

# NSW Planning Portal Council Reference Group (medium-to-low volume)

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Quarter 3 meeting

19 September 2024

# Acknowledgement of Country

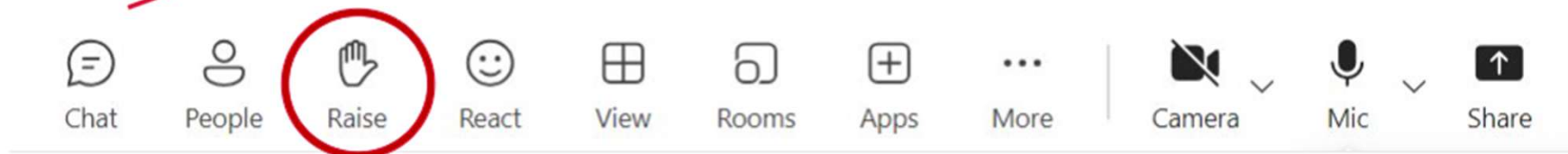
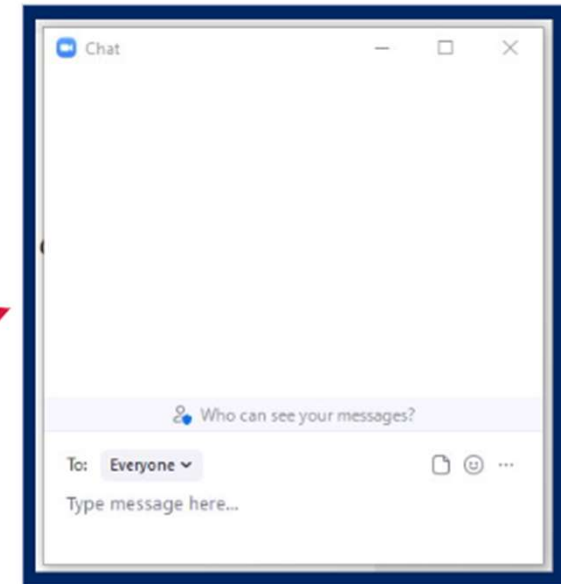
We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

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	Caitlin Williams / Nerida Mooney
2	NSW Planning Portal Customer First program update	Nerida Mooney
3	Program update: Customer support	Margaret Gomez / Caitlin Williams
4	Development application co-design findings	Yashna Kumar
5	Workshop: Prioritisation of backlog items	Kieran Babich
6	Other matters <ul style="list-style-type: none"><li>- LGNSW networks</li><li>- Engagement updates</li></ul>	Jane Partridge, LGNSW Caitlin Williams

NSW Planning Portal Council Reference Group (medium-to-low volume) – Quarter 3 meeting

# NSW Planning Portal Customer First program update

Nerida Mooney

# NSW Planning Portal Customer First co-design workshops: Council

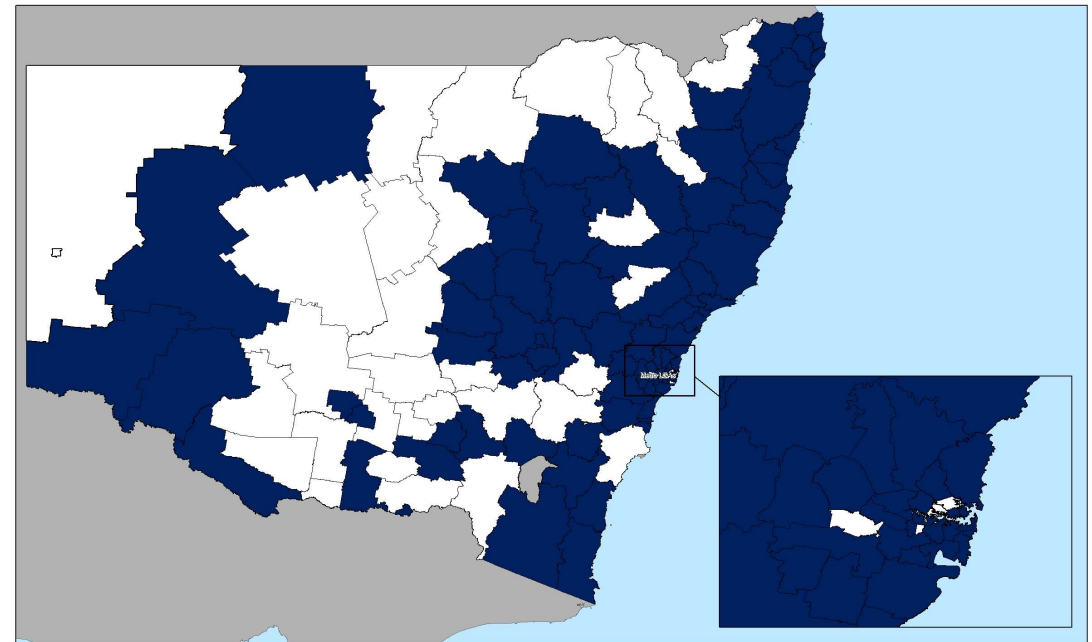
In July and August 2024 we ran:

- 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.

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

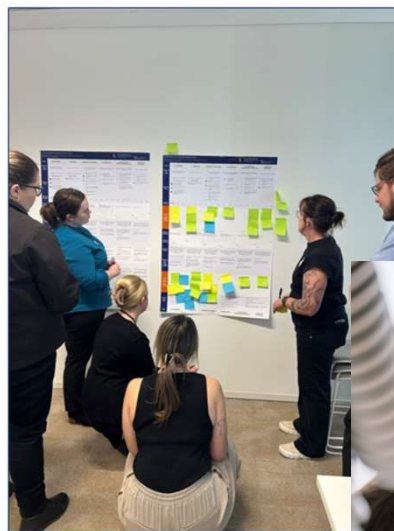
- Urban Development Institute of Australia
- Planning Institute of Australia
- Association of Consulting Surveyors NSW
- Environment and Planning Law Association NSW
- Technology vendors



Council co-design workshop attendees

# 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.



NSW Planning Portal Council Reference Group (medium-to-low volume) – Quarter 3 meeting

# Program update: Customer support

Margaret Gomez



# Council heatmap: overview



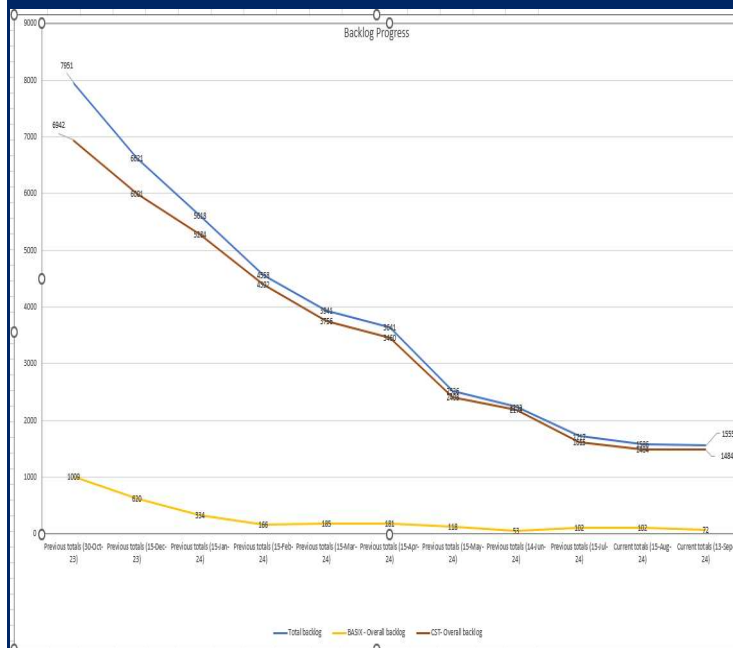
Stakeholders	Starting total	Number of open tickets	Number of closed tickets	Number of councils with open tickets
NSW Planning Portal Council (high volume) Reference Group members	610	38	572 (93%)	20
All NSW Councils	2089	143	1946 (93%)	55

Data in table from 1 July 2023 to 13 Sept 2024.

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

# 'Brute force' customer support

Additional customer support resources. 7951 in October 2023, 1555 in September 2024. Target of active tickets in 1000, backlog is any ticket over 4 weeks. This includes BASIX



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

# Per Report	P-Tickets Per Week	Export Date	Tickets Open	Average time to resolution	Reson for non closure
745	Backlog	PRV	0	26.3 days	
582	145	PRV - 06/05/24	0	37.9 days	
240	80	NEW - 27/05/24	1	26.8 days	Finance
135	67.5	NEW - 7/06/24	0	19 days	
159	79.5	NEW - 21/06/24	1	17 days	Enhancement
114	57	NEW - 05/07/24	0	13 days	
85	85	NEW - 12/07/24	1	8.3 days	Enhancement
95	95	NEW - 18/07/24	2	7.7 days	All enhancemnets
171	85.5	NEW - 02/08/24	2	8.2 days	2 BBM
101	101	NEW - 8/08/24	3	8 days	1 BBM
100	100	NEW - 16/08/24	7	7.6 days	
104	104	NEW - 23/08/24	6	7.8 days	
92	92	NEW - 29/08/25	12	7 days	2 Major Projects
92	92	NEW - 06/09/24	31	6.6 days	4 Major Projects
93	93	NEW - 13/09/24	77	5 days	

Average closure rate since 6 May 24 is 13.7 days  
Average closure rate since 16 Aug 6.8 days

# Council heatmap: NSW Planning Portal Council (medium to low volume) Reference Group members current open ticket as of 13<sup>th</sup> September



Council	Open	Closed	Total	%
BURWOOD COUNCIL	1	3	4	75.0%
BYRON SHIRE COUNCIL	5	20	25	80.0%
CANADA BAY COUNCIL	3	10	13	76.9%
CESSNOCK COUNCIL	3	39	42	92.9%
COOTAMUNDRA GUNDAGAI REGIONAL COUNCIL	2	15	17	88.2%
COWRA SHIRE COUNCIL	1	9	10	90.0%
DUNGOG SHIRE COUNCIL	1	16	17	94.1%
EDWARD RIVER COUNCIL	2	4	6	66.7%
FAIRFIELD CITY COUNCIL	3	9	12	75.0%
GUNNEDAH COUNCIL	2	2	4	50.0%
MID-WESTERN REGIONAL COUNCIL	1	15	16	93.8%
NARROMINE SHIRE COUNCIL	1	4	5	80.0%
OBERON COUNCIL	2	6	8	75.0%
RANDWICK COUNCIL	2	14	16	87.5%
RICHMOND VALLEY COUNCIL	1	17	18	94.4%
RYDE CITY COUNCIL	1	5	6	83.3%
SHELLHARBOUR CITY COUNCIL	1	12	13	92.3%
SNOWY MONARO REGIONAL COUNCIL	1	21	22	95.5%
UPPER HUNTER COUNCIL	3	14	17	82.4%
YASS VALLEY COUNCIL	2	4	6	66.7%

# Council heatmap: NSW Planning Portal Council (medium to low volume) Reference Group members no open tickets



Council	Open	Closed	Total
ARMIDALE REGIONAL COUNCIL	0	11	11
BALRANALD SHIRE COUNCIL	0	2	2
BATHURST REGIONAL COUNCIL	0	14	14
BELLINGEN SHIRE COUNCIL	0	6	6
BERRIGAN SHIRE COUNCIL	0	3	3
BLAND SHIRE COUNCIL	0	1	1
BLAYNEY SHIRE COUNCIL	0	7	7
BLUE MOUNTAINS CITY COUNCIL	0	38	38
BOGAN SHIRE COUNCIL	0	1	1
BOURKE SHIRE COUNCIL	0	0	0
BREWARRINA SHIRE COUNCIL	0	1	1
BROKEN HILL COUNCIL	0	2	2
CABONNE SHIRE COUNCIL	0	16	16
CARTHOOL SHIRE COUNCIL	0	5	5
CENTRAL DARLING SHIRE COUNCIL	0	1	1
COBAR SHIRE COUNCIL	0	2	2
COOLAMON SHIRE COUNCIL	0	0	0
COONAMBLE SHIRE COUNCIL	0	1	1
FEDERATION COUNCIL	0	5	5
FORBES SHIRE COUNCIL	0	7	7
GILGANDRA COUNCIL	0	6	6
GLEN INNES SEVERN COUNCIL	0	1	1
GOULBURN MULWAREE COUNCIL	0	14	14
GREATER HUME SHIRE COUNCIL	0	8	8
GRIFFITH COUNCIL	0	4	4
GWYDIR SHIRE COUNCIL	0	3	3
HAWKSBURY COUNCIL	0	13	13
HAY COUNCIL	0	2	2

Council	Open	Closed	Total
HILLTOPS COUNCIL	0	4	4
INVERELL SHIRE COUNCIL	0	1	1
JUNEE SHIRE COUNCIL	0	2	2
KYOGLE COUNCIL	0	5	5
Lachlan Shire Council	0	2	2
LANE COVE MUNICIPAL COUNCIL	0	2	2
Leeton Shire Council	0	0	0
LITHGOW CITY COUNCIL	0	15	15
Liverpool Plains Shire Council	0	2	2
Lockhart Shire Council	0	0	0
LORD HOWE ISLAND - UNINCORPORAT	0	1	1
MOREE PLAINS SHIRE COUNCIL	0	3	3
MOSMAN MUNICIPAL COUNCIL	0	15	15
Murrumbidgee Council	0	3	3
MUSWELLBROOK SHIRE COUNCIL	0	5	5
NAMBUCCA VALLEY COUNCIL	0	2	2
NARRABRI SHIRE COUNCIL	0	5	5
NARRABDERA SHIRE COUNCIL	0	4	4
PARKES SHIRE COUNCIL	0	8	8
SNOWY VALLEYS COUNCIL	0	0	0
STRATHFIELD MUNICIPAL COUNCIL	0	8	8
TEMORA SHIRE COUNCIL	0	23	23
THE COUNCIL OF THE MUNICIPALITY OF HUNTERS HILL	0	4	4
THE COUNCIL OF THE MUNICIPALITY OF KIAMA	0	21	21
UPPER LACHLAN SHIRE COUNCIL	0	9	9
URALLA SHIRE COUNCIL	0	2	2
WALCHA COUNCIL	0	1	1
WALGETT SHIRE COUNCIL	0	3	3
WARREN SHIRE COUNCIL	0	0	0
WARRUMBUNGLE SHIRE COUNCIL	0	1	1
WEDDIN SHIRE COUNCIL	0	5	5
WENTWORTH SHIRE COUNCIL	0	3	3

# 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

[margaret.gomez@planning.nsw.gov.au](mailto:margaret.gomez@planning.nsw.gov.au)

# 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](#)

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Showing results 1 - 10 of 856 results

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Note: This is a mock-up of Phase 1 for discussion only.



# Support hub: Design clarification



## 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

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

## Application type

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

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

NSW Planning Portal Council Reference Group (medium-to-low volume) – Quarter 3 meeting

# Development application co-design findings

Yashna Kumar

- [illegible]

## Slide 19

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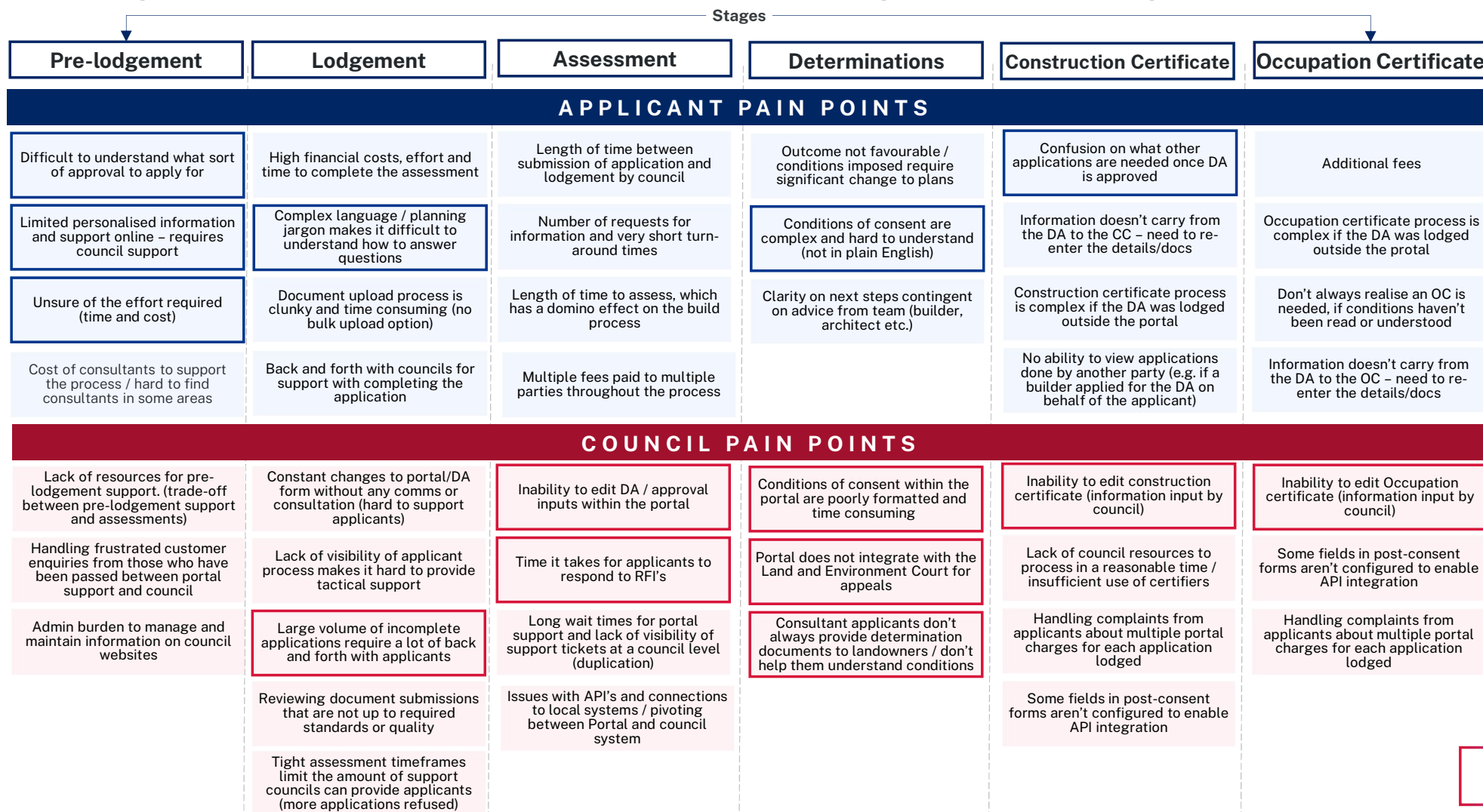
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[@Yashna Kumar] I wonder if this slide could more clearly show the blueprint what are the layers to it, etc  
(For those that haven't seen it before)

Lisa Walton, 2024-09-11T02:58:42.960

# DA Service Blueprint Snapshot

Co-designed with users with lived experience of supporting applicants through the process



Priority

## Slide 20

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[@Yashna Kumar] awesome - can we show a heat map of must do/ priority pain points

Lisa Walton, 2024-09-12T07:05:31.278



# Moscow Prioritisation Framework

Through the co-design sessions, we asked attendees to use the MOSCOW framework to bring together multiple perspectives and help the Department prioritise focus, funding and resources.



MUST DO	SHOULD DO
These features <i>must</i> be implemented to meet legislative requirements and timelines, foundational user demands, be mandated, overcome primary reliability, security or performance constraints	If feasible, these features offer clear improvements to end-user value, they are not essential and, thus, are less urgent to implement in the near-term.
<i>Essential and urgent</i>	<i>Essential and less urgent</i>
COULD DO	WON'T DO
These features make a marked impact on the success and viability of a service and should be implemented — but only if the product development team has the time to implement them without affecting other must-have features. Can be sacrificed in the near-term.	These features are not essential in the near-term and will likely be addressed in future iterations. If service or user priorities evolve, these features could easily move up in the order of priorities at any time
If time and budget allows	On the back burner and reprioritised later



# Priority pain points from DA co-design



Themes:	Orange	Parramatta	Coffs Harbour	Newcastle	Virtual
1. Enable council staff to have admin rights	Must do	Must do	Must do	Must do	Must do
2. Improve pre-lodgement support / information provided to applicants	Could do	Must do	Could do	Should do	Must do
3. Consolidate DA and related applications (DA, CC, PCA, OC) into a single form	Should do	-	Should do	Could do	Must do
4. Improve the process for generating conditions of consent	Must do (if mandatory)	Could do	-	Could do	-
5. Reduce the complexity and simplify language of the DA form	Must do	Must do	Must do	-	Must do
6. Review the customer support model	-	-	-	Should do	Should do
7. Making applications visible to interested parties (owner, applicant etc.)	Should do	Must do	-	-	-
8. Improve the transparency of reporting (league tables, stop the clocks)	-	-	Must do	-	-
9. Search by address	Should do	-	-	-	-
10. Poor quality of documents and submission	Must do	Should do	Could do	-	-
11. Make owners consent mandatory	-	Must do	-	-	-
12. Greater clarity around the process and what to expect at each stage	Should do	Should do	Must do	-	Must do
13. Review the RFI process	-	-	-	Must do	-



# Priorities from DA Online and downstream impacts

Across all workshops, there was a consensus on areas that cause the biggest delays for DA approvals through the Portal which inform the backlog and program prioritization.



Theme	Pain Points	Emerging Opportunities	Ideas	Ranking
<b>Admin Rights</b>	<ul style="list-style-type: none"> <li>Unable to make changes to applications, including minor errors</li> <li>Unable to go back or cancel action</li> <li>Numerous tickets to Portal support to reopen applications to resolve minor changes</li> </ul>	<ul style="list-style-type: none"> <li>How might we rectify errors in a DA application once it's been submitted?</li> <li>How might we make management of minor issues more efficient and reduce time spent in support tickets?</li> </ul>	<ul style="list-style-type: none"> <li>Creating a 'super user' role type with the ability to make certain changes</li> <li>Instating an undo/back button, review before submit</li> <li>Within legislation, allow Council teams to make necessary changes to correct minor issues.</li> </ul>	<b>Must do</b>
<b>Simplification and transparency of DA process</b>	<ul style="list-style-type: none"> <li>The questions in the DA form are difficult to understand</li> <li>Language throughout the form is planning terminology heavy and not in plain English</li> <li>Many of the questions are not mandatory and can trigger unnecessary document upload requirements when mistakenly completed</li> </ul>	<ul style="list-style-type: none"> <li>How might we simplify the questions and information in the DA?</li> <li>How might we help guide applicants through the process, so they know what to expect as they go?</li> </ul>	<ul style="list-style-type: none"> <li>Combine applications so applicants provide their information and documents once (DA, CC, PCA, OC etc.)</li> <li>Streamline the questions (removing non-mandatory ones) and simplify language on the form to plain English.</li> <li>A checklist and flowchart built into the portal to help applicants know where they are in the process, with friendly plain English email notifications</li> </ul>	<b>Must do</b>
<b>Data and reporting</b>	<ul style="list-style-type: none"> <li>Discrepancies between portal data and council data</li> <li>Lack of clarity around what rules are considered for KPI's (when do clocks stop and start)</li> </ul>	<ul style="list-style-type: none"> <li>How might we improve the consistency and accuracy of data and reporting from the portal?</li> </ul>	<ul style="list-style-type: none"> <li>Ability to generate / export to excel for council reporting and audit purposes</li> <li>Clear process maps / service blueprints articulating stop the clock provisions</li> <li>Ability to customise dashboards and reports within the portal</li> </ul>	<b>Must do</b>
<b>Landowner Rights</b>	<ul style="list-style-type: none"> <li>Multiple parties might be involved in a development activity (landowner, builder, consultant etc.) currently only the applicant can see the application which can impact subsequent applications downstream.</li> </ul>	<ul style="list-style-type: none"> <li>How might we improve the visibility of applications to all interested parties (e.g. builder, landowner etc.)?</li> </ul>	<ul style="list-style-type: none"> <li>Link application to address so you can see all applications for a single property</li> <li>Create an interested parties register to authorise access / notifications to relevant people (e.g. builder, landowner, consultant etc.)</li> </ul>	<b>Should do</b>

0

Will just run through Must do

Lisa Walton, 2024-09-13T05:35:36.574

# Priorities from DA Online and downstream impacts



Theme	Pain Points	Emerging Opportunities	Ideas	Ranking
<b>Compliance and process reviews</b>	<ul style="list-style-type: none"> <li>The current process for generating conditions of consent within the planning portal is inefficient and time consuming</li> <li>The current Section 68 process doesn't enable efficient re-referrals under multiple clauses</li> <li>The RFI process enables applicants to close the request (sometimes without providing the right information – impacting processing times).</li> </ul>	<ul style="list-style-type: none"> <li>How might we make the conditions of consent process more efficient?</li> <li>How might we simplify the section 68 process?</li> <li>How might we simplify the RFI process?</li> </ul>	<ul style="list-style-type: none"> <li>Review the conditions of consent process to inform the priority of fixes (e.g. formatting) in line with policy requirements to use the portal.</li> <li>Review the section 68 process to unpack issues such as how the form can be re-referred under multiple clauses.</li> <li>Complete an in-depth review of the RFI process to unpack issues such as who should be responsible for closing an RFI.</li> </ul>	<b>Should do</b>
<b>Customer service and support</b>	<ul style="list-style-type: none"> <li>Applicants are often passed back and forth between portal support and councils causing frustration</li> <li>Long wait times to receive support</li> <li>Lack of visibility of P-tickets at a council level causing duplication</li> <li>Calls to Service NSW are not helpful / don't provide any value to councils or customers</li> </ul>	<ul style="list-style-type: none"> <li>How might we provide easier and more timely access to customer support for applicants?</li> </ul>	<ul style="list-style-type: none"> <li>Redirect funding from Service NSW to councils to enable greater resourcing for customer support / In-person support for DA's at Service NSW</li> <li>Create a dashboard view so councils can track and manage all open P-tickets at a council level</li> <li>Better training and access for portal support staff to be able to resolve more issues on the spot</li> </ul>	<b>Should do</b>
<b>Document management</b>	<ul style="list-style-type: none"> <li>Large volume of RFI's due to missing or poor-quality documents</li> <li>Managing documents once uploaded is clunky/time consuming (version control and naming conventions)</li> <li>Applicants need to reupload docs for post consent</li> </ul>	<ul style="list-style-type: none"> <li>How might we streamline the process to upload and manage documents?</li> </ul>	<ul style="list-style-type: none"> <li>Provide greater guidance / rules around minimum standard for documents (e.g. site plan to scale)</li> <li>Greater ability for councils to enforce required documents through the portal (custom checklists)</li> <li>Clearer categories / naming conventions for document types on the portal</li> </ul>	<b>Should do</b>
<b>Pre-lodgement support</b>	<ul style="list-style-type: none"> <li>DA instructions / requirements are overwhelming</li> <li>Councils have different requirements and varying degrees of info on their websites</li> <li>Terminology and process is complex</li> <li>Not all councils have the resources to provide hands on pre-lodgement support</li> </ul>	<ul style="list-style-type: none"> <li>How might we simplify the guidance provided to applicants before they apply for a DA?</li> <li>How might we streamline the number of applications to complete (DA, CC, OC)?</li> </ul>	<ul style="list-style-type: none"> <li>Make pre-lodgement advice on website plain English and easy to interpret, with interactive tools to guide you to the right information.</li> <li>Structuring information by development type (e.g. dwelling, pool, shed etc.)</li> <li>Direct applicants to councils from the portal so they don't bypass the pre-lodgement advice from council.</li> </ul>	<b>Could do</b>

# Next steps

## Quick wins

- Review of non-mandatory questions
- Collaborating with policy to identify questions that can be removed

## Simplifying content

- Simplifying form content, tool tips and notifications to plain English

## Structural redesign

- Larger scale redesign of the form structure to be more intuitive and easier to navigate



















NSW Planning Portal Council Reference Group (medium-to-low volume) – Quarter 3 meeting

# Workshop: Prioritisation of backlog items

Kieran Babich

# NSW Planning Portal Customer First program proposed roadmap

Horizon 1 Fix Foundations	Horizon 2 Enhancements	Horizon 3 Transformation
Critical <u>fixes</u> , mandatory updates and setting foundations for optimised customer centricity and technology modernisation.	Deliver critical digital and data capabilities to <u>enhance</u> customer operations and employee experience.	Transformation of digital experience and integrated data to enable digital innovation
 Brute Force Customer Support	 Explore and develop AI capability	
 Enhance IA, content and search Portal website (Drupal)	 Security review and penetration testing post upgrade	 Review service introduction
 Upgrade enabling platform (Pega)	 Spatial and Council API remediation	 Data optimisation
 API upgrade of SQL server (tactical)	 Workforce stabilisation	 Emerging technologies
	 Enhanced reporting capabilities	 Benefits realisation
 Shift from projects to product approach including uplifting agile methodology, co-design as standard.		
 Minor fixes & defects		
 Enhancements based on CX/UX, Council, Agency, Public, Developer and Department feedback		

# Prioritisation across the 6 workshops



We asked attendees from 96 councils who had differences in tech architecture, process and resource allocation to prioritise 117+ items –resulting in a very clear focus for the Customer-First Portal program.

	Priority	Orange	Parramatta	Coffs Harbour	Newcastle	Virtual 1	Virtual 2
1	Admin rights	Admin rights	Admin rights	Admin rights	Admin rights	Admin rights	Admin rights
2	Document Management	UX and UI	Document Management	Conditions of consent	Concurrence & Referrals	UX and UI	Document Management
3	Usability	Section 68 process	LEC process review	Document Management - applicant	Conditions of consent	DA Interface and process	UX and UI
4	DA Online Interface	DA online form review	Stop Clocks/ Reporting	UX and UI	Stop Clocks/ Reporting	Document Management	Concurrence & Referrals
5	Concurrence & Referrals	Enhanced Reporting	Landowner consent mandatory	Section 68 process	Dashboard & Search (applicant, lot etc)	Concurrence & Referrals	DA Interface and process
6	Support and Training	Communications/ Notifications	Conditions of consent	Search by address, see linked applications	Clause 37 on DA	Dashboard & Reporting	Dashboard & Reporting
7	Enhanced Reporting	Document Management	DA online form & UX	Document Management – Council	LEC process review	Section 68 process	Section 68 process
8	Dashboard & Search	Support Process	Concurrence & Referrals	Support & Training	Document Management	Conditions of consent	Conditions of consent
9	Section 68 process	Developer Details	Post consent reject/ return	Concurrence & Referrals	Remove “register old consent		
10	LEC process review	Spatial Viewer enhancements	Data transparency and accessibility	Data transparency and accessibility	Council Search ie council ref and address		
				Clause 37 on DA			

## Approach

- Collection of all platform and service issues
- Using MOSCOW prioritisation, we asked attendees to group and prioritise 117 (50 for virtual) items on the tech backlog council
- Highlighted location specific requirements around S68, LEC etc

# NSW Planning Portal Customer First Program of Work H1/ H2



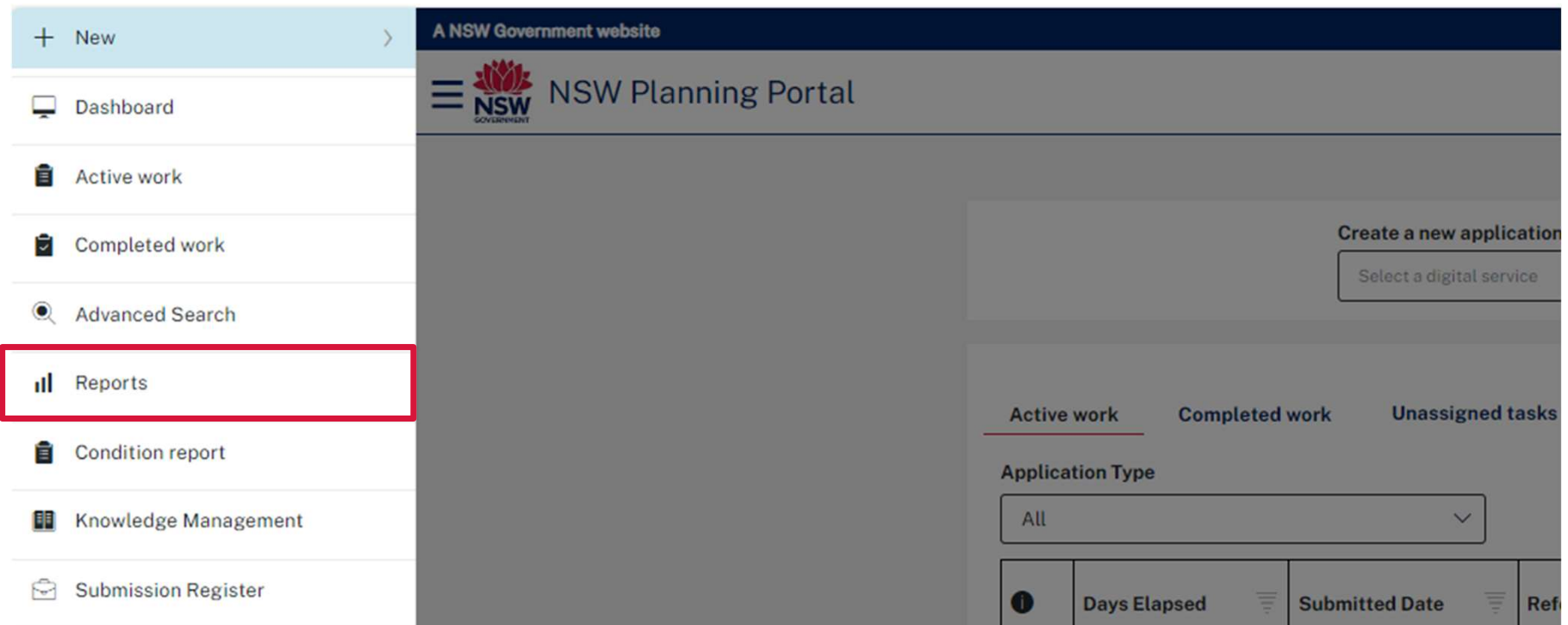
Mission	NSW Planning Portal will deliver a streamlined, reliable and user-centric Planning Portal that will support the approval of 377,000 new well-located homes in NSW by 2029.							
Portal Value Proposition (written at workshops)	The NSW Planning portal will be designed for and with Councils, Applicants, Partners and Employees, it will prioritize efficiency, provide clear guidance, streamline applications, and ensure timely, accurate services.  The Portal will be built to meet compliance and policy requirements, and designed for the future through adoption of new technology and system advancements and it will build trust through transparency of process and accuracy of data and reporting.							
Pillars	1	Connected customer experience and usability	2	Modern, scalable, technology systems	3	Accurate and secure data	4	Compliance process refinement
	1.1	Customer Gateway – Front Door and unified experience	2.1	Software & Infrastructure Upgrades eg Pega	3.1	Stop the Clocks/ league tables	4.1	Conditions of consent
	1.2	DA Interface and UX	2.2	API enhancements	3.2	Accessible data and enhanced reporting	4.2	Concurrence and referrals
	1.3	Admin Rights	2.2	Performance Optimisation	3.3	Spatial Viewer	4.3	Section 68
	1.4	Document Management					4.4	Land and Environment Court
Enablers	Service and Support		Training and Guides			Community Engagement		
Outcomes	Faster approvals	Trusted outcomes	Transparent insights	Strengthened ecosystem	Reduced operational costs	Increased satisfaction		



# Bias to action – H1 priorities

Stream	Details	Status	Dependencies
<b>Connected customer experience and usability</b>	DA Online Form – Mandatory questions, language and accessibility	In Progress	Policy availability
	DA Online Form Process transformation	Discovery	
	Customer Gateway- single front door – recommendations for a single website and support process being reviewed with content audit, search optimisation and UX.	Awaiting approval	
	Admin rights - Edit DA (UAT)	Final testing	Comms and release
	Admin Rights – All applications	Discovery	
	Document management - Ability for Council users to supersede documents post determination	Final testing	Comms and release
<b>Modern, scalable, technology systems</b>	Pega Platform upgrade	In progress	
	API Enhancements and Infrastructure	Discovery	
	Backlog estimations – including council enhancements	In progress	
<b>Accurate and secure data</b>	League tables feedback and data improvement	In progress	
	Data Program	Discovery	
<b>Compliance process refinement</b>	Landowner Consent mandatory	In progress	
	Concurrence and Referrals review by Housing taskforce	In progress	
	Section 68 approval process.	In progress	
	Conditions of Consent – confirmation of online process and templates		
	Exhibitions online – review experience process and access - December		
	LEC Process- workshops – November/ December	Discovery	

# Do you use the reports functionality?



The screenshot displays the NSW Planning Portal interface. On the left, a sidebar menu lists various functions: '+ New', 'Dashboard', 'Active work', 'Completed work', 'Advanced Search', 'Reports' (highlighted with a red box), 'Condition report', 'Knowledge Management', and 'Submission Register'. The main content area features the NSW Government logo and the title 'NSW Planning Portal'. Below this, there is a section for 'Create a new application' with a button 'Select a digital service'. Further down, there are tabs for 'Active work', 'Completed work', and 'Unassigned tasks'. Under the 'Active work' tab, there is a section for 'Application Type' with a dropdown menu set to 'All'. At the bottom, a table header is visible with columns: 'Days Elapsed', 'Submitted Date', and 'Ref'.

NSW Planning Portal Council Reference Group (medium-to-low volume) – Quarter 3 meeting

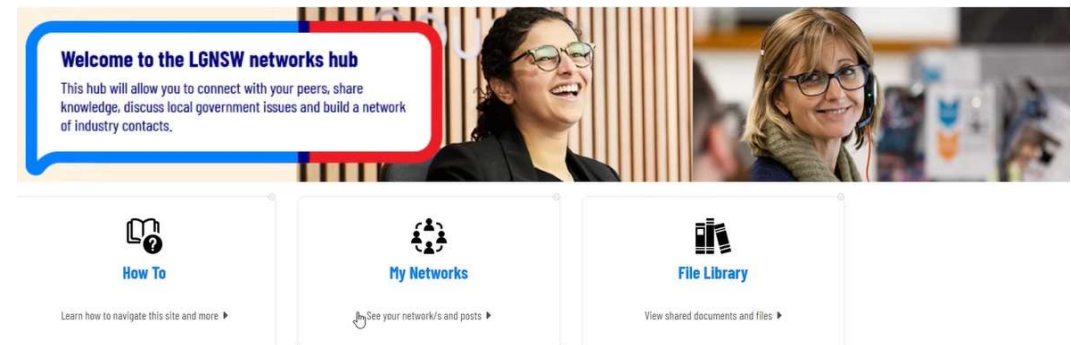
# Other matters

# LGNSW networks

Jane Partridge, LGNSW

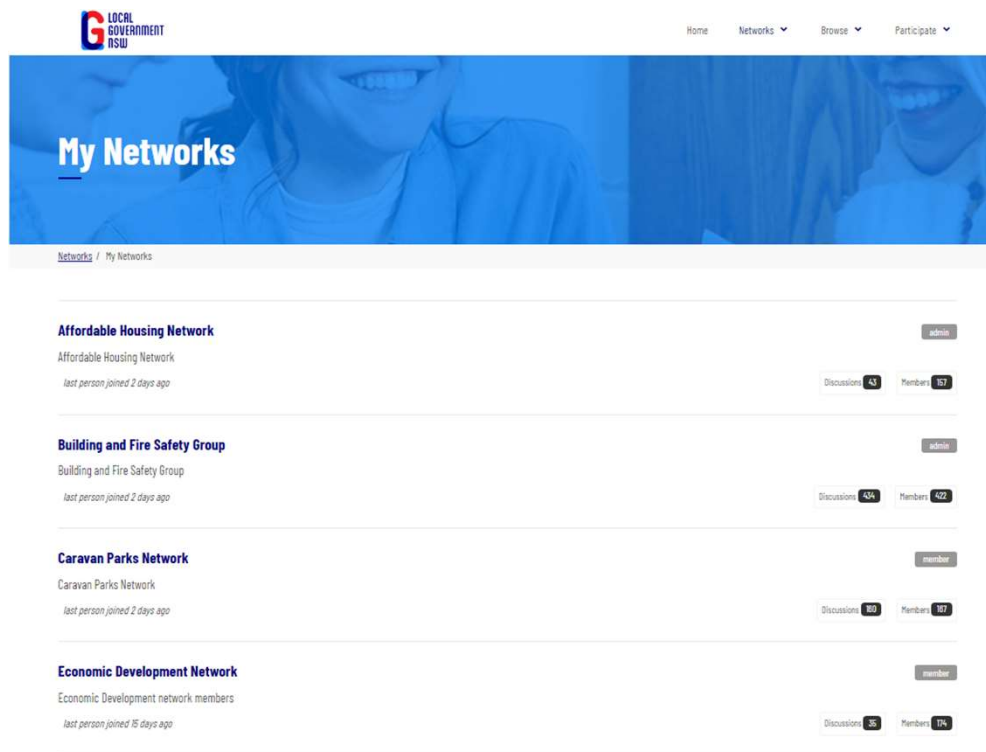
# LGNSW networks hub

- Local Government NSW supports and facilitates more than thirty free networks for NSW council staff.
- Council officers access these networks via a 'My networks hub'.
- Members can use this hub to connect with peers, share knowledge, discuss local government issues and build a network of industry contacts.
- Existing networks include:
  - i. Planning network (over 600 members)
  - ii. Affordable Housing Network (over 150 members)
  - iii. Building and Fire Safety Group (over 400 members)



[Home - Local Government NSW \(lgnsw.org.au\)](http://lgnsw.org.au)

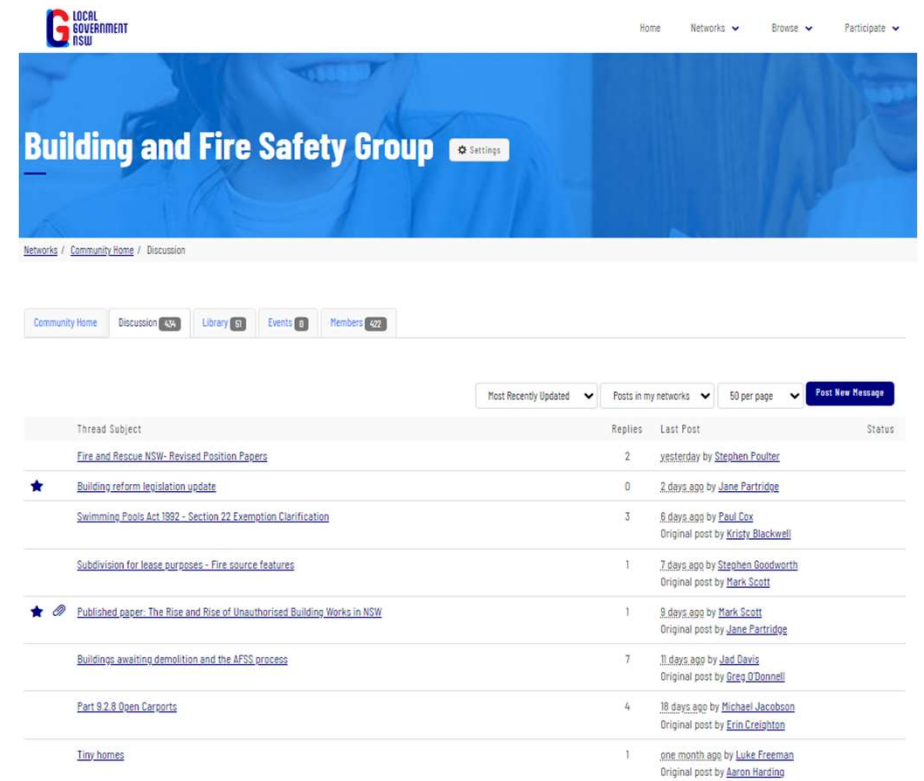
# 'My Networks' – What you will see



**My Networks**

[Networks](#) / [My Networks](#)

- Affordable Housing Network**  
Affordable Housing Network  
last person joined 2 days ago  
Discussions: 43 Members: 157
- Building and Fire Safety Group**  
Building and Fire Safety Group  
last person joined 2 days ago  
Discussions: 634 Members: 422
- Caravan Parks Network**  
Caravan Parks Network  
last person joined 2 days ago  
Discussions: 80 Members: 107
- Economic Development Network**  
Economic Development network members  
last person joined 15 days ago  
Discussions: 36 Members: 174



**Building and Fire Safety Group** [Settings](#)

[Networks](#) / [Community Home](#) / [Discussion](#)

[Community Home](#) [Discussion](#) 434 [Library](#) 61 [Events](#) 0 [Members](#) 422

Post Recently Updated [Posts in my networks](#) 50 per page [Post New Message](#)

Thread Subject	Replies	Last Post	Status
<a href="#">Fire and Rescue NSW- Revised Position Papers</a>	2	yesterday by <a href="#">Stephen Fowler</a>	
★ <a href="#">Building reform legislation update</a>	0	2 days ago by <a href="#">Jane Partridge</a>	
<a href="#">Swimming Pools Act 1992 - Section 22 Exemption Clarification</a>	3	6 days ago by <a href="#">Paul Cox</a> Original post by <a href="#">Kristy Blackwell</a>	
<a href="#">Subdivision for lease purposes - Fire source features</a>	1	7 days ago by <a href="#">Stephen Goodworth</a> Original post by <a href="#">Mark Scott</a>	
★ <a href="#">Published paper: The Rise and Rise of Unauthorised Building Works in NSW</a>	1	8 days ago by <a href="#">Mark Scott</a> Original post by <a href="#">Jane Partridge</a>	
<a href="#">Buildings awaiting demolition and the AFSS process</a>	7	11 days ago by <a href="#">Jad Davis</a> Original post by <a href="#">Greg O'Donnell</a>	
<a href="#">Part 9.2.8 Open Carports</a>	4	18 days ago by <a href="#">Michael Jacobson</a> Original post by <a href="#">Erin Creighton</a>	
<a href="#">Tiny homes</a>	1	one month ago by <a href="#">Luke Freeman</a> Original post by <a href="#">Aaron Harding</a>	

# Proposal: Planning Portal network



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During the NSW Planning Portal Customer First co-design workshops, councils requested a platform where they could:

- Ask for feedback from NSW Councils on how to solve a business process issue / make improvements at their organisation
- Share information such as applicant resources / checklists / templates
- Collaborate with neighbouring councils to resolve a local issue
- Build and maintain relationships with their peers
- Discuss enhancement suggestions for the NSW Planning Portal / work-arounds that other councils have identified.

**This would not be another customer support channel for the NSW Planning Portal.**

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# Engagement updates

Caitlin Williams



# Release communications



## Current process

- Overview of upcoming releases at quarterly NSW Planning Portal Reference Groups
- Pre-release email to NSW Planning Portal Council administrators and reference group members (to share with impacted colleagues)
- Post-release email to NSW Planning Portal Council 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

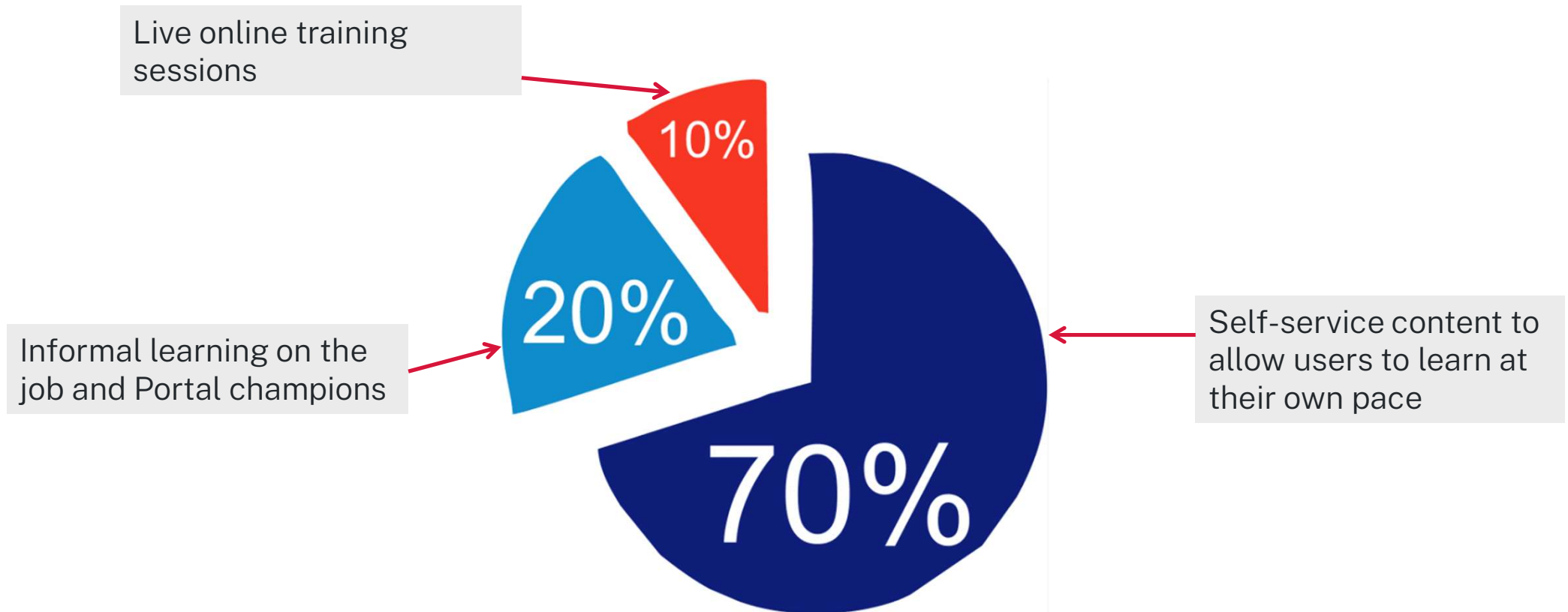
Value

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



# 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
	1	2	3	4	5	6					1	2	3						1	2
7	8	9	10	11	12	13	4	5	6	7	8	9	10	3	4	5	6	7	8	9
14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16
21	22	23	24	25	26	27	18	19	20	21	22	23	24	17	18	19	20	21	22	23
28	29	30	31				25	26	27	28	29			24	25	26	27	28	29	30
																				31
April							May							June						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6					1	2	3	4						1
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29
																				30
July							August							September						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6					1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
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21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28	29	30	31	29	30					
October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5							1	2	1	2	3	4	5	6	7
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20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				

The last meeting date for 2024 is **7 November 2024.**



Department of Planning and Environment