 of 0 entries

Start	Reason	Days Paused
No Active Pause Events!		

Pause Events History
Showing 1 to 1 of 1 entries

Start	End	Reason	Days Paused
25/07/2024	25/07/2024	PLANUA-HOB-2024-0013 - Request for Information	0

[Pause Clock](#) [Resume Clock](#)

Not satisfied with the further information.

If any parties are not satisfied with additional information, the Planner can raise a secondary RFI to the applicant from the initial Response to RFI review screen.

Go to the 'Create Additional Request' section and select 'Request for Information' and create the form. Complete the form and click 'Save & Submit' to send this secondary RFI to the applicant.

Once this secondary RFI is sent, the Planner can mark the original RFI as 'Not satisfied' (red button at top right-hand side of screen).

Important Note: This secondary RFI should be sent prior to selecting 'Not satisfied' on the original RFI. This will allow the assessment clock pause to continue from the first RFI until the Planner is satisfied with the response. If 'Not satisfied' is selected on the original RFI prior to sending the secondary RFI, the assessment clock will resume and continue until an additional RFI is sent.