



CASE PROCESSING TIMES QUARTERLY REPORT (SEPTEMBER 2023)

5 October 2023

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

In line with the *Statement of Expectations for the Independent Planning Commission* for state significant developments, for the reporting period of 1 October 2022 to 30 September 2023 the Commission was 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 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 Christmas/New Year period from 20 December to Australia Day every year.

Case processing times – quarterly results

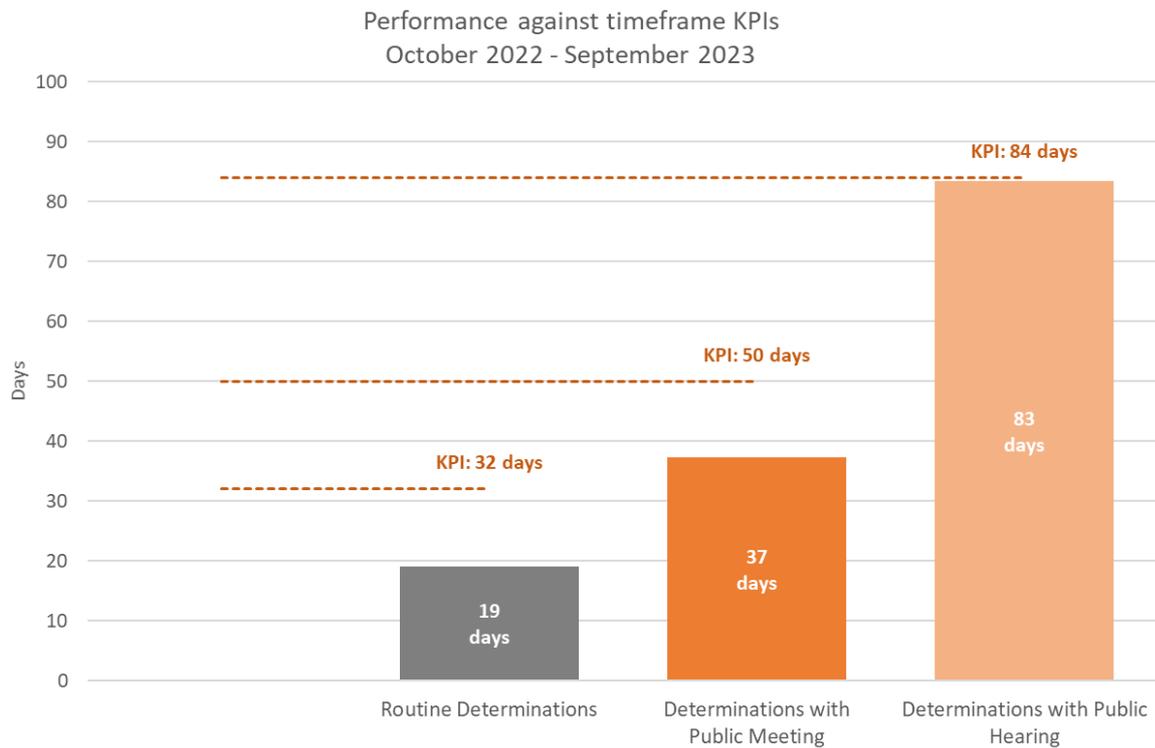
As at 30 September 2023, the Commission has met the applicable timeframe KPIs for all case types:

- routine determinations: **19 days**
- determinations subject to a public meeting: **37 days**
- determinations subject to a public hearing: **83 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.

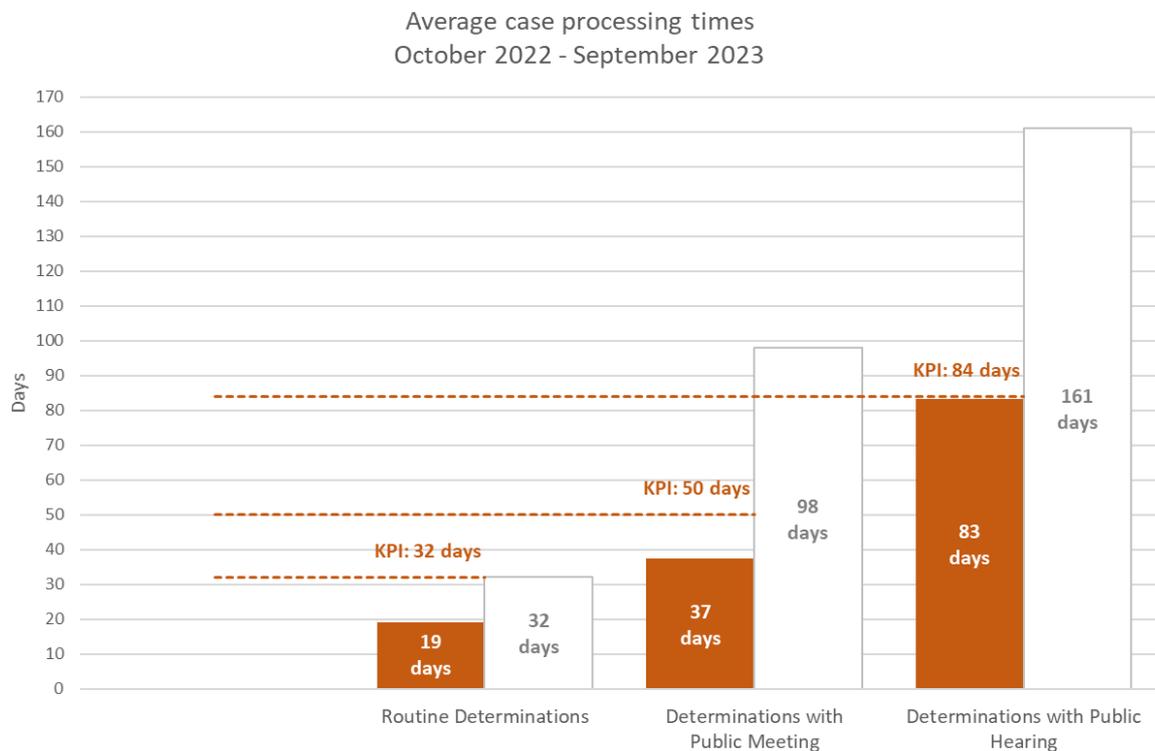
Graphs 1 and 2 overleaf show the Commission's 12 month performance against the KPI timeframes for 1 October 2022 – 30 September 2023. Graph 2 also shows the Commission's total average case processing time (i.e. without information request exclusions or the Christmas shutdown period factored in) for the 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



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