Provide Additional Information

Applicants

How to provide additional information when requested

Council may request additional or revised information prior to the application being lodged or during assessment. They may send this request via the system. In this instance, you will receive an email advising you of the request for additional / revised information. To view and action this request:

Step 1: Log in

You will need to be logged into the NSW Planning Portal view your applications.

You can access this here https://apps.planningportal.nsw.gov.au/prweb/IAC.

Step 2: Locate the relevant application

Once you have located the relevant application, click on the associated reference number.

If the relevant application is not visible, you are able to refine the display by clicking on the filters at the top of the dashboard. The application will have a status of *Additional Information Requested.* Open this application.

		Performance ⓘ	Days Lapsed	Reference Number	Site Address	Status	Application Type
+ New	Active work						
Active work	Completed work		0	PAN-500	16 Linden Street, Sutherland, 2232	Additional information requested	DA Online

Step 3: Review the comments from the council

The council will leave comments to assist with the information request. You can view these by clicking on the **Additional information summary** tab.

Application details	Documents	Payer details	Action summary	Additional information summary		
Case ID	Date	Council comments		Applicant comments	Current status	
AI-109	06/12/2018	Please provide structural plans.			In-Progress	Respond

Step 4: Source documents, as needed

Source any additional documents or revise existing documents to address the comments. If you require additional assistance or clarification, you can do so via the system or by contacting them.
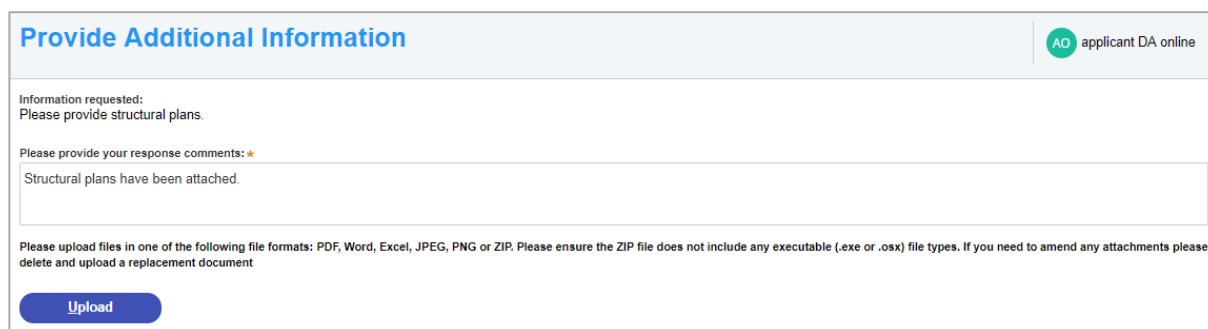
June 2019

Step 5: Respond to the request

Click the **Respond** button next to the relevant comment and enter any comments into the **Response Comments** field.
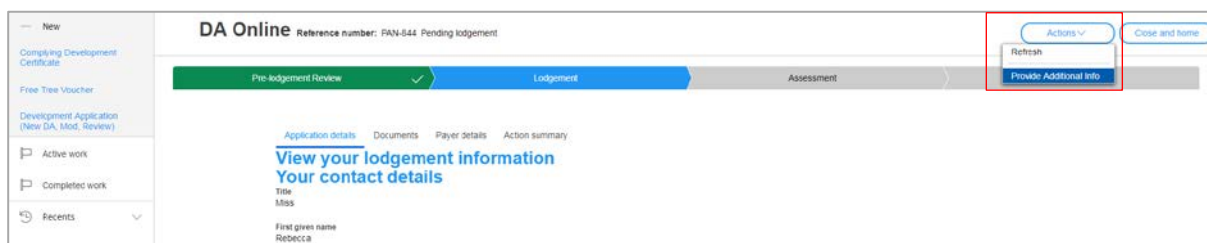
Upload any additional or revised documents using the **Upload** button. (ensure you select a relevant Category for the upload, then click the **Attach** button).

Click the **Submit** button to complete the information request.

After submission you can also provide additional information to the council at any time from your **Actions** drop down menu.

Next steps

Your nominated certifying organisation will receive a system generated email advising them that you have provided additional information. They will review your comments and advise if they need any further information.

If you need to review your response at any time, view it under the **Additional information summary** tab.

If you need more information:

- Click the **Help** link at the top of the screen to access the Planning Portal Help pages and articles

- Review the Frequently Asked Questions - https://www.planningportal.nsw.gov.au/help/frequently-asked-questions ; and / or

June 2019

- Contact ServiceNSW on 1300 305 695.