

Case Study: Greenlight AI Streamlining Planning Permit Lodgement & Processing

The Challenge:

Victorian councils face immense pressure to reduce application turnaround times. Efficiency is often hindered by "poor quality" lodgements and the administrative burden of manual pre-assessments. Planners frequently spend more time identifying, reviewing submitted applications, requesting fees and managing RFIs than performing professional merit assessments.

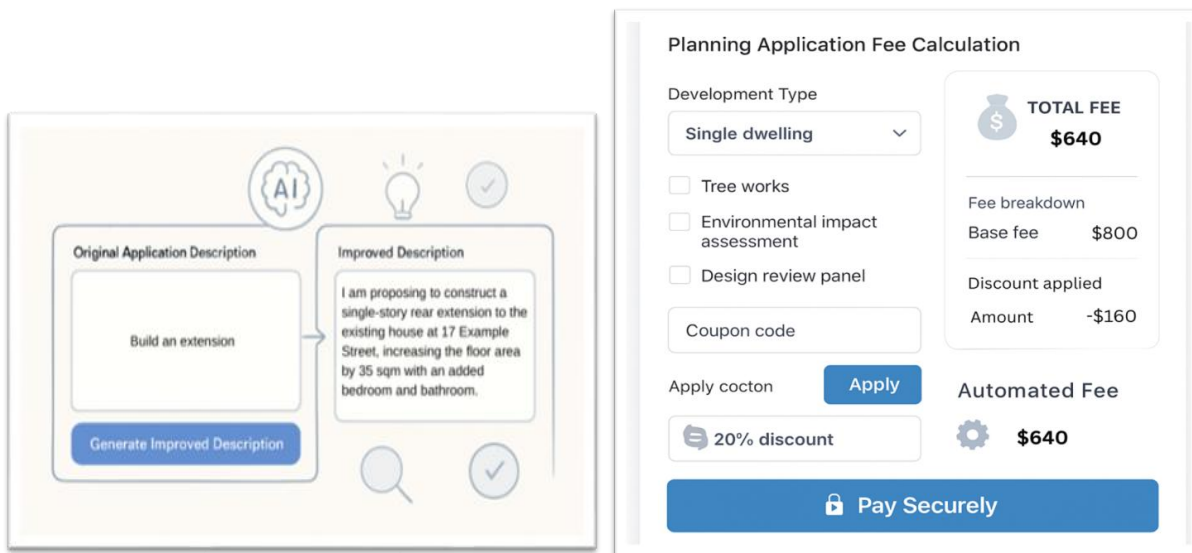
The AI Solution An AI-Powered Planning Co-Pilot

We implemented an end-to-end AI capability designed to support both the applicant and the planner through three key stages:

1. Smart Lodgement Guidance (The Applicant Experience)

Instead of a static form, applicants use an **AI-assisted interface** that provides real-time validation.

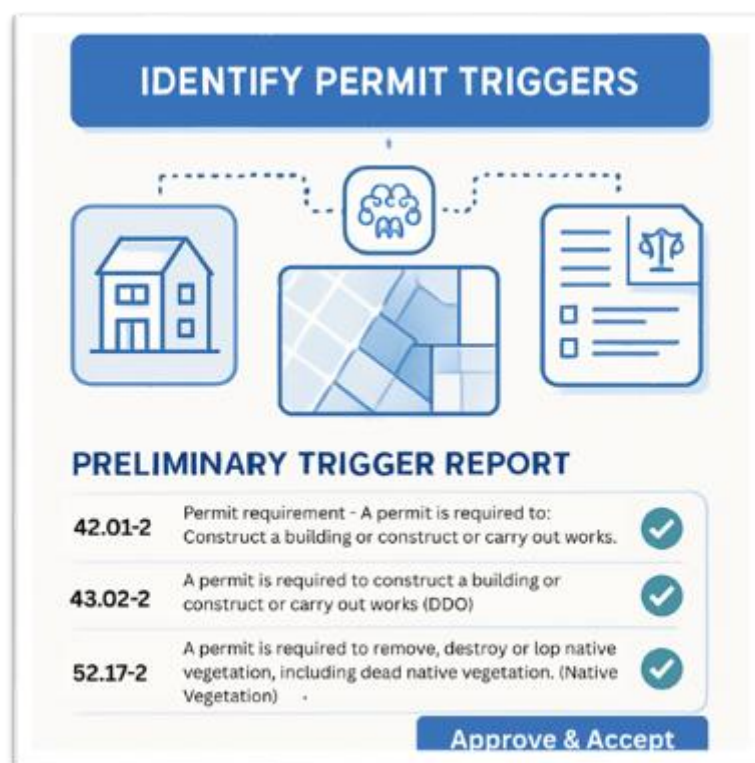
- **Capability:** The system assists with description refinement and smart fee calculations.
- **Outcome:** Ensures applications are "decision-ready" the moment they are submitted, significantly reducing the need for initial RFIs.



2. Instant Pre-Assessment (The Triage Phase)

Once lodged, the AI performs an immediate analysis of the submission.

- **Capability:** It automatically identifies permit triggers, zones, overlays, referral recommendations, while flagging any missing documentation.
- **Outcome:** Planners receive an executive-level summary of the application, allowing them to bypass administrative data-entry and move straight into professional judgment.



3. Accelerated Delegate Reporting (The Assessment Phase)

The platform assists in the heavy lifting of report drafting while preserving full planner oversight.

- **Capability:** AI predicts referral requirements and generates a first-draft delegate report by synthesizing application data, collating all required information and providing recommendation based on historical planning patterns.
- **Outcome:** Reduces the time taken to produce consistent, high-quality reports, clearing bottlenecks in the final approval stage.

The Outcomes: Strategic Value for Council

By integrating AI into the planning workflow, Councils achieve measurable improvements in service delivery:

- **Increased Efficiency:** Reduced manual handling of documents and automated trigger identification accelerate the assessment clock.
- **Better KPI Performance:** Fewer RFIs and faster report generation help Councils meet and exceed statutory timeframe targets.
- **Focused Decision-Making:** By automating repetitive administrative tasks, planners can refocus their expertise on high-value urban design and community outcomes.