



CASE PROCESSING TIMES QUARTERLY REPORT (SEPTEMBER 2022)

7 October 2022

The Statement of Expectations for the Independent Planning Commission identifies key performance indicators (KPIs) to ensure the ongoing timeliness and quality of its decisions.

The Commission is required to monitor and report on KPIs in its annual report and on a quarterly basis on the Commission's website for state significant determinations.

Timeframes for decision-making

As per the updated *Statement of Expectations for the Independent Planning Commission* for state significant developments, from the period of 1 July 2022 to 30 June 2024 the Commission is expected to meet the following timeframes:

- **32 calendar days** for **routine determinations** (no public meeting or hearing) and modifications with political donations
- **50 calendar days** for **determinations subject to a public meeting**
- **84 calendar days** for **determinations subject to a public hearing**.

Performance against these KPIs is to be reported as a 12 month rolling average, with timeframes to be calculated from the date of the provision of the Assessment Report by the Department of Planning and Environment (the Department) to the date of determination by the Commission, excluding any time where the Commission has requested further information from the Department or the Applicant, any time that the Department spends considering any request by an Applicant to amend or vary the application, and the period from 20 December to Australia Day every year.

Case processing times – quarterly results

As at 30 September 2022, the Commission has bettered the applicable timeframe KPIs for all case types:

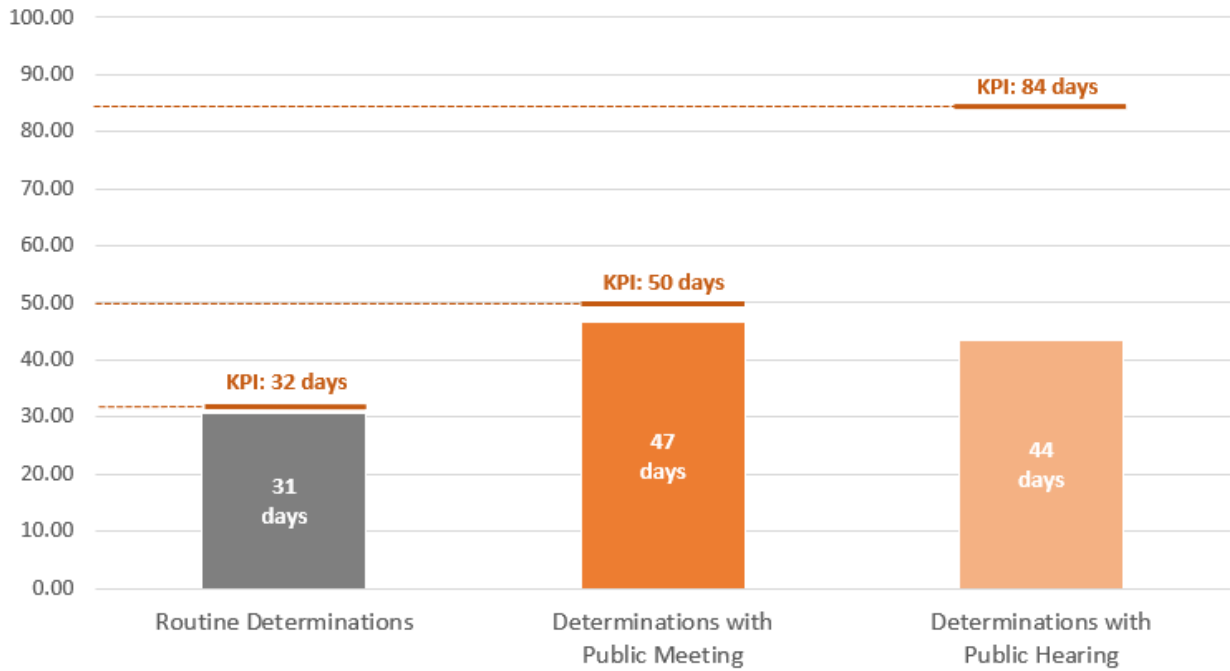
- routine determinations: **31 days**
- determinations subject to a public meeting: **47 days**
- determinations subject to a public hearing: **44 days**

In line with the Minister's Statement of Expectations, when calculating the Commission's performance against relevant timeframe KPIs, the Christmas shutdown and any time where the Commission has requested and is awaiting further information from the Department or the Applicant is excluded from its case processing times.

Graphs 1 and 2 overleaf show the Commission's performance against the KPI timeframes for 31 October 2021 – 30 September 2022. Graph 2 also shows the Commission's total average case processing time (i.e. without information request exclusions or the Christmas shutdown period factored in).

Graph 1

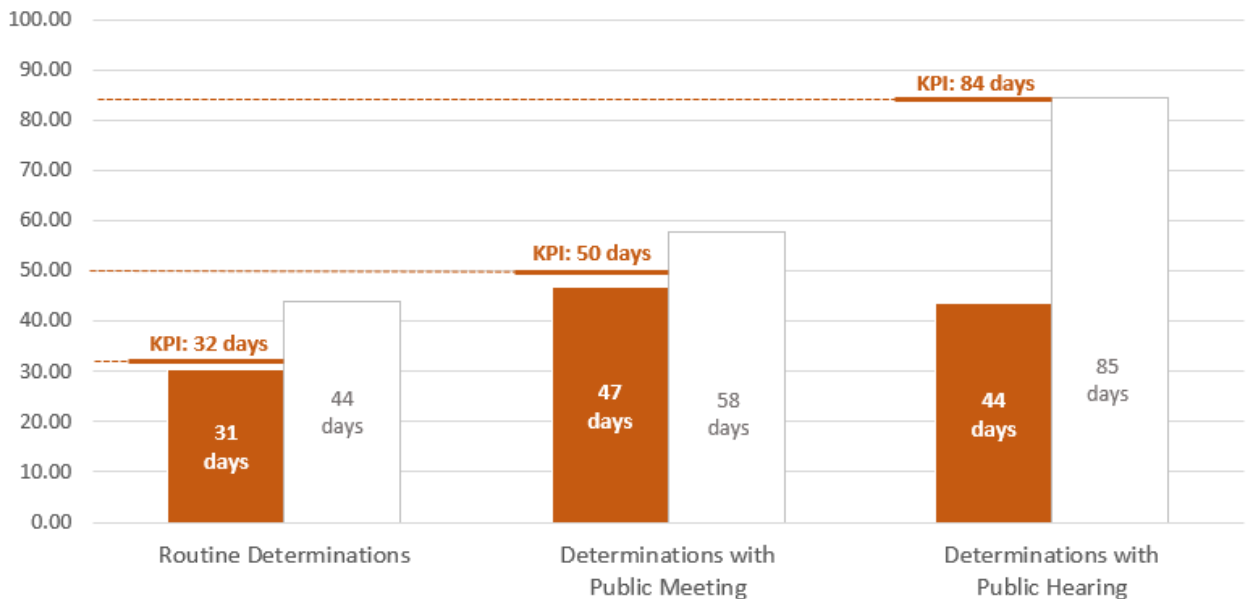
Performance against timeframe KPIs
October 2021 - September 2022



*Timeframe KPIs are calculated as a 12 month rolling average of case processing times, excluding Christmas shutdown and any time the Commission has requested and is awaiting further information

Graph 2

Average case processing times
October 2021 - September 2022



■ Case time, excluding the Christmas shutdown and any time the Commission has requested and is awaiting further information

□ Total case processing time