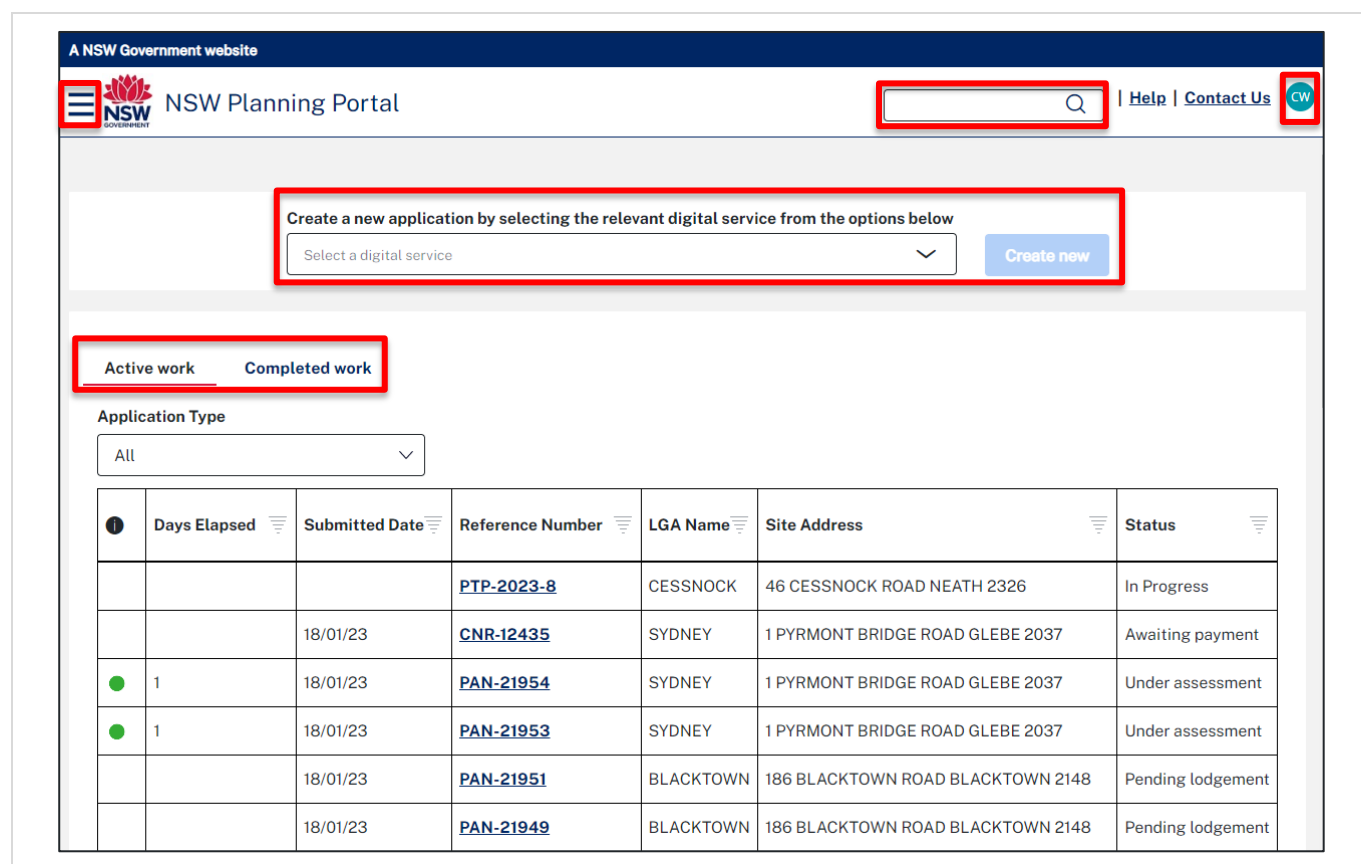


Navigating the NSW Planning Portal dashboard

From the NSW Planning Portal dashboard applicants can start a new application and/or view and manage existing applications. The main features of the dashboard are discussed below.

The dashboard



The screenshot shows the NSW Planning Portal dashboard. At the top, there is a navigation bar with the NSW Government logo, the text 'NSW Planning Portal', a search bar, and links for 'Help' and 'Contact Us'. Below the navigation bar, there is a section for creating a new application, which includes a dropdown menu to 'Select a digital service' and a 'Create new' button. Below this, there are two tabs: 'Active work' (selected) and 'Completed work'. Under the 'Active work' tab, there is a dropdown menu for 'Application Type' set to 'All'. Below the dropdown is a table of applications.

	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
			PTP-2023-8	CESSNOCK	46 CESSNOCK ROAD NEATH 2326	In Progress
		18/01/23	CNR-12435	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Awaiting payment
●	1	18/01/23	PAN-21954	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Under assessment
●	1	18/01/23	PAN-21953	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Under assessment
		18/01/23	PAN-21951	BLACKTOWN	186 BLACKTOWN ROAD BLACKTOWN 2148	Pending lodgement
		18/01/23	PAN-21949	BLACKTOWN	186 BLACKTOWN ROAD BLACKTOWN 2148	Pending lodgement

The dashboard consists of the following options:

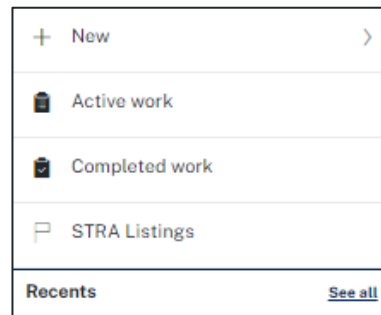
1. NSW Planning portal main menu
2. Create new applications
3. Active and completed work tabs
4. Search function
5. User profile

The NSW Planning Portal main menu

The main menu can be accessed by clicking on the menu icon  located on the top left of the screen.

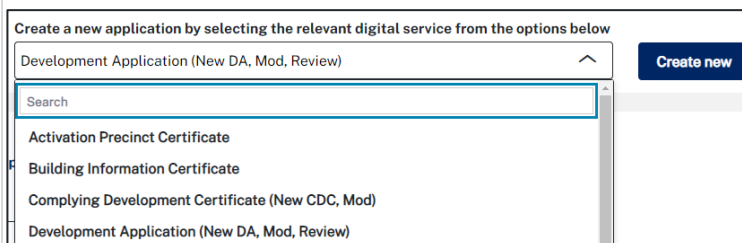
This will display:

- New (to commence a new application).
- Active work (to view current applications).
- Completed work (to view completed applications, including cancelled and withdrawn applications).
- STRA Listings (to view the properties you have registered on the Short-Term Rental Accommodation register).
- Recents (to view recently accessed applications).

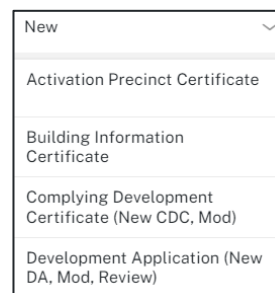


Create a new application

A new application can be created by selecting an application from the drop-down list, then clicking 'Create new'.

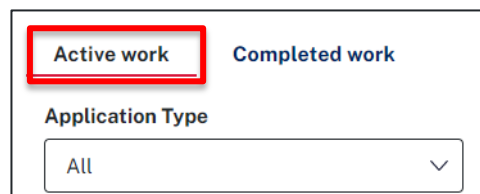


You can also create a new application via the main menu by clicking 'New', then selecting an application from the displayed list.



Access active work

Active work can be viewed by clicking on the Active work tab from the dashboard. You can also filter for the list of application by a specific application type.



You can also select Active work from the main menu.

+ New

 Active work

 Completed work

 STRA Listings

Active work consists of all applications that are currently active on the NSW Planning Portal. There are several columns which provide information about each application that is active.

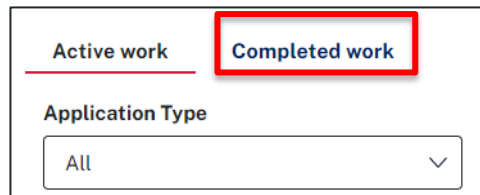
	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
			PTP-2023-8	CESSNOCK	46 CESSNOCK ROAD NEATH 2326	In Progress
		18/01/23	CNR-12435	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Awaiting payment
●	1	18/01/23	PAN-21954	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Under assessment
●	1	18/01/23	PAN-21953	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Under assessment

Column description

Column Name	Description
Performance	This is only applicable for Concurrence and Referrals once the clocks have started and indicates if applications are within assessment periods: - Green – application is within the assessment period. - Amber – response is now overdue. - Red – response is overdue and urgent action is required.
Days Lapsed	Number of days lapsed since the application was accepted.
Submitted Date	The date the application was submitted by applicant.
Reference Number	The unique NSW Planning Portal reference number for the application.
LGA Name	The Local Government Area name associated with the site address.
Site Address	The address of the site on the application.
Status	The current status of the application.

Access completed work

Completed work can be viewed by clicking on the Completed work tab from the dashboard. You can also filter for the list of application by a specific application type.

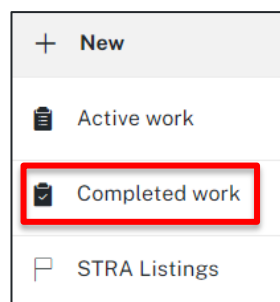


Active work **Completed work**

Application Type

All

You can also select Completed work from the main menu.



+ New

Active work

Completed work

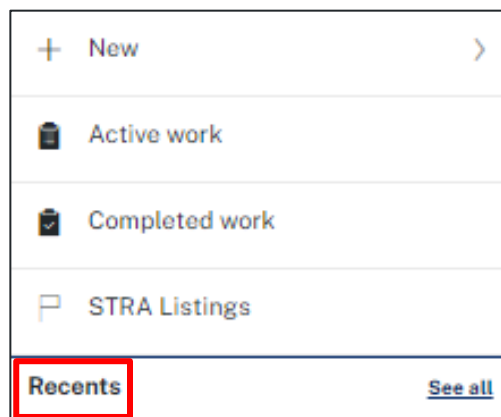
STRA Listings

This is where all completed work is held for all applications. All the relevant documentation that was part of any application is stored against each application and can be accessed at any time by the applicant, by clicking onto the reference number to open the application.

Recents

The Recents option can be accessed from the main menu and displays the last five applications the applicant has accessed.

Click 'See all' to display a comprehensive list of recent applications.



+ New

Active work

Completed work

STRA Listings

Recents [See all](#)

Sorting and Filtering

To find an application, you can use either the column filter or search functions.

Sorting and filtering columns

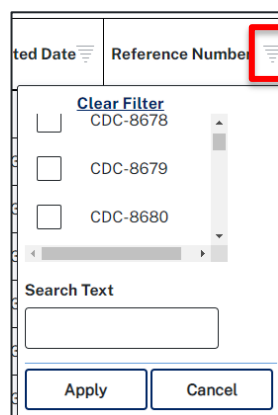
Click the column heading to sort by that column.

	Days Elapsed	Submitted Date	Reference Number
			PTP-2023-8
		18/01/23	CNR-12435
1		18/01/23	PAN-21954

Click the filter icon to the right of a column heading to open the Filter panel for that column.

Use the contents listed to filter for a specific entry.
Note: 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** the Apply button.



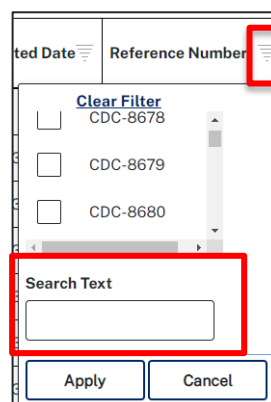
Filter panel for Reference Number column. It includes a 'Clear Filter' link, a list of options with checkboxes (CDC-8678, CDC-8679, CDC-8680), a 'Search Text' input field, and 'Apply' and 'Cancel' buttons.

Note: The information contained within the dashboard will change to show only those with the specific filter (s) applied.

Searching

1. **Click** the filter icon beside a column heading to display the Filter panel for that column.

2. **Enter** the text into the Search Text field, then **click** the Apply button.



Filter panel for Reference Number column. The 'Search Text' input field is highlighted with a red box. It also includes a 'Clear Filter' link, a list of options with checkboxes (CDC-8678, CDC-8679, CDC-8680), and 'Apply' and 'Cancel' buttons.

Note: The information contained within the dashboard will change to show only those records containing the keyword. If there are no search results, click the Clear Filter link to reset the dashboard view and try a different keyword.

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-> or contact ServiceNSW on 1300 305 695.