DA Online – API Integration

Overview Document

Version 1.0

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1. OVERVIEW

DA Online is a single unified solution where applicants can submit and track their development applications. Using DA online, the DA Online API will link applications into council systems for processing. Functioning as an integrated solution between the applicant and council, the API will orchestrate synchronised workflows and exchanges of data / information between these two systems.

The business processes enabling this integration are across four parts:

I. Pre-lodgement review:
The applicant registers / signs on to DA online, supplies the necessary information and submits the application which is sent to council through the API.

II. Lodgement:
Council download and review the documents received through the API. The application is lodged into the council system where it is either progressed or returned to the applicant.

III. Assessment:
Council staff will request / respond to additional information / documentation through their system to the applicant who will supply these using the API. Council will then perform a preliminary assessment, trigger C&R referrals, and prepare a final assessment.

IV. Determination:
Council will send the notice, date, and status determination, final plans (stamped), and consent authority details to DA online via the council API.

The DA Online API will improve the customer experience and processing time of a development application. It will also transform and enhance limitations arising from processing the same application in two disparate systems respectively. Integrating the two systems via the DA Online API will result in synchronised workflows between the applicant system and the council system.

2. Integration Approach

2.1 API Overview

2.1.1 Outbound API – DPIE Online DA System to Councils

API Operation	Function
Create Development Application	Triggered by Online DA when the Application submits the DA to council for assessment. Contains full case data submitted by the applicant, including URLs to all uploaded documents supporting the application such as plans, BASIX certificates, Heritage assessments and so on.
Send Additional Information	Used to send additional information to council in response to a request from Council. May also contains URLs of additional documents.
Get Document	Used by DPIE to retrieve documents from council relevant to the application. Typically determination documents or other documents related to the assessment. URLs for these documents need to be sent to Online DA by council in Determine DA or Request Additional Information APIs

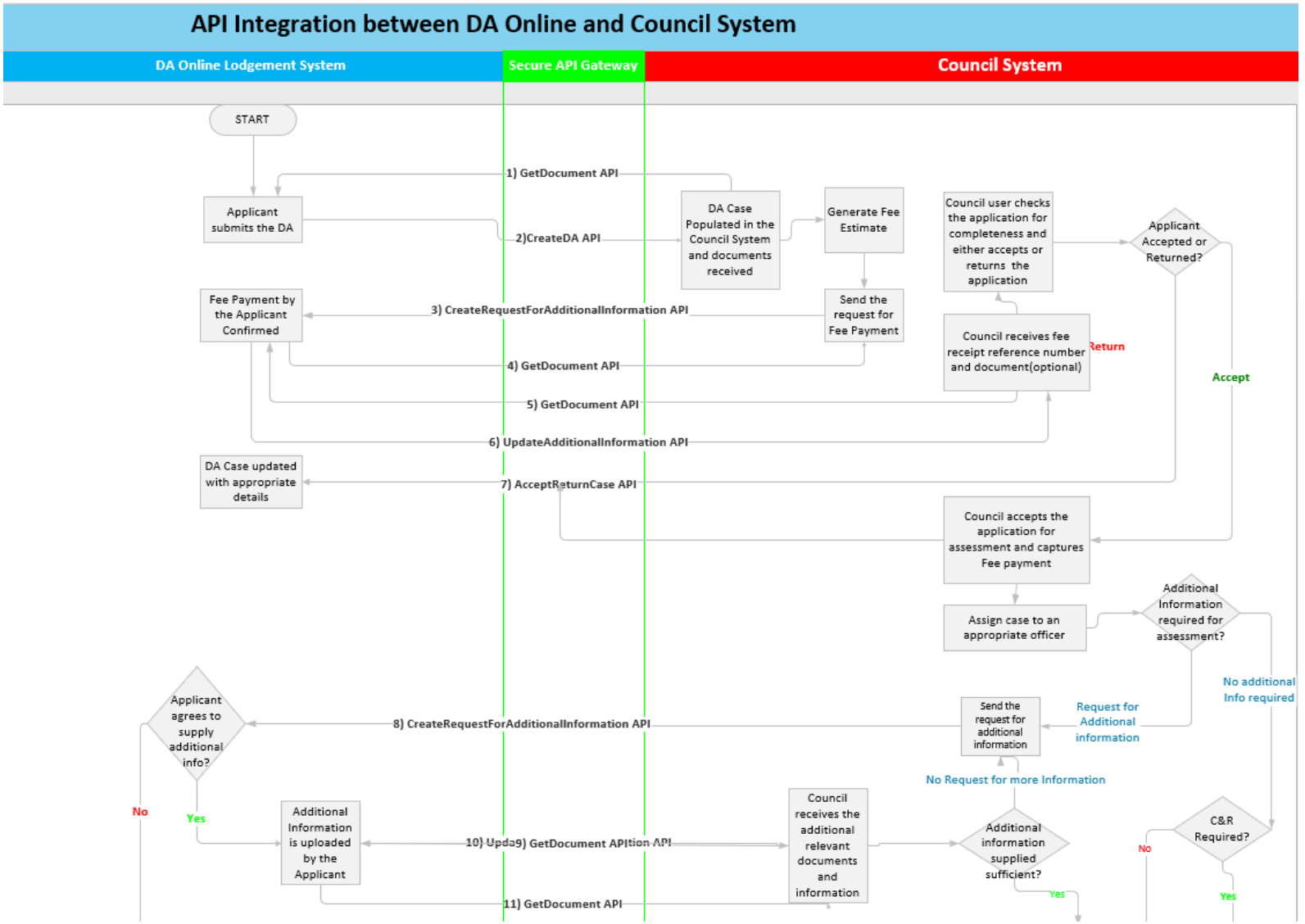
2.1.2 Inbound API – Council Systems to DPIE Online DA

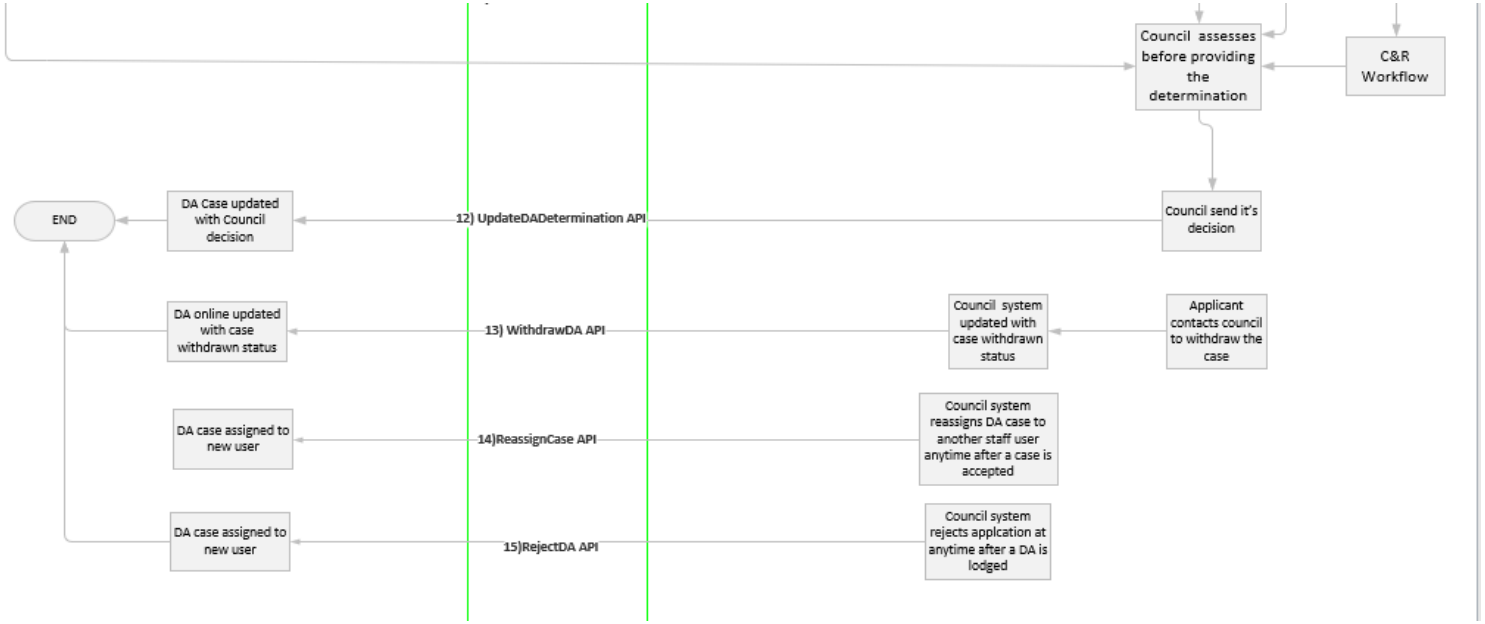
API Operation	Function
AcceptReturn	Used by council to indicate if the DA has been accepted for assessment or is being returned to the applicant because it is unable to be assessed.
Determine DA	Called when assessment has been completed by council. Multiple documents can be attached to support the determination.
Request Additional Information	Used by council to request additional information from applicants such as updated plans, additional documentation or other information. Documents can be attached to support the request if required.
Reject DA	Reject a DA after the assessment has commenced.
Reassign	Reassign the DA to a different assessment officer.
Withdraw DA	Withdraw a DA after the assessment has commenced.
Get Document	Allows councils to download documents from DPIE relevant to the DA. URLs for these documents will have been sent to council by the Create Development Application and Send Additional Information APIs.

2.2 DA Online Workflow and Integration Points

The following diagrams contains a high level workflow of the DPIE DA Online process and the predicted integration points with Council DA processing systems.

The workflow shown in the Council System diagram is indicative only and will likely vary significantly between councils and vendor implementations.


API Integration between DA Online and Council System
DA Online Lodgement System
Secure API Gateway
Council System
START
1) GetDocument API
Applicant submits the DA
2)CreateDA API
DA Case Populated in the Council System and documents received
Generate Fee Estimate
Council user checks the application for completeness and either accepts or returns the application
Applicant Accepted or Returned?
Fee Payment by the Applicant Confirmed
3) CreateRequestForAdditionalInformation API
Send the request for Fee Payment
Council receives fee receipt reference number and document(optional)
Return
4) GetDocument API
Accept
5) GetDocument API
6) UpdateAdditionalInformation API
DA Case updated with appropriate details
7) AcceptReturnCase API
Council accepts the application for assessment and captures Fee payment
Assign case to an appropriate officer
Additional Information required for assessment?
No additional Info required
Request for Additional information
Send the request for additional information
8) CreateRequestForAdditionalInformation API
Applicant agrees to supply additional info?
No
Yes
No Request for more Information
Additional Information is uploaded by the Applicant
9) GetDocument APItion API
10) Upda
Council receives the additional relevant documents and information
Additional information supplied sufficient?
Yes
C&R Required?
No
Yes
11) GetDocument API


Council assesses before providing the determination
C&R Workflow
END
DA Case updated with Council decision
12) UpdateDADetermination API
Council send it's decision
DA online updated with case withdrawn status
13) WithdrawDA API
Council system updated with case withdrawn status
Applicant contacts council to withdraw the case
DA case assigned to new user
14)ReassignCase API
Council system reassigns DA case to another staff user anytime after a case is accepted
DA case assigned to new user
15)RejectDA API
Council system rejects applcation at anytime after a DA is lodged

2.3 Security Overview

2.3.1 Inbound API Security

The API Gateway will be responsible for securing the API calls from Council systems to DPIE:

1. Authenticating the shared secret API key presented by the council to the DPIE API Gateway.
2. Authorising use of the API by the API Key.
3. Rate limiting the inbound API calls to an agreed maximum transaction per second (TPS).
4. Termination of the TLS connection between the council system and API Gateway using TLS 1.2 or higher.
5. Perform threat protection

The following HTTP Headers will be added to the request sent to DPIE.

Header name	Example Values	Purpose
api-key	bcdbacfe67d5e8041ee9539843a1e70a3f19	Share secret API that authenticates the Council to the API Gateway. The share secret API key to be greater than or equal to 25 characters in length. API Key is presented in in every HTTP request in the api-key header.

2.3.2 Outbound API Security

Outbound API calls from DPIE's API Gateway to Council systems. The API Gateway will be responsible for securing and routing the API calls from DPIE to Council system:

1. Authorising use of the API by the API Key.
2. Routing the API call to the correct endpoint based on the CouncilID header set by DA Online.
3. Injecting the correct credentials required by the Council.
4. Establishing a new TLS connection between API Gateway and Council using TLS 1.2 or higher.
5. Striping of redundant headers from the request.

Header name	Example Values	Purpose
api-key	bcdbacfe67d5e8041ee9539843a1e70a3f19	Share secret API that authenticates the Council to the API Gateway. The share secret API key to be greater than or equal to 25 characters in length. API Key is presented in in every HTTP request in the api-key header.