SPEAR

	User Group Meeting Feedback Notes		
	Topic of Discussion	**Content /Response**	**UGM**
	Lodging Parties in SPEAR	Lodging Parties will be required to use their digital certificates on a token. Can tokens also be available for surveyors who lodge applications? A: Yes, surveyors can use tokens if they wish. The certificate will be stored on the token instead of the computer, however software to run the token will need to be installed on the computer/s used for signing. Tokens will be available to purchase in the second half of 2016.	Traralgon
	Other – Release for Lodgement Email	Q: The SPEAR 'Release for Lodgement' email now sends PDF files individually. Instead of attaching a ZIP file, could there be a link added to download all of them as a ZIP file? A: This has been added to the Potential Enhancements list (PE 1510).	Benalla
	Surveyor's Reports in SPEAR	Feedback sought regarding the proposal to provide a form template to allow surveyors to prepare their surveyor's reports directly in SPEAR. Where known, SPEAR will prepopulate key elements of the report. No objection to this proposal, surveyors thought it was a good idea however users don't want to make it compulsory. Users would prefer to have an option to create the report or to upload their reports as they do currently. SPEAR team will consult with users through future UGM's as this template is further developed.	Traralgon Melbourne Swan Hill
	Owners Corporation Schedule	Q: Can the Owners Corporation Schedule be prepared prior to being required to attach it in SPEAR? A: Yes, the template can be downloaded from the SPEAR website (.xlsx), and saved locally. Go to www.spear.land.vic.gov.au → Applicants → How do I set up my plan templates → 03 Owners Corporation Schedule	Traralgon
	Other – Display the Surveyor's name in the SPEAR banner	Suggestion: show surveyor's name at the top of application page. It would be very handy for councils and RA's. This has been added to the Potential Enhancements list (PE 1741).	Benalla Melbourne
	Other – PS Number validations	Q: Can a surveyor submit in SPEAR a PS number that was purchased by another surveyor? A: Yes, SPEAR needs to be able handle PS numbers being transferred from one surveying organisation to another, and so only checks that the PS number has not been previously registered, or is not associated with another SPEAR application.	Benalla

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	Other – Purchasing plan numbers in SPEAR	Q: Can or will surveyors be able to purchase new plan numbers through SPEAR? A: The purchasing of plan numbers has been improved and the Subdivision Branch now has the ability to send these electronically to surveyors after purchase. The ability for surveyors to purchase these directly from SPEAR has been added to the Potential Enhancements list (PE 1429).	Benalla
	Other – Plan amendments by another surveyor	Q: Can SPEAR retain the name of the surveyor when another surveyor amends the plan? A: This has been added to the Potential Enhancement list (PE 1722	Benalla
	Other – SAFR	Q: Why does SPEAR force surveyors to deal with the Supplementary Abstract of Field Records twice – once on the Form 13 and in a separate declaration? A: If the Form 13 is completed and authenticated first, the Supplementary Abstract of Field Records declaration will be automatically completed and ready for signing.	Swan Hill
	Notifications	Users agreed on the following notification enhancements: • Notify both lodging party and surveyor when a survey is out of date. A three month notice for surveyors was requested • Stop sending email notifications to RA's relating to manage conditions functionality • Send the requester an email when the 'Notify for Authentication' action has been completed • Sending an email notification to the Designated Contact when nominated (optional). • Surveyors agreed SPEAR should send guests notification emails for key milestones and requested street addressing be added to the list. Some users suggested that SPEAR should send authentication reminder emails everyday instead of every week, especially for documents such as New Street Address Allocations, however many users were happy with the existing notifications. Q: If a planner misses to endorse a joint application for certification, can SPEAR remind him/her? A: SPEAR prevents a plan being certified without an endorsed plan,	Benalla Traralgon Melbourne

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		unless the council indicates that no endorsement is required. If councils need to endorse more than one plan, these requirements could be tracked using the Manage Conditions functionality.	
	Re-Establishment applications	Q: Can a 'Record of Having Re-Established a Cadastral Boundary' (RE) be lodged in paper to the Office of Surveyor-General Victoria (OSGV)? A: RE numbers are generated by SPEAR and there is only limited provision for paper applications. The OSGV prefers all applications to be submitted through SPEAR. If Applicant Contacts are having issues submitting REs through SPEAR, please contact the SPEAR Service Desk for assistance. Feedback from Applicant Contacts indicated many REs are of a low standard or missing entirely. Surveyors should ensure they are submitting REs to the OSGV where required.	Traralgon
	Transfer of Land Act applications	Q: Will SPEAR support creation of easement applications under Section 45 of the Transfer of Land Act (TLA)? A: SPEAR currently supports only survey-based TLA applications. This has been added to the Potential Enhancements list (PE 1120).	Benalla
	Manage Conditions	Proposal to remove the 'Satisfied' prompt (yes/no) from the Applicant Contacts Comment Log, against each condition. Applicant Contact will still be able to comment, but it will be up to the council to ultimately determine if the condition has been satisfied or not. No objection to this proposal. Councils and Applicant Contacts thought this was a good idea. This has been added to the Potential Enhancements list (PE 1531) Q: One of the growth area councils raised an issue where they are unable to use SPEAR to copy conditions into the Manage Conditions screen, from another application. In this case, there are MANY conditions, which are unique to the development (they are not standard conditions). The manage conditions function does not allow for these conditions to be copied form one application to another, which makes the process very time consuming. A: This has been added to the Potential Enhancements list (PE 1740). Q: Can conditions be sorted by either number or type (cert/SoC)? A: This has been added to the Potential Enhancement list (PE 1531)	Traralgon Melbourne

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	Endorsement of Engineering plans	Should Engineering plans be provided in SPEAR? - File size/page sizes may be an issue, as they are usually large format plans with large file sizes. - These are often provided by an engineering firm, which will not typically be involved in the SPEAR process. - Engineering department at council do not always use SPEAR - As a means of tracking the request, a suggestion was made that SPEAR could prompt the applicant to supply the plans (similar to an RFI), and either attach, or indicate that they will be provided outside of SPEAR. Overall users indicated not to include these plans in SPEAR as they are happy with the current PDF/paper process.	Traralgon Melbourne Swan Hill
	Telecommunication agreements in SPEAR	This has been raised at past UGM's. Further clarification sought from users this time, particularly around the proposal: - Council to indicate a telecommunication agreement is required - Applicant Contact to supply the agreement prior to SOC, or - Applicant Contact required to provide written confirmation that all lots are connected and fibre ready facilities are installed (where required) - Council to have the ability to accept/reject the agreement Users indicated the requirements need to be defined. In the meantime other councils deal with this requirement by using the 'Manage Conditions' function. Users indicated the requirements need to be sorted first.	Traralgon Melbourne
	Other - Referrals	Q: Can SPEAR suggest the correct referrals relevant to an application? A. No, it is the responsibility of the council to determine what referrals are required, in accordance with the Act and their planning schemes.	Swan Hill
	Other – SPEAR payments	Discussed whether RA's would offer SPEAR payments. This would mainly benefit water authorities many of which already have payment processes.	Benalla
	Other – Planning Permit document in SPEAR	Q: Some councils don't accept Planning Permits for subdivision in SPEAR. Could SPEAR ensure these councils add a copy of the relevant planning permit to SPEAR and supply the expiry date? A: This has been added to the Potential Enhancements list (PE 1710).	Benalla Swan Hill
	Other – Street Addressing Form	Q: Can SPEAR auto save the street addressing information so users don't lose their work?	Swan Hill Melbourne

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		A: Instead of typing the street addressing into SPEAR directly, where a user is vulnerable to the session timing out (and losing data), users should instead use the spreadsheet template, and load it into SPEAR. Session time out improvements has been added to the Potential Enhancements list (PE 1742)	
	Title allocations spreadsheets	Councils wished to receive addresses in the title allocation spreadsheet (where available). One council would also like to receive PFIs. This has been added to the Potential Enhancements list (PE1699).	Melbourne
	Other – Certification prompt for council	There should be a feature that allows the Applicant Contact to let the Responsible Authority know when a plan is ready for certification. If used by the Responsible Authority, the Manage Conditions function allows Applicant Contacts to comment on conditions when they have been satisfied. This sends a notification to the Responsible Authority.	Traralgon
	Other – Guest Access	Q: Can SPEAR recognise when a guest is also a current Applicant Contact? A. No, at the moment an existing Applicant Contact receives a separate user name and password for being a guest to an application. Q: There is no way to later view the comments sent to a guest. Can this be enhanced? A: This has been added to the Potential Enhancements list (PE 1578).	Melbourne Swan Hill
	Other – closing off applications when the permit has expired	Q: How does a Responsible Authority close a certification-only application in SPEAR where the paper planning permit has expired? A: The certification application can be withdrawn by the Applicant Contact or the Responsible Authority can refuse the certification.	Swan Hill
	Other – SEAR notification of Planning Permit expiry	Q: Does SPEAR remind users when the planning permit is due to expire? A: Yes, SPEAR sends an email reminder three months prior to the planning permit expiry date (or revised date if the planning permit has been extended in SPEAR).	Swan Hill
	Other – confirmation an RFI has been	Q: Can a Referral Authority receive a notification when an Applicant Contact receives a Request for Further Information (RFI)?	Swan Hill

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	received	A: There is no way to know that an Applicant Contact has seen an RFI, but the RFI does appear as a mandatory action on the Details screen.	
	Other – Email notifications	Some organisations don't look at the SPEAR emails because there are too many that aren't relevant. SPEAR team suggested setting up email rules to ensure irrelevant emails are filtered to a separate folder - for example, all emails with a particular heading.	Swan Hill
	Other – Enhancement Program tips	Suggestion: SPEAR team to create tips from the outcomes of Enhancement Program workshops and circulate them among the surveyors, in particular the tips regarding SPEAR functions that users are currently not utilising. SPEAR already publishes tips and other hints about use of the system in the SPEAR Bulletin, which is circulated quarterly. This will continue to be used, particularly to highlight areas of the system that are poorly understood or not well utilised.	Benalla
	ePlan	Easements are out of scale once exaggerated using the visualisation enhancement tool. This has been raised as a business requirement for the ePlan Visualisation Enhancement tool. The enlargement function of the visualisation enhancement tool should support both 'scale'/'not to scale' diagrams and allow surveyors to specify the required scale and adjust labels. Q: Does ePlan store street addresses? A: Yes ePlan stores street address for subdivided lots in the plan of subdivision and staged plans and existing lots in boundary plans. Q:Why does ePlan need to be connected to permanent marks (MGA94)? A: All ePlans must be connected to MGA94 for the following reasons: • To fix the survey in space • To facilitates the re-use of digital data for surveyors • ePlans will eventually be the main digital source for updating the state's digital cadastral map base (Vicmap Property) and SMES database Q: Will Abstracts of Field Records (AFR) be supported in ePlan format?	Benalla Traralgon

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		A: AFR will be supported in ePlan once the ePlan visualisation enhancement tool is developed and surveyors have the ability to undertake sheet definition, exaggeration, enlargement and label/arrow adjustment. Suggestion: in the visualisation enhancement tool, allow surveyors to develop a setting/configuration file to store their own styles. The ePlan team will assess this suggestion in the development stage of the tool.	
	Other – RA contact details	Councils requested RA's to update their contact details and give surveyors access to referrals' information. The SPEAR Service Desk will be requesting RA's to confirm their contact details by May 2016.	Benalla
	Other – Unnecessary documents	Surveyor suggested SPEAR should remove lengthy and unnecessary planning permit document types for subdivisions. The SPEAR team has reviewed the list and removed a number of document types.	Melbourne

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Note: All suggested system improvements will be included in the Potential Enhancement list to determine appropriate priority rating for future releases.