SARA Learnings and Future Direction

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State Assessment and Referral Agency (SARA)

1. History of SARA
2. The Principals of SARA
3. The First 12 Months
4. SARA Expectations
5. Questions
History of SARA

Prior to SARA

In 2010-2011:

- 7 Referral agencies assessed 4,154 applications
- 17 Assessment Managers assessed 2,941 applications
History of SARA

Prior to SARA

Average assessment times were:
• 49.5 business days (Concurrence Agency)
• 41 business days (Assessment Manager)
Common Criticisms of Pre-SARA System

- Uncoordinated System!
- Unclear State Requirements!
- Time blow outs!
- Costly litigation!
- Unreasonable conditions and information requests!
- What a bunch of Muppets!

Boo!
History of SARA

SARA became the single lodgement and assessment point for all DA’s.
The Principals of SARA

Better working arrangements between all departments
- Better coordination and responsiveness
- Greater certainty and consistency
- Balanced decision making
- Ensure reasonable and relevant conditions

"Jameson, the mediator, uses his last remaining negotiating tool in an effort to break the stalemate."
The Principals of SARA

Culture Change
- SARA is improving the DA culture between State Agencies
- Strives for stronger customer service and accelerated decision making
- Introduction of Key Performance Indicators (KPIs) to monitor performance and guide improvements
2 The Principals of SARA

Regulatory Reform
- Fine tune existing triggers
- Make more triggers GIS based
- Introduction of State Development and Assessment Provisions (SDAP)
- Introduction of FastTrack 5

- Reduces application costs
- Minimises timeframes
- Minimises red tape
- Increase certainty for applicants
The First 12 Months

In the 2013-2014 financial year:

• 3,998 decisions issued by SARA
  – 632 decision notices as assessment manager
  – 1,706 referral agency responses
  – 1,430 permissible change requests and extend relevant period
  – 230 pre-referral responses
The First 12 Months

Key Performance Indicators (KPI)
- Drive and maintain a high level of performance
- Integral to delivering the best planning system in Australia

The 2013/2014 KPI’s were:
- Customer satisfaction
- IDAS timeframes
- Information requests
- Appeals
3 The First 12 Months

Customer Satisfaction

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<thead>
<tr>
<th>SARA</th>
<th>Pre SARA</th>
<th>SARA</th>
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<tbody>
<tr>
<td>58%</td>
<td>20%</td>
<td>43%</td>
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OBJECTIVE ASSESSMENT

CONSIDERED COMMERCIAL ASPECTS
3 The First 12 Months

IDAS Timeframes, Information Requests and Appeals

- 97% issued without extension
- 95% of AM applications - No info request
- 52% issued within 5 days
- 88% Concurrence Applications - No info request
- 0% total AM appealed
- 0.6% total responses appealed

CONCURRENCE RESPONSE TIMES
DECIDED WITHOUT AN INFO REQUEST
APPEALS
Environmental Offsets Act

- Offsets introduced in 1980’s to counterbalance unavoidable environmental impacts
- Over time, many policies developed leading to complexities and onerous regulatory framework
- Environmental Offsets Act 2014 seeks to reduce green tape and provide greater focus on environmental outcomes
- SARA has prepared the Significant Residual Impact Guideline to make the application process under SARA more transparent
3 The First 12 Months

Wind Farm State Code
- SARA has taken on the role of finalising the draft Wind Farm State Code and Planning Guideline
- Many Councils do not have the capacity to effectively assess these highly technical applications
- SARA will be assessment manager for new or expanding wind farms
- Draft code and guideline about to be re-notified
The First 12 Months

Highly acclaimed

- 2014 National Award for Planning Excellence, Planning Institute of Australia in the category of Improving Planning Processes and Practices Award

- 2013 Queensland Planning Institute of Australia Overall Winner in the category of Exceptional Planning Achievement
SARA Expectations

The secret of change is to focus all of your energy not on fighting the old, but building the new.”

- Socrates
5 Questions?

That was wonderful!

Well it was pretty good

Boo!

I didn’t really like it

Boo!

Bravo!

It wasn’t bad

It could have been better

Boo!