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## PlanBuild Tasmania Assessment Timeframe (Clocks) Explained

### Content

This document is a guide into key processes to provide users with an understanding of the inbuilt functionality to manage Assessment Timeframes (clocks). This will ensure that in future, this will not be changed without consideration of the appropriate process.

The key functionalities include:

1. Viewing the 'Clock' (assessment timeframe) in PlanBuild Tasmania
2. Determining the start date of the assessment timeframe (clock)
3. Setting the assessment timeframe (clock)
4. The Assessment Timeframe 'Clock' Calendars
5. Automatic pauses of the assessment timeframe (clock)
6. Adjusting the assessment timeframe (internally)
7. Requesting an extension of time from the Applicant
8. Manual stop (pause) / start (resume) of assessment timeframe (clock)

*Note: This guide is for all assessors using PlanBuild.*

## PlanBuild Screen

### 1.Viewing the 'clock' (assessment timeframe) in PlanBuild Tasmania

View from the PlanBuild Dashboard

The screenshot shows the 'My Task List' interface. At the top, there is a 'Task Filter' section with a search bar and two filter buttons: 'Has Outstanding RFI' (labeled 4) and 'Has Outstanding Referral'. Below this is the 'My Task List' table. The table has columns: Created, Due, Remaining, Owners, Applicants, Address, Sub Project, Action, RFI, and Referred. Two task entries are visible. The first entry has a 'Due' date of 29/09/2023 (labeled 2) and a 'Remaining' time of 23 days. The second entry has a 'Due' date of 23/10/2023 (labeled 1) and a 'Remaining' time of 23 days. In the 'RFI' column of the first entry, there is a dropdown arrow (labeled 3). In the 'Referred' column of the first entry, there is a 'tick' icon (labeled 5). The table also includes pagination controls at the top right: 'Showing 1 to 2 of 2 entries', 'Show 10', 'Previous 1', and 'Next'.

| Created    | Due        | Remaining | Owners     | Applicants | Address                             | Sub Project | Action                                                              | RFI | Referred |
|------------|------------|-----------|------------|------------|-------------------------------------|-------------|---------------------------------------------------------------------|-----|----------|
| 29/09/2023 | 29/09/2023 | 23 days   | Owner User | Owner User | 27 LETITIA ST NORTH HOBART TAS 7000 | Dwelling    | Assess Planning Application form<br>Planning Application (Planning) | ▼   | ↺        |
| 29/09/2023 | 23/10/2023 | 23 days   | Owner User | Owner User | 7 BAY RD NEW TOWN TAS 7008          | New house   | Assess Planning Application form<br>Planning Application (Planning) |     | ↺        |

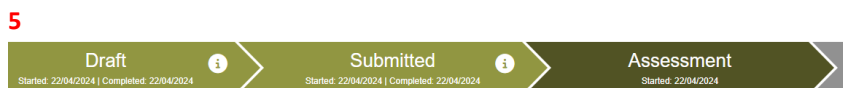
## Description

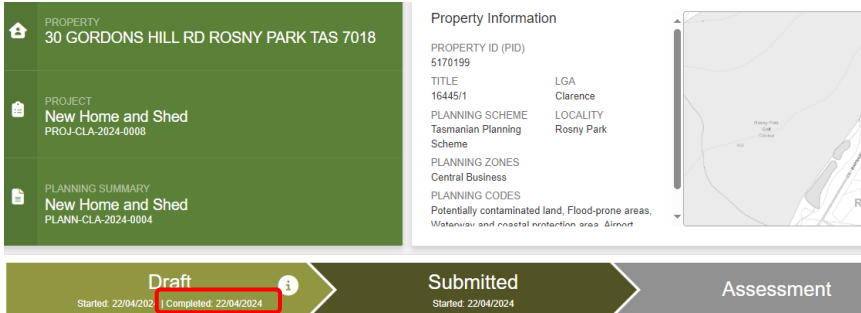
From PlanBuild Dashboard

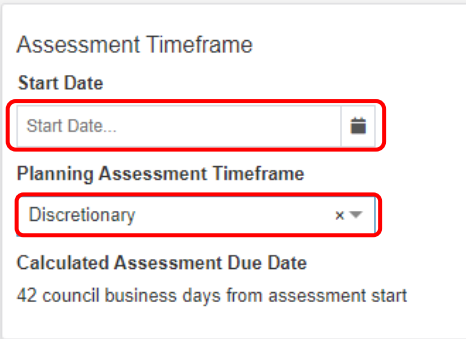
There are several ways to see if the assessment timeframe has started and if it is currently running or paused. These include:

- If the 'Due' column of 'My Task List' has a date visible (1), this means the clock is currently running. If the column is blank (2) the clock is currently paused.
- There will be a 'tick' icon in the 'RFI' column of 'My Task List' eg invoice/ request for further information, (3) if there is a request or referral pausing the clock. You can use the 'Task Filter' to show only the tasks that are currently paused, due to an incomplete RFI/referral (4).

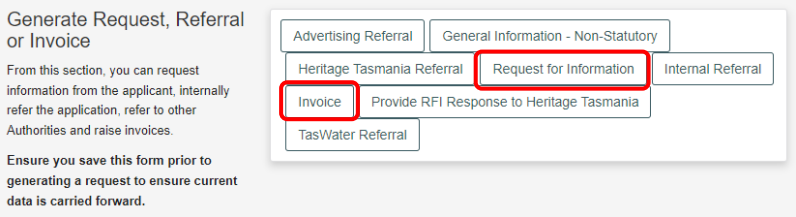
Hint: Any user in the organisation can view a snapshot of what RFIs or referrals are part of an application/form by selecting the ↺↻ button (5). This will open the RFIs/referrals in a new screen.

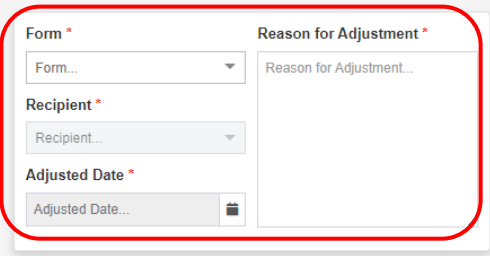
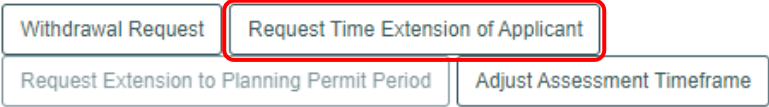
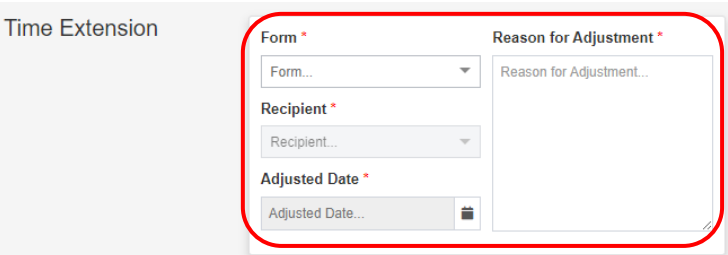
| PlanBuild Screen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p><b>1.Viewing the ‘clock’ (assessment timeframe) in PlanBuild Tasmania (cont.)</b></p> <p><i>View from the Sub Project (Building, Planning, Plumbing, TasWater) Summary Screen</i></p> <div data-bbox="221 504 922 588">  </div> <p>(Above: Clock is running)</p> <p>Below subproject page</p> <div data-bbox="221 730 1028 868">  </div> <p>(Above: Clock is paused)</p> <div data-bbox="199 971 1039 1059">  </div> <div data-bbox="199 1155 689 1299">  </div> | <p><i>From Sub Project (Building, Planning, Plumbing, TasWater) Summary Screen</i></p> <p>The (coloured) assessment status bar can be viewed from the Sub Project Summary screen (block style)</p> <p>If there is a due date shown (1), this means the clock is currently running.</p> <p>If there is an exclamation mark icon  (2) and the due date is replaced by the started date (3), this means the clock is currently paused due to an incomplete RFI/Referral. It will also be displayed this way if the clock is manually paused.</p> <p>Hint: All users can select  button (4) to view current status of any related Referrals/Requests for the application/form.</p> <p><i>From Assessment screen</i></p> <p>The coloured assessment Status bar is displayed in chevron style (5). Display of dates is the same as above</p> <p>Note: In the ‘Assessment Clock Activity’ section (see point 7 for more detail), there is a red banner (6) displayed when the assessment clock is paused (ie when there is an active pause event).</p> |

| PlanBuild Screen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p data-bbox="203 268 1081 300"><b>2. Determining the start date of the assessment timeframe (clock)</b></p> <p data-bbox="203 347 555 379"><i>View from the Form Screen</i></p>  <p>The screenshot displays the PlanBuild Form Screen. On the left, there are three green panels: 'PROPERTY' with address '30 GORDONS HILL RD ROSNY PARK TAS 7018', 'PROJECT' with 'New Home and Shed' and 'PROJ-CLA-2024-0008', and 'PLANNING SUMMARY' with 'New Home and Shed' and 'PLANN-CLA-2024-0004'. To the right is a 'Property Information' section with fields for PROPERTY ID (PID), TITLE, LGA, PLANNING SCHEME, LOCALITY, PLANNING ZONES, and PLANNING CODES. A map is visible on the far right. At the bottom, a status bar shows three stages: 'Draft' (Started: 22/04/2024, Completed: 22/04/2024), 'Submitted' (Started: 22/04/2024), and 'Assessment'.</p> | <p data-bbox="1106 268 1346 300"><i>From Form Screen</i></p> <p data-bbox="1106 308 1957 419">The ‘completed’ date in the draft status bar displays the date the application was submitted to the assessing authority. This is also shown as the started date on the submitted status bar.</p> <p data-bbox="1106 467 1980 579">Once the application has moved to submitted status, the assessing authority can review the application prior to the assessment clock starting.</p> <p data-bbox="1106 627 1245 659">Summary:</p> <p data-bbox="1106 667 2002 730"><u>Draft status - completed date</u> is when applicant submits to assessing authority.</p> <p data-bbox="1106 738 1973 850"><u>Submitted status - start date</u> is when it is received in the assessing authority’s PlanBuild dashboard (ie same date as draft completed date).</p> <p data-bbox="1106 858 2036 1050"><u>Submitted status completed date</u> is the date that the assessing authority moves the application to ‘assessment’ status (ie under assessment). This may or may not be the same as the start date for the assessment timeframe. The valid date of an application can be backdated prior to moving to the assessment status.</p> <p data-bbox="1106 1058 1986 1169"><u>Assessment status - start date</u> is the date the assessing authority deems the application valid, and the date used to calculate the due date for the assessment.</p> <p data-bbox="1106 1217 2002 1281">See point 4 assessment timeframe clock calendars for details on due dates calculations.</p> |

| PlanBuild Screen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <p><b>3. Setting the assessment timeframe (clock)</b></p> <p><i>Planning Assessment/Permit example below</i></p> <div data-bbox="203 379 1075 775"> <p><b>Assessment Timeframe</b></p> <p>Select the planning assessment timeframe relevant to the application type:</p> <ul style="list-style-type: none"> <li>• Permitted Application Assessment - 28 days</li> <li>• Discretionary Application Assessment - 42 days</li> </ul> <p>Once selected, the timeframe for assessing the application will be set.</p> <p>If this section is left blank, the assessment timeframe will default to 28 days.</p> </div>  | <p>The assessment timeframe is set (where required) at submitted status.</p> <p><i>Planning Assessment example</i></p> <p>Under the assessment timeframe section:</p> <ul style="list-style-type: none"> <li>• Select the 'start date' (ie the date that the application was made valid)</li> <li>• Select the 'Planning Assessment Timeframe' type. This will vary depending on the type of application.</li> <li>• The system will calculate the assessment due date based on the start date selected</li> <li>• If this section is left blank, there will be a default timeframe set (depending on the type of assessment)</li> </ul> <p>*For Planning Permit applications only, the assessment timeframe section can be set by the admin officer at the admin (first) submitted status, or the assessing officer at the second submitted status. The assessing officer can override any dates set by the admin officer at the first submitted status.</p> <p>See Point 4. Assessment Timeframe Clock Calendars below for details on due dates calculations.</p> <p><i>Note: the timeframe can be changed once the application is under assessment by the processes outlined below in Point 5, 6 and 7.</i></p> |
| <p><b>4. The Assessment Timeframe 'Clock' Calendars</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>The three clock calendar types configured in PlanBuild as per legislation are:</p> <ul style="list-style-type: none"> <li>• Business Days</li> <li>• Calendar Days</li> <li>• Council Calendar Days (LUPAA Clock)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| PlanBuild Screen                           |                                                                                                                                                                                                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                         |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                            |                                                                                                                                                                                                                                                             | The table below outlines the configuration of each calendar.                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                         |
| Calendar Types                             | Start Date Calculation                                                                                                                                                                                                                                      | Weekends                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Public Holidays                                                                                                                                                                                                         |
| <b>Business Days</b>                       | The 'clock' starts on the selected start date. The Start Date is <b>Day 0</b> , so long as it is not a Saturday, Sunday or Public Holiday (in which case <b>Day 0</b> is the next business day). The following day is <b>Day 1</b> of the assessment clock. | Not included in the calculation - the number of days looks at non-weekend days only.                                                                                                                                                                                                                                                                                                                                                                       | National and state-wide public holidays are not included (as per weekends), local area public holidays are also skipped in the calculation unless the 'Exclude local public holidays' option is checked.                |
| <b>Calendar Days</b>                       | The 'clock' starts on the selected start date. The Start Date is <b>Day 0</b> , the following day is <b>Day 1</b> of the assessment clock.                                                                                                                  | Included and counted in assessment timeframe.                                                                                                                                                                                                                                                                                                                                                                                                              | Included and counted in assessment timeframe.                                                                                                                                                                           |
| <b>Council Calendar Days (LUPAA Clock)</b> | The 'clock' starts on the selected start date. The Start Date is <b>Day 0</b> , so long as it is not a Saturday, Sunday or Public Holiday (in which case <b>Day 0</b> is the next business day). The following day is <b>Day 1</b> of the assessment clock. | Included and counted in assessment timeframe, except for: <ul style="list-style-type: none"> <li>calculating the <b>start date</b> – The system will not set the start date on a weekend.</li> <li>calculating the <b>assessment due date</b> – The system will not set the due date on a <b>Sunday</b>. Where the due date would fall on a Sunday, the system will adjust the due date to the next day that is not a Sunday or Public Holiday.</li> </ul> | Included and counted in assessment timeframe. except for calculating the start date and/or due date – either cannot fall on a Public Holiday. Local holidays are ignored if 'Exclude local public holidays' is checked. |

| PlanBuild Screen                                                                                                                                                                                                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>5. Automatic Pause of the Assessment Timeframe (clock)</b></p> <p><i>View from the Application Assessment Screen</i></p>                                                               | <p><i>From Application Assessment Screen</i></p> <p>A request for information (RFI) or payment (invoice) from the assessing authority sent to the applicant (or other party) via PlanBuild Tasmania will automatically pause the assessment clock.</p> <p>The assessment clock will be resumed automatically upon acknowledgement of the applicant's response by the assessor.</p> <p>If the assessor has deemed the RFI/Invoice response 'Satisfactory', the assessment clock will be resumed effective of the date of RFI submission.</p> <p>If the assessor deems the response unsatisfactory, an additional RFI should be raised prior to selecting 'Not Satisfactory'. This will ensure the clock remains paused until the response is 'Satisfactory'.</p> <p><i>Note: An automatic pause (via RFI/Invoice) can only be resumed via the recipient's response to the request in the system. It cannot be resumed manually.</i></p> |
| <p><b>6. Adjusting the assessment timeframe (internally)</b></p> <p><i>View from the Sub Project (Building, Planning, Plumbing, TasWater) Summary Screen</i></p> <p>Other Applications</p>  | <p>This option to be used if an assessor needs to adjust the current due date for the assessment timeframe.</p> <p><i>From Sub Project (Building, Planning, Plumbing, TasWater) Summary Screen</i></p> <p>The assessor needs to navigate to the <u>Sub Project page</u>, and under 'Other Applications' heading, select 'Adjust Assessment Timeframe' and complete the form by:</p> <ul style="list-style-type: none"> <li>Selecting the application assessment (form) that you wish to adjust the assessment timeframe for</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                 |

| PlanBuild Screen                                                                                                                                                                                                                                                                                                                                                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Time Extension</p>                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• Selecting the recipient to approve the extension from available assignees within the organisation (users can select themselves)</li> <li>• Selecting the new due date (adjusted date) for the assessment timeframe</li> <li>• Enter the reason for adjustment (will only be viewable by internal/organisation users ie not the applicant)</li> <li>• Click the button to submit the form</li> </ul> <p>This will create a task for the selected 'recipient' (e.g. themselves if selected) to approve the request for the new due date.</p>                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <p><b>7. Requesting an Extension of Time from the Applicant (Planning Only)</b></p> <p><i>View from the Sub Project (Building, Planning, Plumbing, TasWater) Summary Screen</i></p> <p>Other Applications</p>  <p>Time Extension</p>  | <p>This option to be used when the assessing authority wishes to request an extension of time to determine the application from the applicant.</p> <p><i>From Sub Project (Building, Planning, Plumbing, TasWater) Summary Screen</i></p> <p>The assessor needs to navigate to the <u>Sub Project page</u>, and under 'Other Applications' heading, select 'Request Time Extension of Applicant' and complete the form by:</p> <ul style="list-style-type: none"> <li>• Selecting the application assessment (form) that you wish to extend the assessment timeframe for</li> <li>• Selecting the recipient to approve the extension from available assignees (e.g. the applicant)</li> <li>• Selecting the new due date (adjusted date) for the assessment timeframe (e.g. as agreed with the applicant via phone or email prior)</li> <li>• Enter the reason for adjustment (will be viewable by the selected recipient (i.e. the applicant))</li> <li>• Click the button to submit the form</li> </ul> |

## PlanBuild Screen

## Description

This will create a task for the selected 'recipient' (e.g. the applicant) to log in and approve the request for the new due date. Once approved, the assessor will receive a notification.

## 8. Manual Pause of Assessment Timeframe (Clock)

### View of the 'Assessment Clock Activity' section

**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

**Application Valid Date**  
18/03/2024

**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 |
|------------|------------|--------|-------------|
| 18/03/2024 | 18/03/2024 | Other  | 0           |

**Add Manual Clock Override**

You can manually pause the Assessment Clock by selecting a reason from the options below and clicking 'Pause Clock'

**Manual Pause Start Date \***  
22/04/2024

**Pause Reason \***

Heritage Tasmania Referral  
N/A  
Other  
Referred for more information

**Pause Clock** **Cancel**

From Sub Project (Building, Planning, Plumbing, TasWater) Summary Screen

The assessor needs to navigate to the Sub Project (assessment) page and under 'Assessment Clock Activity' heading complete the following.

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'.

## PlanBuild Screen

**▲ Assessment Clock Paused**

Application Valid Date  
22/04/2024

Days Clock Paused  
0

**Active Pause Events**  
Showing 1 to 1 of 1 entries

| Start      | Reason                                         | Days Paused |
|------------|------------------------------------------------|-------------|
| 22/04/2024 | PLANNA-CLA-2024-0002 - Request for Information | 0           |

**Pause Events History**  
Showing 0 to 0 of 0 entries

| Start                   | End | Reason | Days Paused |
|-------------------------|-----|--------|-------------|
| No Pause Event History. |     |        |             |

**7**

Pause Clock Resume Clock

**Resume Manual Clock Override**

You can manually resume the Assessment Clock by selecting a resume date below and clicking 'Resume Clock'

**Manual Resume Date \***

Manual Resume Date

Apr 2024

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 31 | 1  | 2  | 3  | 4  | 5  | 6  |
| 7  | 8  | 9  | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 1  | 2  | 3  | 4  |
| 5  | 6  | 7  | 8  | 9  | 10 | 11 |

**8**

Resume Clock Cancel

## Description

There is a red banner displayed at the top of the 'Assessment Clock Activity' section displayed when the assessment clock is paused, i.e. when there is an active pause event. (7)

To manually 'resume' the, manually paused, assessment clock (8):

- 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'

## PlanBuild Screen

Application Valid Date

22/04/2024

Days Clock Paused

1

### 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 1 to 1 of 1 entries

Show 10 Previous 1 Next

| Start      | End        | Reason                                         | Days Paused |
|------------|------------|------------------------------------------------|-------------|
| 22/04/2024 | 23/04/2024 | PLANNA-CLA-2024-0002 - Request for Information | 1           |

Pause Clock Resume Clock

9

## Description

When clock has resumed the red banner at the top of the Assessment Clock Activity section no longer appears and the pause event is listed under Pause Event History. (9)

*Note: A manual pause can only be resumed manually*

*Note: there is also detailed help text in the 'Assessment Clock Activity' section.*