



Development Service Charter



Acknowledgments:

Council would like to thank the Fraser Coast Development Industry Reference Group, members within the development industry and Council members that have actively participated in the development of this document.

Disclaimer:

Note that the information pertained in this document is based on available information at the time of compiling this document. While the Fraser Coast Planning and Growth team will take reasonable care to give expression to the aspirations within this document, it is important to note that development assessment and other planning and development activities are governed by legislations. In considering this it is important to note that Council or its officers accept no responsibility for any loss occasioned to any person acting or refraining from acting in reliance upon any material contained in this document.

Fraser Coast Regional Council will provide a supportive and friendly environment that encourages vibrant and sustainable development of our region.

We will aim to achieve this by:

- Progressing Council's vision for the Fraser Coast by ensuring development occurs in accordance with relevant planning policies and legislation instruments.
- Providing a positive economic contribution by partnering with and supporting industry, ensuring cost effective infrastructure and timely processes.
- Deliver friendly professional service, with a one-team culture that delivers clarity and certainty in planning and development matters.
- Maintaining a high performing team that are knowledgeable in providing sound advice and support.

What will the Development Service Charter do?

Our Charter sets out our commitment to service standards and provides clarity on what you can expect when dealing with the Planning and Growth team, as well as, what you can do to help us meet these expectations.

Council values

This Charter is underpinned by Council's Customer Services Charter and our institutional values:



Major and Significant Development Proposals

Do you have a major or significant development proposal? If so, Council wants to hear about it. Through a collaborative process and a commitment to a pro-business culture, we will assist with concierge business services aimed at development attraction and fast tracked business processes through all phases of your proposal.

Performance Standards

We recognise the importance of time to the development industry and that our products and services are delivered in a timely manner, whilst focusing on achieving desired development outcomes.

Council's Planning & Growth team aims to advance the relevant legislation requirements through the development of a partnership with you. As a partner, Council services will be guided by the following actions and timelines:

Engaging with our Planning & Growth Team

- We have a phone first policy and we will contact you directly in the first instance to discuss any matters relating to your application.
- We will confirm any discussions in writing regarding your application.
- We will engage with you using plain language that is clear and concise.
- We will seek out your feedback on our services through our customer surveys, industry workshops and general engagement with you, as well as other members within the development and planning industry.

Development Assessment Process

Prior to Submission

- Pre-lodgement meetings will be arranged within 15 business days.
- Provide you with minutes of the pre-lodgement meeting within 5 business days.
- One-on-One engagements with Assessment Managers or Engineers to discuss technical matters can be arranged within 5 business days.

Lodgement of a Development Assessment Application

- We will review your application to ensure that it is properly made and contact you prior to issuing an action notice.
- Within 2 business days of being properly made, your appointed Assessment Manager will contact you and discuss your application including:
 - Direct contact details of your Assessment Manager;
 - Opportunity for you to explain the application and what is being sought;
 - You will receive an explanation of the development assessment process in a simple and concise manner;
 - Any immediate issues and matters identified as part of the preliminary review of the application; and
 - Arrangements for a site inspection by relevant assessment staff.

Request for Further Information/ Referrals

Your Assessment Manager will contact you prior to issuing an information request. After receiving your response or response from a referral agency, your Assessment Manager will review the information and keep you informed.

Public Notification

Feedback after the conclusion of public notification will be provided to you promptly and the relevant information clearly communicated.

Decision Notice

Prior to making a decision, your Assessment Manager will contact you and discuss the key conditions prior to the issuance of your drafted conditions. If necessary a meeting can be arranged to discuss possible resolutions and any concerns regarding your application.

Plan of Subdivision

- A well-made and properly made plan of subdivision application will be processed within 20 business days.
- Request for the processing of bonds to be released will be done within 10 business days.

Incentives and Infrastructure Charges

Council will provide you with access to an Infrastructure Charges Coordinator who can provide you with assistance in matters pertaining to: infrastructure charges, infrastructure agreements and incentives.

Applications submitted for an incentive will be provided with a response within 5 business days.



Commitments

We acknowledge the importance of a partnership arrangement with you and other collaborative partners in achieving desired development outcomes, as well as a quality development assessment experience. Council is committed to a one-team culture and has a goal of being recognised as an exemplary Assessment Manager.

Council's commitment

Engaging with our Customers

- We will keep you well informed of any changes or updates made to your application.
- Our team will encourage early engagement in the development assessment process that is focused on achieving the best development outcomes.
- We will provide you with up to date information and keep you abreast of any changes in policies, legislation or incentives that impacts on your development application.
- We encourage positive engagement with you focusing on communicating in a simple easy to understand manner that provides clarity and certainty in a timely manner.
- We will provide friendly, approachable service that is respectful and professional.
- Our team will ensure clear and courteous communication with internal and external stakeholders to ensure the effective management of your application.

Timelines

- We will perform our tasks within the timeframes stipulated in Council's Development Service Charter.
- We will engage with you promptly if we require any extension of time on your application.
- We will work in accordance with legislation and performance standards to ensure greater certainty and clarification of assessment timelines.
- Our team will continuously monitor your application and give timely notification if we require any additional information or documentation from you.

Customer's commitment

Engaging with our Planning & Growth Team

- Engage with Council prior to lodgement and discuss your development proposal at the design stage.
- Communicate to Council in a timely manner if you require any assistance with your application.
- Take the time to visit council's website and other communication platforms that pertains to planning and development.
- Provide all relevant information and documentation to enable Council to undertake a thorough assessment.
- Provide constructive feedback and recognition to Council's staff on service received.
- Engage with Council's staff in a respectful and courteous manner.
- Utilising Council's Pre-lodgement meetings.

Timelines

- Ensure that you provide the required information, fees and documentation to Council within the legislative or stipulated timeframes provided.
- Promptly alert Council if you are experiencing any challenges that will impact on the timely submission of your supporting documentation or fees.

Capability

- Provide Council with a single point of contact for your application/s.
- Engage relevant external specialists and provide Council with the required feedback and documentation to ensure that any site constraints and issues are addressed as soon as possible.
- Listen to Council's feedback and appropriately address all concerns.

Council's commitment

Capability

- Each development application will have a dedicated Assessment Manager assigned, who will assist you through your development process and provide you with clarity on time frames and documents required.
- We will ensure that our staff have the required capability, a one-team culture and enabling systems and technology.
- We will be proactive in putting forward alternative approaches to facilitate an agreed resolution for you and Council.

Consistency

- We will provide clear and concise information and advice that prevents any unforeseen outcomes.
- We will aim to ensure that our assessment processes provide consistency, especially in regards to the conditions that apply to an application.
- Ensure consistent, high quality and professional feedback to the applicant or prospective applicant.

Partnerships

- We will aim to nurture strong partnerships with applicants and the development industry that aim to achieve positive outcomes.
- We ensure strong partnerships with Council's internal and external partners that aim to achieve an integrated seamless experience.
- Our team encourages customers and the development industry to engage with Council on new and innovative ways to improve or streamline our services.
- We will conduct surveys and continuously monitor our business processes with the aim of building strong collaborative partnerships.

Customer's commitment

Consistency

- Clearly outline the proposal expectations and requirements, avoiding any last minute surprises.
- Ensure the application clearly aligns with any development or pre-lodgement advice received prior to lodgement.
- Take responsibility for coordinating high quality and professional information to assist Council in assessing the application.

Partnerships

- Partner with Council to get the best outcome to improve Council's services.
- Work closely with clients, employees and contractors to ensure that applications address relevant issues in an integrated manner.
- Provide Council with constructive feedback and innovative ideas about how to improve or streamline services.
- Actively participate in surveys, workshops and engagement opportunities to enhance planning and development within the Fraser Coast region.



Resolution process

The development assessment process can sometimes become complex. This can result in conflicts or unsatisfactory results. In order to facilitate a process that is open and transparent, Council has set in place a Planning and Growth Resolution Process. The resolution process will provide greater clarity and certainty of pre-development advice issued, or on an issue relating to your application prior to decision. In order to ensure compliance with legislative time frames, please discuss the need for extensions or stopping the current period with your Assessment Manager prior to commencing the resolution process. Please note the resolution process does not replace or override the statutory appeals process.

How do I ask for a review?

You can request a review at any stage in the pre-development/development assessment process before a formal decision notice is issued. However, it is recommended that you raise issues with your Assessment Manager as early as possible.

An online 'Request for review of a development application' can be obtained at, <https://www.frasercoast.qld.gov.au/development-downloads>. Alternatively you may visit our Hervey Bay or Maryborough offices. After submitting your request a review officer will contact you within 5 business days to discuss the process and the challenges you have experienced. Upon finalising the review, a formal response will be issued.



Any issues should be raised in the first instance with your Assessment Manager. Your Assessment Manager is responsible for conducting a detailed assessment of your application and will be in the best position to assist you during the initial assessment of your application.

Be assured that your Assessment Manager will engage with technical specialists, peers as well as other senior managers to ensure that you are provided with accurate advice that is aligned with the relevant legislative framework.



If you cannot resolve your issues with your Assessment Manager you may request that the issues be referred to the Manager Development Assessment or Senior Development Engineer, depending on the nature of the matter to be reviewed.

The Manager Development Assessment/Senior Development Engineer will provide technical support and guidance to the Assessment Manager and in most instances will make the final decision on your application.



The majority of issues should be resolved through consultation with your Assessment Manager and/or the relevant Manager Development Assessment or Senior Development Engineer. However, if you continue to have concerns, you may request that the matter be referred to the Executive Manager, Planning and Growth for review. The Executive Manager's role is to engage on complex technical matters that require a high degree of technical interpretation or a high degree of negotiation between the applicant and the Assessment Manager. The Executive Manager is also responsible for informing and/or elevating significant matters to Councils Executive Management Team.

Contact details

We value your feedback and would like to encourage you to engage with us on any challenges or positive experiences that you have encountered.

Please forward the completed 'Request for review of a development application form' to:



development@frasercoast.qld.gov.au



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