

Responding to Additional Information Requests

Additional or revised information can be requested by the consent authority on the NSW Planning Portal application prior to the development application being lodged or at any time during assessment. If information is requested by the consent authority, you will receive a system generated email advising you of the request for information. To view and action this request, follow the below steps.

1. Login to the NSW Planning Portal and open the relevant case that requires an additional information response.

Reference Number	Site Address	Status	Application Type
PAN-500	18 Linden Street, Sutherland, 2232	Additional information requested	DA Online

2. Review the comments from the consent authority by **clicking** on the Additional information summary tab.

Application details	Documents	Payer details	Action summary	Additional information summary
Case ID	Date	Council comments	Applicant	
AI-109	06/12/2018	Please provide structural plans.		

Note: If an attachment has been provided by the consent authority to support the request, it will be available for download in the Documents tab.

Tip! Look for a document with the most recent date that has not been uploaded by you in the uploaded date column.

Document type	File name	Uploaded by	Uploaded date
BASIX certificate	BASIX Certificate.docx	Kea Allerby	15/04/2020 1:42 PM
Clause 4.6 variation request	Clause 4.6 variation request.docx	Kea Allerby	15/04/2020 1:41 PM
Cost estimate report	Cost Estimate Report.docx	Kea Allerby	15/04/2020 1:41 PM
Generated Pre-DA form	Pre-DA form_1587040358.pdf	Kea Allerby	15/04/2020 2:59 PM
Heritage impact statement	Heritage Impact Statement.docx	Kea Allerby	15/04/2020 2:55 PM
Other	Additional Info Request.docx	Metin Izci	27/04/2020 5:58 PM

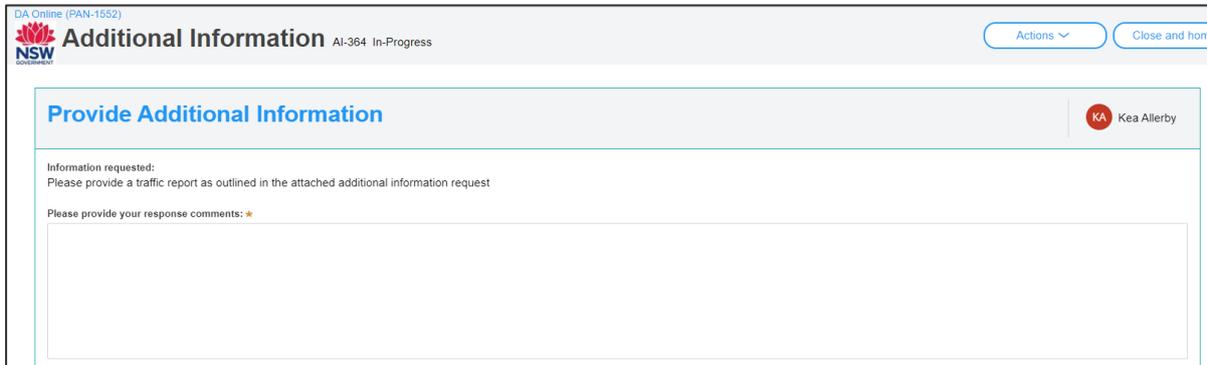
3. When you are ready to provide the response to the consent authorities request, **click** Respond on the Additional information summary tab.

[Respond](#)

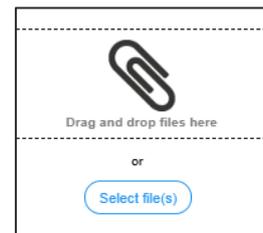
Providing Additional Information

Applicant

- The 'Provide Additional Information' screen will display. **Enter** any comments into the Response Comments field.



- Click** Select file(s) or **drag and drop** your file(s). Categorise the file type(s) before **clicking** Attach.

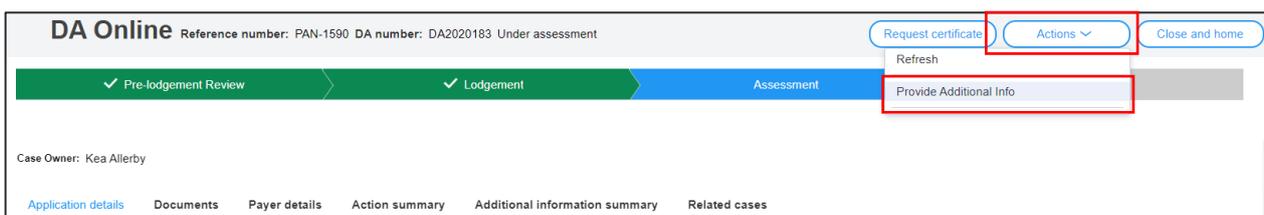


- Click** Submit to complete the information request.



Providing Additional Information

You can also provide additional information to the consent authority at any time from your Actions drop down menu. This option must not be used when the consent authority has initiated the request as you will not be resolving the outstanding request, the system will create a new one.



Note: The consent authority will receive a system-generated email advising of the additional information provided and can review your comments and attachments included.

End of steps

If you need more information

- Click the Help link at the top of the screen to access the NSW Planning Portal help pages and articles.
- Review the Frequently Asked Questions - <https://www.planningportal.nsw.gov.au/support/frequently-asked-questions> and / or contact ServiceNSW on 1300 305 695.

State of New South Wales through Department of Planning, Industry and Environment 2021. The information contained in this publication is based on knowledge and understanding at the time of writing (March 2021). However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate officer of the Department of Planning, Industry and Environment or the user's independent adviser.