

How to create a concurrence and referral during the review and assessment of a development application

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How to create a concurrence and referral during the review and assessment of a development application

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Introduction

This guide has been developed for council users who assess development applications (DAs) and have identified the need to refer an application to an agency or utility provider. It provides an overview of how a concurrence and referral (CNR) request is generated during the review and assessment of a development application and outlines the actions council officers are required to complete as part of this process.

Once the development application is lodged and reaches the preliminary assessment stage, council officers should confirm whether agency concurrence or referral is required. If so, a CNR request will be automatically created upon submission, and can be accessed via the 'Related Cases' tab.

 **Note:** If you identify that a concurrence or referral is required at a later stage in the workflow, you create the request from the 'Actions' menu within the related development application. This ensures that the request is linked to the relevant application and documentation and reduces data entry.

A council user can also create a CNR request using the standalone workflow. This should only be used for Land and Environment Court matters. For information on that workflow, view *How to create a concurrence and referral (standalone)* step-by-step guide.

How to create a concurrence and referral within the development application

There are two ways to create a concurrence and referral within a development application:

1. from the 'Preliminary assessment' screen
2. via the 'Actions' menu within the related application.

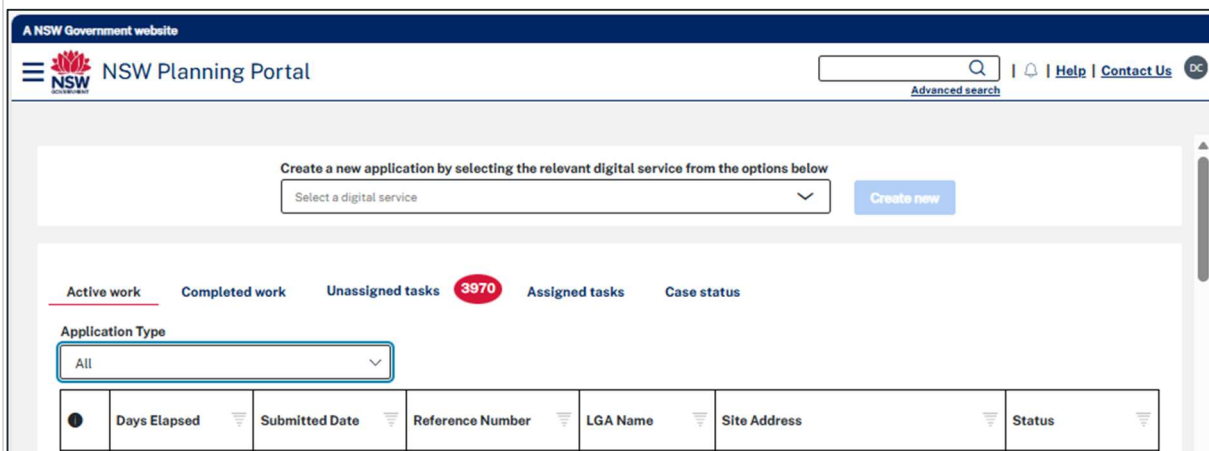
This guide provides you with the steps to complete both.

Creating the request from the 'Preliminary assessment' screen

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

 **Note:** This step-by-step guide does not cover the initial review of an application. It commences after this point once the application has been lodged, is assigned to you and the status is 'Under assessment'.

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



The screenshot shows the NSW Planning Portal dashboard. At the top, there's a header with the NSW Government logo and 'NSW Planning Portal'. Below this, a section titled 'Create a new application by selecting the relevant digital service from the options below' contains a dropdown menu labeled 'Select a digital service' and a 'Create new' button. The main dashboard area has tabs for 'Active work', 'Completed work', 'Unassigned tasks' (with a red badge showing '3970'), 'Assigned tasks', and 'Case status'. Under 'Active work', there's a dropdown for 'Application Type' set to 'All'. Below this is a table with columns: Days Elapsed, Submitted Date, Reference Number, LGA Name, Site Address, and Status. The table is currently empty.

2. From your 'Active work' dashboard, **select** 'DA Online' from the 'Application type' filter, to show only the active development applications.

Active work Completed work Unassigned tasks **3970** Assigned tasks Case status

Application Type

DA Online

	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
	4	20/02/26	PAN-22601	PENRITH	48 KAREELA AVENUE PENRITH 2750	Under assessment

 **Tip:** If the application is not assigned to you, it will not be in your 'Active work' tab. Use the search functionality to locate the application and re-assign it to yourself.

3. **Click** on the relevant reference number to open the application. The application will have a status of 'Under assessment'.

	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
	0	17/02/26	PAN-22588	PENRITH	1 SHEPHERD STREET COLYTON 2760	Under assessment

4. The 'Preliminary assessment' screen will be displayed. **Enter** the anticipated determination body.

Preliminary assessment

Provide the anticipated determination body: *

Select...

5. **Select** 'Yes' to 'Is agency concurrence or referral being sought on this application?'

Is agency concurrence or referral being sought on this application? *

☒ Yes

☐ No

 **Note:** The NSW Planning Portal will create a concurrence and referral request when you submit this screen. If you select 'No' and progress the application and then identify a referral requirement, then you can initiate the request from the 'Actions' menu by selecting the 'Create CNR' option. Please see that section of this document for more assistance.

6. **Select** whether the application will be publicly exhibited.

Will the development application be publicly exhibited? * 

- ☒ Yes
☐ No

7. **Select** whether the development is subject to the Special Infrastructure Contribution.

Is the development subject to the Special Infrastructure Contribution (SIC)? *

- ☒ Yes
☐ No

8. **Select** whether the development is located within an urban release area.

Is the development located within an Urban release area? *

- ☒ Yes
☐ No

9. **Select** 'Submit'.

Cancel

Save and exit

Submit



Note: The NSW Planning Portal created a concurrence and referral request after you selected 'Submit'. The system has pre-populated information from the development application, but you will need to review the information and nominate the relevant agencies.

10. **Click on** the 'Related cases' tab.

Application details

Relevant matters

Documents

Payer details

Action summary

Notes

Analytics

Related cases

11. A table will be displayed at the bottom of the page with any related cases created to date. **Click** on the concurrence and referral reference number. This starts with the prefix 'CNR'.

Application details	Relevant matters	Documents	Payer details	Action summary	Notes	Analytics	Related cases
Description				ID	Status		
 DA Online				PAN-22588	Under assessment		
 Contributions				CON-646	In-progress		
 Concurrence and Referral				CNR-6903	In progress		



Note: The CNR case will display as read-only.

12. Select 'Enter DA details' from the 'Actions' menu to enter the information within the request.

DA Online (PAN-22588) Reference number: CNR-6903 DA number: DA2026-001 In progress

Concurrence and Referral

Create request Actions

Refresh
Enter DA Details
Withdraw

Case details Documents Agencies Analytics Notes Action Summary

Proposed development

Council DA number : DA2026-001
Application type : Development application
Date DA was lodged : 24/02/2026

The concurrence and referral case will open in 'edit' mode.

DA Online (PAN-22588) Reference number: CNR-6903 DA number: DA2026-001 In progress

Concurrence and Referral

Create request Actions Determination

Information from the related development application has been pre-populated into the request. Review the content and amend as needed, starting with the proposed development details.

Create request Actions Determination

1 Proposed development 2 Application information 3 Assessment process 4 Select agencies and upload 5 Review and confirm

13. Confirm the proposed development details, amending any information that is incorrect.

14. Select 'Save and continue' to progress to the next page.

Cancel Save and exit Save and continue

Create request Actions Determination

1 Proposed development 2 Application information 3 Assessment process 4 Select agencies and upload 5 Review and confirm

15. Confirm the application information, amending any information that is incorrect.

16. Select 'Save and continue' to progress to the next page.

Cancel Save and exit Save and continue

Create request Actions Determination

1 Proposed development 2 Application information 3 Assessment process 4 Select agencies and upload 5 Review and confirm

17. **Confirm** the assessment process information, amending any information that is incorrect.

The responsible officer information will be pre-populated with the details of the currently assigned council officer. If you need to amend this, select a different council officer from the list of registered users.

Responsible officer

The officer responsible for this application is *

Daisy Council

Responsible officer's number

0414123458

Responsible officer's email

council05@yopmail.com

18. **Select** 'Save and continue' to progress to the next page.

Cancel

Save and exit

Save and continue

Create request

Actions

Determination

1

2

3

4

5

✓ Proposed development

✓ Application information

✓ Assessment process

Select agencies and upload

Review and confirm

19. **Select** the agencies that need to be sent a concurrence or referral request, by selecting the 'Agency' option.

Search By

☒ Agency

☐ Clause / Section

20. **Select** the agency name from the drop down list.

Agency name *

Select Agency

21. A list of clause / sections will display that are related to this agency. **Select** those that apply to this request by checking the checkbox beside that value.

Clause / Section name	Clause / Section type	Clause / Section status
☐ Penrith LEP 1998 (Urban Land)	Concurrence	
☐ Penrith LEP No.201 (Rural Land)	Concurrence	
☐ SEPP (Industry and Employment) 2021, s2.34	Concurrence	
☒ SEPP (Precincts -Western Parkland City) 2021, s4.27(1)	Concurrence	
☒ SEPP (Transport and Infrastructure) 2021, s2.101(4)	Concurrence	

22. (Optional) **Enter** the comments for the agency related to why this request is being sent.

Enter comments for agency, including the reason for a request for reconsideration of an application (if relevant).

Provide any additional comments (maximum 512 characters)

If there is more than one agency, **select** the 'Add agency' button, and enter relevant information.



 **Tip:** If you accidentally add an agency, select the bin icon beside their name to delete them from the request.

▼ Department of Planning and Environment (DPE) 

23. **Upload** any documentation that you would like the agency to consider by selecting the 'Upload' button.

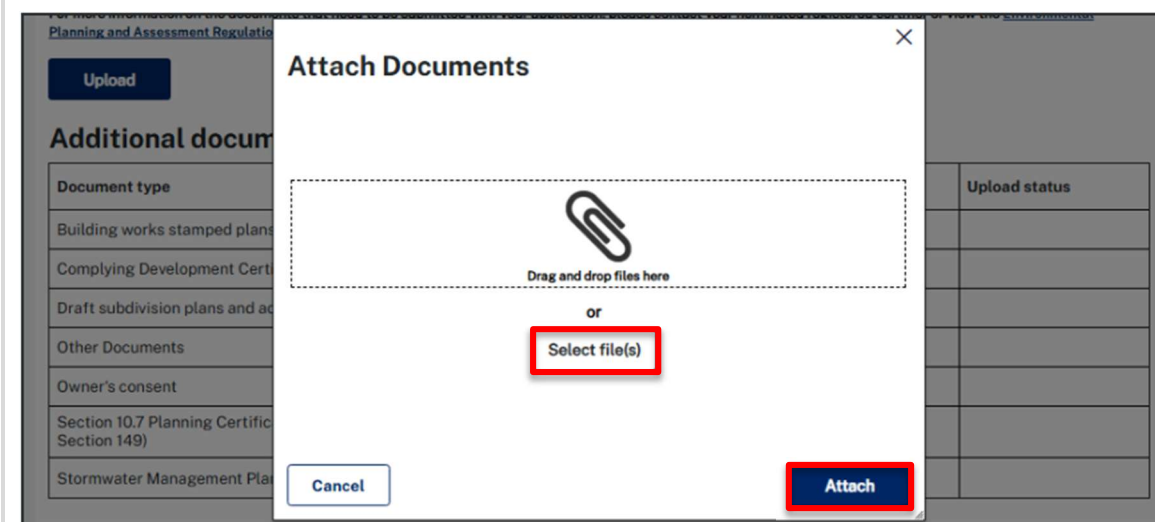
Upload documents

Upload

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

If this C&R request has been created from DA online only one document is required to be uploaded, all DA documents are provided for viewing in the document tab.

24. Click 'Select file(s)' or drag and drop your file(s) in the space provided.

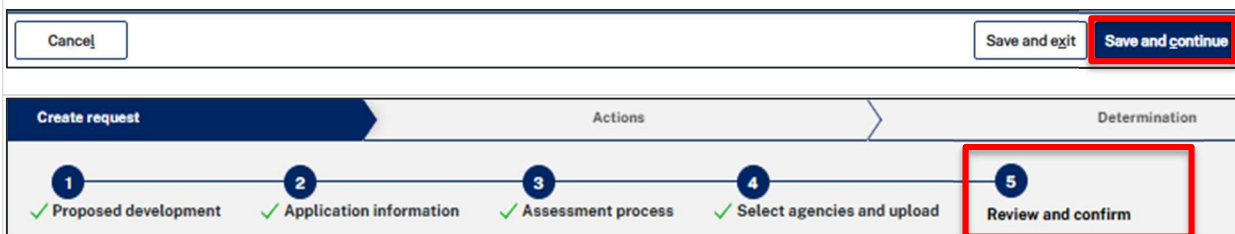


- Click the 'Category' drop-down menu and **select** the appropriate category to correspond to each file.
- Click 'Attach'.

 **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.

 **Tip:** The agency will have access to documents attached to the development application from the 'Document' tab. You do not need to re-upload those documents.

25. **Select** 'Save and continue' to progress to the next page.

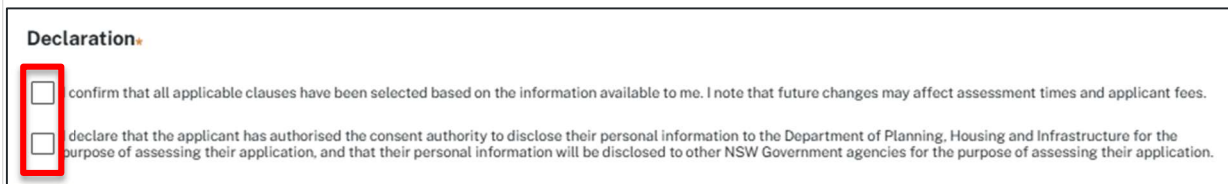


The screenshot shows the top of the application interface. At the top right, there are three buttons: 'Cancel', 'Save and exit', and 'Save and continue'. The 'Save and continue' button is highlighted with a red border. Below this is a progress bar with five steps: 1. Proposed development, 2. Application information, 3. Assessment process, 4. Select agencies and upload, and 5. Review and confirm. Step 5 is highlighted with a red border. The progress bar is divided into three sections: 'Create request' (steps 1-2), 'Actions' (steps 3-4), and 'Determination' (step 5).

26. **Review** the information you have provided. You can amend incorrect information by using the previous button at the bottom of the page to return to the relevant section.

Select the 'Documents' tab to ensure all relevant development application information has been uploaded.

27. **Complete** the declaration by checking the checkboxes.



The screenshot shows the 'Declaration' section. It contains two checkboxes, both of which are highlighted with a red border. The first checkbox is followed by the text: 'confirm that all applicable clauses have been selected based on the information available to me. I note that future changes may affect assessment times and applicant fees.' The second checkbox is followed by the text: 'declare that the applicant has authorised the consent authority to disclose their personal information to the Department of Planning, Housing and Infrastructure for the purpose of assessing their application, and that their personal information will be disclosed to other NSW Government agencies for the purpose of assessing their application.'

28. Click 'Submit'.



The screenshot shows the bottom navigation bar. It contains three buttons: 'Previous', 'Save and exit', and 'Submit'. The 'Submit' button is highlighted with a red border.

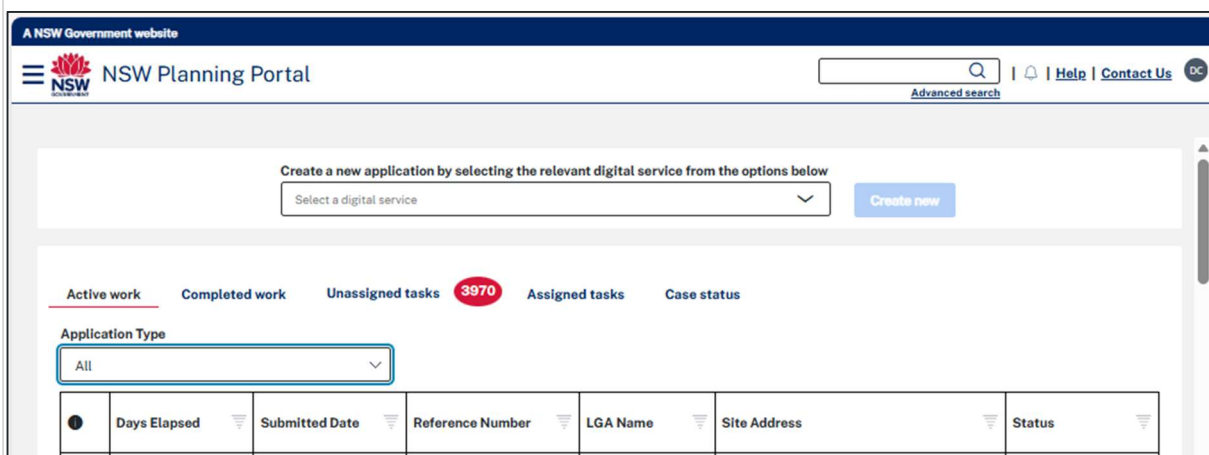
Creating the request from the 'Actions' menu post preliminary assessment

If you have already commenced the assessment of the development application and have progressed past the 'Preliminary assessment' screen, you will need to use the 'Create CNR' option from the 'Actions' menu within the related development application.

This process is outlined below.

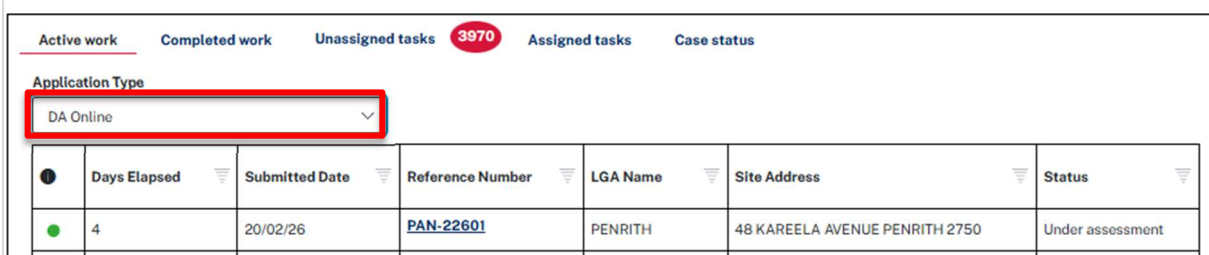
 **Tip:** Mandatory fields are marked with an *asterisk. You must complete all mandatory fields on the application and any desired fields as required.

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



Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
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2. From your 'Active work' dashboard, **select** 'DA Online' from the 'Application type' filter, to show only the active development applications.



Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
4	20/02/26	PAN-22601	PENRITH	48 KAREELA AVENUE PENRITH 2750	Under assessment

 **Tip:** If the application is not assigned to you, it will not be in your 'Active work' tab. Use the search functionality to locate the application and re-assign it to yourself.

3. Click on the relevant reference number to open the application.

	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
	0	17/02/26	PAN-22588	PENRITH	1 SHEPHERD STREET COLYTON 2760	Under assessment

4. Click Actions, then select 'Create CNR'.

Council Id: DA/2026/05/11 Under assessment

Actions

Close and home

Refresh

Arrange Exhibition

Create CNR

Request additional info

Add conditions of consent

Trigger contributions case

Withdraw

5. Click 'Submit'.

Create CNR

DC Daisy Council Days Elapsed 0

The system will create a CNR case for you upon submission which can be accessed using the 'Related Cases' tab.

Cancel Save and exit Submit

Note: After clicking submit, the Portal will display the CNR 'Proposed development' screen. The system has pre-populated information from the development application, but you will need to review the information and nominate the relevant agencies. The CNR case will also be available via the 'Related cases' tab.

Create request

1 Proposed development

2 Application information

3 Assessment process

4 Select agencies and upload

5 Review and confirm

Actions

Determination

6. **Confirm** the proposed development details, amending any information that is incorrect.

7. **Select** 'Save and continue' to progress to the next page.

Cancel Save and exit Save and continue

Create request

1 Proposed development

2 Application information

3 Assessment process

4 Select agencies and upload

5 Review and confirm

Actions

Determination

8. **Confirm** the application information, amending any information that is incorrect.

9. **Select** 'Save and continue' to progress to the next page.

Cancel Save and exit **Save and continue**

Create request Actions Determination

1 2 **3** 4 5

✓ Proposed development ✓ Application information **Assessment process** Select agencies and upload Review and confirm

10. **Confirm** the assessment process information, amending any information that is incorrect.

 **Note:** The responsible officer information will be pre-populated with the details of the currently assigned council officer. If you need to amend this, select a different council officer from the list of registered users.

Responsible officer

The officer responsible for this application is *

Daisy Council ▼

Responsible officer's number
0414123458

Responsible officer's email
council05@yopmail.com

11. **Select** 'Save and continue' to progress to the next page.

Cancel Save and exit **Save and continue**

Create request Actions Determination

1 2 3 **4** 5

✓ Proposed development ✓ Application information ✓ Assessment process **Select agencies and upload** Review and confirm

12. **Select** the agencies that need to be sent a concurrence or referral request, by selecting the 'Agency' option.

Search By

☒ Agency

☐ Clause / Section

13. **Select** the agency name from the drop down list.

Agency name *

Select Agency ▼

14. A list of clause / sections will display that are related to this agency. **Select** those that apply to this request by checking the checkbox beside that value.

Clause / Section name	Clause / Section type	Clause / Section status
☐ Penrith LEP 1998 (Urban Land)	Concurrence	
☐ Penrith LEP No.201 (Rural Land)	Concurrence	
☐ SEPP (Industry and Employment) 2021, s2.34	Concurrence	
☒ SEPP (Precincts -Western Parkland City) 2021, s4.27(1)	Concurrence	
☒ SEPP (Transport and Infrastructure) 2021, s2.101(4)	Concurrence	

15. (Optional) **Enter** the comments for the agency related to why this request is being sent.

Enter comments for agency, including the reason for a request for reconsideration of an application (if relevant).

Provide any additional comments (maximum 512 characters)

If there is more than one agency, **select** the 'Add agency' button, and enter relevant information.

+ Add agency

 **Tip:** If you accidentally add an agency, select the bin icon beside their name to delete them from the request.

▼ Department of Planning and Environment (DPE) 

16. **Upload** any documentation that you would like the agency to consider by selecting the 'Upload' button.

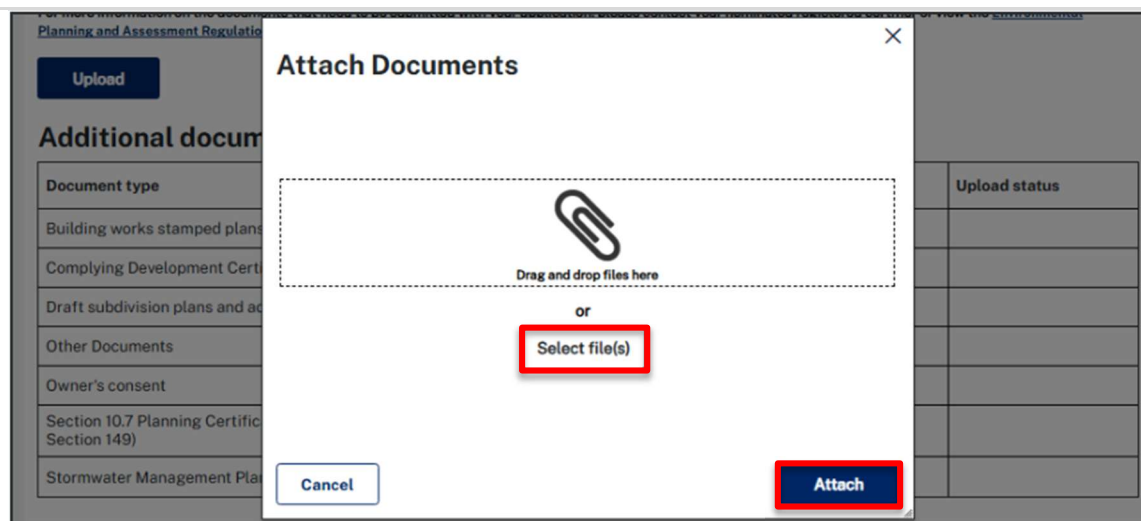
Upload documents

Upload

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

If this C&R request has been created from DA online only one document is required to be uploaded, all DA documents are provided for viewing in the document tab.

17. Click 'Select files (s)' or drag and drop your file(s) in the space provided.



- Click the 'Category' drop-down menu and **select** the appropriate category to correspond to each file.
- Click '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.

 **Tip:** The agency will have access to documents attached to the development application from the 'Document' tab. You do not need to re-upload those documents.

18. **Select** 'Save and continue' to progress to the next page.

19. **Review** the information you have provided. You can amend incorrect information by using the previous button at the bottom of the page to return to the relevant section.

Select the 'Documents' tab to ensure all relevant development application information has been uploaded.

20. **Complete** the declaration by checking the checkboxes.

Declaration*

- ☐ I confirm that all applicable clauses have been selected based on the information available to me. I note that future changes may affect assessment times and applicant fees.
- ☐ I declare that the applicant has authorised the consent authority to disclose their personal information to the Department of Planning, Housing and Infrastructure for the purpose of assessing their application, and that their personal information will be disclosed to other NSW Government agencies for the purpose of assessing their application.

21. Click 'Submit'.

[Previous](#)

[Save and exit](#)

[Submit](#)

What happens next?

- An agency case reference, starting with prefix 'A-', will be assigned to each request. These can be viewed from the 'Related cases' tab within the related development application. Alternatively, you can search for the concurrence and referral request on your 'Active work' dashboard by filtering the application type to 'Concurrence and Referral'.
- The nominated agencies will receive a system-generated notification to advise them that they have received a concurrence and referral request. You can view this email under the 'Case narrative' heading on the 'Action summary' tab. Note: Ensure you have selected 'Show subcases'.
- You will receive an email when the agency requests additional information, accepts the request or provides an outcome of their review.
- You can track the status of the request/s from the 'Agencies' tab within the concurrence and referral request.
- If you need to withdraw an agency request, open that agency case and select 'Withdraw' from the 'Actions' menu.



- If you need to add another agency to the concurrence and referral request, please view the *How to edit a concurrence and referral request* step-by-step guide for assistance.

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 upload agency communication
- How to upload submissions to a concurrence and referral request
- How to re-refer a concurrence and referral request
- How to edit a concurrence and referral request

These documents can be found on the [NSW Planning Portal Support Hub](#).