

NSW Planning Portal Industry Reference Group

Quarter 4 meeting

14 November 2024

Acknowledgement of Country

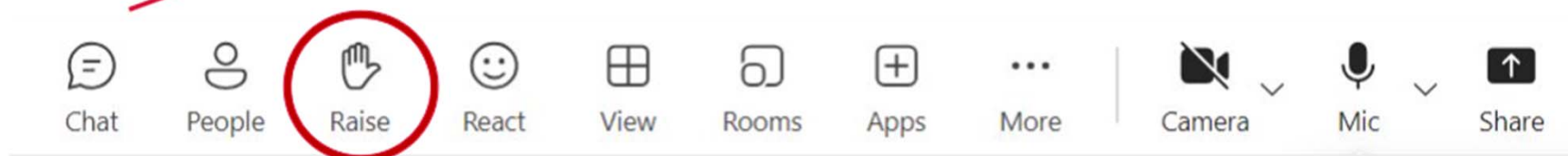
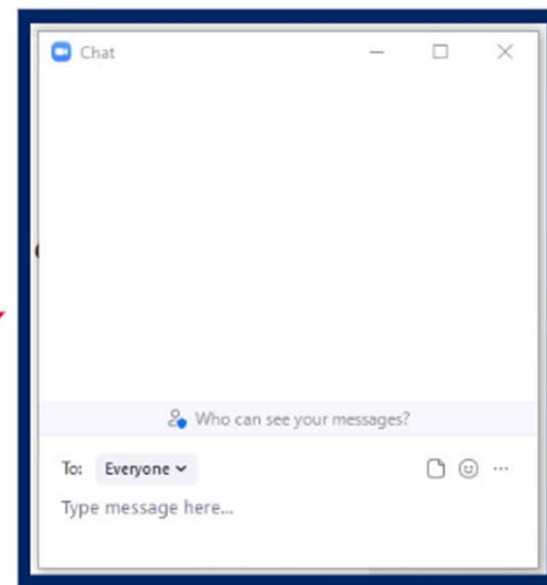
We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

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	NSW Planning Portal Customer First program update	Nerida Mooney
3	Release management	Shantanu Chakraborty
4	Customer support Support Hub	Margaret Gomez Caitlin Williams
5	Workshop	Kieran Babich
6	Other matters	Caitlin Williams

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Program update

Nerida Mooney, A/Executive Director, Digital Analytics and Insights

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 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.

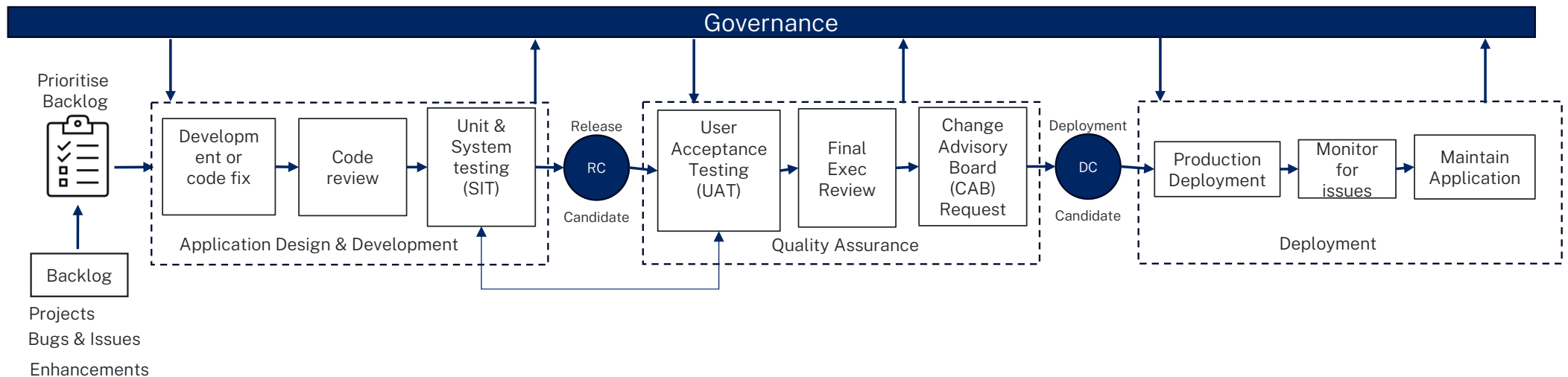
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Release management

Shantanu Chakraborty, Director Digital Delivery

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

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Customer Support

Margaret Gomez, Director Customer Care

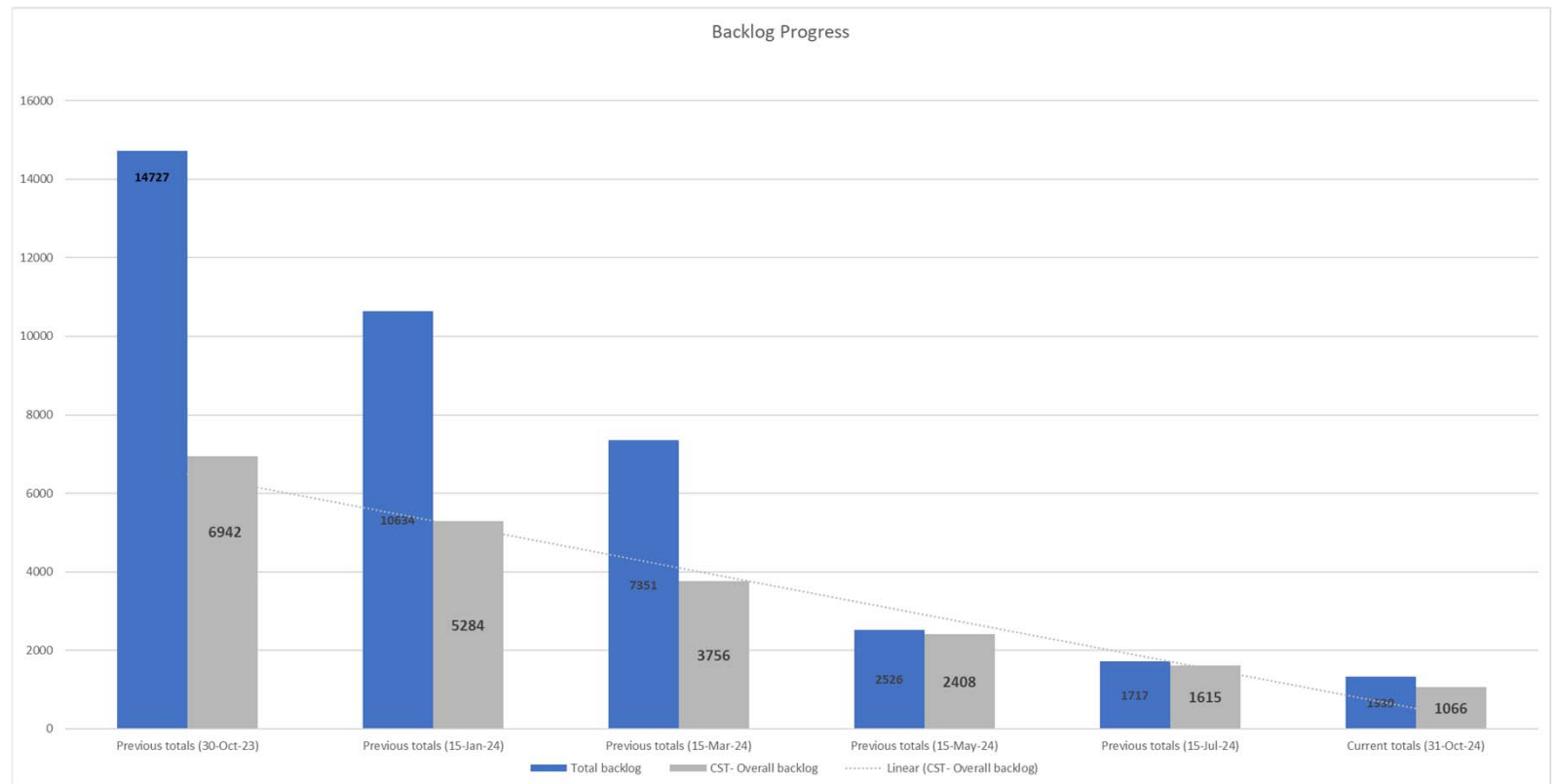
Customer support progress



Since Oct 2023, the customer support team have reduced the ticket numbers from 6942 to 1066.

That is a drop of 84%.

As of 8/11/24 we have a ticket balance of 1094, of which 172 are backlog.



Customer support

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 305 695 If you have an urgent request, please email margaret.gomez@planning.nsw.gov.au

NSW Planning Portal Support Hub

Caitlin Williams

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Workshop

Kieran Babich, Principal Solution Delivery Manager

Discussion topics

1. What activities would you want to perform if you have organisation level functionality?
2. When you act on behalf of an application, what functions are you performing?



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Other matters

Caitlin Williams

Scheduled training sessions

- We are holding several online training sessions for industry on the NSW Planning Portal before the end of the year.
- Please share this information with your members.

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

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).

We encourage you to use the available support materials prior to submitting an online support request.

Wishing you a Merry
Christmas and a Happy New
Year!





Department of Planning and Environment