

How to upload agency communication

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Acknowledgement of Country

The Department of Planning, Housing and Infrastructure acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land, and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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Introduction

After receiving an agency decision, an agency may request that you alter their decision or advice or communicate any other changes or document uploads within the NSW Planning Portal. They will contact you offline to communicate a change in formal response, requesting that you upload this agency communication on their behalf. The information that you upload will be visible to applicants, councils and agencies.

This guide outlines the steps to upload agency communication to the concurrence and referral case within the NSW Planning Portal.



Note: You will need a NSW Planning Portal council user account to access the functionality within this document. To register a new account, refer to the *How to register for a NSW Planning Portal* step-by-step guide.

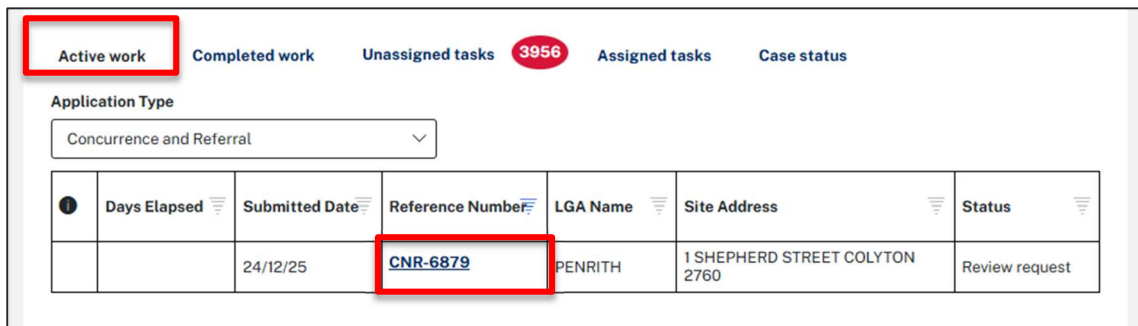
Steps

 **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.

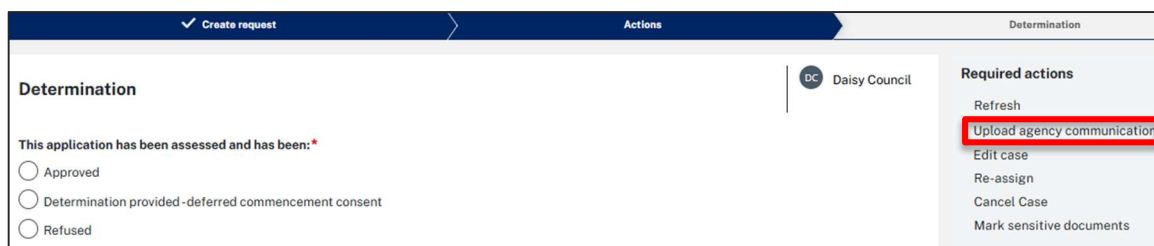


2. **Locate** and **open** the relevant application in your 'Active Work' tab.

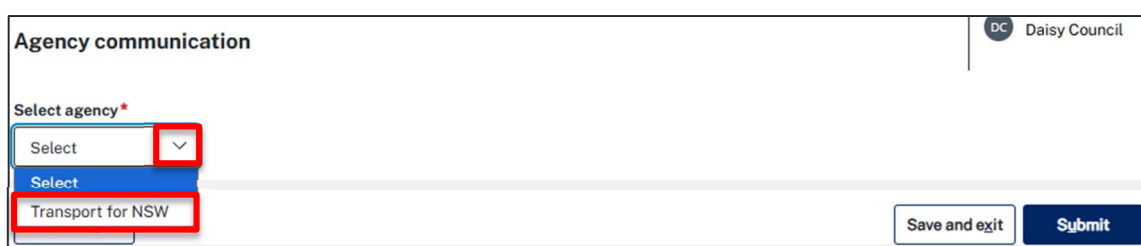


Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
	24/12/25	CNR-6879	PENRITH	1 SHEPHERD STREET COLYTON 2760	Review request

3. **Select** 'Upload agency communication' from the 'Required actions' menu on the left-side of the screen.



4. Under 'Select agency', **select** the agency that has contacted you from the dropdown list.



5. Select 'Upload agency communication'.

Upload agency communication

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.

Agency name	Requested clause	Document name	Document type	Uploaded date	Upload status
No attachments					

Cancel **Save and exit** **Submit**

- Select file (s) or drag and drop
- Select the appropriate category from the drop-down menu for each file
- Click 'Attach'.

Attach Documents

Drag and drop files here

or

Select file(s)

Attach

6. Click 'Submit'.

Cancel **Save and exit** **Submit**

 **Note:** The uploaded communication will be available in the 'Documents' tab of both the related development application and concurrence and referral cases.

7. Click 'Close and home' to return to the dashboard.

DA Online (PAN-22665) **Concurrence and Referral** Reference number: CNR-6929 DA number: DA-1537 Decision received Actions **Close and home**

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 create a concurrence and referral request during the assessment of a development application
- How to edit a concurrence and referral request
- How to re-refer a concurrence and referral request
- How to navigate the NSW Planning Portal dashboard

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