

By Jacqui Van Der Kaay, GoShift

# Pilot for online consenting



**GOSHIFT** is an initiative involving more than 20 councils from Western Bay of Plenty to Nelson. Eight are now trialling a new online service for submitting building consent applications. GoShift aims to improve performance, consistency and levels of service across the building consent system. See *Simpler, faster building consents* (*Build* 153, pages 86-87), for more on GoShift.

## **Forms sorted, online service from mid-year**

The 20 councils are already using the same new building consent application forms, and the online service is the next stage. The aim is to allow applicants to submit their building consent applications via an online portal, track the progress of their application and see when more information is needed.

The pilot follows months of development work and engagement with councils across the country. Some councils and customers will test the service for the next few months

before it is rolled out to other GoShift councils and customers from mid-year.

The online service is being provided by GoCouncil, a joint venture between Master Business Systems (MBS – the developers of GoGet) and Nuwave.

## **About GoShift**

GoShift will deliver:

- common building consent application forms
- common consent processing and inspection checklists
- standard templates - for example, letters and requests for information
- a single best-practice quality management system (QMS)
- alignment of website information and guidance for applicants
- online application services
- the ability to share resources and expertise across councils.

Customers will benefit from being able to submit applications online at a time and location that suits, as well as submit the same information for the same type of building work regardless of location.

## **Government backing**

The Ministry of Business, Innovation and Employment has supported GoShift since it started. Chris Kane, Manager Sector Trends and Innovation Team, says that's because 'it's a genuine initiative by people with skin in the game to improve the function of a nationally significant regulatory system'.

GoShift is also part of an MBIE work plan supporting other councils also looking to improve the building consents system.

'The longer-term goal is a unified national approach that will make it easier and faster to get a building consent, no matter where you live and work,' says Chris.

**For more** ▶ See [www.goshift.co.nz](http://www.goshift.co.nz).