

Online Payments for Concurrence and Referrals

For development applications that require a concurrence and/or referral, councils will raise requests to the relevant agency through the Online Concurrence and Referral system. Once the request has been created if a payment is required, you will be automatically notified (via email) to make a payment by the due date specified.

Concurrence and integrated development cases will not progress until the applicant makes this payment.

Referrals do not require a payment and will be automatically forwarded to the agency.

The system will also provide other automatic notifications to you including:

- Advice that payment is due within 2 days,
- Advice that payment is overdue (cc council) and that your application has not progressed. This will occur every 30 days until payment is made or council withdraws the development application.

Advice of additional payment required when additional agencies are identified for concurrence requests.




Getting started

You must withdraw the initial Agency concurrence and referral case to re-refer the application to that same Agency if there is only one clause sent to the Agency and;

- it has been rejected by the Agency at the pre-assessment stage, or
- a decision was received from the Agency as decision not required, rejected etc.

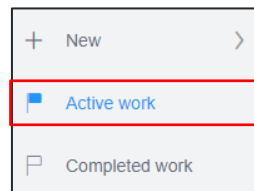
If your case does not qualify for the above scenarios, go directly to re-referral section below.

Following your withdrawal of the Agency case, you can edit the original concurrence and referral case and reselect the Agency and clause(s). Do not simply upload revised documents.

1. Click on the link.	https://www.planningportal.nsw.gov.au/
2. Click My Account.	 My Account 
3. Enter your username and password.	


Note: You will need to create an account on the NSW Planning Portal to make online payments for Concurrence and/or Referrals. Please refer to the Quick Reference Guide Register for a NSW Planning Portal Account.

4. Click Active work from the menu on the left side of the screen.

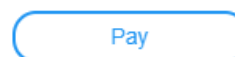


5. Click on the relevant case that requires payment.

Active work

Performance	Days Lapsed	Submitted Date	Reference Number	Site Address	Status	Application Type
	1	22/10/19	CDC-5800	2 BELMONT STREET SUTHERLAND 2232	Under Assessment	Complying Development Certificate
		15/10/19	CNR-2093	2 BELMONT STREET SUTHERLAND 2232	Awaiting payment	Concurrence and Referral
		14/10/19	CNR-2085	2 BELMONT STREET SUTHERLAND 2232	Awaiting payment	Concurrence and Referral

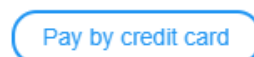
6. Click Pay.



Note: To view the fee estimate, open the Fee Estimate document (PDF) by clicking the blue link. You will be prompted to select a payment method by selecting either Pay by Credit Card or Pay by BPAY.

Paying with credit card

7. Click Pay by Credit Card.



8. Input the credit card details including:

- Cardholder name.
- Credit card number.
- Expiry date.
- 3-digit CVN.

Enter your payment details below

Payment reference:	1571384269
Payment due:	23/10/2019
Payment amount:	\$320.00

Cardholder name


Credit card number

Expiry date

Month

/

Year


CVN 

9. Click Next.

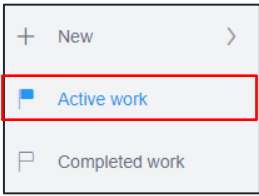

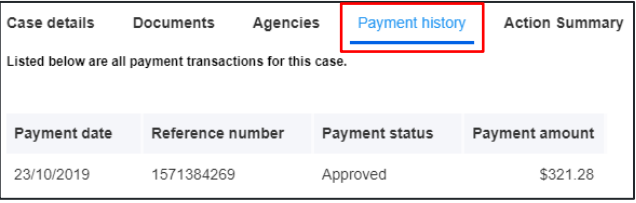


<p>10. Select the checkbox to proceed with payment.</p>	<div>Credit card payment</div> <table><tr><td>Payment reference :</td><td>1571384269</td></tr><tr><td>Payment due :</td><td>23/10/2019</td></tr><tr><td>Payment amount :</td><td>\$320.00</td></tr><tr><td>Merchant fee :</td><td>\$1.28</td></tr><tr><td>Total amount :</td><td>\$321.28</td></tr><tr><td>Cardholder name :</td><td>John Citizen</td></tr><tr><td>Credit card number :</td><td>424242...242</td></tr><tr><td>Expiry date :</td><td>05/2023</td></tr></table> <p><input checked="" type="checkbox"/> I accept the merchant fee of \$1.28 which is not refundable</p>	Payment reference :	1571384269	Payment due :	23/10/2019	Payment amount :	\$320.00	Merchant fee :	\$1.28	Total amount :	\$321.28	Cardholder name :	John Citizen	Credit card number :	424242...242	Expiry date :	05/2023
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Total amount :	\$321.28																
Cardholder name :	John Citizen																
Credit card number :	424242...242																
Expiry date :	05/2023																
<p>Note: Once you have entered your credit card details, you need to confirm acceptance of the non-refundable merchant fees that apply to the credit card payment.</p>																	
<p>11. Click Accept and pay.</p>	<p>Accept and pay</p>																
<p>12. Click Finish to complete transaction.</p>	<p>Finish</p>																
<p>Note: You will receive an email and invoice to advise that payment has been made. Councils and corresponding agencies will also be notified that a payment has been made.</p> <p>The status related to this concurrence request will be changed to Awaiting agency review as the concurrence and referral will be sent to the relevant agency/agencies for assessment post payment. You will be able to log into the online concurrence and referral service to view your payment details and track your application, as required.</p>																	

Paying with BPAY

<p>13. Follow steps 1 to 5 above.</p>	
<p>14. To make a BPAY payment, enter the Biller Code and Ref number via your bank for financial institution.</p>	<div>Pay by BPAY®</div> <div><div>Biller Code: 12345566 Ref: 221515711195565</div></div> <p>Telephone & Internet Banking – BPAY® Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au</p> <p>Any payment must be for the exact amount of this invoice and be made by the due date. Otherwise, any amount paid will not be accepted and will be returned.</p>

View payment history

15. Click Active work from the menu on the left side of the screen.	
16. Click on the relevant reference number.	
17. Click on the Payment history tab to view your payment history and details.	

End of steps

If you need more information

- Click the Help link at the top of the screen to access the NSW Planning Portal help pages and articles.
- Review the Frequently Asked Questions - <https://www.planningportal.nsw.gov.au/support/frequently-asked-questions> and / or contact ServiceNSW on 1300 305 695.