

STRATEGIC SERVICE PLAN

Building and Planning Services

2024-2028

The Building and Planning Service performs a statutory function that includes assessing planning application and issuing planning permits, ensuring planning compliance and regulating the built environment across Casey.

More specifically, the service administers and applies relevant legislation to the Casey Planning Scheme. It processes subdivisions including engineering approvals, landscape approvals, street naming and numbering, certification, and statements of compliance for plans of subdivision. This service provides technical advice to the public, investigates and responds to breaches and dangerous structures, and assesses building works and Report and Consent Applications.

Building and Planning sub-services

The Building and Planning strategic service consists of three sub-services: Building Regulation, Planning and Development Services.

Sub service	Purpose	How this is achieved
Building Regulation	Administration and enforcement of relevant regulatory or legislative requirements in the built environment as outlined within the code of conduct for building surveyors in Victoria.	• Assessment of applications for building works and issuing of permits. • Inspection of new buildings where the Municipal Building Surveyor issues the building permit. • Decisions on Report & Consent and Places of Public Entertainment (POPE) applications. • Decisions on temporary structures applications. • Decisions on hoarding applications. • Response to emergency callouts in relation to building matters. • Review of responses by owners on unauthorised building works.
Planning	Assessment of planning applications against the Casey Planning Scheme and relevant legislation to deliver appropriate planning outcomes.	• Assessment of planning applications and issuing of permits. • Advice and recommendations on plans and development applications submitted by customers or Council. • Plan the orderly development of new estates in growth areas with appropriate infrastructure and services. • Improved service timeframes and stakeholder engagement through Partnership for a Growing Casey (fee-for-service) program.
Development Services	Supports Council's Planning Department via provision of specialist advice for landscape, drainage and traffic. Administration of approvals related to subdivision and development.	• Provide engineering approvals, street naming and numbering, certification, and statement of compliance, Section 173 agreements, fees and bonds for plans of subdivision and development. • Provide advice and recommendations to Council on significant plans and developments.

Building and Planning Strategic Service Goals

Goal 1: A customer first service that provides outcomes through efficient and consistent processes and a collaborative partnership approach.

- Ensure the service is easy for customer to navigate.
- Ensure customers receive timely service and clear advice.
- Proactively engage with stakeholders and customers.
- Ensure the service's processes are efficient and fees and charges are appropriate.
- Maximise opportunities for shared services and activities across the sector.

Goal 2: An innovative service which is future focused, enabled by technology and demonstrates best practice.

- Continually explore different ways of delivering our services, including opportunities to use new technology and explore innovation.
- Explore opportunities to share knowledge and learnings with different sectors.

Goal 3: A service that enables informed and empowered decision-making through connected work, aligned with organisational strategy.

- Confident and consistent advice is provided to customers.
- Ensure the work of the service aligns with broader organisational priorities and strategies.
- Apply strategic and long-term thinking to all activities in the service.