

Development application | Council

How to reject a development, modification or review application

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How to reject a development, modification or review application

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Contents

Introduction..... 1

1. Review the application..... 2

2. How to reject the application 4

What happens next?..... 6

More information 7

Need help using the NSW Planning Portal? 7

Recommended step-by-step guides..... 7

Introduction

Development, modification to a development and review of determination applications submitted to council via the NSW Planning Portal must be reviewed for completeness before they can be lodged. Once submitted, the application will appear in the 'Unassigned tasks' tab until it is assigned to a council officer for review.

During the review process, council officers can review the application, request additional information where required, discuss payment requirements and associated terms and conditions with the applicant.

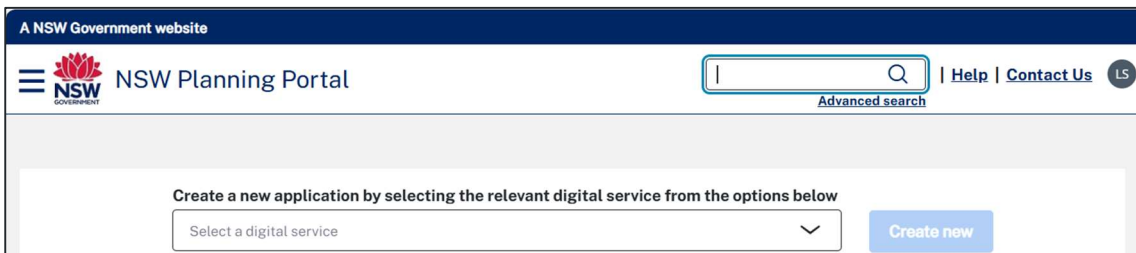
This step-by-step guide outlines the steps to reject a development, modification to a development or review of determination application. This can occur at the pre-lodgement review stage of the workflow and within 14 days of lodgement. For details on how to lodge or return an application, view the *How to review and lodge or return a development application after 1 July 2026* step-by-step guide.

 **Note:** You will need a NSW Planning Portal council user account to access the functionality within this document. To register a new account, refer to the *How to register for a NSW Planning Portal* step-by-step guide.

1. Review the application

 **Tip:** Mandatory fields are marked with an *asterisk. You must complete all mandatory fields on the application and any desired fields as required.

1. **Log in** to the NSW Planning Portal to display your dashboard.



2. From the dashboard, **click** 'DA Council WB' under 'Unassigned Tasks'.

Active work	Completed work	Unassigned tasks 82	Assigned tasks	Case status
		 Certificate Register - Council WB		34
		 Certificate WB		22
		 Complying Development Certificate (CDC)		2
		 DA Council WB		5
		 PP Council WB		1
		 Relevant Matters WB		0
		 Roads Act WB		14
		 Tree Permit WB		4

3. From the Council DA WB dashboard, **click** the application Reference Number (PAN-XXX).

DA Council WB 3773							
1	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status	Application Type
		24/09/25	PAN-22048	PENRITH	29 WARWICK STREET PENRITH 2750	Pending lodgement	Development Application

4. Scroll down the page and locate the tabs housing all the information for the application, where you can **review** the application details, documents, and other relevant information.

Application details	Relevant matters	Documents	Payer details	Action summary	Notes	Analytics	Related cases
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 **Note:** If you require additional information from the applicant to commence the assessment of the application, you can request additional information. Please see the *How to request additional information* step-by-step guide for more information.

5. (Optional) **Indicate** if approval is required from any Commonwealth, State, or other Agencies.

Referral to an external agency

If you answer yes below, a CNR case will be created where you can select the relevant clauses that apply for this application. If any of the selected clauses are for the Development Coordination Authority (DCA) a referral check to DCA is required before the referral is made. The referral check can be initiated pre-or post-lodgement of the application. Referral check is not required for non-DCA referrals.

Is approval required from any Commonwealth, State, or other Agencies?*

- ☐ Yes
☐ No

- Note: If the applicant had selected referrals during the application process, you would see this information message before the question, 'Is approval required from any Commonwealth, State, or other Agencies?'.



The applicant has selected 'Yes' when asked whether a referral is required for their development.

If 'Yes' is selected and 'Submit' is clicked, the system will create a referral (CNR) case and navigate to the 'Completeness Check' screen. The newly created CNR case can be accessed from the 'Related Cases' tab.

Is approval required from any Commonwealth, State, or other Agencies?*

- ☒ Yes
☐ No

The system will create a CNR case for you. You will be able to select clauses for DCA review either pre-or post-lodgement. The CNR case will also be available via the related cases tab at Preliminary Assessment.

6. Click 'Submit'.

Cancel

Save and exit

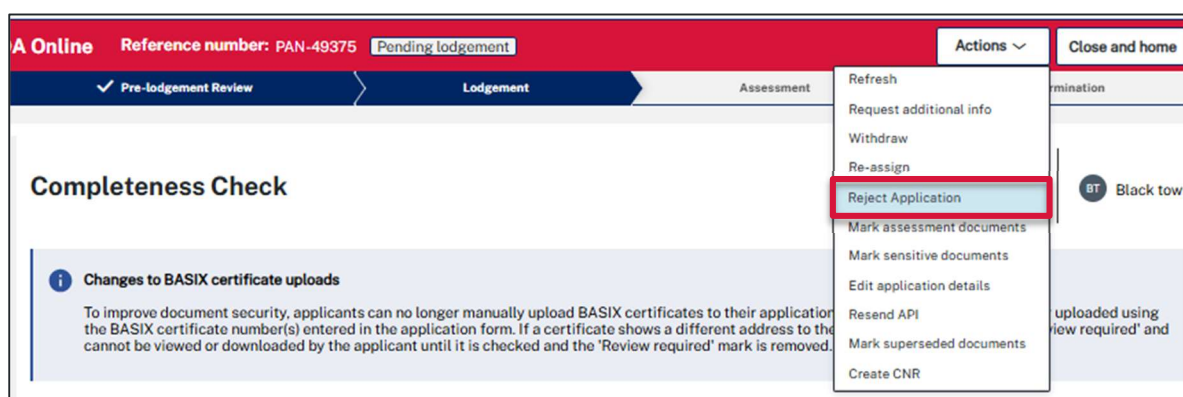
Submit

2. How to reject the application

Once council has reviewed the application, received any required additional information and discussed the payment of the application, you need to input the outcome of the review into the NSW Planning Portal.

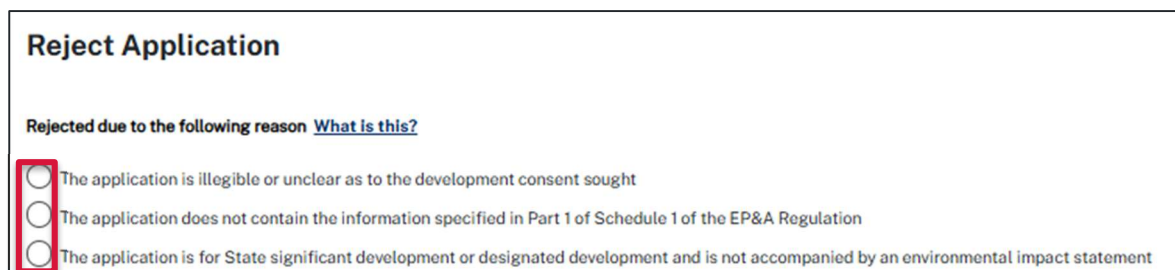
If the outcome of that pre-lodgement review is to reject the application, or if you need to reject an application that has been lodged within the last 14 days:

1. **Select** 'Reject application' from the 'Actions' menu.



The screenshot shows the 'A Online' interface with a reference number 'PAN-49375' and a status of 'Pending lodgement'. The 'Actions' menu is open, showing options like 'Refresh', 'Request additional info', 'Withdraw', 'Re-assign', 'Reject Application' (highlighted with a red box), 'Mark assessment documents', 'Mark sensitive documents', 'Edit application details', 'Resend API', 'Mark superseded documents', and 'Create CNR'. The 'Close and home' button is also visible.

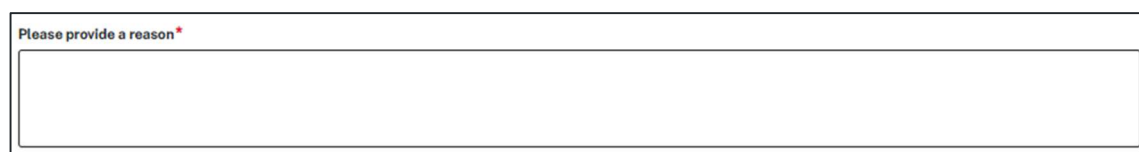
2. **Select** the reason the application was rejected from the options available.



The 'Reject Application' form shows a section titled 'Rejected due to the following reason [What is this?](#)'. There are three radio button options, with the first one selected (highlighted with a red box):
☒ The application is illegible or unclear as to the development consent sought
☐ The application does not contain the information specified in Part 1 of Schedule 1 of the EP&A Regulation
☐ The application is for State significant development or designated development and is not accompanied by an environmental impact statement

 **Note:** An application can only be rejected for the reasons outlined in section 39 of the *Environmental Planning and Assessment Regulation 2021*.

3. **Provide** additional information about the reason the application was rejected



A text input field with the label 'Please provide a reason*' and a red asterisk indicating it is required.

4. Click on the date icon and **enter** the date the application was rejected.

What was the date the application was rejected? *



5. Upload a document to support the decision. Click 'Upload'.

Upload

- Select file (s) or drag and drop
- Select the appropriate category from the drop-down menu for each file
- Click 'Attach'.

Requirements and uploads

Please upload files in one of the following file formats. The maximum file size is 300 MB.

The file name can be up to 150 characters long.

If you want to upload the same file in multiple categories, you must upload it as multiple files.

If you need to amend any attachments please delete the existing attachment and upload the new one.

For more information on the documents that need to be submitted, please view the [Environmental Planning and Assessment Regulation 2021](#).

Upload

All uploaded files are scanned as a preventative measure to protect your computer system.

Secretary's approved form

Document type		Upload status
Cost estimate report *		

Attach Documents



Drag and drop files here

or

Select file(s)

Cancel

Attach

 **Note:** The name of the document has a maximum of 150 characters. If the name of your file exceeds this limit, you can change the document name to bring it within the 150-character limit.

6. Click 'Submit'.

Cancel

Save and exit

Submit

What happens next?

- The status of the application will change to 'Rejected' and the application will move to the 'Completed work' tab.
- Applicant will receive a system-generated email to advise them that the application has been rejected.
- Any open related cases will be automatically resolved.

More information

Need help using the NSW Planning Portal?



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.

Recommended step-by-step guides

Other step-by-step guides that you may find useful are listed below:

- How to register for a NSW Planning Portal account
- How to navigate the NSW Planning Portal dashboard
- How to exhibit a development application
- How to invite the Development Coordination Authority to complete a referral check
- How to complete the preliminary assessment stage for a development or modification application after 1 July 2026
- How to request additional information
- How to submit a referral request to external agencies during the assessment of a development application after 1 July 2026

These documents are located on the [NSW Planning Portal Support Hub](#).