Department of Planning, Housing and Infrastructure

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Development Application | Council

How to process a request for operational consent

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How to process a request for operational consent

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Introduction

A development consent may include conditions that must be met before it can become operational. The applicant must submit a request for operational consent to council within the specified timeframe, before the development consent can become operational.

Once the applicant submits the request for operational consent through the NSW Planning Portal, it will be sent to council for review.

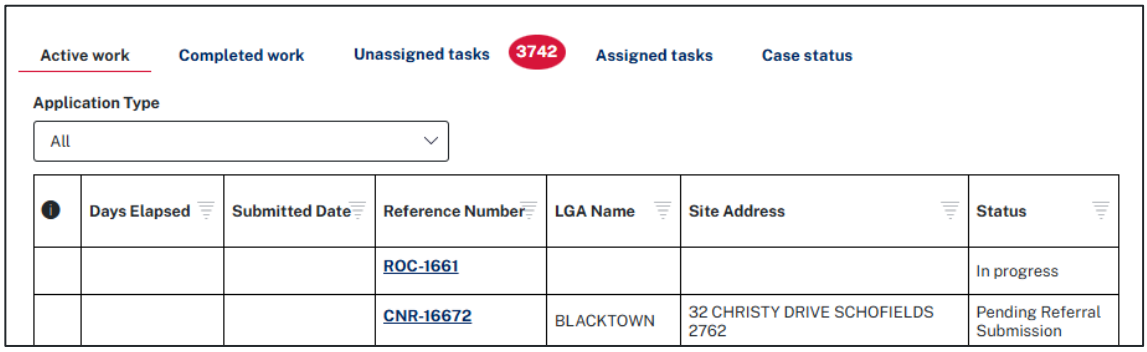
This guide outlines the step-by-step process for a council user when reviewing this request and providing an outcome.

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

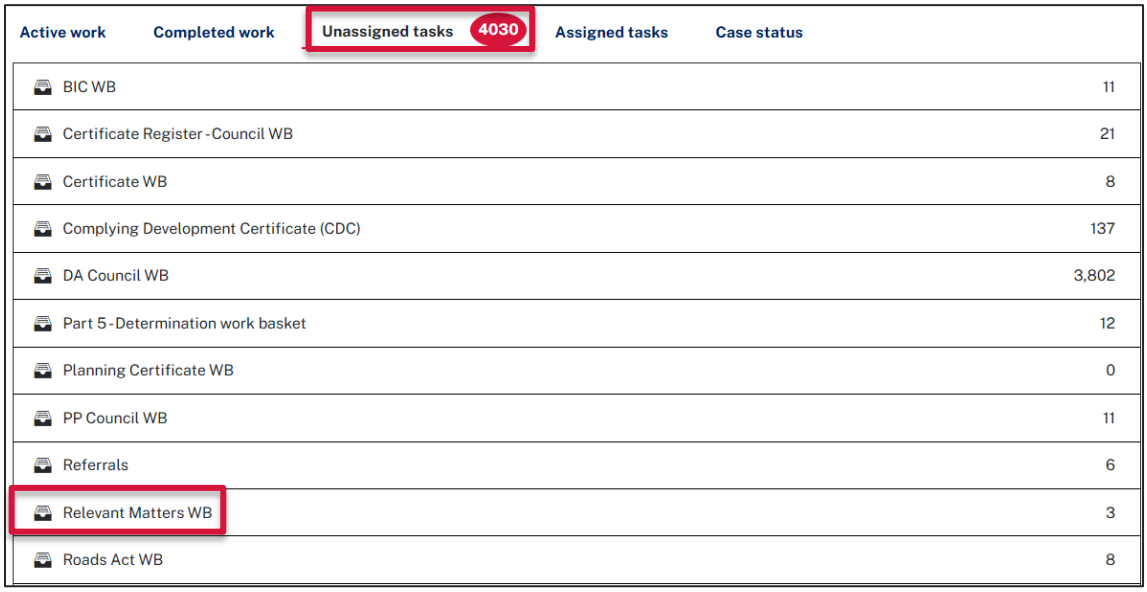
Steps

Tip: Mandatory fields are marked with an asterisk (*). You must complete these fields. Complete any optional fields that are relevant.

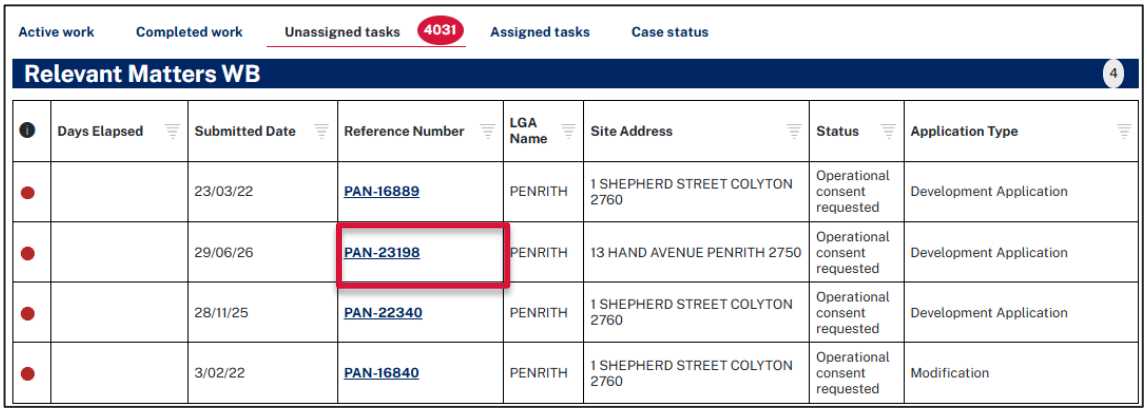
1. **Log in** to the NSW Planning Portal. Your dashboard will appear.



2. **Select** the 'Unassigned tasks' tab, then **select** the 'Relevant Matters WB' work basket.



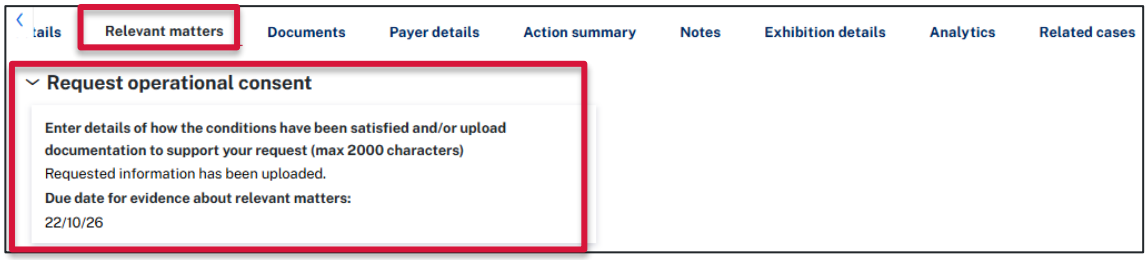
3. **Click** the relevant portal reference number. The status will be 'Operational consent requested'.



Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status	Application Type
	23/03/22	PAN-16889	PENRITH	1 SHEPHERD STREET COLYTON 2760	Operational consent requested	Development Application
	29/06/26	PAN-23198	PENRITH	13 HAND AVENUE PENRITH 2750	Operational consent requested	Development Application
	28/11/25	PAN-22340	PENRITH	1 SHEPHERD STREET COLYTON 2760	Operational consent requested	Development Application
	3/02/22	PAN-16840	PENRITH	1 SHEPHERD STREET COLYTON 2760	Operational consent requested	Modification

Note: The 'Review operational consent request' page will display for you to review the operational consent request.

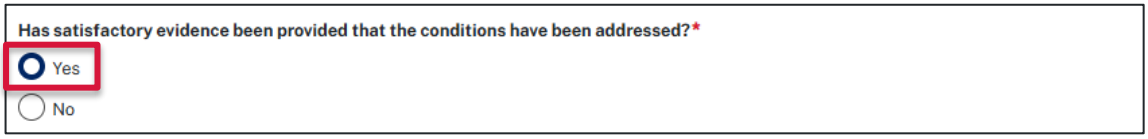
4. Scroll down and **select** the 'Relevant matters' tab to review the applicant's comments.



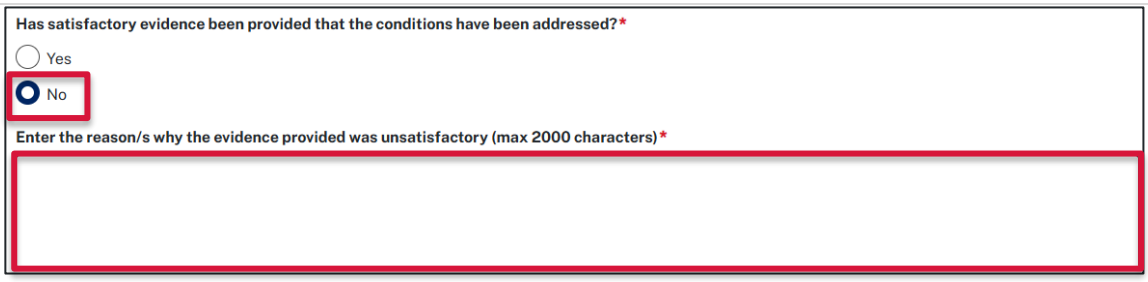
Note: **Select** the 'Documents' tab to review the documents submitted with the request. If you need to request additional information, select 'Request additional info' from the 'Actions' menu.

5. **Select** 'Yes' or 'No' to confirm whether the conditions have been addressed.

   If you select 'Yes', continue to the next step.

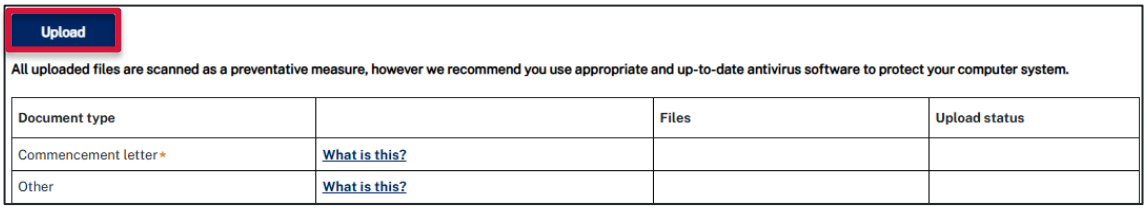


   If you select 'No', **enter** the reasons in the space provided, then continue to the next step.

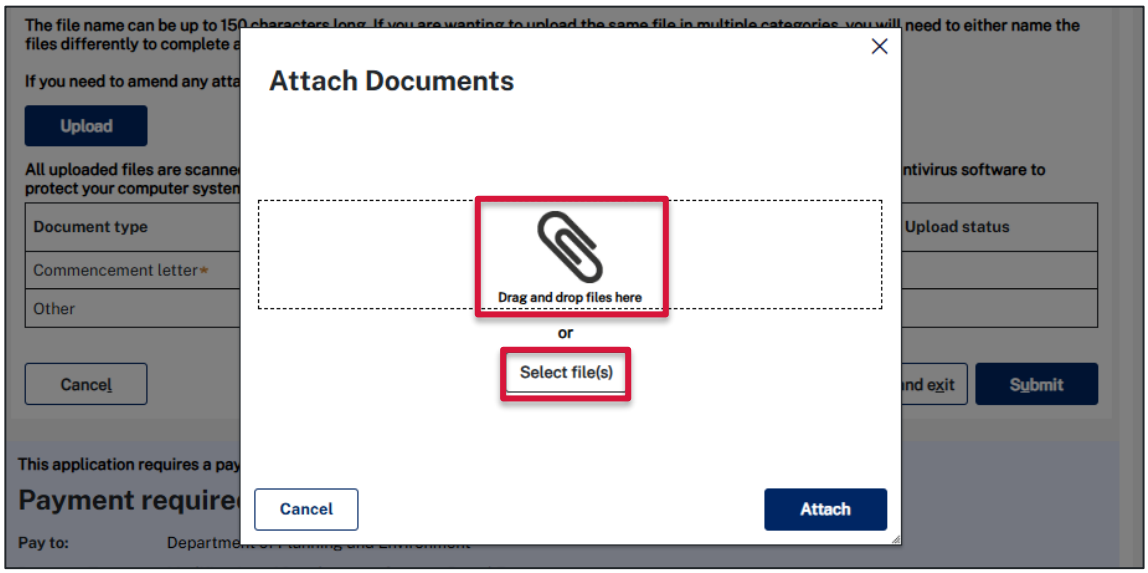


Note: If the conditions have not been addressed, the applicant can submit another request later.

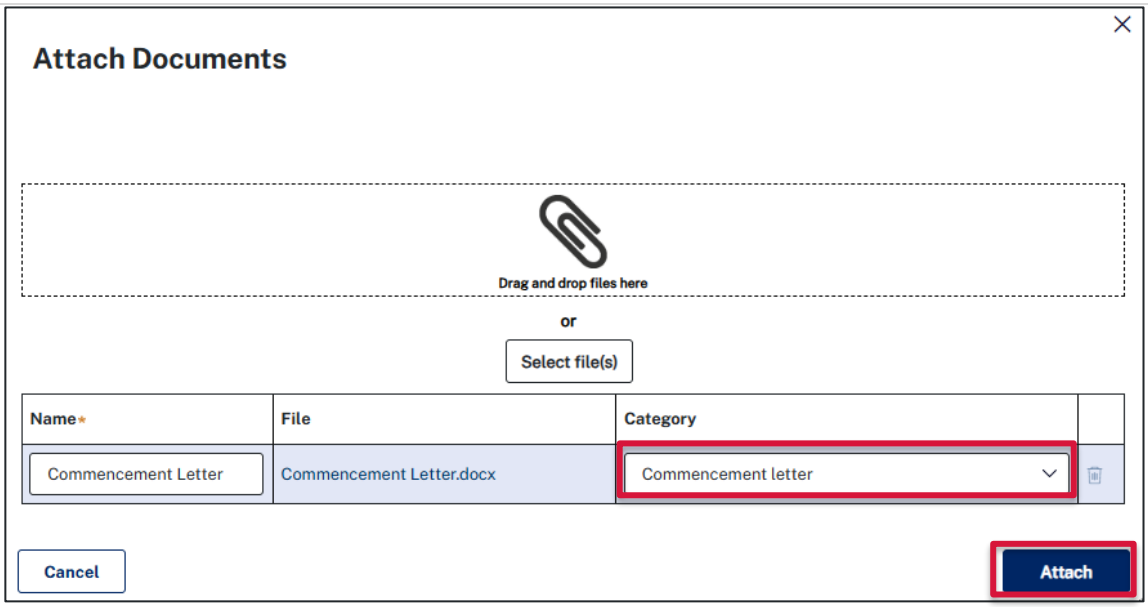
6. **Click** 'Upload' to attach a document. If you selected 'Yes' in step 5, it is mandatory to upload a 'Commencement letter'.



a. **Select** the file or use the **drag** and **drop**.

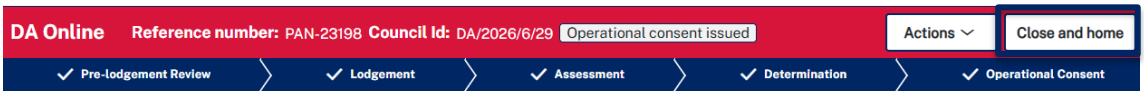


b. Select the appropriate file category, then **click** 'Attach'.



7. **Click** 'Submit'.

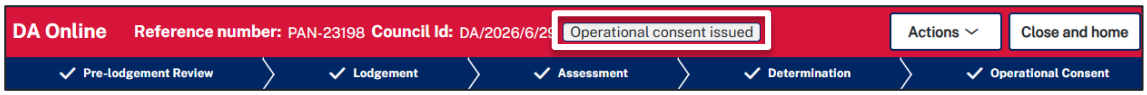
8. **Click** 'Close and home' to return to your dashboard.



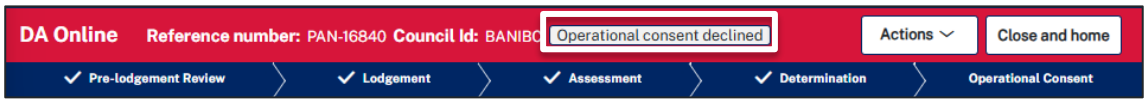
What happens next?

After you submit the outcome:

The status of the request for operational consent will update to ‘Operational consent issued’ if satisfactory evidence has been provided. The applicant will be sent a system generated email to advise them of the outcome.



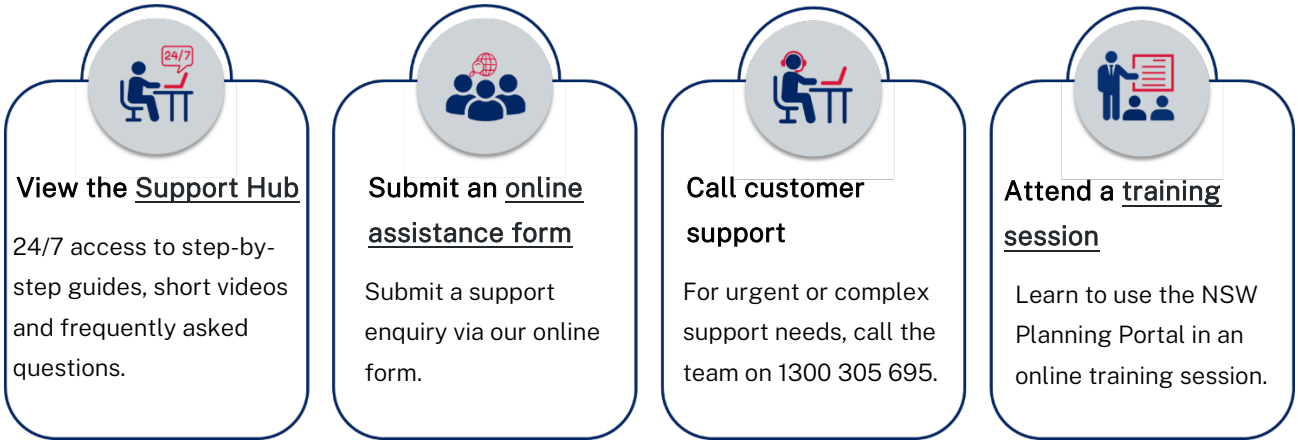
- If the conditions have not been addressed fully, the applicant will be notified of the decline to issue operational consent and will be able to submit another request for operational consent as appropriate. The status of the application will be ‘Operational consent declined’.



- You can review the information submitted by the applicant and council on the ‘Relevant matters’ tab.

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 withdraw a development application on an applicant's behalf
- How to request additional information
- How to manage documents in the NSW Planning Portal
- How to use the edit functionality in the development application service
- How to review and approve or reject a request to amend a development or modification application

These documents can be found on the NSW Planning Portal Support Hub.