FREQUENTLY ASKED QUESTIONS

ePlanning NSW Planning Portal

BROKEN HILL CITY COUNCIL

1. What is the NSW Planning Portal?

The NSW Planning Portal (Portal) is an online environment which has been developed by the NSW Government Department of Planning, Industry and Environment (DPIE) where community, industry and government can work together to better understand and meet their obligations under the Environmental Planning and Assessment Act 1979.

It hosts a range of digital planning services, mapping tools and reporting tools to assist everyone involved in a proposed development. The Portal aims to, improve application determination times, increase transparency of the planning system, and ensure greater accountability of all stakeholders.

2. Do I have to lodge my development application via the Portal?

Yes, from 1 July 2021 you must prepare and submit your Development Application via the Portal when lodging a Development Application (DA) and associated certificates with Broken Hill City Council.

3. Is there a procedure or documentation to assist with lodging my application via the Portal?

Yes, the DPIE has created a guide to walk you through registration and lodgement on the Portal. It is recommended that during the lodgement process you "Save/Continue" or "Save/Exit" while you are completing your application.

4. Does Broken Hill City Council require any information to be submitted other than the standard form on the Portal?

Yes, supporting documentation is required when lodging an application. To assist ensure that you have everything you need, Council's Submission Checklist will soon be available on its website. In addition, you will also need to complete an owner's consent form, statement of environmental effects form and a development cost estimate form, which are also coming to the Development Applications section on Council's website.

5. What if I have other applications such as a septic application, can I lodge it at the same time as my DA via the Portal?

Yes, Broken Hill City Council will allow the use of the Portal for lodging other development related application forms and associated documents. Please use the 'other' category when submitting the associated Development Application. Please note you cannot lodge these applications separately via the Portal.

6. Who can assist me with the Portal?

If you require assistance using the Portal, and you were unable to find an answer within the Help and Support section, you can contact Planning NSW on 1300 305 695 or email info@service.com.au for further assistance.

Council also has staff who can assist you when lodging applications within the Broken Hill Council area by telephoning 08 8080 3300 or via email council@brokenhill.nsw.gov.au For technical enquiries you may need to speak with Council's Duty Building Surveyor or Town Planner.

7. How do I know if I have submitted everything required for my application?

If you have included all the documentation as outlined in Council's Submission Checklist, there should be sufficient information to lodge your application.

Council staff will undertake a pre-lodgement check and advise you if further documentation is required via the Portals' 'Request for Additional Information' menu. Council will allow three business days for the additional information to be provided or otherwise the application may be returned.

It is important to understand the application pre-lodgement check does not assess the actual development application, Council's Planner and Building Surveyor may require additional information to be submitted during the assessment process and prior to approval being granted.

8. **Can I take a photograph of my plans?**

   No, plans must be drawn to scale and are required to be submitted in a readable PDF format. Council's Customer Relations Team can scan plans for you to submit with your application, however fees and charges apply for scanning and printing services.

9. **What if I don't have a computer to use to lodge my application?**

   In these circumstances, Council's Customer Relations Team can arrange access to a public kiosk computer and where required, assist in online lodgement. This access and assistance will require a booking. For further information contact our Customer Relations team on 08 8080 3300 or via email council@brokenhill.nsw.gov.au

   In addition, Council's Library Service offers computers for public use, however library staff cannot assist with the use of the Planning Portal.

10. **How do I pay my fees?**

    Once your application is complete and accepted for lodgement via the Portal, Council's Customer Relations Team will contact you for payment. Your application will not be lodged until the application fees have been paid in full.

    Please ensure you state who will be paying for the application in the relevant section of the Portal application process if this is not the same person as the applicant.

    If the application includes integrated development, this fee is paid in the NSW Planning Portal directly to the external agency. This fee will not be requested until the concurrence/referral is actioned from Council.

11. **Can I set up a debtor invoice account?** No.

12. **As a company, do I need to provide my ABN/ACN?**

    Yes, your ABN/ACN is required for Council to correctly link your application from the Portal to Council's systems.

13. **How do I lodge my application if the proposed lot is not registered?**

    If your development activity is on a lot to which a subdivision certificate has been issued and is only awaiting registration, you can lodge your application on the 'parent' lot and Deposited Plan (DP), however you must quote the proposed 'child' lot in the 'description of the development' field in the Portal.

14. **How do I track the status of my application?**

    You can track the status of your application through the status column on your Portal dashboard when you sign into your account.

    Once the application is lodged the Portal status will display under assessment. For more information you can also view Council's Application Tracker

15. **How do I lodge my Occupation Certificate application?**

    Occupation Certificates Applications lodged with Broken Hill City Council are to be submitted via the Portal.

16. **Why do I need to lodge my Principal Certifier Contract with my Occupation Certificate when I have already lodged it with my Construction Certificate?**

    This is a requirement of the NSW Planning Portal.

    You can obtain a copy of the Principle Certifier Contract by contacting Broken Hill City Council on telephone 08 8080 3300 or alternatively you can obtain a copy via Portal.

    Please ensure the complete Principle Certifier Contract is lodged with your application.

17. **Will Council accept a photograph of the Principal Certifier Contract?**

    Yes, but it must include all pages of the Contract.

18. **What if I don't have a copy of my development consent?**

    Copies of development consents and associated certificates are available via Council's Application Tracker or the Portal, however if a certificate has been issued by a Private Certifier you will need to obtain a copy from them.

19. **If my application is returned, do I need to start another application from the beginning?**

    No, the returned application can be copied onto another application, to avoid the applicant from re-entering information. Note: you will however need to upload the required lodgement documentation again. Should you require assistance, please contact Council's Customer Relations Team on telephone 08 8080 3300.

REGISTERING AND USING BASIC ELEMENTS OF THE PORTAL

20. I am getting an error message when I try to log in to the Portal, what should I do?

If you are having troubles logging in, sometimes the solution can be as easy as clearing the cache. The Portal works best in Google Chrome, so if you are using a different browser, perhaps switch to Chrome.

21. I've tried, but I still can't register or log in to the NSW Planning Portal. What should I do?

If you are experiencing issues registering or logging in, the following steps are recommended:

1. Clear browser cache.
2. Open the Portal https://apps.planningportal.nsw.gov.au/prweb/PRAuth/PlanningSSO
3. in Google Chrome if possible as the Portal runs best in this browser.
4. Click on 'forgot password?'.
5. Enter your email address and click submit to send the verification code. An email will be sent to you IF you have an account.
6. A code will be sent your email account. Enter this code into the reset password screen.
7. Reset password.

Re-login again

22. I received a verification link while registering for the Planning Portal but it has expired. Can you please resend the link?

The verification link in the Planning Portal account validation email remains active for 24 hours. If you are unable to validate your account within this time, you will need to re-create your account.

23. I have created a Planning Portal account, but I have not received the validation email. What should I do?

When you create a Planning Portal account, the system will automatically send you a validation email. This will be sent from email address planning.apps@planning.nsw.gov.au. If it is not in your inbox, please check your junk or spam email folders.

We are unable to resend the validation email. If it is not received, please add the email address planning.apps@planning.nsw.gov.au to your contact list and register once again.

24. How do I know what type of user to register as on the Portal?

When you are registering for an account on the Portal it is important to select the correct type of user. Selecting the user type will define the registration information you must provide and the type of user access that can be applied to your account. The choices are Applicant, Private Accredited Certifier, Council, State Agency, DPIE User or Property Developer.

Important to note is that developers and builders are only required to create a property developer account if they are intending to lodge a strata building bond with NSW Fair Trading. If this does not apply to you, create an applicant account instead.

Importantly, when you are at this stage of registering, there is an information icon that you can hover over to view the account type descriptions.

25. I have created an account, but I cannot access my application. What should I do?

In many cases, the issue here is that the person who received the email is the owner/applicant, but they are not the creator of the application. Cases can only be accessed in the Portal by the creator.

The best option is to talk to the person who created the case on your behalf in the Portal (possibly your architect or a town planner) and ask them what is required of you.

26. How do I reset my Planning Portal account password and are there any important password requirements?

To reset your password you will need to first open the NSW Planning Portal. If possible, open it in Google Chrome as the Portal runs best in this browser.

Next, please select the 'Forgot password' hyperlink on the Login page.

You will be asked to input the email address for the Planning Portal account and click submit. You will then be sent a verification code.

If you have an account, an email will be sent to your registered address and you should receive a code. Enter this code into the reset password screen.

You will next be prompted to input a new password. Remember, for all passwords, the following requirements apply:

- It must be at least eight characters long

- It must have a maximum of 16 characters

- Passwords can't contain parts of the email address that exceeds two consecutive characters

- It must contain three of the following:
    - Uppercase letters (A through Z)
    - Lowercase letters (a through z)
    - Numbers (0 through 9)
    - The following non-alphabetic characters: ~! @ # $ % ^ & * ( ) _ + - = { } [ ] | \ : ; " ' < > ? , . /

If your password is accepted, you will now be able to re-login to our account.

27. Why did I receive an email telling me my application would be cancelled in 7 days?

DAs and CDCs are cancelled after 28 days of inactivity. If you would like to retain your application, please complete an edit to keep it active.

Alternatively, you can let the case expire. When you are ready to proceed you can select the button in the top right of your case which says 'copy to new application' which will copy across all information you had previously entered.

28. How do I provide feedback on the Planning Portal?

Please use the feedback widget located on the right-hand side of the homepage to leave your feedback on the Planning Portal.

If you would like a response, please ensure that you provide your contact details.

All feedback regarding the NSW Planning Portal is welcome and can be provided in writing directly to info@service.nsw.gov.au.