

7 January 2022

Mr Angus Mann  
Research Manager  
Urban Development Institute of Australia NSW

Via email: [amann@udiansw.com.au](mailto:amann@udiansw.com.au)

Dear Angus

**RE: Industry feedback on the operation of the NSW Planning Portal**

By way of introduction, I am the CEO of the Association of Australian Certifiers (AAC), the peak body for registered certifiers in NSW. We represent registered certifiers in private practice and local government across NSW.

I am writing to share some results of a survey we have conducted of our members into their experiences with the NSW Planning Portal.

As the leading development industry body in NSW, and noting the integral role the Planning Portal plays in the development industry, we wanted to share these results with UDIA NSW, which may be of interest to you and your membership.

The survey data tells an extremely concerning story about the operation of the Portal and the impact it is having on registered certifiers and their clients.

Some of the top-line results from the survey, which was completed by 194 registered certifiers, show:

- 46 per cent rated their experience with the Portal as 'very poor' and 23 per cent rated their experience as 'poor'.
- 66 per cent described the Portal experience as 'clunky'.
- 42 per cent surveyed are having to devote more than eight hours per week to managing the Portal, compared with the previous lodgement process.
- 45 per cent of those surveyed have had to hire additional staff just to manage the Portal.
- Concerningly, 76 per cent of those surveyed have not noticed an improved user experience with the Portal over the last six months.

I have attached the raw data of the survey, which also includes comments from registered certifiers about the challenges they are having with the Portal.

The AAC is supportive of an online portal, but there are still far too many technical issues that are adding unnecessary red tape, time and cost to the planning process.

We would be happy to discuss these results further with you at your convenience.

Yours sincerely



Jill Brookfield  
Chief Executive Officer

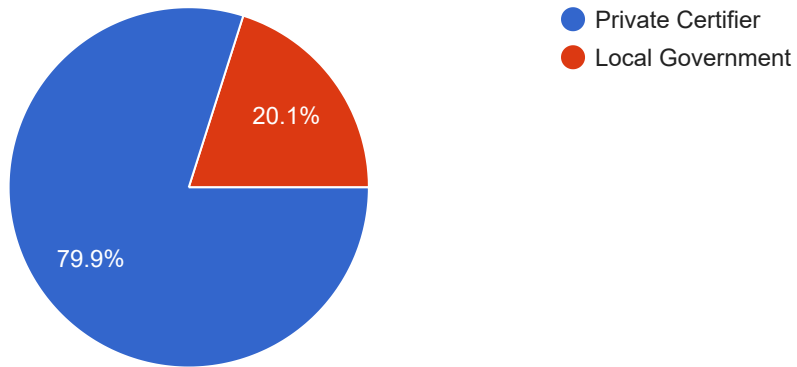
# Member Feedback - NSW Planning Portal

194 responses

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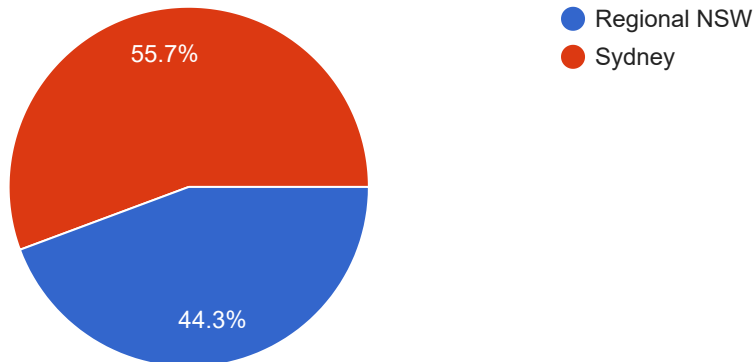
## 1. Employment type

194 responses



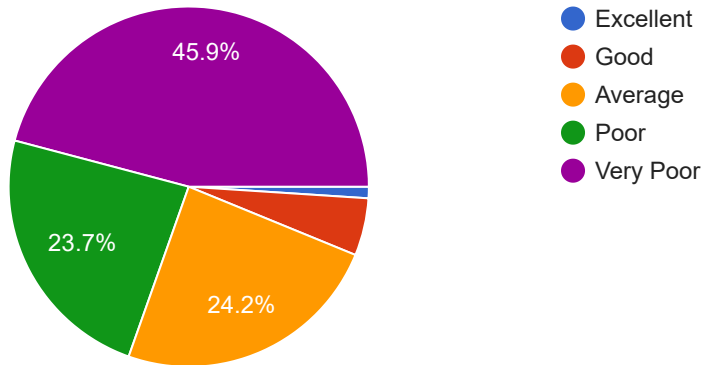
## 2. Are you based in

194 responses



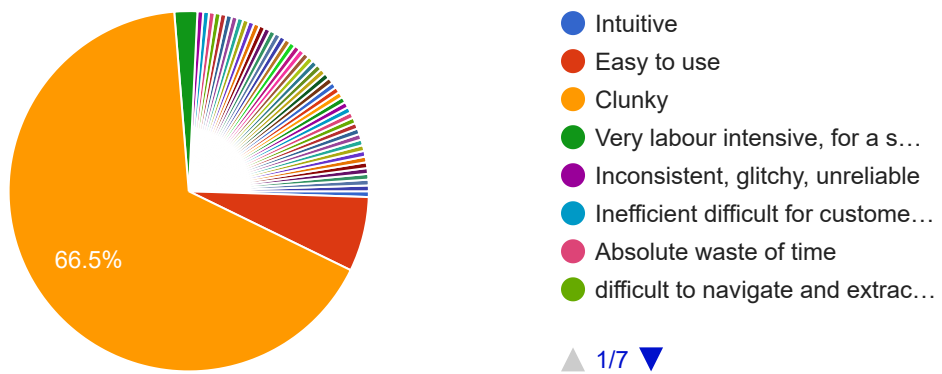
### 3. How would you rate your experience with the NSW Portal?

194 responses



### 4. Which best describes the NSW Portal experience?

194 responses



## 5. Are there common issues, if so, what?

194 responses

Very time consuming, repetitive, as a private certifier its hard to explain the portal submission to applicants, if data has been entered incorrectly or documents not uploaded there is no way of fixing the issue, CDC approval submissions is very clunky as you need to refresh so many times midway though for the system to allow you to move on

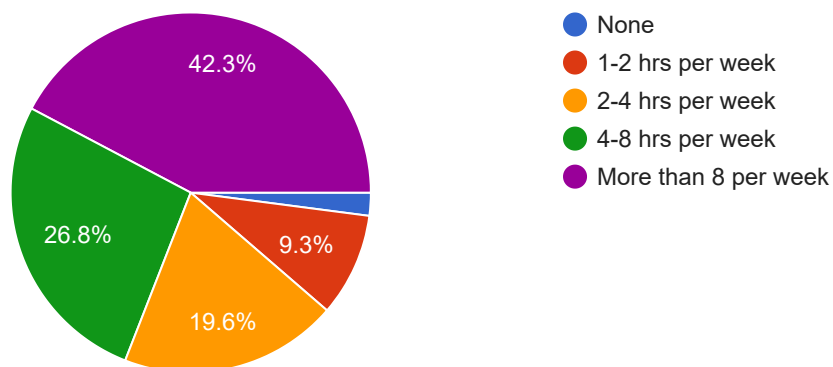
Issues with Manually entering an address, as it creates problems through the entire process in the portal from DA lodgement to CC lodgement to CC approval, to PC Appointment to Notice of commencement to OC application to issue of the OC

Consistently being "kicked out" and unable to get back into lodgements around the final payment stage, weeks long wait times for responses from the NSW Planning Portal Help Team for urgent/time sensitive issues, consistent issues with not being able to access the Planning Portal and receiving the blue "PEGA" error screen, consistently having to help clients navigate/trouble shoot the Planning Portal due to errors within the system and bugs/glitches which don't allow our clients to create and lodge their own PCA/NOI ect.

Already has certifier details but REQUIRES details to be input again e.a. name.

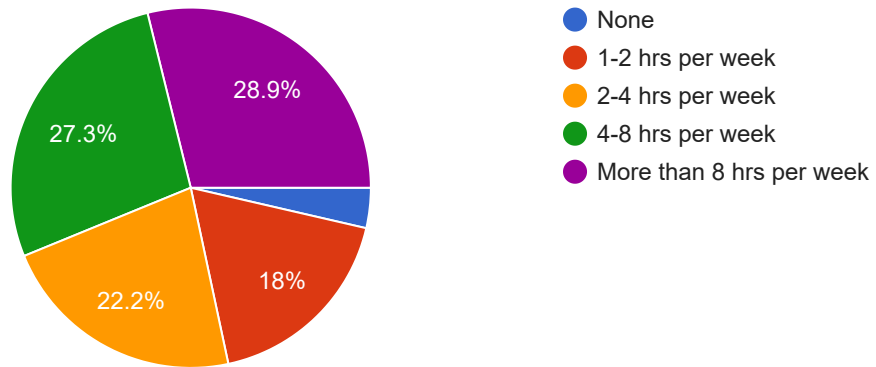
## 6. How many additional hours per week are being devoted to using the NSW Portal, compared with the previous lodgement process?

194 responses



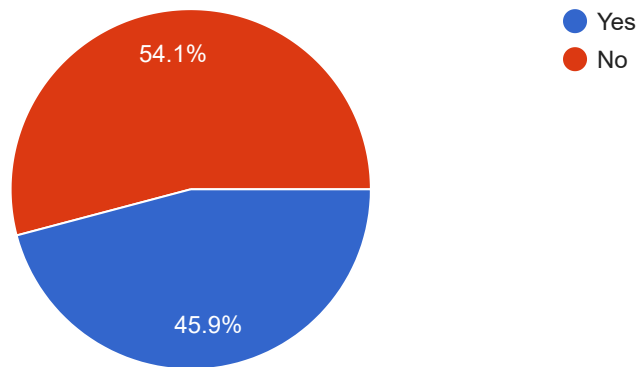
### 7. How many hours per week are being devoted to answering questions from clients on the use of the NSW Portal?

194 responses



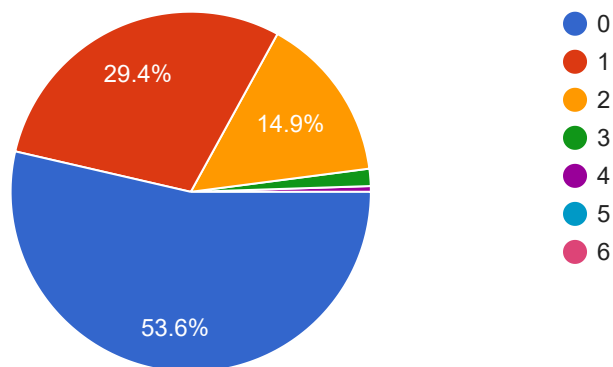
### 8a. Have you employed additional staff to manage the NSW Portal?

194 responses



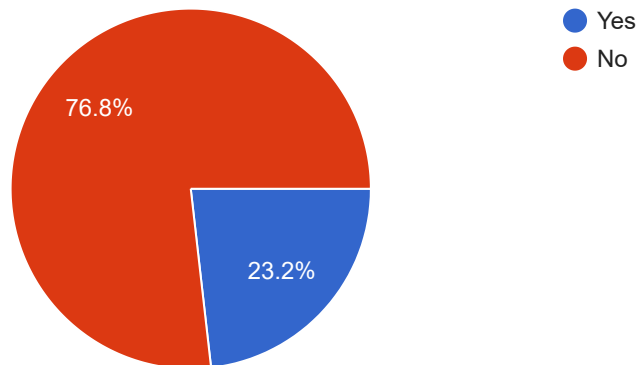
### 8b. How many additional staff?

194 responses



### 9. Have you noticed an improved user experience with the NSW Portal over the last 6 months?

194 responses



### 10. What needs to change with the NSW Portal?

194 responses

- Delete the ability for anyone to manually enter an address, as it creates problems through the entire process in the portal from DA lodgement to CC lodgement to CC approval, to PC Appointment to Notice of commencement to OC application to issue of the OC.
- Create additional government resources to deal with issues and troubleshooting - response times need to be hours not days
- Too much flexibility for applicants - Applicants need to be applicants, not allow builders or the like to lodge applications when not legally allowed to
- Owner's consent is too loose - needs to be a legally binding as a tick box on a website will not cover legal or insurance proceedings if an owner was not consulted
- Addresses and Allotments in the portal needs another refresh, as too many sites do not exist on the portal, and a more streamlined way to change this in the back end is required, maybe a LG liaison to discuss with council GIS sections to ensure all lots are in the portal 271-275 Kent Street Sydney is an example - doesn't exist in the portal or spatial plans but is a 32 storey office tower in the CBD of Sydney
- More technical advice / staff in Government required to be able to advise and resolve issues, too often response times are days or weeks, when a CDC needs to be issued in 10 days from lodgement this is not good enough
- Class 2 Mixed use buildings - this is too slow and clunky for small fitout works in



## AAC Member Survey - NSW Planning Portal (November 2021)

### 5. Are there common issues, if so, what?

Stakeholders ranting about its clunkiness

Not designed properly to cater for major jobs. Lots of questions asked are pointless.

Too many to list

Cannot delete documents once they have been uploaded

Certification is sep up based on the individual however the portal is setup based on the company name. Fair trade aren't going to be fining the company if something goes wrong, they will be fining me individually.

Not being able to mark for assessment documents for CC's like you can for CDC

Refer above. In addition, some Councils such as Inner West have refused to use the PP. Referring applicants / certifiers to use their own clunky internal portal.

Repeated requests for the same information,  
Additional work required to use portal, time consuming,  
System not flexible.

owners cant use it, people without access to computers, lack of internet speeds to be able to upload documents before timing out, not user friendly, hard to search

CDC & CC applications are not the same process, duplication of uploading plans to clients & Council, PCA is not in accordance with the legislation (we accept the PCA not determine the PCA), unable to relate the PCA to the CDC or CC to reduce duplication of date enter. Unable to provide the HBCF after accepting the PCA. PCA information for CDC's are forward to the certifier that issued the approval instead of being forward to the Council. Unable to edit PCA applications when the wrong BCA class is nominated.

Has not been developed with the input of a certifier. Terms and requirements require duplication of uploading documents. Refilling same information more than once, Sometimes clumsy to achieve next step in process or to proceed.

The Portal server is constantly down without any warning or advice on when it will be working again. Information is not easily changeable. Often when getting to payment for submission of a certificate an error will occur and then it is impossible to get back to that page, meaning an entirely new submission has to be made. So much redundant information is requested. It appears the Portal was based on a residential submission and therefore asks for so much superfluous information when it comes to submitting a commercial related certificate which is a great chunk of work that we perform.

Class 2 buildings is a schemozzel.

Yes. Poorly introduced to begin with resulting in the need for regular changes.

Not user friendly, no guide for certifiers,  
Client seems to be lost all the time and does not know what to do  
Client not aware they have to sign up as a developer for Class 2 projects,  
Lodgement of declarations, ITSOC and building commencement seems to be not streamlined.  
Client not aware they need to apply as a developer when the project involves other building classifications within a class 2 building.  
Not enough notifications to the certifiers

DBPA - complete mess - no-one has any idea how this ever got through testing!! Did it actually get through testing. Clients are even more in the dark. They are being asked to comply with a legislative requirement onto a system that was probably written by someone with less technical knowledge than my wife

Duplication of data input

upload options and time - not in accordance with the legislative process

confusing to clients

Double entry of data. Not user friendly. Pointless

Recognition of Addresses

It asks for unnecessary information than many users do not understand.

no option to create folders - submitted application information is all over the place. No standard naming conventions , applicants submit all sorts of rubbish. Especially horrendous in large jobs. No proper indexing, no printing function, too many emails. Cannot issue a refusal without answering prompts that cannot be answered legally ....

1 Labour Intensive/time consuming data entry processes - put in information then repeat for payment - lots of room for improvement in this part of the program

2 Not intuitive-(needs a proper log-in/account system)-need to re-type same information multiple times- similarly need to upload a CDC 3 times and a CC twice - then upload approval documents across separate PCA & OCC applications - THIS IS THE DIGITAL AGE the information is already in their system!

3 Customers need to be "talked" through 3 separate application lodgements - the program design does not "help" infrequent customers to go through the process! - There is a separate instruction book for each process! As if they are going to read that!

4 Need to follow-up with customers to "beg" them to add APC applications - similarly with OCC applications - created hours of extra work just because of these processes

5 Multiple off-lines - completely unacceptable - especially bad during first two weeks of November (have many emails from customers) - very inconvenient for users

6 This is an application management system! So unproductive as PCs and Council's are therefore duplicating the same processes to run their own businesses! By all means require statistics and if necessary the documents, but it would be much more productive to upload them all in one go at the end! NB: we don't accept an application until we are ready to approve and I am seriously not going to search 4 separate workbooks (noting that they have finally got the "search" tool to work!)

7 No statistics - checked the DOP's web - currently this system is all pain and no gain - Their primary justification is for "greater transparency of planning processes" - however, DOP's own statistic/modules such as the Local Development Monitor is only up to Financial Year 2019 and the Planning Portal Application Tracker is a "map" showing the location & status of current applications (not what has already been approved, where when and how). The portal is a closed system - there are no current statistics available - The Planning processes are now so transparent they are invisible!

8 The help desk performance is poor especially on the customers side - take days to return calls, tell customers to "start a new application" - say anything just to get them off the phone! Customer Service is NOT a GOVERNMENT priority. In the real world people don't have endless time to wait to resolve issues related to the Planning Portal and its procedural faults and inconsistencies.

Illogical layout & questions. Very poor user experience and 1st time users get very confused. Errors appear regularly. Bombarded with emails from the portal. Doesn't align with the requirements of the EP&A Regs.

the different user accounts are unclear, clunky interface, no consistency, repetition of entries required, no ability to easily stage approvals

Yes, to many to list.

Having to constantly delete the repetitive emails, multiple tasks open for one address should be able to have a combined process to simply for clients and certifier.

Many of the portal application forms are non-compliant with the State Government's own legislation e.g. DA applicants cannot apply for s68 activities as part of the development consent. Builder's License numbers cannot be entered onto any of their application forms. Applications can be submitted without the Applicant indicating whether the building work is to be undertaken by a Builder or by themselves etc. The Application forms are difficult to understand - poorly set-out, confusing fields and terminology. Applicants cannot upload additional information through the portal after initial lodgement unless the Certifying Authority opens an 'Additional Information Request' for the Applicant to respond to. The application search function in the Portal is hopeless - it cannot pick-out individual applications using property address. The front screen when an application appears does not have the property address visible so that the address and application can be confirmed. The Development Site details should appear first, not the Primary Applicant details. The Certifier has to complete upon determination, particularly for CDC's, information that the Applicant should have filled in when completing the application i.e. materials of construction, building and lot areas, number of bedrooms etc etc etc.

Further, the Certifier MUST make untruthful statements in order to determine an application on the Portal, even though the questions are not applicable/relevant, as the Portal will not allow determination unless such untruthful statements are made. Specifically, for CDC's the question that a condition has been imposed requiring the relevant imposed development contributions in accordance with any relevant local or state contributions plan or VPA must always be answered as a "Yes", even when its not applicable (eg the CDC is for a pool, fence etc), as the application won't proceed to determination. Surely this aspect of the Portal must contravene the Code of Conduct under the Building & Development Certifiers Act.

It doesn't operate in a functioning way. It has clearly been devised for use by regular customers and not average consumers

If our reference no/name/address was put onto the documents would help

Applicant is able to push an application through without the address being recognised.



Can't login sometimes

When lodging CC or CDC you nominate who the PC will be and then you have to instruct your clients to nominate the PC separately again, this is very confusing for the clients.

Does not auto fill for user entering same data all the time

Certifiers should have access to DA's, Section 68 & 138 Approvals regardless if the CC or CDC has been associated.

More training required for industry, I feel as though this has been left to Certifiers

Local Government given \$\$ to assist with the implementation whilst the private sector had to go it alone

Common knowledge that a lot of regional local councils are not using The Portal

Refers to PCA when this terminology is no longer used, i.e. PC

No allowances for the issue of Interim OC's for older jobs

Should link to LSL Corporation, so payments can be linked

Cache requires constant clearing

1. Demolition CDC projects: The development specification section is not refined enough and includes requirements that only relate to 'building works'.
2. When pressing save & continue after completing the Development Specifications, then proceeding to the 'Determination' screen. The Portal will not allow the Determination screen to be completed, so have to log out of the project then back into it and re-enter the Determination for it to be accepted.
3. No integration with commonly used Certification software such as BCS.
4. Double handling & double data entry
5. Sometimes cannot even get into the Portal
6. Not user friendly for Applicants - I receive complaints regularly about the Portal

Not easy to search the job which was completed long time ago (no key word search/does not work); few days after lodged the certificate on the portal, we can not withdraw the certificate any more on the portal;

The application process doesn't accommodate a commercial fitout in an otherwise class 2 building very well. The steps aren't flexible and often the applicant won't have any information relevant to a page that must be completed in order to proceed, especially if they've nominated class 2 with no class 2 work.

Generally, the portal will glitch and not allow you to proceed and won't provide any prompts on what is missing. All the required information will be provided but the portal just won't accept it.

Upload of information is repetitive, navigating through is difficult

terminology, too many emails,

I am an Admin person (not a registered Certifier). The registration of certificates process requires duplicated entry of information because we register the certificate within two days after the Certifier has determined it.

Also, recently, some difficulty accessing the website from my Browser - am getting a "problem" message saying to contact my Administrator. Has something to do with clearing caches or using Chrome..... according to FAQs.

The Planning Portal does not follow the relevant legislation and has no flexibility with submissions

Already has certifier details but REQUIRES details to be input again e.g. name, address, ABN

yes

Too many emails, poorly identified documents

Difficulty uploading plans, often results in many duplication of plans often portal is down and amending applications difficult and slow

The Portal should interface with our existing Software to save time it should also be made more plain english for Clients putting applications into the portal, updates should follow normal Software protocols and meaning updates should only be done after beta trials and should be only done every 6-12 months

portal down unavailable . drop down file selection is generally irrelevant

Not easy to use - not enough consultancy with notes for all applications including BC

The program is not self populating as it could be. And is clunky when adding certificates. The average person doesn't want to use it.

Constant error messages being received when trying to process certificates. Inability to log in quite often. Portal won't allow you to proceed to the next screen to complete certificate determinations. crashing or general errors resulting in delays and doubling up trying to do the work again. Not user friendly for every day people lodging their applications to us, constant complaints about this. Most people comment that it is embarrassing this is a government mandated portal

Incorrect terminology used throughout (e.g. Principal Consent Authority) and a lack of clear directions and explanations for applicants and certifiers to explain the next steps in the process.

Off-line, duplication of questions being asked, people lodging information that is not understood. Difficult for applicants to lodge information.
It doesn't integrate with our system so causes a lot of duplication and double handling of work.
Poor information, no information checking, no ease of viewing etc.
My issue with the Portal is the massive difference between the information uploaded for the CC or CDC that is approved to what information is registered on the portal. Council is the custodian for information for applications that are approved for developments and the information that is registered is not consistent with what has been approved.
Applicants / owners i.e. mums and dads do not know how to use the portal and many end up paying another consultant \$200-\$500 to manage to portal process for them. Several times we have had properties which the portal could not find. Sometimes the portal nominates a building as BCA Class 2 even when it is not and will not let the applicant submit with Design Practitioner details.
The main use I have for the portal is to accept Certificate assessments and register privately issued certificates. The process as a whole isn't the issue as such, it is more that the information required in the assessment phase is not entirely relevant to the actual assessment process to be undertaken when issuing a certificate. Also, the fact that once you save a section, you cannot go back and make edits which means information that is not entirely correct is being recorded.
I also have an issue with the admin side of the portal. Any changes relevant to the email address attached to accounts, employee registrations for accounts and "back-end" admin tasks, always require service NSW to amend which is ridiculous. I have spent hours on hold with them trying to resolve simple issues, like changing the email address on our company account. Something that should be able to be done myself, very easily, however, it takes weeks for anything to happen. This also happened when an employee who is a registered certifier created an account to assess certificates and did not create their account under the correct group (as an applicant not a private certifier). I spent at least three weeks sending emails and calling to have his account group changed, which greatly affected our business processes as he could not issue the certificate to the client so they could proceed with the development.
We cannot have two people logged into the one account at the same time. This causes issues when we have two different admin in our company attempting to register certificates simultaneously, both get kicked out and that means any information that has been entered does not get saved and you have to start back to the beginning.
Portal website often not working and therefore delaying our productivity, which also leads to multiple client calls about the same issue and we become a call centre rather than a certifying office. Changes or maintenance are done to the website and users are not notified of changes, meaning that we tell a client how to process something one day and then the website function changes the next day - leaving us confused, frustrated and looking knowledgeable.
Slow, errors, repetitive,
1) Address of the project not always showing up, when you go to register with the Council, if it has multiple lots and DP's, so you have to manually enter the details, and sometimes, doesn't always pick up the address to register the certificate. 2) At the moment I am constantly getting a PEGA error, but this is to do with cookies, and can be fixed easily, but it is annoying.
Always having to refresh pages, entering data 3 or 4 times, getting a blue Pega screen when trying to login. applications where there is no tab to allow you to edit the information. Overly complicated for mum and dad applicants . The portal is making our job harder and alot is being missed in the process
Repetitive
Poor or incorrect terms being used by portal , Having to enter repetitive information time after time . ...With OC issued under a CDC , portal ask has the DA been issued....why ?
Yes, constant outages, slow system, not user friendly for people who aren't in the industry.
When job is lodged on portal by the builder or owner, it is not easy to take it over when the CDC or CC is ready to be lodged by the private certifier company
Mapping not up to date. Home owners can not use. Additional info can not be uploaded once registered.
Property details do not align with property reports. Duplication of mandatory documents in many areas, very time consuming.
Very time consuming, repetitive, as a private certifier its hard to explain the portal submission to applicants, if data has been entered incorrectly or documents not uploaded there is no way of fixing the issue, CDC approval submissions is very clunky as you need to refresh so many times midway though for the system to allow you to move on
Very time consuming, repetitive, as a private certifier its hard to explain the portal submission to applicants, if data has been entered incorrectly or documents not uploaded there is no way of fixing the issue, CDC approval submissions is very clunky as you need to refresh so many times midway though for the system to allow you to move on
Logging the user out and unable to log back in for half a day isn't the most productive for issuing consent, CCs, PCs and BICs
Very time consuming, repetitive, as a private certifier its hard to explain the portal submission to applicants, if data has been entered incorrectly or documents not uploaded there is no way of fixing the issue, CDC approval submissions is very clunky as you need to refresh so many times midway though for the system to allow you to move on
Repetitive questions
Doesn't work or even open at time, jams, doesn't take large jobs easily
Yes, there is an error when you try to log in sometimes to the NSW Planning Portal.
SYSTEM DOES NOT WORK
Unnecessary time being spent dealing with portal constantly not working, applicants who are not tech-savvy and/or unfamiliar with the development application process, resulting in incorrect and/or incomplete applications. This in turn has added hours to each project.

Victorian Addresses do not pre-fill. We are a border town and based in VIC, but we show up as being in Sydney.
for applicants who wish to lodge DA/CC/PC the system is confusing, allows CDC applications that can not be CDC due to land based restrictions (eg ASS 1 or 2 land etc), confusing for applicants who lodge CC as they get the impression they have also lodge the PC, many errors (eg can not finalise a DA due to error message), easy to withdraw by accident but difficult to re-instate an application, Portal help line for applicants directs applicants who have Portal issues to the local Council,
Inability to enter addresses, inability to edit DA info for CC applications and lots of bugs
constant outages, not easy to use, having to download documents individually, lack of training, difficult in establishing APIs to work with our systems
Will not allow an applicant to amend an application form, resulting in timely and costly delays in assessing applications The portal often locks applicants out once they have submitted any additional documentation, when they are submitting multiple documents this results in us having to upload the RFI again to allow them to be able to upload more taking up more of our time The portal on occasion especially recently won't let us log in
Website is often unable to access, times out & fails to load when only a lot number is available - no house number allocated yet.
Doesn't allow us to accept lodged Applications without contacting the Portal help line happens 3-5 times a week. PC appointment is a separate application for the Owners /Architects. Applications not having the correct name and details and documents just all leads to more to and forth with the clients.
Repetitive collation of information and not intuitive
constantly crashing, lag, lost clients because jobs don't come through when uploaded
nil
Consistently being "kicked out" and unable to get back into lodgements around the final payment stage, weeks long wait times for responses from the NSW Planning Portal Help Team for urgent/time sensitive issues, consistent issues with not being able to access the Planning Portal and receiving the blue "PEGA" error screen, consistently having to help clients navigate/trouble shoot the Planning Portal due to errors within the system and bugs/glitches which don't allow our clients to create and lodge their own PCA/NOI ect.
Glitches, unable to determine applications, unable to accept applications, multiple ABN's in the system confusing clients, Class 2 Process and Builder's declaration issues, multiple email spam with receipts and determination of application.
yes plenty,
NONE
Even though I have a personal login, I have to re-enter my details 6 times for each project. Not enough guidance for the general public, constantly having clients ringing us looking for help as they dont understand how to use the portal. Spaming emails for each action taken, which leads to important emails being missed, e.g. addition information has been uploaded. Clients believe that nominating the certifier to process the CC or CDC also nominates us as the Principal Certifier, not realising that they have to make a separate application.
i have no idea how the appointment of principal certifier works in the portal. this should be a simple acceptance and notification process but introduces OC matters that a simply confusing and should be removed from that work flow
No one can contact the dedicated assistance hotline, Council is the next reliable contact to assist people which has been very resource onerous and we received minimal training on the lodgement process. Applicant's have difficulty using this portal to lodge applications. Constantly down for maintenance. Notifications not going out to applicants. Broken communication streams. Difficult to navigate the portal. The implementation of the portal has increased assessment timeframes and placed Council's under much higher workloads to administer.
Issues with submitting an application. Sometimes we have to lodge applications 2-3 times before the portal will let us click submit. Portal not always available to use during the day.
Access / Resources / Time / Process / Value / Achievement / Practicality / etc etc etc
Yes there are common issues.
It is very hard to lodge CC & OC on the portal
jobs not appearing when clients have applied, jobs disappearing when were on the portal
<ul style="list-style-type: none"> <li>•Unable to type a message when a job is reassigned to a staff member</li> <li>•PCA unable to edit the application to correct errors ie building class</li> <li>•Need to prompt applicants to make an application for the PCA, this is also not a related case to the CC or CDC and there is no prompt when completing the CC/CDC to have the applicant to submit</li> <li>•PCA Council additional comments is a mandatory field, should not be a mandatory field</li> <li>•Unable to upload the HBCF or Owner Builder after the PCA has been completed</li> <li>•PCA notification for CDC's is sent to the consent authority that issued the CDC and not the Council.</li> <li>•Development type "Alterations &amp; Additions to residential development" is confusing as for Class 1a developments. This development type is for Class 2 buildings</li> <li>•Certifier is required to make false declarations to issue an approval</li> <li>•PCA process is not as per the legislation as we don't determine a PCA we accept the PCA.</li> <li>•Approved documents are not automatically uploaded to the Council. Admin staff are required to upload documents again when completing the Council lodgements</li> <li>•Multiply emails received when determine an application these are unnecessary</li> <li>•Confusion over the documents to upload....architectural plans &amp; site plan.</li> </ul>

Loss of information, inability to edit existing applications, generally needlessly burdensome process all round.
Access is portal often deigned. Assigning applications often deigned
Repetative data entry
Confusion by applicants, More work for staff,
<ul style="list-style-type: none"> <li>- Portal not responding.</li> <li>- Portal not allowing some jobs to be determined, but jumping straight to the payment section.</li> <li>- Dashboard active work containing determined jobs.</li> <li>- Additional information can not always be provided to jobs after determination is issued.</li> <li>- Information such as the Private certifier's reference # needs to be editable in case it has been entered with an error.</li> <li>-Service NSW Tax Invoice Receipts should include certifiers reference number.</li> <li>-Portal requesting for determinations and specifications where not applicable (CDC and CC documents are the determination).</li> <li>-When an issue arises and contact is made to get them resolved we never hear back from the planning portal despite cases being escalated.</li> </ul>
The portal is unreliable, has poor layout, poor overall usability, and lacks the functionality required to be a state wide compulsory tool to be used by everyone in NSW
<p>1 Once a Construction Certificate (CC) or Complying Development Certificate is issued, customers have complained that they cannot lodge additional information.</p> <p>2 The PC Appointment should not be an application that needs to be determined. Also customers are lodging a PC Appointment even if they have not lodged a CC or CDC with Council. Our Council does not require a PC Appointment to be lodged as an application, but ask our customers complete a Certification Work Agreement.</p>
It is not clear and causes an extreme amount of frustration for owners and builders. So much so, I am aware of one builder who has ceased building work in NSW due to this additional piece of red tape and the burden it has caused to his business
Difficulty navigating the portal, having to submit multiple applications all separately for the same development, excessive email notifications from the portal with limited detail provided for action required, no consistency with document names for uploads - unclear knowing what each individual document actually is without opening.
NO INTEGRATION; Every Interaction is MANUAL: TIME CONSUMING and LABOUR INTENSIVE; HUMAN UNFRIENDLY: REPETITIVE; TOO MANY CLICK OF THE MOUSE IS ONE OF ITS HEALTH AND SAFETY ISSUE; very STRESSFULL AND TERRIBLE FOR SEDATRY BEHAVIOUR, WRIST, ARM, NECK AND SHOULDER STRAIN - A BIG THUMBS DOWN ON THIS ONE.
When user has provided additional information, but hasn't selected complete task, the portal requires the option to complete tasks from council end once information has been provided
The Planning Portal does not following the legislated planning process. It imposes silly 'rules' that are not indicative of the process being undertaken. The Portal assumes to much knowledge from the Applicant ie, class of building, required fire measures etc. The data received is always messy and never consistent across applications. Most importantly, the Portal "goes down" way to frequently.
No one understands how to use or what to upload
System freezes on occasions. Inability to delete a certificate registration if it no longer responds. Clients incorrectly log information which is difficult to correct.
repetitious, breakdowns, emails not replied to time consuming, extra time in using system
Yes, incorrect data provided by applicant or authorised representative so we have to decline the proposal. Clients upload additional information and we are not informed. When the portal goes down we cannot upload or receive applications which is a major impact on our business
Poor instructions / advice
-
.

There are many common issues that are occurring

1. Every time our admin team does anything on the planning portal the officer and the applicant are getting emails. There is heaps coming through. It is not professional to be getting application reassigned every time we need to do something. Not to mention that a lot of the questions and sign offs are completed by unaccredited admin on our behalf (if admin didn't complete these works it would take hours and hours to work through the approvals and create referrals etc)

2. Mum and dad applicants who have a right to lodge their own application and it might be there only option to lodge it themselves are now emailing me or the duty officer and calling constantly for guidance through the planning portal. The portal has completely taken the ability of Council to offer customer service and lodgment assistance to get applications through. God help us when we have to start doing inspection results through the planning portal as well. What happens when we are uploading inspection results and photos. Is the applicant and council officer going to get an email for every photo ?

3. I've had numerous customers complain about uploaded documents not making it through to council.

4. No talking between applications. Currently applicants are having to lodge and pay for four applications separately (DA, CC, Sec68 and PCA) which is onerous and time consuming and when the documents come through they are all lodged into each application resulting in multiple copies of documents.

5. No vetting of applications. Customers can submit blank documents to get applications lodged in mandatory fields.

6. No naming conventions for documents that are getting lodged.

yes, absolute waste of time and resources. Clients are pissed off with us as certifier and we have to waste our time and their time to train them.

UX is a disaster. Database interfacing is apparently non-existent

Applicants are not able to navigate and use the system without assistance

lack of integration with existing systems

Many.

Multiple upload pages (should only have one upload page/section).

Multiple certifier entry details.

Not explaining what documents go to who - Council and/or client that are uploaded.

One-off customers don't know how to use.

Lot numbers not specified on projects (only street numbers). Lots work better in new release areas.

Charging a fee for use.

Overly long process to approve an application.

A lot of IT problems with system.

Not reflecting legislation (eg BASIX completion receipts - no section).

Not being able to amend if you have made a mistake.

•The portal is not intuitive to use and requires duplication of tasks that are already undertaken.

•Unable to type a message when a job is reassigned to a staff member

•PC unable to edit the application to correct errors ie building class

•Applicants need to be prompted to make an application for the PC, this is also not a related case to the CC or CDC and there is no prompt when completing the CC/CDC to have the applicant to submit.

•PC Council additional comments is a mandatory field, should not be a mandatory field

•Unable to upload the HBCF or Owner Builder after the PC has been completed

•PC notification for CDC's is sent to the consent authority that issued the CDC and not the relevant Council.

•Development type "Alterations & Additions to residential development" is confusing as most applicants think this is for Class 1a developments. However this development type is for Class 2 buildings

•Certifiers need to make false declarations to issue an approval

•PC process is not as per the legislation as we don't determine a PC we accept the PC.

•Approved documents are not automatically uploaded to the Council.

•Admin staff are required to re-upload documents again when completing the Council lodgements

•Multiple emails received when determine an application these are unnecessary

•Confusion over the documents to upload for applicants....architectural plans & site plan are listed separately however usually are the one document.

•When certificates are registered with the Council they do not disappear from the dashboard which creates clutter and confusion as the status does not change and they do not disappear until the Council processes the registration which can be months.

•When downloading documents from the portal each document has to be downloaded separately and there is no option to select a bulk download of documents or select multiple documents for download. This is unnecessarily time consuming and bulk / multiple downloads are a feature of almost every other file storage/transfer website.

portal hotline is not helpful at all, ever.

Applicants lack of knowledge

1. Cannot log into Portal.

2. Too difficult for clients to lodge applications on the Portal.

3. Duplication with the Portal & Certability requirements.

4. Portal helpline takes 2-3 weeks for issues to be rectified

<p>1. Forms do not self populate at times.</p> <p>2. The CC/CDC , Appointment of PC and Notice of Commencement process is too complicated for the average user / client.</p> <p>3. The Planning Portal offers no guides to assist applicants with their lodgements or simple explanations of the questions asked using the system.</p> <p>4. The help system offer by the NSW Planning Portal is too slow and not readily available for applicants to assess fast answers or assistance, because of this we spend a lot of time of the phone to our clients guiding them through the process.</p> <p>5. There is no simple flow chart or process within the Portal to advise the user or the next step a after the application is determined, we are constantly have to call and email clients of the next step in the process.</p>
<p>Having to upload the same documents constantly. You have a login for the portal so why doesnt it autofill your information like BDC number etc. Clients constantly contacting us for help. Have the portal provide a hotline for client assistance not just an IT number</p>
<p>Needing to provide the same information more than once. For instance if the applicant provides the class of building at CC or CDC stage why doesn't it just copy that over for the rest of the applications relating to that approval. There are a few items like this. The system is not user friendly at all. When you have certifiers having issues with using it imagine applicants who never used it before.</p>
<p>Data input by applicants (ie they are confused by the portal). Too many emails eg OC applications 5 at least.</p>
<p>Inability to edit applications once lodged, ie. new builder details. Required fields/documents not relevant to some proposals, - sheds, pools, carports, etc.</p>
<p>Ask a question and don't receive an answer</p>
<p>A lot of data entry that could be prefilled e.g. certifier contact number, address etc. Portal crashes sometimes - no way around it.</p>
<p>It is not easy to use and adds more time to an already lengthy process</p>
<p>Processing errors</p>
<p>Lodgements from clients not coming through, councils not receiving lodgements</p>
<p>Subdivisions (in particular CDC's) are a big issue as only building CDC's are set up so alot of info is unnecessary. Double fee for SWC lodgements - applicants being charged as well as certifiers  CDC notification - need to upload CDC twice, once for 'Complying Development Certificate', and again for 'Determination'. Take one away  Upload of 'required' docs are not  Certifiers and applicants sent reminders regarding notification - this is not applicable for subdivisions  Bushfire question at the end - should be an n/a. No real way to answer it. Yes involves a referral to RFS which again is not required for subdivisions</p>
<p>I got 2 CDC project finished, lodged with council,were in the "complete work",but a few days later , they back to "active work" and status bacome"under assessment".This is very confused me ,I have no idea how to fix this and no idea if there anything that I should do.</p>
<p>We are often kicked out, unable to sign in or have functions within the portal that stop working (often the Submit button); the automatic email notifications of updates or further information on applications is sporadic at best, we often receive irate calls from clients for the delays in processing applications because we are not notified of further activity on the application</p>
<p>re entering same data multiple times</p>
<p>The requested documents are not consistent within each certificate submission - not in alphabetical order etc</p>
<p>Very user unfriendly. Seems to be a double up of data entry that Certifiers have to enter but have already been entered by the applicant. Fields have to be ticked that have no application to an application to be able to proceed further. Totally useless fields such as BCA compliance when CDC/CC can't be issued unless the plans comply anyway.</p>
<p>1. Development within Thredbo/Perisher area automatically connect to local council and no option to change to the DPIE Alpine Team. 2. No option to add a notice of commencement to a lodged CC or CDC. 3. Address information is not always accurate with council's system leading to DA rejection. 4. Should be able to delete an application if started and not proceeding.</p>
<p>Unreliable  Not intuitive. I.E address must be exactly right, PC details must be exactly right  CC and or CDC are not linked to OC applications  'Refuse' application option is not at the front of the portal</p>
<p>The portal tells council when an application is lodged when it is approved, why? previously done by Council for 100 years . " if it ain't broke why is the State Govt. attempting to fix it" especially when they don't appear to have the staff to answer even the basic question.</p>
<p>It is a grate initiative to create jobs for boys &amp; girls however it is not necessary.</p>
<p>It would have been a better initiative to remove Private Certifiers from the approval process  20 years of failures now coming home to roost.</p>
<p>Constant user issues of pages not loading correctly or the application stalling half way through. Also, annoying when information has to be repeatedly entered. There should be a profile setup with the certifier name, company information and registration number. This information shouldn't have to be entered for every determination and notification.</p>
<p>NO ISSUES</p>
<p>Irrelevant information being sought, applicants struggle to navigate it.</p>
<p>too slow &amp; too many repeated steps</p>
<p>see below</p>

Time, why cant the Portal talk to our software and vice versa, why do we have to wait for someone to fix mistakes that we know we have made and wish to fix, waits can be upto 5 days.

Why do i now have to spend time putting my name address BDC number in i have logged to account can this not be forced filled.

Why do we have to keep filling Lapse dates fr DA etc why is this not an automation form the date of DA Approval

Why does it take so long to complete a OC for a CDC or CC which was lodged on the portal, all the information should be there but no we have to type it all in again.

Come on are we in the 15 century or the 20 Century.

Its time for the Government to either make the portal work properly and talk to other software providers, in a confidential setting, tell us why we need to use the portal, and what they are trying to gain data on.

and why are applications, approvals etc not templates on the portal with checklists.

Certifiers can either use their own checklists or portal checklists.

but would it not make sense that all applications and approvals were in the same format across NSW

PCA appointment has to be separate to the CC application, this should be changed to could be separate, but if someone wants to do this at the one time they should be able to do so on the one application.

The days timer is unclear and not easy to interpret. The urban release areas question asks whether fees have been charged but does not have an alternative if fees aren't applicable to the development.

Process of appointment PC (PCA) requiring the applicant to go back to the portal they already have the shits with system at this stage, and questions relation between CC and CDC, relevance of questions and the applicant Issues are confronting with no support.

#### Repeating questions

Not receiving notifications or documents, applicant complaints about unable to change PCA on Portal, Council submissions freeze

Clients putting in the wrong info, technical issues, council not receiving documents in time, this system is beyond flawed

Repetitive questions/uploads required, Non-applicable fields/uploads required, too technical for the lay-person, not enough character spaces in fields

1. Upon Lodging CDC Applications, when selecting the relevant code the assessment has been approved under, the application does not let you progress further unless you click out of the application and go back into the application and re-select the relevant code.

2. The portal could be more user friendly to clients who don't use the portal on a day-to-day basis.

3. Mandatory documents to upload with the application - some clients do not have certain mandatory documents when they are submitting the application.

System is slow and chunky, customers struggle to navigate, "just another thing to do",

User-unfriendly.

System is insisting to input info that is already in, duplication of information is increasing our lodgement time. Answering repeatedly non-relevant questions and/or submitting documents multiple times that has previously submitted.

There does not appear to be any simple way to re-submit registrations for any typos on approvals.

Manually complete PC details; Credit Card details every time to complete registration, No auto fill option.

Stamped Plans and Determination are uploaded when they reach the approval stage, this step then needs to be repeated when registering to the Council.

Registrations sit in limbo once we have completed registrations until Council get around to completing registrations at their end.

There are multiple queries during the application lodgement which makes no sense and it appears to me that Certifiers are being asked to complete or spend hours on the phone to help clients.

Unable to link multiple CCs/CDCs to the same reference number so that the applications communicate with each other. There seems to be no way of managing staged approvals in the system.

The Portal does not appear to have the capability to lodge Notice of Commencement and appointment of PC forms to Council, still need to manually send to Council.

Each process generates a different Portal reference and it is difficult to follow.

The Portal does not allow batch downloading of application documents into a zip folder. Each document/folder must be downloaded individually.

Confusions with Class 2 process - Significant amount of time spent on client queries

Can't log in sometimes

Usability for clients

<p>Poor UI design. Not enough sign posts for navigation of an application post-submission (both client and certifier Portals). i.e., The ACTIONS tab is confusing, my staff have had a hard time understanding where to pick up a job after it's entered in the system/where they have left off for assessment/determination (let alone client experiences).</p> <p>The number of email notifications are extreme.</p> <p>The lingo/terminology used is obtuse, difficult for the layperson (owner/builder) to understand.</p> <p>TAX INVOICES: If an email address is left blank at card validation, the tax invoice provided within the Portal is completely different to the one emailed. The emailed tax invoice includes all charges \$41.18 (but no reference to the Address/portal no. is included), while within the Portal I have to DL two documents (one \$36, one \$5) and review the payments sections to confirm the surcharge.</p> <p>No specific certificate registration for Modified CC/CDC.</p> <p>No system in place for payment of s7.12 Contributions for CDCs. It is an underwhelming process, different Council to Council.</p> <p>New error with the system that means I need to refresh/delete my cache or I can't log in properly (server error pops up).</p>
<p>Lack of clear guidance from the Department on the use of the portal by clients and certifiers. There is various steps that need to be undertaken for certain parts of the portal to be accessed i.e. building works commencement date under the CC application and a separate stand alone application to capture the building work commencement date for class 2 buildings specifically just to satisfy two separate pieces of legislation. This is rather frustrating as there is no summary or guide but rather numerous 'quick' reference guides that are anything but quick.</p>
<p>awkward user interface no training</p>
<p>Initial information on portal not correct therefore the applicant is notified to correct information. Once correct information received the assessment can begin for a deferral letter. I would have thought the process would have run much smoother without unnecessary delays if the application was submitted to Council first where the application would be vetted and would not be allowed to be lodged unless correct information provided then sent onto NSW Portal for determination.</p>
<p>Identification of DA or CC or CDC by means of Councils reference number. Steps in assessment not correct in particular the certifier agreement contract.</p>
<p>on the dashboard the portal reference numbers are meaningless, please show the property address. Also it seems to be impossible to delete anything that was started in error - my dashboard is now full of junk that I can't clear away.</p>
<p>Had one case where an application did not appear on the portal, even in the unassigned area, but applicant believed they had lodged and quoted the portal ref number, which worked - how are we supposed to process applications that are hidden from us?</p>
<p>Too much repetitiveness. Shouldnt have to reiterate the same data input for new applications that are linked. Too many loopholes to go through to lodge an application. Some jobs dont have things that are mandatory to upload.</p>
<p>Poor education around the roll out eg. IT person delivering the Webinars and not Planners or Certifiers. Terminology that is used on the applicants side. The information required is not clear to the lay person. the clunkiness of the portal makes work internally from planners, certifiers and admin staff very disjointed and less efficient.</p>
<p>property addresses are not valid, fields like fire are irrelevant to subdivision certifiers</p>
<p>For example -Each time I enter the portal I have to fill in my registration number and our office address. Why the office address ? Is the BDC number a method of security ? There is an alienation between what the portal requires and what happens in the physical world.</p> <p>The eportal concept I think was I started in 2014 ?</p>
<p>had application freeze on the portal that cannot be checnegd and only have the option to refresh yet nothing happens when the refresh is preformed</p>
<p>If you start to lodge a CC, CDC or OC and exit it just stays there on the dashborad. We should be able to delete the jobs if we don't want it there. Also, to lodge any CDC jobs it ask for determination as mandatory document but there is not determination in CDC and OC.</p>
<p>Manual address by applicants creating issues</p>
<p>Issues with Manually entering an address, as it creates problems through the entire process in the portal from DA lodgement to CC lodgement to CC approval, to PC Appointment to Notice of commencement to OC application to issue of the OC</p>
<p>Addresses not being registered, ability for manual addresses being entered causing issues with issuance of certificates, extended periods (several days or more) for issues to be resolved</p>
<p>refer 10</p>
<p>Issues with Manually entering an address, as it creates problems through the entire process</p>
<p>Very long response times, process is far too clunky, appointment of Principal Certifier process should be part of the certificate application process not a separate 2 stage process that applicants forget to do.</p>
<p>Yes!!!! manual address entry or addresses that do not "exist" in the portal. having the applicant then lodge manually and then causing issues when we are trying to upload to the portal. PC Appt process. very unclear and time wasting as it should be a process that is done when certificate lodgement is done. we are wasting way too much time having to chase up applicants for the PC Appt lodgements when they assume, they have done this when they have lodged for their Certificate. it shouldn't have to be down to the Certifier to sort the portal issues and explain to applicants how to use it...</p>
<p>Issues with Manually entering an address, as it creates problems through the entire process in the portal from DA lodgment to CC lodgment to CC approval, to PC Appointment to Notice of commencement to OC application to issue of the OC</p>
<p>Hard to search up a project address</p>



Customer service response time is abysmal, applicant should be able to save their application at any point (currently they have to correctly complete all questions on one page to be able to successfully save), no certifier reference number on CDC/ CC applications, cannot have multiple Planning Portal tabs open, cannot delete applications from dashboard that are no longer going ahead, always glitches and bugs in the system, why are you subjecting small business that open in class 2 buildings to have to go through the entire class 2 process of ITSOC and building commissioner etc etc, Questions on applications should be conditional based on applicant's answers, can only upload 5 docs at a time under class 2 applications which is ridiculous given that these projects are generally larger developments with alot more documentation, certifier company accounts should have to ability to access and overwrite all accounts associated with it, If the certifier main company account re-assigns an application to someone in the work group and the project manager re-assigns it back to the main company account, this application is not visible on the dashboard and only available through typing in the reference number in the search bar, The entire approval process is not clear or intuitive to the client. The apply for a certifier via PC Appointment Application but are not aware that there is a separate Intent to Commence Work application associated with this and then continue on to apply for an Occupation Certificate. There should be a block in the system at some point which doesn't allow the applicant to proceed if the Intent to Commence Work has not been completed. The problem is that you send out so many emails to the applicant that some people don't even bother reading them, The Intent to Commence Work application should be made available as a standalone application as well as part of the CC/CDC process. There are projects where a Notice of Commencement of works is required prior to a certificate being issued, Should have an option to upload Fire Schedules as it can take a decent amount of time to complete this section on CC/ CDC applications, 20 day assessment period email gets sent to PCA and client and becomes very concerned as they think their application is not being assessed and managed by the client. Does this email need to be sent to the client, can it not just be sent to the certifier?

I am constantly on the phone to applicants trying to explain why they need this and how to use it.  
We have multiple middle aged, disabled and elderly clients that end up very distressed over this when they are simply trying to improve their homes.

How can we expect people do use this Portal, when they struggle to use basic email?

I have builders and architects calling me, asking about the questions that the portal asks, if people in the industry dont know how to answer them, how are home owners meant to?

The Portal has countless running issues.

Lodging ONE job to Council can take up to 10 minutes, or simply not work at all.

Constant crashing, error when paying fees, home owners and clients not able to navigate the portal

Repeat entry of data, inability to stop the clock when a CDC is accepted when waiting for additional information, confusing and unclear interface, not user friendly or intuitive.

Issues with Manually entering an address, as it creates problems through the entire process in the portal from DA lodgement to CC lodgement to CC approval, to PC Appointment to Notice of commencement to OC application to issue of the OC

Issues with Manually entering an address, as it creates problems through the entire process in the portal from DA lodgement to CC lodgement to CC approval, to PC Appointment to Notice of commencement to OC application to issue of the OC.

Very labour intensive, for a small to medium business requires what equates to 1-2 dedicated staff member solely for portal uploads and trouble shooting.

There is insufficient advice for clients submitting their applications. General public expect us as certifiers to instruct them on how to use the system, blame us for the additional time spent / wasted utilising a system that often has issues.

Many issues. No consistency in the different applications, they have different interface. It is not always able to be open with the same browser so have to try different internet browsers on different days. Applications have been lost in cyberspace. They have been given a number but did not reach the dashboard "Access denied". Portal is more geared for the planning department rather than building surveyors with CC, CDC, S68 applications. It does not seem that these have been tested before going live and are missing steps to allow the appropriate approval process. Any upgrades to the Portal presents other issues - not tested so causes other problems. Cannot relate a S68 application to a DA, gives it a number but does not formulate an application. This is confusing for the applicant.

## AAC Member Survey - NSW Planning Portal (November 2021)

### 10. What needs to change with the NSW Portal?

More streamlined

Abolish the whole system. Conduct a survey how much benefits it has brought to the public.

Leave the industry

Allow certifiers to delete documents from the portal

Everything. Make the system user friendly so I'm not wasting 1/2 my day answering un invocable questions about this this crappy system. Integration with Certifier software systems.

Ability for superseded documents to be marked superseded when a new document is added that supersedes it

Someone with a commercial background needs to be involved in the user interface.

The continuous double handling and double data entry also needs to be removed.

More user friendly, only attach/provide information once.

Everything, who ever design the site should never be allowed to make another one

PCA process, making the PCA a related application to the CC/CDC/DA. Reducing the Data enter certifiers are required for CDC

Change Determination to CC of CDC Certificate. Don't need all three.

Less information should be required for submissions. I would imagine 90% of the information accumulated thus far would be incorrect and meaningless, it just wastes our time and our clients time. It is obvious they didnt consult any stakeholders when formulating the questions. There is also a poor understanding of the types of certificates that exist. For example we are required to refer to Occupation Certificates as either Partial, Part or Whole but there are no options to select any of these types. Instead there is an option to select Part or Whole development works which is unclear if it is referring to the OC terminology or the scope of the works. Staged Construction Certificates or Modified CDCs / CCs also dont exist in the Portal.

Small Class 2 projects (alterations to apartments) need a simplified process.

Employ competent IT staff at the Department of Planning and Infrastructure to build an easier to use portal. The Department to provide an efficient phone in service to provide assistance.

It needs to be more streamlined especially for Class 2 related projects

Provide more guidance re lodgement of declarations for Class 2

Provide more notifications to the certifier that the declarations have been uploaded

Make the whole system user friendly

Would be good if we can search using our project reference number

Certifiers should have some input into the process - we are being forced to integrate with existing processes when our processes/workflow is not the same as the portal. It was released much too early and went live before testing (or at least I assume this - surely they wouldn't have released it knowing all of the issues it has?) Information should be transferred across application forms. the design & building practitioners implementation should be clarified and simplified for everyone. Unit identification should be allowed to be added to the address when pulled from eplanning spatial viewer

Simplify

excessive repetition - too many emails issued back to certifiers - lack of proper identifiers/tags in email issued

make it user friendly or just scrap it

Restart.

Do not give access to the general public, builders or developers

Allow certifiers to lodge the information on the portal on behalf of clients.

Bin it.

1 They need a log-in/account system that is based on the Company and then BDC No of the certifier - this then needs to autofill whenever they want the certifiers details!

2 They need a trouble shooting area so that when its off-line customers know and don't waste hours "trying" to lodge an application that is not working.

3 The entire program is well overdue for a major overhaul - some issues have been fixed, but there are many more that need to be. I have sent them a list with 18 faults which if fixed would help improve the data input issues.

4 I suggest that they review the legislation - make it relatable to a "digital" system - i.e. allow applicants to lodge multiple applications (at the same time) for the project -- e.g. . lodge a CC and PCA and OCC in one go! a one size fits all system isn't working across the multiple different application types

Complete Overhaul, promote integration with existing software such as BCS

start again from scratch

Not enough room on this form

Abandon it and just have an integration into existing software.

<p>It needs to be trashed and a completely new framework developed. It cannot be fixed as it has been established on an inappropriate foundation being just to collect data for DPIE, instead of being customer focus and ensuring it met the functional needs of both Applicants and Consent Authorities/Certifiers. It fails to recognise that all the data and information uploaded and submitted through the Portal must be able to be downloaded into each of the Consent Authorities/Certifiers own Registers/Administration system not only for the EP&amp;A Act which prescribe them to be established and maintained, but also for the Building &amp; Development Certifiers Act, the GIPA Act and the State Records Act. By far the largest time impost is by staff having to copy (including taking screen shots of further information requests) and download documents into our own systems. It has resulted in double-handling and has severely impacted upon processing times (because we don't have the money to employ additional staff). Further, we have rejected more applications in the short period since the mandatory introduction of the Portal, than I have seen in the whole of my career. CDC's by far are the most common being rejected, I estimate being greater than 50%. From my perspective the implementation of the Portal has had the greatest impact on increasing delays and application determination times, since the introduction of the Integrated Development Assessment legislation of 1998.</p>
<p>It needs to be more functional and lead from one process to another .. and easy to follow if you aren't familiar with the process . Those training should also be more available for answers</p>
<p>Being able to find jobs easier</p>
<p>More assistance (and speed) with technical queries. Manish has been FANTASTIC! But he can't fix the problems. He has to raise a seperate case with the 'technical team' and try and translate our issue, when he completely understands and could fix it on the spot. Approvals are not being uploaded in a timely manner (as per legislation) when an error occurs. Some approvals are over three weeks delayed. This puts a strain on the build as the PC cannot be appointed until the approval.</p>
<p>See above +</p>
<p>Have meaningful discussions with people who use it daily for advice on how it can be improved and allow real world users to be on panels / committees developing The Portal, this includes regionally based Certifiers from both LG &amp; the Private Industry.</p>
<p>Better options on larger sites with numerous addresses</p>
<p>Best change to the Planning Portal would be to completely scrap it. If transparency is the aim of the Portal, the Planning Portal should have an Applicant feedback section which is publicly visible to make NSW Planning more publicly accountable. It shouldn't be the job of Certifiers to try have to spend so much time explaining to Applicants how to use the Portal, there should be some sort of assistance line where applicants can get proper help with the Portal so we don't have to waste so much time on it.</p>
<p>Add the function to delete the draft application</p>
<p>There are many different types of approvals. In contrast, the portal only really accommodates a few orthodox, textbook scenarios, which actually aren't as common as what was assumed. There needs to be more project type inputs so that every type of project can be processed smoothly and information that doesn't apply to those projects doesn't need to be provided.</p>
<p>easier to navigate</p>
<p>more user friendly and more consistent terminology</p>
<p>* Time consuming to download documents. A select all batch down function would be useful. * The new long service levy payment for CDC applications is clunky. This works better when applicants could pay the levy and submit the receipt with the CDC application. No doubt levy payments will be missed under the new regime. * PC appointment should not be a separate application. Needs to be part of the CC or CDC application.</p>
<p>I appreciate the efforts made to assist with questions via FAQs and website self-help with the Knowledge Management. However, if a phone call to get assistance is made, you have to be prepared for a 15 minute wait on average and sometimes email queries take days for a response. It's frustrating because we are all busy. That said, we all just have to be patient and keep persevering to learn and understand the process.</p>
<p>Better customer service as we are doing way too much</p>
<p>Improved experience is minimal. Some questions not relevant to the certificate eg REQUIRED answers to residential questions after ticking the Commercial and industrial codes SEPP. \$5 - charging us to enter data that Government saves wages for and the insult to injury, charging for it. Particularly as some small development clients have to engage a consultant to correlate and lodge as they don't have the IT skills. This is a significant cost to small mum and dad development and to small business. Cost of time for our small business is significant.</p>
<p>get rid of it</p>
<p>More user friendly, better understanding of what their customers need ( seems no real on the ground experience or understanding of requirements)</p>
<p>Not user friendly for applicants and updates to status of applications not current even when approval has been issued</p>

<p>Easier to use for Clients, plain english Questions  Software interface with existing software users i the Certification industry  No more adhoc updates  User must be able to delete their own mistakes  Certifier address, Numbers etc should be forced filled from login  Builder details should be forced filled form DFT web site/Data base  Committee of Certifiers and planners should be heading up changes to portal and and information required and inputted  The government should make it public what they are wanting to get out of the portal</p> <p>The portal could have been made with templates for applications, contracts, approvals Checklists etc and all work could have been completed on the portal, if the governemnt was really trying to cleanup our certification industry</p>
start again -consult the users
A lot
Requirements for Council's to accept applications within a timeframe (Deemed acceptance after a week for example). I have had Council's not accept DAs / modifications for up to 2 months
It needs to be trialled and tested with feedback from a variety of users so as to refine it to be way more user friendly. System needs improvement to ensure there are less errors and glitches. It would be preferable not to receive 6 or 7 emails for the same case when processing a certificate too. general refinement and improvement to ensure it is practical and makes the process easier and not harder. Certification is complex enough as it is.
Usability, consistency with legislation, correct terminology, better explanations of the process for all users.
Link DA and CC if combined application. Streamline application process and reduce questions on application pages.
Needs to work better with our system. We need to be able to download documents in bulk rather than individually. We need access to all of our Company applications rather than access just being permitted to the person who accepts/registers the job. Response times for assistance with issues needs to improve - currently 2-3 weeks for an email response.
Not make errors requiring fixing, require better information to be submitted, educate users with required courses
There needs to be Ownership of the information that needs to be provided and ramifications if a Certifier does not provide the information when requested. I note the ability to issue PIN's for failing to provide information has been removed. I also believe the NSW Government needs to be more proactive in resolving the issues raised _ we have had conversations regarding missing information and the response was less then satisfactory - Once the receipt for payment of lodgement of information is received, the matter is closed and it is your problem and you need to chase the information up with the certifier. Whether or not they provide the information is another matter- whilst most certifiers are obliging, there are other who say they will chase it up when they have the time.
I can't see the benefit of the Portal at all. Bureaucracy in its finest form
Open access to documents and data. There is all this work going into putting documentation and approvals through the portal, yet certifiers cannot access that information.
The ability to make amendments yourself as an account administrator without needing to go through the portal helpline. The assessment process needs to be more updated to include more relevant information to the actual certification process. There still is no option to register a strata certificate or complying development certificate for strata which needs to be updated.
Documents should be able to be bulk downloaded rather than individually. Certifier/admin accounts should be given a 'test project' to be able to beta test the portal - it is extremely difficult to help our clients navigate through their queries when our user account/display screen is different to theirs and we cannot relate to their query.
scrap it.
<ol style="list-style-type: none"> <li>1) Duplication of documentation - the clients or applicants enter all the approved documentation at the moment, but we the private certifiers enter all the approve documentation as well, to make sure, nothing has been removed from the clients and then everything has to be re-uploaded for Council issuance, if there can be a process where the documents can be entered only once by the Private Certifiers after we have checked all relevant documentation and they can be automatically be viewed by Council.</li> <li>2) When issuing an Occupation Certificate, the portal asks when the works are about to commence, at this point the works have been completed, so this question, is irrelevant, can this question be removed.</li> <li>3) What is the relevance of the Notice of Appointment process apart from appointing the Private Certifier, and what is the relevance of entering all of the Occupation Certificate documentation again and the Occupation Certificate, when it has already been entered through the Occupation Certificate process. This process should be connected to the Occupation Certificate.</li> <li>4) There are some projects, that have multiple classifications, and if there is a Class 2, as well as Class 5, 7a &amp; 9b e.g. aged care residences or seniors housing accommodation and affordable housing, then this becomes a much bigger process than previous, especially with Strata Bonds etc which the Applicant has to deal with.</li> <li>5) ITSOC Applications are also another application that the Applicant has to deal with, is this necessary for Seniors Housing Accommodation and Affordable Housing accommodation.</li> </ol>
It needs to be removed or greatly improved. It is too complicated to use
?

<p>It needs to be a lot more user friendly for all uses, It assumes that mums and dads understand all the planning and building terms which they do not! They system has to be like using a touch screen to place an order at McDonalds. ... In making an application for CC CDC OC these need to be located on the front screen of the Planning Portal web page not hidden in the back of the portal where people have to use a search bar to try and find them. T</p> <p>Public have not been advised of the introduction of the portal, again this is left up to Building Certifiers to depart the news to other in the development industry.</p>
<p>Now Covid restrictions are over, NSW Planning need to take training face to face around NSW on a regular bases regional areas and not just capital cities. Invite Builders (HIA + MBA) Architects , Building Designers and developers.</p>
<ul style="list-style-type: none"> <li>- More user friendly for clients not familiar with the building game</li> <li>- Application forms generated from the portal information which reflect the legislative requirements</li> <li>- A system that doesn't crash multiple times a week</li> <li>- Reduced lodgement fees for certifiers who are doing most of the certificate registration work for submitting to council</li> <li>- Function to search a property address instead of needing the CFT/CDC number</li> </ul>
<p>The initial lodgement from the builder or individual client needs to be fully completed so the person lodging the CC or CDC approval is not having to guess their information. For this to happen, there needs to be online assistance through out the process to show them what is required - example, information links.</p>
<p>Improve mapping system. Make it more user friendly for users with no industry experience. Allow additional information to be uploaded once a job is registered.</p>
<p>As above - property description alignment. Mandatory documents to be uploaded on multiple occasions.</p>
<p>the follow and functionality</p>
<p>the CDC submission process is very time consuming and very repetitive questions. E.G it asks on numerous occasions if works are dual occupancy</p>
<p>A clear requirement of what documentation is to be submitted. A BIC is being lodged without any documentation to indicate where and what the application consists of, a land ID, drawings, sketch, site plan, engineering drawings all not being uploaded nor clearly requested.</p>
<p>CC's need to have the ability to generate a contract within the portal so it's not double handling, currently sending the client an email with the contract and then uploading into the Portal.</p>
<p>Specification should not be a mandatory item as some applications its not a separate documents but incorporated on the architectural plans</p>
<p>Faster response to queries - live interaction to resolve problems</p>
<p>The ability to interact and integrate jobs. Jobs that clients lodge and upload documents to the Construction Certificate stage isn't easy and makes you repeat information, re-upload documents that are already there or information you already have. I don't believe the portal is easy for users uploading 10-15 projects a day for each employee. i also struggle with viewing jobs by other colleagues even though we are under the same company in the portal and makes me "request access" but I have never been granted access.</p>
<p>Access to the NSW Portal</p>
<p><b>NEEDS TO BE SCRAPPED</b></p>
<p>It needs to go</p>
<p>Reference Numbers on receipts so you know which job it corresponds to</p> <p>Live chat capability to answer user questions? Especially for the applicant as there are a lot of technical questions on the portal they don't know about.</p> <p>Clarity on how to upload amendments to a CC/CDC through the portal .</p> <p>The notes in the knowledge management tab probably aren't specific enough to each application type.</p>
<p>better support for applicants, make application processes clearer for applicants, system to be set up so as to not allow CDC lodgement for sites that can not have a CDC.</p>
<p>Easier process especially with class 2 applications. Ability to edit DA info for CC applications</p>
<p>lift the mandate to receive applications only via this system</p>
<p>The portal needs to let applicants amend application forms where required</p>
<p>Needs to be able to be accessed during business hours.</p>
<p>Must become intuitive, seperate Class 1 &amp; 10 from Class 2-9, single determination and lodgement with council process its crazy everything is doubled up. When addition documents are lodged they should be all in the one place not skattered through all the previously lodged documents. We must be able to download all documents in one single download, office admin staff fingers are wearing out signally downloading and opening individual documnets.</p>
<p>A lot. This is not a system that is user friendly. Its repetitive and doesn't seem to align with the DA Consent issued when lodging a Construction Certificate</p>
<p>remove it or give it a complete overhaul</p>
<p>N/A</p>
<p>Drastically improved response times from Help Team, removal/rectification of all glitches and bugs (e.g being kicked out and unable to continue lodgement, client beings unable to lodge or prepare their PCA or NOI due to errors within the system), having a reliable system which is not constantly going off-line/crashing.</p>

<p>The response time on any issues is ridiculous - there should be a 'we have received your email' message at the minimum instead of radio silence. It sometimes takes over 2 weeks to get a response regarding an issue that is quite pressing. The process needs to be simplified and made CLEAR.  being able to upload larger document more than 300mb - splitting up large files just to upload it a time waster.  less email spam - unnecessary!  make it VERY clear to the applicant at the beginning of the application process that they also need to pay a fee - they do not understand that this is on them.  clean up the process of linking CDC's/CC to PCA's  clarify the issue of the Builder not being able to be the applicant - or do it on behalf of the applicant (company)  Inform people of the updates that are taking place and when.  Many many issues with the portal!</p>
<p>plent of things, to many things to complain about</p>
<p>Class 2-9 separation</p>
<p>Using the login details of the certifier to pre-fill the certifiers details.  High lighting projects that have addition information uploaded or other actions since last opening the project file.  More information or video guides for the general public on how to use the portal.  Pop up or notification when a client submits an application for a CC or CDC asking would they like to apply to appoint the same certifier as the Principal Certifier.</p>
<p>a clearer pathway for the principal certifier appointment removing spurious OC matters. the intention to commence works is currently different under the Regs for CDC's and CC's and the focus of being able to give notice through the portal appears limited only to class 2, this should be for all classes of works</p>
<p>Scrap the portal entirely. It doesn't work as intended and has been extremely resource intensive for existing staff to adopt. Our Council does not have the financial resources to employ additional staff to administer this clunky system and is placing our organization and existing staff under immense stress. Why cant NSW Planning allocate some of the fees (\$40) they take from the applicant to inject back into local Council's to adequately resource for this labour intensive system they have implemented.</p>
<p>Make it easier/simpler to use and ensure it can be accessed during the day without issues.</p>
<p>Remove</p>
<p>Is it possible to get rid of it?</p>
<p>It needs to be more user friendly to allow the mums &amp; dad to use it easily.</p>
<p>EVERYTHING. I've had issues and called many times. We have had clients leave our services due to this Portal that is suppose to make everything easier. Spending more time on this portal then just emailing to council and client which takes two seconds. This Portal has just caused issues and is frustrating.</p>
<p>Certifiers being able to edit incorrect information which clients provide, i.e wrong building class. A prompt for the client to lodge PCA arrangement</p>
<p>Consultation with users of the Portal to resolve issues and align the functions of the portal with the manner in which industry utilise it.</p>
<p>More in depth training.  Help links within the Portal for what is required.  Applicants to complete applications.</p>
<p>Simplification</p>
<p>It is written for DAs only. CCs and other approval are a last minute thought and have obviously been designed by people who have no idea how the approval system works. The questions for those lodging and for Council staff before sending back through the Portal are usually not relevant to the type of consent.</p>
<p>See 5:  - Portal not responding.  - Portal not allowing some jobs to be determined, but jumping straight to the payment section.  - Dashboard active work containing determined jobs.  - Additional information can not always be provided to jobs after determination is issued.  - Information such as the Private certifier's reference # needs to be editable in case it has been entered with an error.  -Service NSW Tax Invoice Receipts should include certifiers reference number.  -Portal requesting for determinations and specifications where not applicable (CDC and CC documents are the determination).  -When an issue arises and contact is made to get them resolved we never hear back from the planning portal despite cases being escalated.</p>
<p>Complete abandonment. Any organisation that makes the only form of lodgement available to NSW owner is to use their own poorly devised portal system (that causes so much anxiety to use) and then that same organisation charges a fee to use the portal for certain applications is a form of extortion in my opinion.</p>
<p>More user friendly information to be put in place with regard to what documents need to be lodged with a DA, CC, CDC or Section 68. (most people just keep putting the same documentation in for every application)</p>
<p>It shouldnt exist.</p>

The people designing and enforcing the Portal need to consult with Council's and private industries to help minimize the issues that they face and moving forward develop a system / process that is more customer focused and user friendly. Limited consultation has happened which results in daily frustrations and additional work.

The NSW Portal should also offer more customer service to customers to take the pressure off Council's to provide this.

Back to the drawing board!

Return to previous page to make amendments and check answers prior to submission

I believe the entire approach to the Portal needs to be reconsidered. I believe (at least in relation to DAs / CCs and CDCs, that the Portal would be far more effective if the Consent Authority (Council) and the Certifier had to upload a copy of any approvals and supporting documentation once a Certificate was issued. This would dramatically increase efficiency, on both sides ie, Applicant and Consent Authority / Certifier. It would also ensure a much high degree of data accuracy.

Understanding that the Portal is here to stay however, I believe the Government will need to invest more resources into the customer service side to assist Applicants with their lodgements and the various other functions required to be undertaken on the Portal ie, RAB Act, Strata Bond, DBP Act. The customer service provided at the moment is extremely limited and has little to no understanding of the various statutory requirements that the Portal functions around.

It needs to be more streamlined

Needs to be more flexible in its use to allow for errors for client submissions, and needs to stop freezing.

Needs to be compatible with BCS system

It needs to link with our software so we are not manually having to upload or download applications. We have spent \$100s of thousands of dollars over the years on our software which is now redundant and requires us to have additional staff to go back to manually interacting with the government and our clients

Easier interaction with customers / backup advice from people who actually can answer the questions and have used the service

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The developers have limited or no understanding of the framework that Council's operate within. Feedback provided to DPIE support is not actioned, almost 12 months since our Council commenced using the portal.

Service NSW Customer service needs to be increased to support the applicants. Currently their wait times are weeks, and typically they refer the customer to Council instead.

Removal of the separate application requirements. One application and document set for the multiple applications

Inability of admin to action any tasks in the planning portal on behalf of officers, without first reassigning the application to admin. All determined applications are assigned to an admin officer in the portal, as we are the staff member who action the administration task for that approval. Obviously that has significant implications for reporting, as the CC for example appears to be assigned to an assessing officer who has no accreditation to undertake such tasks.

Abolish it. We are happy to upload documents after determination of applications. Simple and clean. Rather communication through this stupid and waste of time system which is not benefiting anyone. Talking to many of certifiers, all are disappointed with AAC and lack of actions to help certifiers rather than playing politics. Virtually they believe AAC is not representing the certifiers anymore.

Start over, NSW Govt. There is no point collecting all the requested data if it cannot, at a minimum, be preloaded into all the related application screens!!!!!!!!!!!!!!

Ability for applicants to have an approved consultant/certifier lodge documents provided by the applicant on their behalf

better guidance for applicants

Workshop the system with select Council and certifiers.

It needs a complete overhaul.

there should be more opportunities to edit and amend information, better assistance needs to be available. instructions need to be more clear and concise. Less DOUBLE UPS in required docs.

Needs to be more streamlined, more education for the users (Public)

Remove requirement for applicants to lodge applications on the Portal. Certifiers to continue with registering Certificates on the Portal.

The Portal need to be simplified for the end user and user guides / flow chrs should be provided to help clients/user understand the questions be asked and the next steps in the process.

make it more user friendly for clients. Dont make the certifier responsible for checking all the data the client inputs. Make the client put cost of works in lodgement. get rid of terms like post consent certificate (nobody other than certifiers and council knows what this is) just have one page that has a tickbox for the type of application you would like to lodge.

A lot. Make it clear when DBPA and RAB applies to an application. What are you supposed to click when under current use, does mixed use capture class 2 or do you always have to click residential if you have residential. The whole process is too complex and takes up so much time

I think most frequent user have come to an understanding of how to use the portal. But it's the less frequent or one time users that have no chance with it. Far too complicated for them.

<p>Make it more user friendly and not so confusing for people to use. It's supposed to be owners uploading applications and they don't have the knowledge of the building certification requirements needed to use the portal. Not make people lodge 3 applications for one project, ie. CC, PCA and OC. Needs to be a much more simple process. It's doubled the workload of Certifiers and Councils.</p>
<p>We need to be trained on how to use it</p>
<p>a little more coordination with the legislative requirements e.g. Portal asks for OC stamped plans under the PC appointment - this is not a legislative requirement so why?</p>
<p>Documentation should be obtained from council and uploaded to the portal</p>
<p>make it more streamlined and user friendly</p>
<p>The portal needs to simply be for registering certificates to council and loading documents once certificates are approved. All pre issue matters should be undertaken the same as before the portal</p>
<p>More applicant help. Have little "i"s over questions to be clearer as to what it is asking. SWC - some lodge prior to engaging a contractor. This can be an issue. Have the correct documents for the notifications. eg. SWC asks for a subdivision certificate - this is not required and not issued prior to the SWC Should be an option for 2 types of CDC's - one for building and one for subdivisions. Some Council's still aren't accepting lodgements of SWC's on the portal - eg. Central Coast Council. It wastes applications time and causes frustration. The address should be the first thing entered so if they aren't on the portal, you don't waste time filling out all details Appointment of PC is still sporadic with some Council's agreeing that it goes through but they are not set up for accept them Ability to lodge a 'child' application eg. SC to be a child to the CDC. Ability to lodge a mod SWC related to the previously issued one</p>
<p>very hard for client to understand the procedure and documents name</p>
<p>They need to provide a training video for mum &amp; dad applicants that we can send a link to; they need to ensure when they are performing updated the background workings don't change which creates a block in our access/work. It would be good to have more consistency in the CDC and CC operations e.g. being able to select the assessment documents in CC as you can in CDC</p>
<p>streamline the question so that they are the same throughout the different applications eg CC and CDC applications</p>
<p>Get rid of it and go back to Council submission only</p>
<p>It needs to be a lot more user friendly from both the client and certifiers end. The whole data entry fields and tick box fields need to be cleaned up to eliminate useless fields and to eliminate data entry double ups between applicants and Certifiers.</p>
<p>More flexibility.</p>
<p>I have emailed suggestions through to the portal for the past 11 months with nothing to show other than a 'thank you for your interest' automated response.</p>
<p>Get rid of it totally</p>
<p>The user of the profile (certifier or applicant) should have their information set up as a profile so it doesn't need to be re-entered with every application / determination / notification.</p>
<p>not applicable</p>
<p>Needs to be more user friendly and only request information that is relevant. Most of the information requested is doubled up with the information required for the data reporting.</p>
<p>alot better support from Dept of Planning</p>
<p>A smoother process - in particular where you accept &amp; determine the CDC for domestic work. You get so far then have to refresh because the information will not take when you click on submit. You re- enter the information and uploads only to remove them further down the process as you have doubled up due to the double entry from before.</p>
<p>A quicker response time when you email for help - at the moment it can take nearly two weeks (sometimes longer) for some emails. Wait times for the portal helpline is lengthy - some times they are able to help - other times they have to refer on further for more information. Class 2 classification - building registration is very difficult to explain to the client and we think addition resources for Class 2 for the client to refer to would be beneficial.</p>
<p>After there has been updates on the portal - some jobs you need to tweak to continue. EG Lot/DP next to the address when checking what type of . I understand that both boxes need to be checked - some still only come up with the one. Having to delete, re-enter the address or type in the Lot/DP number only to find that a handful don't work - so you need to use the address not shown and enter all the information there to continue.</p>
<p>We have also had councils come back to us after uploading the OC to say that they have not received the CDC/CFT. When we check, the CDC/CFT is all green at the top - so from our end it was uploaded (documents are there) - but the council are not able to find it. Payment has been made. There is no CR number either to refer council to.</p>
<p>See ABOve</p>
<p>All info that needs to be reported to the Dept of Fair Trading needs to be there as well as a lot of that info on the portal. Remove one process, I would suggest that all the info being inputted into the Office of Fair Trading should go instead into the portal so that we only have to have one source to deal with.</p>
<p>The DA days timer.</p>
<p>User friendly formatting and procedures for applicants.</p>



a more stream lined process
Flexibility to change or remove not applicable items
Everything
Additional Helpdesk/support staff services, less duplication of information required, more user-friendly/less technicality for applicant (lay-person)
The portal needs to be more user friendly to those who are not using the Portal on a day-to-day basis. Change the mandatory uploads for documents. Some clients do not have structural plans (example) at the application stage of their development.
Remove it.
Reduce repeated data entry Enable pre-populated fields wherever possible Reduce uploading approval documentation/determinations/plans/specs multiple times Ability to lodge Notice of commencements & PC appointment forms Emails generated by the system need to be significantly reduced BCS integration
Faster
Whole system overhaul
While we have not hired new staff to solely assist with the Portal, we have had a noticeable increase in our time spent assisting clients with the Portal as it is not an intuitive, easy process. I have had to assist clients on a page-to-page basis, as well as guide users through system errors/quirks. If I, however, need help, there is very little support--I either wait weeks for email support or a call rings with no pick-up. When asked why directly, the certifier support team advises that is how it is because they are a small team. To fix, provide additional support for applicant users, spend the time/money to make a more intuitive, easy to navigate system that users can return to and add documents or review information (Request for AI system is not easy to use, I have clients miss that entire system and just upload a document.) Simplify it! Dumb down the industry/Council-based lingo or provide enough info pop-ups to guide users. It's just bad design if users don't understand a system. Ultimately, the submission of documents through Certificate Registration is a useful system and I can see the benefits from a certifier's POV. However, I have not had a single positive interaction told to me from a client (owner or builder) in using the Portal. It's always said that it's hard, stupid, they don't understand what they need to do or where they need to go. It is not my role to guide them, but as it impacts upon MY client relationship and there is no other accessible, front-facing assistance (Even with a support team, of course clients are going to go to their certifier first, who is also the one telling them they need to use it!), it now falls upon my shoulders... This needs to be fixed.
There needs to be better integration between various steps in the portal. The extra steps being implemented along the way, especially for class 2 developments, are not being publicised by the Department therefore clients and ourselves cannot effectively make use of the Portal. A high level summary document of the process of using the portal from start to finish including any 'Cases' and additional 'Actions' that need to be completed along the way by the applicants should be issued as a matter of priority for the Department.
improved user interface - process - training
Refer Point 5 - Currently the same process is done twice. Council staff have been under resourced and to have these delays on top is unacceptable.
Make it simpler. There are too many questions and duplication of questions.
ability to delete / clear matters that were started in error. include address or something meaningful on the dashboard - not just portal ref numbers ensure that applications MUST be either assigned to someone or be in the unassigned area - not acceptable to have mystery applications that can only be found by a ref number that we are not aware exists until the applicant calls up to see what is going on.
Needs to be easier to use for people that dont use it daily. Less repetitive and data entry
The portal is clunky to use and needs to more user friendly to the applicants that have limited understanding of planning terminology. The portal is more orientated to Metropolitan centers and the lack of planning resources and in aging communities computer literacy in the regional areas is making it difficult and discouraging applicants from doing developments.
subdivision section needs an overhaul, particularly strata.
The concept is sound. Its evolution as a useful tool for practitioners is slow.
needs to be made easier and more intuitive
If you start to lodge a CC, CDC or OC and exit it just stays there on the dashborad. We should be able to delete the jobs if we don't want it there. Also, to lodge any CDC jobs it ask for determination as mandatory document but there is not determination in CDC and OC. There should be options for Modified CC, CDC and Interim and Partial OC's.

- Delete the ability for anyone to manually enter an address, as it creates problems through the entire process
- Create additional government resources to deal with issues and trouble shooting - response times need to be hours not days
- Too much flexibility for applicants - Applicants need to be applicants, not allow builders or the like to lodge applications when not legally allowed to
- Owners consent is too loose - needs to be a legally binding as a tick box on a website will not cover legal or insurance proceedings if an owner was not consulted
- Addresses and Allotments in the portal needs another refresh, as too many sites do not exist on the portal, and a more streamlined way to change this in the back end is required, maybe a LG liaison to discuss with council GIS sections to ensure all lots are in the portal 271-275 Kent Street Sydney is an example - doesn't exist in the portal or spatial plans but is a 32 storey office tower in the CBD of Sydney
- More technical advice / staff in Government required to be able to advise and resolve issues, too often response times are days or weeks, when a CDC needs to be issued in 10 days from lodgement this is not good enough
- Class 2 Mixed use buildings - this is too slow and clunky for small fitout works in retail or office sections of these buildings captured by the DAB Act - the process to get through needs much more focus and resourcing for these 1-2 week programme projects rather than being hit with the full force of the DAB Act (and yes these exceed the exemption criteria in the Act which is too small a construction cost and works such as fire services or ventilation often triggered)

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everything. efficiency, ease, clarification, ability to amend a lodgement instead of having to withdraw or relodge due to a minor issue/error and having to pay again and again. we are paying more as a certifier for using the portal and now the applicants are getting frustrated having to pay to use it too and pay for every time they have to re-lodge due to errors and pay again and again for a system that is completely broken and not user friendly in any way shape or form. as well as having minimal Support team for the whole of NSW is not acceptable. trying to reach a team member is too frustrating and time consuming... the system should have been perfected before going live for use... instructions for certifiers as well as applicants should have been provided from the beginning so that errors don't occur. Process refined and streamlined. having to get additional staff to be able to keep with the workload as the time wasted on trying to understand the portal / process and having to deal with constant changes updates and training again... this is not acceptable at all. the amount of complaints we have to now deal with from clients vary from guidance on using the portal, process and information they need to provide, to assistance in lodging (having to zoom with them to assist) and frustration on having to pay for something that they didnt have to before. the delay in the process from lodging to the notice to commence and to have to wait for portal support to fix up the lodgement/s, delays the client from being able to carry out their works in a certain time frame.

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Make it user friendly. There should be a tab for the following Registration, Complying Development Certificate, Construction Certificate.

You've rolled out a completely new system before properly testing it yet you expect everyone to get on board with the changes. Try creating a program that actually works first then roll it out. Also have enough staff to cater for the the requests coming in from the public and from certifiers as well as from council. You currently only have a handful of staff having to service all of NSW which is really quite ridiculous. Listen to all the above points and listen to people who actually use the system everyday and really try to fix the issues not just feed us information that you think we want to hear... Actually take action and make the damn changes!

I strongly suggest getting rid of this all together - I have never used a program that has had such little thought put into it.

The portal does not differentiate between what is being lodged, so the same questions are being asked for a 1a class dwelling and a 10a/b structure. Why?

The fact that applicants AND certifiers now have to pay \$40 to lodge an application is completely unfair and embarrassing to explain to people.

It needs to be more user friendly for both applicants and certifiers

It needs to work when we need it to work

We need support on what to do when it doesn't work, because when you call the Portal staff they openly admit that 'they don't know what the problem is' and then they lodge a ticket for assistance and then we have to wait 3-4 weeks for a call back? It is unacceptable.

I have been in the building industry for 7 years now, and have grown up around a family of builders.

This Portal is very quickly ruining a job and industry that I really love.

I think I could go on for days about how much I dislike this Portal, but I will leave it at this.

Apologies for the horrible and unconstructive criticism. But there is not one positive thing about the NSW Planning Portal

The site needs to be consistent (no more crashing), it needs to be simplified for Home Owners to be able to use, more technical support is required.

The whole system from job entry through to issuing to the local Council.

- The NSW ePlanning Portal and Certifier Systems are still not integrated (after a year of being operational), which is causing a massive amount of duplicated work and double handling.
- There are several mandatory fields which require you to upload evidence in the system that are totally irrelevant and need to be removed (i.e. stamped plans for an OC etc)
- Ongoing system outages / glitches "failed log in – call system administrator"
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- Provide advice to the general public that the utilisation of the system is a NSW government requirement. We as private certifiers have nothing to do with the governments system, yet we are constantly being interrupted to answer questions regarding their system. This additional time takes us away on more important tasks, such as checking and accessing developments and proposed building products.

The Portal needs to be cancelled and handed back to the Local Councils to provide better customer service. NSW Portal has very little support for the customers