

How to request additional information

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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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How to request additional information

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Contents

Introduction 1

How to request additional information 2

How to review additional information provided by the applicant 5

How to close an additional information request 7

More information 9

 Need help using the NSW Planning Portal? 9

 Recommended step-by-step guides 9

Introduction

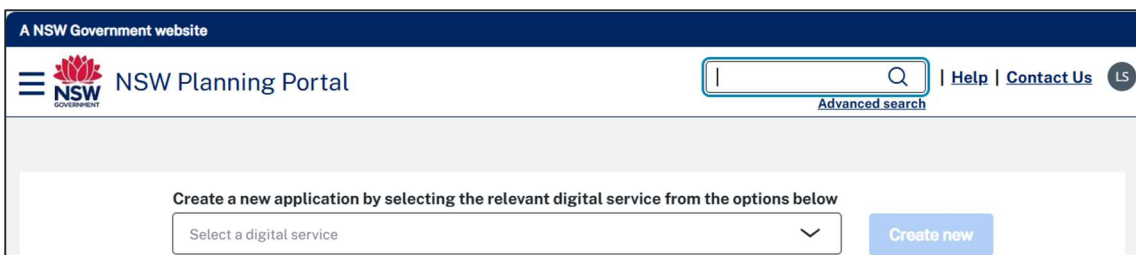
Requesting additional information is a common feature across many services on the NSW Planning Portal (the Portal). It is primarily used by certifiers and councils to request additional or revised information from an applicant / developer after an application has been submitted. A request for additional information can be used at any time up until the application is determined.

To request additional information, you must be assigned the application. This step-by-step guide uses a Complying Development Certificate (CDC) application as an example, and outlines how to request and review additional information, including closing an outstanding request.

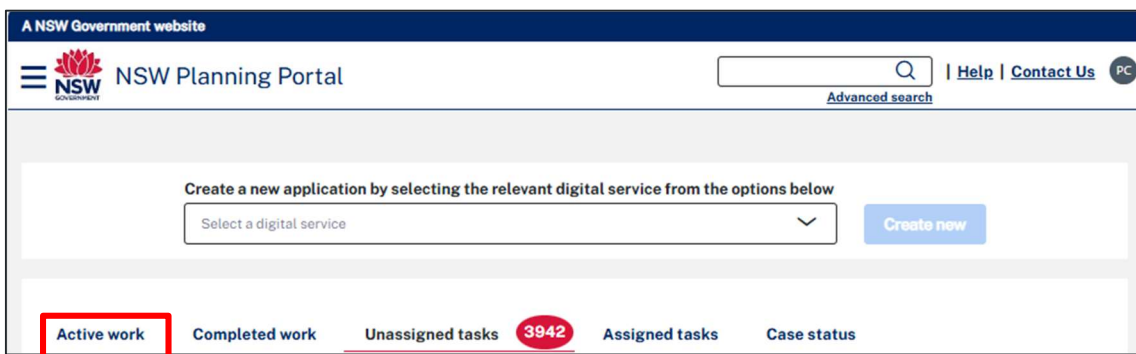
How to request additional information

 **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.

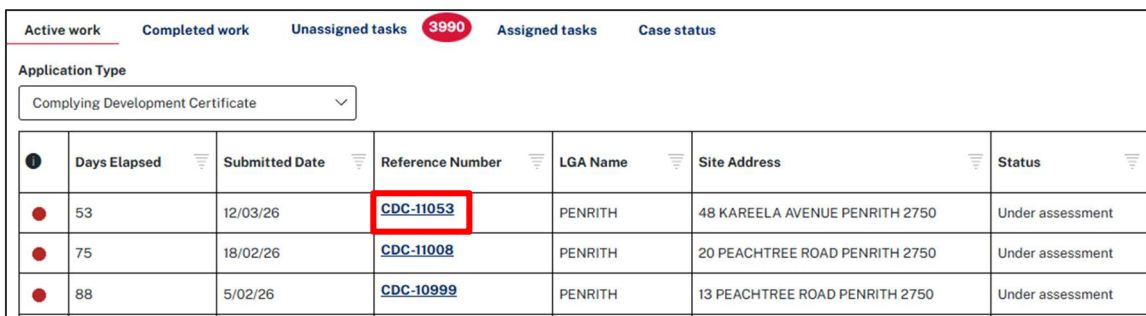


2. **Select 'Active work'** to view your active applications.



 **Note:** New applications can be accessed via the 'Unassigned Tasks' tab.

3. **Open** the application by **clicking** on the application 'Reference Number'.

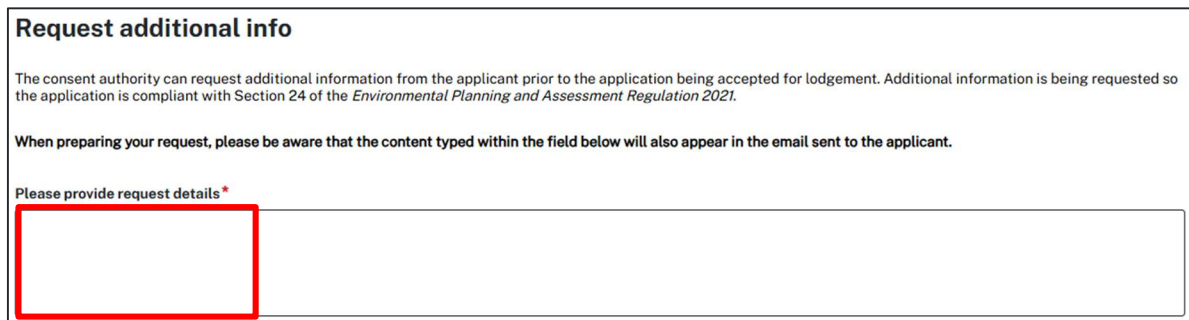


Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
53	12/03/26	CDC-11053	PENRITH	48 KAREELA AVENUE PENRITH 2750	Under assessment
75	18/02/26	CDC-11008	PENRITH	20 PEACHTREE ROAD PENRITH 2750	Under assessment
88	5/02/26	CDC-10999	PENRITH	13 PEACHTREE ROAD PENRITH 2750	Under assessment

4. Select 'Request additional info' from the Actions drop-down menu.

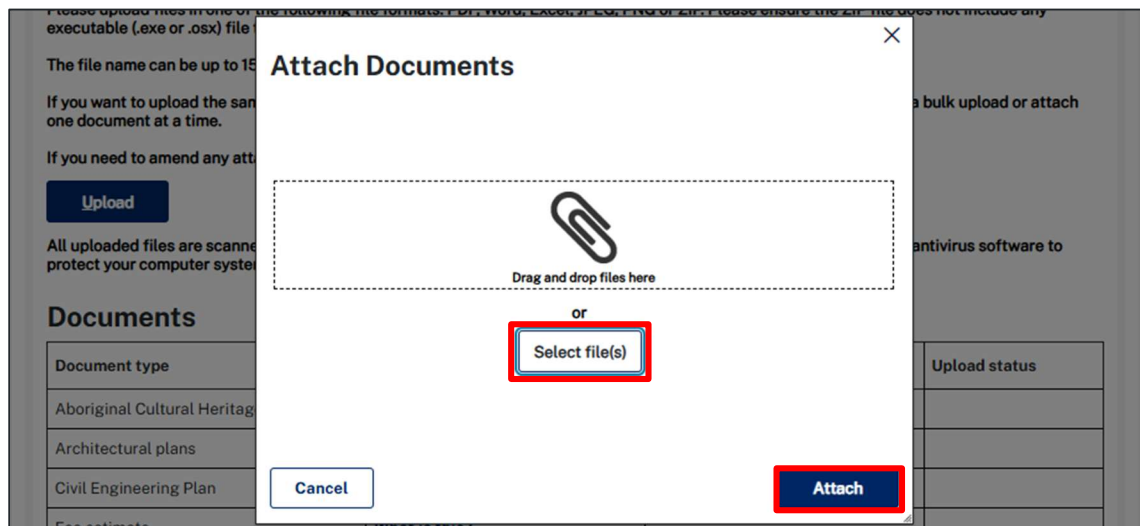


5. Enter the details of the additional information request in the space available.



6. Click 'Upload' to upload any supporting documentation.

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



7. Click 'Submit'.



 **Note:** When an additional information request is created, the application status will update to display 'additional information requested' and a new tab called 'Additional information summary' will appear on the application. The applicant will be notified of the

request and may provide the additional information for you to continue your assessment.

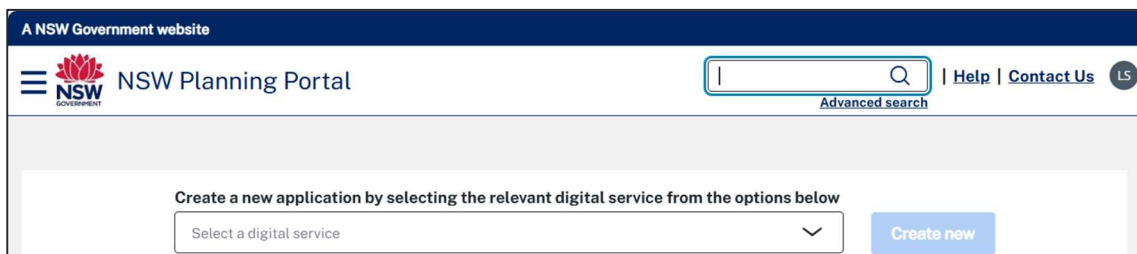
Any documents uploaded will be available under the Documents tab.

Relevant matters	Documents	Payer details	Action summary	Notes	Analytics	Additional information summary
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How to review additional information provided by the applicant

When an applicant provides you with additional information, you will receive an email notification. To view the response:

1. Log in to the NSW Planning Portal to display your dashboard.



A NSW Government website

NSW Planning Portal

Search bar with 'Advanced search' link

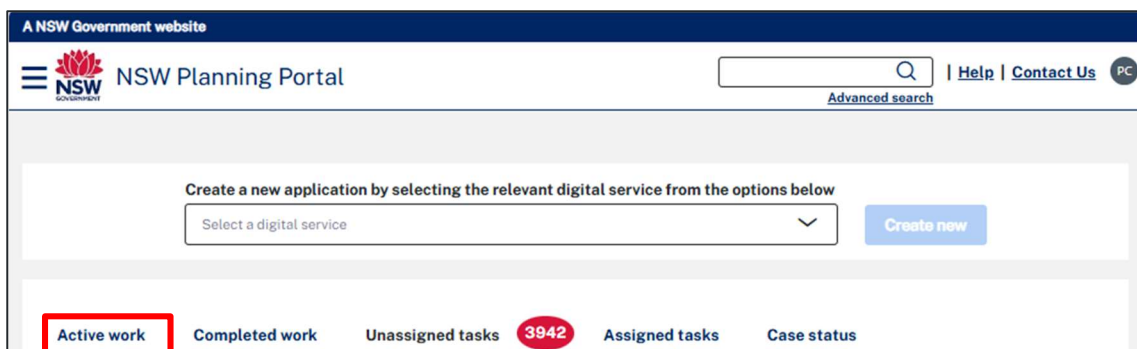
Help | Contact Us | LS

Create a new application by selecting the relevant digital service from the options below

Select a digital service (dropdown menu)

Create new (button)

2. Select 'Active work' to view your active applications.



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NSW Planning Portal

Search bar with 'Advanced search' link

Help | Contact Us | PC

Create a new application by selecting the relevant digital service from the options below

Select a digital service (dropdown menu)

Create new (button)

Active work (selected tab)

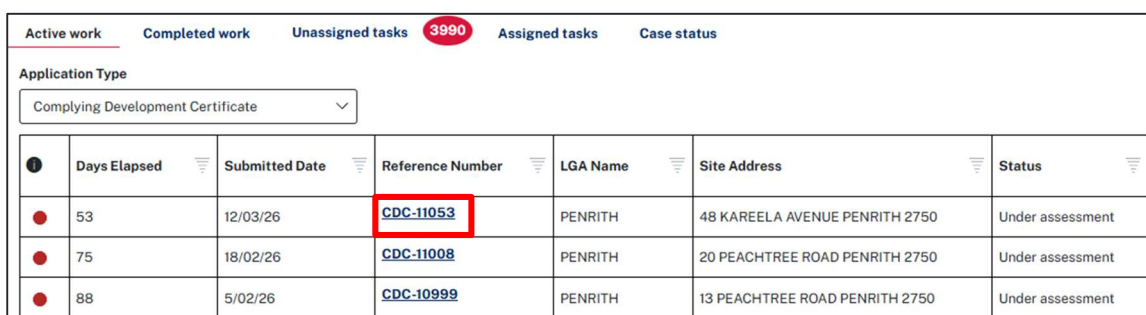
Completed work

Unassigned tasks 3942

Assigned tasks

Case status

3. Open the application by clicking on the application 'Reference Number'.



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NSW Planning Portal

Search bar with 'Advanced search' link

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Create a new application by selecting the relevant digital service from the options below

Select a digital service (dropdown menu)

Create new (button)

Active work (selected tab)

Completed work

Unassigned tasks 3990

Assigned tasks

Case status

Application Type

Complying Development Certificate (dropdown menu)

Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
53	12/03/26	CDC-11053	PENRITH	48 KAREELA AVENUE PENRITH 2750	Under assessment
75	18/02/26	CDC-11008	PENRITH	20 PEACHTREE ROAD PENRITH 2750	Under assessment
88	5/02/26	CDC-10999	PENRITH	13 PEACHTREE ROAD PENRITH 2750	Under assessment

4. Click the 'Additional Information summary' tab to view the Applicant comments.

Documents Regulated designs Certifier details Analytics Action summary Additional information summary Related cases							
Case ID	Requested On	Responded On	Request comments	Response comments	Current status		
AI-4571	04/05/2026		Please ensure all fees are paid.		In-Progress		Close case
AI-4315	15/09/2025	28/11/2025	Please provide a revised site plan to include the following	Site plan attached.	Complete		
AI-4570	04/05/2026	04/05/2026	Please provide updated site plans.	Uploaded new site plans.	Complete		
AI-4169	06/06/2025	06/06/2025	Please provide a revised site plan to include the following	Revised site plan uploaded.	Complete		

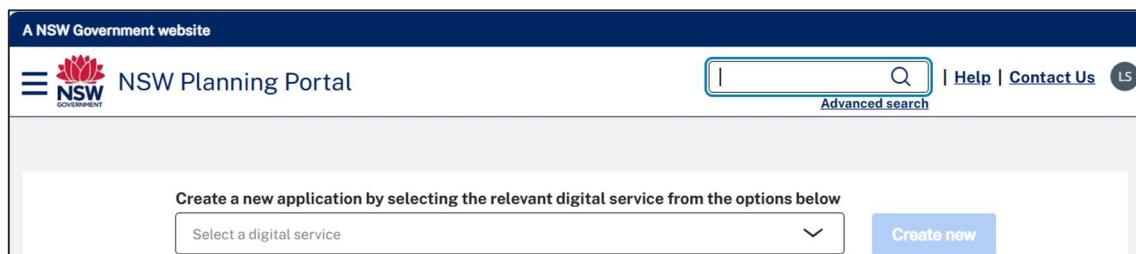


Note: The uploaded documents can be viewed from the documents tab.

How to close an additional information request

There is an option within the additional information summary tab to close out requests manually. You may use this if an applicant provides information outside of the Portal or advises that they will not be providing a response, or if the request is no longer required. To do this:

1. Log in to the NSW Planning Portal to display your dashboard.



A NSW Government website

NSW Planning Portal

Search bar with 'Advanced search' link

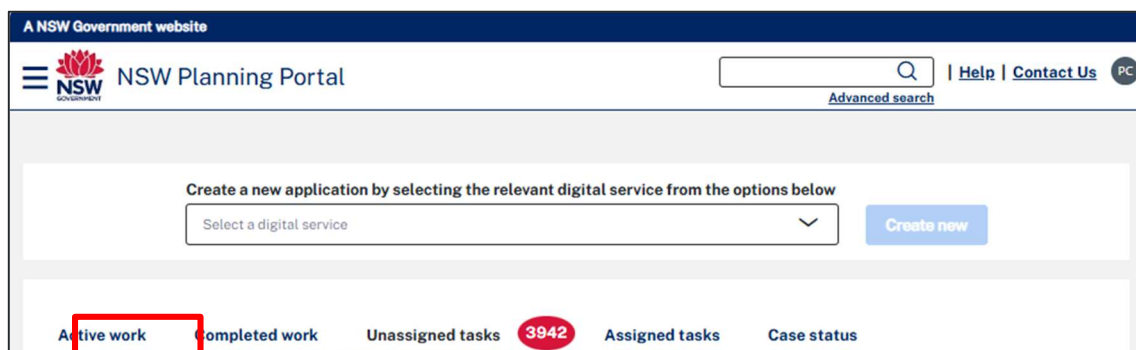
Help | Contact Us | LS

Create a new application by selecting the relevant digital service from the options below

Select a digital service (dropdown menu)

Create new (button)

2. Select 'Active work' to view your active applications.



A NSW Government website

NSW Planning Portal

Search bar with 'Advanced search' link

Help | Contact Us | PC

Create a new application by selecting the relevant digital service from the options below

Select a digital service (dropdown menu)

Create new (button)

Active work (selected tab)

Completed work

Unassigned tasks 3942

Assigned tasks

Case status

 **Note:** New applications can be accessed via the 'Unassigned Tasks' tab.

3. Open the application by clicking on the application 'Reference Number'.

Active work

Completed work

Unassigned tasks

3990

Assigned tasks

Case status

Application Type

Complying Development Certificate

	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
	53	12/03/26	CDC-11053	PENRITH	48 KAREELA AVENUE PENRITH 2750	Under assessment
	75	18/02/26	CDC-11008	PENRITH	20 PEACHTREE ROAD PENRITH 2750	Under assessment
	88	5/02/26	CDC-10999	PENRITH	13 PEACHTREE ROAD PENRITH 2750	Under assessment

4. Click the 'Additional Information summary' tab.

Documents	Regulated designs	Certifier details	Analytics	Action summary	Additional information summary	Related cases
Case ID	Requested On	Responded On	Request comments	Response comments	Current status	
AI-4571	04/05/2026		Please ensure all fees are paid.		In-Progress	<button>Close case</button>
AI-4315	15/09/2025	28/11/2025	Please provide a revised site plan to include the following	Site plan attached.	Complete	
AI-4570	04/05/2026	04/05/2026	Please provide updated site plans.	Uploaded new site plans.	Complete	
AI-4169	06/06/2025	06/06/2025	Please provide a revised site plan to include the following	Revised site plan uploaded.	Complete	

5. Click 'Close case' to close the request.

Documents	Regulated designs	Certifier details	Analytics	Action summary	Additional information summary	Related cases
Case ID	Requested On	Responded On	Request comments	Response comments	Current status	
AI-4571	04/05/2026		Please ensure all fees are paid.		In-Progress	<button>Close case</button>
AI-4315	15/09/2025	28/11/2025	Please provide a revised site plan to include the following	Site plan attached.	Complete	
AI-4570	04/05/2026	04/05/2026	Please provide updated site plans.	Uploaded new site plans.	Complete	
AI-4169	06/06/2025	06/06/2025	Please provide a revised site plan to include the following	Revised site plan uploaded.	Complete	

 **Note:** The outstanding additional information request will close, and the additional information status will update to display 'Complete'.

Documents	Regulated designs	Certifier details	Analytics	Action summary	Additional information summary	Related cases
Case ID	Requested On	Responded On	Request comments	Response comments	Current status	
AI-4571	04/05/2026		Please ensure all fees are paid.		Complete	
AI-4169	06/06/2025	06/06/2025	Please provide a revised site plan to include the following	Revised site plan uploaded.	Complete	
AI-4315	15/09/2025	28/11/2025	Please provide a revised site plan to include the following	Site plan attached.	Complete	
AI-4570	04/05/2026	04/05/2026	Please provide updated site plans.	Uploaded new site plans.	Complete	

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 navigate the NSW Planning Portal dashboard
- How to provide additional information (applicant)

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