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## B Approach to gathering information

In conducting this study, the Commission drew on submissions, as well as consultation with business, private sector developers and retailers, state and territory planning agencies, local councils and the wider community to identify those differences in state and territory planning systems that warranted benchmarking. This appendix details the approach the Commission took to obtaining the data to facilitate that benchmarking.

### **Gathering information for benchmarking**

The Commission sought to minimise the burdens placed on government departments/agencies and businesses through requests for information by using existing data sources wherever possible. In particular, the Commission made use of:

- data from the Australian Bureau of Statistics
- surveys, studies and reviews completed by the jurisdictions and others, including consultants and researchers.

While these sources provided valuable information for the study, the specific areas of planning, zoning and development assessments selected for benchmarking required additional and, in some cases, more current information. As a result, the Commission sought additional information via:

- surveys of state and territory planning agencies, local councils, ‘greenfield developers’, retailers, a broad cross section of businesses and the community
- data on commercial and industrial land sales and median house prices, sourced from RP Data
- data on residential property listings, sourced by the Commission from publicly available information.

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## B.1 Surveys

To better understand the various aspects of planning, zoning and development assessment relevant to the benchmarking of jurisdictions, the Commission surveyed the jurisdictions' planning departments and agencies, local councils, greenfield developers, a broad cross section of businesses, the community and a small sample of retailers. This section outlines the nature of those surveys, how they were developed and distributed and how the data from the surveys was used in the report.

### Survey of state and territory planning departments and agencies

The state and territory planning departments and agencies have a detailed knowledge of the regulatory requirements relating to planning, zoning and development assessments in their jurisdiction and how those requirements are enforced and administered. As such, they are a vital source of information for this benchmarking study. To access this information the Commission developed a survey and sent it to each state and territory planning department/agency (table B.1). Data for the year 1 July 2009 to 30 June 2010 was sought in the surveys. The questions listed in table B.2 are a generalisation of the questions used in the actual surveys as each survey was tailored to subtleties of each jurisdiction's planning regime.

**Table B.1 Lead planning agencies**

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NSW	Department of Planning
Vic	Department of Planning and Community Development
Qld	Department of Infrastructure and Planning
WA	Western Australian Planning Commission
SA	Department of Planning and Local Government
Tas	Tasmanian Planning Commission
ACT	ACT Planning and Lands Authority
NT	Department of Lands and Planning

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The surveys were sent to the Chief Executive (or equivalent) of each department or agency during the week commencing 6 September 2010 with a requested return date of 8 October 2010. Most jurisdictions provided complete survey responses by 3 November 2010. However, Western Australia's complete survey response was not provided until 10 January 2011. The Commission reviewed the completed surveys and sought clarification from the jurisdictions on any anomalies in their responses. In December 2010, the Commission circulated a working draft of the study to the jurisdictions for their review and comment. The working draft contained the benchmarking data (from all sources) for all jurisdictions. The circulation of the

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working draft was the first time the jurisdictions had seen their survey responses in the context of the data from other jurisdictions.<sup>1</sup> In response to the working draft, the jurisdictions had until 14 January 2011 to provide further comments and clarifications on the Commission's use and interpretation of their survey responses.

**Table B.2 Planning, zoning and development assessments survey, 2009-10 — State departments and agencies**

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**PART 1 — Policy framework**

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1. In **[relevant jurisdiction]** is government policy currently guided by any of the following planning policies/instruments? (If so, please attach the latest versions of these documents to your survey response):
  - a) a state or territory level economic development strategy
  - b) regional strategic plans
  - c) a metropolitan strategic and spatial plan for **[relevant capital city]**
  - d) a state level infrastructure plan
  - e) regional infrastructure plans
  - f) an infrastructure plan for **[relevant capital city]**
  - g) an activity centres policy
  - h) any 'land audits' undertaken since 1 July 2008 (for example, studies on the availability of industrial land within the jurisdiction)
2. What specific statutory powers (if any) do **[relevant jurisdiction planning departments/agencies and land development agencies]** have to realise the implementation of these planning policies / instruments? Do any other government agencies have statutory powers relevant to the implementation of these planning policies/instruments? If so, what are these powers and how are they used in practice to implement these planning policies/instruments?
3. Is the cost to government of implementing each of these planning policies / instruments included in the forward estimates and updated annually as part of the Budget process? If not, by what process are the specific initiatives envisaged under these planning instruments prioritised and funded?
4. When does your government intend to next review each of these planning policies/instruments?
5. Does the current strategic and spatial plan for **[relevant capital city]** have statutory effect? When was it put in place? When was it last reviewed?
6. Does **[relevant state government]** provide local councils with guidelines on centres policy and/or retail competition? In relation to these matters do the guidelines specify when an economic impact study is required?
7. In the last five years are there examples in **[relevant jurisdiction]** of changes to the institutional arrangements underpinning the planning, zoning and DA system, which were intended to make the system more efficient and effective (e.g. the establishment of new government agencies, the implementation of new consultation and coordination mechanisms or changes to zoning classifications)? What problems were these initiatives trying to address?
8. When was the planning law in your jurisdiction last comprehensively reviewed?
9. Are there any Memoranda of Understanding (or similar agreements) in place with the Commonwealth Government or Commonwealth agencies in respect to planning matters for, and around, Commonwealth land (such as airports, defence sites and ports). If so, please provide copies of those agreements.

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<sup>1</sup> The working draft did not include any survey data from Western Australia as the relevant survey response was yet to be received by the Commission.

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**Table B.2** (continued)

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**PART 2 — Resourcing**

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10. What was the total expenditure in 2009-10 of each of the following [**relevant jurisdiction planning departments/agencies and land development agencies**]?
11. For each of these entities:
- what was their total expenditure on planning, zoning and DA-related activities in 2009-10?
  - what was their total expenditure on consultancies related to the planning, zoning and DA system in 2009-10?
  - how many full-time equivalent planning staff were employed by them in 2009-10?
  - how many full-time equivalent staff (including permanent and casual staff) with formal tertiary qualifications in town planning or civil engineering were directly employed by them as at 30 June 2010?
  - what proportion of their full-time equivalent staff with formal tertiary qualifications in town planning or civil engineering had more than 5 years professional experience as at 30 June 2010?
  - what was the staff turnover rate for their full-time equivalent staff with formal tertiary qualifications in town planning or civil engineering in 2009-10?
  - what was the total remuneration package for the most senior planner and for an entry level planner?
12. What was the expertise of government appointed members in each case of [**relevant jurisdiction planning departments/agencies and land development agencies**] in 2009-10?

**PART 3 — Planning priorities**

- 13.a) In terms of planning priorities, please identify for [**relevant jurisdiction**] the five highest and lowest priorities (Please mark with a X):
- Maintaining a vibrant city centre
  - Securing adequate urban water supply
  - Improving mobility within the city
  - Attracting skilled labour
  - Promoting healthy lifestyles
  - Enhancing the connectedness of the city with other Australian capital cities
  - Reducing socio-economic disparities across the city
  - Managing new 'greenfield' development at the city's edge
  - Accommodating population growth
  - Reducing traffic congestion
  - Addressing problems of crime and violence
  - Providing new economic and social infrastructure
  - Ensuring efficient waste management and/or recycling
  - Adapting to climate change
  - Enhancing the connectedness of the city with nearby regional population centres
  - Improving the accessibility of services for an ageing population
  - Maintaining existing economic and social infrastructure
  - Providing affordable housing
  - Enhancing the connectedness of the city with overseas cities
  - Making the transition to higher urban population densities
  - Protecting biodiversity
  - Providing diverse and appropriate housing
  - Improving air quality
  - Maintaining or improving social cohesion
  - Attracting new industries
- 13.b) Other comments on the planning priorities for [**relevant capital city**]:
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**Table B.2** (continued)

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14.a) To what extent (**no effect, minor effect, moderate effect, major effect**) can government use the planning, zoning and DA system to positively influence the following challenges (Mark with an X):

- Maintaining a vibrant city centre
- Securing adequate urban water supply
- Improving mobility within the city
- Attracting skilled labour
- Promoting healthy lifestyles
- Reducing socio-economic disparities across the city
- Managing new 'greenfield' development at the city's edge
- Accommodating population growth
- Reducing traffic congestion
- Addressing problems of crime and violence
- Providing new economic and social infrastructure
- Ensuring efficient waste management and/or recycling
- Adapting to climate change
- Enhancing the connectedness of the city with nearby regional population centres
- Improving the accessibility of services for an ageing population
- Maintaining existing economic and social infrastructure
- Providing affordable housing
- Making the transition to higher urban population densities
- Protecting biodiversity
- Providing diverse and appropriate housing
- Improving air quality
- Maintaining or improving social cohesion
- Attracting new industries

14.b) Other comments on extent to which the planning, zoning and DA system can be used to positively influence the challenges facing cities in [**relevant jurisdiction**]:

15.a) To what extent (**large effect, moderate effect, minor effect, not at all**) does the implementation of [**relevant capital city's**] current strategic and spatial plan assume the following?:

- Bipartisan political support for the objectives and priorities of [**relevant capital city's**] strategic plan
- Significant re-zoning of land to strengthen the role of cities and major centres within [**relevant capital city**]
- A higher proportion of businesses choosing to locate along key transport corridors
- A higher proportion of businesses choosing to locate in cities and major centres within [**relevant capital city**]
- Higher levels of public transport usage
- Greater community acceptance of medium and high density urban infill housing developments
- A greater proportion of the community living in smaller dwellings that are not conventional separate houses
- Greater community acceptance of user charges to recover the cost of infrastructure provision
- Greater community acceptance of using price signals to help manage negative externalities from higher population densities (e.g. congestion road charging)
- Commonwealth funding for new infrastructure investment
- [**State**] government funding of new infrastructure investment
- Local councils funding new infrastructure investment
- The cooperation and participation of local councils in implementing the plans
- The private sector either partially or fully funding new infrastructure investment
- Securing land corridors for new transport infrastructure

15.b) Other comments on factors that are likely to have a decisive effect on the successful implementation of your suite of planning policies/instruments?

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**Table B.2** (continued)

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16. The Australian community has traditionally favoured relatively low density forms of housing. In contrast, Australian city planning is generally seen as moving in the direction of trying to contain the rate of urban expansion by favouring the construction of higher density forms of housing, including in existing built-up areas. Are community preferences leading or lagging changes occurring through the planning, zoning and DA system? If they are lagging, to what extent is this contributing in **[relevant capital city]** to conflict and delays in processing development applications?
17. Given the goal of housing an increasing population and the differences in housing preferences of people at different stages of their lives, how do you determine the growth rates for different areas of **[relevant capital city]** – is it equal rates of growth? If variable, how is this determined?
18. Compared with past iterations, are the current versions of your strategic and spatial plan and associated infrastructure plan for **[relevant capital city]** largely ‘evolutionary’ or ‘revolutionary’? If ‘evolutionary’ what key aspects give them a sense of continuity with the objectives and direction of past planning exercises? If ‘revolutionary’ what key aspects represent significant departures from past planning exercises? If mixed, please identify the key aspects that are ‘evolutionary’ and those that are ‘revolutionary’.
19. During the development of the strategic and spatial plan for **[relevant capital city]** and associated infrastructure plan, were the following sources of information and advice made publicly available?
- a) supporting commissioned research
  - b) the advice of expert advisory panels
  - c) submissions received from local government
  - d) submissions received from residents
  - e) submissions received from the business sector
  - f) the assumptions and results of modelling exercises
- If so, how was this information made publicly available (such as by request, accessible on the internet)?
20. Is there a statutory requirement that local government planning, zoning and DA decisions must be consistent with **[relevant state government’s]** regional or metropolitan strategic plans? If not, what is the process by which **[relevant state government]** seeks to align state and local government decision making in relation to planning, zoning and DA matters?
21. Does **[relevant state government]** take any specific actions to encourage local councils to cooperate with each other in tackling regional or metropolitan level planning, zoning or DA related challenges?

***PART 4 — The consideration of development proposals***

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22. We want to confirm the exact roles and functions of key institutions within **[relevant jurisdiction’s]** planning system.
- a) Please briefly describe the role and functions of the **[listed relevant jurisdiction planning departments/agencies and land development agencies]**.
  - b) What is the delineation of roles and responsibilities between each of these entities and the **[listed relevant jurisdiction planning departments/agencies and land development agencies]**?
  - c) What criteria apply to the make up of the **[listed relevant jurisdiction planning departments/agencies and land development agencies]**?
  - d) Do the **[listed relevant jurisdiction planning departments/agencies and land development agencies]** provide these entities with secretariat services?
  - e) Are meetings of these entities open to the public? For each of these entities, what proportion of meetings were open to the public in 2009-10?
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**Table B.2** (continued)

23. Please fill in Tables 1, 2 and 3 concerning the activities of the **[listed relevant jurisdiction planning departments/agencies and land development agencies]** in 2009-10.

*Table 1 Activities of the [relevant jurisdiction planning department/agency] in 2009-10*

	<i>Residential</i>	<i>Commercial/business</i>	<i>Industrial</i>	<i>Other</i>
Number, development proposals				
Total value of those proposals				
Average approval time				
Total application fees and charges				
Total infrastructure charges / levies				
Number court appeals (outcomes)				

*Table 2 Activities of the [relevant land development agency] in 2009-10*

	<i>Residential</i>	<i>Commercial/business</i>	<i>Industrial</i>	<i>Other</i>
Number, development proposals				
Total value of those proposals				
Average approval time				
Total application fees and charges				
Total infrastructure charges / levies				
Number court appeals (outcomes)				

*Table 3 Activities of the [relevant redevelopment authority] in 2009-10*

	<i>Residential</i>	<i>Commercial/business</i>	<i>Industrial</i>	<i>Other</i>
Number, of development proposals				
Total value of those proposals				
Average approval time				
Total application fees and charges				
Total infrastructure charges / levies				
Number court appeals (outcomes)				

24. Are development applicants able to apply to the court for a review of the following matters:

- a) rezoning
- b) the development assessment
- c) enforcement of conditions imposed on development
- d) other issues. Please list:

25. Are development applicants able to apply for a review (other than by a court) of decisions taken by the **[listed relevant jurisdiction planning departments/agencies and land development agencies]**? If so, how many development proposal decisions of each of these entities were subject to such an appeal in 2009-10?

26. Are development applicants able to appeal decisions taken by the **[listed relevant jurisdiction planning departments/agencies and land development agencies]**? If so, what types of decisions are subject to appeal? What is the nature of the appeals process? How many development proposal decisions of these departments were subject to appeal in 2009-10?

27. How many development proposals were considered under state government development approval processes in 2009-10? For each of these, how were they brought into the scope of state government development approval processes (for example, Ministerial call in, being declared a state significant project, other)?

28. In **[relevant jurisdiction]**, how common is it for businesses to repackage or up size development projects in order to satisfy the requirements for consideration under state government approval processes? In 2009-10, what proportion of projects considered under these processes do you think had been repackaged in order to avoid going through local government DA processes?

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**Table B.2** (continued)

29. What legislative or administrative processes are in place at the state government level for preventing, investigating and prosecuting corruption which specifically applies to planning, zoning and DA matters?

**PART 5 — ‘Greenfield’ land supply**

- 30.a) Please review the figures for their accuracy. Please advise of any changes to the figures that are necessary in order to appropriately reflect the processes in **[relevant capital city]**.
- 30.b) Please confirm that a ‘structure planning’ process is not a mandatory step in the land supply process for **[relevant capital city]**?
- 30.c) In 2009-10, what proportion of your subdivision approvals issued in 2005-06 (with a four year expiry) and 2006-07 (with a three year expiry) lapsed without the subdivisions being finalised?<sup>a</sup>
- 30.d) Please provide the timeframes and land details associated with the different stages of the land supply processes in table 4 (below).

Table 4	<i>Land designated for future development</i>	<i>Land zoned for development (figure 1 process)</i>	<i>Subdivided land (figure 2 process)</i>	<i>Total</i>
<b>For residential/housing land:</b>				
Estimate of shortest actual elapsed time to complete this process in 2009-10 (calendar days)	not required <sup>a</sup>			
Estimate of longest actual elapsed time to complete this process in 2009-10 (calendar days)	not required <sup>a</sup>			
Estimate of the total area of land within the <b>[relevant capital city]</b> region with this process completed as at 30 June 2010				
Estimate of the total number of lots within the <b>[relevant capital city]</b> region with this process completed as at 30 June 2010				
Estimate of the proportion (by area) of the land within the <b>[relevant capital city]</b> region with this process completed that is government owned or controlled (%)				
<b>For industrial land:</b>				
Estimate of shortest actual elapsed time to complete this process in 2009-10 (calendar days)	not required <sup>a</sup>			
Estimate of longest actual elapsed time to complete this process in 2009-10 (calendar days)	not required <sup>a</sup>			
Estimate of the total area of land within the <b>[relevant capital city]</b> region with this process completed as at 30 June 2010				
Estimate of the total number of lots within the <b>[relevant capital city]</b> region with this process completed as at 30 June 2010				
Estimate of the proportion (by area) of the land within the <b>[relevant capital city]</b> region with this process completed that is government owned or controlled (%)				

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**Table B.2** (continued)

*Table 4 (continued)*

	<i>Land designated for future development</i>	<i>Land zoned for development (figure 1 process)</i>	<i>Subdivided land (figure 2 process)</i>	<i>Total</i>
<b>For commercial land:</b>				
Estimate of shortest actual elapsed time to complete this process in 2009-10 (calendar days)	not required <sup>a</sup>			
Estimate of longest actual elapsed time to complete this process in 2009-10 (calendar days)	not required <sup>a</sup>			
Estimate of the total area of land within the [relevant capital city] region with this process completed as at 30 June 2010				
Estimate of the total number of lots within the [relevant capital city] region with this process completed as at 30 June 2010				
Estimate of the proportion (by area) of the land within the [relevant capital city] region with this process completed that is government owned or controlled (%)				

<sup>a</sup> No response is required for this cell as: 1) it is the starting point for the analysis; 2) the focus of the analysis is on the rezoning and subdivision processes; and 3) the land may have been so designated many years previous and sat idle since.

Comments: Please include any comments on the above or on any other aspect of the land supply process (such as the provision of infrastructure and final issue of separate titles by the land registry).

31. Please provide the following data for [relevant capital city] for 2009-10:

- a) What was the total land area approved for subdivision for:
  - i) residential/housing
  - ii) industrial
  - iii) commercial
- b) What was the total number of lots approved for subdivision for:
  - i) residential/housing
  - ii) industrial
  - iii) commercial
- c) What was the total number of new lots/titles actually created:
  - i) residential/housing
  - ii) industrial
  - iii) commercial

**PART 6 — 'Greenfield' infrastructure provision**

32. Please complete tables 5 and 6 for [relevant capital city's] greenfield developments. Please use the following codes to describe the provider of each category of infrastructure: D for The developer; LC for Local council; S for State government agency or department; GBE for State government business enterprise; P or Private sector provider; Other - Please provide further details if making an 'other' response.

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**Table B.2** (continued)

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**Table 5** *Body providing infrastructure (in practice) in greenfield areas*

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**Roads<sup>a</sup>**

Trunk/arterial roads

Local roads

**Water**

Headworks

Minor works<sup>b</sup>**Sewerage**

Headworks

Minor works<sup>b</sup>

Storm water

Electricity

Gas

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<sup>a</sup> Roads and associated infrastructure such as bridges. <sup>b</sup> For example, the reticulation pipe works that connect properties to the headworks.

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**Table 6** *Body responsible for maintaining infrastructure*

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**Roads<sup>a</sup>**

Trunk/arterial roads

Local roads

**Water**

Headworks

Minor works<sup>b</sup>**Sewerage**

Headworks

Minor works<sup>b</sup>

Storm water

Electricity

Gas

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<sup>a</sup> Roads and associated infrastructure such as bridges. <sup>b</sup> For example, the reticulation pipe works that connect properties to the headworks.

33. Aside from the infrastructure listed in tables 5 and 6, are there any other infrastructure items a subdivision developer is typically asked to provide in **[relevant jurisdiction]**?

**PART 7 — Rezoning<sup>a</sup>**

34. The Commission is seeking as detailed information on the land rezoned in **[relevant capital city]** for the period 2009-10 as possible. (The local government areas defining **[relevant capital city]** for the purposes of our study are listed in the **[the relevant attachment]**).

Our first preference is that, where you are able, you complete table 7a (below – on the landscape page) for each rezoning approved for **[relevant capital city]** during 2009-10.

We appreciate you may not be able to complete table 7a due to issues such as data limitations or that such a request may be an unreasonable drain on resources. Where this is the case we ask you provide the following information, including completing table 7b:

- a) How many rezonings were approved for **[relevant capital city]** in 2009-10?
  - i) Is your response an estimate or is it based on records kept?
- b) From the list below, please rank 3 most common rezoning proposals approved in 2009-10 (1 being the most common, 2 the 2nd most common, etc) in table 7b:

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**Table B.2** (continued)

*Table 7a Rezonings — [relevant capital city] planning area*

<i>Initiated by (council, department, proponent)</i>	<i>Local council</i>	<i>Land owner</i>	<i>Location (greenfield zoning or infill)</i>	<i>Previous zoning</i>	<i>New zoning</i>	<i>Area rezoned (m<sup>2</sup>)</i>	<i>Number of lots rezoned</i>	<i>Elapsed time taken from initiation of request to decision (weeks)</i>
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*Table 7b Rezonings — [relevant capital city] planning area*

<i>Rank (please complete for 3 most common)</i>	<i>Rezoned from:</i>	<i>Rezoned to:</i>
	Rural use	Housing/Residential use
	Rural use	Industrial use
	Rural use	Commercial use
	Industrial use	Housing/Residential use
	Industrial use	Commercial use
	Industrial use	A different industrial use
	Commercial use	Housing/Residential use
	Commercial use	Industrial use
	Commercial use	A different commercial use
	Housing/Residential use	Industrial use
	Housing/Residential use	Commercial use
	Housing/Residential use	A different housing/residential use

i) Is your response an estimate or is it based on records kept?

**PART 8 — Coordination across government agencies**

35. Please complete tables 8, 9, 10 and 11 below. If there is more than one agency in **[relevant jurisdiction]** that is relevant to the different tables, please provide details for each within the relevant table. If there are more than four agencies, please add sufficient rows to the tables so that responses can be recorded for each.

Please use the following codes to describe the role of each agency:

**A** for Advisory function (statutory compulsion for the planners to at least consider the input of the agency)

**C** for Consulted

**R** for Referral agency (can refuse, can require conditions, but no 'approval' function)

**DP** for Decision maker under planning legislation

**DO** for Decision maker under other legislation — for example, environmental legislation (where the decision is related to the planning/development activity in question)

**Other** - Please provide details.

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**Table B.2** (continued)

*Table 8 Involvement of environment agencies*

<i>Department/ agency</i>	<i>Strategic planning — capital city plan</i>	<i>Rezoning</i>	<i>Other planning scheme amendments</i>	<i>Subdivisions</i>	<i>All other development applications</i>
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*Table 9 Involvement of heritage agencies*

<i>Department/ agency</i>	<i>Strategic planning — capital city plan</i>	<i>Rezoning</i>	<i>Other planning scheme amendments</i>	<i>Subdivisions</i>	<i>All other development applications</i>
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*Table 10 Involvement of transport agencies*

<i>Department/ agency</i>	<i>Strategic planning — capital city plan</i>	<i>Rezoning</i>	<i>Other planning scheme amendments</i>	<i>Subdivisions</i>	<i>All other development applications</i>
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*Table 11 Involvement of fire fighting services*

<i>Department/ agency</i>	<i>Strategic planning — capital city plan</i>	<i>Rezoning</i>	<i>Other planning scheme amendments</i>	<i>Subdivisions</i>	<i>All other development applications</i>
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36. Is there a government body responsible for coordinating state significant planning and development matters (including infrastructure) across government? If so, please provide details of the body and its responsibilities.

**PART 9 — Relationships between stakeholders**

We are seeking to understand the nature and quality of engagement between key stakeholders. For the tables below we are seeking a separate response from each **[relevant state government]** agency that has significant engagement with stakeholders on planning, zoning and DA issues.

37. Are there guidelines setting out how **[relevant state government agencies]** should engage with the community on planning, zoning and DA issues? If there are, what principles underpin these guidelines? Please attach any document that states the guidelines or principles.
38. For those **[relevant state government agencies]** with significant engagement with the community on planning, zoning and DA issues, how important **[Major, Moderate, Minor or Not relevant]** are the following motivations?:
- To discover community preferences
  - To help the community understand the implications for their local area of proposed developments at a regional or metropolitan level
  - To empower the community in the decision-making process
  - To ensure community concerns are considered
  - To minimise the potential for community opposition and avoid delays
  - Other reasons (please explain)

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**Table B.2** (continued)

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39. What amount did the **[relevant jurisdiction planning departments/agencies and land development agencies]** each spend on community consultation in 2009-10? What proportion of total expenditure did this represent for each?
40. Typically, at what stage in the strategic planning process does community consultation first and last occur? At these stages in the process what form does community engagement typically take?
41. What specific actions (if any) does **[relevant state government]** take to ensure the community understands the implications of regional or metropolitan strategic plans for the community's local areas?
42. In your experience, to what extent does public consultation on the nature and content of regional or metropolitan strategic plans mitigate community opposition to development proposals at the site level?
43. What is the scope of third party appeal rights in **[relevant jurisdiction]** in 2009-10? Over the last 10 years, has **[relevant state government]** amended third party appeal rights? What was the nature and extent of the changes? Was there community consultation on these changes?
44. Are there separate guidelines setting out how **[relevant state government agencies]** should engage with the business sector on planning, zoning and DA issues? If there are, what principles underpin these guidelines? Please attach any document that states the guidelines or principles.
45. Using a separate table for each, can each **[relevant state government agency]** with significant engagement with the business sector on planning, zoning and DA issues please indicate the extent **[Strongly agree, Agree, Neither agree or disagree, Disagree or Strongly disagree]** to which it considers the following statements reflect the quality of engagement between government officials and the private sector?:
- Officials have a good understanding of the commercial realities facing the businesses they deal with
  - Officials have a good understanding of the community's actual preferences in relation to development proposals
  - Officials are outcome focussed
  - Officials genuinely try and minimise the compliance burden associated with government planning, zoning and DA regulation
  - Officials adopt a collaborative approach to problem solving
  - Officials readily share knowledge and information
  - Engagement between officials and the business sector engenders a sense of trust
  - Quality of engagement between officials and the business sector exerts a *strong* influence on your government's ability to effectively bring about change through the planning, zoning and DA system
46. Are there guidelines for how **[relevant state government agencies]** should engage with local councils on planning, zoning and DA issues? If there are, what principles underpin these guidelines? Please attach any document that states the guidelines or principles.
47. For each **[relevant state government agency]** with significant engagement with local councils on planning, zoning and DA issues, how important **[Major, Moderate, Minor or Not relevant]** are the following motivations? Please use a separate table for each agency.
- To satisfy legislative requirements concerning the state and local government engagement
  - To discover the preferences of local councils
  - To help local councils understand the implications for their local area of proposed developments at a regional or metropolitan level
  - To empower local councils in the development and implementation of regional or metropolitan plans
  - To ensure the concerns of local councils are considered
  - To fast track infrastructure of regional or metropolitan importance
  - To minimise the potential for opposition from local government and avoid delays
  - To monitor local government performance in planning, zoning and DA and ensure compliance with the state's requirements
  - Other reasons (please explain)

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**Table B.2** (continued)

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48. For each [relevant state government agency] with significant engagement with local councils on planning, zoning and DA issues please indicate the extent [**Strongly agree, Agree, Neither agree or disagree, Disagree or Strongly disagree**] to which you feel the following statements reflect the quality of engagement between state and local government officials? Please use a separate table for each agency.
- Engagement is based on a good understanding of the challenges in the local council area
  - Engagement is based on a common view about broader regional or metropolitan planning objectives and priorities
  - Engagement is collaborative
  - Engagement is outcome focussed
  - Engagement involves the two way flow of knowledge and information
  - Engagement engenders a sense of trust
  - Engagement with local government officials exerts a *strong* influence on your government's ability to effectively bring about change at a regional or metropolitan level through the planning, zoning and DA system

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<sup>a</sup> Question(s) are unique to Western Australia's survey.

## Survey of local councils

Local councils are integral to the planning, zoning and development assessment systems of the Australian states and as such, they also possess valuable data for benchmarking jurisdictions in these areas.<sup>2</sup> To access this data, the Commission developed a survey with input from a number of state local government associations. This initial survey was further refined in light of the results from a small round of pilot surveys completed by individual local councils. The final versions of the survey were sent to the relevant senior council personnel across 173 metropolitan and regional cities (table B.3) during the first two weeks in September 2010. Personnel were requested to respond within two weeks of receiving the survey. Once completed, the surveys were returned directly to the Commission. The first response was received on 8 September 2010. The close off-date for the draft report was 4 February 2011 with responses received after that date to be used in the final report.

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<sup>2</sup> The planning functions of local councils are the responsibilities of ACT Planning and Lands Authority in the ACT and the Department of Lands and Planning in the Northern Territory. Both of the ACT Planning and Lands Authority and the Department of Lands and Planning received a similar survey to the local council survey in addition to their 'state regulator' survey. This allowed the Commission to capture comparable data across all the states and territories.

**Table B.3 Local council areas surveyed**

<b>New South Wales</b>	<b>New South Wales (cont)</b>	<b>South Australia</b>
Albury City Council	Sydney City Council	Adelaide City Council
Ashfield Council	The Hills Shire Council	Adelaide Hills Council
Auburn City Council	Tweed Shire Council	Alexandrina Council
Bankstown City Council	Warringah Council	Barossa Council
Blacktown City Council	Waverley Municipal Council	Burnside City Council
Blue Mountains City Council	Willoughby City Council	Campbelltown City Council
Botany Bay City Council	Wollondilly Shire Council	Charles Sturt City Council
Burwood Council	Wollongong City Council	District Council of Mount Barker
Camden Council	Woollahra Municipal Council	District Council of Yankalilla
Campbelltown City Council	Wyong Shire Council	Gawler Town Council
Canada Bay City Council		Holdfast Bay City Council
Canterbury City Council	<b>Victoria</b>	Light Regional Council
Cessnock City Council	Banyule City Council	Mallala District Council
Fairfield City Council	Bayswater City Council	Marion City Council
Gosford City Council	Boroondara City Council	Mitcham City Council
Hawkesbury City Council	Brimbank City Council	Mount Gambier City Council
Holroyd City Council	Cardinia Shire Council	Norwood, Payneham & St Peters City Council
		Onkaparinga City Council
Hornsby Shire Council	Casey City Council	Playford City Council
Hunter's Hill Council	Darebin City Council	Port Adelaide Enfield City Council
Hurstville City Council	Frankston City Council	Prospect City Council
Kiama Municipal Council	Glen Eira City Council	Salisbury City Council
Kogarah City Council	Greater Dandenong City Council	Tea Tree Gully City Council
Ku-ring-gai Council	Greater Geelong City Council	Unley City Council
Lake Macquarie City Council	Hobsons Bay City Council	Victor Harbor City Council
Lane Cove Council	Hume City Council	Walkerville Council
Leichhardt Municipal Council	Kingston City Council	West Torrens City Council
Liverpool City Council	Knox City Council	
Maitland City Council	Manningham City Council	<b>Queensland</b>
Manly Council	Maribyrnong City Council	Brisbane City Council
Marrickville Council	Maroondah City Council	Cairns Regional Council
Mosman Municipal Council	Melbourne City Council	Gold Coast City Council
Newcastle City Council	Melton Shire Council	Ipswich City Council
North Sydney Council	Monash City Council	Lockyer Valley Regional Council
Parramatta City Council	Moonee Valley City Council	Logan City Council
Penrith City Council	Moreland City Council	Moreton Bay Regional Council
Pittwater Council	Mornington Peninsula Shire Council	Redland City Council
Port Stephens Shire Council	Nillumbik Shire Council	Scenic Rim Regional Council
Queanbeyan City Council	Port Phillip City Council	Somerset Regional Council
Randwick City Council	Stonnington City Council	Sunshine Coast Regional Council
Rockdale City Council	Whitehorse City Council	Toowoomba Regional Council
Ryde City Council	Whittlesea City Council	Townsville City Council
Shellharbour City Council	Wodonga City Council	
Strathfield Municipal Council	Wyndham City Council	
Sutherland Shire Council	Yarra City Council	
	Yarra Ranges Shire Council	

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**Table B.3** (continued)

<b>Western Australia</b>	<b>Western Australia (cont)</b>	<b>Tasmania</b>
Armadale City Council	Melville City Council	Brighton Council
Bayswater City Council	Mosman Park Town Council	Clarence City Council
Belmont City Council	Mundaring Shire Council	Derwent Valley Council
Cambridge Town Council	Murray Shire Council	George Town Council
Canning City Council	Nedlands City Council	Glenorchy City Council
Claremont Town Council	Peppermint Grove Shire Council	Hobart City Council
Cockburn City Council	Perth City Council	Kingborough Council
Cottesloe Town Council	Rockingham City Council	Launceston City Council
East Fremantle Town Council	Serpentine-Jarrahdale Shire Council	Northern Midlands Council
Fremantle City Council	South Perth City Council	Sorell Council
Geraldton-Greenough City Council	Stirling City Council	West Tamar Council
Gosnells City Council	Subiaco City Council	
Joondalup City Council	Swan City Council	<b>Northern Territory</b>
Kalamunda Shire Council	Victoria Park Town Council	Alice Springs Town Council
Kwinana Town Council	Vincent Town Council	Darwin City Council
Mandurah City Council	Wanneroo City Council	Litchfield Shire Council
		Palmerston City Council
		<b>Australian Capital Territory</b>
		Canberra

The Commission undertook follow-up activities to ensure an adequate mix of council representation across jurisdictions and to attain acceptable response rates. The final national response rate for the local council survey was 69 per cent. Details of final response rates by jurisdiction are shown in table B.4.

**Table B.4 Local council survey responses**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT<sup>a</sup></i>	<i>NT<sup>b</sup></i>
Number of surveys sent	54	33	13	32	27	11	1	2
Number of completed surveys returned	38	24	11	14	16	6	1	2
<b>Response rate (%)</b>	<b>70</b>	<b>73</b>	<b>85</b>	<b>44</b>	<b>59</b>	<b>55</b>	<b>100</b>	<b>100</b>

<sup>a</sup> As there are no local councils in the ACT, the survey was sent to the ACT Planning and Lands Authority whole is responsible for duties performed by local councils in other jurisdictions. <sup>b</sup> A survey was sent to the Department of Lands and Planning in the Northern Territory as it is responsible for duties performed by local councils in other jurisdictions.

Source: PC Local Government Survey 2010 (unpublished).

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The survey asked a range of questions related to approvals activity and factors that influence planning, zoning and DA outcomes at the local government level. The questions listed in table B.5 are a generalisation of the questions used in the actual surveys as each survey was tailored to subtleties of the state planning regime under which the local council operated.

**Table B.5 Planning, zoning and development assessments survey, 2009-10 — local councils**

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***PART 1 — Council Information***

1. Local council name
2. State/Territory
3. How many planning instruments related to planning, zoning and development assessments did council have in 2009-10?

***PART 2 — Resources***

4. How many full-time equivalent staff (including permanent and casual staff) did council directly employ in planning, zoning and development assessment roles as at 30 June 2010?
  5. For those staff directly employed by council with planning, zoning and development assessment responsibilities, what percentage of their time was devoted to the following activities?:
    - Strategic planning
    - General planning advice
    - Assessment of development applications
    - Post development application work
    - Enforcement
    - Administration
    - Other
  6. What minimum qualifications are required before council employs staff as Strategic/Statutory Planners?:
    - Bachelor of Science/Arts (Town/Urban Planning)
    - Bachelor of Science/Arts (Other)
    - Diploma in Town Planning
    - Certificate
    - Year 12
    - Other (please specify)
  7. What was the total remuneration package (\$) for the Head of Planning and for entry level planners employed by council in 2009-2010?:
    - Head of planning
    - Entry level planner
  8. What was council's planning, zoning and development assessment expenditure (\$) on staff salaries, consultancies and other expenses in 2009-2010 (see definitions above)?:
    - Staff salaries
    - Consultancies
    - Legal expenses
    - Other expenses
- 

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**Table B.5** (continued)

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9. Please indicate the extent of influence [**No impact, Minor impact, Moderate impact, Major impact**] on council's capacity to effectively manage the planning, zoning and development assessment process of each of the listed factors?:
- Incomplete/poor quality applications
  - Workload pressures
  - High staff turnover
  - Difficulty employing suitably qualified staff
  - Legislative complexity
  - Conflicting state objectives
  - Insufficient guidance
  - Delays from objections/appeals
  - Delays from consultation
  - Political interference
  - Other (please specify)
10. Please comment on any other issues relevant to resourcing? For example, have the resources devoted to planning, zoning and development assessment changed in recent years and, if so, for what reasons?

**PART 3 — Activity indicators**

11. What was the total number of rezonings (and, if known, a breakdown by council-initiated and proponent-initiated rezonings) in 2009-2010?:
- Council-initiated
  - Proponent-initiated
  - Total
12. For those rezonings which were finalised/gazetted in 2009-2010, what was the average time taken in whole months (and, if known, a breakdown by council-initiated and proponent-initiated rezonings) to reach finalisation/gazetta?:
- Council-initiated
  - Proponent-initiated
  - Total
13. What was the total number of development assessments (and, if known, the number of residential, commercial/business, industrial and other development assessments) determined by council in 2009-2010?:
- Residential
  - Commercial/business
  - Industrial
  - Other
  - Total
14. What was the mean gross determination time (in days) for total development assessments (and, if known, the mean gross days to determination for residential, commercial/business, industrial and other development assessments) determined by council in 2009-2010?:
- Residential
  - Commercial/business
  - Industrial
  - Other
  - Total
- 

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**Table B.5** (continued)

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15. Did council use a track-based system (eg complying development, prohibited, self assessable, code assessable, merit assessable, impact assessable etc) to assess development proposals in 2009-2010?
16. If yes to Question 15, please estimate the number of development proposal determinations in each category in 2009-2010:
  - Total
  - Complying development (eg CDCs)
  - Non-complying development
  - Prohibited development
  - Self assessable
  - Code assessable
  - Merit assessable
  - Impact assessable
  - Other 1 (please specify in the text box in Q17 below)
  - Other 2 (please specify in the text box in Q17 below)
  - Other 3 (please specify in the text box in Q17 below)
  - Other 4 (please specify in the text box in Q17 below)
17. Additional information on Question 16.
18. If known, what was the total number of development proposals approved by council in 2009-2010 that have not yet proceeded beyond approval stage?
19. If known, what was the total number of development proposals approved by council in 2009-2010 that have not yet led to commencement of construction or change of use phases?
20. For how many development applications were there pre-lodgement meetings held in 2009-2010?
21. What impact [**No effect, Minor effect, Moderate effect, Major effect**] did the listed features have on expediting development assessment processes in 2009-2010?:
  - Electronic applications
  - ePlanning
  - Track-based assessment
  - Limited/prohibited third party appeals
  - Private certification
  - Appeal fees/costs
  - Other (please specify)
22. Additional comments on activity indicators.

**PART 4 — Accountability and transparency**

23. Were development proposal applicants able to apply for a review (other than by a court/tribunal) of a council development assessment decision in 2009-2010?
  24. If yes to Question 23, please indicate the nature of the review option (eg S82A in NSW).
  25. If yes to Question 23, how many reviews of council development assessment decisions were held in 2009-2010?
  26. What was the total number of proponent appeals against development assessment decisions by council that were lodged with, and upheld by, the relevant appeals court/tribunal in your state/territory during 2009-2010?:
    - Appeals lodged
    - Appeals upheld
- 

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**Table B.5** (continued)

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27. What was the total number of third party appeals against development assessment decisions by council that were lodged with, and upheld by, the relevant appeals court/tribunal in your state/territory during 2009-2010?:
- Appeals lodged
  - Appeals upheld
28. Please comment on the nature and extent of appeals by potential business competitors on development proposals in 2009-2010?
29. Did council have a strategy to deal with frivolous or vexatious appeals by business competitors and, if so, how in 2009-2010?
30. Which of the following practices does your council employ to facilitate accountability and transparency in the planning, zoning and development assessment system? (Please rank according to importance with 1 being the most important and so on. Equal rankings are allowed. Leave blank if practice not employed):
- Register of pecuniary interests
  - Public disclosure of donations
  - Declaration of independence
  - Whistleblowing policy
  - Public access to meetings/decisions
  - External auditing of assessment decisions
  - Non-discretionary decision-making
  - Structured supervision
  - Performance reporting
  - Other (please specify)
31. Please indicate which of the listed planning, zoning and development assessment information was available on the internet in 2009-2010?:
- Planning scheme/LEP information
  - Fees and charges
  - Infrastructure levies
  - Electronic DA application
  - DA proposals
  - DA submissions
  - DA progress
  - DA decisions
  - Other (please specify)

**PART 5 — Fees and charges**

32. What was the total value of development proposal assessment fees (\$) collected by council in 2009-2010?
33. What was the total value of infrastructure charges/developer contributions (\$) collected by council (on its own account) and the value provided by developers in-kind or through a transfer of land in 2009-2010?:
- Monetary payments
  - In-kind
  - Transfer of land
34. What was the total value of infrastructure charges/developer contributions (\$) collected by council on behalf of the state government and other agencies in 2009-2010? (Please provide detail on other agency collections in Question 35 below.):
- State Government
  - Other agencies
- 

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**Table B.5** (continued)

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35. Additional detail on other agencies infrastructure charges/developer contributions from Question 34.
36. Did council provide infrastructure charge/developer contribution relief or other incentives to encourage certain developments in 2009-2010? If yes, please provide detail in the comments box below.
37. What was the extent of cost recovery (%) from total infrastructure charges/developer contributions in 2009-10?
38. What percentage of total council revenue was accounted for by infrastructure charges/developer contributions in 2009-2010?
39. For each of the following development examples, what would the total infrastructure charges/developer contributions (\$) have been in 2009-2010 for a typical location?:
  - Low density residential block
  - Retail development (up to 1,000 sqm floorspace)
  - Industrial development (up to 5,000 sqm floorspace on a 1 Hectare site)

**PART 6 — Competition issues**

40. Does council impose restrictions on the use of particular retail, commercial or industrial sites that are additional to state/regional planning and zoning guidelines? If yes, please provide additional information in the comment box below.
41. If yes to Question 40, do these council-imposed restrictions vary according to business size (floor area, turnover or other size aspect), business type product mix or other business characteristic? If yes, please provide additional information in the comment box below.
42. Does council consider or take account of any of the listed impacts of a rezoning or development proposal on competition?:
  - Costs and benefits to existing businesses
  - Impact on viability of town centre
  - Transport impacts & infrastructure capacity
  - Community and lifestyle impacts
  - Other (please specify)
43. Does council implement an Activity Centres policy approach to the assessment of retail and commercial development proposals?
44. If yes to Question 43, how many development applications for retail, commercial and industrial developments within and outside activity centres were refused on the basis of being inconsistent with the Activity Centres policy in 2009-2010?:
  - Inside activity centre
  - Outside activity centre

**PART 7 — Consultation and coordination**

45. Does council have a formal community consultation strategy?
  46. How important to council are the following reasons for engaging with the community on planning, zoning and development assessment issues?:
    - To discover community preferences
    - To keep the community informed about developments in their local area
    - To empower the community in the decision-making process
    - To ensure community concerns are considered
    - To minimise the potential for community opposition and avoid delays
    - Other (please specify)
- 

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**Table B.5** (continued)

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47. Typically, at what stage in the planning, zoning and development assessment process does community consultation first occur? (Please select one.):
- During the development of council's strategic plan
  - During the development of individual neighbourhood plans
  - When re-zoning is being considered
  - When a development application is being assessed
48. In 2009-10, which of the following forms of community engagement did your council use in relation to small and large scale development proposals. Please also indicate if you regard these as an effective way of engaging with the community.
- Advertising in the local newspaper
  - Letter box drops
  - Erecting signage at the site
  - Contacting local community groups that are likely to have an interest in the development
  - Posting information on the council's website
  - Setting up a dedicated shopfront
  - Holding community information forums
  - Other (please specify)
49. In 2009-10, which of the following practices did your council use to assist the community understand the nature, scale and implications of small and large scale development proposals. Please also indicate if you regard these as an effective way of helping the community understand the implications of development proposals.:
- The council providing a 'plain' English' description of the nature and scale of the proposed development in information provided directly to the council's website or in letters sent to residents) public (e.g. posted on the council's website or in letters sent to residents)
  - Requiring developers to provide a 'plain English' description of the nature and scale of the proposed development to those in the community who are directly affected by it
  - The council responding in writing to questions received from the community
  - Allowing the community to access plans of the proposed development on request
  - Displaying plans of the proposed development
  - Displaying plans and an artist's impression of the proposed development
  - Displaying a model of the proposed development
  - Presentations by council officials at community information forums
  - Other (please specify)
50. What percentage of the council's planning, zoning and DA assessment expenditure was spent on community consultation/engagement in 2009-10?
- Less than 1 per cent
  - 2-5 per cent
  - 6-10 per cent
  - more than 10 per cent
- 

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**Table B.5** (continued)

51. Please indicate the extent to which you feel the following statements reflect the engagement between officials from your council and state government officials.:
- Engagement is based on a good understanding of the challenges facing your local area
  - Engagement is based on a common view about broader regional or metropolitan planning objectives and priorities
  - Engagement is collaborative
  - Engagement is outcome focussed
  - Engagement involves the two way flow of knowledge and information
  - Engagement engenders a sense of trust
  - Engagement exerts a strong influence on your council's ability to effectively manage the planning, zoning and permit assessment process

**PART 8 — Council priorities**

52. Please comment on council's priorities for local development (eg environmentally sustainable development, urban consolidation, employment generation, creating liveable communities etc).
53. Of the following list of challenges, what are the five highest and lowest priorities in your local council area:
- Maintaining the viability of local retail and commercial centres
  - Integrating new medium or high density housing developments into existing suburbs
  - Addressing regional or metropolitan level development challenges (such as gaps in essential regional or metropolitan transport links)
  - Promoting healthy lifestyles
  - Enhancing economic and social integration with neighbouring local council areas
  - Maintaining existing parks, gardens and green spaces
  - Re-developing unused industrial, retail or commercial sites
  - Reducing traffic congestion
  - Promoting water conservation and/or recycling
  - Addressing problems of crime and violence
  - Protecting local business
  - Providing new economic and social infrastructure
  - Accommodating population growth
  - Ensuring efficient waste management and/or recycling
  - Adapting to climate change
  - Providing more and for different local government services as a result of changing demographics
  - Improving the accessibility of local government services for an ageing population
  - Maintaining existing roads and water and sewerage infrastructure
  - Providing affordable housing
  - Improving the aesthetics of local retail and commercial centres
  - Providing the amenities and infrastructure needed to support-a growing tourism industry
  - Protecting biodiversity
  - Providing diverse and appropriate housing
  - Providing new parks, gardens and green space
  - Redeveloping land along key transport corridors
  - Fostering a stronger sense of community
  - Attracting new businesses

**PART 9 — Contact details**

54. Please provide the details of a person who can be contacted to seek clarification on the information provided in this survey:
- Name
  - Phone number
  - Email address

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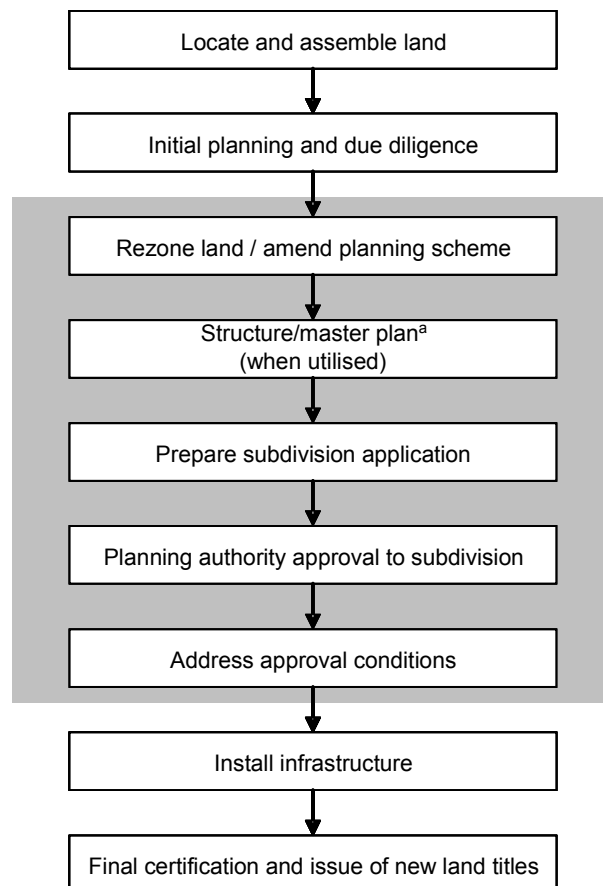
## Survey of 'greenfield developers'

Developers in greenfield areas are users of the planning, zoning and development assessment systems of the jurisdictions and so have valuable insights into how these systems work in practice and how they affect land supply processes. In consultation with peak bodies from the property development industry, the Commission developed a survey of greenfield developers to gain access to some of these insights.

The Commission developed the framework in figure B.1 to underpin the survey as well as provide the basis for its analysis of the land supply process. The Commission arrived at this framework after considering how the jurisdictions characterise the land supply process in their land management/supply programs, as well as how it was characterised by the National Housing Supply Council (NHSC 2010) and Urbis (2010), and after consulting with developers.

**Figure B.1 Stylised land supply process**

Grey shading denotes primary impact and influence of planning systems



<sup>a</sup> For simplification, in SEQ, this includes the step of master planning; and in NSW, in the growth centres approach, the structure plan (called Indicative Layout Plan) occurs at the same time as the rezoning process.

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The Commission sought information from developers on all aspects of figure B.1, except for the structure planning process and the process of final certification and issue of new titles — the former being predominantly undertaken by planning authorities rather than developers and the latter primarily involving interactions with land titles offices/land registries rather than the planning system. The questions used in the survey are listed in table B.6. In answering these questions, developers were asked to provide information on individual projects completed since 1 July 2008, as well as any current projects – those projects could be residential, commercial or industrial in nature. Respondents were free to provide the details of multiple developments in their responses.

**Table B.6 Planning, zoning and development assessments survey, 2009-10 — private sector greenfield developers**

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1. Local council area
  2. Approval authority
  3. State/Territory
  4. Brief description of development (including: value of land; size of land (ha); number of lots to be produced and nature of land use (housing, commercial or industrial))
  - 5a. Please advise the elapsed time taken (in weeks) to:
    - Locate a suitable site and, if necessary, assemble land
    - Complete initial planning and due diligence
    - Have site rezoned, if necessary
    - Prepare subdivision application (including having studies prepared, etc)
    - Have subdivision application approved
    - Meet any approval conditions
    - Install the requisite infrastructure
  - 5b. Total time (*provide 'na' response if any step was not necessary*)
  6. Number of objections to subdivision application (if known)
  - 7a. Number of conditions on approval
  - 7b. Matters covered in conditions (for example, environmental considerations, construction requirements, access requirements)
  - 8a. Types of studies required for application (economic impact, environmental impact, traffic studies, etc)
  - 8b. Cost of each study (\$)
  9. Estimate of staff costs incurred in preparing and lodging application and responding to council inquiries (\$)
  10. Estimate of other resource costs (including consultants, but excluding the cost of studies above) incurred in preparing and lodging application and responding to council inquiries (\$)
  11. Local council DA fees and charges (for the subdivision) (\$)
  12. Local council infrastructure charges (\$)
  13. State infrastructure charges (\$)
  14. Details of any 'payments or works in kind' required under the DA such as infrastructure and community facilities (including equivalent dollar cost, if known)
- 

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**Table B.6** (continued)

- 15a. Was approval for the project required under the *Environment Protection and Biodiversity Conservation Act 1999* (Cwlth)? If so, please advise the elapsed time (in weeks) from making the referral to receiving the decision
- 15b. If land offsets were required as part of the approval, please advise the area of offset land required and the cost of that land
- 16a. Was approval for the project required under state/territory environment laws? If so, please advise the elapsed time (in weeks) from making the referral to receiving the decision
- 16b. If land offsets were required as part of the approval, please advise the area of offset land required and the cost of that land
- 16c. If both EPBC and state/territory environmental approvals were required, did they proceed through the same assessment process?
- Only complete the following questions if you subsequently undertook the construction of a building (or buildings) on the land**
17. If you also constructed dwellings/offices/warehouses on the developed land what was the elapsed time in weeks for obtaining development approval from council for that construction?
18. What was the amount of council fees associated with obtaining that approval?

The survey was sent to over 25 developers recommended by the peak bodies over a period of two weeks from 21 September 2010. Each developer was contacted by telephone and surveys were only sent to those who agreed to participate in the survey. Survey recipients were requested to return their responses by 5 November 2010 and non-respondents were followed up by the Commission one week before the surveys were due to be returned.<sup>3</sup> In total, surveys were returned by 16 developers who provided information on 29 individual development projects (table B.7).

**Table B.7 Summary, greenfield developer questionnaire responses**

	Syd/ NSW	Mel/ Vic	Qld/ SEQ	Adel/ SA	Per/ WA	Hob/ Tas	Dar/ NT	Can/ ACT
Number of developers responding	2	2	5	4	3	nil	nil	nil
Number of projects covered by all responses	2	6	10	5	6	nil	nil	nil
Number of responses including data on capital cities	2	6	4	4	4	nil	nil	nil
Smallest project for which data was provided (number of lots) <sup>a</sup>	> 1000	> 1 000	100-200	< 50	100-200	n.a	n.a	n.a
Largest project for which data was provided (number of lots) <sup>a</sup>	> 1 000	> 1 000	>1 000	> 1 000	>1 000	n.a	n.a	n.a

n.a not applicable. <sup>a</sup> All projects were primarily residential in nature, although some included a commercial component. Number of lots relate to the number of residential lots and have been 'broad banded' to protect the anonymity of respondents.

Source: PC Survey of Greenfield Developers 2010 (unpublished).

<sup>3</sup> The majority of developers returned their surveys within four weeks of receipt and all but three responses were received by 5 November.

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### *How the survey data was used*

The survey responses from developers were primarily used to generate estimated time frames for the completion of land subdivision projects listed in table 5.2 of chapter 5.<sup>4</sup> While some developers responding to the survey did not provide time estimates for different steps in the land supply process (figure B.1), they were able to provide information on the source of delays for their projects. Table 5.3 in chapter 5 summarises the source of the delays and extended timeframes experienced in the land supply processes of the jurisdictions. Finally, data on the costs associated with environment studies and flora and fauna assessments necessary for a referral under the *Environment Protection and Biodiversity Conservation Act 1999* (Cwlth) (EPBC Act) are reported in chapter 12.

Developer surveys were also used to provide real world examples of the direct costs associated with applying for development approval for different types of projects. These costs included application fees, requisite consulting studies, infrastructure charges and staff costs involved in preparing development applications.

### **Business questionnaire**

Businesses are closely impacted by the planning, zoning and development systems in their jurisdiction(s) and are best placed to know how those systems impact on their ability to conduct business. They also have a strong understanding of many aspects of those systems relevant to their jurisdiction(s). They therefore possess valuable knowledge for benchmarking jurisdictions in these areas.

To access this knowledge, the Commission consulted with the Development Assessment Forum (DAF) to develop a questionnaire of businesses closely involved with the jurisdictional planning, zoning and development systems. The Commission also consulted with a number of industry organisations to further refine the survey. Table B.8 lists the questions asked in the survey. Members were asked about the performance of the overall planning systems of various States and Territories, performance of approval authorities they deal with, as well as regulatory costs (including costs involved in their projects and the time taken to complete various stages of the DA process and gain approval).

The questionnaire was sent to industry organisations from 13 to 18 January 2011, who then sent it to their members.

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<sup>4</sup> As part of the survey of state and territory planning departments and agencies, information was sought on the timeframes for approving rezonings and subdivision applications. The information was used to supplement and validate the corresponding data obtained from the greenfield developers survey.

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## Table B.8 Planning, zoning and development assessments questionnaire (2009-10) — business

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### Survey question

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#### **PART A — Contact details**

Please provide the details of a person who can be contacted to seek clarification on the information provided in this survey:

- Contact Name
- Name of business
- Position
- Branch/Team/Section
- Telephone number
- Email address

#### **PART B — Business Information**

1. Please indicate the activity/s of your business.

Note: If your business has more than one activity, please indicate the order of significance, from the most significant activity (1) to least significant activity.

- Residential owner/developer
- Commercial property owner/developer
- Industrial property developer/builder
- Shopping centre owner/developer
- Engineer
- Architect
- Designer
- Builder
- Surveyor/Town planner
- General retailer
- Bulky goods retailer
- Supermarket chain
- Other (Please specify) .....

2. Please list the approval authorities your business had to deal with (and/or make applications under) in relation to planning, zoning and DA laws / requirements in 2009-10.

Note: Approval authorities include local councils, state or territory planning or infrastructure departments, ministerial call-ins. Their precise nature differs in each state and territory. Full lists of all Australian local councils and state and territory approving authorities and Ministers are provided at the end of this document.

Rank each of these authorities according to the performance indicators listed below [**Timeliness, Clarity, Transparency, Certainty, Reasonable fees for service provided**], where, 1 signifies good performance and 5 signifies poor performance.

- 3.a) In 2009-2010, did your company make any development applications (yes/no)?

If no, go to question 17.

- 3.b) If yes to 3a, how many development applications did your company make in 2009-2010?:

- New applications
  - Amended applications
  - **Total applications**
- 

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**Table B.8** (continued)

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*Survey question*

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4. In 2009-10, did any of your firm's applications need **rezoning** (yes/no)?  
If no, go to question 6.
5. In 2009-10, how many applications required a rezoning?
6. In 2009-10, were any of your firm's development applications **refused** (yes/no)?  
If no, go to question 10.
7. In 2009-10, how many development applications were refused?
8. For those **projects refused approval** in 2009-10, what were the more frequent reasons given for refusal?:
  - Inconsistent with zoning
  - Inconsistent with state plan
  - Inconsistent with Town Centres Policy
  - Inconsistent with council plan
  - Incomplete application
  - Public interest – objections
  - Other (please specify) .....
9. For the **largest project by value refused approval** in 2009-10:
  - a) what was the development type?
  - b) was it infill or greenfield?
  - c) what authority refused permission?
  - d) what council area was this in?
  - e) in what state or territory?
  - f) what were the costs [**in Australian dollars**] associated with the listed stages of the development process:
    - i) Holding costs
    - ii) DA application fees and charges paid to council
    - iii) Pre-DA studies
    - iv) Pre-DA lodgement meeting fee paid to council
    - v) DA preparation
    - vi) Legal fees plus court costs

**PART C — Regulatory costs**

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10. Of the projects for which **approval was obtained** in 2009-2010, identify the project that took the **least** amount of time (in total) to gain approval or if there was only one:
    - a) Please provide details of the development:
      - i) Development type (infill or greenfield)
      - ii) Local council
      - iii) State/Territory?
      - iv) Approval authority
      - v) Number of lots
      - vi) Land area in hectares, or land area in square metres
- 

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**Table B.8** (continued)

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*Survey question*

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10. (continued)
- b) What was the length of time [**Years, Months and Days**] involved for each of the following stages (where relevant) of this development?
- i) Rezoning
  - ii) Pre-DA studies
  - iii) Pre-lodgement meetings
  - iv) DA preparation
  - v) DA assessment (including public consultation, referrals, further information requests)
  - vi) Appeals
  - vii) Other (please specify) .....
  - viii) How much time elapsed from the start to gaining final approval?
- c) Please provide details of the costs [**in Australian dollars**] involved in the project:
- i) Holding costs
  - ii) Infrastructure charges/levies
  - iii) Pre-DA studies
  - iv) Pre-DA lodgement meeting fee paid to council
  - v) DA preparation
  - vi) In-kind contributions (eg Local roads, drainage etc)
  - vii) Legal fees and court costs
  - viii) Indicative construction cost
  - ix) Other (please specify) .....
11. Did your business **receive approval** for more than one project in 2009-2010 ( )yes/no)?  
If no, go to question 13.
12. Of the projects which **received approval** in 2009-2010, identify the project that took the **most** amount of time to gain final approval:
- a) Please provide details of the development:
- i) Development type (infill or greenfield)
  - ii) Local council
  - iii) State/Territory?
  - iv) Approval authority
  - v) Number of lots
  - vi) Land area in hectares, or land area in square metres
- b) What was the length of time [**Years, Months and Days**] involved for each of the following stages (where relevant) of this development?
- i) Rezoning
  - ii) Pre-DA studies
  - iii) Pre-lodgement meetings
  - iv) DA preparation
  - v) DA assessment (including public consultation, referrals, further information requests)
  - vi) Appeals
  - vii) Other (please specify)
  - viii) How much time elapsed from the start to gaining final approval?
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**Table B.8** (continued)

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*Survey question*

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12. (continued)

c) Please provide details of the costs [**in Australian dollars**] involved in the project:

- i) Holding costs
- ii) Infrastructure charges/levies
- iii) Pre-DA studies
- iv) Pre-DA lodgement meeting fee paid to council
- v) DA preparation
- vi) In-kind contributions (eg Local roads, drainage etc)
- vii) Legal fees and court costs
- viii) Indicative construction cost
- ix) Other (please specify) .....

13. Did a **local council approve** any of your firm's developments in 2009-2010 (yes/no)?

If no, go to question 15.

14. For projects **where a local council was the approving authority** in 2009-10:

a) Indicate the extent [**Strongly Agree, Agree, Neither agree or disagree, Disagree, Strongly disagree**] to which you feel the following statements reflect the engagement between your firm and local council staff, for the project that took the **least** time to gain final approval:

Local council name .....

State/Territory? .....

- i) Staff have a good understanding of the commercial realities facing your business
- ii) Staff have a good understanding of the community's actual preferences in relation to development proposals
- iii) Staff are outcome focused
- iv) Staff genuinely try and minimise the compliance burden associated with government regulation
- v) Staff objectively assess zoning and development proposals
- vi) Staff adopt a collaborative approach to problem solving
- vii) Staff readily share knowledge and information
- viii) Engagement with staff engendered a sense of trust
- ix) Engagement with staff exerted a strong positive influence on your firm's ability to pursue commercial opportunities through re-zoning applications and/or development applications

b) Indicate the extent [**Strongly Agree, Agree, Neither agree or disagree, Disagree, Strongly disagree**] to which you feel the following statements reflect the engagement between your firm and local council staff, for the project that took the **most** time to gain final approval:

Local council name .....

State/Territory? .....

- i) Staff have a good understanding of the commercial realities facing your business
  - ii) Staff have a good understanding of the community's actual preferences in relation to development proposals
  - iii) Staff are outcome focused
  - iv) Staff genuinely try and minimise the compliance burden associated with government regulation
  - v) Staff objectively assess zoning and development proposals
  - vi) Staff adopt a collaborative approach to problem solving
  - vii) Staff readily share knowledge and information
  - viii) Engagement with staff engendered a sense of trust
  - ix) Engagement with staff exerted a strong positive influence on your firm's ability to pursue commercial opportunities through re-zoning applications and/or development applications
- 

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**Table B.8** (continued)

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*Survey question*

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15. Did a **state/territory government agency** approve any of your firm's developments in 2009-2010 (yes/no)?  
If no, go to question 17.
16. For projects where a state/territory agency or ministerial call-in was the source of approval in 2009-10:
- a) Indicate the extent [**Strongly Agree, Agree, Neither agree or disagree, Disagree, Strongly disagree**] to which you feel the following statements reflect the engagement between your firm and state/territory staff, for the project that took the **least** time to gain final approval:  
Note: If you only dealt with one government agency over gaining rezoning or development approval during 2009-2010, please provide information in the table below, and ignore question 16b.  
State/territory agency name .....  
State/Territory? .....
- i) Staff have a good understanding of the commercial realities facing your business
  - ii) Staff have a good understanding of the community's actual preferences in relation to development proposals
  - iii) Staff are outcome focused
  - iv) Staff genuinely try and minimise the compliance burden associated with government regulation
  - v) Staff objectively assess zoning and development proposals
  - vi) Staff adopt a collaborative approach to problem solving
  - vii) Staff readily share knowledge and information
  - viii) Engagement with staff engendered a sense of trust
  - ix) Engagement with staff exerted a strong positive influence on your firm's ability to pursue commercial opportunities through re-zoning applications and/or development applications
- b) Indicate the extent [**Strongly Agree, Agree, Neither agree or disagree, Disagree, Strongly disagree**] to which you feel the following statements reflect the engagement between your firm and state/territory staff, for the project that took the **most** time to gain final approval:  
State/territory agency name .....  
State/Territory? .....
- i) Staff have a good understanding of the commercial realities facing your business
  - ii) Staff have a good understanding of the community's actual preferences in relation to development proposals
  - iii) Staff are outcome focused
  - iv) Staff genuinely try and minimise the compliance burden associated with government regulation
  - v) Staff objectively assess zoning and development proposals
  - vi) Staff adopt a collaborative approach to problem solving
  - vii) Staff readily share knowledge and information
  - viii) Engagement with staff engendered a sense of trust
  - ix) Engagement with staff exerted a strong positive influence on your firm's ability to pursue commercial opportunities through re-zoning applications and/or development applications
17. Did your firm have development projects in more than one State/Territory in the past five years (yes/no)?  
If no, go to question 19.
- 

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**Table B.8** (continued)

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*Survey question*

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18. Of the state and territories in which you had development projects, please rank the overall planning systems according to ease of operating there [**Overall planning competence, Ease of doing business**]:
- Order from the best to worst, where 1 represents the best
- New South Wales
  - Victoria
  - Queensland
  - Western Australia
  - South Australia
  - Tasmania
  - Northern Territory
  - Australian Capital Territory
19. In 2009-10, **did your firm appeal any decisions** made about one of **your developments** (yes/no)?  
If no, go to question 21.
20. Please provide details of those appeals in the table below [**according to the following**]:
- Development type
  - Infill or greenfield?
  - Local council area
  - Approval authority
  - Appeal forum (court/tribunal name)
  - Appeal result (denied/upheld)
  - Total time taken on the appeal (days)
  - Legal \$ costs incurred
  - Was the appeal in relation to DA or zoning?
21. **Did a third-party appeal** any decisions for properties **owned by your business** in 2009-2010 (yes/no)?  
If no, go to question 23.
22. Please provide details of those appeals in the table below [**according to the following**]:
- Development type
  - Infill or greenfield?
  - Local council area
  - Approval authority
  - Appeal forum (court/tribunal name)
  - Appeal result (denied/upheld)
  - Total time taken on the appeal (days)
  - Legal \$ costs incurred
  - Made in relation to DA or Zoning?
23. **Did your firm appeal** any decisions concerning properties in which you had **no direct involvement**, in 2009-2010 (yes/no)?  
If no, go to question 25.
- 

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**Table B.8** (continued)

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*Survey question*

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24. Please provide details of those appeals in the table below [according to the following]:

- Development type
- Infill or greenfield?
- Local council area
- Approval authority
- Appeal forum (court/tribunal name)
- Appeal result (denied/upheld)
- Total time taken on the appeal (days)
- Legal \$ costs incurred
- Made in relation to DA or Zoning?

**PART E — Competition**

25. For non-residential and/or mixed-use developments, during 2009-10, was your business unable to progress or begin operations for any of the following reasons (yes/no)?

If not applicable, go to question 27.

- Planning/zoning restrictions on business size (floor area, turnover, other) at the site of interest
- Planning/zoning restrictions on range of products/services to be sold at the site of interest
- Planning/zoning requirements about impacts on existing businesses near the site of interest
- Availability of suitably zoned land/floor space within an Activity Centre
- Availability of suitably zoned land/floor space outside an Activity Centre
- Availability of suitably priced land/floor space within an Activity Centre
- Availability of suitably priced land/floor space outside an Activity Centre
- None of the above
- Other (please specify) .....

26. If yes to any of the above, please provide details of the council, operation type (retail, commercial, industrial etc), the type of zoning required (eg small/large floor space supermarket, bulky goods, industrial, others etc) and further details of the relevant restriction which applied in the box below.

**PART F — Other Comments**

27. In your opinion, what is the greatest hindrance in the DA process and what is the greatest cost?

28. In your opinion, what change would most improve any aspect of planning, zoning and development assessment?

29. Please add any further comments you wish to make in this box.

30. Time taken to complete survey (minutes) .....

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## Community survey

Members of the community are best placed to know how the planning, zoning and development assessment systems affect them and their wellbeing. Community members are also users of planning, zoning and development assessment systems — be it when they participate in community consultations on planning matters, use public infrastructure facilities (such as roads) or build/renovate their house, investment property or business premises.

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The Commission engaged a consultant (AC Nielsen) to conduct a survey to gain insights into the community's views on various aspects of the planning systems and its impact on the community. The Commission developed an initial survey for this purpose and this survey was further refined with input from AC Nielsen.

The survey sought responses from people in each of the 24 metropolitan and regional cities selected for this study (table B.9). These cities cover 174 local government areas, plus the city of Canberra (AC Nielsen 2010). So that surveyed respondents more accurately represent the entire population, AC Nielsen attempted to achieve a margin for error for residents surveyed in the order of 10 per cent.<sup>5</sup> To do so, AC Nielsen sought to obtain responses from at least 100 or more people aged 18 years or older for each of these local government areas and Canberra. However, for some of these areas (such as Peppermint Grove Town (Western Australia) or Yankalilla (South Australia) for example), less than 100 responses were received. Table B.9 provides a detailed breakdown of the number of responses obtained for each of the surveyed local government areas.

Following the December 2010 – January 2011 flooding in South East Queensland, Victoria and New South Wales, the survey included some refinement for respondents located in areas where flooding occurred, in particular for Queensland residents, as well as those in certain areas of Victoria and New South Wales. These refinements were made to ensure residents provided responses that represented more regular conditions prevailing prior to the floods.

The survey was issued in January 2011 and distributed to respondents via the internet. Selected respondents were sent an invitation to participate in the survey, which included an active link to the survey, the importance of participating in the survey, its deadline, and where to go if they have any questions. The questions used in the survey are listed in table B.10. Respondents were asked about a variety of issues, including how they rate their territory/local government's performance on various aspects of planning and development (including community consultation), the quality of local council's services concerning recent development applications they have made, and how effective their state/territory government is in planning the functioning and liveability of their city.

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<sup>5</sup> A 10 per cent margin for error means that, on average, responses will reflect those that would be provided by the true population of residents within a margin of 10 per cent either side of the sampled responses.

**Table B.9 Number of responses by local government area**

<i>Local government area</i>	<i>Number of responses</i>	<i>Local government area</i>	<i>Number of responses</i>
<b>New South Wales</b>		<b>New South Wales (cont.)</b>	
Albury City Council	100	Sydney City Council	100
Ashfield Council	100	The Hills Shire Council	100
Auburn City Council	102	Tweed Shire Council	101
Bankstown City Council	101	Warringah Council	101
Blacktown City Council	100	Waverley Municipal Council	100
Blue Mountains City Council	102	Willoughby City Council	102
Botany Bay City Council	100	Wollondilly Shire Council	100
Burwood Council	100	Wollongong City Council	100
Camden Council	101	Woollahra Municipal Council	101
Campbelltown City Council	101	Wyong Shire Council	100
Canada Bay City Council	100	<b>Victoria</b>	
Canterbury City Council	101	Banyule City Council	101
Cessnock City Council	100	Bayswater City Council	102
Fairfield City Council	100	Boroondara City Council	101
Gosford City Council	100	Brimbank City Council	100
Hawkesbury City Council	100	Cardinia Shire Council	100
Holroyd City Council	100	Casey City Council	100
Hornsby Shire Council	100	Darebin City Council	101
Hunter's Hill Council	41	Frankston City Council	100
Hurstville City Council	104	Glen Eira City Council	102
Kiama Municipal Council	41	Greater Dandenong City Council	100
Kogarah City Council	100	Greater Geelong City Council	102
Ku-ring-gai Council	100	Hobsons Bay City Council	100
Lake Macquarie City Council	100	Hume City Council	100
Lane Cove Council	100	Kingston City Council	100
Leichhardt Municipal Council	100	Knox City Council	100
Liverpool City Council	100	Manningham City Council	100
Maitland City Council	101	Maribyrnong City Council	100
Manly Council	100	Maroondah City Council	100
Marrickville Council	100	Melbourne City Council	100
Mosman Municipal Council	85	Melton Shire Council	101
Newcastle City Council	100	Monash City Council	100
North Sydney Council	101	Moonee Valley City Council	100
Parramatta City Council	100	Moreland City Council	100
Penrith City Council	101	Moreland City Council	100
Pittwater Council	100	Moreland City Council	100
Port Stephens Shire Council	101	Port Phillip City Council	100
Queanbeyan City Council	101	Stonnington City Council	101
Randwick City Council	101	Whitehorse City Council	100
Rockdale City Council	101	Whittlesea City Council	103
Ryde City Council	100	Wodonga City Council	100
Shellharbour City Council	101	Wyndham City Council	101
Strathfield Municipal Council	100	Yarra City Council	102
Sutherland Shire Council	100	Yarra Ranges Shire Council	101

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**Table B.9** (continued)

<i>Local government area</i>	<i>Number of responses</i>	<i>Local government area</i>	<i>Number of responses</i>
<b>Queensland</b>		<b>Western Australia (cont.)</b>	
Brisbane City Council	104	Canning City Council	101
Cairns Regional Council	101	Claremont Town Council	20
Gold Coast City Council	104	Cockburn City Council	100
Ipswich City Council	101	Cottesloe Town Council	11
Lockyer Valley Regional Council	100	East Fremantle Town Council	16
Logan City Council	101	Fremantle City Council	67
Moreton Bay Regional Council	100	Geraldton-Greenough City Council	100
Redland City Council	100	Gosnells City Council	101
Scenic Rim Regional Council	101	Joondalup City Council	101
Somerset Regional Council	89	Kalamunda Shire Council	100
Sunshine Coast Regional Council	101	Kwinana Town Council	100
Toowoomba Regional Council	102	Mandurah City Council	100
Townsville City Council	101	Melville City Council	100
<b>South Australia</b>		Mosman Park Town Council	20
Adelaide City Council	101	Mundaring Shire Council	101
Adelaide Hills Council	100	Murray Shire Council	41
Alexandrina Council	93	Nedlands City Council	46
Barossa Council	99	Peppermint Grove Shire Council	2
Burnside City Council	100	Perth City Council	84
Campbelltown City Council	100	Rockingham City Council	101
Charles Sturt City Council	100	Serpentine-Jarrahdale Shire Council	45
District Council of Mount Barker	100	South Perth City Council	100
District Council of Yankalilla	13	Stirling City Council	100
Gawler Town Council	100	Subiaco City Council	55
Holdfast Bay City Council	100	Swan City Council	100
Light Regional Council	52	Victoria Park Town Council	100
Mallala District Council	35	Vincent Town Council	100
Marion City Council	100	Wanneroo City Council	100
Mitcham City Council	101	<b>Tasmania</b>	
Mount Gambier City Council	100	Brighton Council	73
Norwood, Payneham & St Peters City Coun.	100	Clarence City Council	100
Onkaparinga City Council	101	Derwent Valley Council	27
Playford City Council	101	George Town Council	23
Port Adelaide Enfield City Council	102	Glenorchy City Council	100
Prospect City Council	83	Hobart City Council	100
Salisbury City Council	100	Kingborough Council	100
Tea Tree Gully City Council	100	Launceston City Council	102
Unley City Council	100	Northern Midlands Council	33
Victor Harbor City Council	73	Sorell Council	68
Walkerville Council	27	West Tamar Council	100
West Torrens City Council	102	<b>Northern Territory</b>	
<b>Western Australia</b>		Alice Springs Town Council	63
Armadale City Council	101	Darwin City Council	100
Bayswater City Council	101	Litchfield Shire Council	28
Belmont City Council	100	Palmerston City Council	78
Cambridge Town Council	49	<b>Canberra</b>	<b>100</b>

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**Table B.10 Planning, zoning and development assessments survey  
(2009-10) — community**

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*Survey question*

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1. What is your Gender (male/female)?
  2. Which of the following age groups do you belong to?
    - 17 or younger
    - 18-24
    - 25-29
    - 30-39
    - 40-49
    - 50-65
    - 65+
    - Refused
  3. Please enter the post code of your residence.
  4. How long have you lived in your current suburb?
    - Years .....
    - Less than 1 year **[tick box]** .....
  5. Do you undertake paid employment either full time or part?
    - Full time paid employment
    - Part time paid employment
    - Not in paid employment
  6. Please enter the Postcode of where you work.
  7. Let's suppose for a moment that your local Council has just announced changes to building, planning or zoning policies that will result in a significant increase in the number of people living in your suburb or community.  
How would you feel about having more people living in your suburb or community and the increase in housing required for this?
    - Would not like it
    - Don't care one way or the other
    - Would like it
    - Other (Please specify)
    - Don't know
  8. Which of the following best describes why you would like more people living in your suburb or community?
    - Would enjoy a more vibrant suburb
    - Increased population would bring more retailers
    - Increased population would bring more services
    - Increased population would bring more public transport
    - It's too quiet here now
    - Increased property values
    - Other (Please specify)
  9. Which of the following best describes why you would not like more people living in your suburb or community?
    - Increased traffic/congestion
    - More crowded public transport
    - Loss of street appeal
    - Loss of amenity
    - Shadows cast by tall buildings
    - Don't want existing mix of people to change
    - Increased noise
    - Decreased property values
    - Other (Please specify) .....
- 

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**Table B.10** (continued)

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*Survey question*

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**If in paid employment, answer questions 10 to 14. If not, go to question 15.**

10. Now a few questions about how you travel to work.  
What is your normal method of **travelling from home to work** (Please select more than one if applicable)?
- Work from home
  - Walk
  - Bicycle
  - Motorcycle
  - Car or similar
  - Bus
  - Train
  - Tram
  - Ferry
  - Other (Please specify) .....
11. When travelling **to work**, do you go directly **to work** or do you go via somewhere else, such as dropping children at day care or school, shopping or going to the gym?
- Go directly
  - Go via somewhere else
12. When your journey to work is **at peak hour**, what is your total travel time in getting to work from home, door to door using your normal route? (This is the time for the journey in one direction only, the **to work** journey, not the journey **from work to home after work**. This estimate should exclude time spent at any in-between destinations, such as the day care, school, shopping or the gym)
- (Specify) minutes .....
  - Don't know
  - Don't travel at peak times (go to question 15)
13. Do you think these are reasonable travel times given your distance from work?
- Yes
  - No
  - Don't know
14. If you travelled from **home to work** when it was not peak hour, how much travel time do you think you would save in getting to work?
- (Specify) minutes .....
  - Don't know
15. Now thinking about the ways in which your territory or local government keeps you informed or consults with you about planning and development of your local area.  
How effective do you think your territory/local government is in planning and approving development that would affect the functioning and liveability of your local area?
- Not at all effective
  - Somewhat effective
  - Effective
  - Very effective
  - Don't know
- 

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**Table B.10** (continued)

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*Survey question*

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16. Do you feel your territory/local government cares about your preferences for the planning of your local community?
- Yes
  - Somewhat
  - No
  - Don't know
17. To what extent does your territory/local government consult with the community over planning proposals?
- Not at all
  - Rarely
  - Sometimes
  - Often
  - Don't know
18. **Select all that apply.** Which of the following ways has your territory/local council used to advise you of planning or zoning changes in the last five years?
- Advertising in a newspaper
  - Letter box drops
  - Erecting signage at the site
  - Contacting local community groups that are likely to have an interest in the development
  - Posting information on the territory's / council's website
  - Setting up a dedicated shopfront
  - Holding community information forums
  - Brochures or newsletters included with invoices for your rates
  - Other (please specify)
  - None of these
19. Do you think the influence that property developers have over getting their developments approved is:
- Too little
  - About right
  - Too much
  - Don't know
20. **Select all that apply.** In the past five years, while you have been living in your current local area, were you aware of any of the following developments in your area?
- Alterations to an existing house or apartment block
  - Multiple dwellings replacing single dwellings
  - Residential development in a new area
  - Changes in shopping arrangements (e.g. changes in the shop occupying a premises, development to the building, shops closing down in one area because of a new development in another area)
  - Changes in the use of industrial land
  - Other (Please specify) .....
  - Not aware of any developments in this area (go to question 24)
- 

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**Table B.10** (continued)

*Survey question*

21. *At what stage did you become aware of each of these developments?*

	During the development of the Council's strategic plan	During the development of individual neighbourhood plans	When re-zoning was contemplated	When the development application was made public	When construction commenced	None of these
Alterations to an existing house or apartment block						
Multiple dwellings replacing single dwellings						
Residential development in a new area						
Changes in shopping arrangements						
Changes in the use of industrial land						
Other (Please specify) .....						

22. What was your attitude [**Did not like it, Did not care one way or the other, Liked it**] to each of these developments?

- Alterations to an existing house or apartment block
- Multiple dwellings replacing single dwellings
- Residential development in a new area
- Changes in shopping arrangements
- Changes in the use of industrial land
- Other (Please specify) .....

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**Table B.10** (continued)

*Survey question*

23. Did you act on your dislike by doing any of the following?

	Objected to the Local Council	Objected to the builder/ developer/ owner	Objected in another way (e.g. newspaper, letters, websites, community campaign)	Appealed against the Development Approval	None of these
Alterations to an existing house or apartment block					
Multiple dwellings replacing single dwellings					
Residential development in a new area					
Changes in shopping arrangements					
Changes in the use of industrial land					
Other (Please specify) .....					

24. Have you ever submitted a development application to your current local council (yes/no)?

If no, go to question 29.

25. When was your most recent application made?

- In the last 12 months
- Between 1 and 5 years ago
- 6 to 10 years ago
- More than 10 years ago
- Don't know

26. What type of development was this for?

- Alterations to my existing residence
- Proposal to build a new house
- Other (Please specify) .....

27. How would you rate [**Very poor, Poor, Just satisfactory, Good, Very good**] the service you received from your local council in relation to your most recent development application?

- Time taken to respond
- Explanation of the council's response
- Clarity of requirements
- Value for fees charged
- Sharing of information
- Service overall

28. What was the outcome of your most recent development application?

- First application approved
- Approved after meeting request to change the plan
- Approved after meeting request to consult with neighbours
- Approved after meeting request to get clearance from other agencies
- Application rejected
- Don't know

(continued next page)

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**Table B.10** (continued)

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*Survey question*

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29. Now thinking about planning priorities overall for the city you live in.

For your city please identify your five highest and five lowest planning priorities:

- A vibrant city centre
- Urban water supply
- Air quality
- Promoting healthy lifestyles
- Safe community
- Access to a wide range of goods and services at competitive prices
- Social cohesion
- Employment
- Managing traffic congestion
- Attracting tourists
- Wide housing choice
- Waste management and/or recycling
- Climate change
- Affordable housing
- Access to services and facilities for older citizens
- Access to services and facilities for citizens with disabilities
- Biodiversity
- Parking
- Specific areas for industry, commerce and residences
- Access to public parks and open spaces
- Attractive street-scapes and buildings
- Attracting new residents
- Diversity
- Public transport
- Reducing neighbourhood noise

30. How effective do you think your state/territory government is in planning the functioning and liveability of your city?

- Not at all effective
- Somewhat effective
- Effective
- Very effective
- Don't know

31. Now on to a different topic. Do you feel safe walking alone at night in your street?

- Yes
- No
- Don't know

32. Do you feel that you are part of your local community?

- Yes
  - No
  - Don't know
- 

(continued next page)

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**Table B.10** (continued)

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*Survey question*

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33. And now some questions to ensure we've included a good cross section of people in this survey.  
Do you belong to any community organisations? Community organisations may include sporting and social clubs, ethnic groups, school groups, church groups, youth groups, lobby groups, community support groups and charitable organizations.
- Yes
  - No
  - Don't know
34. What sort of accommodation do you currently live in?
- Stand-alone house
  - Attached house
  - Apartment with fewer than 10 apartments in the block
  - Apartment with 10 or more apartments in the block
  - Hospital
  - Aged care
  - Caravan park
  - College or other accommodation for education
  - Other (Please specify) .....
35. Which of these best describes your household?
- Single person
  - Group household
  - Young couple, no kids
  - Single/Couple with mainly preschool kids
  - Single/Couple with mainly school aged kids
  - Single/Couple with mainly adult kids at home
  - Older couple with no kids at home
36. Do you personally own the home you live in, either on your own, or jointly with someone else or as a part of a trust?
- Yes
  - No
  - Don't know
- 

## Survey of retailers

Retailers have knowledge of the impacts on planning systems on matters such as the availability of retail floor space and their ability to progress retail developments through the planning systems (including any factors that contribute to delays in that process), as well as the costs they incur in progressing such developments through the planning system. In consultation with retailers, the Commission developed a survey that drew together the available information that would be useful to this study — the survey questions are reflected in table B.11. The survey was focused on obtaining details of individual development projects completed by the retailers (for example, developments to construct new stores).

The survey was provided to a small number of retailers between August to October 2010. Retailers were encouraged to provide responses on as

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many projects as they could. While only two retailers provided responses, those responses included details of 20 individual projects. Retailer surveys were used to provide real world examples of the direct costs associated with applying for development approval for different types of projects. These costs included application fees, requisite consulting studies, infrastructure charges and staff costs involved in preparing development applications.

**Table B.11 Planning, zoning and development assessments survey (2009-10) — retailers**

Details on individual development projects

- 
1. Local council name
  2. State/Territory
  3. Brief description of development (including: value of land; size of land (m<sup>2</sup>); and value of buildings)
  4. Nature of application (Combined development application and rezoning, development application or other — please provide details)
  5. Date application lodged
  6. Date decision(s) received (please provide separately for rezoning and development approval if they were received on different dates)
  7. No. of objections to application (if known)
  8. Decision (approved/refused)
  - 9a. Number of conditions on approval
  - 9b. Matters covered in conditions (for example, environmental considerations, construction requirements, access requirements)
  - 10a. Types of studies required for application (economic impact, environmental impact, traffic studies, etc)
  - 10b. Cost of each study (\$)
  11. Estimate of staff and resource costs incurred in preparing and lodging application and responding to council inquiries (\$)
  12. Local council DA charges (\$)
  13. Local council infrastructure charges (\$)
  14. State infrastructure charges (\$)
  15. Details of any 'payments or works in kind' required under DA such as infrastructure and community facilities (including equivalent dollar cost, if known)
-