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.


**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.

**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.

**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.
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
Provide Additional Information

Applicants

- Contact ServiceNSW on 1300 305 695.