

How to provide additional information

A consent authority or certifier may request additional or revised information to support the assessment of your application. This may occur prior to the application being lodged or at any time during assessment.

Alternatively, you may need to provide the consent authority or certifier with updated documentation during the assessment of your application.

This Quick Reference Guide outlines the steps to provide the additional information in the NSW Planning Portal.

Responding to additional information requests

To ensure that the additional information request can be resolved, please ensure that you provide the additional information using the steps below. Note: If the information is provided outside of the process below, the determination will be unable to be input.

If a consent authority or certifier request additional or revised information, you will receive a system-generated email advising you of the request for information. To respond:

1. Log in to the NSW Planning Portal and **open** the application that requires an additional information response from your Active work.

Note: The status will be “Additional information requested”.

Reference Number	LGA Name	Site Address	Status
PAN-22276	SUTHERLAND SHIRE	1 BINYA PLACE COMO 2226	Additional information requested

2. Review the request comments by **clicking** on the Additional information summary tab.

certificate details Documents Additional information summary Related cases Analytics						
To provide a response, select the “Respond” button beside the relevant request. Once submitted, the requestor will be advised that the information has been provided						
Case ID	Requested on	Responded on	Request comments	Response comments	Current status	
AI-3474	13/02/2024		Please provide the information outlined in the document “Information request”, which can be found on the documents tab.		In-Progress	Respond

Note: If an attachment has been provided 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.

3. When you are ready to provide the requested information, **click “Respond”** on the relevant request.

Certificate details Documents Additional information summary Related cases Analytics						
ⓘ To provide a response, select the “Respond” button beside the relevant request. Once submitted, the requestor will be advised that the information has been provided						
Case ID	Requested on	Responded on	Request comments	Response comments	Current status	
AI-3474	13/02/2024		Please provide the information outlined in the document “Information request”, which can be found on the documents tab.		In-Progress	Respond

4. **Enter** any comments to support your response.

Please provide your response comments *

5. **Click Upload.**

- Click** Select file(s) or drag and drop your file(s) in the space provided.
- Categorise** the file type(s)
- Click** attach.

Attach Documents



Drag and drop files here

or

Select file(s)

Cancel

Attach

6. **Click “Submit”** to complete the information request.

Submit

7. **Click “Close and home”** to return to your Active work.

Close and home

Providing additional information

Do not use this option when the consent authority or certifier has initiated an additional information request. You will not be resolving the outstanding request and the system will create a new one.

To provide additional information outside of an information request:

1. Log in to the NSW Planning Portal, **locate** and **open** the relevant application from your dashboard.

Active work Completed work			
Application Type			
All			
	Days Elapsed	Submitted Date	Reference Number
●	131	5/10/23	PAN-19832
●	28	11/09/23	PAN-19801

2. Click “Actions” and **select** “Provide additional info”.

Request related application ▾	Actions ▾	Close and home
	Refresh	
	Withdraw	
	Provide Additional Info	

3. **Enter** any comments to support your response.

Please provide your response comments *

4. Click Upload.
 - a. Click Select file(s) or drag and drop your file(s) in the space provided.
 - b. **Categorise** the file type(s)
 - c. Click Attach.

Attach Documents



Drag and drop files here

or

Select file(s)

Cancel

Attach

5. Click “Submit” to complete the information request.

Submit

6. Click “Close and home” to return to your Active work.

Close and home

What happens next

- The application status on your dashboard will revert to its former status.
- The requestor will receive a system-generated email to advise that a response has been provided / additional information received.
- The requestor will review the information provided and may request additional information if needed. If this occurs, you will receive another system-generated email.
- If you provided information outside of a request for information, the relevant consent authority or certifier will receive a system-generated email to advise that additional information has been received.

More information

We have developed a range of support materials, including Quick Reference Guides for other services and Frequently Asked Questions (where applicable), to assist you when using the NSW Planning Portal digital services. You can access these via in the [Help and Resources section](#) of the NSW Planning Portal. We encourage you to scan these resources prior to contacting the NSW Planning Portal Customer Support team.

We also offer a range of training sessions on the NSW Planning Portal digital services. You can view and/or register for upcoming training on the [Information and Training sessions page](#) of the NSW Planning Portal.

If you require further assistance, please contact ServiceNSW on 1300 305 695 or [submit an enquiry online](#). If you are calling from outside Australia, please call +61 2 8894 1555.