

Service Statement – Annual Fire Safety

Attachment B

Service Area	Division	Responsible Manager
Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Administration of Annual Fire Safety Schedules and Statements (AFSS)	Promote and encourage voluntary compliance with fire safety regulations through submissions of Annual Fire Safety Schedules and through the Fire Safety Statement program.	
Legislatively required?		
Yes – Environmental Planning and Assessment Act 1979 and Regulations		
FTE	Expenditure (Budget)	Income (Budget and Actual)
75% x 1 Admin FTE Building surveying resources as required	23/24 budget – \$81,776 (includes overheads) Building Surveying resource costs not included	10-14017-4100 Annual Fire Safety Statement Fees FY 23/24: Budget \$158,951 Actual \$76,124

Service Statement – Annual Fire Safety

Sub Service 1

Outputs	Service Standards	Comments
Fire Safety assessments on Commercial buildings for Schedule purposes	<p>Timeframes generally aligned with DA/CC process.</p> <p>Buildings requiring Schedule – project on track for completion this FY.</p> <p>See Planning and Regulatory Services Customer Service Charter</p>	<p>Project to complete Schedules for commercial buildings being undertaken by BAU resources on track for completion FY 24/25.</p> <p>Number has reduced from approx. 1500 to 160 outstanding in Sept 2024 but further administrative resources required to complete backlog.</p>

Sub Service 2

Outputs	Service Standards	Comments
Review of Annual Fire Safety Statements for non-compliance issues	<p>No timeframes set except 100% completed annually.</p> <p>Annual statements but workloads aligned on quarterly basis with insurances.</p> <p>See Planning and Regulatory Services Customer Service Charter</p>	<p>Assessment undertaken by building surveyors and if breaches not corrected, breach report sent to Compliance team for action.</p> <p>Legislative requirements and process for annual statements (including compliance) needs to be reviewed and implemented when all statements are completed.</p>

Service Statement – Building Information Certificate

Service Area	Division	Responsible Manager
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Assessment and determination of Building Information Certificate (BIC) applications under Division 6.7 of the Environmental Planning and Assessment Act 1979	Delivery of Council's responsibilities under Division 6.7 of the Environmental Planning and Assessment Act 1979	
Legislatively required?		
Yes – Environmental Planning and Assessment Act 1979		
FTE	Expenditure (Budget)	Income (Budget and Actual)
25% x 1 Admin FTE Building Surveyors – approx. 36 hours per week	TOTAL = \$184,825 (includes overheads)	10-14003-4100 FY 23/24: budget \$46,746 actual \$37,557 Income dependent on number of applications

Service Statement – Building Information Certificate

Service		
Outputs	Service Standards	Comments
Issuing of Building Information Certificates (usually for sale of property or at another point to address unlawful development)	100% within 28 calendar days See Planning and Regulatory Services Customer Service Charter	Council's policy and process on unlawful development to be reviewed, including review of fees and charges for BICs (Albury Council has increased FY24/25 charges significantly for these certificates)

Service Statement – Bushfire Attack Level Certificates

Service Area	Division	Responsible Manager
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Bushfire Attack Level (BAL) certificates	Provision of BAL Certificates for complying development	
Legislatively required?		
Yes – State Environmental Planning Policy (Exempt and Complying Development Codes) 2008 (Codes SEPP)		
FTE	Expenditure (Budget)	Income (Budget)
Planner – approx. 10 hours per year	\$674.80 per year	10-14101-4100 \$680 per certificate (less than 5 per year) = \$3,400 per year for 5 certificates

Sub Service 1

Outputs	Service Standards	Comments
Currently less than five certificates issued per year	See Planning and Regulatory Services Customer Service Charter	Workload may increase – bushfire prone land maps were updated in 2021 to include grasslands resulting in increased rural land classified as bushfire prone. Relevant only to CDCs.

Service Statement – Complying Development and Construction Certificates and associated certification

Service Area	Division	Responsible Manager
Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Issue of Determination of Complying Development Certificates and Construction Certificates and associated certification services	Delivery of Council's responsibilities as an accredited certifier and a Principal Certifying Authority under the provisions of Part 6 of the Environmental Planning and Assessment Act 1979 and the Building and Development Certifiers Act 2018	
Legislatively required?		
Yes – Part 4, Environmental Planning and Assessment Act 1979 and Building and Development Certifiers Act 2018		
FTE	Expenditure (Budget)	Income (Budget and Actual)
80% x 6 FTE Building Surveyors over 4 sub services 50% x 6 FTE Admin over 4 sub services PCA contracts - less than 1 FTE Admin	23/24 budget (includes overheads) Building Surveyors = \$735,340 Admin Officers = \$399,763 TOTAL = \$1,135,103	10-14001-4100: Construction Certificates Complying Development Certificates 10-14011-4100: Extra Inspections FY 23/24: budget \$651,785 actual \$591,296

Service Statement – Complying Development and Construction Certificates and associated certification

Sub Service 1

Outputs	Service Standards	Comments
Assessment and Determination of Complying Development Certificates and the issue of associated Part 4A certificates.	100% within 20 calendar days See Planning and Regulatory Services Customer Service Charter	

Sub Service 2

Outputs	Service Standards	Comments
Assessment and Determination of Construction Certificates and the issued of associated Part 4A certificates.	100% within 40 calendar days See Planning and Regulatory Services Customer Service Charter	Review being undertaken regarding base fees and process for charging for further inspections or refunding if less inspections required. Reconciliation of inspections and invoicing timeframes to be improved. Process required to handover responsibility for outstanding debts to the Finance Team (noting teams use different IT systems).

Service Statement – Complying Development and Construction Certificates and associated certification

Sub Service 3

Outputs	Service Standards	Comments
Preparation and endorsement of contracts for engagement of Council to perform certification work	Timeframes not specified, however most currently actioned within two days of application See Planning and Regulatory Services Customer Service Charter	No charge for preparation of these contracts. Industry view that contracts require more administrative effort and steps than previously necessary – this is because of NSW Planning Portal requirements.

Sub Service 4

Outputs	Service Standards	Comments
Inspection and issue of occupation certificates acting as Principal Certifying Authority	Actioned on request and inspection undertaken within 48 hours of request. See Planning and Regulatory Services Customer Service Charter	

Service Statement – Contaminated Land and UPSS

Service Area	Division	Responsible Manager
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Contaminated Land and Underground Petroleum Storage Systems	Manage the potentially contaminated land register and Underground Petroleum Storage Systems to assist with the development assessment and conveyancing.	
Legislatively required?		
Yes - Contaminated Land Management Act 1997, Chapter 4 of the State Environmental Planning Policy (Resilience and Hazards) 2021 (RH SEPP), and the Managing Land Contamination Planning Guidelines – SEPP 55 – Remediation of Land (Planning Guidelines).		
FTE	Expenditure (Budget)	Income (Budget)
25% x 1 FTE Admin	23/24 budget \$26,847 (includes overheads)	Nil

Sub Service 1

Outputs	Service Standards	Comments
Management of Council's register of contaminated land and issuing of advice on land contamination matters under section 10.7 of the EP&A Act	Not currently defined. Council has 2022 Contaminated Land Management Policy POL 030	Identified as a risk in the Service Review. Responsibility currently sits with Development Assessment and Building Certification, but existing staff have limited environmental capability. Legal advice being sought to establish appropriate framework and Council is participating in new Canberra JO project aimed at improving management of contaminated land.

Service Statement – Contaminated Land and UPSS

Sub Service 2

Outputs	Service Standards	Comments
Regulation of Underground Petroleum Storage Systems in the LGA	<p>Not currently defined.</p> <p>The Protection of the Environment Operations (Underground Petroleum Storage Systems) Regulation 2019 (PDF 311KB) (UPSS Regulation) aims to minimise the risk to human health and the environment by requiring best practice design, installation, maintenance, and monitoring of UPSS in NSW</p>	<p>Responsibility for most UPSS moved from EPA to local councils in 2019.</p> <p>Identified as a risk in the Service Review. Responsibility currently sits with Development Assessment and Building Certification, but existing staff have limited environmental capability.</p> <p>Legal advice being sought to establish appropriate framework and Council is participating in new Canberra JO project aimed at improving management of contaminated land.</p>

Service Statement – Development Application

Service Area	Division	Responsible Manager
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Development Application Assessment and Determination	Delivery of Council's responsibilities as the consent authority under the provisions of Part 4 of the Environmental Planning and Assessment Act 1979.	
Legislatively required?		
Yes – Part 4, Environmental Planning and Assessment Act 1979		
FTE	Expenditure (Budget)	Income (Budget and Actual)
80% x 9 FTE Planners	23/24 budget (includes overheads)	10-14101-4100
	–Town Planners	FY 23/24: budget \$643,540 actual \$948,225
	= \$1,067,302	
50% x 6 FTE Admin	Admin Officers	
	= \$322,618	
	TOTAL = \$1,389,920	
Minor heritage and building input	Minor heritage & building cost not included	

Service Statement – Development Application

Sub Service 1

Outputs	Service Standards	Comments
Assessment and determination of Development Applications including application to modify consents and reviews	In FY 24/25 on average asap or within 78 days (gross not 'stop the clock' days) as set out under the Minister's EP&A (Statement of Expectations) Order effective 1 July 2024 See Planning and Regulatory Services Customer Service Charter	Recruitment underway and operational efficiencies required to meet timeframes Trial of new concierge service to assist with improving timeframes by improving quality of applications

Sub Service 2

Outputs	Service Standards	Comments
Assessment and determination of applications for minor (heritage conservation) works under Clause 5.10 of the Wagga Wagga Local Environmental Plan 2010	Not defined See Planning and Regulatory Services Customer Service Charter	No current charge for this service. Currently undertake less than 20 assessments per year (approx. 20 hours total) No application currently set up in Property and Rating or NSW Planning Portal

Service Statement – Development Control Plans

Service Area	Division	Responsible Manager	
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification	
Service	What does this service aim to achieve?		
Preparation of amendments to Development Control Plans	Provision of Development Control Plans		
Legislatively required?			
Yes – Part 3, Environmental Planning and Assessment Act 1979			
FTE	Expenditure (Budget)	Income (Budget)	
Not resourced	N/A	10-14201-4100: Strategic Planning Nil	

Sub Service 1

Outputs	Service Standards	Comments
Review and updating of current Development Control Plans	Project Plan required	Project Plan to be developed Strategic Planning responsible for site specific DCPs as part of planning proposals One FTE likely to be required for project

Service Statement – Heritage Advice

Service Area	Division	Responsible Manager
Development Assessment	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Provision of Heritage Advisory Service	Provision of expert heritage advice to the community in relation to development in the heritage conservation area or on sites containing or in proximity to items of environmental heritage.	
Legislatively required?		
No		
FTE	Expenditure (Budget and Actual)	Income (Budget)
Approx 10% x FTE Senior Planner	Consultants: FY23/24 Budget \$19,500 Actual \$42,400 23/24 budget Senior Town Planner (includes overheads= \$18,001 TOTAL = \$37,501	10-14102-7001: consultant cost 10-14102-4400: Heritage NSW Grant (no longer available) Nil

Sub Service 1

Outputs	Service Standards	Comments
Provision of expert heritage advice to the community in relation to development in the heritage conservation area or on sites containing or in proximity to items of environmental heritage.	As required See Planning and Regulatory Services Customer Service Charter	Likely increased requirements if development increases in heritage/conservation areas

Service Statement – Planning Certificates

Service Area	Division	Responsible Manager
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Issue of Planning Certificates under Section 10.7 of the Environmental Planning and Assessment Act 1979.	Delivery of Council's responsibilities under Section 10.7 of the Environmental Planning and Assessment Act 1979	
Legislatively required?		
Yes – Environmental Planning and Assessment Act 1979		
FTE	Expenditure (Budget)	Income (Budget and Actual)
75% x 1 FTE Admin	23/24 budget (includes overheads) = \$80,654	10-14501-4100 FY23/24 Budget \$159,880 Actual \$177,141

Service Statement – Planning Certificates

Sub Service 1

Outputs	Service Standards	Comments
Section 10.7 certificates required on conveyance of land or for other purposes	100% processed within five business days of request See Planning and Regulatory Services Customer Service Charter	Service Review has identified need to review this process including data sources, legislative requirements, templates, and disclaimers. Currently identifying appropriate resources to undertake the review. Long term plans should aim for automation of this process.

Service Statement – Professional Advice

Service Area	Division	Responsible Manager
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Provision of professional information and advice to internal and external customers	Provision of professional planning and building certification information to internal and external customers, including resolution of issues and complaints that arise as applications are progressed.	
Legislatively required?		
No – NSW practice standards for registered certifiers set out requirements to ensure certifiers manage potential conflicts (by not providing advice and certifying) and recent Goulburn Mulwaree professional indemnity case indicates that planners need to consider implications of providing advice.		
FTE	Expenditure (Budget)	Income (Budget)
20% x all FTE Planners	23/24 budget (includes overheads) Town Planners = \$266,825	Nil
10% x all FTE Building Surveyors	Building Surveyors = \$91,918	
	TOTAL = \$358,743	

Service Statement – Professional Advice

Sub Service 1		
Outputs	Service Standards	Comments
Duty Planner and Building Surveyor Services	Currently always available in person and by telephone during business hours	Service Review has recommended these services be reduced by c.50% to provide further capacity to undertake core services
Customer Request Enquiries	As required but always available via duty services	To be monitored with new trial Concierge Service
Written Enquiries	See Planning and Regulatory Services Customer Service Charter	Council has fees for this service however they are rarely charged in practice. This is consistent with Council's focus on assisting customers to lodge high quality applications. This should be monitored in line with trial of new Concierge Service

Sub Service 2		
Outputs	Service Standards	Comments
Application pre-lodgment meetings	As required.	Consideration should be given to more formal process for recording minutes of these meetings – see recent Goulburn Mulwaree professional indemnity court case

Service Statement – Professional Advice

Sub Service 3

Outputs	Service Standards	Comments
<u>External agency advice</u> SAP applications SSD applications Telecommunications development Liquor licensing applications Policy reform consultation Outstanding Orders and Notices	As required. See Planning and Regulatory Services Customer Service Charter	

Sub Service 4

Outputs	Service Standards	Comments
<u>Internal Advice</u> Strategic Planning Heritage Grants Council Development Other	As required. See Planning and Regulatory Services Customer Service Charter	

Service Statement – Road and Locality Naming and Renaming

Service Area	Division	Responsible Manager
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Road and locality naming and renaming	Management of road and locality naming and renaming processes	
Legislatively required?		
Yes – Roads Act 1993		
FTE	Expenditure (Budget)	Income (Budget)
Not resourced	N/A	10-15428-4100 FY23/24 Budget \$1000 Actual Nil

Sub Service 1

Outputs	Service Standards	Comments
Management of road and locality naming and renaming processes	As required	Management of this process often sits with an asset management team rather than a planning team.

Service Statement – Section 68 Applications

Service Area	Division	Responsible Manager
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Assessment and determination of applications under <ul style="list-style-type: none"> • Part B4 - Carry out (private internal) sewerage work • Part B5 - Carry out (private internal) stormwater drainage work • Part F4 - Install a domestic oil or solid fuel heating appliance • Part A1 - Install a manufactured home, moveable dwelling or associated structure • Part F2 - Operate a caravan park or camping ground • Part F3 - Operate a manufactured home estate 	Delivery of Council's responsibilities for the assessment and issue of activity approvals under Section 68 of the Local Government Act 1991	

Service Statement – Section 68 Applications

Legislatively required?		
Yes – Section 68 of the Local Government Act 1991		
FTE	Expenditure (Budget)	Income (Budget and Actual)
50% x 1 FTE Admin	23/24 budget (includes overheads)	10-14018-4100: Section 68 Applications
	–	10-15836-4100: Section 68 Applications – Minor
10% x 6 FTE Surveyors	Admin Officer = \$53,770	FY23/24 Budget \$330,753 plus \$31,791 (minor) = \$362,544
	Building Surveyors = \$91,918	Actual = \$314,621 plus \$63,925 (minor) = \$378,546
	TOTAL = \$145,688	
Minor additional Admin hours	Minor additional admin cost not included	

Sub Service 1

Outputs	Service Standards	Comments
Assessment and issue of activity applications under s68 of Local Government Act 1991	100% Residential plumbing section 68 applications determined within 7 business days See Planning and Regulatory Services Customer Service Charter	Local Approvals Policy currently being considered. This may reduce 'red tape' for applicants, however administrative resources will still be required. Plumbing inspector currently being recruited who will assist with technical expertise and capacity.

Service Statement – Swimming Pool Certificates of Compliance

Service Area	Division	Responsible Manager
Development Assessment Building Certification Development Administration	Development Assessment and Building Certification	Development Assessment and Building Certification
Service	What does this service aim to achieve?	
Assessment and issue of Swimming Pool Certificates of Compliance	Delivery of Council's responsibilities under the Swimming Pools Act 1992	
Legislatively required?		
Yes – Section 19 Swimming Pool Regulations 2018		
FTE	Expenditure (Budget)	Income (Budget and Actual)
10% x 5 FTE Surveyors Minor Admin hours	23/24 budget (includes overheads) \$76,598 Minor additional admin cost not included	10-14006-4100 FY23/24 Budget \$24,478 Actual \$28,477

Service Statement – Swimming Pool Certificates of Compliance

Sub Service 1		
Outputs	Service Standards	Comments
Assessment and issue of Swimming Pool Certificates of Compliance plus management of non-compliance	<p>Private swimming pool inspections completed within 10 business days of receiving swimming pool certificate request</p> <p>Mandatory swimming pool inspections (currently tourist accommodation only) completed as required every three years</p> <p>See Planning and Regulatory Services Customer Service Charter</p>	<p>Wording of fees and charges on website has been reviewed.</p> <p>Process for non-compliance has been clarified and updated with Compliance team.</p>

Service Statement – Drainage Diagram

Service Area		Division	Responsible Manager
Development Administration		Development Assessment and Building Certification	Development Administration
Service		What does this service aim to achieve?	
Assess and determine Drainage Diagrams		Administration and associated processing for applications, usually required for conveyancing.	
Legislatively required?			
Yes – Conveyancing Act 1919			
FTE	Expenditure (Budget)		Income (Budget and Actual)
65% x 1 FTE Admin	23/24 budget (includes overheads) \$69,900		10-14052-4100 FY23/24 Budget \$167,605 Actual \$213,469
Sub Service 1			
Outputs	Service Standards		Comments
Provision of accurate drainage diagrams as requested	100% Drainage diagrams processed within 7 business days See Planning and Regulatory Services Customer Service Charter		

Planning & Regulatory Services

Customer Service Charter

City of Wagga Wagga is committed to being open, honest and fair in its dealings with all customers and strives to provide timely, efficient and consistent service to our community.

We take our obligations to the community seriously and are committed to ensuring high standards of service are reached and maintained.

COUNCIL'S ROLE

We are responsible for providing quality planning and development initiatives, processes and services, including managing development applications and building and plumbing certification services for the city. Generally, staff are not able to provide design advice and then certify or approve that development. We also exercise a number of regulatory powers to enforce compliance with legislation or development consent and respond to allegations of unlawful activity. This must be done in a consistent manner and without bias.

BE EFFICIENT

We will -

- Engage with you using language that is clear and concise.
- Be courteous, patient, and helpful at all times when communicating with you, our customers.
- Ensure that all correspondence includes correct contact details for the officer dealing with the matter.
- Endeavour to have planning development applications processed within timeframes set out in the Minister's Statement of Expectations Order effective 1 July 2024 (in FY 24/25 it is an average of 78 days).
- Endeavour to have your less complex development applications processed within 30 business days.
- Have your residential plumbing and drainage applications (section 68) and sewer service diagrams determined within seven business days.
- Have your section 10.7 planning certificates processed within five business days.
- Reply to general planning and building enquiries within five business days.
- Process construction certificates in 40 days from the date all required information has been supplied.

- Release your bank guarantees within 10 business days of release request.
- Ensure all building and plumbing inspections are undertaken within 48 hours of request and the result forwarded after inspection to the applicant/builder.
- Acknowledge application submissions/objections within five business days.
- Work with you to develop solutions.

BE RESPONSIVE AND KEEP ME INFORMED

We commit to -

- Returning your phone calls within 24 hours.
- Acknowledging and/or responding to all emails that require a response within 48 hours.
- Calling where necessary, before we write, distribute a letter, additional information letter or email.
- Taking ownership of your enquiry.
- Negotiating timeframes with you for deliverables.
- Encouraging pre-lodgment discussions for applicants.
- Engaging with you on any amendments to the LEP.
- Engaging with you on any amendments to the DCP.
- Taking a collaborative approach to major strategic planning for the city.
- Open and inclusive engagement processes.
- Listening and acknowledging your views and opinions.
- Validating and respecting community views.
- Educating to build community capacity around land use and development matters.
- Emailing additional information requests and consents when an email address is provided by an applicant.

BE CONSISTENT AND TRANSPARENT

We commit to -

- Actively engaging with you through industry reference groups and regular communication channels that suit you.
- Attending meetings prepared and taking and upon request distributing minutes.
- Using your feedback to improve our service.
- Providing you with consistent and timely information.
- Ensuring our website is kept up to date.

WHAT WE EXPECT FROM THE CUSTOMER

We expect that you will -

- Provide accurate, quality, comprehensive information in accordance with relevant application requirements to allow efficient processing.
- Keep one point of contact (applicant).
- Be respectful, polite, courteous and understanding to staff.
- Be respectful of our processes and agreed timeframes and commitments.
- Provide copies of required consents as necessary to building and plumbing contractors.
- Contribute to assisting us improve our processes and systems by providing constructive feedback.
- Call to make an appointment if you have a complex enquiry.
- Work with us to develop solutions.