



Planning Service Charter

Our Commitment

We serve the community through shaping the Balonne region, by managing development, infrastructure and services. We are professionals who specialise in listening to the community and responding by developing strategies and designing the community in which we live, work and play.

Balancing the built and natural environment, community needs, cultural significance, and economic sustainability, we aim to improve the liveability of the Balonne Shire and create a vibrant region.

We will provide a supportive and friendly environment that encourages vibrant and sustainable development of our region.

Service 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 team aims to advance the relevant legislation requirements through the development of a partnership with developers. As a partner, Council services will be guided by the following actions and timelines:

Development Assessment Process Prior to Submission

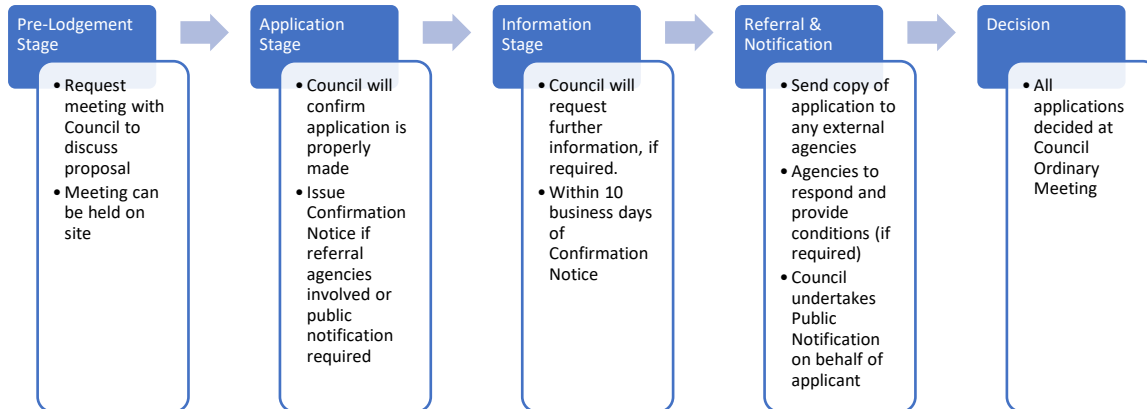
- Pre-lodgement meetings will be arranged within 10 business days of receiving a request and can be arranged on site.
- Provide you with minutes of the pre-lodgement meeting within 5 business days.

Planning applications

- Code assessment decided within 3 months
- Impact assessment decided within 6 months



Planning Service Charter



Council's Commitments

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 the Planning Act 2016 and Development Assessment Rules.
- Our team will continuously monitor your application and give timely notification if we require any additional information or documentation from you.

Capability

- We will ensure that our staff have the required capability, a one-team culture and enabling systems and technology.



Planning Service Charter

- 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.