NSW Planning Portal Agency Reference Group

Quarter 2 meeting

20 June 2024

NSW GOVERNMENT

Acknowledgment of Country

We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history. We pay respect to Elders past and present and commit to respecting the lands we walk on, and the communities we walk with.

Housekeeping

- Please mute your device unless asking a question.

- Press 'Raise Hand' to ask a question.

- You can also ask questions using the chat function. Any questions we do not respond to in the meeting, will be responded to post-meeting.
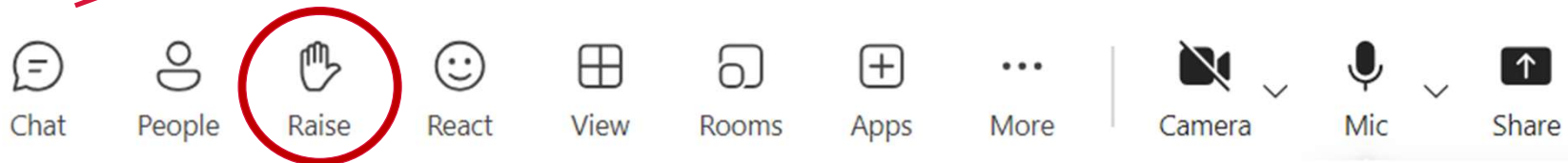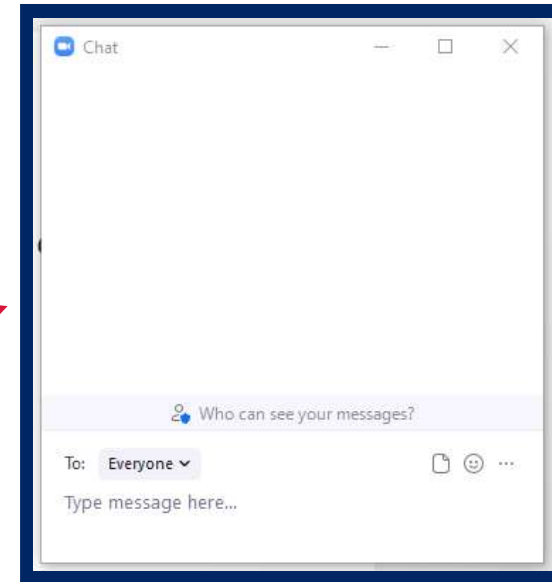
Agenda

No.	Description	Speaker
1	Acknowledgement of Country and welcome	Caitlin Williams
2	Program update	Nerida Mooney
3	Program update: Customer support	Margaret Gomez
4	Program update: Upcoming releases • 28 June 2024 release	Vikrant Das
5	Program update: Future direction	Nerida Mooney
6	Other matters • Agency Partnerships Update • NSW Planning Portal engagement	Robin Ward Caitlin Williams

NSW Planning Portal Agency Reference Group – Quarter 2 meeting

Program update

Nerida Mooney

Program Update

- Changes within the department to a new federated operating model
  - Customer Support and Technology moved to Corporate Services – Customer and Digital Division
  - Policy remains within Planning NSW
  - NSW Planning Portal is pivoting to Operations/Transformation
  - Regular DPHI Leadership and Ministerial updates

- Break the updates into three:
  - Customer Support + brute force + minor bugs
  - Up to 30 June 2024 + 30 days hypercare
  - Proposal from 1 July 2024

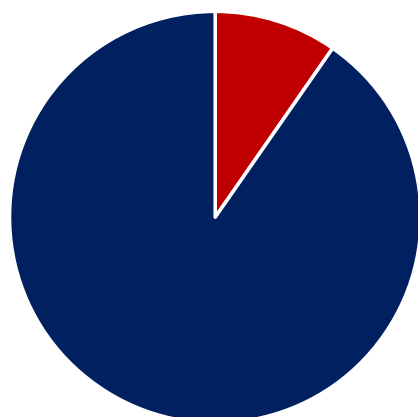NSW Planning Portal Agency Reference Group – Quarter 2 meeting

Program update: Customer support

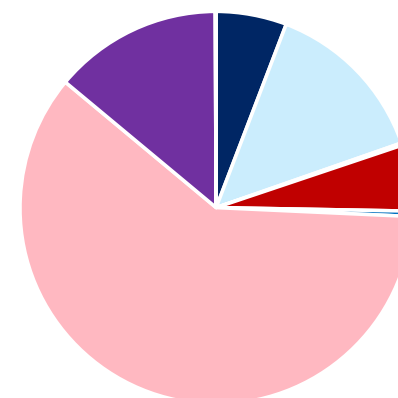Margaret Gomez

Customer support: Ticket statistics

Number of outstanding tickets as of 4 June 2024
Total tickets for period 1 July 2023 to 4 June 2024 represented below

- In progress
- Done

90% of the tickets have been resolved. There are 2259 open tickets.

Status of open tickets
As of 4 June 2023

- Awaiting Advice
- Awaiting Response
- BBM to Resolve
- Customer Responded
- Escalated
- In Progress
- Open
- Ready QC

313 tickets are awaiting information from the customer.

Customer support: Ticket information

To minimise delays, please ensure any support tickets include the following information:

- Application type

- Site address/s

- Username

- Description of issue (<u>Note</u>: Please include a screenshot wherever possible.)

- What assistance you require

Providing this information upfront will assist with the resolution timeframes and additional information requests.

Customer support

Support level	Description
Level 1	• General enquiries • Exhibitions • Policy and legislative changes • Planning Proposals
Level 2	• Portal navigation • Initial technical troubleshooting regarding Portal services • Triaging cases for technical assistance

For customer support, please phone: 1300 420 596

NSW Planning Portal Agency Reference Group – Quarter 2 meeting

Program update:
Upcoming releases

28 June 2024 release

Vikrant Das

28 June 2024 release

Digital service	High-level summary of changes
BASIX service	• Ability for an applicant to cancel a BASIX payment during the 'Awaiting payment' stage. This will enable them to edit their BASIX application. • Improved navigation functionality
Certificate Registration service	• Documents assigned the 'Determination' category will be optional when submitting a certificate registration with council.
Complying Development service	• Certifier can return an application at the pre-assessment stage. • Document category 'Determination' will be an optional document on the determination screen, and mandatory on the 'Final Plan submission' stage. • Reduction in the number of questions displayed, and changes to the document requirements, when the common application type is 'Subdivision' only. • Additional document type 'Fire Safety Schedule'. • Application unable to proceed unless developer details are captured for class 2, 3 and 9c applications

28 June 2024 release

Digital service	High-level summary of changes
Concurrence and Referral service	• Amendments to the Section 4.14 referrals to NSW Rural Fire Service
Development application (council and state)	• Additional optional document type 'Fire Safety Schedule'
Major projects	• References to 'Capital investment value' replaced with 'Estimated development cost' in multiple locations including help text and declarations for SSD and SSI applications

28 June 2024 release

Digital service	High-level summary of changes
Post-consent Certificate service	• Certifier can return an application at the pre-assessment stage. • Changes to the document requirements for Subdivision Certificates – 'Reason for refusal and right of appeal' is a mandatory document and 'Subdivision certificate' is optional • Changes to the document requirements for Subdivision Works Certificates – 'Reason for refusal and right of appeal' is a new mandatory document and 'Subdivision work certificate' and 'Stamped approved plans' are optional • Application unable to proceed unless developer details are captured for class 2, 3 and 9c applications
Remedial work	• Enhancements to allow the building practitioner to provide the declaration for emergency remedial work on the Portal.

28 June 2024 release (APIs)

The following APIs will be impacted by the 28 June 2024 release:

- Common API (including the Written Direction Notice, Critical Stage Inspection and Housing and Productivity Contribution APIs)

- Online DA service API v2

- Online State DA service API v1

- Online CDC service API v1

- Online Post-Consent Certificate service API v1

- Online Certificate Registration service API v1

Additional information has been provided to the Technical Reference Group and more details will be available in the release communications.

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Future direction

Nerida Mooney

Talking to Stakeholders

- Feedback themes were very similar across all stakeholder groups:

  - Clear the backlog of support cases. Having a "VIP" triage as a way of accelerating critical issues raised would be useful.

  - There is not enough co-design. The department has complete autocracy on feature releases/fix priority. Seeking a forum or mechanism to capture suggested functional improvements that sit somewhere between system errors and more major enhancements.

  - Requesting a moratorium on new, until what has been built has been fixed.

  - Publish a feature and technology roadmap for 2+ years.

  - Uplift in training resources

NSW Rural Fire Service

DCS

Herritage NSW

Building Commissioner

Proposal from 1 July 2024

June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb

Inflight Programs

Hypercare

PEGA Platform Upgrade

Crown Jewels Infrastructure and cybersecurity requirements

Stabilise APIs

Policy/Regulatory and Bug Fixes

UX Review

Operating Model
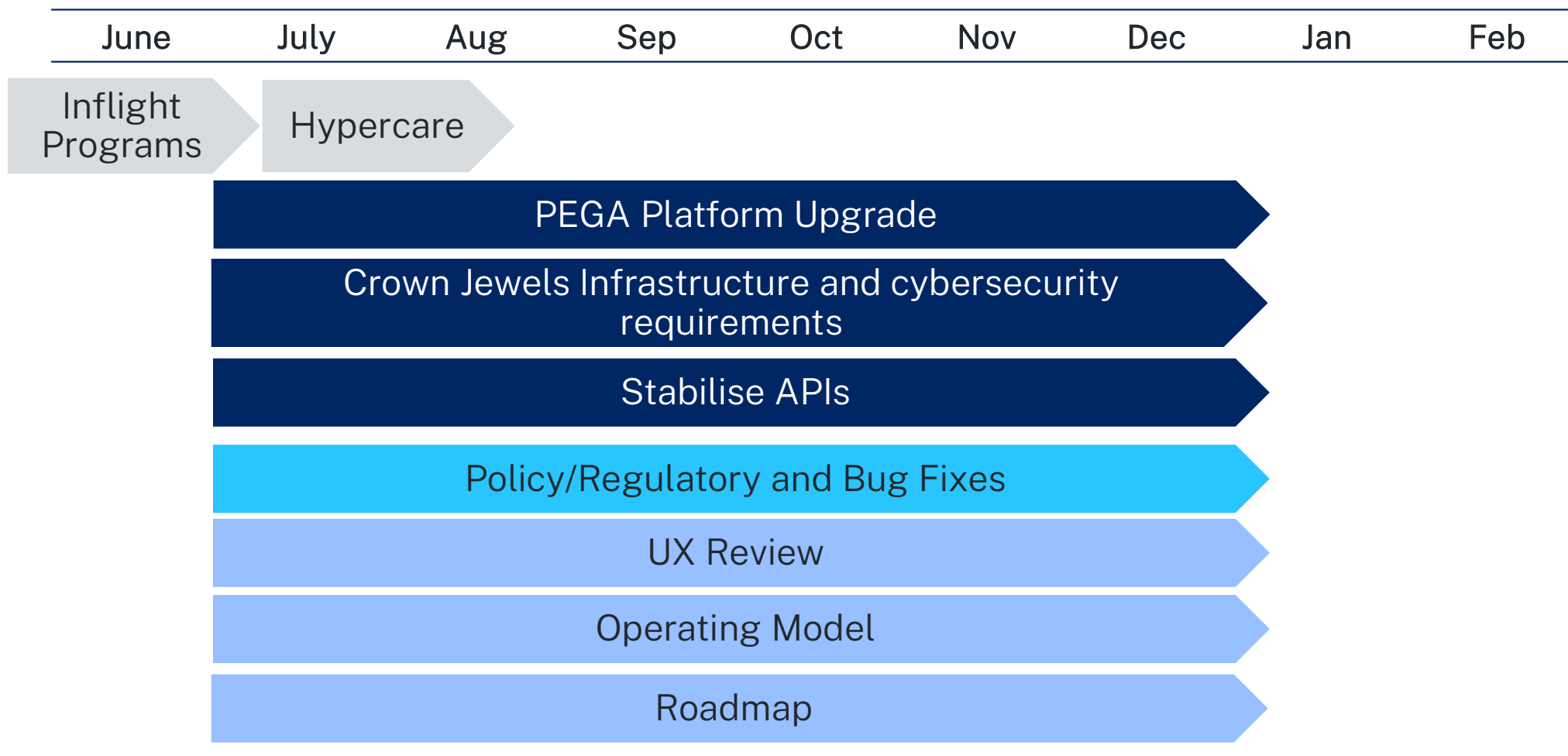
Roadmap

Target State Visioning Workshops

A series of workshops proposed for Aug 2024 to provide co-design the Target State and work on solutions related to:

- Shared experience (Planning Portal service and products)

- Roadmap (Planning Portal strategic and innovation)

- "move the dial"
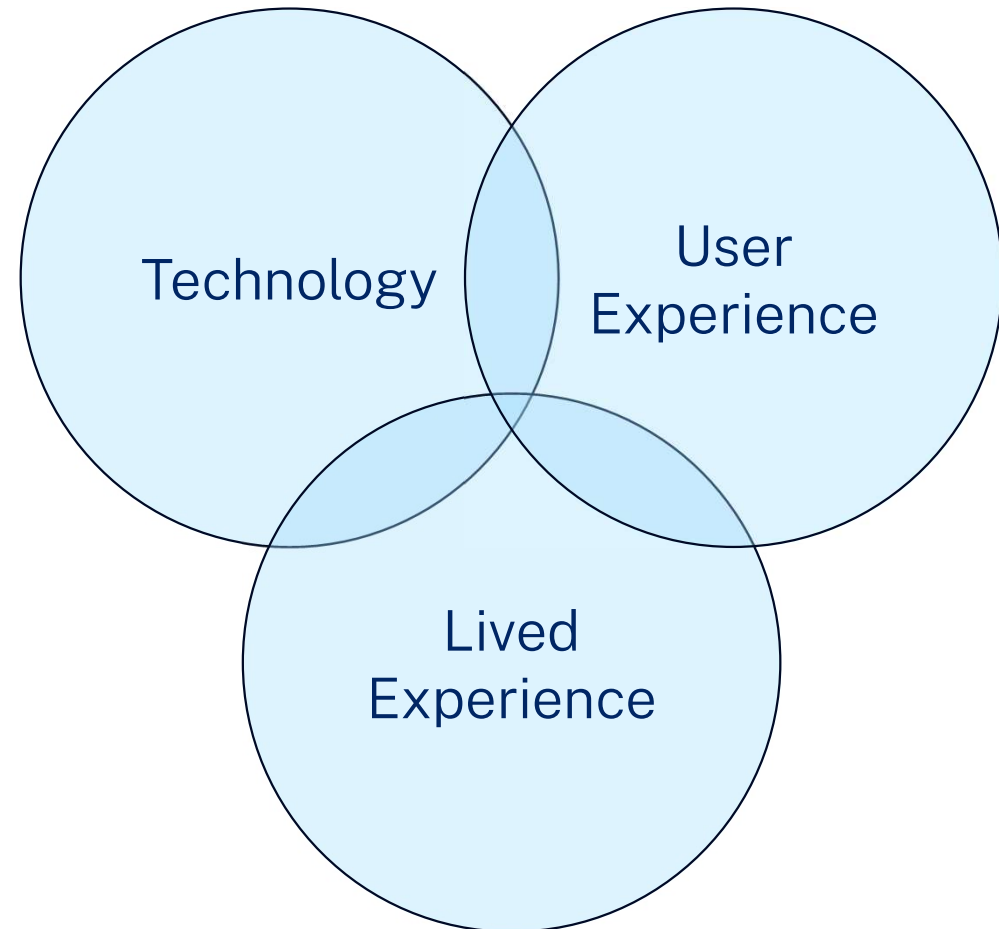
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Other matters

Agency partnerships update

Robin Ward

NSW Planning Portal engagement

Caitlin Williams

How would you like to be involved?

We will be releasing a survey shortly to capture the details of those that would like to be provide feedback to the department on the NSW Planning Portal digital services and other digital platforms, and the future direction of the program.

Please share this with your colleagues.

Knowledge management update

The concept for the new quick reference guide website page was refined following your feedback at the quarter 1 reference group meeting.

The team is currently developing the concept for usability testing.

The review of the quick reference guides is in progress, with any updates included in the release summaries.

Next steps

- The concept will be distributed to members of the Reference Groups to obtain your feedback.

- Feedback will be reviewed and amendments made as needed.

- New content page re-design will be published on the NSW Planning Portal.
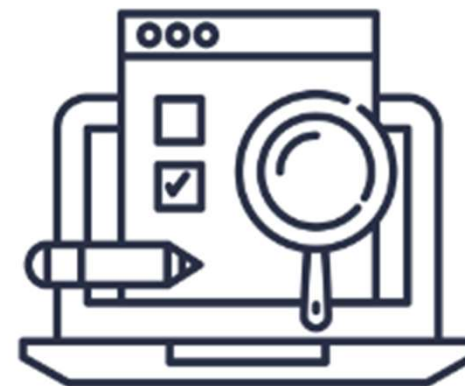
eLearning videos

We are developing a range of short eLearning videos that will provide clarification to users on how to use standard functionality.

These videos could be:

- included in a NSW Planning Portal induction pack for new users within your organisation

- used by stakeholders as 'self-serve' support materials

- sent by the customer support team to resolve customer support requests more efficiently.

Program communications

Currently we send release and program update communications to:

- members of the NSW Planning Portal reference groups

- all NSW councils

- NSW Planning Portal organisation administrators.

We are looking to implement a subscription option so that other interested stakeholders can receive updates on:

- program updates

- release communications

- API communications

- System outage notifications

SUBSCRIBE

The remaining meeting dates for 2024 are:

- 10 September 2024
- 12 November 2024