

ORGANISATIONAL CHANGE

JUNE 2009

Organisational change is one of the measures under *ACTPLAN* which aims to improve the delivery of services to the community and industry.

Chief Operating Officer

The Chief Operating Officer position was created in recognition of the importance of effective governance of ACTPLA functions. The Chief Operating Officer is responsible for the day-to-day management of corporate functions including strategic and business planning and reporting; financial and human resource management; internal audit, fraud and corruption; and customer services.

This frees up the Chief Planning Executive to focus on the strategic and operational planning outcomes for Canberra, while receiving regular reports on organisation performance.

New branch - Construction Services

Following a review of ACTPLA's organisational structure, Ernst and Young recommended establishing a fourth branch—Construction Services—to administer regulation of the building industry and land use.

The branch extends ACTPLA's executive team to four executive branch heads and the Chief Planning Executive, providing a better distribution of management responsibilities and expanded decision-making capacity.

This means there is a dedicated management focus for all three of ACTPLA's key output areas — spatial planning and policy, development assessment and leasing, and building and land regulation.

Strengthening the Development Services management structure

The Development Services branch has been strengthened with the recruitment of experienced assessment officers and managers to drive performance outcomes for development applications.

The assessment teams are being supported the new eDevelopment system that allows people to lodge applications online, and an associated workflow system that steps staff through the assessment processes allowing effective management of workloads.

A senior officer is responsible for quality assurance of procedures which are benchmarked against comparable jurisdictions in New South Wales and Victoria.

Additional inspectors

Four new inspectors will be recruited in the new Construction Services branch to strengthen ACTPLA's ability to undertake a wide range of electrical, plumbing, and gas inspections thereby enhancing consumer protection and speeding up the building approval processes for home buyers and commercial developers.



