

Introduction

For development applications that require a concurrence and/or referral, councils will raise requests to the relevant agency through the Online Concurrence and Referral system. Once the request has been created if a payment is required, you will be automatically notified (via email) to make a payment by the due date specified.

Note: Concurrence and integrated development cases will not progress until the applicant makes this payment.

Referrals do not require a payment and will be automatically forwarded to the agency.

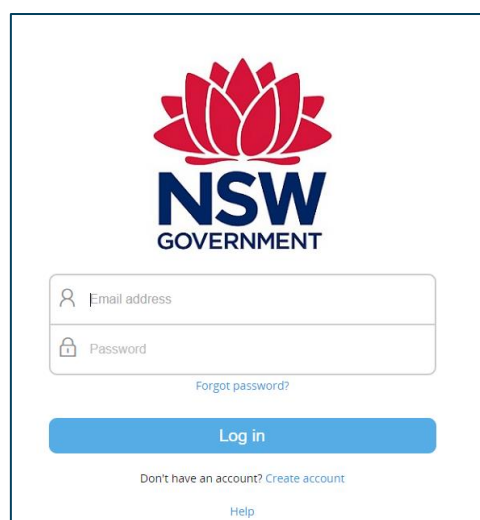
The system will also provide other automatic notifications to you including:

- Advice that payment is due within 2 days,
- Advice that payment is overdue (cc council) and that your application has not progressed. This will occur every 30 days until payment is made or council withdraws the development application.
- Advice of additional payment required when additional agencies are identified for concurrence requests.

1. **Click** on the link.

<https://www.planningportal.nsw.gov.au/>

2. **Enter** your username and password.



The screenshot shows the NSW Government login interface. At the top is the NSW Government logo. Below it are two input fields: 'Email address' and 'Password'. A 'Forgot password?' link is positioned below the password field. A blue 'Log in' button is centered below the input fields. At the bottom, there are two links: 'Don't have an account? Create account' and 'Help'.

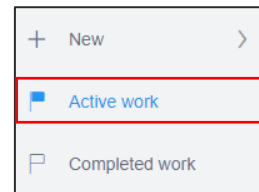
Online Payments for Concurrence and Referrals



Applicant

Note: You will need to create an account on the NSW Planning Portal in order to make online payments for Concurrence and/or Referrals. Please refer to the Quick Reference Guide “Register for a NSW Planning Portal Account”.

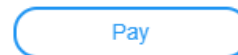
3. **Click** Active work from the menu on the left side of the screen.



4. Click on the relevant case that requires payment.

Active work							
Performance	Days Lapsed	Submitted Date	Reference Number	Site Address	Status	Application Type	
	1	22/10/19	CDC-5800	2 BELMONT STREET SUTHERLAND 2232	Under Assessment	Complying Development Certificate	
		15/10/19	CNR-2093	2 BELMONT STREET SUTHERLAND 2232	Awaiting payment	Concurrence and Referral	
		14/10/19	CNR-2085	2 BELMONT STREET SUTHERLAND 2232	Awaiting payment	Concurrence and Referral	

5. **Click** Pay.



Note: To view the fee estimate, open the Fee Estimate document (PDF) by clicking the blue link. You will be prompted to select a payment method by selecting either Pay by Credit Card or Pay by BPAY.


Paying with Credit Card

6. Click Pay by Credit Card.

Pay by credit card

7. Input the credit card details including:

- Cardholder name.
- Credit card number.
- Expiry date.
- 3-digit CVN.

Enter your payment details below	
Payment reference:	1571384269
Payment due:	23/10/2019
Payment amount:	\$320.00
Cardholder name	<input type="text"/>
Credit card number	<input type="text"/>
Expiry date	<input type="text"/> / <input type="text"/>
CVN 	<input type="text"/>

8. Click Next.

Next

9. Place a check in the box to proceed with payment.

Credit card payment	
Payment reference :	1571384269
Payment due :	23/10/2019
Payment amount :	\$320.00
Merchant fee :	\$1.28
Total amount :	\$321.28
Cardholder name :	John Citizen
Credit card number :	424242...242
Expiry date :	05/2023
<input checked="" type="checkbox"/>	I accept the merchant fee of \$1.28 which is not refundable

Note: Once you have entered your credit card details, you need to confirm acceptance of the non-refundable merchant fees that apply to the credit card payment.

10. Click Accept and pay.

Accept and pay

11. **Click** Finish to complete transaction.

Finish

Note: You will receive an email and invoice to advise that payment has been made. Councils and corresponding agencies will also be notified that a payment has been made.

The status related to this concurrence request will be changed to “Awaiting agency review” as the concurrence and referral will be sent to the relevant agency/agencies for assessment post payment. You will be able to log into the online concurrence and referral service to view your payment details and track your application, as required.

Paying with BPAY

12. Follow steps 1 to 5 above.

13. To make a BPAY payment, enter the Biller Code and Ref number via your bank for financial institution.

Pay by BPAY®



B
PAY

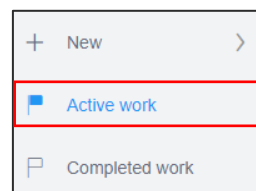
Biller Code: 12345566
Ref: 221515711195565

Telephone & Internet Banking – BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

Any payment must be for the exact amount of this invoice and be made by the due date. Otherwise, any amount paid will not be accepted and will be returned.

View Payment History

14. **Click** Active work from the menu on the left side of the screen.



+ New >

Active work

Completed work

15. **Click** on the relevant reference number.

CNR-2093

2 BELMONT STREET SUTHERLAND
2232

Under assessment

16. Click on the Payment history tab to view your payment history and details.

Case details	Documents	Agencies	Payment history	Action Summary
Listed below are all payment transactions for this case.				
Payment date	Reference number	Payment status	Payment amount	
23/10/2019	1571384269	Approved	\$321.28	

If you need more information

- Click the Help link at the top of the screen to access the NSW Planning Portal help pages and articles.
- Review the Frequently Asked Questions - <https://www.planningportal.nsw.gov.au/help/frequently-asked-questions>; and / or
- Contact ServiceNSW on 1300 305 695.