

DUTY PLANNER SERVICE

Duty Planner Service

The Duty Planner Service is a free service offered to residents and building professionals who are looking for general planning or building advice.

The Duty Planner will direct customers to find the relevant zoning, identify what planning controls apply and assist customers understand what those controls mean.

This service is the recommended first step for any development, planning or building related enquiry.

Telephone Enquiries

Telephone enquiries will be answered from 8.30am to 5.00pm Monday to Friday. Dial (02)9330 6400. Inform the Customer Service Officer of the nature of the enquiry and they will direct you to the Duty Planner or the most suitable Council Officer to assist with the enquiry.

Counter Enquiries

A face to face service is available from the Georges River and Kogarah Service Centre's as follows:

Georges River Council Service Centre located at the corner of MacMahon and Dora Streets, Hurstville from 8.30am to 5.00pm Monday to Friday (except Public Holidays).

Kogarah Service Centre located at Kogarah Town Square Belgrave Street, Kogarah from 8.30 am to 12.00 pm Monday to Friday (except Public Holidays).

Service Offering

The Duty Planner's main function is to direct customers to relevant planning policies and controls. Due to the high demand on this service, the Duty Planner cannot go over the controls in detail or provide a detailed assessment of any development proposal.

The Duty Planner cannot:

- Review plans or provide merit advice with regard to building works. This service is offered by the [Pre-lodgement Advisory Service](#).
- Advise in writing whether the development is Exempt Development. This service is part of the [Pre-lodgement Advisory Service](#).
- Confirm whether the development is complying development. This service is offered by the [Complying Development Consultation Service](#).
- Make exclusive appointments with customers to review Development Applications ready for lodgement. This service is offered by the [DA Lodgement Service](#).
- Provide detailed advice about Development Applications currently under assessment. These enquiries should be referred to the Responsible Assessment Officer.

Accessing Zoning Information

The Duty Planner will not provide zoning information to customers.

The Duty Planner will however, direct the customer to the [Spatial Viewer](#) offered through the NSW Planning Portal or the gazetted zoning maps available on the [NSW legislation website](#).

The customer is educated and empowered to sight the zoning information themselves using Council's or their own electronic device.

Duration of Service

The Concierge will provide Customers with a ticket number if there is a queue for the Duty Planner.

Customers can wait in the Customer Service foyer lounge area whilst the Duty Planner is assisting another customer.

Customers can spend up to 30 minutes with the Duty Planner before being recommended a more suitable advisory service.

No appointments are necessary for the Duty Planner Service.

Preparing for a Duty Enquiry

Customers can prepare for a discussion with the Duty Planner by having their questions ready. This will enable the Duty Planner to make the most of their time with the Customer.

Specialist Advice

As part of the Duty Planner Service, there are specialist Council Officers 'on call' and available to assist the Duty Planner with customer enquiries relating to:

- Drainage & stormwater
- Strategic planning projects
- Building & BCA Compliance matters
- Fire safety
- Swimming Pool Compliance matters

Duty Planner and Enquiries for Back Office Staff

Enquiries relating to current or past applications, conditions of consent, and/or the need for additional approvals will be directed to the Officer who was responsible for that application.

Available contact hours for back office staff

Back office staff	Contact hours
DA Officers	9am to 11am
Building Surveyors	9am to 10am
Drainage Engineers	9am to 11am
Strategic Planners	10am to 1pm

If an enquiry is made outside the available hours, a formal service request will be lodged in Council's system and directed to the Responsible Officer for action within 24 hours of receipt of the request.

For further queries or enquiries about the Duty Planner Service, please contact the Team Leader - Development Advisory Service on (02) 9330 6400.