

# SERVICE

# EXCELLENCE CHARTER

2015

**P**lanning and development recently welcomed our new Director, Graeme Bolton to the helm. Graeme brings more than 20 years' extensive experience and leadership in all matters/spheres of planning and development. Most recently he served as Director of the State Assessment and Referral Agency (SARA). Graeme is committed to the Service Excellence Charter and to continuing regular communication of our progress against stated KPIs.



## HOW WE ARE TRACKING WITH OUR SERVICE EXCELLENCE CHARTER

Last year the Service Excellence Charter was implemented and over the course of the year our performance against the KPIs improved. In this reporting period I'm pleased to inform you that we performed well within our timeframes on 9 out of 10 objectives.

Of particular focus lately has been the timely release of bank guarantees and I'm pleased to report that the number of days between request and release is 7.5 days, well within our 10 day target, but an increase of 1.5 days from the last report. We are also proud of our result in issuing survey plans - our target is 20 days and in the last reporting period we delivered within 13 days. Whilst this is a great result in itself, we have improved on this by delivering these within 6.5 days.

Commercial Plumbing and Drainage is also performing well. Our target is 15 days and for this period we are not down by 2 days from last year's result, coming in at 3.22 days.

Our compliance assessment applications exceeded our target by 2.29 days. We expect this to occur from time to time due to the diversity in this category. This could be for a number of reasons, such as when extra time is needed to negotiate mutually exclusive outcomes for an individual application.

# SERVICE EXCELLENCE CHARTER RESULTS

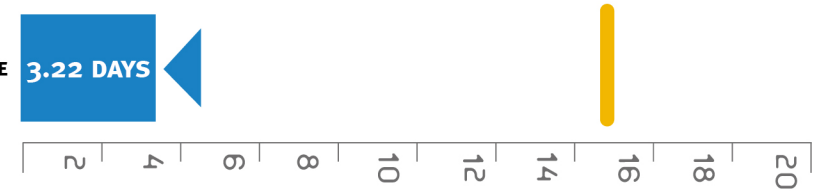
**MAXIMUM TIMEFRAMES FOR OUR KPIS TO BE PROCESSED IN**



**KPI: PLAN RIGHT APPLICATIONS PROCESSED**



**KPI: COMMERCIAL PLUMBING AND DRAINAGE**



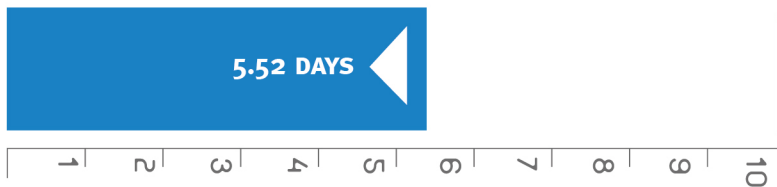
**KPI: REQUEST TO VIEW BUILDING AND PLANNING DOCUMENTATION PROCESSED**



**KPI: HAVE SURVEY PLANS ISSUED**



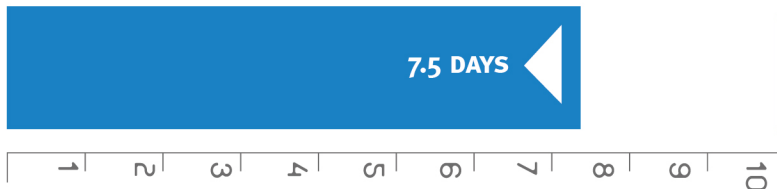
**KPI: HAVE REQUESTS FOR HARDCOPIES OF BUILDING & PLANNING DOCUMENTATION PROCESSED**



**KPI: HAVE COMPLIANCE ASSESSMENT APPLICATIONS DECIDED**



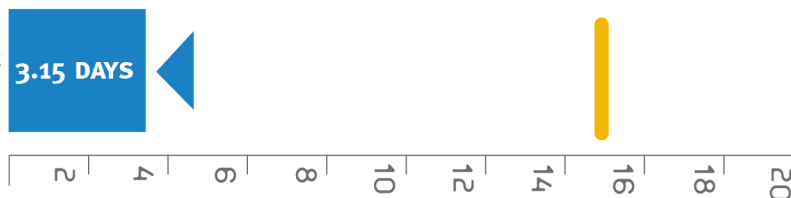
**KPI: RELEASE YOUR BANK GUARANTEES**



**KPI: HAVE OPERATIONAL WORKS APPLICATIONS DECIDED**



**KPI: HAVE RESIDENTIAL PLUMBING AND DRAINAGE APPLICATIONS DECIDED**



**KPI: HAVE CODE ASSESSABLE DEVELOPMENT APPLICATIONS DECIDED**

