



# CASE PROCESSING TIMES QUARTERLY REPORT (MARCH 2024)

2 April 2024

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

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

## Timeframes for decision-making

In line with the *Statement of Expectations for the Independent Planning Commission* for state significant developments, within 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** (with no public meeting or hearing) and for **modifications** where the Applicant has made a political donation
- **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 reported as a 12-month rolling average, with timeframes 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 Christmas/New Year period from 20 December to 26 January every year.

## Case processing times – quarterly results

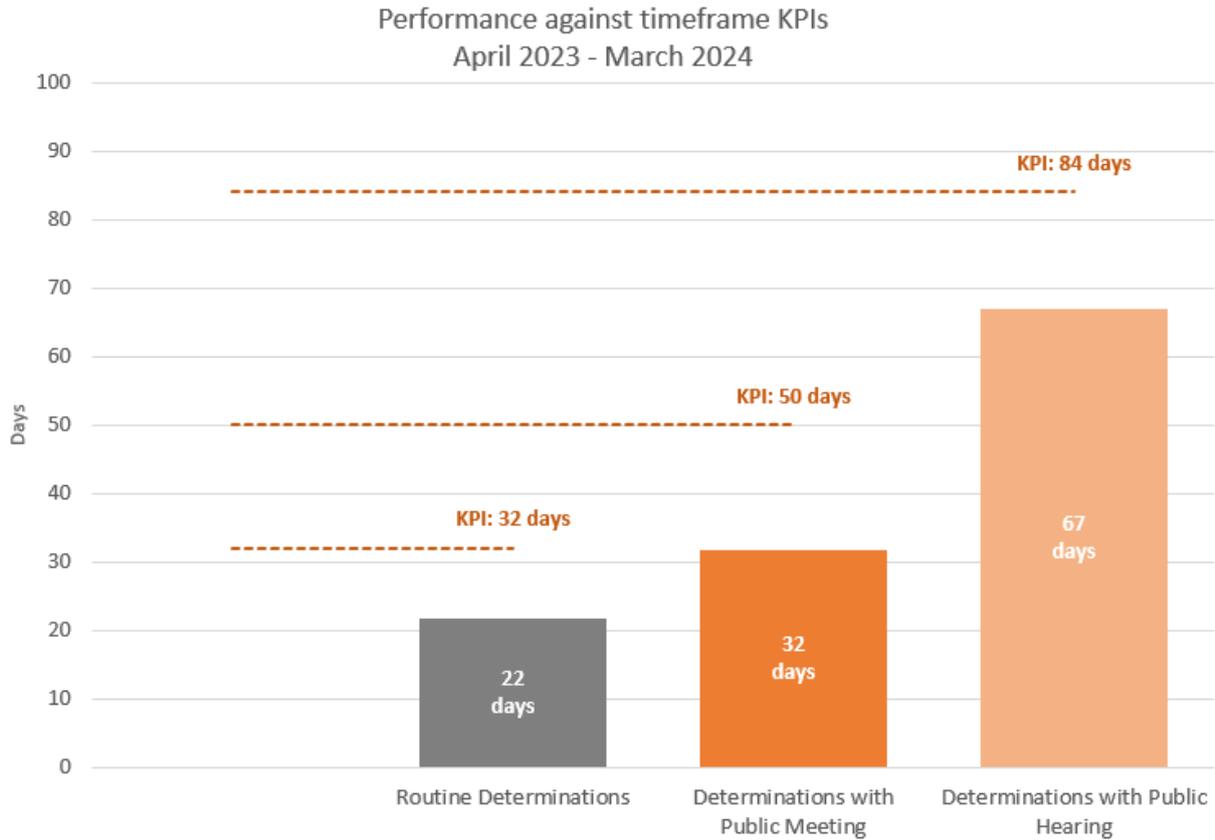
As at 31 March 2024, the Commission has met the applicable timeframe KPIs for all case types:

- routine determinations: **22 days**
- determinations subject to a public meeting: **32 days**
- determinations subject to a public hearing: **67 days**

In line with the *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 12 month performance against the KPI timeframes for 1 April 2023 – 31 March 2024. 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) for the same period.

## Graph 1



\*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

