

# How to Request and Review Additional Information

## Agencies

May 2019

### Requesting Additional Information

As part of your Agency assessment, you may need to have additional information provided from the Applicant. ePlanning provides the option for you to request this additional information via the Concurrence and Referral that has been referred to you. This informs Council of the request and, if needed, prompts Council to liaise with the Applicant and upload additional information as required.



To view all Concurrence and Referral requests referred to your agency, you will need to be logged into the Concurrence and Referral service via the ePlanning Portal. The link can be found here:

<https://apps.planningportal.nsw.gov.au/prweb/IAC>. If you do not have an ePlanning Portal account, see the *How to register for a planning portal account* guide.

Find the relevant concurrence and referral request

Once logged in, you will land on your agency dashboard.

- Click the **Active Work** tab on the left-hand side to view all the Concurrences and Referrals assigned to you for assessment.
- Select the relevant Concurrence and Referral request y by clicking the unique reference number ID.

Alternatively, you can use the advanced search feature to find the Concurrence and Referral request. See *Searching in ePlanning* for more detail.

+ New		Active work				
Performance	Days Lapsed	Reference Number	Site Address	Status	Application Type	
●	2	A-2623	38 Maitland Street, West Wyalong, 2671	Action required	Concurrence and Referral	
	1	A-2814	66 Linden Street, Sutherland, 2232	Decision provided	Concurrence and Referral	
●	4	A-2884	West Street, Stookinbingal, 2725	Additional information requested	Concurrence and Referral	

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Input the details of your request for additional information

The ePlanning Portal will prompt you and ask whether you require additional information for your assessment when a case moves from *Preliminary Assessment* to *Assessment* stage.

- Select **Yes** to request additional information from the Council.
- Use the **Details of Information Request** field to explain further the nature of the additional information required.

Request for additional information Due date : 21/02/2019 4:39 PM | Time left : 28 minutes from now | Performance : ●

Is more information required from the applicant for the assessment process? \*

Yes

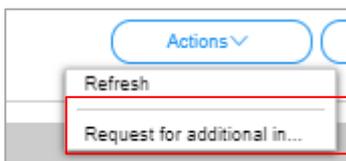
No

Details of Information request

Info

Where you are satisfied with the documentation provided to you for you to continue with clause assessment, select **No** and then click **Submit** to lodge in the system that enough information has been provided.

**Note:** Additional Information can also be requested from the **Actions** drop down menu at any time. This will direct the Agency user to the above screen.



Is more information required from the applicant for the assessment process? \*

Yes

No

Details of information request

need further information regarding the environmental impact.

Requested date

27/02/2019

- Enter a deadline date for the information to be provided. You can use the calendar icon to select a date.

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Is more information required from the applicant for the assessment process? \*

Yes  
 No

Details of information request

need further information regarding the environmental impact.

Requested date

27/02/2019

**Note:** This field is not mandatory and acts as a communication tool to respective council's responsible officers. It is there to indicate what date you prefer information to be sent back to you by, however it is not legally enforced for councils to provide information to you by this date as Clocks remain paused upon submission of additional information requests (if this is done within 25 days of receiving the job) and only restarts upon Agency reception of the additional documents.

- d. Click the **Upload information request** button to provide supporting documentation. Please detail your reason for the request for additional information and upload as a document for the Councils to view and download.

[Upload information request](#)

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.

Document type	File name	Upload status
Additional info request		
Other		

All requests

Agency	Comments	Status	Requested on	Requested document	Received on	Received documents
No items						

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Request for additional information

Your Additional Info Request has been submitted. Click on Yes for another Additional Information Request.

Is more information required from the applicant for the assessment process? »

Yes

No

All requests

Agency	Comments	Status	Requested on	Requested document	Received on	Received documents
Department of Planning and Environment		Additional information requested	27/02/19	<a href="#">DPE Brand Guideline.pdf</a>		No attachments

**Note:** Agency users now can upload multiple requests for additional information simultaneously. See *How To upload documents* guide for more details.

- e. Click the **Submit** button to confirm your request for additional information. Both Council and Applicant will be notified of your request.

**Note:** You can click **Save** to save a draft and resume later if needed.

Upload information request

You have uploaded 1 document(s). To view them, please select the "Documents" tab below.

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.

All requests

Agency	Status	Requested On	Requested Document	Received On	Received Documents
No cases					

**Note:** The moment that you click **Submit**, the concurrence or referral case will drop off your work queue and into Council's work queue with the status "additional information requested" for them to view and provide action. If you have made an error in detail when requesting for additional information and after clicking "Submit", you will have to liaise with the Council Responsible Officer offline to manage.

Performance	Days Lapsed	Reference Number	Site Address	Status	Application Type
<span style="color: green;">●</span>	0	CNR-2893	66 Linden Street, Sutherland, 2232	Additional information requested	Concurrence and Referral

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The Council officer will then contact the Applicant offline to regarding the further information. This information will be provided to Council offline and then Council will provide it to Agency via ePlanning.

## Review additional information provided by Council

When Council responds to your additional information request you will be notified by a system generated email to open the case and assess that the documents received are sufficient for you to continue with assessment.

**Request for additional information**

Has the requested information been provided to continue assessment? \*

Yes

No

**All requests**

Agency	Status	Requested On	Requested Document	Received On	Received Documents
Department of Planning and Environment Action required		9/08/2018	Noise.pdf	9/08/18	Other.pdf

Where you select **Yes** and click **Submit**, you are confirming that the information provided is enough for you to go ahead with your agency assessment.

Where you select **No** you will be prompted to fill in the free text comment box as to why the requested information has not been provided for you to continue assessment.

**Note:** The Clock stops if Agency requests additional information within 25 days of receiving the documents for the Concurrence or Referral. The Clock will restart within two days of the Agency receiving a response or if Council advises that the Applicant is not providing a response. See *How To interpret clocks* for a more detailed information on Clocks.

## Next steps

All requests for additional information will be sent to the Council's Responsible Officer to action and follow up with the Applicant. A copy of the notification will be sent to the Applicant and the Applicant will be able log into the system and view the request for further information.

Once Council obtains the new information, and documents are uploaded, the Agency Responsible Officer will be notified via email. Upon reception of the additional documents, Clocks restart and the Agency's Responsible Officer can resume assessment.

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If you need more information:

If you need assistance, please contact [eplanning@planning.nsw.gov.au](mailto:eplanning@planning.nsw.gov.au)