Development Application Online

HowTo guide for applicants

Disclaimer

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HowTo register for a Planning Portal account

HowTo register for a Planning Portal account

To view applications submitted via the online lodgement for development application service, you will need a Planning Portal account. This HowTo guide outlines each step of the registration process.

Step 1: Go to https://www.planningportal.nsw.gov.au/onlineDA .

Step 2: Click the "*Create account*" hyperlink to commence the registration process.

Step 3: Enter your work email address.

Note: This will be your username and system generated notifications may be sent to this account.

Step 4: Input your password. Note the following password requirements:

- They must be at least eight characters long

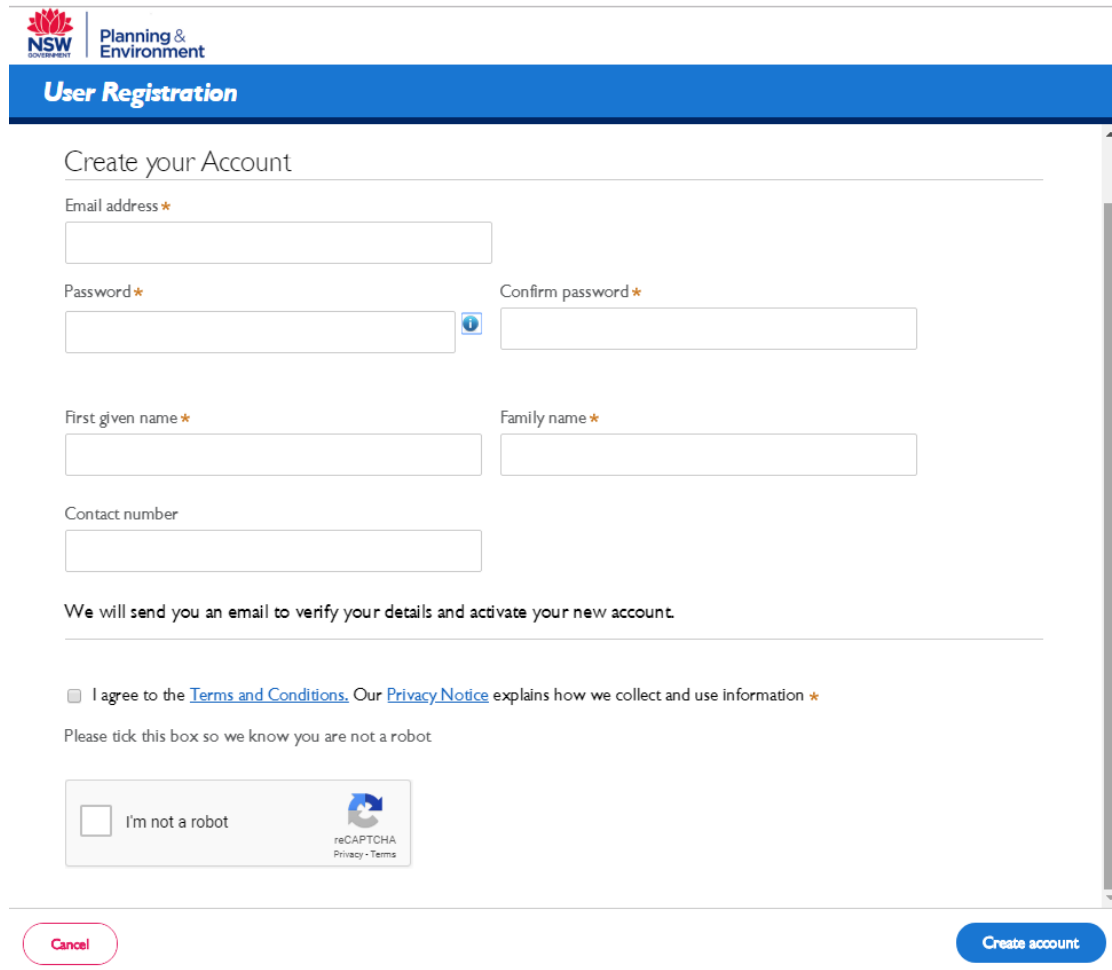- They must have a maximum of 16 characters

- Passwords can't contain parts of the email address that exceeds two consecutive characters

- They must contain three of the following:

  - Uppercase letters (A through Z)

  - Lowercase letters (a through z)

  - Numbers (0 through 9)

  - The following non-alphabetic characters: ~ ! @ # $ % ^ & * ( ) _ + - = { } [ ] | \ : ; " ' < > ? , . /

Step 5: Input your contact details, including your first given name, family name and a contact number (mobile is preferred).

Step 6: Verify the reCAPTCHA by ticking the "*I'm not a robot*" checkbox. You will need to correctly complete a question such as "Select all images with traffic lights" to proceed.

Step 7: Agree to the *Terms and Conditions* by selecting the tick box. Review the privacy notice and then select the "*Create account*" button.

Step 8: You will be sent a system generated email to your registered email account to verify your account. Once you receive this email, click on the link to verify your account. This must be done within 24 hours or the link will expire and you will need to re-register.

Your details have been submitted.

We will send you an email to verify your details and activate your new account.

Note: Your Planning Portal account will not be created until you have successfully verified your registration.

Next steps

Once you have registered your work email address, your organisation's administrator will need to activate your account so you are able to see applications submitted to your organisation. For more information, see section 2 of this guide.

How to reset your password
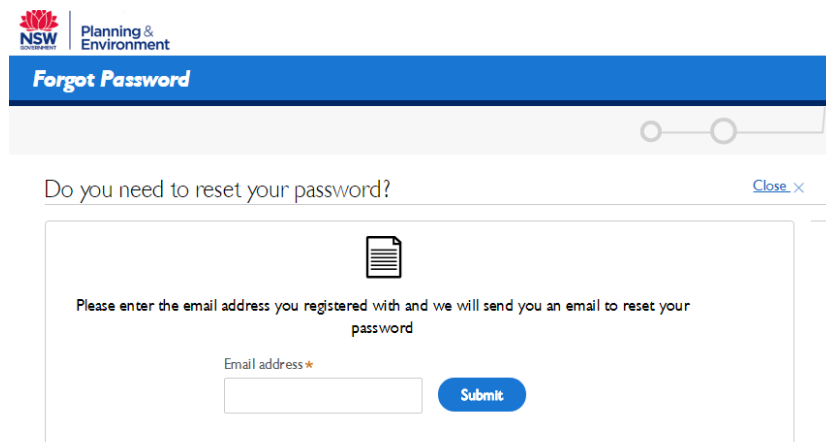
If you need to reset your Planning Portal account password, please use the instructions below.

Step 1: Go to https://www.planningportal.nsw.gov.au/onlineDA .
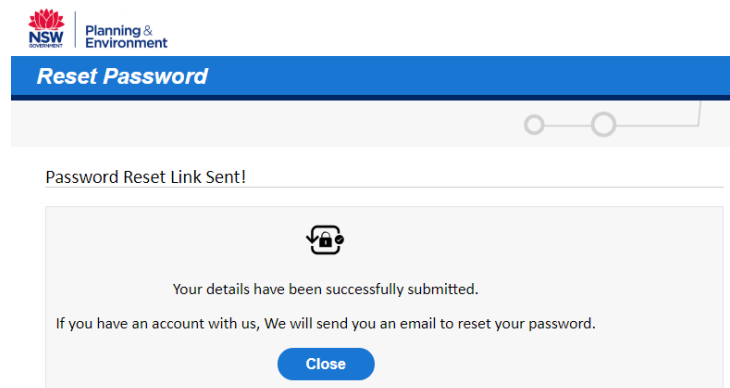
Step 2: Click "Forgot password?"

Step 3: Input the email address you registered with the Planning Portal and click submit.

Step 4: A system generated email will be sent to the registered email address. Click on the reset password link within this email.

Step 5: You will be prompted to input a new password.

Note the following password requirements:

- They must be at least eight characters long

- They must have a maximum of 16 characters

- Passwords can't contain parts of the email address that exceeds two consecutive characters

- They must contain three of the following:

    o Uppercase letters (A through Z)

    o Lowercase letters (a through z)

    o Numbers (0 through 9)

    o The following non-alphabetic characters: ~! @ # $ % ^ & * ( ) _ + - = { } [ ] | \ : ; " ' < > ? , . /

Step 6: Click the "Submit" button to reset your password. You will be returned to the log in screen, where you will need to enter your email address and new password to access the Development Application Online service.

HowTo use the ePlanning dashboard

HowTo navigate the ePlanning dashboard

From the dashboard, you can start a new application, view or amend an existing application, or view a determination.
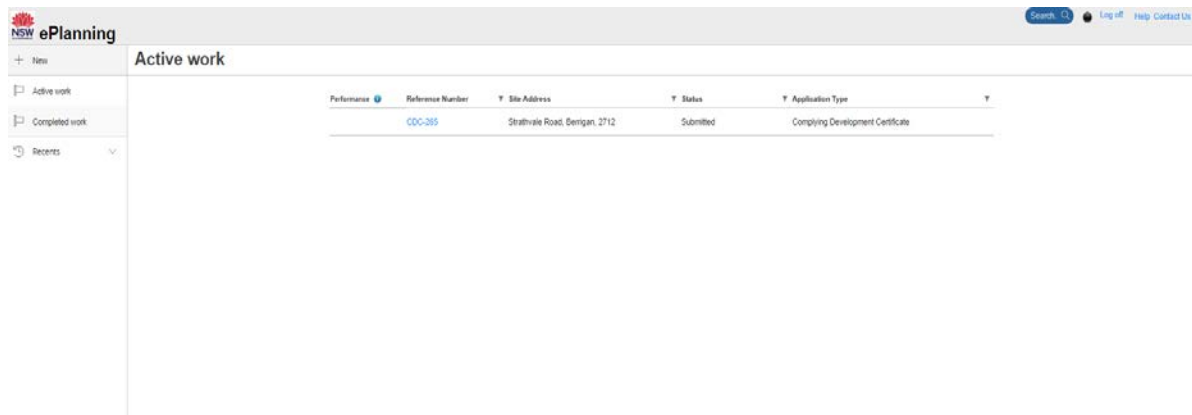
Dashboard views

There are two dashboard views, active work and completed work.
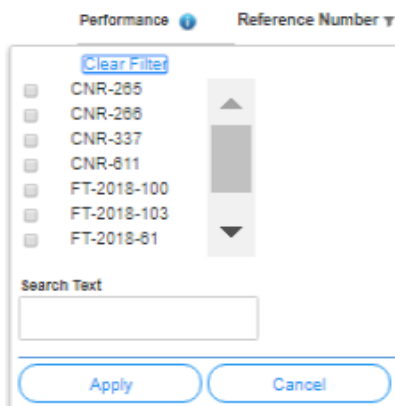
The active work view will show all active applications that are assigned to yourself. This is the default view upon login.

The completed work view will show all applications that are completed, that is withdrawn, cancelled, approved or refused.

Finding a specific application

Upon log in, you will automatically be redirected to the "*Active work*" dashboard view. This will display all your active applications. To find the relevant application, you can use either the column filter or search functions.

Column filters
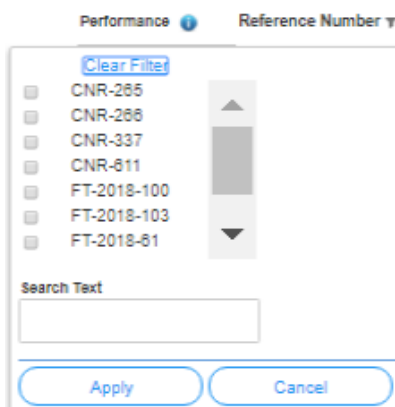
Click the filter icon beside each column heading to sort by *"Reference Number"*, *"Site Address"*, *"Status"* or *"Application type"*.

You can only filter by one column at a time but you may check multiple options within each filter. Once all options have been selected, click *"Apply"*.

The information contained within the dashboard will will change to show only those with the specific filter applied.

Search
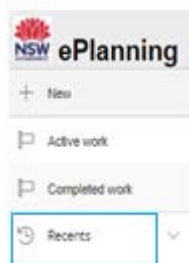
Click the filter icon beside each column heading to sort by *"Reference Number"*, *"Site Address"*, *"Status"* or *"Application type"*.

Once selected, input the desired keyword into the *"search text"* field and hit *"Apply"*.

The information contained within the dashboard will change to show only those related to the keyword. If there are no search results, please select *"Clear Filter"* to reset the dashboard view and try a different keyword.

Recent searches

To view your recent searches, click *"Recents"* for a short list of your previously searched jobs for your quick reference.
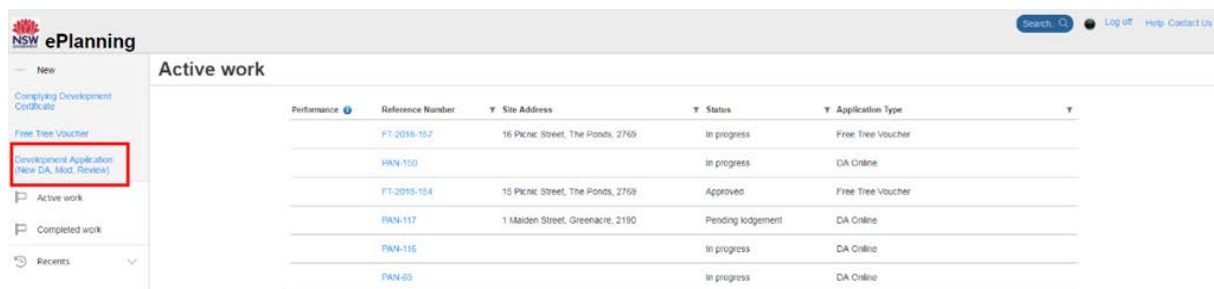
HowTo apply for a development certificate online

You can prepare and submit your development application online by following the steps below.

Step 1: Register or Log in

To commence the application process, you will need to log in or register. You can access the system via https://www.planningportal.nsw.gov.au/onlineDA .

Once logged in, you will be taken to your dashboard. From here you can view all applications you have prepared, submitted or lodged, and commence a new application.

For more information on the registration process, please see *HowTo register for a Planning Portal account*.

Step 2: Create a new online development application
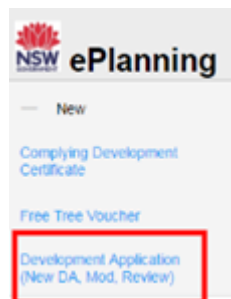
Click on the "*New*" tab on the left-hand side of your dashboard.

Select "*Development application (New DA, Mod, Review)*" to open the online development application form.

Please note: When you create a new development application online, the system will automatically generate a unique reference number for you to use to track. This reference number will begin with "**PAN-** ". Find this number on the top left-hand side of your development application submission page.

Step 3: Provide your contact details

The first step is to provide your contact details. Some of the fields will be pre-populated based on your registration profile, however you are able to amend them if incorrect.

Please note: Throughout the online workflow:

- mandatory fields for you to fill in will be depicted by a gold Asterix (*)

- predictive functionality is indicated by a blue triangle on the bottom right-hand corner of each field box.

Your contact details

Title *

[Please Select... ▼]

First given name *

applicant

Other given name/s

Family name *

DA online

Contact number *

0121212121

Email *

newda@yopmail.com

Address *

[   ] ⓘ

1. Verify and input your full name, contact number and email address.

2. Type in your address.

   The system will suggest addresses to you based on the information you are keying in. Please select an option from the list to proceed.

3. Select whether you are applying on behalf of a company.

Are you applying on behalf of a company?

◉ Yes

○ No

Company name *

Enter registered business name business name

ABN *

[   ]

4. If you are applying on behalf of a company, you will be asked to provide the registered company name (maximum 100 characters) and ABN (maximum of 20 characters).

5. Identify the owners of the development site.

Who owns the development site?

◉ I am the sole owner of the development site

○ There are multiple owners of the development site and I am one of them

○ There are one or more owners of the development site and I am NOT one of them

○ A company or business owns the development site

[Cancel]   [Save and exit] [Save and continue]

If you are the **sole owner** of the site, you will not need to provide additional information.

If you are **one of the owners** of the site, you will be required to populate the contact information for all other owners. Your information will automatically be populated, and you are able to add as many additional owners as required by selecting "Add owner".

Owners Details

Add Owner

Owner 1
Title ★

Please Select... ▾

First given name ★

Other given name/s

Family name ★

Contact number

Mobile number preferred

Email ★

Address ★

☐ I declare that I have shown this document, including all attached drawings, to the owner(s) of the land, and that I have obtained their consent to submit this application.

Note: It is an offence under Section 10.6 of the Environmental Planning and Assessment Act 1979 to provide false or misleading information in relation to this application.

If you are **not one of the owners**, you will be required to populate the contact information for all other owners. You can add as many additional owners as required by selecting "Add owner".

If a **company or business owns the development site**, you will be required to provide the company name and ABN.

Owners Details

Add Owner

Owner 1
Company name ★

Enter registered business name

ABN ★

☐ I declare that I have shown this document, including all attached drawings, to the owner(s) of the land, and that I have obtained their consent to submit this application.

Note: It is an offence under Section 10.6 of the Environmental Planning and Assessment Act 1979 to provide false or misleading information in relation to this application.

6. Click "Save and continue" to continue to the next step. "*Save and exit*" will return you to the dashboard.

   If you have filled in all mandatory fields correctly, the system will allow you to move forward with the workflow. Where you have not filled in all mandatory fields, an error message will come up.

   Please note: You can also "*Cancel*" or click "*Save and exit*" to save all the information input to date and return to your dashboard. *'Save and Exit'* will only enable you to exit if all mandatory fields (fields marked with '*') have been completed.

Step 3: Input development application details

1. Select what type of development application type you are detailing via the radio button options available.

Development application type

What is the application type? ∗   What is this?
- ○ Development Application
- ◉ Modification Application
- ○ Review of determination

- Select "Development application" to submit details of an entirely new development application.

- Select "Modification application" to submit a modification to an existing development application which has already been lodged with the Council.

- Select "Review of determination" to appeal a council determination that has been provided on a previously lodged development application.

If you select "**Modification application**" you will be required to provide additional information about the type of modification application, the previously approved DA number and a description of the proposed modification (maximum 512 characters).

What type of modification application is requested? ∗
- ○ Modifications involving minor error, misdescription or miscalculation
- ○ Modifications involving minimal environmental impact
- ○ Other modifications

What is the DA number of the approval which is proposed to be modified? ∗

Provide a description of the proposed modification ∗

Please provide a detailed description of the proposed modification (maximum 512 characters)

If you select "**Review of determination**" you will be required to provide the council DA reference number that you wish to appeal or be reviewed (maximum 50 characters).

Development application type

What is the application type? ∗   What is this?
- ○ Development Application
- ○ Modification Application
- ◉ Review of determination

What is the DA number of the determination which is proposed to be reviewed ? ∗

2. Select the site of your development using either the address or Lot /Section number/Plan search functionality.

Select the site of your development

Enter address   OR   Enter Lot/Section Number/Plan

If the address is registered, a map will display on the right-hand side of the screen with site information including the relevant local government area on the left.

For unregistered addresses, there is no auto-populate feature. You will have to tick the "Address did not display" box. This will disable the predictive text feature and map functionality.

You will be prompted to enter your address (maximum 100 characters) and the Council name that would be most relevant to the address you have entered.

You will be able to delete the address entered by clicking on the trash bin icon.

3. Select the proposed development type/s from the provided list. You may select more than one.

Please note: There is a "What is this?" hyper link corresponding to each category. You can click on this tool tip link for a more detailed explanation of what the category is defined as.

4. Provide a detailed description of the development that you are proposing via the free text field. The maximum amount of characters is 512.

5. Provide details of the proposed development including number of dwellings/units proposed, number of storeys proposed, number of pre-existing dwellings on site and the number of dwellings to be demolished. Each field has a 4-digit character limit.

Provide details of your proposed development

Dwelling count details

Number of dwellings / units proposed	1
Number of storeys proposed	2
Number of pre-existing dwellings on site	1
Number of dwellings to be demolished	1

6. Select the suggested range of the estimated cost of this proposed development. This needs to be an accurate proposed cost.

Cost of development

A genuine and accurate proposed cost of development is to accompany this application ★   What is this?

○ $0 - $150,000 - a cost summary report prepared by the applicant or a suitably qualified person

○ > $150,000 - $3 million - cost summary report prepared by a suitably qualified person

○ > $3 million – a detailed cost report prepared by a registered quantity surveyor

7. If the application is for a proposed sub-division, you will be required to provide additional information.

Subdivision

Please indicate the type of subdivision proposed ★

○ Strata Title

○ Community Title

◉ Torrens Title

○ Not Applicable

Number of existing lots

Number of proposed lots

8. Provide operating details of the proposed development.

Proposed operating details
Staff/employees on the site

Proposed number

Parking and loading

Number of parking spaces

Number of loading bays

Is a new road proposed?
- ● Yes
- ○ No

Please provide a description of the proposed roadworks *

> Please provide a description of the proposed roadworks (maximum 512 characters)

Remaining: 512 characters

Operating Hours - Non residential uses only

Monday		Tuesday		Wednesday	
09:00 AM	- 5:00 PM	09:00 AM	- 05:00 PM	09:00 AM	- 05:00 PM

Thursday		Friday		Saturday	
09:00 AM	- 05:00 PM	09:00 AM	- 05:00 PM	09:00 AM	- 05:00 PM

Sunday	
09:00 AM	- 05:00 PM

Please note: The proposed hours of operation are on a weekly basis.

9. Advise whether the development will be staged, and if so provide a description of the proposed staging of the development.

Concept development
Is the development to be staged? What is this?
- ● Yes
- ○ No

Please describe the proposed staging of the development *

> To be staged development.

Remaining: 487 characters

10. Select whether the application is a proposed Crown development, and if so identify the Crown agency.

Crown development
Is this a proposed Crown development in accordance with the provisions of the EP&A Act? What is this?
- ● Yes
- ○ No

Please identify the Crown agency *

> Please identify the Crown agency (maximum 512 characters)

Remaining: 512 characters

11. Click "Save and continue" to continue to the next step. "Save and exit" will return you to the dashboard.

Step 4: Input related planning policy and regulation details

1. Identify whether the application is accompanied by a voluntary planning agreement ("VPA").

Related Planning Policy

Is the application accompanied by a Voluntary Planning Agreement (VPA)?   What is this?

◉ Yes

○ No

Title ⋆

[   ]

Status ⋆

[Select ▾]

If yes, provide the title of the VPA (maximum of 100 characters) and select its status using the drop-down list provided. Please note: You will be required to provide a "Voluntary planning agreement" document as a mandatory upload at a later stage of the submission workflow.

2. Identify whether the application proposes a variation to a development standard in an environmental planning instrument.

Does the application propose a variation to a development standard in an environmental planning instrument (eg LEP or SEPP)?   What is this?

◉ Yes

○ No

Please provide a description of the proposed variation ⋆

[Please provide a description of the proposed variation   ]

If yes, you will be prompted to provide a description of the proposed variation (maximum 200 characters). Please note: You will be required to provide a "Variation to development standards report" document as a mandatory upload at a later stage of the submission workflow.

3. Identify whether this application is for an integrated development.

Is the application for integrated development?   What is this?

◉ Yes

○ No

☐	Coal Mine Subsidence Compensation Act 2017	What is this?
☐	Fisheries Management Act 1994	What is this?
☐	Heritage Act 1977	What is this?
☐	Mining Act 1992	What is this?
☐	National Parks and Wildlife Act 1974	What is this?
☐	Petroleum (Onshore) Act 1991	What is this?
☐	Protection of the Environment Operations Act 1997	What is this?
☐	Roads Act 1993	What is this?
☐	Rural Fires Act 1997	What is this?
☐	Water Management Act 2000	What is this?

If yes, you will be prompted to tick all the relevant policies (e.g. licenses or approvals required) that apply to your proposed application.

4. Identify whether the approval under s68 of the *Local Government Act 1993* is required.

Is approval under s68 of the Local Government Act 1993 required?
- ⦿ Yes
- ◯ No

Please provide a description ⭑

Remaining: 512 characters

If yes, you will be prompted to provide a description (maximum 512 characters).

5. Provide details about whether the development site includes an item of environmental heritage, sits within a heritage conservation area, includes works to any heritage listed buildings or proposes to remove a heritage tree.

Heritage and conservation

Does the development site include an item of environmental heritage or sit within a heritage conservation area?
- ◯ Yes
- ◯ No

Are works proposed to any heritage listed buildings?
- ◯ Yes
- ◯ No

Is heritage tree removal proposed?
- ◯ Yes
- ◯ No

Please note: If you answer "Yes" to any of these questions you will be required to provide a "*Heritage impact statement*" document as a mandatory upload at a later stage of the submission workflow.

6. Identify whether the applicant or owner of the development application is an employee or councillor of the council that is assessing the application, and if the applicant has a relationship with the person assessing the application. If "Yes" you will need to describe the nature of the relationship, the name of the person and their role at council.

Affiliations and Pecuniary interests What is this?

Is the applicant or owner an employee or councillor of the council assessing the application? ★
- ◉ Yes
- ○ No

Please provide a description (name of person, role in council, relationship to the person) ★

Remaining: 512 characters

Does the applicant or owner have a relationship with any staff or council or of the councillor assessing the application? ★ What is this?
- ◉ Yes
- ○ No

Please provide a description (name of person, role in council, relationship to the person) ★

Remaining: 512 characters

If yes, you will be prompted to provide a brief description of the applicant or owner details. Details to include would be the individual's name, role in the council organisation, and/or the relationship the Council has to the individual. This is a free text box with a limit of 512 characters.

7. Declare whether you are aware of any person who has a financial interest in the application who has made a political donation or gift within the last two years.

Political Donations

Persons lodging a development application are required to declare if any person with a financial interest in the application has made a political donation What is this? or gift in the last two years (donations of more than $1,000).

Are you aware of any person who has financial interest in the application who has made a political donation or gift in the last two years? ★
- ◉ Yes
- ○ No

If yes, you will be required to provide a "*Political donations and gifts disclosure*" document as a mandatory upload at a later stage of the submission workflow.

8. Click "Save and continue" to continue to the next step. "Save and exit" will return you to the dashboard.

Step 5: Input the payer details

At this stage of the workflow, you are not required to make a payment. Council will have to assess your application upon your submission and you will receive advised that it has been lodged before fees will be generated. At this stage, the system is just collecting payer details.

2. Input the contact details for the payer, including a billing address.

Payer details

The EPA Regulation 2000 and council's adopted fees and charges establish how to calculate the fee payable for your development application. For development that involves building or other works, the fee for your application is based on the estimated cost of the development.

If your application is for integrated development or requires concurrence from a state agency, additional fees will be required. Other charges may be payable based on the councils' adopted fees and charges. If your development needs to be advertised, the determining authority may charge additional advertising fees.

Once this application form is completed, it and the supporting documents will be submitted to the council for lodgement, at which time the fees will be calculated. The council will contact you to obtain payment. Note that the application is not a properly formed application until the payment is received.

Fee payment will be made by:

First name *

| Caitlin |

Other given name(s)

| |

Family name *

| Williams |

Contact number *

| 0292746063 |

Email address *

| caitlin.williams@planning.nsw.gov.au |

Billing address *

| 3f 320 Pitt Street, Sydney, 2000 |

3. Click "Save and continue" to continue to the next step. "Save and exit" will return you to the dashboard.

Step 6: Upload required and supporting documentation

At this stage of the workflow, you will be prompted to upload any relevant document required to complete your application, as well as any additional information you wish to provide for council consideration. If you require additional information about what a document is, please click on the *"What is this?"* link beside each document name.

It is mandatory that you are required to upload documents:

o Statement of environmental effects

o Owner's consent

o Cost estimate report

Please note: Other documents such as Heritage Impact Statements and Volunteering Planning Agreements, will appear as mandatory supporting documents when you selected "yes" to the relevant question during the application process.

The file types that the system allows for include: Pdf, Word, Excel, JPEG, PNG and ZIP files. Please ensure ZIP file does not include any executable (.exe or. osx) file types.

Requirements and uploads

Please upload files in one of the following file formats: PDF, Word, Excel, JPEG, PNG or ZIP. Please ensure the ZIP file does not include any executable (.exe or .osx) file types. If you need to amend any attachments please delete and upload a replacement document.

Upload

All uploaded files are scanned as a preventative measure, however we recommend you use appropriate and up-to-date antivirus software to protect your computer system.

Required documents

Document type		File name	Upload status
Statement of environmental effects*	What is this?		
Owner's consent*	What is this?		
Cost estimate report*	What is this?		

To upload documents,

1. Click on the "Upload" button near the top of the screen.

2. You can drag and drop files into the pop-up or select files.
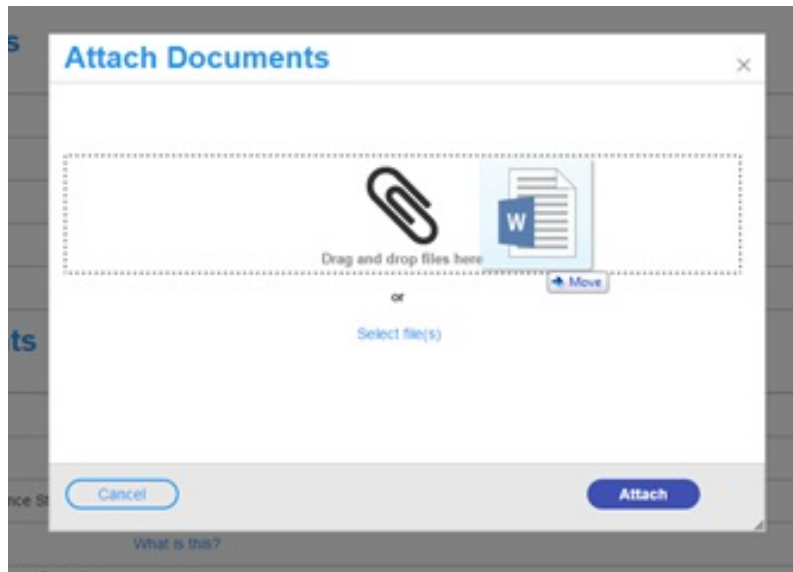
3. Once the files have been added to the upload screen, you are able to amend the name of the document if needed, as well as assign the relevant document category from the drop-down list.
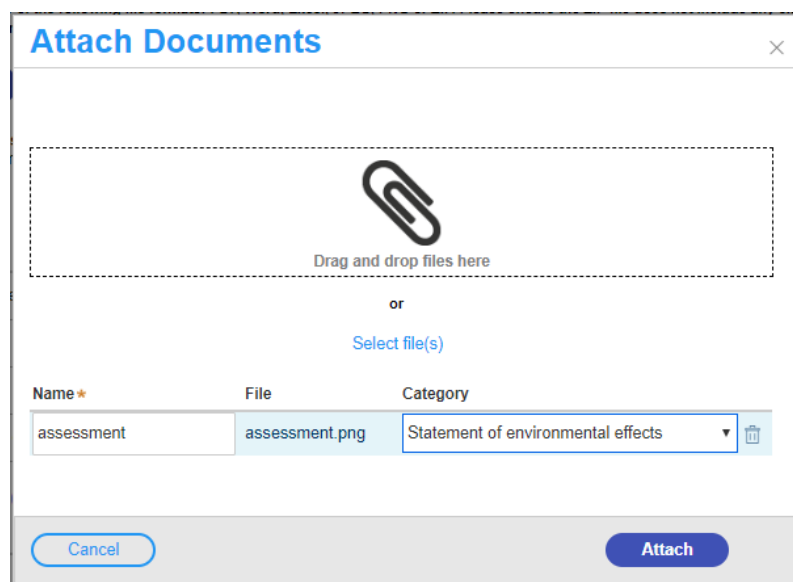
4. Once you have uploaded the relevant documents, select "Attach" to continue to the next step. "Cancel" will return you to the dashboard.

   If you have uploaded the wrong file, click the bin icon to the right of the relevant file to remove it.

   To delete uploads, press the trash bin icon prior to selecting "Submit".

5. Press "Save and continue" to review your entire application details and as a final step, submit the application for Council's viewing. You can also "Cancel" or click "Save and exit" to save all the information input to date and return to your dashboard.

Step 7: Review, confirm details and submit your development application

This step provides you with the opportunity to review all the information you have input relating to your application, as well as reviewing the application declarations and allowing you to submit the application for consideration.

1. Review the information you have provided in the application form.

   If you need to amend information, please use the "Previous" button at the bottom of the page to navigate back to the relevant section.

2. Once you have verified that the information is correct, you will be required to complete the declarations before being able to proceed.

Declarations ★

☐ I declare that all the information in my development application and accompanying documents is, to the best of my knowledge, true and correct.

☐ I understand that the development application and the accompanying information will be provided to the appropriate consent authority for the purposes of the assessment and determination of this development application.

☐ I understand that if incomplete, the consent authority may request more information, which will result in delays to the application.

☐ If the consent authority is a Council, that Council may use the information and materials provided for notification and advertising purposes, and materials provided may be made available to the public for inspection at the Council's Customer Service areas and on the Council's website.

☐ I acknowledge that copies of this application and supporting documentation may be provided to interested persons in accordance with the Government Information (Public Access) 2009 (NSW) (GIPA Act) under which it may be required to release information which you provide to it.

☐ I have read and agree to the collection and use of my personal information as outlined in the Privacy Notice

Privacy Notice

3. Click "Submit" to complete the application process.

   You will be provided with some key information about the next steps in the process.

   The status of your application will change from "In progress" to "Pre-lodgement". This indicates you have submitted your development application details successfully as part of the pre-lodgement step.

   Please note: Where you need to make edits to your online submission post submission, you will need to contact the responsible council offline and notify them of your edits. They may be able to send you a request for additional information for you to upload additional documents, or alternatively, request you withdraw your current application and submit a new one with the revised edits. You can identify the relevant council based off the Local Government Area corresponding to the development application site address.

Next steps

Once submitted, your development application will be referred to the relevant council.

Council will then perform a completeness check after reviewing the details of the application and will either lodge or reject your application.

Upon lodging an application, council will then assess the development application prior to issuing a determination. This will be detailed in the online system.

You will be able to monitor the status of your development application via your dashboard. To do this, you will need to be logged into the NSW Planning Portal online system.

If you wish to withdraw your application, please contact the relevant council and they will be able to amend the status of the application for you.

HowTo provide additional information

HowTo provide additional information

Council may request additional or revised information prior to the application being lodged or during assessment. They may send this request via the system. In this instance, you will receive an email advising you of the request for additional / revised information. To view and action this request:

Step 1: Log in

You will need to be logged into the Online DA service to view your applications.

You can access this here https://www.planningportal.nsw.gov.au/onlineDA .

Step 2: Locate the relevant application

Once you have located the relevant application, click on the associated reference number.

If the relevant application is not visible, you are able to refine the display by clicking on the filters at the top of the dashboard. The application will have a status of "Additional information requested". Open this application.

Step 3: Review the comments from the council

The council will leave comments to assist with the information request. You can view these by clicking on the "Additional information summary" tab.

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

Step 4: Source documents, as needed

Source any additional documents or revise existing documents to address the comments. If you require additional assistance or clarification, you can do so via the system or by contacting them.

Step 5: Respond to the request

Click on the "*Respond*" button next to the relevant comment to provide a response.

Upload any additional or revised documents using the "*Upload*" button. You are also able to add a comment into the free text field.

Provide Additional Information   AO applicant DA online

Information requested:
Please provide structural plans.

Please provide your response comments: *

Structural plans have been attached.

Please upload files in one of the following file formats: PDF, Word, Excel, JPEG, PNG or ZIP. Please ensure the ZIP file does not include any executable (.exe or .osx) file types. If you need to amend any attachments please delete and upload a replacement document

Upload

Next steps

Your nominated certifying organisation will receive a system generated email advising them that you have provided additional information. They will review your comments and advise if they need any further information.

If you need to review your response at any time, you are able to view it under the "*Additional details*" tab.

Customer support

Customer service support

If you require additional assistance, please:

- view the help and support items within the Development Application Online service;

- view the Frequently Asked Questions and Planning Portal Help located in the Help and Support section of the Planning Portal - https://www.planningportal.nsw.gov.au/help/frequently-asked-questions ; and / or

- contact ServiceNSW on 1300 305 695.