



ePlanning NSW Planning Portal – FAQ



1. What is the NSW Planning Portal?

The [NSW Planning Portal](#) (Portal) is an online environment has been developed by 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, you must prepare and submit your development application via the Portal when lodging a development application (DA) and associated certificates with Cessnock City Council. The lodgement of applications via the Portal was mandated by Cessnock City Council on 1 January 2020.

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 Cessnock 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. View Council's Submission Matrix to make sure you have everything you need. In addition to the documents specified in the Submission Matrix, you will need to complete an owner's consent form and a development cost estimate form which can be located within the [Lodgement](#) section on Council's website.

5. What if I have other applications such as a septic application and/or driveway application, can I lodge it concurrently with my DA via the Portal?

Yes, Cessnock 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 may contact Service NSW for assistance by calling 1300 305 695 or via email info@service.nsw.gov.au.

Council also has dedicated staff who can assist you when lodging applications within the Cessnock LGA by telephoning 02 4993 4100 or via email business.support@cessnock.nsw.gov.au. For technical enquiries you may need to speak with Council's Duty Building Surveyor or Duty 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 Matrix, which can be located within the Lodgement section on Council's website, there should be sufficient information to lodge your application. Council staff will undertake a pre-lodgment check and advise you if further documentation is required via the Portals' 'Request for Additional Information' menu. Council will allow three (3) business days for the additional information to be provided or otherwise the application may be returned.

It is important to understand the application pre-lodgment check does assess the actual development application meaning, Council's planner and building surveyor may require additional information to be submitted during the application assessment process.

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 are able to 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?

Council has a self-serve kiosk that you are able to use, or our dedicated staff can assist you with submitting your application.

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 where the payee details are different to the applicant details.

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?

Debtor accounts can be set up for regular customers (companies only), please contact Council on telephone 02 4993 4100.

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 view Council's [Application Tracker](#).

15. How do I lodge my Occupation Certificate application?

Occupation Certificates lodged with Cessnock City Council are to be submitted via the Portal

16. Why do I need to lodge my Principal Certifier Agreement 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 PC Agreement by contacting Cessnock City Council on telephone 02 4993 4100 or alternatively you can obtain a copy via Portal. Please ensure the complete PC Agreement is lodged with your application.

17. Will Council accept a photograph of the PC Agreement

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

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. Should you require assistance, please contact Council on telephone 02 4993 4100.

Note: you will however need to upload the required lodgement documentation again.

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