

NSW Planning Portal Council Reference Group (high volume)

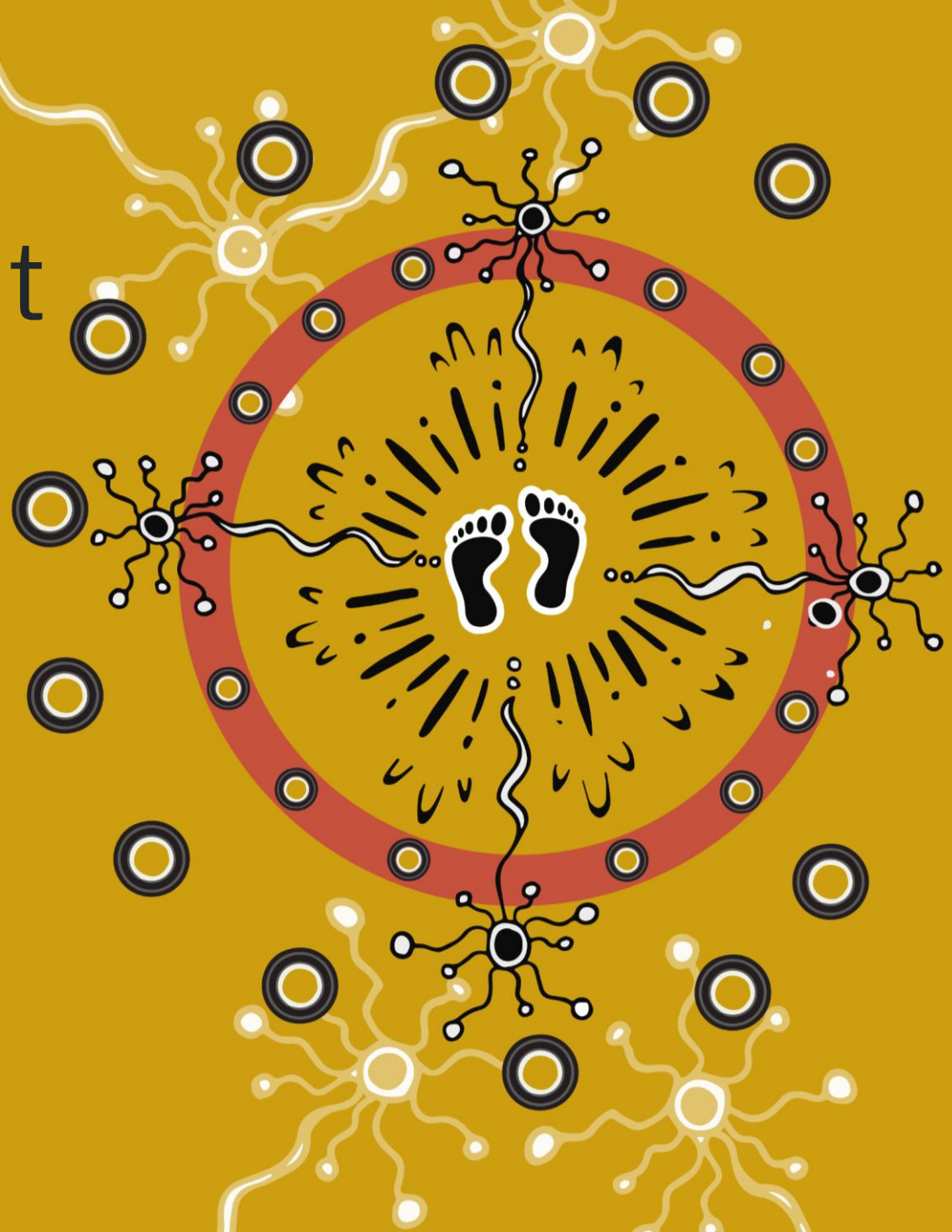
Quarter 4 meeting

05 November 2024

Acknowledgement of Country

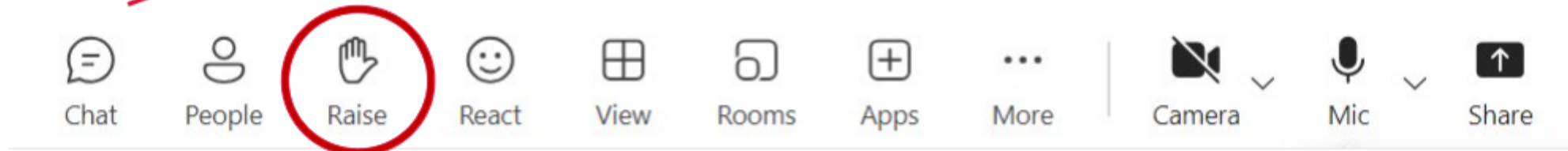
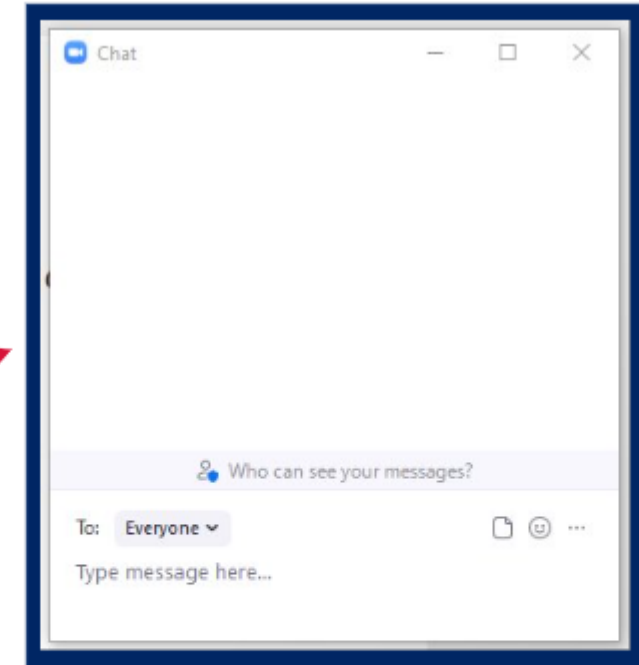
We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

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	Caitlin Williams / Nerida Mooney
2	Program update	Nerida Mooney
3	Release management Releases prior to end of 2024	Shantanu Chakraborty Kanchana Balakumar
4	For feedback: Prototype of virtual assistant	Shantanu Chakraborty
5	Customer support Update on the NSW Planning Portal Support Hub	Margaret Gomez Caitlin Williams
6	Workshop: Design for 'Edit DA Online details' (phase 1)	Kieran Babich Christine Tran
7	Other matters	Caitlin Williams

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Program update

Program update



Priority	Update
Co-design with stakeholders	<ul style="list-style-type: none">• Hosted 4 in-person and 2 virtual co-design workshops with councils.• Worked with councils to get alignment of the backlog fixes needed.• Implemented targeted council end-user testing prior to releasing new functionality.• Implemented an internal showcase for the NSW Planning Portal to improve Department staff's level of knowledge about the program.
Implement the NSW Planning Portal Customer First program	<ul style="list-style-type: none">• Expanded the customer care team from 8 to 12 members to improve the support resolution timeframes and reduce the backlog of tickets.• Implemented a training program for the customer care team to improve their knowledge of the Portal digital services.• Dedicated staff to manage the council customer support line to improve resolution timeframes.• Commenced the development of the 'Support hub'.• Commenced review of Department websites to understand the content available, usability and duplication of content.

Program update



Priority	Update
Improve performance and technology	<ul style="list-style-type: none">• Upgraded Azure API management platform to latest version to improve API stability and security.• Increased spatial server capacity to improve performance.• Updated the NSW Planning Portal incident management process.• Uplift of the core platform supporting the Portal (PEGA). The upgrade will be completed in early 2025 and will provide a stable base for us to build forward on.• Portal Future state procurement closed yesterday that will support the use of Artificial Intelligence (AI) and other new technologies in the portal.• Reviewed and streamlined processes for delivery and new requests.• Reduced the defects awaiting resolution from 979 tickets to 132 tickets.
Publish a feature and technology roadmap for the next 2 years	<ul style="list-style-type: none">• Commenced scoping of the prioritised council backlog items to inform the program roadmap.• Commenced review of the existing digital services on the NSW Planning Portal to identify any non-mandatory services.

Program update



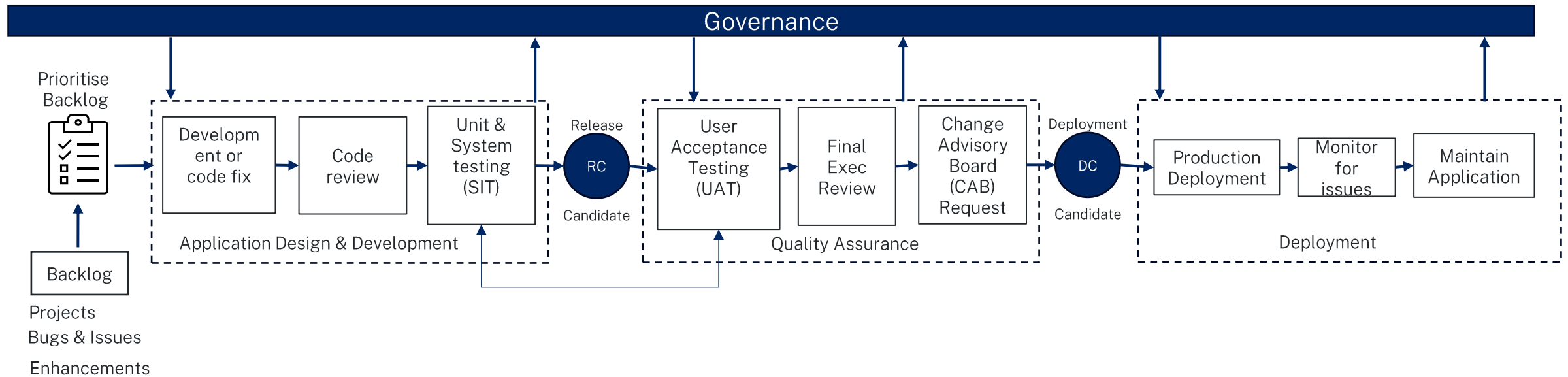
Priority	Update
Enhance accessibility and inclusivity	<ul style="list-style-type: none">• Commenced the review of the development application (DA) form to ensure that the language used is inclusive and the applicant user experience is optimal. We have identified over 600 fields currently required to be completed by an applicant –our target is to reduce this by 30%.• When websites are properly designed and coded, people with disabilities can use them. An accessibility review of the Portal against the international W3C standards has commenced.• Reviewed the release communications for the program, and commenced development of a subscription offering, to ensure that the information reaches a wider audience.

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Release management

Release Management

An application release management framework converts a set of features and make them ready for releasability in a low-risk, standardised, and high-quality process.



Monthly Release Cycle

- New features
- UI/UX changes
- Project and module
- Policy changes
- Enhancements
- Performance Improvement
- API changes

Weekly/Fortnightly (TBC)

- Hotfix (Security and Infrastructure)
- Performance Improvement
- High priority bugs/issues
- Software patches

Releases prior to the end of 2024

Kanchana Balakumar, Release Manager

Releases prior to end of 2024



8 November 2024 release includes:

- Publication of exhibition details on the NSW Planning Portal DA Exhibitions page where there are multiple development application types.
- The list of users assigned to a council within the organisation hierarchy service will have a default view of 'Active users'. This change was requested by councils to assist with the management of their resources on the NSW Planning Portal.
- Additional fields will be added to the council STRA report to assist with the enforcement of the policy. These fields are: applicable day caps, original registration date and date property was renewed.

Last release for year: 6 December 2024

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Prototype of virtual assistant

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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	735	20	714 (97%)	15
All NSW Councils	2661	93	2568 (96.5%)	45

Data in table from 1 July 2023 to 30 Oct 2024.

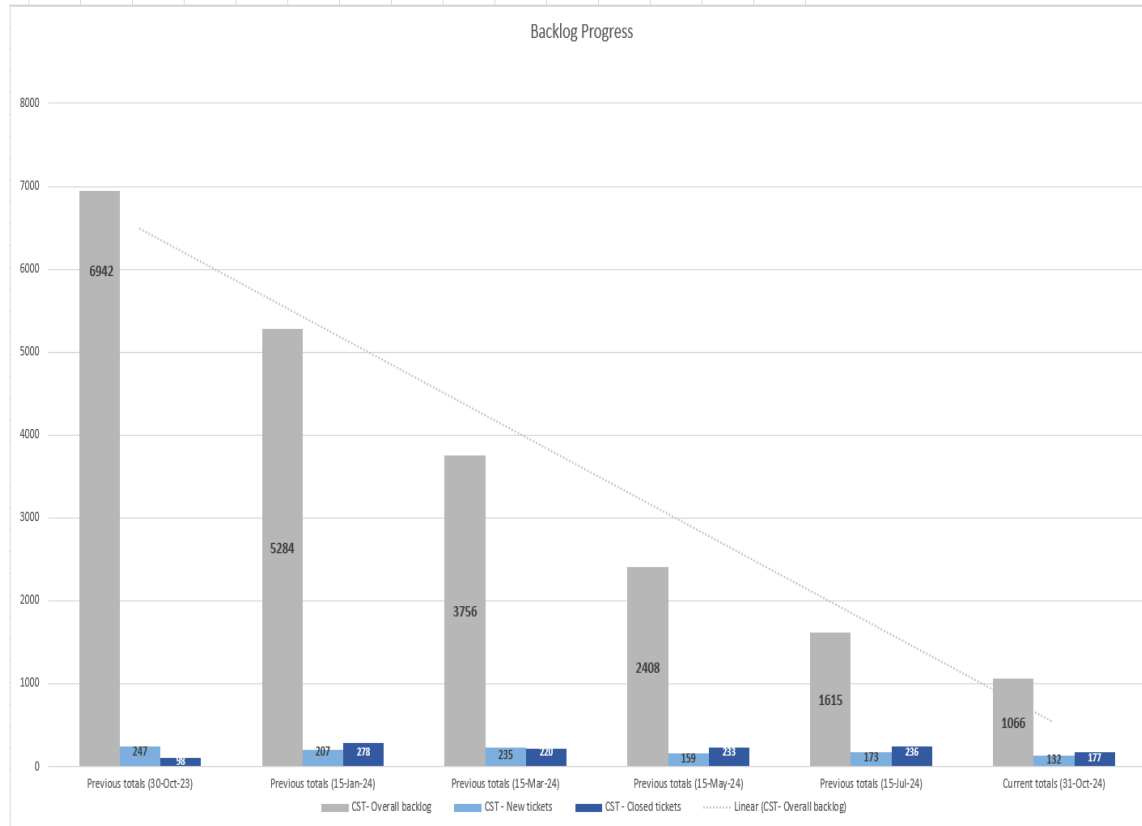
Note: Tickets received after this date are not included in these figures.

'Brute force' customer support



Current Backlog is 129 active tickets.

Backlog is anything over 4wks. 64 tickets are pending with other departments for assistance.
11 tickets are Councils.



Local Gov/PS/Non PS	Case ID	Created on	Days Outstanding	Issue Cause?
THE HILLS SHIRE COUNCIL	P-964783	29/05/2024	113	BBM - Internal Tech Escalation
CENTRAL COAST COUNCIL	P-1005055	8/07/2024	85	BBM - Internal Tech Escalation
LAKE MACQUARIE CITY COUNCIL	P-1049561	20/08/2024	54	Amendment Request
LAKE MACQUARIE CITY COUNCIL	P-1066451	4/09/2024	43	System error
QUEANBEYAN-PALERANG REGIONAL COUNCIL	P-1067595	5/09/2024	42	BBM - Internal Tech Escalation
LAKE MACQUARIE CITY COUNCIL	P-1075686	12/09/2024	37	BBM - Internal Tech Escalation
BALLINA SHIRE COUNCIL	P-1079569	16/09/2024	35	System error
THE HILLS SHIRE COUNCIL	P-1079729	16/09/2024	35	Other
SHELLHARBOUR CITY COUNCIL	P-1080830	16/09/2024	35	BBM - Internal Tech Escalation
ARMIDALE REGIONAL COUNCIL	P-1088486	20/09/2024	31	Other

'Brute force' customer support



Given that councils are a critical delivery partner as they are responsible for determining close to 85% of all new homes in NSW, cconciierge for Council Tickets implemented to reduce resolution.

P-Tickets Per Week	Export Date	Tickets Open	Average time to resolution	Reson for non closure
Backlog	10/04/2024	0	26.3	
145	6/05/2024	0	37.9	
80	27/05/2024	0	26.8	
70	7/06/2024	1	19	
79	21/06/2024	0	17	
55	5/07/2024	0	13	
69	12/07/2024	1	8.3	Enhancement
86	18/07/2024	0	7.7	
83	2/08/2024	0	8.2	
86	8/08/2024	0	8	
89	16/08/2024	0	7.6	
83	23/08/2024	1	8	Enhancement
79	29/08/2024	0	8.9	
87	6/09/2024	2	9.4	
88	13/09/2024	1	11	
85	20/09/2024	3	10.5	
40	26/09/2024	2	8.9	
102	4/10/2024	1	9.8	
81	11/10/2024	5	6.8	
119	17/10/2024	3	5.7	
112	25/10/2024	28	6.9	
67	30/10/2024	45	4.8	

Average closure rate since 6 May 24 is 11.6 days
Average closure rate since 29 Sep 7 days

Council heatmap: NSW Planning Portal Council (high volume)

Reference Group members 31 Councils have open tickets; 20 Councils have no open tickets as of the 30th October 2024



Council	Email	Open	Closed	Total	%
BALLINA SHIRE COUNCIL	ballina.nsw.gov.au	1	43	44	97.7%
BEGA VALLEY SHIRE COUNCIL	begavalley.nsw.gov.au	2	41	43	95.3%
BLACKTOWN CITY COUNCIL	blacktown.nsw.gov.au	3	47	50	94.0%
CAMDEN COUNCIL	camden.nsw.gov.au	1	25	26	96.2%
CAMPBELLTOWN CITY COUNCIL	campbelltown.nsw.gov.au	2	14	16	87.5%
CENTRAL COAST COUNCIL	centralcoast.nsw.gov.au	6	101	107	94.4%
CITY OF PARRAMATTA COUNCIL	cityofparramatta.nsw.gov.au	3	82	85	96.5%
COFFS HARBOUR COUNCIL	chcc.nsw.gov.au	2	19	21	90.5%
CUMBERLAND COUNCIL	cumberland.nsw.gov.au	2	53	55	96.4%
DUBBO REGIONAL COUNCIL	dubbo.nsw.gov.au	5	58	63	92.1%
INNER WEST COUNCIL	innerwest.nsw.gov.au	1	32	33	97.0%
LAKE MACQUARIE CITY COUNCIL	lakemac.nsw.gov.au	10	104	114	91.2%
LIVERPOOL CITY COUNCIL	liverpool.nsw.gov.au	3	34	37	91.9%
MAITLAND SHIRE COUNCIL	maitland.nsw.gov.au	2	37	39	94.9%
MID-COAST COUNCIL	midcoast.nsw.gov.au	2	30	32	93.8%
NEWCASTLE CITY COUNCIL	ncc.nsw.gov.au	2	45	47	95.7%
NORTH SYDNEY COUNCIL	northsydney.nsw.gov.au	1	36	37	97.3%
NORTHERN BEACHES COUNCIL	northernbeaches.nsw.gov.au	1	44	45	97.8%
PENRITH CITY COUNCIL	penrith.city	4	43	47	91.5%
PORT MACQUARIE HASTINGS COUNCIL	pmhc.nsw.gov.au	3	36	39	92.3%
QUEANBEYAN-PALERANG REGIONAL COUNCIL	qprc.nsw.gov.au	1	63	64	98.4%
RYDE CITY COUNCIL	ryde.nsw.gov.au	2	10	12	83.3%
SHOALHAVEN CITY COUNCIL	shoalhaven.nsw.gov.au	1	34	35	97.1%
SUTHERLAND SHIRE COUNCIL	ssc.nsw.gov.au	1	28	29	96.6%
TAMWORTH REGIONAL COUNCIL	tamworth.nsw.gov.au	2	27	29	93.1%
THE HILLS SHIRE COUNCIL	thehills.nsw.gov.au	3	92	95	96.8%
WAGGA WAGGA CITY COUNCIL	wagga.nsw.gov.au	3	66	69	95.7%
WAVERLEY COUNCIL	waverley.nsw.gov.au	2	42	44	95.5%
WILLOUGHBY CITY COUNCIL	willoughby.nsw.gov.au	1	24	25	96.0%
WOLLONDILLY SHIRE COUNCIL	wollondilly.nsw.gov.au	1	44	45	97.8%
WOOLLAHRA MUNICIPAL COUNCIL	woollahra.nsw.gov.au	1	24	25	96.0%

Council	Email	Open	Closed	Total	%
ALBURY CITY COUNCIL	alburycity.nsw.gov.au	0	9	9	100.0%
BAYSIDE COUNCIL	bayside.nsw.gov.au	0	37	37	100.0%
CANTERBURY - BANKSTOWN COUNCIL	cbc.city.nsw.gov.au	0	57	57	100.0%
CITY OF SYDNEY COUNCIL	cityofsydney.nsw.gov.au	0	52	52	100.0%
CLARENCE VALLEY COUNCIL	clarence.nsw.gov.au	0	15	15	100.0%
EUROBODALLA SHIRE COUNCIL	esc.nsw.gov.au	0	20	20	100.0%
GEORGES RIVER COUNCIL	georgesriver.nsw.gov.au	0	22	22	100.0%
HORNSBY COUNCIL	hornsby.nsw.gov.au	0	30	30	100.0%
KEMPSEY SHIRE COUNCIL	kempsey.nsw.gov.au	0	7	7	100.0%
KU-RING-GAI COUNCIL	krng.nsw.gov.au	0	18	18	100.0%
LISMORE CITY COUNCIL	lismore.nsw.gov.au	0	12	12	100.0%
LANE COVE MUNICIPAL COUNCIL	lanecove.nsw.gov.au	0	3	3	100.0%
MURRAY RIVER COUNCIL	murrayriver.nsw.gov.au	0	6	6	100.0%
ORANGE CITY COUNCIL	orange.nsw.gov.au	0	12	12	100.0%
PORT STEPHENS COUNCIL	portstephens.nsw.gov.au	0	31	31	100.0%
RANDWICK COUNCIL	randwick.nsw.gov.au	0	19	19	100.0%
SINGLETON COUNCIL	singleton.nsw.gov.au	0	25	25	100.0%
TWEED SHIRE COUNCIL	tweed.nsw.gov.au	0	34	34	100.0%
WINGECARRIBEE SHIRE COUNCIL	wsc.nsw.gov.au	0	37	37	100.0%
WOLLONGONG CITY COUNCIL	wollongong.nsw.gov.au	0	54	54	100.0%

Customer support: Council

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



For customer support, please phone: 1300 420 596

NSW Planning Portal Support Hub

Caitlin Williams

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Workshop: Design for ‘Edit DA Online details’ (phase 1)

Kieran Babich,
Christine Tran, Senior Business Analyst

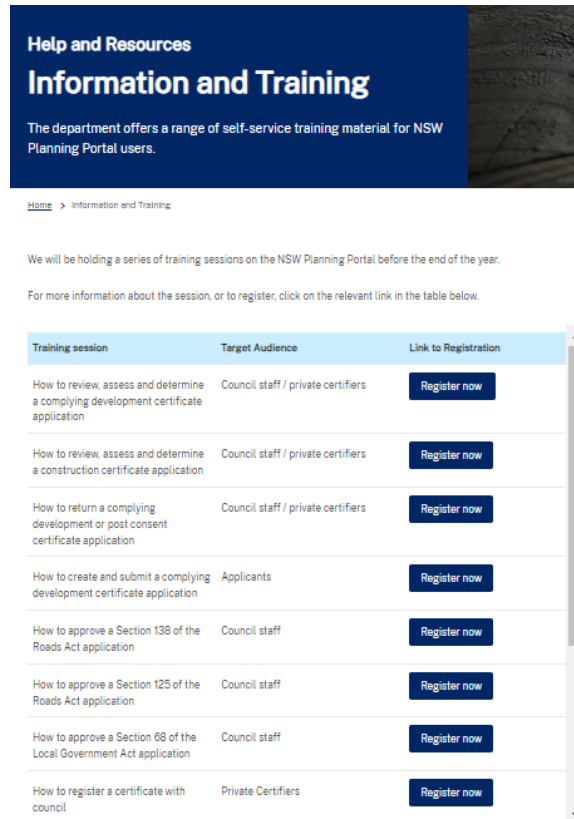
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Other Matters

Program updates

Training sessions

- We are holding a range of online training sessions before the end of the year.
- Please share this information with your colleagues.



Help and Resources
Information and Training

The department offers a range of self-service training material for NSW Planning Portal users.

[Home](#) > Information and Training

We will be holding a series of training sessions on the NSW Planning Portal before the end of the year.

For more information about the session, or to register, click on the relevant link in the table below.

Training session	Target Audience	Link to Registration
How to review, assess and determine a complying development certificate application	Council staff / private certifiers	Register now
How to review, assess and determine a construction certificate application	Council staff / private certifiers	Register now
How to return a complying development or post consent certificate application	Council staff / private certifiers	Register now
How to create and submit a complying development certificate application	Applicants	Register now
How to approve a Section 138 of the Roads Act application	Council staff	Register now
How to approve a Section 125 of the Roads Act application	Council staff	Register now
How to approve a Section 68 of the Local Government Act application	Council staff	Register now
How to register a certificate with council	Private Certifiers	Register now

LG NSW network

- An expression of interest to join the NSW Planning Portal network will be sent to NSW Councils.
- The network will be created following the closure of the EOI.



From close of business on Friday 20 December 2024 until start of business on Monday 6 January 2025, there will be reduced staffing within the NSW Planning customer support team.

Support will be unavailable on the public holidays (25, 26 and 27 December 2024 and 1 January 2025).

Wishing you a Merry
Christmas and a Happy New
Year!





Department of Planning and Environment