

NSW Planning Portal Council Reference Group

Meeting #2

11 September 2025



Acknowledgement of Country

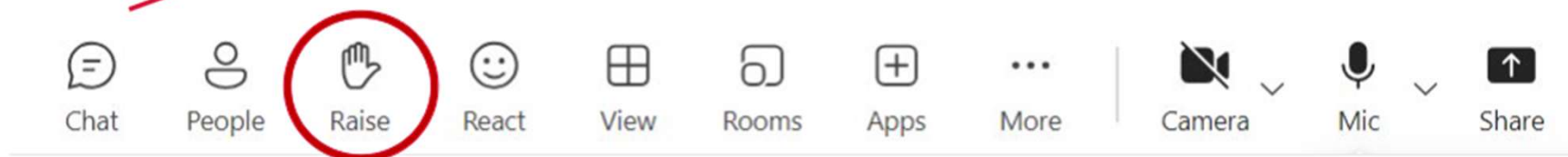
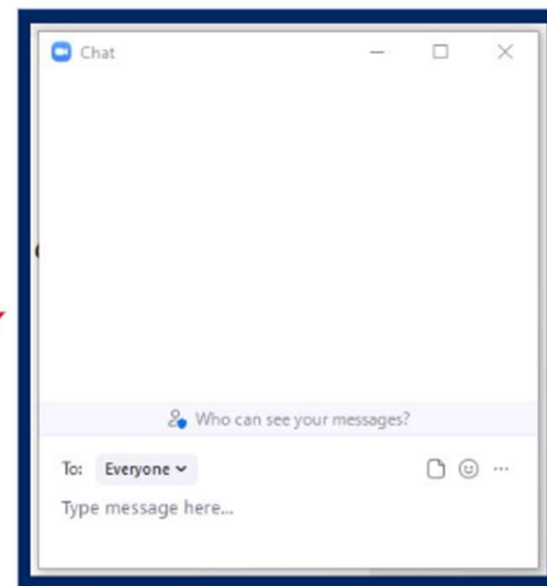
We acknowledge the Traditional Custodians of the lands, skies and waters across New South Wales and pay respect to Elders past and present.

We honour Aboriginal peoples' ongoing connections to Country, community, culture and knowledge, and we commit to working in partnership to support self-determination.



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.



Rules of engagement



Listen respectfully
to others



Allow everyone an
opportunity to
participate



Collaborate, don't
compete



Maintain
confidentiality



Stay focused on the
agenda



Place your devices
on mute

Agenda



No.	Description	Speaker
1	Welcome	Caitlin Williams
2	NSW Planning Portal program update	Nerida Mooney
3	Program update: Customer support	Margaret Gomez
4	Upcoming Portal releases	Caitlin Williams
5	Council working groups	Waqas Khan
6	Program update: Communications, engagement and training	Caitlin Williams

NSW Planning Portal Council Reference Group – Meeting #2

NSW Planning Portal Program update

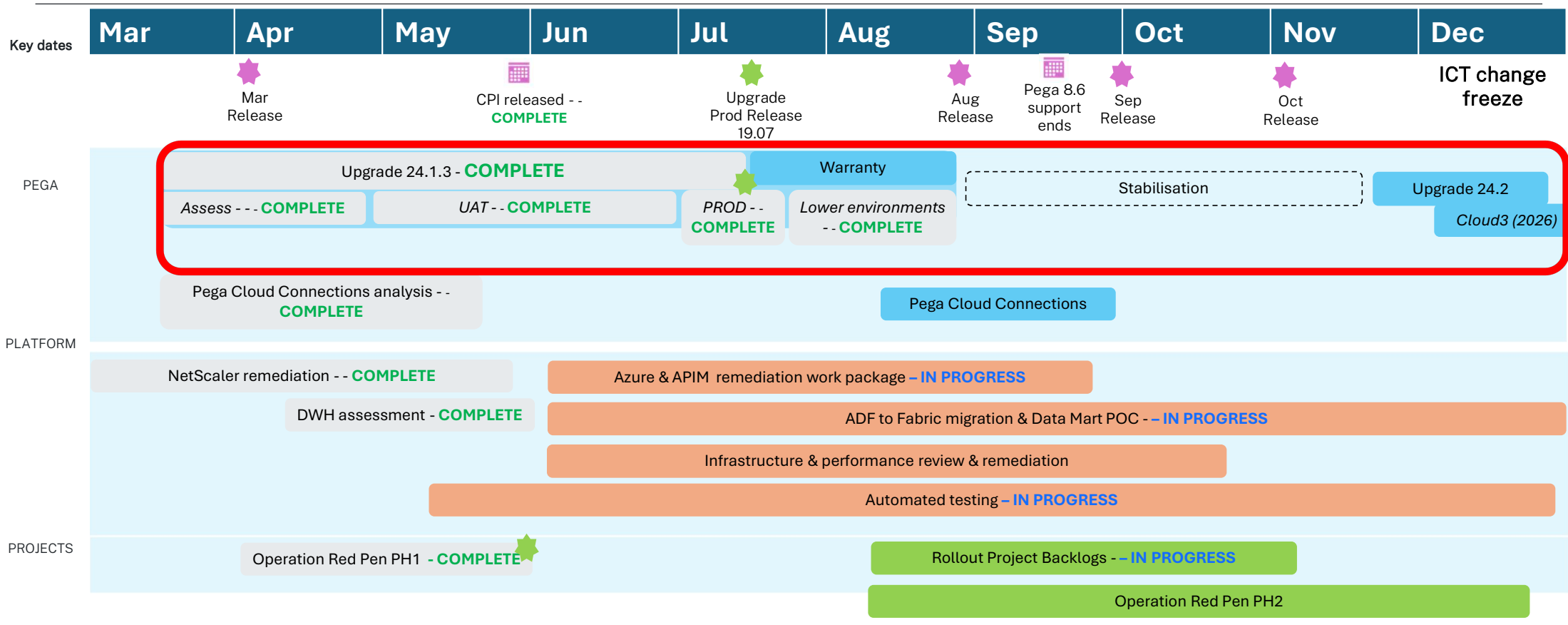
Nerida Mooney

NSW Planning Portal upgrade



-
- The Major Projects and NSW Planning Portals were upgraded from version 8.6 to version 24.1 in July 2025.
 - Testing was completed by 109 external organisations that currently use the Portal, as well as Department staff and a vendor engaged for the upgrade.
 - These external organisations included developers, building companies, planning consultants, certifiers, agencies, utility providers and councils.
 - The upgrade marked a significant step forward in our cyber protection and business continuity capabilities. .
 - We have a further upgrade scheduled for the end of the year/early new year.
-

NSW Planning Portal upgrade sequence



Upgrade process

What we did

- Communicated the upgrade timeframe and required system outages from early 2025, with reminders closer to the time
- News page on the NSW Planning Portal website that was kept up-to-date
- Reinforced upgrade timeframe in all external communication around that time
- Briefings to the different reference groups in May 2025
- External UAT was conducted by all end user groups
- Provided support to UAT testers via a UAT hub, a dedicated UAT email inbox and a webinar prior to the test period to ensure that participants knew what to do
- Step-by-step test instructions to guide the user through the test scenarios, ensuring that actions were replicable and system workflows were used in correct manner
- Published outage messages on the Portal two weeks ahead of the outage
- Customer support phone line voice messages to warn people of the outage
- Targeted communications throughout the upgrade to impacted users

NSW Planning Portal Target State Vision

To treat digital as core infrastructure — enabling faster housing delivery through integrated platforms that connect policy, process, and people.

Putting more keys in more doors, faster.

NSW Planning Portal Roadmap



The NSW Planning Portal includes over 70 technologies and 30 digital services.



The roadmap aims to position the NSW Planning Portal as a critical digital enabler of the state's planning and housing goals.



The goal is to support the delivery of 377,000 new homes between 2024 and 2029.



We created a 2-year roadmap to improve the portal while keeping current services running smoothly.



The roadmap focuses on making the portal more reliable, easier to use and better for collaboration.



It balances day-to-day operations with long term digital improvements.

What we did



- 1 Discovery**
 - Engaged KPMG to assist with the development of the Roadmap
 - Held workshops and interviews across the Department
 - External user research
 - Review of existing strategic documentation
 - 2 Department workshops**
 - Held workshops to align teams on opportunities for improvement
 - 3 Initiative scoping**
 - Scoped items for inclusion in the 2-year roadmap based on Department priorities
-

NSW Planning Portal: Past, Present & Future



Past: Why the NSW Planning Portal was created

Solving fragmentation

Planning was siloed, inconsistent, and difficult to navigate across councils.

One place for planning

Aimed to unite legislation and processes into a central digital hub, a one-stop shop for services.

Responding to demand

Driven by the need for transparency, efficiency, and accessibility for government.

Business continuity during covid.

DA digitisation first

Early focus was cutting paperwork improving visibility and setting statewide standards for planning.

Immediate impact

Faster turnaround times, less admin, and better collaboration across councils and agencies.

Present: Building momentum and delivering value

Beyond DAs

Expand into a full digital ecosystem

Stronger foundations

Ongoing upgrades to improve performance, resilience and user experience.

Driving uptake

Focused on adoption and usage to help housing targets and accelerate development.

Enabling reform

Supporting NSW priorities through better data, faster workflows and aligned policy.

Immediate impact

User-informed improvements (Council, one-time applicants, Certifiers) to reduce friction, enhance trust and impose transparency.

Future: Driving innovation and scalable impact

Faster approvals

Powering housing targets through streamlined pathways.

Leveraging AI

Exploring AI to guide planning, automate checks, and provide proactive insight.

Personalised services

Aiming for seamless, personalised planning where services anticipate user needs.

Predicting future needs

Building future-ready infrastructure that adapts with policy, population and technical change.

Insightful evolution

A future vision of real time analytics, spatial intelligence, and AI-driven service improvements.

Our focus in the next 2 years



Prerequisites

Develop a DPHI data strategy	NSW Planning Portal operating and process model (Embed)	Develop a DPHI AI strategy	NSW Planning Portal Pega platform upgrade	Customer First Program
------------------------------	---	----------------------------	---	------------------------



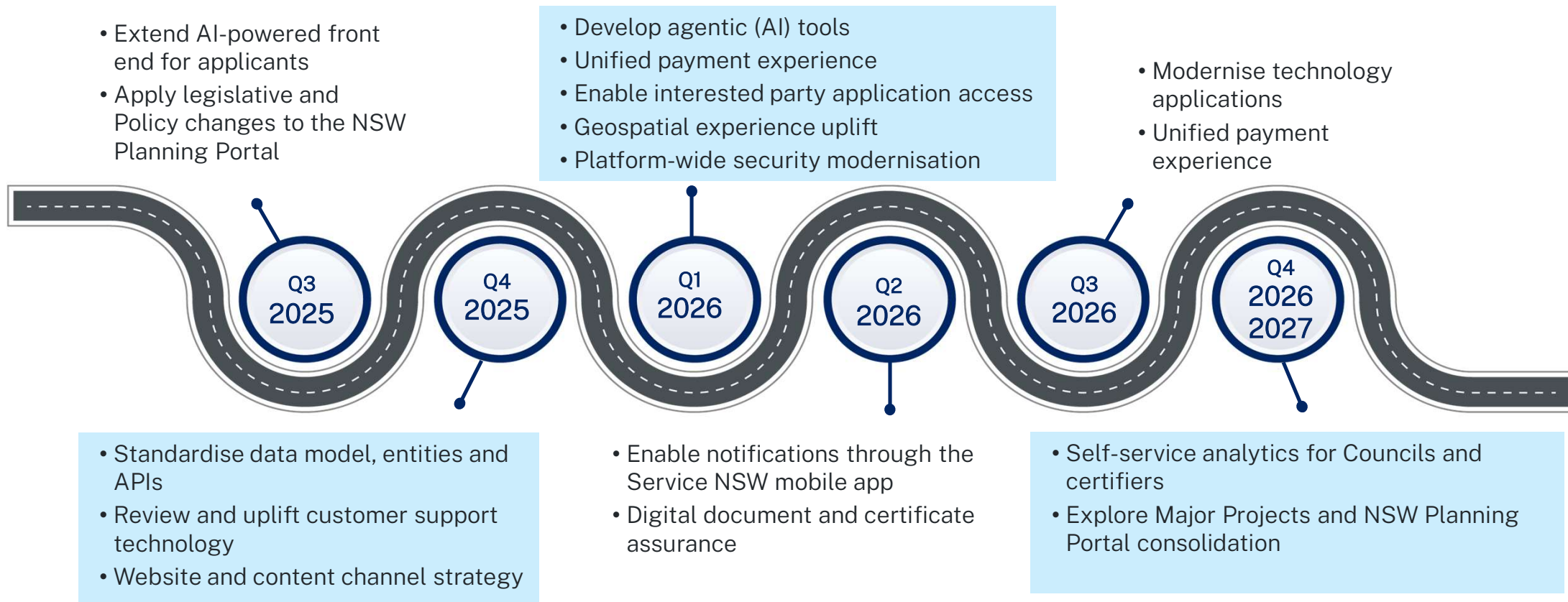
Initiatives

Modernise technology applications	Extend AI-Powered front end for applicants, councils and industry
Develop agentic (AI) tools	Platform-wide security modernisation
Unified payment experience	Digital document & certificate assurance
Enable interested party application access	Self-service analytics for councils and certifiers
Geospatial experience uplift	Explore Major Projects and NSW Planning Portal consolidation
Enable notifications through the Service NSW app	Website and content channel strategy
Standardise data model, entities and APIs	Apply legislative and Policy changes to the NSW Planning Portal
Review and uplift customer support technology	

NSW Planning Portal 2-year roadmap



Note: Timeframes below indicate when each allocated project is due to commence.



Where to find more information



- The Roadmap webpage on the NSW Planning Portal is being updated on the NSW Planning Portal. This will include the high-level summary of the 2-year feature and technology roadmap, and the status of the initiatives the Department is working on.
 - A series of Roadmap updates will be sent to subscribers and reference group members. These will expand on the key components of the Roadmap.
-

NSW Planning Portal Council Reference Group – Meeting #2

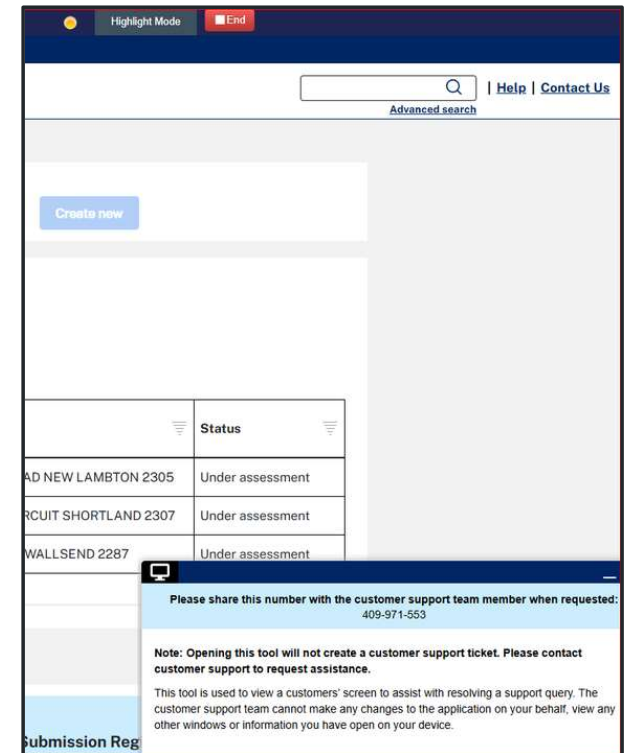
Customer support

Margaret Gomez

We are focusing on the quality of service



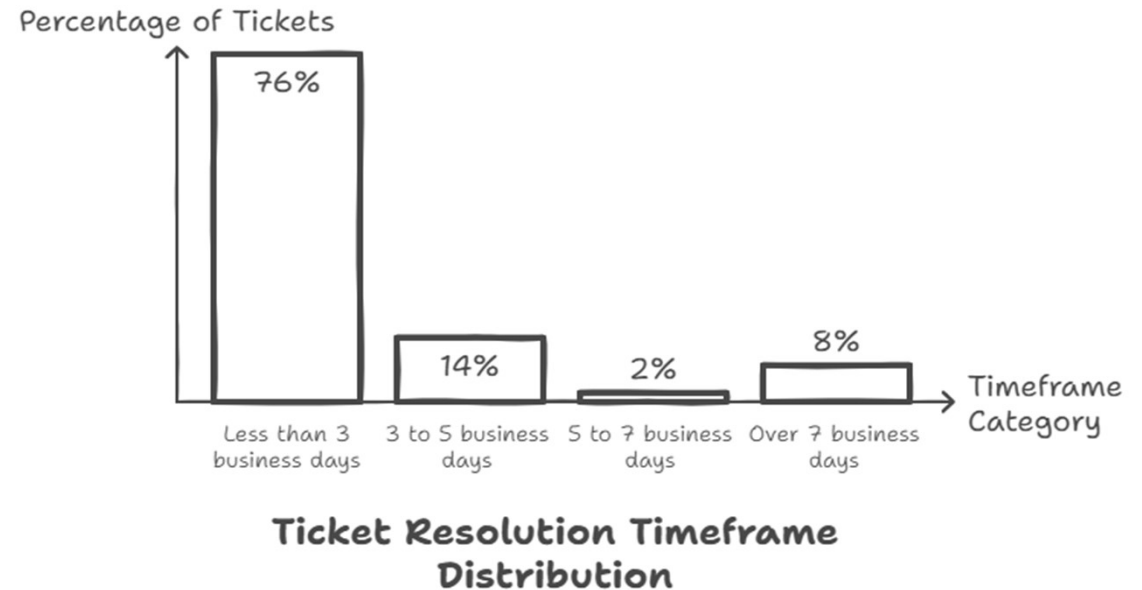
- We brought the frontline support team inhouse in May 2025.
- When this service was being delivered by SNSW, 31% of calls were resolved at first contact. Now this number is **62%**.
- Other improvements we have made:
 - CoBrowse is being used for all NSW Planning Portal users which helps the team to resolve support issues at first call
 - Continuous professional development and upskilling of support staff
 - Additional administration rights for support staff to resolve tickets previously escalated to the technical support team
 - Additional staff in the technical team to resolve the level 3 tickets quicker



Service level agreement

Tickets will be actioned within 5 to 7 business days. With the following exceptions:

- Technical fixes required
- Policy interpretation / feedback to resolve an issue
- Legal guidance
- Finance



Customer support escalation process

Log the customer support request using the webform (P-ticket number is provided)

If the matter is urgent, please contact the customer support team on **1300 305 695** and quote the P-ticket reference number.

If the ticket is unresolved after 5-7 business days, please contact the customer support team on **1300 305 695**.

NSW Planning Portal Council reference group – Meeting #2

Upcoming NSW Planning Portal releases

Upcoming release



Release date: 26 September 2025

Impacted services:

Complying development certificate, development application, Independent Planning Commission, Post-consent certificates and Major Projects.

API Impact:

Minor housekeeping changes

NB: NSW Planning Portal API reference group was informed of these changes on 18 August 2025.

September 2025 changes



NB: The changes below are not an exhaustive list. They are only the items that impact members of this group.

Service	Change	API impact
Complying development certificate	• New mandatory questions to identify if an application is using a NSW Housing Pattern Book design and to capture the unique Pattern Identification Number. • New mandatory document 'Design Verification Statement' if Pattern Book design is being used • If an applicant wants to modify a Pattern book application, the Pattern Book questions will pre-populate the application form and will not be editable • Council / certifier user can edit the new Pattern Book questions entered by the applicant	YES
Complying development certificate	• When 'Cemetery' is the development type, the applicant will be asked additional information to identify if the application applies to an existing cemetery, is an active cemetery, or on land that has heritage considerations / restrictions.	YES
DA / CDC / PCC / State DA / CR / CNR / Building works / Strata bond	• The development type 'Cemetery' will be relocated from 'Business premises' to 'Infrastructure' category	NO

September 2025 changes



NB: The changes below are not an exhaustive list. They are only the items that impact members of this group.

Service	Change	API impact
Development application	Applicants can submit a modification or review application for applications with the following statuses: • Modification: Operational consent requested, Operational consent declined • Review: Rejected, Deferred Commencement, Operational consent requested, Operational consent declined	YES
Development application – Council & State	New mandatory question for landowner consent on determination screen: <i>Has written evidence of the consent of the owner(s) been provided?</i> . This will only display if the applicant indicates that they are not the sole owner of the development site.	YES
Subdivision Certificate	• New mandatory question for landowner consent on determination screen: <i>Has written evidence of the consent of the owner(s) been provided?</i> . This will only display if the applicant indicates that they are not the sole owner of the development site. • ‘Owner’s consent’ document type will be added to document list for subdivision certificate applications	YES

September 2025 changes



Service	Change to UI	API impact
Development application	Council users will be able to Edit additional fields input by the applicant: • What type of modification application is requested? • Provide a description of the proposed modification? • Was the DA applied for via the NSW Planning Portal? • Please provide NSW Planning Portal application number (PAN)? • What is the Development Application number of the consent to be modified? • What is the Development Application number of the consent to be reviewed? All edits will be captured in System Generated PDF. All edits will be done under Action 'Edit Application details' (existing action 'Edit DA Online details' has been renamed)	YES

September 2025 changes



Service	Change to UI	API impact
Development application	Council users will be able to Edit fields input by the Council at the pre-assessment stage: • Has the applicant paid the Development Application fees required for lodgement of the application? • Enter total fee paid • Enter the Council unique identification number: • The fees payable for a modification application are specified in Schedule 4 of the <i>Environmental Planning and Assessment Regulation 2021</i> and determined in accordance with Part 13. Following your review of this application, are fees payable under Part 13? All edits will be captured in System Generated PDF. All edits will be done under Action “Edit Council entered details” (new action item).	YES

September 2025 changes



Service	Change to UI	API impact
Development application	Council users will be able to Edit additional fields input by the Council at the assessment stage: • Is the development subject to the Special Infrastructure Contribution (SIC)? • Is the development located within an Urban release area? • Nominated urban release area • Does the development trigger the need for consideration of satisfactory arrangements for public infrastructure? • When was the site inspection completed? • Declaration: I confirm that the SIC condition has been included in the proposed conditions. • Declaration: I confirm that a SAC has been issued in relation to this development. All edits will be captured in System Generated PDF. All edits will be done under new action menu option: 'Edit Council entered details' (new item)	YES

September 2025 changes

Documents

Filter

Type

Please select

Marked as

Please select

Uploaded by

Please select

From

For example, 01/01/2022

To

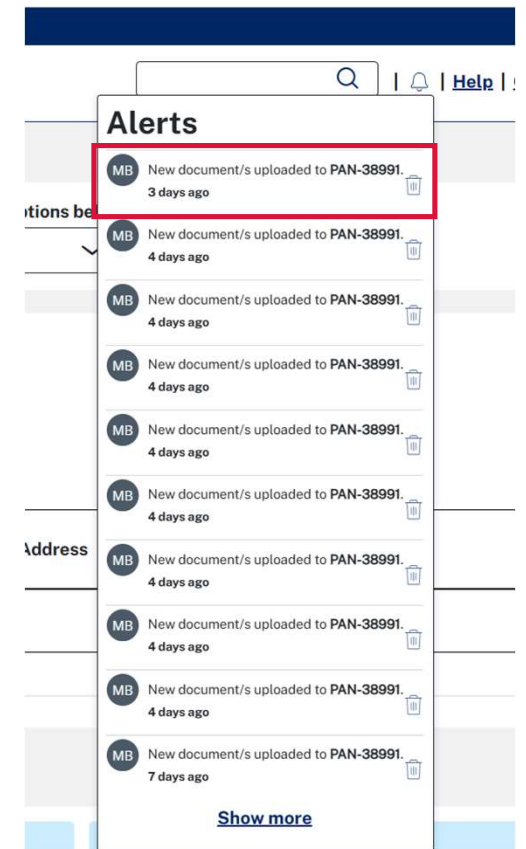
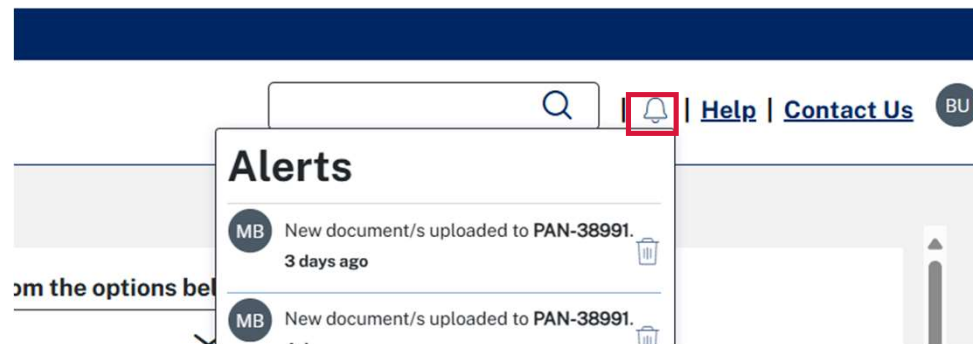
For example, 01/01/2023

Apply Filters

Reset all

Name	Type	Uploaded
NOD_V1.docx   SUPERSEDED 	Agency decision	18/08/2025 01:53 PM by Ramesh Bonam
 DA form_1755599049.pdf 	Generated DA form	18/08/2025 12:51 PM by Blacktown Council User
 Pre-DA form_1755598889.pdf 	Generated Pre-DA form	18/08/2025 12:48 PM by Ramesh Bonam
Traffic Management Plan.docx   SUPERSEDED 	Traffic Management Plan	18/08/2025 12:48 PM by Ramesh Bonam
Owner's Consent.docx  	Owner's consent	18/08/2025 12:48 PM by Ramesh Bonam
Statement of environmental effects.docx   ASSESSMENT SET 	Statement of environmental effects	18/08/2025 12:48 PM by Ramesh Bonam

September 2025 changes



September 2025 changes



NB: The changes below are not an exhaustive list. They are only the items that impact members of this group.

Service	Change to UI	API impact
Principal Certifier Appointment	- Principal certifier, appointed through the PCA application process, will have the ability to record critical stage inspections (CSI) and written direction notices (WDN) on the related complying development certificate and construction certificate application, even if they were not the assessor. - The originally appointed principal certifier will not have the ability to record CSIs and WDNs against the related complying development certificate and construction certificate application after 2 business days.	YES

Council working groups

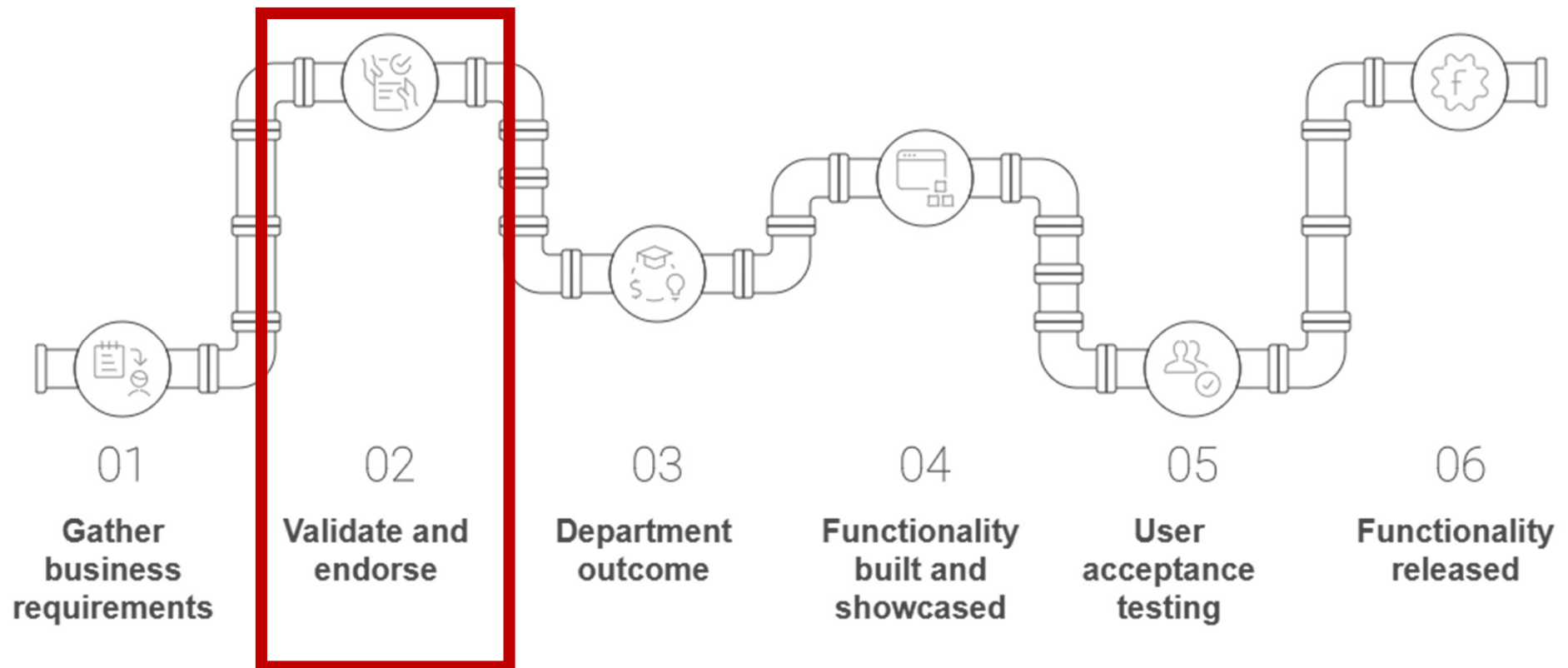
Waqas Khan

Overview

We formed 6 working groups in May 2025:

- Addressing functionality in the NSW Planning Portal
- Conditions of consent generated within the NSW Planning Portal
- Dashboard and reporting
- Exhibitions process within the NSW Planning Portal
- Land and Environment Court functionality
- Section 68 approvals

Working group process



Summary of priority items from working groups



Working group	Priority item/s
Addressing functionality in the NSW Planning Portal	• Linkage to parent PAN when addressing changes (post subdivision) • Linkage of original lot to subdivided lots
Conditions of consent generated within the NSW Planning Portal	• User experience uplift • Conditions report fixes
Dashboard and reporting	• Dashboard uplift: - Separate views for case worker and team leader - Additional filters by stage - Assessment / determination times

Summary of priority items from working groups



Working group	Priority item/s
Exhibitions	• Ability to publish council created documents • Format changes for submissions report • Document management • User interface changes e.g. default to display what is on exhibition
Land and Environment Court functionality	• New workflow for LEC pathway
Section 68 approvals	• Note section • Review workflow and questions displayed in the application form

NSW Planning Portal Council Reference Group – Meeting #2

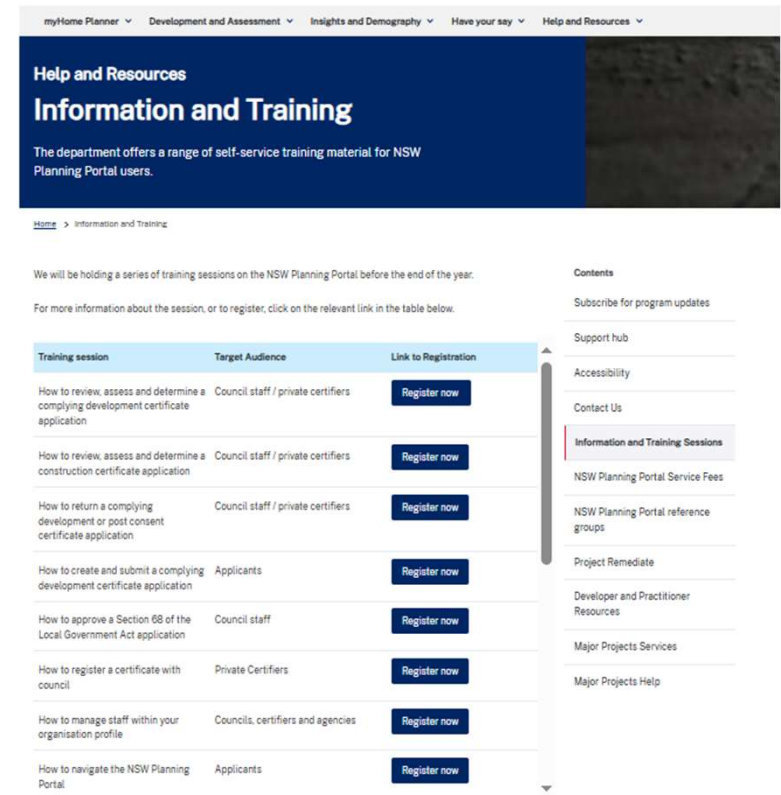
Communications, engagement and training

Caitlin Williams

Training



- We delivered training courses between February and July 2025, to over 1170 registrants.
- We have published our calendar for the remainder of 2025 and encourage you to share it with your colleagues.

A screenshot of the NSW Planning Portal's 'Help and Resources' page, specifically the 'Information and Training' section. The page has a dark blue header with the title 'Information and Training' and a sub-header stating 'The department offers a range of self-service training material for NSW Planning Portal users.' Below this, a paragraph mentions training sessions before the end of the year and provides a link to a table for more information. The table lists eight training sessions with their target audiences and 'Register now' buttons. A right-hand sidebar contains a 'Contents' menu with links to various resources, with 'Information and Training Sessions' highlighted.

myHome Planner Development and Assessment Insights and Demography Have your say Help and Resources

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 68 of the Local Government Act application	Council staff	Register now
How to register a certificate with council	Private Certifiers	Register now
How to manage staff within your organisation profile	Councils, certifiers and agencies	Register now
How to navigate the NSW Planning Portal	Applicants	Register now

Contents

- [Subscribe for program updates](#)
- [Support hub](#)
- [Accessibility](#)
- [Contact Us](#)
- [Information and Training Sessions](#)**
- [NSW Planning Portal Service Fees](#)
- [NSW Planning Portal reference groups](#)
- [Project Remediate](#)
- [Developer and Practitioner Resources](#)
- [Major Projects Services](#)
- [Major Projects Help](#)

Training



- We are also developing additional resources for NSW Planning Portal users, which will be accessed via the Support Hub (www.planningportal.nsw.gov.au/support-hub). These include:
 - Additional short eLearning videos
 - 'Getting started' guide for different user groups
 - FAQs based on questions in training sessions and via customer support

Stay tuned for more information on an environment for councils to conduct self-paced learning.

A screenshot of the NSW Planning Portal Support Hub. The header includes the "Support Hub" title and a description: "Step-by-step instructions, frequently asked questions, video tutorials and TAFE NSW training modules." Below this is a navigation bar with "Home" and "Support Hub" links, and a button that says "Need further assistance? Contact us via our online form." A feedback section titled "Let us know what you think" is present. The main content area shows search results for the keyword "account". On the left, there are filters for "Category" (Frequently asked questions, Step-by-step guide, Training sessions, Video) and "Application Type" (Building work, Development application, Intention to seek occupation certificate, Strata Bond). The search results list four video guides: "How to create an applicant account on the NSW Planning Portal", "How to create a developer account on the NSW Planning Portal", "How to create a practitioner account on the NSW Planning Portal", and "How to register for a NSW Planning Portal account".

Opportunities to be involved

We are looking to expand our pool of individuals that would like to be involved in the co-design of services including user testing and requirements gathering workshops.

Please encourage your colleagues to:

1. Register their interest via our online form (link will be placed in the chat)
2. Subscribe for program updates:
<https://www.planningportal.nsw.gov.au/help-and-resources/subscribe-program-updates>



Support



View the Support Hub

24/7 access to step-by-step guides, short videos and frequently asked questions



Submit an online assistance form

Submit a support enquiry via our online form.



Call customer support

For urgent or complex support needs, call the team on 1300 305 695.



Attend a training session

Learn to use the NSW Planning Portal in an online training session.

NSW Planning Portal

Caitlin Williams

Planning and Engagement Manager

E: caitlin.williams@planning.nsw.gov.au