Applicants

June 2019

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.

+ New	New Active work							
Active work		Performance 🌒	Days Lapsed	 Reference Number 	Ψ Site Address	τ Status τ	Application Type	т
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 det	tails Action summary	Additional information summary		
Case ID	Date	Council comments	Applicant commen	ts Current status	
AI-109	06/12/2018	Please provide structu	ural 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.



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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).

Provide Additional Information	AO applicant DA online
Information requested: Please provide structural plans.	
Please provide your response comments: *	
Structural plans have been attached.	
Please upload files in one of the following file formats: PDF, Word, Excel, JPEG, PNG or ZIP. Please ensure the ZIP file does not include any executable (.exe or .osx) file types. If you nee delete and upload a replacement document	d to amend any attachments please
Upload	

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.

New Complying Development Centificate	DA Online Reference number: PAN-844 Pending lodgement	Actions V Cose and I		
Free Tree Voucher	Pre-lodgement Review 🗸 Lodgement	Assessment	Provide Additional Info	
Development Application (New DA, Mod, Review)	Application details Documents Paver details Action summary			
Active work	View your lodgement information			
Completed work	Your contact details			
🖱 Recents 🗸 🗸	nins First given name Rebecca			

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 <u>https://www.planningportal.nsw.gov.au/help/frequently-asked-questions</u>; and / or





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• Contact ServiceNSW on 1300 305 695.

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