

NSW Planning Portal Agency Reference Group

Quarter 3 meeting

10 September 2024

Acknowledgement of Country

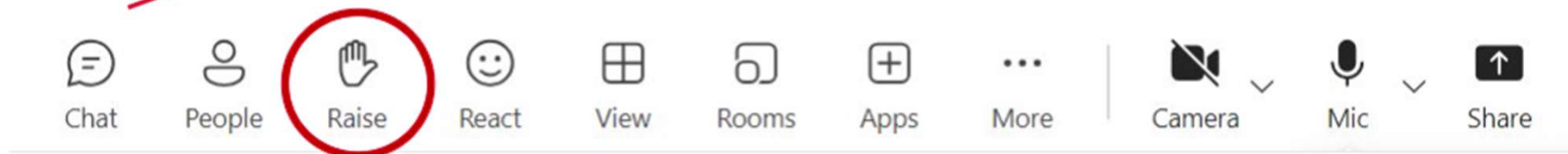
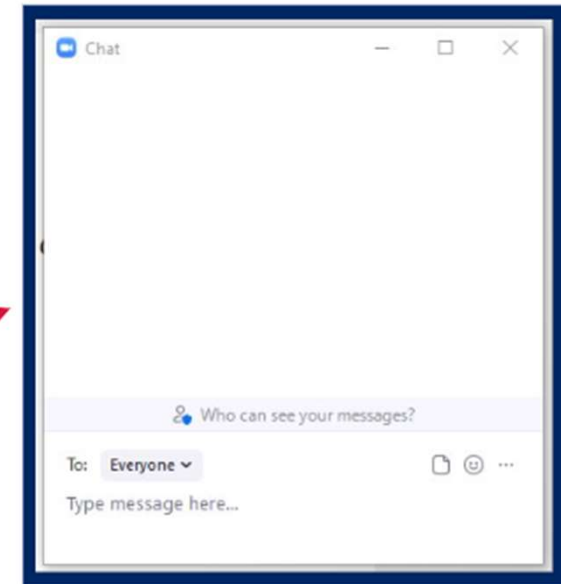
We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

We pay respect to Elders past, present and emerging, 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	Jane Blakeney / Nerida Mooney
2	NSW Planning Portal Customer First program update	Nerida Mooney
3	Program update: Customer support	Margaret Gomez / Jane Blakeney
4	Workshop: Backlog items	Kieran Babich
5	Other matters	Jane Blakeney

NSW Planning Portal Agency Reference Group – Quarter 3 meeting

NSW Planning Portal Customer First program update

Nerida Mooney

NSW Planning Portal Customer First co-design workshops: Council

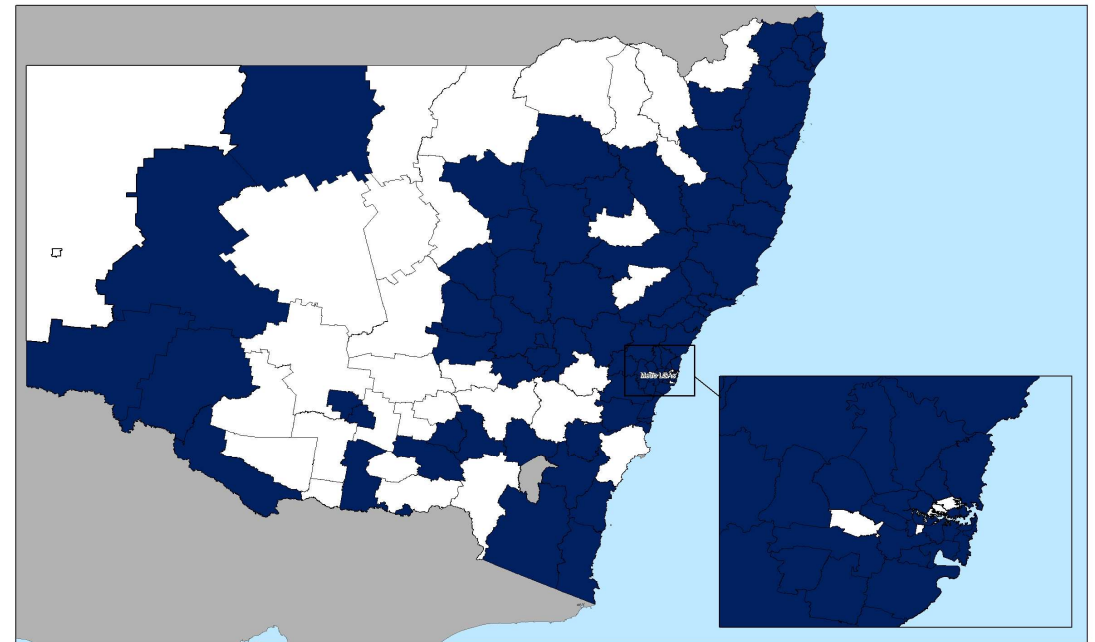
In July and August 2024 we ran:

- Face-to-face co-design workshops in Orange, Coffs Harbour, Newcastle and Parramatta.
- 2 virtual co-design workshops.

There were 232 attendees from 92 councils.

September, we started connecting with broader range of industry and stakeholder groups:

- Urban Development Institute of Australia
- Planning Institute of Australia
- Association of Consulting Surveyors NSW
- Environment and Planning Law Association NSW
- Technology vendors



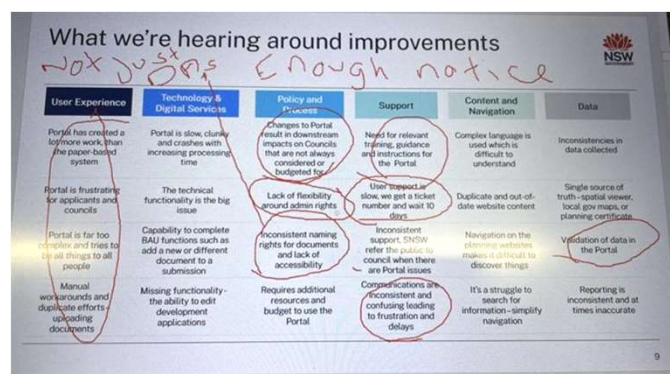
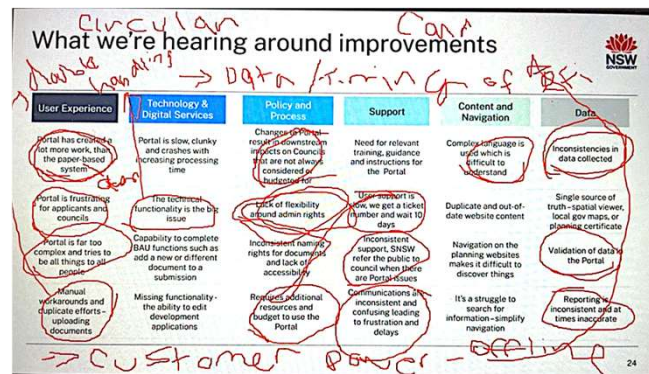
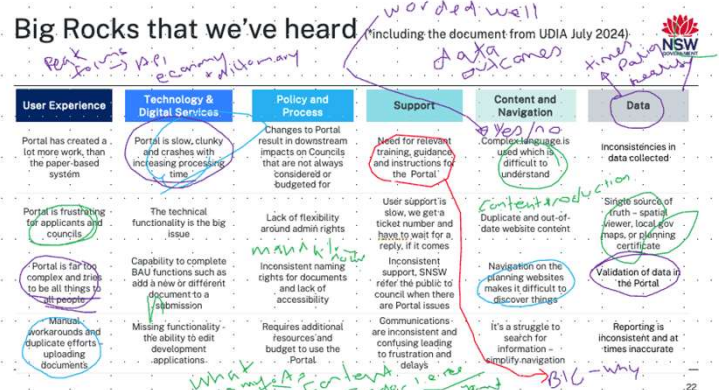
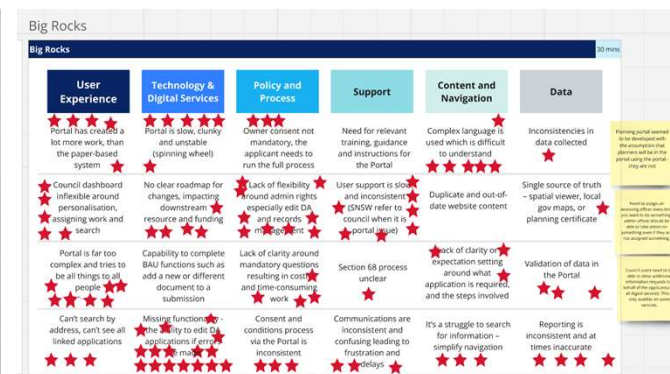
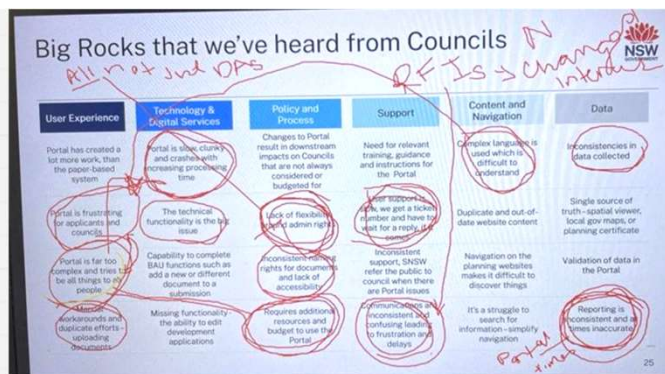
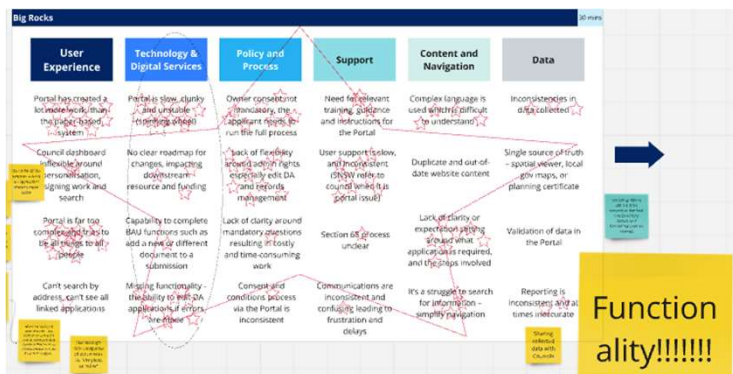
Council co-design workshop attendees

Big Rocks that we've heard



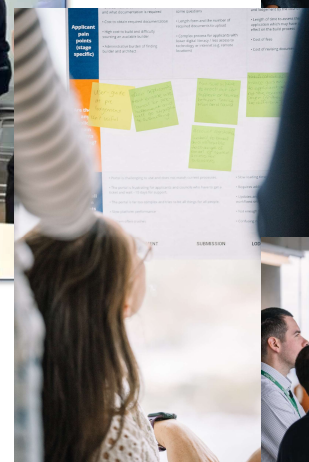
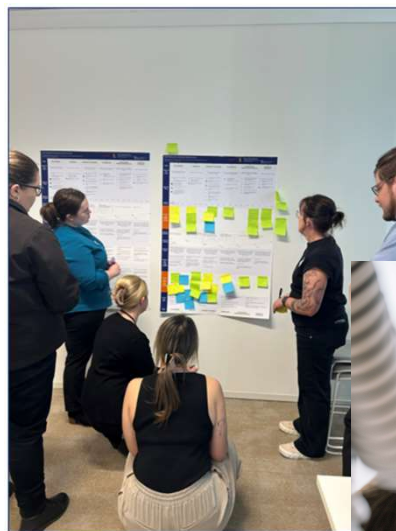
User Experience	Technology & Digital Services	Policy and Process	Support	Content and Navigation	Data
Portal has created a lot more work, than the paper-based system	Portal is slow, clunky and crashes with increasing processing time	Changes to Portal result in downstream impacts on Councils that are not always considered or budgeted for	Need for relevant training, guidance and instructions for the Portal	Complex language is used which is difficult to understand	Inconsistencies in data collected
Portal is frustrating for applicants and councils	The technical functionality is the big issue	Lack of flexibility around admin rights	User support is slow, we get a ticket number and have to wait for a reply, if it comes	Duplicate and out-of-date website content	Single source of truth – spatial viewer, local gov maps, or planning certificate
Portal is far too complex and tries to be all things to all people	Capability to complete BAU functions such as add a new or different document to a submission	Inconsistent naming rights for documents and lack of accessibility	Inconsistent support, SNSW refer the public to council when there are Portal issues	Navigation on the planning websites makes it difficult to discover things	Validation of data in the Portal
Manual workarounds and duplicate efforts – uploading documents	Missing functionality - the ability to edit development applications	Requires additional resources and budget to use the Portal	Communications are inconsistent and confusing leading to frustration and delays	It's a struggle to search for information – simplify navigation	Reporting is inconsistent and at times inaccurate

Big Rock Summary



What is next?

1. Seek validation of identified issues with agencies, industry and other stakeholders.
2. Housing TaskForce
3. Implement quick wins in October & December 2024 releases.
4. Design and estimates on Must Do features and drive to implementation.
5. Measure if improvements are making an impact.
6. Close the feedback loop for continuous improvement.



Planned service updates based on feedback



Item	Scheduled release
Ability for council administrators to amend certain fields in the DA application to rectify incorrect data entry.	18 October 2024
Ability for council administrators to upload documents to a determined DA	18 October 2024
Improved dashboard performance	18 October 2024
Landowner consent to become a mandatory field	February 2025
Pega Upgrade	Quarter 1 2025

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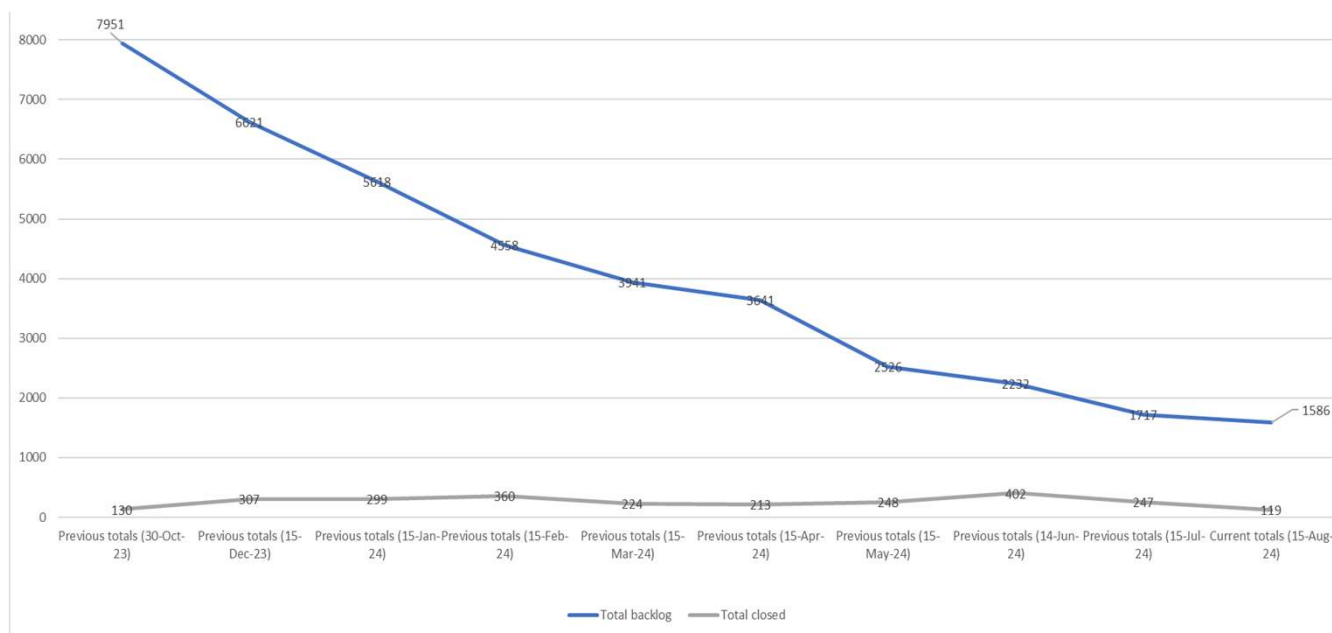
Program update: Customer support

Margaret Gomez

'Brute force' customer support

Additional customer support resources. 7951 in October 2023, 1586 in August 2024.

Reduced the number of defects awaiting development from 979 tickets in May 2024 to 132 tickets in July 2024 (85% reduction). This has decreased the number of repeat call tickets.



NSW Planning Portal Support Hub

Caitlin Williams

NSW Planning Portal Support hub



-
- Accessed via the existing NSW Planning Portal help and resources page
 - The 'Support hub' will house all FAQs, step-by-step guides, information sheets and training resources including short videos
 - Will be developed in 3 phases:
 - Phase 1: Migrate the existing help resources to the 'filter view' format (Target date: End of October).
 - Phase 2: Migrate the resources within PEGA to the 'filter view' format (Target date: End of November)
 - Phase 3: Add a series of questions to refine the list of resources / information available to those relevant to the user. This can include information on the planning lifecycle, tips, links to training or step-by-step guides.
 - There will be opportunity to be involved in user testing.

NSW Planning Portal Support hub



Support Hub

Step-by-step instructions, frequently asked questions, video tutorials and TAFE NSW training modules.

Filter results

Keyword

Category

- ☐ Frequently asked question
- ☐ Step-by-step guide
- ☐ TAFE NSW training module
- ☐ Video tutorial

User type

- ☐ Applicant
- ☐ Council staff member
- ☐ Developer
- ☐ Practitioner

[Show all user types \(6\)](#)

Service

- ☐ Activation precinct certificate
- ☐ BASIX
- ☐ Building information certificate
- ☐ Complying development certificate

Showing results 1 - 10 of 856 results

Sort by Relevance

Frequently asked question

13 March 2023

[Creating a Digital Design System for NSW Government](#)

A lot of exciting things are happening across the NSW Government in the digital space, but there's currently no consistent approach for how we design digital services, reusable...

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Support Hub

Step-by-step instructions, frequently asked questions, video tutorials and TAFE NSW training modules.

Let us know what you think

Filum morbi nullam et sine causa, nollam me tamen laudanda maiorem ma corrupti nec voluptas sit.

[Text link](#)

Filter results

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Note: This is a mock-up for discussion only.

Support hub: Design clarification

Service

- ☐ Activation precinct certificate
- ☐ BASIX
- ☐ Building information certificate
- ☐ Complying development certificate

[Show all services \(22\)](#)

Application type

- ☐ Activation precinct certificate
- ☐ Appoint a principal certifier
- ☐ BASIX
- ☐ Building information certificate

[Show all application types \(26\)](#)

Design questions






- Should the service and application type filters be listed in alphabetical order OR top 4 then alphabetical order?
- Are there any additional filter categories that would be required? The current options are:
 - Category
 - User type
 - Service
 - Application type

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Workshop: Agency backlog

Kieran Babich

Backlog to date

Pain Points	 <div>1</div>	 <div>2</div>	 <div>3</div>	 <div>4</div>	 <div>5</div>
	Technology & Systems	User Experience/ Interface	Policy Application & Process	Support & Training	Data & Reporting
	<ul style="list-style-type: none"> • Ability to have greater communication with councils around RFI rejections • Limited document management functionality (e.g. no ability to filter by date of upload, version control and efficiently supersede documents) • Layers of rules in the system unclear how to follow the process and be compliant • New capability to have super user accounts to administer private organisation accounts/notifications. 	<ul style="list-style-type: none"> • Required documents are unclear • Need for clear instructions when uploading documents and supersede documents on RFI response • Inconsistent notifications, help text • Ability to link documents to related applications • Poor load speed and performance of the Portal, frequent outages • Application register search capability by address • Capability to act on behalf of applicant. 	<ul style="list-style-type: none"> • Inconsistent workflows • Concurrence and referrals process – review and redesign • Complexity of application for a single development • LEC process is inefficient and needs review. (breaks when not linear) • Class 1 building classification issues • Streamlining payment process for broad range of stakeholders involved. 	<ul style="list-style-type: none"> • Support and service review process • Access to test accounts/training space to better understand applicant view and greater training • No provision portal training/ certification e.g. accreditation for higher access • Communication around releases, roadmap and funding could be improved. 	<ul style="list-style-type: none"> • Unclear on ‘stop-the-clock’ and concurrence and referral capability • Limited access to/visibility of NSW Planning Portal reporting such as access to local government area data • Lack of transparency and tracking of BPay payments • Need for additional Spatial Viewer layers.

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Other matters

Caitlin Williams

Release communications



Current process

- Overview of upcoming releases at quarterly NSW Planning Portal Reference Groups
- Pre-release email to NSW Planning Portal Agency administrators and reference group members (to share with impacted colleagues)
- Post-release email to NSW Planning Portal Agency administrators and reference group members (to share with impacted colleagues)
- Release summary published on NSW Planning Portal
- News items in the Planning Bulletins.

Proposed future process

Current process PLUS:

- Subscription form to enable interested parties to subscribe to certain updates
- Banner message on NSW Planning Portal dashboard to advise of next release date and view summary of changes / Link to the release summary post release
- Showcase webinar of the changes
- Industry groups encourages to publish the pre-release communications to inform their members.

Please check these emails are not being sent to your Junk / Spam folders.

Under development: Subscription form

Subscribe to our mailing list

First name

Value

Last name

Value

Email address

Value

User type

Value



Organisation

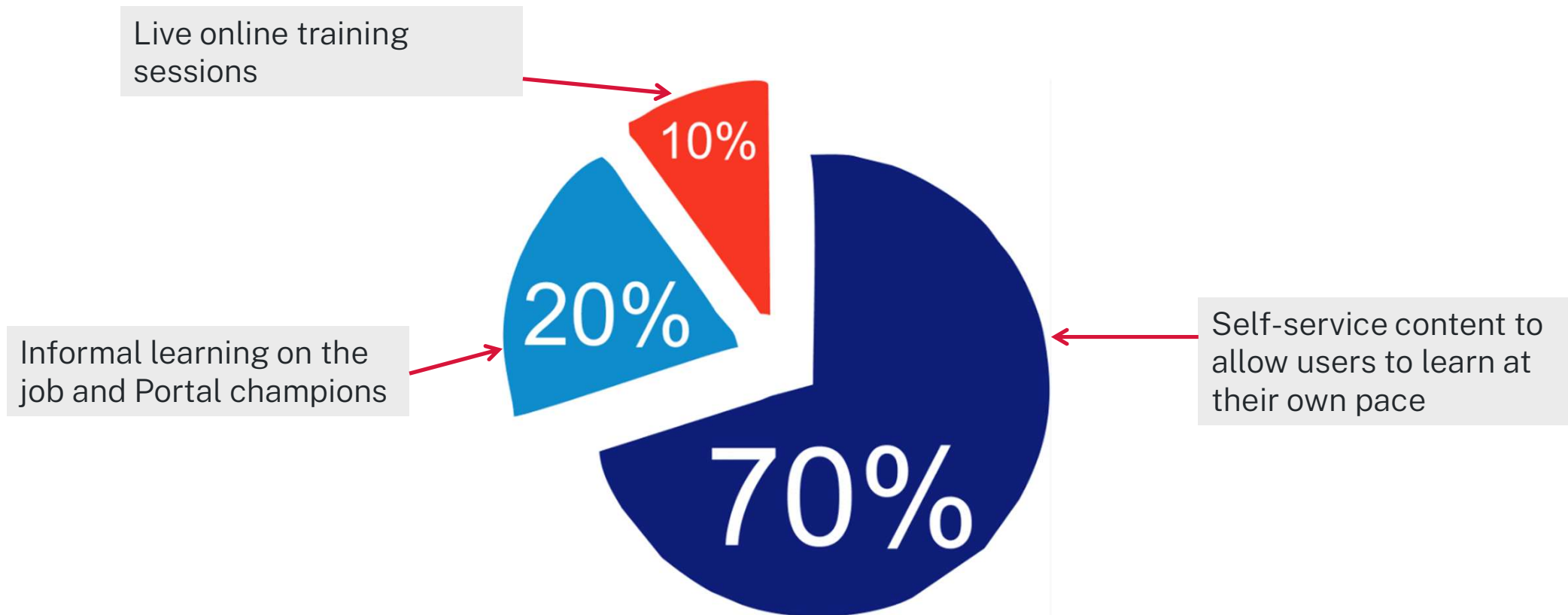
Value

Which mailing list(s) would you like to subscribe to?

- ☐ API communications
- ☐ Planning Portal program updates
- ☐ Release communications
- ☐ System outage notifications

Subscribe

We are introducing a multi-approach to NSW Planning Portal training



The last meeting date for 2024 is **12 November 2024**.



2024

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Department of Planning and Environment