

Development Application | Council

How to process a request for operational consent

Version: 1

Last Updated: October 2026



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.

Published by NSW Department of Planning, Housing and Infrastructure

dphi.nsw.gov.au

How to process a request for operational consent

Copyright and disclaimer

© State of New South Wales through the Department of Planning, Housing and Infrastructure 2026. Information in this publication is based on knowledge and understanding at the time of writing, October 2026, and is subject to change. For more information, please visit nsw.gov.au/copyright

DPHI-MC-R-WC-V1.0

Contents

Introduction 1

Steps.....2

What happens next?.....6

More information7

Need help using the NSW Planning Portal? 7

Recommended step-by-step guides..... 7

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.

Active work Completed work Unassigned tasks 3742 Assigned tasks Case status						
Application Type						
All						
	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
			ROC-1661			In progress
			CNR-16672	BLACKTOWN	32 CHRISTY DRIVE SCHOFIELDS 2762	Pending Referral Submission

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

Active work Completed work Unassigned tasks 4030 Assigned tasks Case status	
 BIC WB	11
 Certificate Register - Council WB	21
 Certificate WB	8
 Complying Development Certificate (CDC)	137
 DA Council WB	3,802
 Part 5 - Determination work basket	12
 Planning Certificate WB	0
 PP Council WB	11
 Referrals	6
 Relevant Matters WB	3
 Roads Act WB	8

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

Active work

Completed work

Unassigned tasks

4031

Assigned tasks

Case status

Relevant Matters WB

4

	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.

[<](#) [ails](#) **Relevant matters** [Documents](#) [Payer details](#) [Action summary](#) [Notes](#) [Exhibition details](#) [Analytics](#) [Related cases](#)

Request operational consent
Enter details of how the conditions have been satisfied and/or upload documentation to support your request (max 2000 characters)
Requested information has been uploaded.
Due date for evidence about relevant matters:
22/10/26

-  **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.

Has satisfactory evidence been provided that the conditions have been addressed?*

☒ Yes

☐ No

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

Has satisfactory evidence been provided that the conditions have been addressed? *

☐ Yes

☒ No

Enter the reason/s why the evidence provided was unsatisfactory (max 2000 characters) *

 **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'.

Upload

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.

Document type		Files	Upload status
Commencement letter *	What is this?		
Other	What is this?		

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

The file name can be up to 150 characters long. If you are wanting to upload the same file in multiple categories, you will need to either name the files differently to complete a

If you need to amend any attachments, click the 'Cancel' button.

Attach Documents

Drag and drop files here

or

Select file(s)

Cancel Attach

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

×

Attach Documents



Drag and drop files here

or

Select file(s)

Name*	File	Category	
Commencement Letter	Commencement Letter.docx	Commencement letter	

Cancel

Attach

7. Click 'Submit'.

Cancel

Save and exit

Submit

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

DA Online

Reference number: PAN-23198

Council Id: DA/2026/6/29

Operational consent issued

Actions

Close and home

✓ Pre-lodgement Review

✓ Lodgement

✓ Assessment

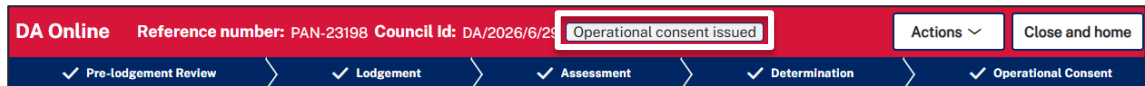
✓ Determination

✓ Operational Consent

What happens next?

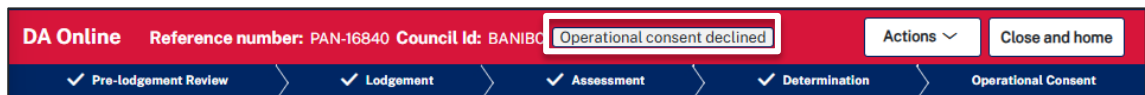
After you submit the outcome:

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.



A screenshot of the DA Online interface. The top bar is red and contains the text 'DA Online', 'Reference number: PAN-23198', 'Council Id: DA/2026/6/25', and a status box labeled 'Operational consent issued'. To the right are buttons for 'Actions' and 'Close and home'. Below the top bar is a blue progress bar with five steps: 'Pre-lodgement Review', 'Lodgement', 'Assessment', 'Determination', and 'Operational Consent'. Each step has a checkmark and a right-pointing arrow.

- 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'.



A screenshot of the DA Online interface. The top bar is red and contains the text 'DA Online', 'Reference number: PAN-16840', 'Council Id: BANIBO', and a status box labeled 'Operational consent declined'. To the right are buttons for 'Actions' and 'Close and home'. Below the top bar is a blue progress bar with five steps: 'Pre-lodgement Review', 'Lodgement', 'Assessment', 'Determination', and 'Operational Consent'. Each step has a checkmark and a right-pointing arrow.

- 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](#).