

Introduction

Council may request additional or revised information prior to the application being lodged or during assessment. They may send this request via the system. In this instance, you will receive an email advising you of the request for additional / revised information. To view and action this request:

1. **Click** on the link.

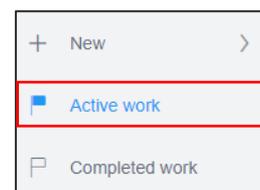
<https://www.planningportal.nsw.gov.au/>

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



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

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



The image shows a navigation menu with three items: '+ New', 'Active work', and 'Completed work'. The 'Active work' item is highlighted with a red border.

4. **Click** on the relevant case that requires an additional information response.

Reference Number	Site Address	Status	Application Type
PAN-500	18 Linden Street, Sutherland, 2232	Additional information requested	DA Online

Respond to Additional Information



Applicant

Note: If the relevant application is not visible, you are able to refine the display by clicking on the filters at the top of the dashboard. The application will have a status of Additional Information Requested. Open this application.

5. Review the comments from council by **clicking** on the Additional information summary tab.

Application details	Documents	Payer details	Action summary	Additional information summary
Case ID	Date	Council comments	Applicant	
AI-109	06/12/2018	Please provide structural plans.		

6. When you are ready to respond to the councils' request, **click** Respond.



Note: If you require additional assistance or clarification, you can do so via the system or by contacting them.

7. The 'Provide Additional Information' screen will display. **Enter** any comments into the Response Comments field.

Provide Additional Information

AO applicant DA online

Information requested:
Please provide structural plans.

Please provide your response comments: *

Structural plans have been attached.

Please upload files in one of the following file formats: PDF, Word, Excel, JPEG, PNG or ZIP. Please ensure the ZIP file does not include any executable (.exe or .osx) file types. If you need to amend any attachments please delete and upload a replacement document

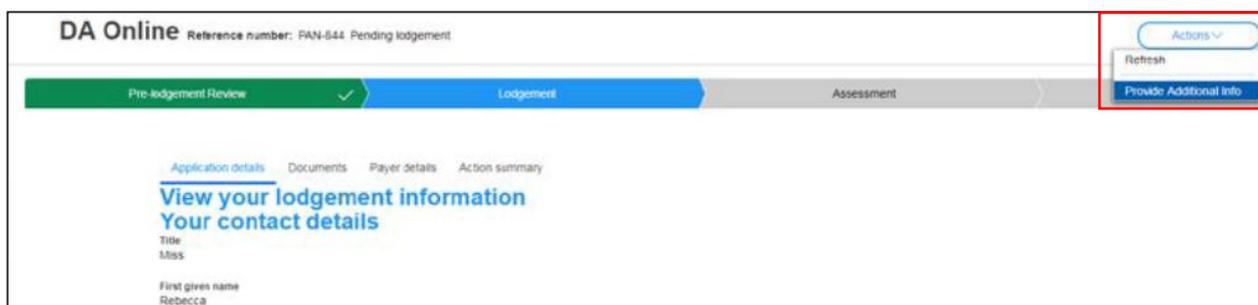
[Upload](#)

Note: Upload any additional or revised documents using the Upload button (ensure you select a relevant Category for the upload, then **click** the Attach button).

8. **Click** Submit to complete the information request.



Note: After submission you can also provide additional information to the council at any time from your Actions drop down menu.



Your council will receive a system generated email advising them that you have provided additional information. They will review your comments and advise if they need any further information.

If you need to review your response at any time, view it under the Additional information summary tab.

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.

State of New South Wales through Department of Planning, Industry and Environment 2019 The information contained in this publication is based on knowledge and understanding at the time of writing (July 2019) However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate officer of the Department of Planning, Industry and Environment or the user's independent adviser. Industry and Environment or the user's independent adviser.