

NSW Planning Portal Industry Reference Group – Meeting 2

Held on: 03/09/2025 – 1:00pm to 2:00pm

At: Online via Teams

Chaired by: Caitlin Williams, Planning and Engagement Manager, DPHI

Attended

Richard Barry, Urbis

Jill Brookfield, Association of Accredited
Certifiers

Ross Grove, Property Council of Australia

Cathy Moses, Consulting Surveyors

David Petrie, Urban Development Institute of
Australia NSW

Ben Ryan, Master Builders Association NSW

Michael Said, Housing Industry Association

Emma Strickland, representing AIBS NSW

Matthew Thrum, Ethos Urban

Cathy Towers, Housing Industry Association

Paul Waterhouse, Urban Taskforce Australia

Nerida Mooney, DPHI

Liam Alagh, DPHI

Sarah Gardiner, DPHI

Waqas Khan, DPHI

Lydia Markham, DPHI

Salva Naiker, DPHI

Apologies

Michelle Blicavs, Surveyors Australia

Tom Forrest, Urban Taskforce

Juliet Grant, representing PIA NSW

Kelly Woods, representing Association of
Australian Certifiers

Material

A copy of the presentation to the Reference Group is attached with these minutes for reference:

[NSW Planning Portal Reference Group - Industry – Meeting presentation_03092025.pdf](#)

Actions

ID	Action	Responsible	Due date
I25.2.1	Develop and distribute clarification about the use of AI in the planning process	Planning and Engagement Manager	COMPLETE
I25.2.2	Provide clarification on when the NSW Pattern Book changes will be included in the DA pathway.	NSW Pattern Book team	30/09/2025
I25.2.3	Consider feedback provided by HIA NSW on the ability to view NSW Pattern Book applications statistics.	NSW Pattern Book team	30/09/2025
I25.2.4	Consult with the Building Commission regarding the integration of annual fire safety statements and processes into the Planning Portal and report back to the group.	ED, Digital and Customer / Planning and Engagement Manager	Next meeting

Meeting notes

NSW Planning Portal program update

- The Department advised that regular incremental platform upgrades are planned, with a further PEGA platform upgrade scheduled for the end of the year/early new year.
- The Department sought feedback from attendees on the upgrade process to inform future projects of work. The feedback from attendees was:

Question	Reference group response
Were you happy with the level of communication about the PEGA upgrade?	100% of respondents answered YES.
Were you happy with the opportunities to participate throughout the process?	100% of respondents answered YES.
Are there any suggestions for ways we can improve our process?	No responses

- Reference group members advised that they had received positive feedback on the process and outcomes from their members.
- An overview of the two-year feature and technology roadmap was provided to members. The roadmap aims to balance day-to-day improvements with long-term digital transformation, including AI integration.

- Five enabling pillars and fifteen core initiatives were outlined. These included modernising applications, developing agentic AI, unified payment experiences, standardised data models and APIs, enhanced customer support, and improved security. The initiatives will be published on the NSW Planning Portal and a series of updates will be sent to subscribers and reference group members.
- The Department clarified that AI will be used to support efficiency tasks such as data extraction and quality assurance, but not for planning decisions, and would not replace the NSW Planning Portal. All decisions will retain human oversight. Concerns raised by industry members regarding AI use in adequacy testing were addressed. The Department will develop and publish a clarification on the use of AI in the planning process.
- The Department advised that the AI tool was currently being procured.

Customer support update

- The Department provided an update on the transition of the customer support team from Service NSW to an in-house team. This change has resulted in increased first-call resolution rates (62% from 31%), improved information accuracy, and reduced customer wait times.
- Members were reminded of the escalation process, with clear pathways for unresolved or complex issues to be escalated to specialised support teams.
- Members expressed their appreciation to the team for the improvements to the customer support service.

Upcoming Portal releases

- The Department outlined changes scheduled for the 26 September 2025 release, including updates to the complying development certificate process to support the introduction of the NSW Pattern Book, changes to support the development of cemeteries, and enhancements to modifications and reviews to development applications and council editing capabilities. Changes also include updates to principal certifier appointment workflows.
- HIA asked whether the NSW Pattern Book changes would also apply to the development application process, as per communications from the policy team. The Department advised that this was not part of the scope for September 2025, and that a response would be obtained from the policy team for the group.
- HIA also requested the ability to view data on the number and type of pattern book homes applied for, for both DA and CDC applications. The team advised that this request would be passed onto the NSW Pattern Book policy team.
- UDIA NSW asked whether it was a recent change for all occupation certificates to be submitted via the Planning Portal. The Department advised that it had been a mandatory requirement for all occupation certificate applications to be submitted and determined via the NSW Planning Portal since 2021. If the development application and construction certificate had been submitted and determined via the NSW Planning Portal, then these would be related to the occupation application. If the related applications pre-dated 2021, then the applicant would need to use the Register for non-Portal consent to obtain a NSW Planning Portal reference number to proceed. In this instance the application information would not be visible within the occupation certificate as it was not submitted via the Portal.

- AIBS NSW requested that appointed private certifiers receive an email to advise that a developer has submitted their intention to submit an OC application. The Department will add this to the backlog for future consideration.

Communications, engagement and training update

- The Department reported over 1700 people have been trained this year via online sessions. The calendar for the remainder of the year has been published - <https://www.planningportal.nsw.gov.au/help-and-resources/information-and-training> .
- The Department is continuing to develop short e-learning videos, update and expand on step-by-step guides and other training and support materials. These are available on the Support Hub - <https://www.planningportal.nsw.gov.au/support-hub>.
- The Department encourages industry members to identify potential training topics of interest to their members and to get in contact to arrange a possible update.
- Support is available via the support hub, online assistance form, customer call line and /training sessions.
- The presentation and meeting notes will be published on the NSW Planning Portal website to allow participants to review information at their convenience and stay informed.