

# Raising the FLAG at City of Canada Bay Council

Enhancing Development Application Processes and Customer Experience

## At a glance

The City of Canada Bay Council recognised the need to address delays in the determination of Development Applications (DAs) and improve the overall customer experience. They engaged Procure Spot to help them implement their FLAG project through project management, systems improvement and change management.

## What is FLAG?

### Faster Local Assessment Grant

FLAG is the NSW Government's initiative to improve development assessment process by allocating funding aimed at supporting councils to accelerate assessment of local DAs to bring forward housing supply.

## RESULTS



Reduction in Requests for Information (RFIs)



Streamlined Back-End Referral Processes



Procurement and bid management consultants



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## CHALLENGES



Current legislation sets a DA assessment timeframe of 40 days. Unfortunately, the City of Canada Bay's DA process was exceeding this timeframe, leading to delays in infrastructure projects and dissatisfied customers. This prompted the Council to develop their FLAG action project in order to streamline its processes and improve the overall customer experience.

## SOLUTIONS



Procure Spot employed a structured approach that included process improvement using Lean Six Sigma principles, change and knowledge management utilising the PROSCI three-phase process, and technical integration to optimise and streamline the entire Development Application (DA) process.



Improved processes



Change management



Customer engagement

## BENEFITS



### Implementation of Clearing House Process

1

A new triaging process called the Clearing House was introduced. This process aimed to streamline and expedite the initial stages of DA assessment by improving the allocation of resources and providing clearer instructions to DA teams.

### Change Management

2

Procure Spot adopted a top-down and bottom-up approach to ensure the successful implementation of changes. This included engaging with leadership to gain buy-in and alignment on project objectives, and then collaborating with on-the-ground teams to understand their perspectives and challenges.

### Customer Communication Enhancement

3

The project focused on enhancing communication channels and establishing consistent practices. Procure Spot provided facilitated training sessions to DA teams, equipping them with effective strategies for engaging with applicants. The project also introduced new guidelines, processes, and call scripts to ensure consistent and professional communication at every touchpoint.