

# NSW Planning Portal Council Reference Group (high volume)

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Quarter 2 meeting

11 June 2024

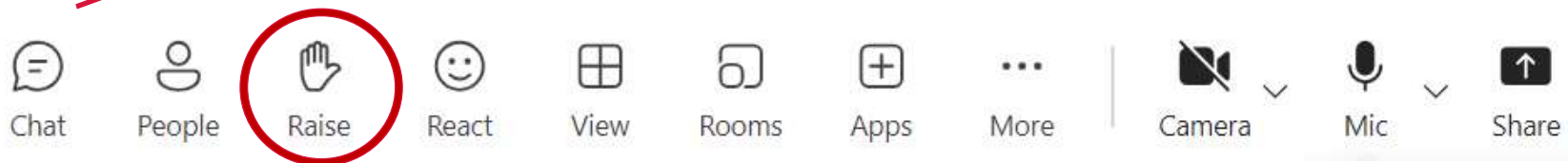
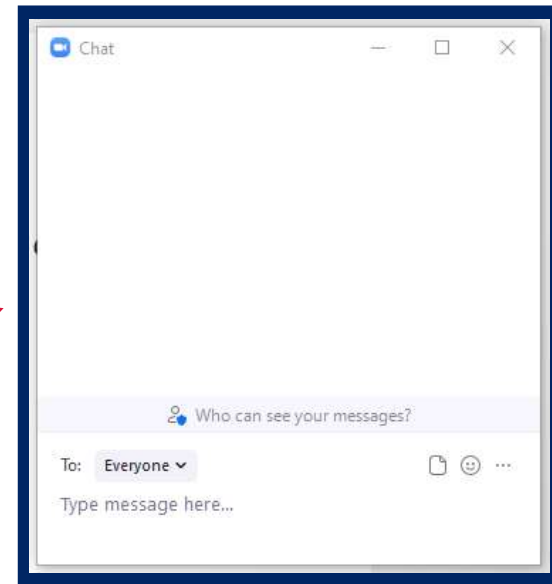
# Acknowledgment of Country

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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	Nerida Mooney
2	Introduction	Caitlin Williams
3	Program update	Nerida Mooney
4	Program update: Customer support	Margaret Gomez
5	Program update: Upcoming releases <ul style="list-style-type: none"><li>• 28 June 2024 release</li><li>• Building Commission Building Reforms</li><li>• Section 4.14 referrals to NSW Rural Fire Service</li></ul>	Vikrant Das Meghann Sikorski Tegan Harris
6	Program update: Future direction	Nerida Mooney
7	Other matters	Caitlin Williams

NSW Planning Portal Council Reference Group (high volume)– Quarter 2 meeting

# Program update

Nerida Mooney

# Program Update

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- 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
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# Program update: Customer support

Margaret Gomez

# Council heatmap: overview



Stakeholders	Starting total	Number of open tickets	Number of closed tickets	Number of councils with open tickets
NSW Planning Portal Council (high volume) Reference Group members	575	91	485 (84.3%)	40
All NSW Councils	822	119	705 (85.8%)	63

Data in table from 1 July 2023 to 27 May 2024.

Note: Tickets received after this date are not included in these figures.



# Council heatmap: NSW Planning Portal Council (high volume) Reference Group members

Council	Open	Closed	Total	Council	Open	Closed	Total
ALBURY CITY COUNCIL	1	1	2	MAITLAND SHIRE COUNCIL	0	3	3
BALLINA SHIRE COUNCIL	3	15	18	MID-COAST COUNCIL	1	8	9
BAYSIDE COUNCIL	2	14	16	MURRAY RIVER COUNCIL	0	2	2
BEGA VALLEY SHIRE COUNCIL	1	11	12	NEWCASTLE CITY COUNCIL	3	12	15
BLACKTOWN CITY COUNCIL	2	12	14	NORTH SYDNEY COUNCIL	1	7	8
CAMDEN COUNCIL	1	6	7	NORTHERN BEACHES COUNCIL	1	12	13
CAMPBELLTOWN CITY COUNCIL	2	3	5	ORANGE CITY COUNCIL	1	1	2
CANTERBURY - BANKSTOWN COUNCIL	0	14	14	PENRITH CITY COUNCIL	5	16	21
CENTRAL COAST COUNCIL	6	36	42	PORT MACQUARIE HASTINGS COUNCIL	2	6	8
CITY OF PARRAMATTA COUNCIL	4	25	29	PORT STEPHENS COUNCIL	1	7	8
CITY OF SYDNEY COUNCIL	1	5	6	QUEANBEYAN-PALERANG REGIONAL COUNCIL	5	16	21
CLARENCE VALLEY COUNCIL	2	4	6	SHOALHAVEN CITY COUNCIL	4	5	9
COFFS HARBOUR COUNCIL	0	9	9	SINGLETON COUNCIL	1	5	6
CUMBERLAND COUNCIL	0	17	17	SUTHERLAND SHIRE COUNCIL	3	13	16
DUBBO REGIONAL COUNCIL	1	14	15	TAMWORTH REGIONAL COUNCIL	4	4	8
EUROBODALLA SHIRE COUNCIL	0	9	9	THE HILLS SHIRE COUNCIL	2	21	23
GEORGES RIVER COUNCIL	0	4	4	TWEED SHIRE COUNCIL	2	10	12
HORNSBY COUNCIL	2	11	13	WAGGA WAGGA CITY COUNCIL	1	14	15
INNER WEST COUNCIL	2	5	7	WAVERLEY COUNCIL	2	14	16
KEMPSEY SHIRE COUNCIL	0	1	1	WILLOUGHBY CITY COUNCIL	1	7	8
KU-RING-GAI COUNCIL	2	8	10	WINGECARRIBEE SHIRE COUNCIL	4	4	8
LAKE MACQUARIE CITY COUNCIL	3	36	39	WOLLONDILLY SHIRE COUNCIL	4	15	19
LANE COVE MUNICIPAL COUNCIL	0	1	1	WOLLONGONG CITY COUNCIL	4	9	13
LISMORE CITY COUNCIL	1	4	5	WOOLLAHRA MUNICIPAL COUNCIL	2	2	4
LIVERPOOL CITY COUNCIL	1	6	7				

# Customer support: Council

Support level	Description
Level 1	<ul style="list-style-type: none"><li>• General enquiries</li><li>• Exhibitions</li><li>• Policy &amp; Legislative Changes</li><li>• Planning Proposals</li></ul>
Level 2	<ul style="list-style-type: none"><li>• Portal navigation</li><li>• Initial technical troubleshooting regarding Portal services</li><li>• Triaging cases for technical assistance</li></ul>

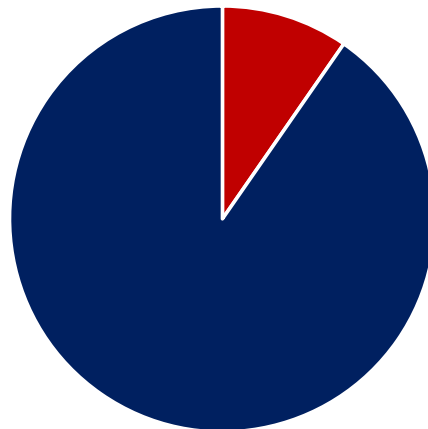


For customer support, please phone: 1300 420 596

# Customer support: Ticket statistics



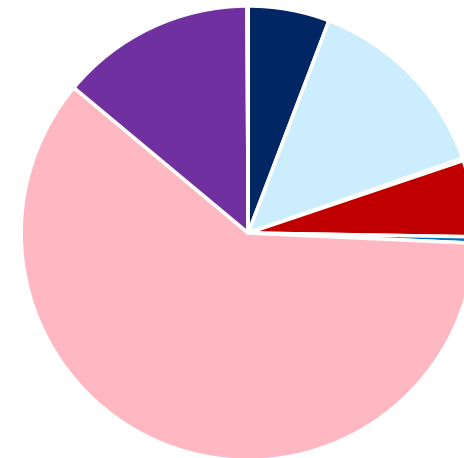
Number of outstanding tickets as of 4 June 2024  
Total tickets for period 1 July 2023 to 4 June 2024 represented below



■ 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

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

- Application type
- Site address/s
- Username
- Description of issue (Note: Please include a screenshot wherever possible.)
- What assistance you require

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

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# Program update: Upcoming releases

# 28 June 2024 release

Vikrant Das

# 28 June 2024 release



Digital service	High-level summary of changes
BASIX service	<ul style="list-style-type: none"><li>• Ability for an applicant to cancel a BASIX payment during the 'Awaiting payment' stage. This will enable them to edit their BASIX application.</li><li>• Improved navigation functionality</li></ul>
Certificate Registration service	<ul style="list-style-type: none"><li>• Documents assigned the 'Determination' category will be optional when submitting a certificate registration with council.</li></ul>
Complying Development service	<ul style="list-style-type: none"><li>• Certifier can return an application at the pre-assessment stage.</li><li>• Document category 'Determination' will be an optional document on the determination screen. The document will be mandatory on the 'Final Plan submission' stage.</li><li>• Reduction in the number of questions displayed, and changes to the document requirements, when the common application type is 'Subdivision' only.</li><li>• Additional document type 'Fire Safety Schedule'.</li></ul>

# 28 June 2024 release



Digital service	High-level summary of changes
Development application (council and state)	<ul style="list-style-type: none"><li>• Additional optional document type 'Fire Safety Schedule'</li></ul>
Major projects	<ul style="list-style-type: none"><li>• References to 'Capital investment value' replaced with 'Estimated development cost' in multiple locations including help text and declarations for SSD and SSI applications</li></ul>
Post-consent Certificate service	<ul style="list-style-type: none"><li>• Certifier can return an application at the pre-assessment stage.</li><li>• Changes to the document requirements for Subdivision Certificates – 'Reason for refusal and right of appeal' is a mandatory document and 'Subdivision certificate' is optional</li><li>• 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</li></ul>



# 28 June 2024 release (APIs)



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

- Common API
- 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.

# Building Commission Building Reforms

Meghann Sikorski

# 28 June 2024 release




AAC items	Building reforms enhancements
Fire Safety Schedules package to be included as an optional document in DA/CDC applications	Implemented controls on CDC/CC cases to ensure developer details are captured which allows automatic access to the correct cases for regulated buildings
Certification reporting and API enhancements to enable certifiers to send their inspections and notices directly to the NSW Planning Portal	New DBP exemption categories for hotels and motels
CDC subdivision – tailoring the information captured on the application	Emergency Remedial Work enhancements to bring the process online through the NSW Planning Portal (was previously an offline process)
CDC determination – determination document is now optional on determination screen	
Certifier Return functionality for CDC, CC, Subdivision Works and Subdivision and OC cases	



# Section 4.14 referrals to NSW Rural Fire Service

Tegan Harris

# NSW RFS 4.14 Referrals (current)

A NSW Government website

 NSW Planning Portal

PAN-372351  | [Help](#) | [Contact Us](#) 

[Advanced search](#)

DA Online (PAN-372351) **Concurrence and Referral** Reference number: CNR-61203 DA number: DA/2023/850 In progress Actions Close and home

Create request Actions Determination

<input type="checkbox"/> Environmental Planning and Assessment Act -s.4.14	Referral
<input type="checkbox"/> EP&A Regulation 2021, s38 (Amendment of development application)	Notification/Information
<input type="checkbox"/> Rural Fires Act -S.100B	Integrated
<p>Note: Choosing "Other" will require that you enter additional information about a clause not provided above. This option results in a notification to the agency, only. It does not result in a concurrence or referral to the agency and therefore, there is no clock or key performance indicator associated with this option.</p>	
<input type="checkbox"/> Other <a href="#">What is this?</a>	Notification/Information

[Previous](#) [Save and exit](#) [Save and continue](#)

# NSW RFS 4.14 Referrals (Proposed)

A NSW Government website

NSW Planning Portal

PAN-372351 | [Help](#) | [Contact Us](#) JH

Advanced search

DA Online (PAN-372351) Reference number: CNR-61203 DA number: DA/2023/850 In progress Actions Close and home

Create request Actions Determination

☐ Environmental Planning and Assessment Act S4.14(1A) [What is this?](#)

The proposed development is being referred as does not conform to the following Specifications and Requirements of PBP:

<input type="checkbox"/> Asset protection zones	<input type="checkbox"/> Building construction, siting and design
<input type="checkbox"/> Access arrangements	<input type="checkbox"/> Water supply and utilities
<input type="checkbox"/> Emergency management arrangements	<input type="checkbox"/> landscaping

Free text box – text TBC

Draft text:

Outline the results of Council's assessment including in Council's opinion how the proposal does not conform to the specifications and requirements of Planning for Bush Fire Protection (maximum XX characters)

Prev Save and exit Save and continue

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# Future direction

Nerida Mooney

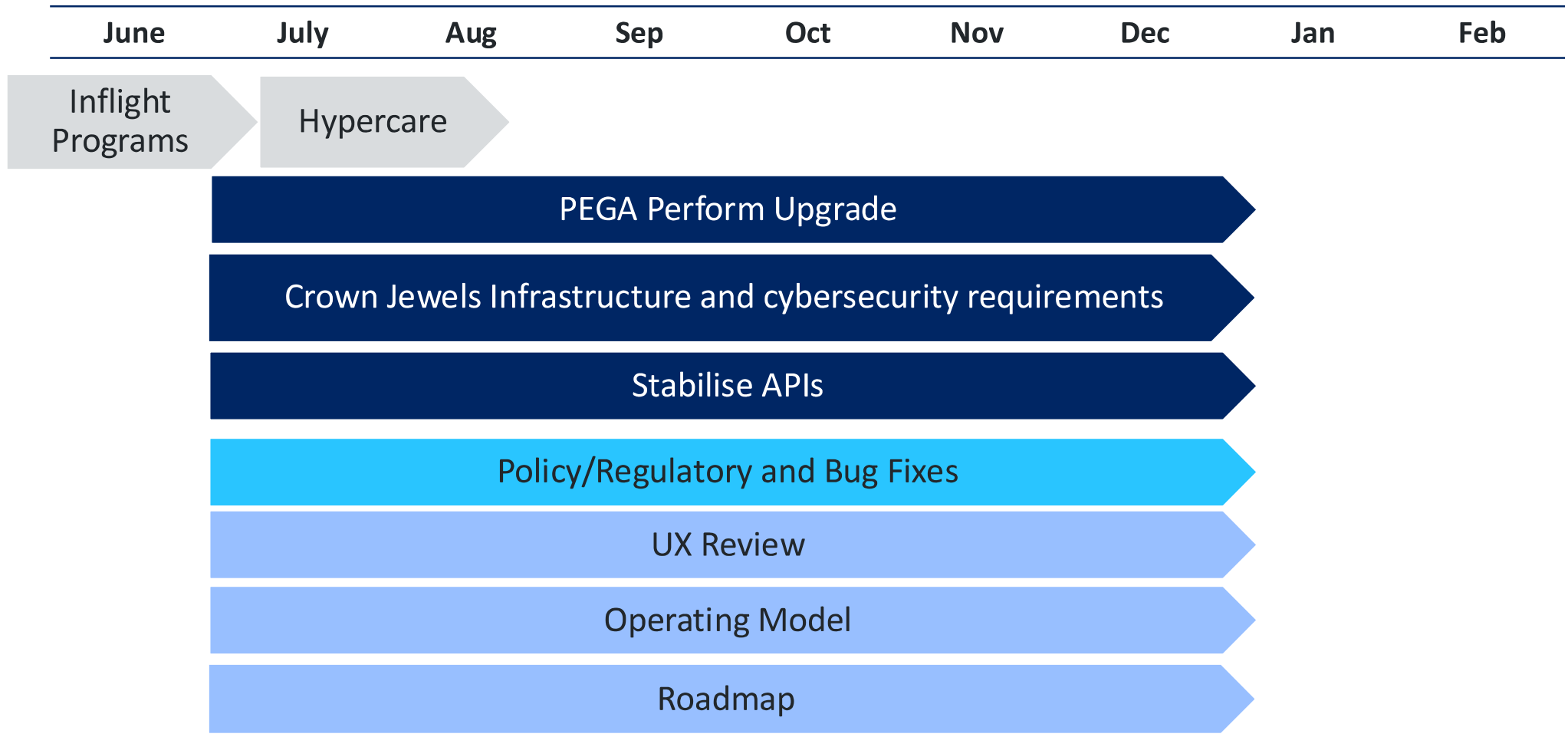
# Talking to Councils



- Feedback themes were very similar:
  - Clear the backlog of support cases. Moving forward, a way of splitting issues raised by councils/agencies and general users would be useful. Feedback implemented as council heatmap.
  - There is not enough co-design with councils. 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. This includes mandated feature and optional. For example, exhibitions are not mandatory today and councils are investing in their own processes and technology assuming no plan to mandate in the next 18 months.
  - The time given to perform user acceptance testing (UAT) and release management is not acceptable. Council need time to schedule resources.
  - API stability/friction with council vendors on APIs



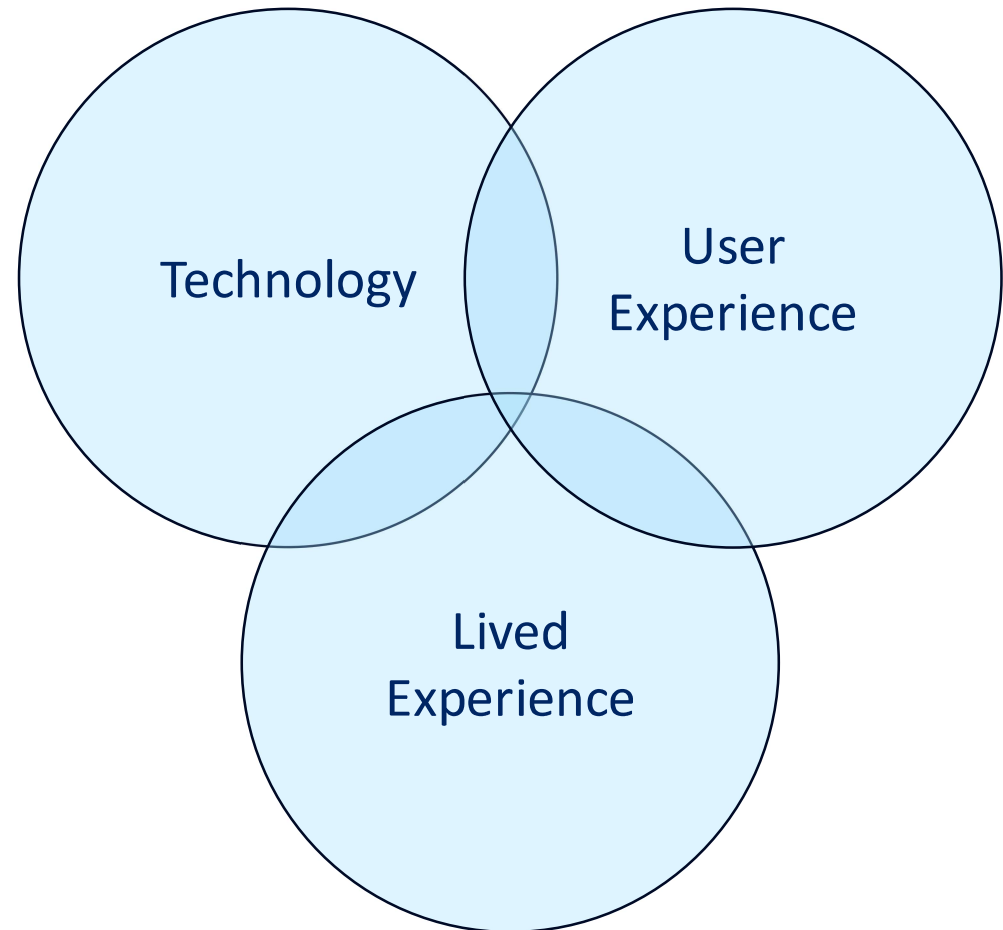
# Proposal from 1 July 2024



# Target State Visioning Workshops

A series of workshops with NSW Councils will be held in July 2024 to provide co-design the Target State and work on solutions related to:

- Technology (API / data / Planning Portal platform)
- Shared experience (Planning Portal service and products)
- Roadmap (Planning Portal strategic and innovation)



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# Other matters

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

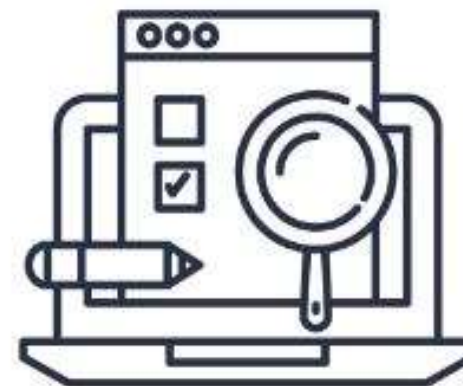
The concept for the new quick reference guide website page was refined following your feedback at the quarter 1 reference group meeting.

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

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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**

# 2024

January							February							March						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
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The remaining meeting dates for 2024 are:

- 3 September 2024
- 5 November 2024





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Department of Planning and Environment