



PIP practice note 2 – desired standard of service

PIP
PRACTICE
NOTE 2

How to use this practice note

This practice note has been prepared to support in the preparation or amendment of *desired standard of service* (DSS) within a *priority infrastructure plan* (PIP). It supports *Statutory guideline 01/11 Priority infrastructure plans* (guideline 01/11) and should be read in conjunction with the guideline 01/11, other PIP practice notes and the *Sustainable Planning Act 2009* (SPA).

As well as developing the mandatory components of a PIP, as stipulated in guideline 01/11, local government is responsible for determining which components of this practice note are to be included in either the PIP or as extrinsic/supporting material.

Words used in this practice note that are defined in SPA or by Part B of guideline 01/11 are italicised.

Desired standard of service

What are desired standard of service?

The DSS details the standards that comprise an infrastructure network suitable for the local context. It is a summary of the service standards which are then supported by the detailed network design standards included in *planning scheme policies* or other published and controlled design standards, codes or manuals.

In many instances the DSS will involve references to implicit assumptions and standards that have been the basis of local government's infrastructure planning and supply.

Defining the DSS in one document provides transparency and accountability for all infrastructure providers including local government, water *distributor-retailers* and developers.

Application of DSS

The DSS is an indication of the preferred standard of performance for an infrastructure network but an entity does not have a right to expect or demand that standard. However, many standards included in



the DSS are prescribed through *planning scheme* design standards, in codes or other legislation.

It should be noted that under SPA, the *planning scheme* may refer to an external document to set a standard only where that document is a statutory or regulated document. Any document made by the local government which the local governments wants to use as a standard, must be included within the *planning scheme* (for example, as a *planning scheme policy*).

In relation to formatting and numbering the indicative methodology is Queensland Planning Provision version 3 compliant. Local government can edit the formatting and numbering to align with the relevant local government planning scheme.

Who determines local government desired standards of service?

Local government, in consultation with the community, determine the DSS for each infrastructure network. Local government base their DSS on a range of factors including regulatory requirements, cost, affordability, and anticipated environmental, economic and social outcomes.

Developing desired standard of service

There are two indicative methodologies provided in this practice note to support local government in the development of DSS. Both indicative methodologies perform the same function and local governments can choose which best suits their needs. Alternatively a local government can develop a new format in which to detail their DSS.

The content provided in both indicative methodologies is an example only. Each local government is required to include content in the DSS that is most suitable for their *local government area*. Where a standard is not relevant to a local government, it should be deleted.

All text in the indicative methodologies is able to be edited or deleted. Text in grey is generic and should be edited to suit the specific requirements of each local government. Text in brackets is for guidance only and must be deleted.