

Development approvals and compliance



The value we provide

- Support well designed, sustainable and safe development that protects heritage and neighbourhood character, maximises community benefit.
- Support outdoor dining to enhance our City's liveability and vibrancy.

What we do

- Make statutory planning decisions on planning permit and subdivision applications.
- Provide heritage/urban design advice relating to the planning scheme and policies.
- Provide front line customer service.
- Issue permits and enforce the building regulations including prosecutions, siting provisions and public safety.
- Register and inspect domestic swimming pools and spas.
- Administer local laws permits for construction activities and commercial uses, including footpath trading.
- Investigate and enforce alleged breaches of the Planning and Environment Act, the Port Phillip Planning Scheme and the Building Act.
- Proactively monitor development sites for compliance with Planning Permits.

Why we do it

- To ensure our city is liveable, sustainable and prosperous, retaining our diverse and distinctive neighbourhoods as the City continues to grow.

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Activities that support this service

- Building control
- Business support
- City permits
- Fishermans Bend planning
- Planning compliance
- Statutory planning

Our service at a glance

Service statistics	2018/19	2019/20
Planning applications		
• Planning applications received	1,224	1,041
• Planning applications decisions made	1,204	1,080

Service risk profile **Medium/High**

Strategic risks **Residual risk rating**

- None specific to this service

Policies documents that support this service

[Footpath Trading Guidelines](#)

[Footpath Trading Fees 2019/20 and Policy](#)

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How much it costs to provide the service

		Budget 2020/21	
Operating costs	\$000	How the service is funded	\$000
Employee costs	6,754	Rates	(1,631)
Contracts	76	Parking revenue	1,017
Materials and other expenses	760	Reserves	(131)
Operating projects	0	Fees and charges (incl. statutory)	8,319
Total operating expenses	7,590	Grants	0
Capital projects	0	Other income	15
Total expenses	7,590	Total funding	7,590

(expenses include management overhead allocation, exclude depreciation and project expenditure)

FTE=59.9

Revenue from parking fees and fines is allocated on a proportionate basis across all service categories.

\$1.44 is returned by this service out of every \$100 of rates we receive

100% of costs are funded from fees and charges, grants or other income

Further revenue and expense information on the service

Activity	Expenses \$000	Revenue \$000
Statutory planning	2,721	1,540
Building control	1,437	724
Planning compliance	875	74
City permits	868	5,620
Business support	852	376
Fishermans Bend planning	470	0
Management expenses	367	0
Total	7,590	8,334

Expenses exclude depreciation. Management expenses consist of apportioned costs for the Executive Leadership Team (CEO and general managers) and all department managers.

Major contracts (annualised expense) \$000

- None

Major property leases (\$000) Market rental estimate Rent per year (\$ excl GST)

- None

Major financial contributions \$000

- None 0

Major assets

Council assets (June 2020) Value \$000

- None

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Our Council Plan 2017-27 priorities

In progress

- Continue to maintain a high standard of amenity, ensure compliance with planning requirements through service improvements and mobile technology.
- Work with the Victorian Government to improve the safety of buildings in our municipality.

Our projects (* means 100% and ** means partial grant and contribution funding)

Capital projects \$000	2020/21	2021/22	2022/23
None			
Total capital projects (excluding Fleet Renewal allocation)	0	0	0
Operating projects \$000	2020/21	2021/22	2022/23
None			
Total operating projects	0	0	0

How we are performing

Recent highlights

- Association of Consulting Surveyors Victoria (ACSV): Victorian Municipal Excellence Award, awarded by the Association of Consulting Surveyors Victoria for excellence in dealing with planning applications for subdivision.
- Results from the annual satisfaction survey of residents conducted in February 2020 indicated the resident satisfaction with planning services improved significantly this year, up from 60 per cent last year to 76 per cent in 2019/20.
- Planning applications decided within required timeframe result has improved significantly and reflects process improvements put in place.
- Victorian Civil & Administrative Tribunal (VCAT) supports around 80% of Council decisions compared to 61% for similar councils and 51% for all councils.

Recent challenges

- The COVID-19 pandemic called for us to be agile and flexible and to support the community where most needed. During the pandemic, Council adapted to innovate new ways of keeping safe and connected while maintaining our high standard of service delivery. In response to the COVID-19 pandemic:
 - Installed a swimming pool registration service.
 - Successfully modified planning processes.
- The median number of days to make a decision on an application has increased and does not meet the target of 75 days. This increase is largely a consequence of COVID-19, which has required additional time for the service to adapt to working remotely and additional resources required to undertake Council's referral authority role responding to the significant planning applications lodged with the Minister for Planning in Fishermans Bend, which are not measured by the Local Government Performance Reporting Framework.
- The average cost of Council's statutory planning service per planning application increased by 6.6 per cent in 2019/20 and is due to an approximately 10 per cent reduction in the number

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How we are performing

of applications received and increased spend on legal representation for significant developments at VCAT and at the Fishermans Bend Standing Advisory Committee.

Measure	2017/18 result	2018/19 result	2019/20 result	2020/21 target	Metro councils 2019/20
Planning decisions upheld by VCAT	61%	72%	77%	>70%	61%
Days taken to decide planning applications.	77	78	86	<75	76
Planning applications decided within required time frames.	61%	57%	68%	>60%	70%
Cost of statutory planning service.	\$2,764	\$2,617	\$2,791	<\$2,900	\$2,916
Resident satisfaction with Council's planning services	78%	60%	76%	>80%	No comparison available