

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

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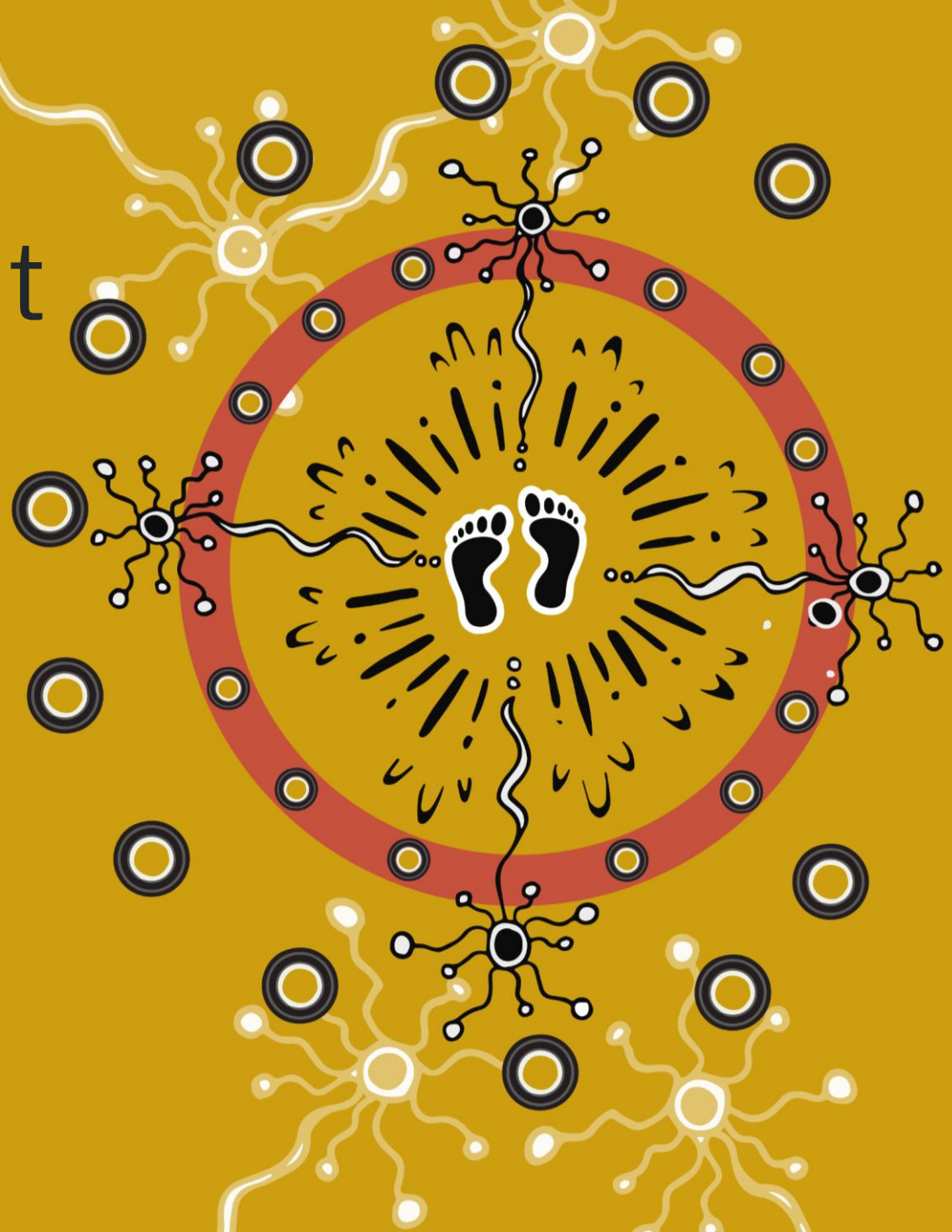
Quarter 4 meeting

07 November 2024

# Acknowledgement of Country

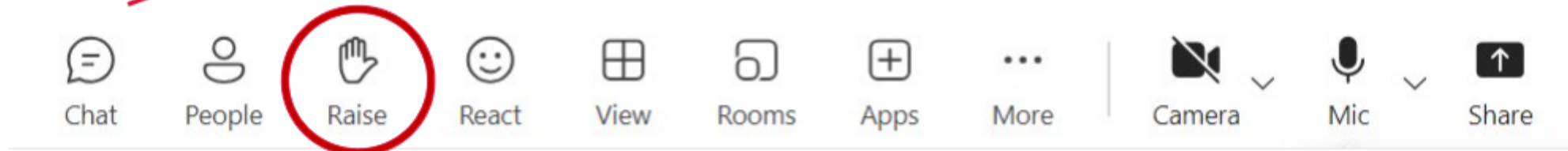
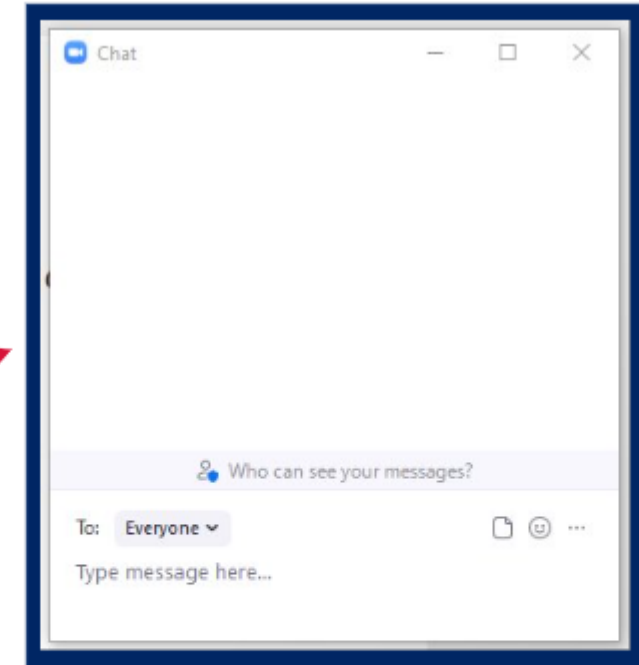
We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

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 Support Hub	Margaret Gomez Caitlin Williams
6	Workshop: Design for 'Edit DA Online details' (phase 1)	Stephen Adam 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"><li>• Hosted 4 in-person and 2 virtual co-design workshops with councils.</li><li>• Worked with councils to get alignment of the backlog fixes needed.</li><li>• Implemented targeted council end-user testing prior to releasing new functionality.</li><li>• Implemented an internal showcase for the NSW Planning Portal to improve Department staff's level of knowledge about the program.</li></ul>
Implement the NSW Planning Portal Customer First program	<ul style="list-style-type: none"><li>• Expanded the Customer Care team from 8 to 12 members to improve the support resolution timeframes and reduce the backlog of tickets.</li><li>• Implemented a training program for the customer care team to improve their knowledge of the Portal digital services.</li><li>• Dedicated staff to manage the council customer support line to improve resolution timeframes.</li><li>• Commenced the development of the 'Support hub'.</li><li>• Commenced review of Department websites to understand the content available, usability and duplication of content.</li></ul>

# Program update



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

# Program update



Priority	Update
Enhance accessibility and inclusivity	<ul style="list-style-type: none"><li>• 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%.</li><li>• 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.</li><li>• Reviewed the release communications for the program, and commenced development of a subscription offering, to ensure that the information reaches a wider audience.</li></ul>

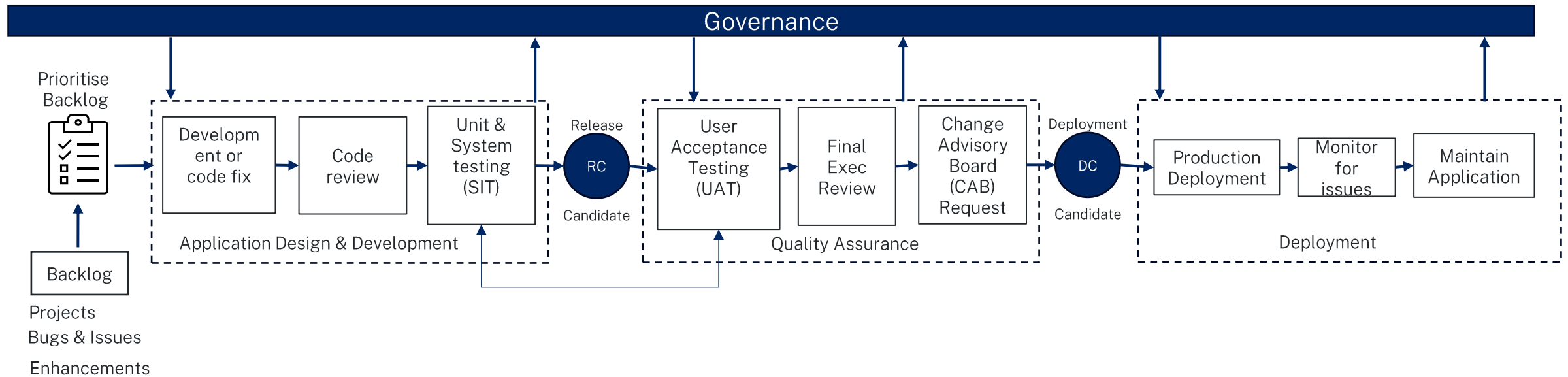


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# Release management

# 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

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## 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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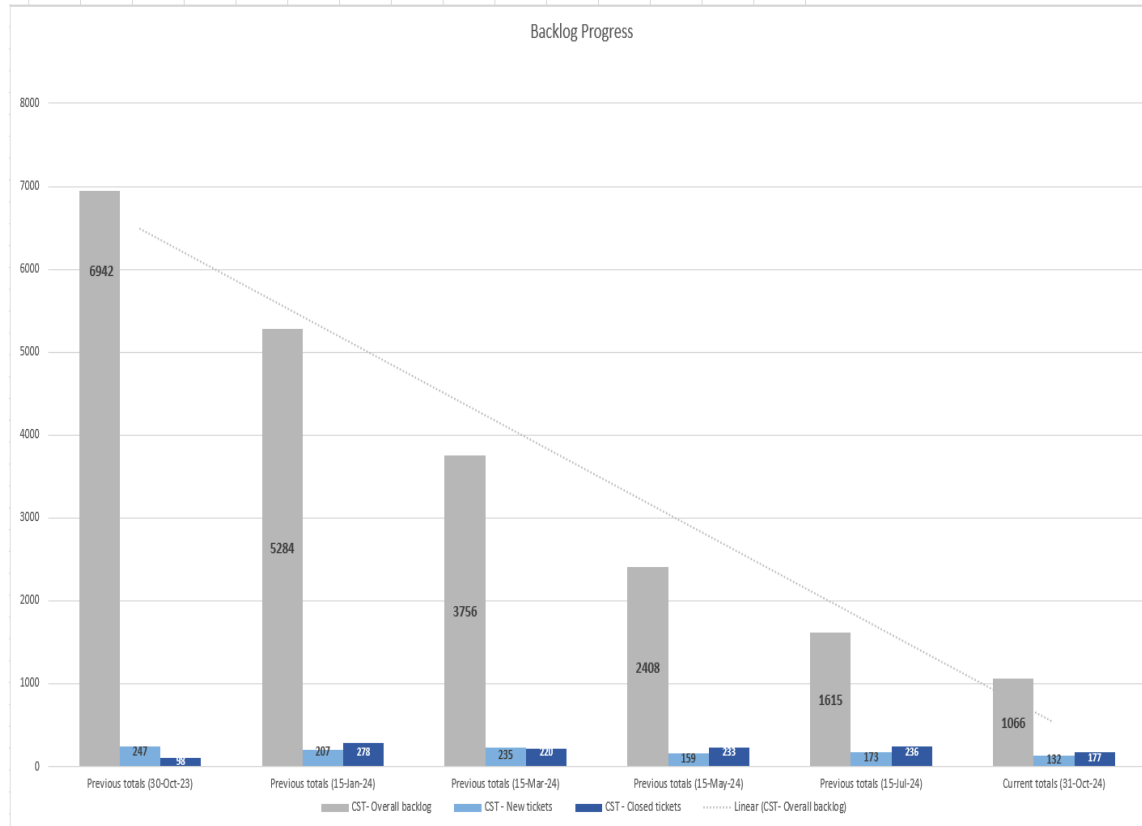
# Customer Support

Margaret Gomez

# '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 (medium to low volume) 20 Reference Group members currently have open ticket as of 30<sup>th</sup> October 2024

Council	Open	Closed	Total	%
ARMIDALE REGIONAL COUNCIL	1	10	11	90.9%
BATHURST REGIONAL COUNCIL	1	16	17	94.1%
BYRON SHIRE COUNCIL	2	34	36	94.4%
COWRA SHIRE COUNCIL	1	12	13	92.3%
MID-WESTERN REGIONAL COUNCIL	2	19	21	90.5%
MOSMAN MUNICIPAL COUNCIL	1	17	18	94.4%
Murrumbidgee Council	1	3	4	75.0%
NAMBUCCA VALLEY COUNCIL	1	2	3	66.7%
RYDE CITY COUNCIL	2	10	12	83.3%
SHELLHARBOUR CITY COUNCIL	1	13	14	92.9%
SNOWY MONARO REGIONAL COUNCIL	3	27	30	90.0%
THE COUNCIL OF THE MUNICIPALITY OF KIAMA	2	25	27	92.6%
UPPER HUNTER COUNCIL	1	19	20	95.0%
URALLA SHIRE COUNCIL	1	3	4	75.0%
WARRUMBUNGLE SHIRE COUNCIL	1	1	2	50.0%

# Council heatmap: NSW Planning Portal Council (medium to low volume)

## 79 Reference Group members have no open tickets as of the 30<sup>th</sup> October 2024



Council	Open	Close	Total	%
BALRANALD SHIRE COUNCIL	0	2	2	100.0%
BELLINGEN SHIRE COUNCIL	0	8	8	100.0%
BERRIGAN SHIRE COUNCIL	0	3	3	100.0%
BLAND SHIRE COUNCIL	0	2	2	100.0%
BLAYNEY SHIRE COUNCIL	0	9	9	100.0%
BLUE MOUNTAINS CITY COUNCIL	0	46	46	100.0%
BOGAN SHIRE COUNCIL	0	1	1	100.0%
BOURKE SHIRE COUNCIL	0	0	0	100.0%
BREWARRINA SHIRE COUNCIL	0	1	1	100.0%
BROKEN HILL COUNCIL	0	3	3	100.0%
BURWOOD COUNCIL	0	5	5	100.0%
CABONNE SHIRE COUNCIL	0	15	15	100.0%
CANADA BAY COUNCIL	0	14	14	100.0%
CARTHOOL SHIRE COUNCIL	0	5	5	100.0%
CENTRAL DARLING SHIRE COUNCIL	0	1	1	100.0%
CESSNOCK COUNCIL	0	46	46	100.0%
COBAR SHIRE COUNCIL	0	2	2	100.0%
COOLAMON HIRE COUNCIL	0	0	0	100.0%
COONAMBLE SHIRE COUNCIL	0	1	1	100.0%
COOTAMUNDRA GUNDAGAI REGIONAL COUNCIL	0	21	21	100.0%
DUNGOG SHIRE COUNCIL	0	17	17	100.0%
EDWARD RIVER COUNCIL	0	7	7	100.0%
FAIRFIELD CITY COUNCIL	0	15	15	100.0%
FEDERATION COUNCIL	0	8	8	100.0%
FORBES SHIRE COUNCIL	0	9	9	100.0%
GILGANDRA COUNCIL	0	6	6	100.0%
GLEN INNES SEVERN COUNCIL	0	1	1	100.0%
GOULBURN MULWAREE COUNCIL	0	17	17	100.0%
GREATER HUME SHIRE COUNCIL	0	8	8	100.0%
GRIFFITH COUNCIL	0	5	5	100.0%
GUNNEDAH COUNCIL	0	9	9	100.0%
GWYDIR SHIRE COUNCIL	0	3	3	100.0%

Council	Open	Closed	Total	%
HAWKESBURY COUNCIL	0	21	21	100.0%
HAY COUNCIL	0	3	3	100.0%
HILLTOPS COUNCIL	0	7	7	100.0%
INVERELL SHIRE COUNCIL	0	1	1	100.0%
JUNEE SHIRE COUNCIL	0	3	3	100.0%
KYOGLE COUNCIL	0	5	5	100.0%
Lachlan Shire Council	0	2	2	100.0%
LANE COVE MUNICIPAL COUNCIL	0	3	3	100.0%
Leeton Shire Council	0	1	1	100.0%
LITHGOW CITY COUNCIL	0	18	18	100.0%
Liverpool Plains Shire Council	0	4	4	100.0%
Lockhart Shire Council	0	0	0	100.0%
LORD HOWE ISLAND - UNINCORPORAT	0	1	1	100.0%
MOREE PLAINS SHIRE COUNCIL	0	4	4	100.0%
NARRABRI SHIRE COUNCIL	0	5	5	100.0%
NARRABDERA SHIRE COUNCIL	0	4	4	100.0%
NARROMINE SHIRE COUNCIL	0	5	5	100.0%
OBERON COUNCIL	0	6	6	100.0%
PARKES SHIRE COUNCIL	0	14	14	100.0%
RANDWICK COUNCIL	0	19	19	100.0%
RICHMOND VALLEY COUNCIL	0	19	19	100.0%
SNOWY VALLEYS COUNCIL	0	0	0	100.0%
STRATHFIELD MUNICIPAL COUNCIL	0	8	8	100.0%
TEMORA SHIRE COUNCIL	0	23	23	100.0%
THE COUNCIL OF THE MUNICIPALITY OF HUNTERS HILL	0	5	5	100.0%
UPPER LACHLAN SHIRE COUNCIL	0	12	12	100.0%
WALCHA COUNCIL	0	2	2	100.0%
WALGETT SHIRE COUNCIL	0	3	3	100.0%
WARREN SHIRE COUNCIL	0	0	0	100.0%
WEDDIN SHIRE COUNCIL	0	5	5	100.0%
WENTWORTH SHIRE COUNCIL	0	3	3	100.0%
YASS VALLEY COUNCIL	0	7	7	100.0%

# 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)

# 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	1952	74	1878 (96%)	30
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.

# NSW Planning Portal Support Hub

Caitlin Williams

NSW Planning Portal Council Reference Group (medium-to-low volume) – Quarter 4 meeting

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

Stephen Adam, Digital Change Manager  
Christine Tran, Senior Business Analyst

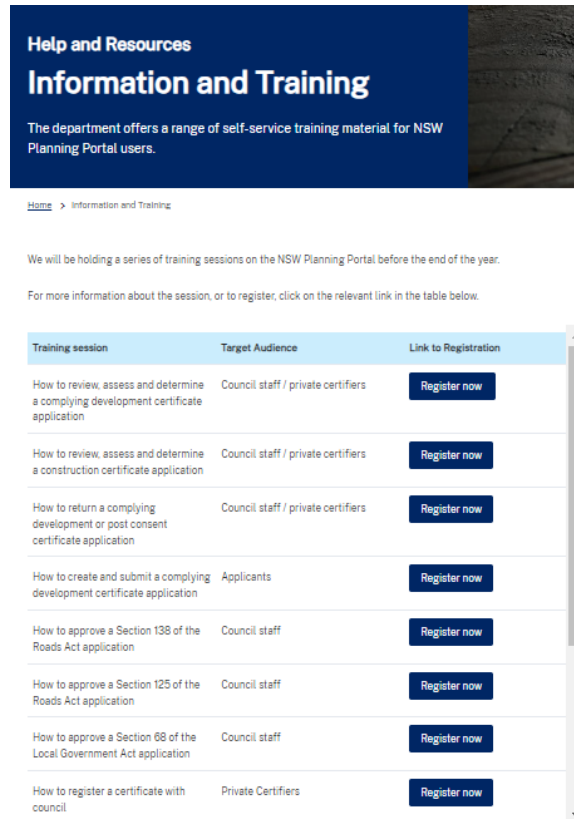
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# Other Matters

# 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	<a href="#">Register now</a>
How to review, assess and determine a construction certificate application	Council staff / private certifiers	<a href="#">Register now</a>
How to return a complying development or post consent certificate application	Council staff / private certifiers	<a href="#">Register now</a>
How to create and submit a complying development certificate application	Applicants	<a href="#">Register now</a>
How to approve a Section 138 of the Roads Act application	Council staff	<a href="#">Register now</a>
How to approve a Section 125 of the Roads Act application	Council staff	<a href="#">Register now</a>
How to approve a Section 68 of the Local Government Act application	Council staff	<a href="#">Register now</a>
How to register a certificate with council	Private Certifiers	<a href="#">Register now</a>

## 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