

Responding to submission requirements

This guide provides steps on how an additional contact can respond to the submission requirements for a State Design Review Panel (SDRP) meeting via the NSW Planning Portal (the Portal).

When a registered portal user (the applicant) creates an SDRP application in the Portal, they nominate a primary contact who is by default assigned the application.

The applicant may also nominate **two additional contacts** when creating the application. An additional contact is intended to be a backup for the primary contact. They may also be project team members who need to input information and/or upload documents.

Only the nominated primary and additional contact/s will have the ability to edit/write in the application. They will also receive all correspondence relating to the application.

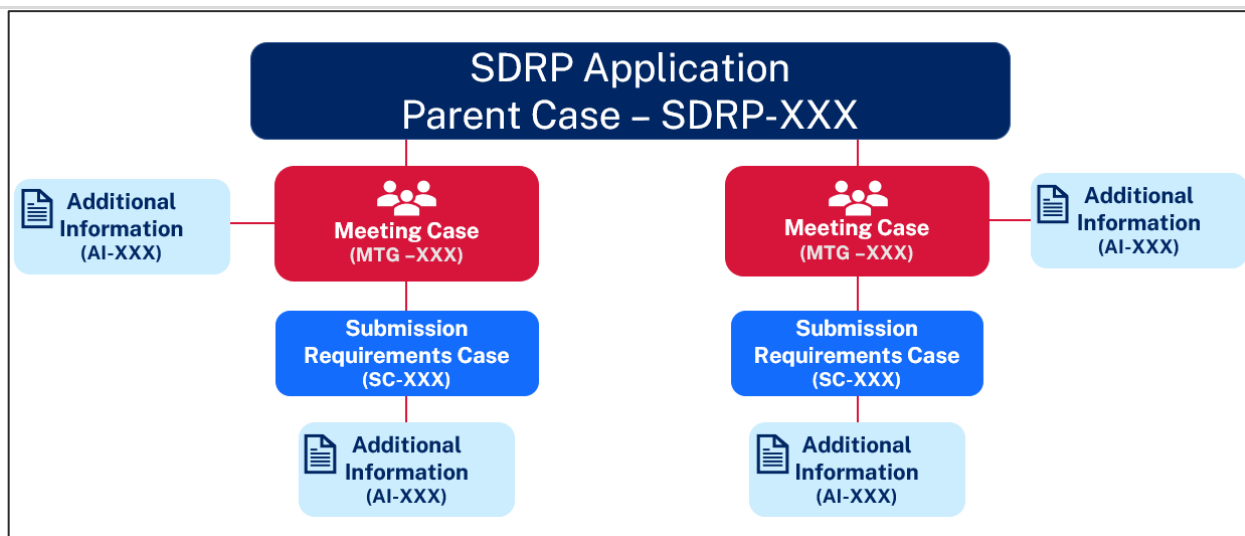
Pre-requisites:

- The additional contact/s **must** have an online NSW Planning Portal account (login ID and password) to access an SDRP application.
- The applicant has nominated the additional contact when creating the application and provided the email address the additional contact/s uses to log in to the Portal.
- The additional contact has received an email notification outlining the SDRP's submission requirements.

A red asterisk (*) indicates a mandatory field or document.

Overview

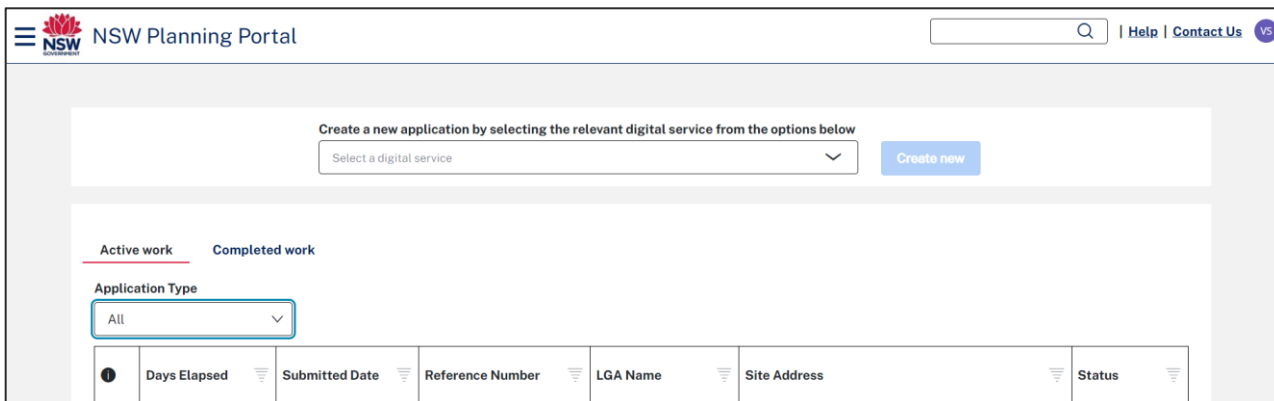
- When the SDRP design advisor sends the submission requirements via the Portal:
 - The system creates four tasks/steps for the primary and/or additional contact/s to complete sequentially:
 1. Update Contact Details (incl. meeting attendees)
 2. Additional Project Information
 3. Other Related Project Information
 4. Requirements and Uploads (the Design Package).
- The additional contact must assign themselves to each of the above submission requirements tasks/steps individually.
- The SDRP application (also known as the 'parent case') has 'child cases' that run in parallel with the main application and with each other. Types of child cases include a meeting case, a submission requirements case, and additional information. The child cases allow SDRP team members and the primary/additional contact/s to work on different tasks at the same time.
- The primary/additional contact/s can request as many meetings as required for an SDRP application. Whenever a new meeting is initiated, the system will create a new meeting child case as well as a new submission requirements child case.



- The email notification outlining the submission requirements includes the SDRP application reference number (SDRP-XXX) and a submission requirements child case reference number (SC-XXX).
- The primary/additional contact must respond to the submission requirements via the submission requirements child case.
- When you click on a task belonging to a child case, you will see information only about that child case.

Locating the submission requirements case

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



Note: Additional contacts will not see the SDRP application (SDRP-XXX) or submission requirements case (SC-XXX) reference numbers on their dashboard as they are not automatically assigned to the SDRP application.

Respond to the submission requirements via the submission requirements case.

2. **Search** for the submission requirements case by using the global search field at the top right of the screen.

Enter the SC-XXX reference number and **press** [Enter] on your keyboard to locate and open the submission requirements case.

SC-550



Alternatively, you can enter the SDRP-XXX reference number in the global search field. **Click** the magnifying glass and from the drop-down, **select** the SC-XXX reference number.

Note: The status is 'Pending Submission'.

SDRP-615



ing Portal

SDRP-615

Case: Complying Development Certificate Include: Work items only Show: All work Last Updated: Anytime

Show results in a new window

Case type	Description	ID	Status	Updated
	Submission Requirements	SC-550	Pending Submission	19/02/23
	State Design Review Panel	SDRP-615	In Progress	18/12/22
	Meeting	MTG-8562	Pending Panel Selection	19/02/23

The submission requirements case opens. This is a read-only screen.

State Design Review Panel (SDRP-615) Meeting (MTG-8562)

Submission Requirements Reference number SC-550 Pending Submission

Actions Close and home

Initial check Stage Document Submission Stage Completeness Check

Meeting Details Documents Action summary Related cases

Project Name	Bald Hill Primary School
Project Type	Education - public
MeetingDate	23/02/23
Meeting ID	MTG-8562

Four tabs display:

- Meeting Details – includes the project’s name, the type of project, and the date and reference number for the meeting (MTG-XXXX).
- Documents – will include links to documents uploaded via the submission requirements case, including any system-generated documents.
- Action summary - under History, you will find a record of all tasks performed for the submission requirements case, and under Case narrative, all system-generated email notifications related to the submission requirements case.
- Related cases – this tab contains links to the SDRP application (parent case) and all related child cases, including the meeting case/s and submission requirements case/s.

Assigning the ‘Update Contact Details’ task

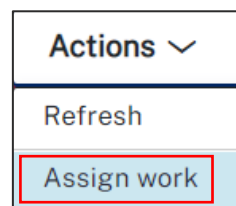
The system automatically assigns all submission requirements tasks to the primary contact.

To respond to the submission requirements, an additional contact must assign themselves one task at a time.

Follow the steps below to assign yourself the first task related to the SDRP submission requirements.

Assign yourself the first task via the submission requirements case (SC-XXX).

3. **Click** the Actions drop-down in the top right-hand corner of the screen and **select** Assign work.

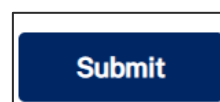


The Assign work screen displays. By default, the primary contact is the current assignee.

4. **Select** the ‘Assign this task to me’ tick box.



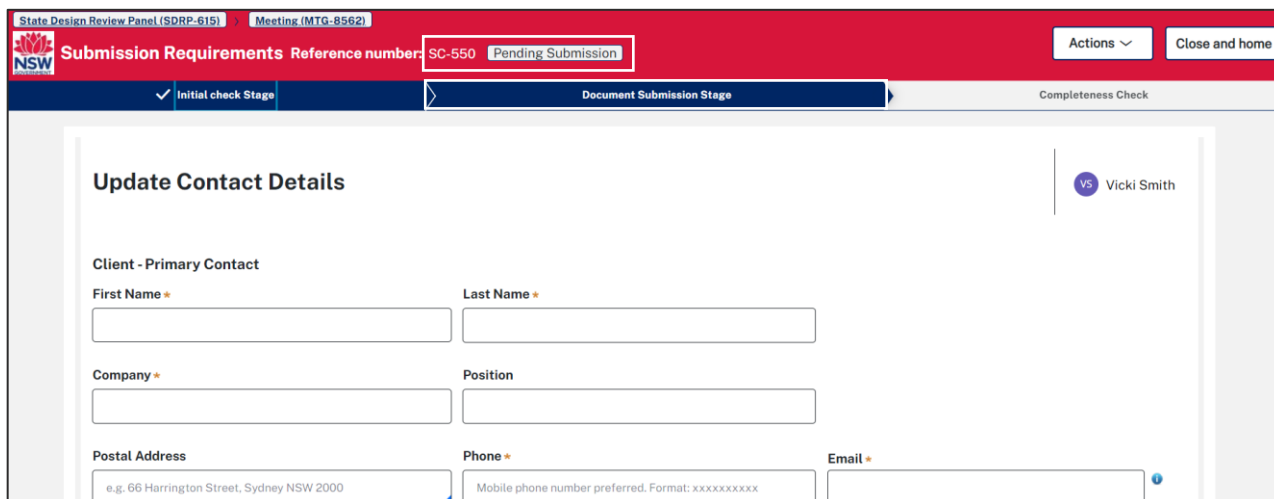
5. **Click** Submit to assign yourself the ‘Update Contact Details’ task.



Capturing contact details

The Update Contact Details screen displays. The status is 'Pending Submission'.

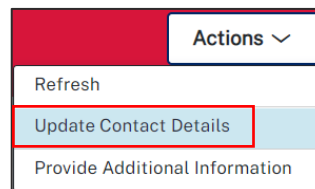
The contact details and meeting attendees are due no later than **two weeks** before the meeting date. The system will send a reminder notification two days before the due date.



Note: When an SDRP meeting follows a previous panel meeting for an SDRP application, the system automatically populates the document submission screens with information from the previous meeting.

The additional contact can review and update all fields as needed.

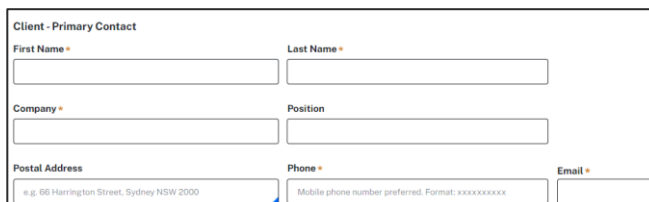
Tip: If the 'Update Contact Details' screen has not opened, **click** the Actions drop-down (top right-hand corner of the submission requirements case screen) and **select** Update Contact Details.



Client - Primary Contact

The client's primary contact is an individual from the entity or organisation that is commissioning and funding the project directly or indirectly (the owner).

6. **Enter** the contact details for the Client - Primary Contact.



Design Team – Primary Contact

The design team's primary contact is an individual who is part of the proponent's design team.

7. **Enter** the contact details for the Design Team - Primary Contact.

Design Team - Primary Contact		
First Name *	Last Name *	
Company *	Position	
Postal Address	Phone *	Email *
e.g. 66 Harrington Street, Sydney NSW 2000 	Mobile phone number preferred. Format: xxxxxxxxxx 	

Capturing meeting attendees

Attendees

IMPORTANT: At least one attendee is required. All those attending must be included in the table below. Persons not on the table will not be admitted to the session.

Add

Cancel

Save

Submit

The proponent must have at least one representative attend the SDRP meeting. All meeting attendees must be listed in the table on this screen. There is no limit to how many attendees you can add.

Note: Only added attendees included in this table will receive a meeting invitation.

8. **Click** Add to add a meeting attendee.

Add

Name *	Position *	Company Name *	Email *	Telephone *

9. **Enter** the attendee's full Name.

Name *

10. **Enter** the attendee's Position.

Position *

11. **Enter** the attendee's Company Name.

Company Name *

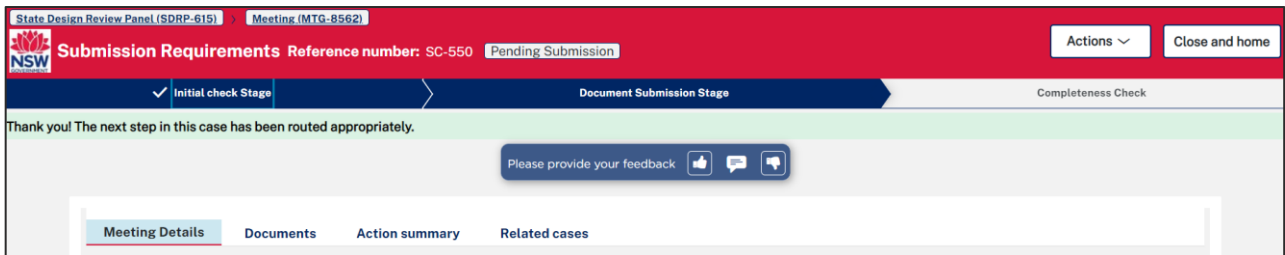
12. **Enter** the attendee's Email address.

Email *

13. Enter the attendee's Telephone number. Note: The telephone number should be at least 10 characters long.	Telephone *
14. To add additional attendees, click Add and repeat Steps 9 to 13.	Add
Note: If required, click Delete to remove an attendee from the list.	Delete
15. Click Submit to complete this task.	Submit Thank you! The next step in this case has been routed appropriately.

When you click Submit, an email notification is sent to the SDRP team advising them that the proponent's contact details and meeting attendees have been provided.

A read only screen will display.



The screenshot shows the SDRP interface with the following elements:

- Header: State Design Review Panel (SDRP-615) Meeting (MTG-8562)
- Submission Requirements: Reference number: SC-550 Pending Submission
- Actions: Actions (dropdown), Close and home
- Progress: Initial check Stage (checked), Document Submission Stage (active), Completeness Check
- Message: Thank you! The next step in this case has been routed appropriately.
- Feedback: Please provide your feedback (thumbs up, thumbs down, comment icons)
- Navigation: Meeting Details (active), Documents, Action summary, Related cases

Note:

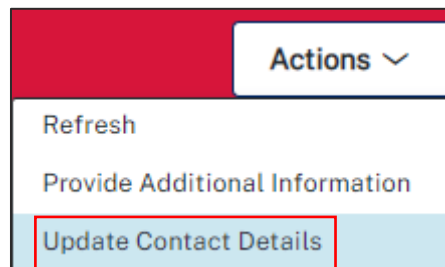
- Once the 'Update Contact Details' task is completed, the system automatically assigns the next task 'Additional Project Information' to the primary contact.
- To complete the 'Additional Project Information' task, an additional contact must assign it to themselves.

Updating contact details and meeting attendees

Once you have assigned yourself a task in the 'Documents Submission Stage', you can update the client contact details and/or meeting attendees via the Actions menu of the submission requirements case.

To update the contact details or add/remove meeting attendees:

- Click** on the Actions drop-down in the submission requirements case.
- Select** Update Contact Details to return to the Update Contact Details screen.
- Update** as required and **click** Submit.

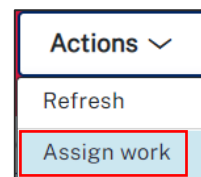


Note: Whenever you update the contact information and/or meeting attendees, the SDRP team is notified, and an updated Contact Information form is generated. The updated Contact Information form is saved in the Documents tab.

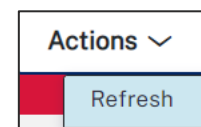
Assigning the 'Additional Project Information' task

Assign yourself the 'Additional Project Information' task via the submission requirements case (SC-XXX).

- Click** on the Actions drop-down and **select** Assign work.

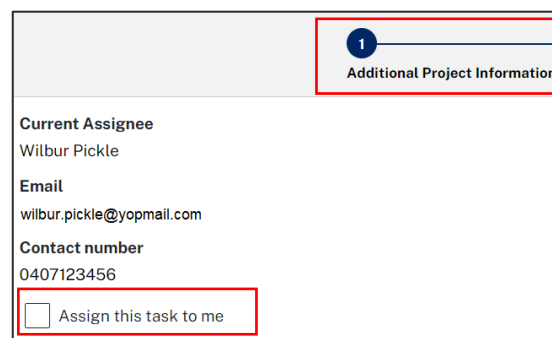


Tip: If the Assign work option does not display in the Actions drop-down, **click** Refresh and **click** on the Actions drop-down again and it should display.



The Assign work screen displays. By default, the primary contact is the current assignee.

- Select** the 'Assign this task to me' tick box.


 A screenshot of a web form titled 'Additional Project Information' with a red box around the title and a blue circle with the number '1' next to it. The form contains the following fields: 'Current Assignee' (Wilbur Pickle), 'Email' (wilbur.pickle@yopmail.com), and 'Contact number' (0407123456). At the bottom, there is a checkbox labeled 'Assign this task to me' which is highlighted with a red rectangular box.

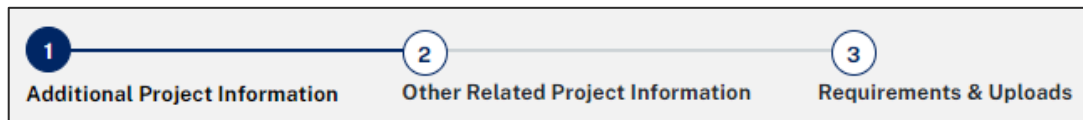
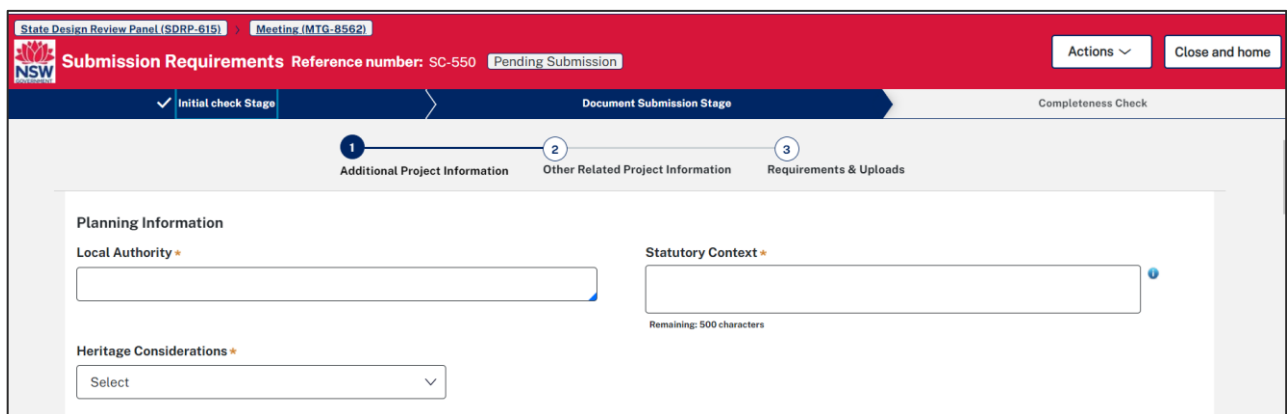
- Click** Continue to assign yourself the second task, 'Additional Project Information'.



Additional Project Information

The Additional Project Information screen displays.

This section of the Document Submission Stage includes three tasks/steps and is due no later than **one week** before the meeting date.

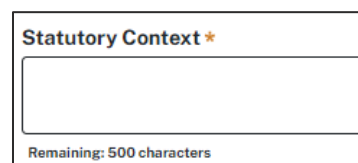
Planning Information

4. **Enter** the Local Authority. As you begin to type, the system will auto-suggest local authorities based on the information entered. **Select** the correct local authority from the list.

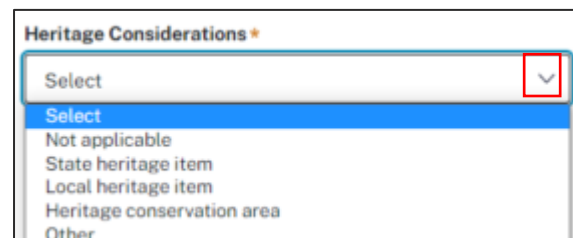


5. **Enter** the Statutory Context in 500 characters or fewer.

Note: Planning and statutory constraints applicable to the project.



6. **Click** the Heritage Considerations drop-down and **select** from the available list.



Note: If there are heritage considerations, but none of the considerations listed are applicable, select Other and enter the Heritage Consideration manually in the added text field.	Heritage Considerations * Other Enter Heritage Consideration
7. Click the Aboriginal Country drop-down and select from the available list. Note: You can select more than one Aboriginal Country. To remove a selected Aboriginal Country, click on the  next to it.	Aboriginal Country * Select  Aboriginal Country * Dharug × Darkinung × 
Note: If none of the Aboriginal Countries listed are applicable, select Other and enter the Aboriginal Country manually in the added text field.	Aboriginal Country * Other × Enter Aboriginal Country *
8. Click the Natural hazards significant to the site drop-down and select from the available list. Note: You can select as many natural hazards as needed. If natural hazards are not applicable, select 'Not Applicable'.	Natural hazards significant to the site * Select  Not Applicable Bushfire Coastal hazard Cyclone Flood Other
Note: If there are natural hazards, but none of the natural hazards listed are applicable, select Other and enter the natural hazard/s manually in the added text field.	Natural hazards significant to the site * Other × Enter Natural Hazards *

Note: If you select 'Not Applicable' PLUS a natural hazard/s, an error message will display when you click Continue in the bottom right-hand corner of the screen. You can remove a selected hazard or 'Not Applicable' by clicking the  next to it.	Natural hazards significant to the site * Not Applicable  Bushfire  Cyclone  ▼  Do not select any natural hazards if you are selecting - Not Applicable
9. Click the Status of Scheme drop-down and select from the available list.	Status of Scheme * Select ▼ - Select - Confidential - Pre-SEARs - SEARs issued - Planning proposal - Planning application - Other
Note: If none of the status listed are applicable, select Other and enter the Status of Scheme manually in the added text field.	Status of Scheme * Other Enter Status Of Scheme *
Project Background The Project Background and Project Description fields are mandatory. Each field is limited to 1,000 characters. The information entered should be comprehensive and concise as it will be sent to the panel members before the SDRP meeting.	
10. Enter a Summary of the Project Brief. Note: List or describe the main elements of the brief.	Summary of Project Brief *
11. Enter a brief outline of the conceptual intent in the Design Objectives field.	Design Objectives *

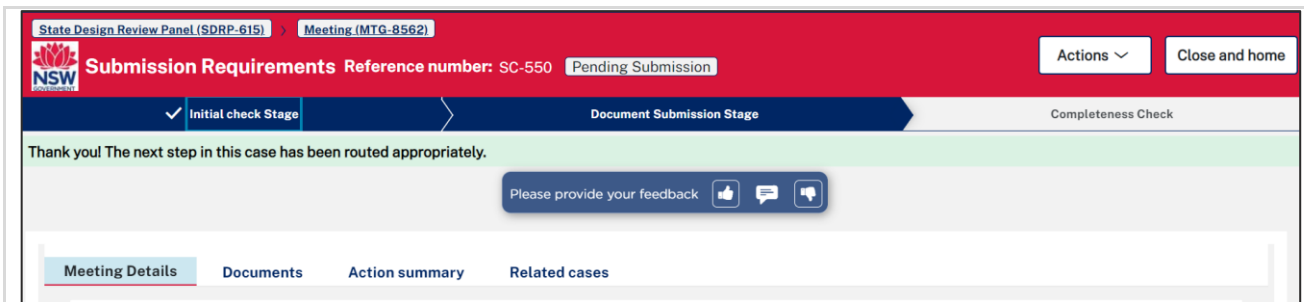
Project Description

Provide a description of the project under the headings below. Please base your descriptions on the Design Objectives for NSW detailed in the Better Placed Design Policy document. **Click** on the link

provided on the screen [Click here for these objectives](#) to open this document in a separate tab allowing you to keep it open as reference while you complete the submission requirements.

12. Describe the physical attributes of the site and prevailing or desired local character in the Context field.	Context *
13. Describe the project's Connecting with Country strategy and engagement with local communities in the Connecting with Country field.	Connecting With Country *
14. Describe the urban design strategy and how the built form achieves that strategy in the Urban Design/Built Form field.	Urban Design/Built Form *
15. Describe the approach to vehicular traffic, active transport, pedestrian links, etc. in the Connection field.	Connection *
16. Describe the project's sustainability strategy and targets, as well as how the project contributes to a NET-zero by 2050 target in the Sustainability field.	Sustainability *
17. Describe how the project relates to and improves the public realm in the Public Realm field.	Public Realm *
18. Describe the project's landscape strategy and targets in the Landscape field.	Landscape *
19. Click Continue to complete this task.	Continue
Thank you! The next step in this case has been routed appropriately.	

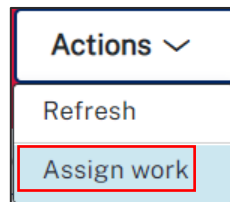
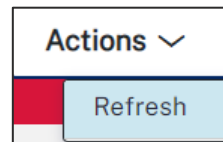
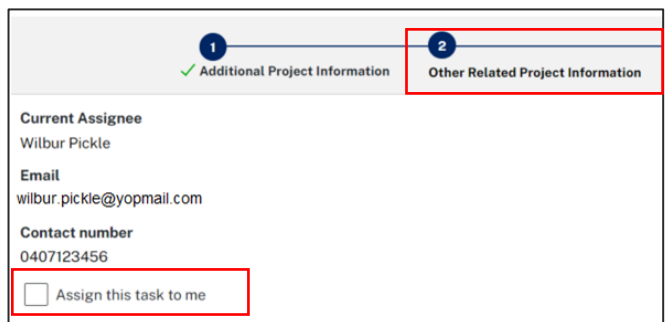
A read only screen will display.



Note:

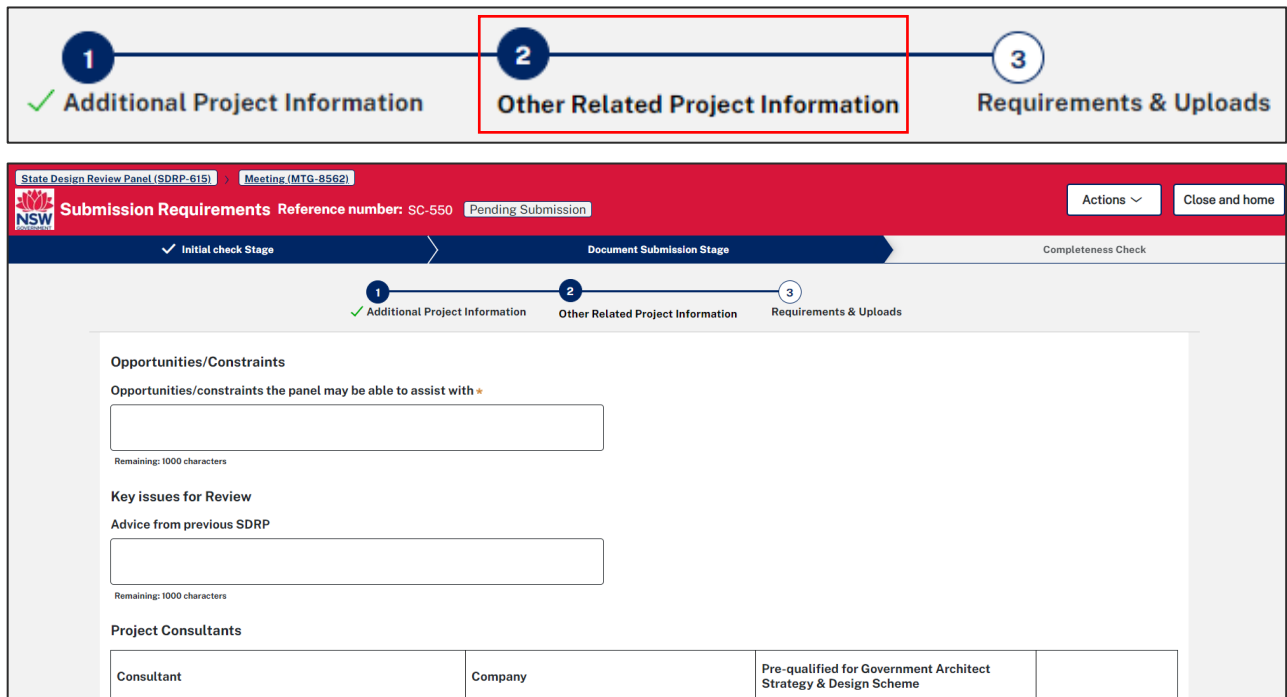
- Once the 'Additional Project Information' task is completed, the system automatically assigns the next task 'Other Related Project Information' to the primary contact.
- To complete the 'Other Related Project Information' task, an additional contact must assign it to themselves.

Assigning the 'Other Related Project Information' task

Assign yourself the 'Other Related Project Information' task via the submission requirements case (SC-XXX). 1. Click on the Actions drop-down and select Assign work.	
Tip: If the Assign work option does not display in the Actions drop-down, click Refresh and click on the Actions drop-down again and it should display.	
The Assign work screen displays. By default, the primary contact is the current assignee. 2. Select the 'Assign this task to me' tick box.	
3. Click Continue to assign yourself the next task, 'Other Related Project Information'.	

Other Related Project Information

The Other Related Project Information screen displays.



1 Additional Project Information 2 Other Related Project Information 3 Requirements & Uploads

State Design Review Panel (SDRP-615) Meeting (MTG-8562)

Submission Requirements Reference number: SC-550 Pending Submission Actions Close and home

Initial check Stage Document Submission Stage Completeness Check

1 Additional Project Information 2 Other Related Project Information 3 Requirements & Uploads

Opportunities/Constraints
Opportunities/constraints the panel may be able to assist with *

Remaining: 1000 characters

Key issues for Review
Advice from previous SDRP

Remaining: 1000 characters

Project Consultants

Consultant	Company	Pre-qualified for Government Architect Strategy & Design Scheme

Opportunities/Constraints

4. **Enter** opportunities/constraints the panel may be able to assist with. In 1000-characters or fewer.

Opportunities/constraints the panel may be able to assist with *

Key Issues for Review

5. (Optional) If applicable, **enter** Advice received from any earlier SDRP meetings related to this application. In 1000-characters or fewer.

Advice from previous SDRP

Project Consultants

You must include a minimum of three project consultants.

While the first three Consultant fields are pre-populated with the categories of Architect, Landscape architect and Urban Designer, these categories are not mandatory. You may select as many consultants as required.

Project Consultants			
Consultant	Company	Pre-qualified for Government Architect Strategy & Design Scheme	
Architect		☐	Delete
Landscape architect		☐	Delete
Urban Designer		☐	Delete
Add			

6. Retain the pre-populated consultant category, **or**

To select a consultant category other than those that are pre-populated:

Click the Consultant drop-down arrow and **select** the relevant category from the available list.

If none of the consultant categories listed are applicable, **select** Other consultants.

Architect

Select
 Architect
 Structural Engineer
 Services Engineer
 Landscape architect
 Urban Designer
 Planning consultants
 Sustainability consultants
 Heritage consultants
 Traffic consultants
 Other consultants

7. **Enter** the name of the consultant's company in the Company field.

Consultant	Company
Architect	ACME Architects

8. **Click** the tick-box if the consultant is part of the Government Architect Strategy and Design Scheme.

Pre-qualified for Government Architect Strategy & Design Scheme

☒

Note: Only three consultant categories are eligible for inclusion in the Government Architect Strategy and Design Scheme: Architect, Landscape architect and Urban Designer.

'Pre-qualified for Government Architect' tick-boxes will display only for the three eligible categories.

9. **Repeat Step 6 to Step 8** to add at least two more consultants.

Landscape architect	ACME Landscaping
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Notes:

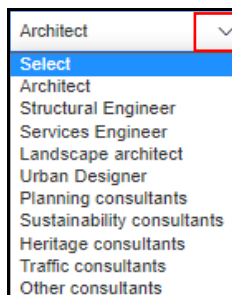
If no further consultants are required, go to **Step 13**.

To add more consultants, continue to **Step 10**.

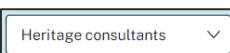
10. **Click** Add to add additional consultants.



11. **Click** the Consultant drop-down and **select** from the available list.

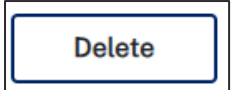


12. Enter the name of the selected consultant's company.

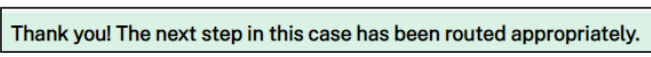



Consultant	Company	Pre-qualified for Government Architect Strategy & Design Scheme	
Architect	ACME Architects	☒	Delete
Landscape architect	ACME Landscaping	☐	Delete
Urban Designer	ACME Urban Designs	☐	Delete
Heritage consultants	ACME Heritage		Delete

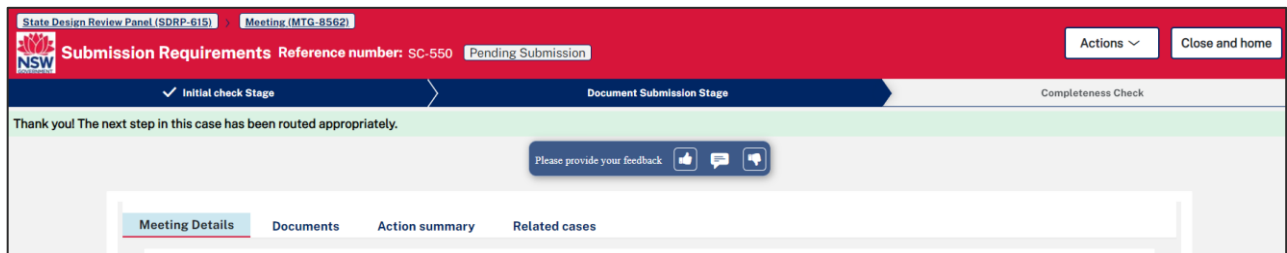
Note: If required, **click** Delete to remove a consultant from the list.



13. **Click** Continue to complete this task.

A read only screen will display.



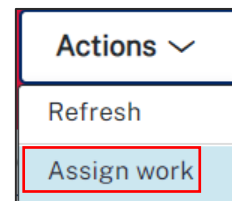
Note:

- Once the 'Update contact details' task is completed, the system automatically assigns the next task 'Requirements & Uploads' to the primary contact.
- To complete the 'Requirements & Uploads' task, an additional contact must assign it to themselves.

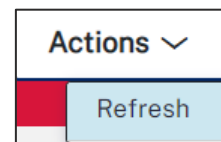
Assigning the 'Requirements & Uploads' task

Assign yourself the 'Requirements & Uploads' task via the submission requirements case (SC-XXX).

1. **Click** on the Actions drop-down and **select** Assign work.

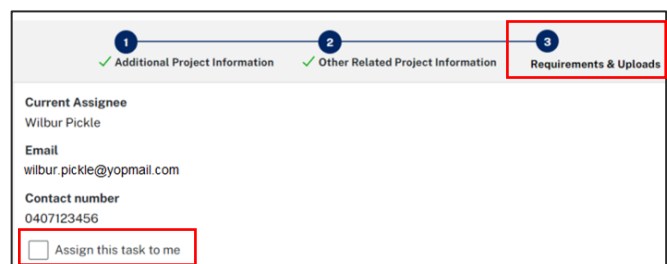


Tip: If the Assign work option does not display in the Actions drop-down, **click** Refresh and **click** on the Actions drop-down again and it should display.

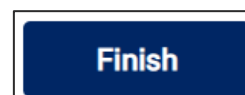


The Assign work screen displays. By default, the primary contact is the current assignee.

2. **Select** the 'Assign this task to me' tick box.

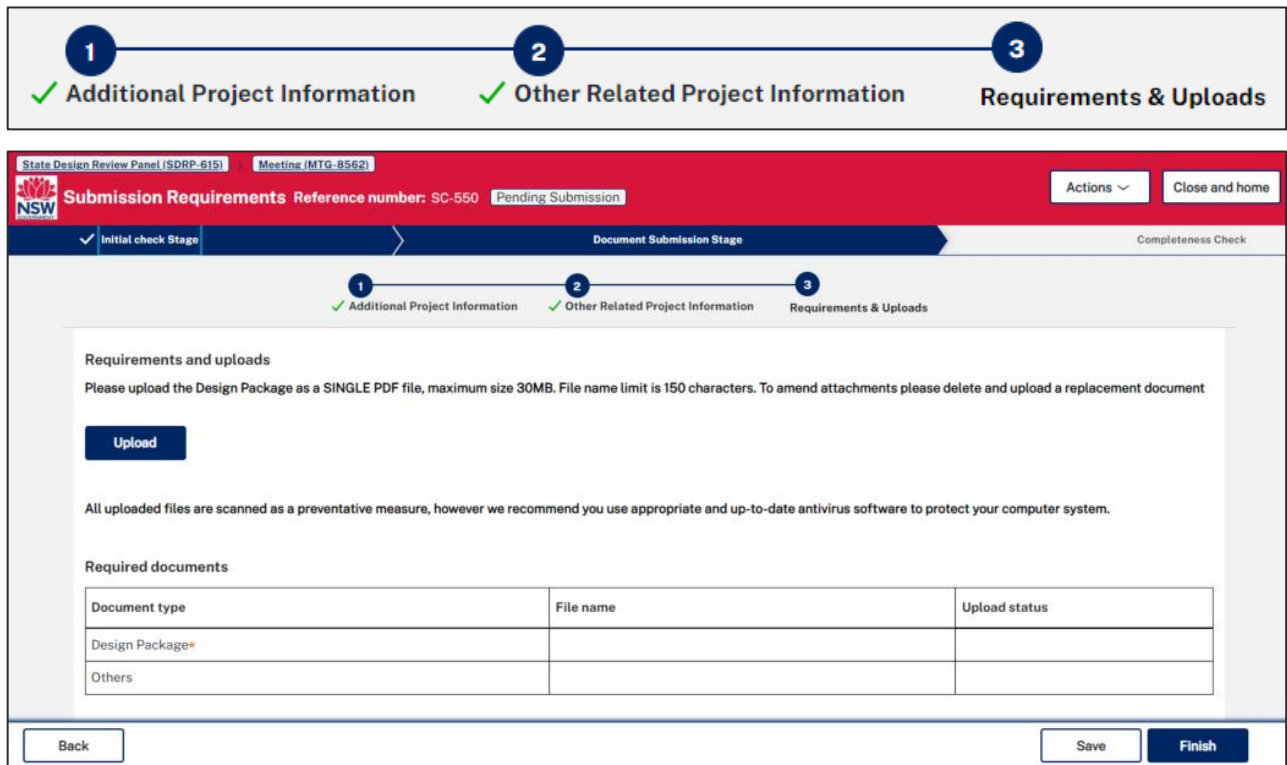


3. **Click** Finish to assign yourself the final task, 'Requirements & Uploads'.



Requirements & Uploads

The Requirements & Uploads screen displays.



The screenshot shows the 'Requirements & Uploads' screen. At the top, there is a progress bar with three steps: 1. Additional Project Information (checked), 2. Other Related Project Information (checked), and 3. Requirements & Uploads (active). Below the progress bar, the header includes 'State Design Review Panel (SDRP-615)', 'Meeting (MTG-8562)', 'Submission Requirements', 'Reference number: SC-550', and 'Pending Submission'. There are buttons for 'Actions' and 'Close and home'. The main content area has a sub-progress bar with the same three steps. Below this, there is a section titled 'Requirements and uploads' with instructions: 'Please upload the Design Package as a SINGLE PDF file, maximum size 30MB. File name limit is 150 characters. To amend attachments please delete and upload a replacement document'. There is an 'Upload' button. Below this, a note states: '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.' There is a section titled 'Required documents' with a table:

Document type	File name	Upload status
Design Package*		
Others		

At the bottom, there are buttons for 'Back', 'Save', and 'Finish'.

The Design Package is a required document upload.

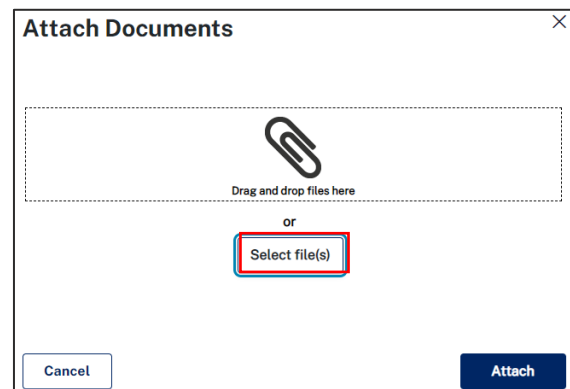
Upload the Design Package as a SINGLE PDF file, to a maximum size of 30MB.

To amend attachments, please delete the original and upload a replacement document.

4. **Click** Upload to attach the Design Package.



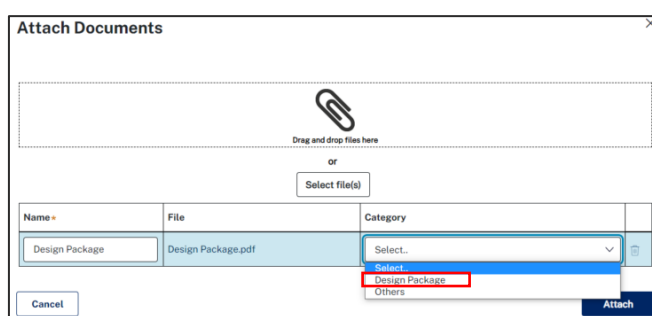
5. **Click** Select file(s) and navigate to the Design Package location.
Alternatively, you can **drag and drop** the file directly in the space provided.



6. After selecting the Design Package file to upload, **click** the Category drop-down and **select** Design Package.

Note: To upload additional document(s) repeat **Step 5** and **click** the Category drop-down to **select** Other from the list.

Additional documents will not be reviewed by the panel, only by the SDRP team. The panel will only receive the Design Package.



The 'Attach Documents' dialog box shows a file selection interface. It includes a 'Drag and drop files here' area, a 'Select File(s)' button, and a table with columns for Name, File, and Category. The 'Design Package' category is selected, and the 'Design Package.pdf' file is listed. The 'Attach' button is highlighted.

7. **Click** Attach to complete the upload.

Attach

Required documents

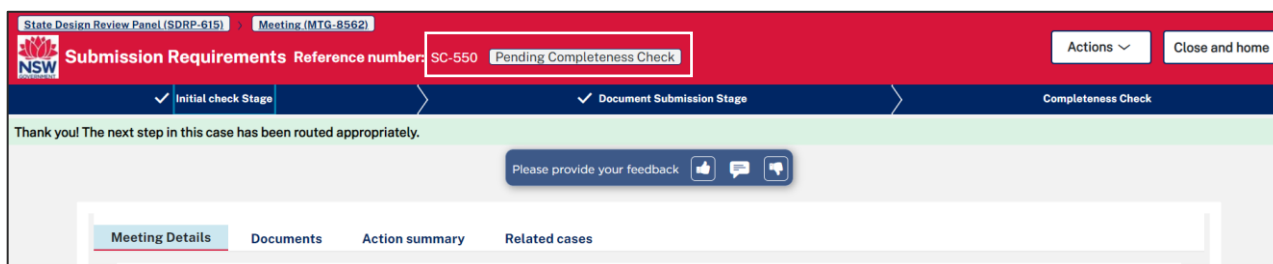
Document type	File name	Upload status
Design Package*	Design Package.pdf 	
Others		

8. **Click** Finish to complete the document submission.

Finish

Thank you! The next step in this case has been routed appropriately.

The status of the submission requirements case updates to 'Pending Completeness Check'.



The screenshot shows the 'Submission Requirements' case status page. The reference number is SC-550, and the status is 'Pending Completeness Check'. The page includes a progress bar with stages: Initial check Stage, Document Submission Stage, and Completeness Check. A feedback button is visible, and the page is titled 'Thank you! The next step in this case has been routed appropriately.'

When you click Finish:

- The system sends an email notification to the SDRP design advisor/s informing them that the proponent has completed the project information and uploaded the Design Package. The email notification is located in the Action summary tab under Case narrative.
- The Documents tab includes a link to the uploaded Design Package.
- The Action summary records the date, time and who provided the proponent's contact details, project information and design package.
- The Related cases tab includes links to the SDRP application and the meeting and submission requirements child cases. By clicking on the relevant reference number link in the ID column you can open any of these cases.

Meeting Details	Documents	Action summary	Related cases
Document type	File name		
Design Package	 Design Package.pdf		

Meeting Details	Documents	Action summary	Related cases
History			
<< < Page 1 of 2 > >>			
Time	Description	Performed by	
1/03/23 4:55 PM	Assigned to SDRPDesignAdvisorQueue to 'complete task'	Vicki Smith	

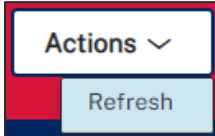
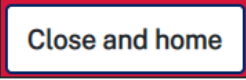
Case narrative

Showing [newest](#) on top

Notifications

-  [State Design Review Panel \(SDRP-615\): Project Information and Design Package provided](#)
3 minutes ago
-  [State Design Review Panel \(SDRP-615\): Project Information and Design Package required](#)
19/02/2023
-  [State Design Review Panel \(SDRP-615\): Contact information provided](#)
19/02/2023
-  [State Design Review Panel \(SDRP-615\): Contact information required](#)
19/02/2023
-  [State Design Review Panel \(SDRP-615\): Submission requirements and additional project information](#)

Meeting Details	Documents	Action summary	Related cases
Description	ID	Status	
 State Design Review Panel	SDRP-615	In Progress	
 Meeting	MTG-8562	Pending Panel Selection	
 Submission Requirements	SC-550	Pending Completeness Check	

Note: The only Actions option you have while the SDRP team is checking your document submission for completeness of information is Refresh.	
9. Click Close and home (top-right of screen) to return to your dashboard.	

What happens next?

- The SDRP design advisor will confirm whether the proponent's document submission is complete.
 - If the document submission is incomplete, an email notification will be sent to the primary/additional contacts requesting the missing information. To respond to this request, log in to your Portal account and open the submission requirements case.
 - Following confirmation that the proponent's submission is complete:
 - a. The submission requirements case closes. The status is 'Completed'.
 - b. The system generates three documents containing the proponent's information:
 - i. SDRP Application Summary
 - ii. SDRP Project Information
 - iii. SDRP Contact Information
 - c. The system-generated documents are saved in the Documents tab.
 - After the submission requirements case has been closed, the primary/additional contact/s can update the client contact details and/or meeting attendees. You can make these updates up until the day **before** the panel meeting via the **completed** submission requirements case.
 - The system notifies the SDRP team whenever the primary/additional contact updates the contact information/meeting attendees and generates an updated Contact Information document.
 - You can find a link to an updated version of the Contact Information document in the Documents tab.
 - For steps on how to update the client contact details and meeting attendees via the Portal, please refer to the reference guide, *Primary and Additional Contacts - Updating Contact Details and Meeting Attendees*.
 - All meeting attendees listed in the Portal will receive a meeting agenda before the meeting. The meeting agenda is saved in the Documents tab.
 - Lastly, the primary/additional contact must upload the Final Design Presentation at least one day prior to the meeting. Please upload the proponent's Final Design Presentation via the meeting child case.
- For steps on how to upload the Final Design Presentation via the Portal, please refer to the reference guide, *Primary and Additional Contacts - Uploading the Final Design Presentation*.

- Following the SDRP meeting, all meeting attendees listed will receive an email notification with the Advice letter attached. The Advice letter will be saved in the Documents tab.

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/help/frequently-asked-questions>;
- View more quick reference guides, and support resources on our support page at <https://www.planningportal.nsw.gov.au/support/how-guides>; and/or
- Contact ServiceNSW on 1300 305 695 or email info@service.nsw.gov.au.