



Inquiry into Annual and Financial Reports 2023–24

Answer to question taken on notice

Asked by: Ed Cocks MLA

Addressed to: Chris Steel MLA, Minister for Planning and Sustainable Development

In relation to: The details for contacting the gateway team for advice on development applications.

Hearing: **18 February 2025**

Uncorrected Proof Transcript: **UPT 18/02/25, p 21.**

Transcript provided: 21 February 2025

Answer Due: 28 February 2025

Chris Steel MLA, Minister for Planning and Sustainable Development took on notice the following question(s):

MR COCKS: Yes, I am not talking about the administrative challenge of getting things into the portal. What I am talking about is all of the communication around someone's development application seems to be focused on the digital channel. The reports I get from people is, I have got this objection to my development application, but I cannot actually get a number of someone to talk to about it. It is a problem that we saw in the heritage system. And I am hearing increasingly in relation to planning and development.

So, are people able to get a direct contact to work through any potential issues with their development application, not just the portal?

Mr Cilliers: Yes. Yes, certainly. Our gateway service provides that service, so if somebody wants to talk to a person—

MR COCKS: All they need to do is contact the gateway service—

Mr Cilliers: Or alternatively what we also have is regular interface with some of our frequent or consultant, or applicants, at a liaison meeting, that we have with people that have a high volume of applications that we can walk through any issues.

MR COCKS: Excellent.

Mr Cilliers: So normally we would identify somebody there—

MR COCKS: Perhaps on notice, you could provide me, so that I can help those who reach out to me, how people can get in contact with that team?

Mr Cilliers: Yes. The ...(indistinct)... [9.58.05]

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MR COCKS: That would be wonderful. Thank you.

Chris Steel MLA, Minister for Planning and Sustainable Development: The answer to the Member's question is as follows:

The Territory Planning Authority (the Authority) provides technical planning advice to applicants, industry and people within the community. These services are available prior to and during the development application (DA) process and is offered via email, on the phone or face-to-face. Meetings can be organised with the Gateway team which can be in the form of formal pre-application meetings or informal face-to face sessions to guide people through the DA and planning requirements. The Gateway team is also available via the phone five days a week to assist with planning requirements and there is also a new planning system hotline dedicated to enquiries relating to the new planning system.

Contacts:

Gateway team

The Gateway Team is the first point of contact for all enquiries relating to ACT planning matters and the DA process.

The team also manages pre-application meetings, completeness checks for DAs, and exemption declaration applications.

Online: **Land, Planning and Building enquiries form**

Phone: 02 6205 2888

Planning system hotline

A dedicated hotline is available to answer your questions about the new planning system.

Email: **NewPlanningSystem@act.gov.au**

Phone: 02 6205 0580

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services

Signature:



Date:

28/2/25

By Chris Steel MLA, Minister for Planning and Sustainable Development

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QTON No. EPTCS-034



Legislative Assembly for the
Australian Capital Territory