Creating and Tracking External Referrals to TasWater

Version 1

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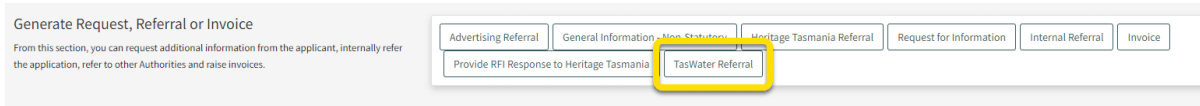
How do I create a referral to an external authority?

External referrals to TasWater can be created during the 'Submitted' and 'Assessment' statuses of a Planning Application, by using the inbuilt forms within the assessment.

All users with relevant roles (Admin Officers or Assessing Officers, depending on the status) can view the application and the referral buttons, but only the users who have claimed the task are able to create the referral.

Click the 'TasWater Referral' button.

Fill out the Referral Request

The user needs to state the reason (as the text body of the referral request) and set a timeframe for the referral.

In the 'Applicant' section, click 'Add Applicant' and select the applicant from the drop down.

Add or upload any documents required by the referral authority.

(The form will show the property information, application details and documents provided by the applicant – which are omitted in the image here.)

Provide documents to external agency with the referral

In the referral form, all the documents in the 'Assessment Documents' of the Planning application are displayed under 'Available Documents'. If a document you need is not visible, ensure that it has been moved from 'Available Documents' to 'Assessment Documents' on the Planning Application assessment screen.

To add a document to the referral request, go to the 'Available Documents' section, select the document to be added, and then click '+Add Selected'. The documents will then appear under 'Referral Documents'. You will need to send all required documents each time you refer the application. It's important that all documents are sent to ensure it's a valid referral.

You can also add any additional documents using the '+ Add Document' button under 'Referral Documents'.

All documents shown in the 'Referral Documents' section will be included with the referral request.

How do I track the referral process?

When an Internal or External Referral is outstanding, you will see a tick under the 'Referred' column on the dashboard.

Referral history

In 'My Task List' and 'Organisation Tasks' sections on the dashboard, users can check the referral history of an application by clicking the Referrals button on the right.

Details of all request for payments, internal and external referrals raised would all be shown in this list.

Referral record within the asessment

In the Assessment screen, the referral records can be found under 'Request and / or Referrals'.

You can view the any related referral by clicking on the 'Pop-out' button on the right.

Search for a referral

Users can use the 'Task Search' function to look up a referral task.

Select 'Tasks' in the Search dropdown. On the Task Search screen, search with the referral task name.

How do I know when TasWater has provided a response?
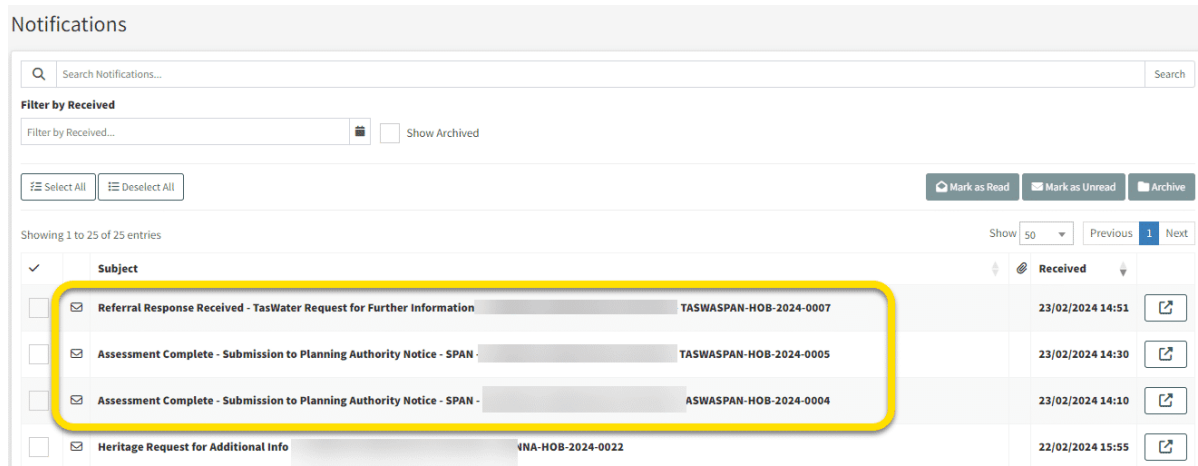
When the response is received, a notification will be sent to all users in the relevant department that have been set up with the 'Referral Response Notification' role. (The role could be set up with a user account opened with a group email address, depending on the business process.)

Appropriate business process should be set up to make sure these users check the notifications when they are available and make the original referral sender aware of them.

Documentation that has been uploaded by TasWater as part of a response will be available to the relevant assessment automatically via the 'Available Documents' section. Users just need to add them to 'Assessment Documents' in order to included them when sending the Request for Further Information to the applicant, as well as including them in the Document Pack of the outcome.

Referral outcomes
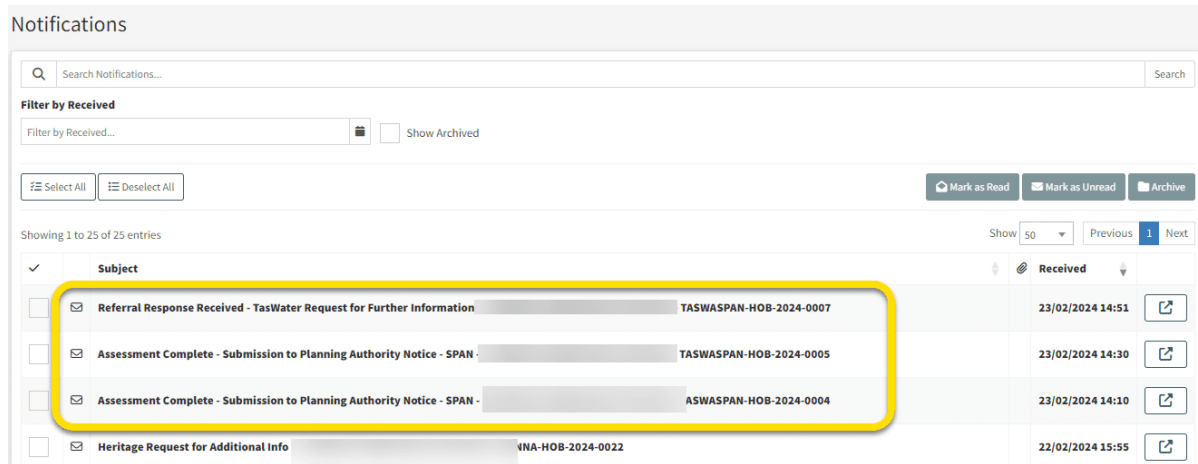
The possible outcomes for a TasWater Referral are –

- SPAN issued – TasWater does not object to the proposed development and no conditions are imposed.

- SPAN issued – TasWater imposes the condition on the permit for the application.

- Request Additional information (RAI) – TasWater requires additional information before considering to issue a SPAN.

The image shows examples of notification when there is a response from TasWater. You can enter the referral summary page directly using the link in the notification.

Sub Project page

Users will also be able to see the statuses of the referrals in the Sub Project page under the 'Submitted or Active Applications/Forms' section.

If TasWater has issued a SPAN, the referral status would be stated as 'Completed'.

If TasWater requires additional information, the referral status here would show 'Further Information Requested'.

Assessment screen

Users can enter the referral summary page to download the documents if needed, however, the SPAN and RAI documents are already added to 'Available Documents' automatically in the Assessment screen when the response comes in.

In the Assessment screen, the user needs to select the documents from 'Available Documents', add them to 'Assessment Documents' manually for them to be included in the assessment's Document Pack (visible to applicant).

Add TasWater's request into the RFI

You can include any RAI documents from TasWater when you send out a Request for Further Information document to the Applicant. To do so:

1. Navigate to the Assessment screen (easiest via the Sub Project page).

2. Find the Request for Further Information documents attached by TasWater under the 'Available Documents' section.

3. Select the item and use the '+ Add Selected' button to add that to the 'Assessment Documents' section.

4. Create the Request for Information request to applicant using the button in the 'Generate Request, Referral or Invoice' section.

Fill out the Request for Information

In the form, select the recipient (usually the applicant), provide details of the request in 'About this Request'.

List out 'information requested' by adding any pre-saved request from the Organisation's condition library or add new ones using the '+Add New Reason' button. List out any requirements apply to the request.

There may be pre-filled text in the sections mentioned in the above, make sure you review and update these texts as required.

In the 'Available Documents' section, select any documents that you would like to attach to the request, such as the Request for Additional Information document from TasWater. Make sure they are added to the 'Documents Provided with this Request' section.

Click 'Save & Submit' at the top right corner when you are ready to send out the request.

Review the form in the pop-up screen and confirm.

Review the response

When a RFI response from the applicant is available, the Assessing Officer (who currently have claimed the task) will receive a notification and have the task in 'My Task List'.

Enter the RFI form, download the response by clicking 'Download Form', and download any documents attached by the applicant.

Note: Assessment Clock Activity

The assessment clock will stop once the Request for Information is sent out and will resume automatically when the Assessing Officer confirms 'Satisfied' with the response. Users should not click any of the 'Satisfied' or the 'Unsatisfied' button until they have got all responses required and are able to determine whether the RFI was either 'satisfied'. If not satisfied, users can raise a secondary RFI addressing all outstanding points, prior to closing selecting 'not satisfied'. This would keep the statutory clock paused.

On the Assessment Screen, the 'Assessment Clock Activity' section allows the Assessing Officer to stop the clock manually using the 'Pause Clock' button and 'Resume Clock' manually when they are satisfied with the responses, this can help to avoid any gaps in-between.

Current clock status and clock pausing events involved throughout the assessment process are also recorded under in this section.

Send the response to TasWater

Navigate back to the assessment screen and head to the 'Generate Request, Referral or Invoice' section. Create the 'TasWater Referral' form – the same form used for the initial referral request.

Do not select any related form if you are sending TasWater a response for RAI.

In the 'Reason for Referral to TasWater' section, provide details of the referral. You should also include any relevant reference number of the initial RAI for TasWater's reference.

Select Assessment Timeframes

Under Assessment Timeframe, select from the drop down for the referral regulated time frames:

- TasWater SPAN - Initial Referral – 14 Business Days

- TasWater SPAN - Response to Additional Information - 7 Business

- DaysTasWater Consent to Register Legal Documents Initial Referral - 10 Business Days

- TasWater Response to Additional Information - 5 Business Days

Add Applicant from the drop down.

Upload documents

Add any relevant documents from 'Available Documents' to 'Referral Documents'.

Upload the response and documents from the response which were downloaded in the previous step.

Send out the response when ready.