

How to review and accept, decline or return a post-consent certificate application

Note: The information contained within this quick reference guide only applies to construction, subdivision, subdivision works and occupation certificates. For information on how to review and respond to a Principal Certifier appointment, please view the quick reference guide *Reviewing, accepting or rejecting an application*.

When a certifier receives an application submitted via the NSW Planning Portal (the portal), the certifier is required to conduct an initial review of the application. Following this review, the certifier will decide whether they will:

- accept an application for assessment,
- decline the application for assessment, or
- return the application to the applicant for revision.

Note: The certifier can also request additional information from the applicant to support their application via the ‘Additional information request’ functionality.

This quick reference guide will cover:

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To review applications submitted via the portal, you will need an NSW Planning Portal account. To register a new account, refer to our *Register for the NSW Planning Portal* quick reference guide or video.

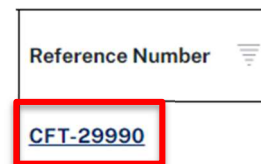
1. Reviewing an application

Note: All new applications will be available under the 'Unassigned tasks' tab, until they are actioned or re-assigned to a user.

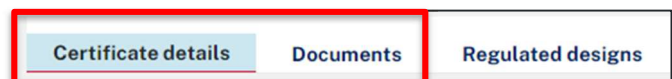
1. Log in to the NSW Planning Portal.
From your dashboard, **click** the 'Unassigned tasks' tab, then **click** on 'Certificate WB'.



2. **Click** on the relevant reference number to open the application.

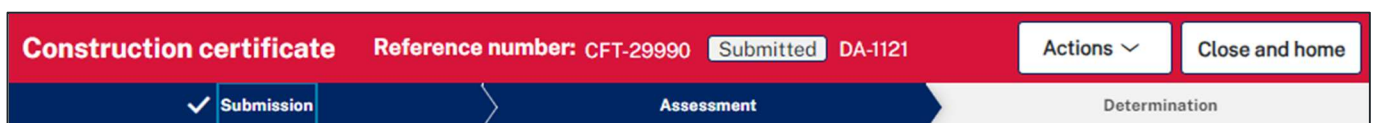


3. **Scroll** down the page to review the application details and any submitted documentation.
These tabs will be displayed on each page of this application.



Note: If you require additional information from the Applicant to assess the application, you can request additional information via the 'Actions' menu. Detailed instructions can be viewed via the *How to request and review additional information* quick reference guide.

2. Providing an outcome of your review



Once you have the required application information and documentation, you need to provide an outcome of your review. There are three options:

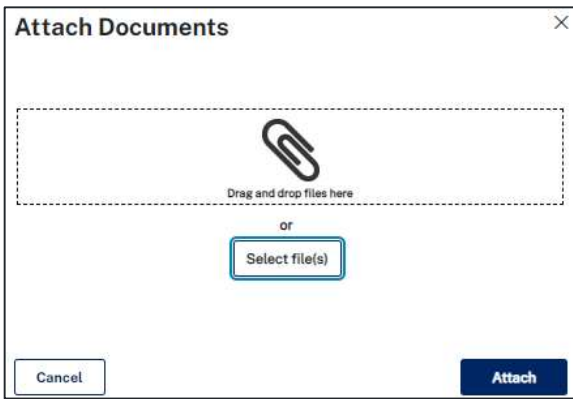
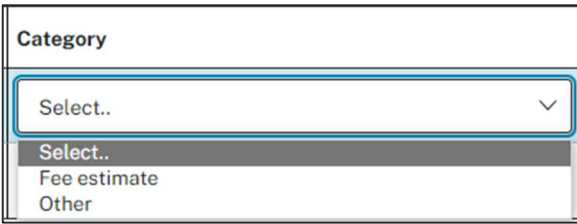
- accept an application for assessment,
- decline the application for assessment, or
- return the application to the applicant for revision.

Please refer to the relevant section below for more information.

A. Accept an application

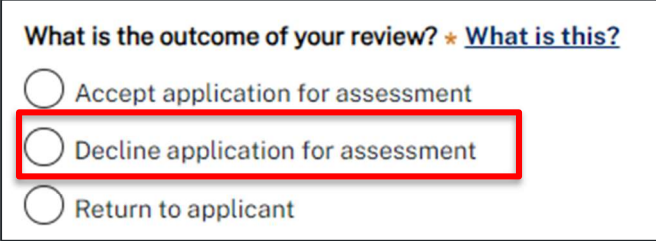
Please use this option if the outcome of the review is that you will be accepting the application for assessment. Note: Please ensure that a contract to carry out the certification work and the application fees have been paid prior to completing this action.

1. Select 'Accept application for assessment'.	What is the outcome of your review? * What is this? ☒ Accept application for assessment ☐ Decline application for assessment ☐ Return to applicant
2. Enter any additional comments.	Additional council comments *
3. Enter your unique certifier application reference number.	Certifier reference number * 
4. Indicate whether the applicant has paid the application fees.	Has the applicant paid the application fees? *  ☐ Yes ☐ No
5. Enter the date the application was lodged into the certifier's system.	Enter the date the application was lodged into the certifier's system *
6. If the application is for a Subdivision certificate, enter the consent authority name and contact email address.	Consent authority details  Consent authority name * Remaining: 55 characters Consent authority contact email *
7. If you wish to upload documentation to the application such as a signed contract, Click 'Upload'.	Upload

8. Click Select files (s) or drag and drop your file(s) in the space provided.	 The 'Attach Documents' dialog box contains a dashed box with a paperclip icon and the text 'Drag and drop files here'. Below this is the word 'or' and a button labeled 'Select file(s)'. At the bottom are 'Cancel' and 'Attach' buttons.
9. Categorise the file type(s) by selecting the relevant category from the drop-down list.	 The 'Category' drop-down menu shows 'Select..' as the current selection. The dropdown list is open, showing options: 'Select..', 'Fee estimate', and 'Other'.
10. Click 'Attach'.	 A blue button labeled 'Attach'.
11. Click 'Submit'.	 Two buttons: 'Save and exit' and 'Submit'.
Please refer to the 'What happens next' section for more information.	

B. Decline an application

Please use this option if the outcome of the review is that you will be declining the application for assessment.

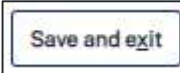
1. Select 'Decline application for assessment'.	 The 'What is the outcome of your review?' section has a link 'What is this?'. It contains three radio button options: 'Accept application for assessment', 'Decline application for assessment' (highlighted with a red box), and 'Return to applicant'.
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2. Enter the reason this application is being declined for assessment. <u>Note:</u> This information will be included in the email notification sent to the applicant.	Please provide a reason * Enter the reason this application is being declined for assessment (max. 2000 characters). This text will be sent to the applicant. Remaining: 2000 characters
3. If you wish to upload documentation to the application, click 'Upload'.	Upload
4. Click Select files (s) or drag and drop your file(s) in the space provided.	Attach Documents  Drag and drop files here or Select file(s) Cancel Attach
5. Categorise the file type(s) by selecting the relevant category from the drop-down list.	Category Select.. Select.. Fee estimate Other
6. Click 'Attach'.	Attach
7. Click 'Submit'.	Save and exit Submit
Please refer to the 'What happens next' section for more information.	

C. Return an application

Please use this option if the outcome of the review is that you will be returning the application to the applicant for revision.

1. Select 'Return to applicant'.	What is the outcome of your review? * What is this? ☐ Accept application for assessment ☐ Decline application for assessment ☐ Return to applicant
2. Enter the reason/s this application is being returned to the applicant. <u>Note:</u> This information will be included in the email notification sent to the applicant.	Returned due to the following reason: * ☐ The application is missing relevant documents ☐ The application contains incorrect information ☐ Contract and/or fees are not in place ☐ Other
3. Provide any additional comments to help the applicant to address your request.	Additional Certifier Comments Please be aware that the content typed within the field below will also appear to the applicant. Remaining: 2000 characters
4. If you wish to upload documentation to the application, click 'Upload'.	Upload
5. Click Select files (s) or drag and drop your file(s) in the space provided.	Attach Documents  Drag and drop files here or Select file(s) Cancel Attach
6. Categorise the file type(s) by selecting the relevant category from the drop-down list.	Category Select.. Select.. Other

7. Click 'Attach'.	
8. Click 'Submit'.	 
Please refer to the 'What happens next' section for more information.	

What happens next

- Upon clicking 'Submit' on the 'Pre-assessment review' screen, the applicant will receive an email notification advising them of the outcome of the review and the next steps.
- If the outcome of the review was 'Accept application for assessment', the application will remain in the 'Active work' tab and the status will change to 'Under Assessment'.
- If the outcome of the review was 'Decline application for assessment', the application will be moved to the 'Completed work' tab. The application will have a status 'Declined'.
- If the outcome of the review was 'Return to applicant', the application will be returned to the applicant and will not be visible on your dashboard until the applicant re-submits their revised application. The application will have a status 'Returned'.
- To view a 'Returned' application, use the search in the top banner on the dashboard.
- When a returned application is re-submitted, it will have the same NSW Planning Portal reference number, automatically appear on the previous assigned users 'Active work' list and the status 'Resubmitted'.

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 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.