

Background

1

During the verification of the applicable consent (planning, land division or building) the relevant authority will check if all 'mandatory' documentation has been provided and will issue a request for any missing documentation using your preferred method of communication (email or post).

There is no limit to the number of 'requests for documentation'. The relevant authority can send multiple requests until all mandatory documentation has been provided.

Responding to the 'request for documentation' is not time bound (i.e. no due date to respond by) during the verification of an application. However, not responding in a timely fashion will hinder the relevant authority from progressing with the verification of your application.

Included instructions

- [Log in to your online account from the email](#)
- [Log in to your online account from PlanSA](#)
- [View the request for documentation from 'for your action'](#)
- [View the request for documentation from the Documents store](#)
- [Upload and submit the additional information](#)

Related Instructions

Available from the PlanSA Support Library – [Submit an Application](#) page.

- How to – Create an online account to lodge an application for home developments
- How to – Share access to your application with someone
- How to – Take control of a shared application

Before you begin

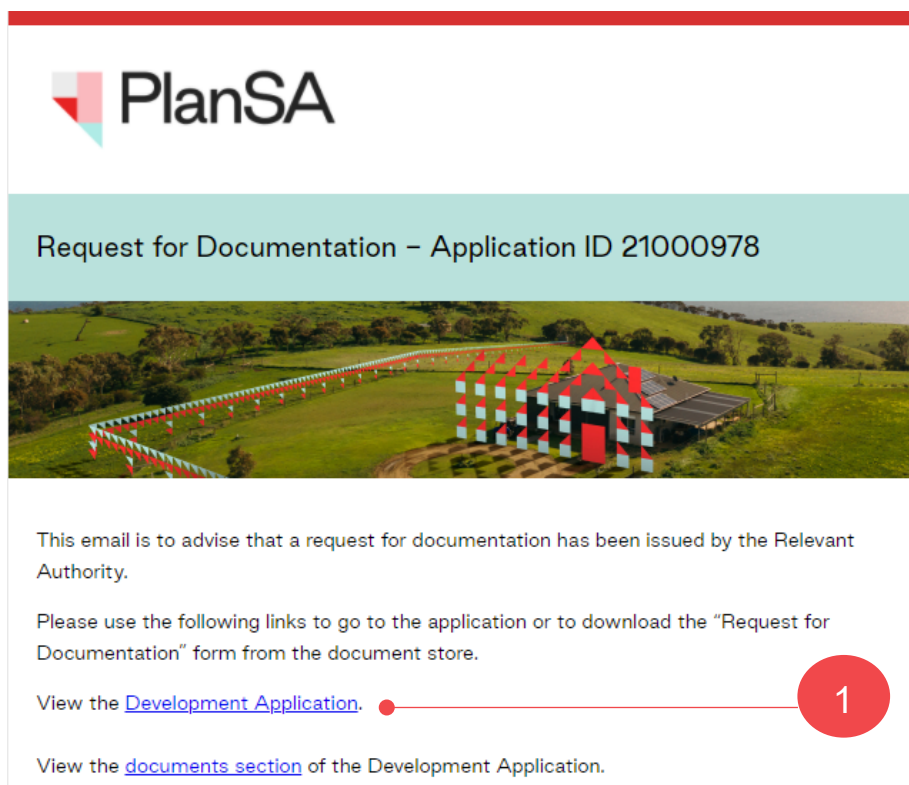
To view the relevant authorities' request for documentation from the application, ensure the following has been performed:

1. The person who submitted the application should have 'shared access' with you and be provided with the access code.
2. Create an 'online account' to view and complete action requests from the relevant authority, and other parties.
3. Login to your account, the **Your Applications** dashboard is shown with no applications available.
4. Take 'control' of the shared application using the access provided. On taking control, the application can be viewed within the **For Your Action** table only when you are required to complete an action; otherwise the application will be visible from the **Under Assessment** tab.

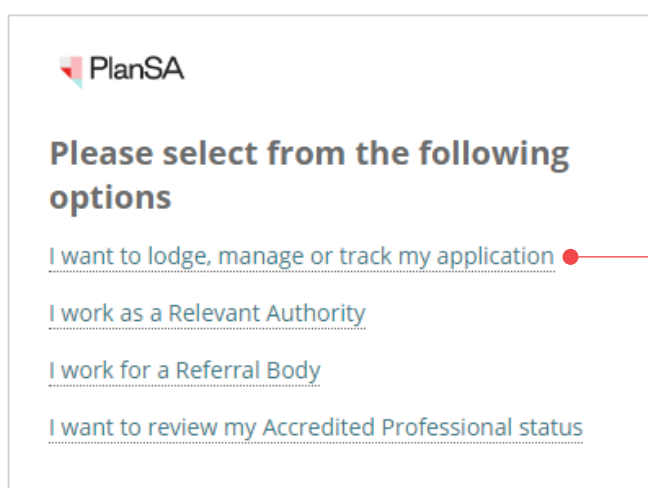
Log in to your online account from the email

2

1. Click on the **Development Application** link within the email notification.



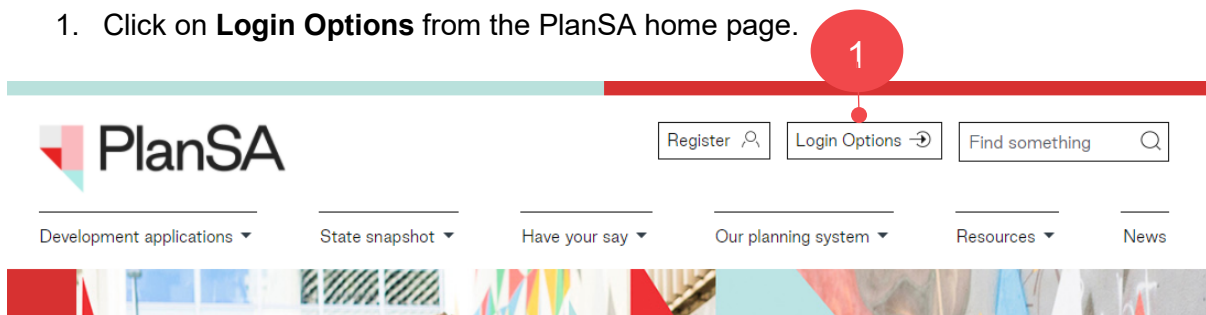
2. Click on: **I want to lodge, manage or track my application.**



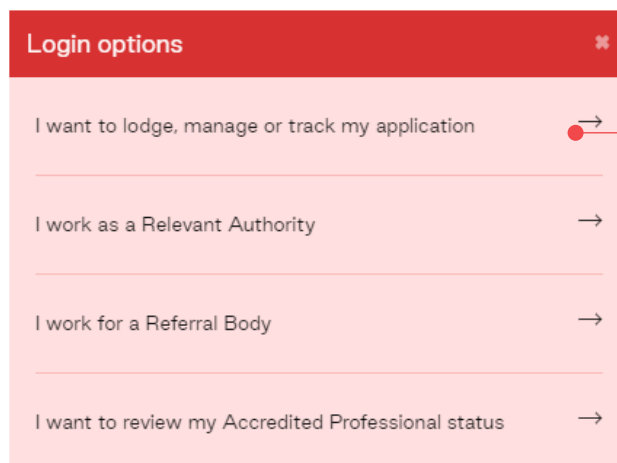
Log in to your online account from PlanSA

3

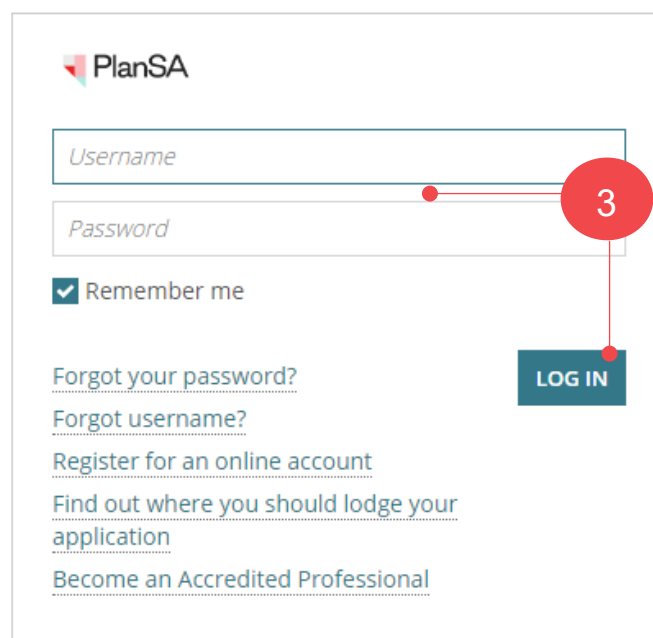
1. Click on **Login Options** from the PlanSA home page.



2. Click on: **I want to lodge, manage or track my application.**



3. Enter your 'username' and 'password' and **Log In** to view your applications.

A screenshot of the PlanSA login form. The form has a white background with a red header bar. It contains a 'Username' field, a 'Password' field, a 'Remember me' checkbox, and a 'LOG IN' button. Below the login fields are links for 'Forgot your password?', 'Forgot username?', 'Register for an online account', 'Find out where you should lodge your application', and 'Become an Accredited Professional'. A red circle with the number '3' and an arrow points to the 'LOG IN' button.

View the request for documentation from 'for your action'

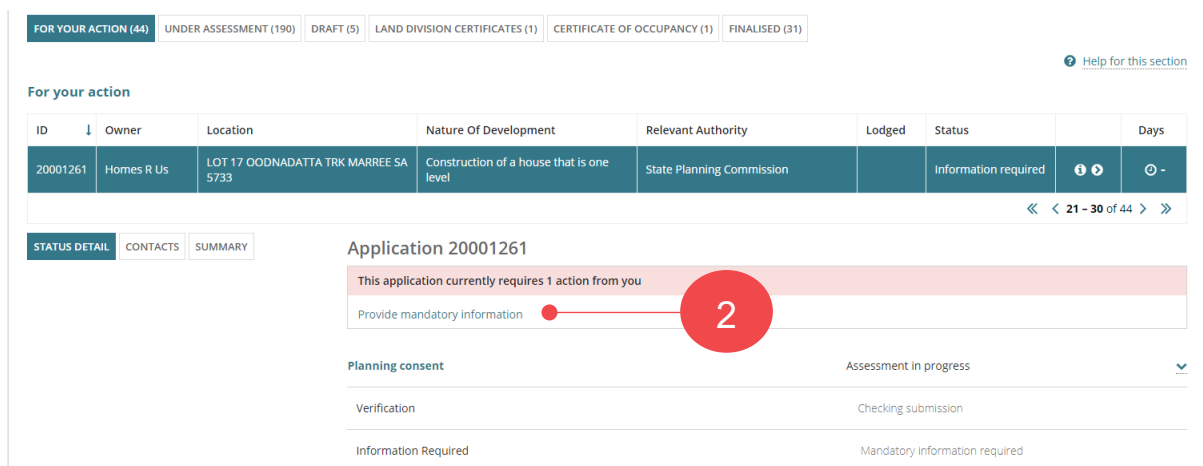
4

When logged into the online account from PlanSA (and not the email request) you are shown the **Your Applications** dashboard.

1. Click on the application record (not the ID number) to view the status details.

The **Development application** shows a status of 'Information required' and the action 'Provide mandatory information' within the **Status Detail** view.

2. Click on **Provide mandatory information**.



FOR YOUR ACTION (44) UNDER ASSESSMENT (190) DRAFT (5) LAND DIVISION CERTIFICATES (1) CERTIFICATE OF OCCUPANCY (1) FINALISED (31)

Help for this section

For your action

ID	Owner	Location	Nature Of Development	Relevant Authority	Lodged	Status	Days
20001261	Homes R Us	LOT 17 OODNADATTA TRK MARREE SA 5733	Construction of a house that is one level	State Planning Commission		Information required	21 - 30 of 44

STATUS DETAIL CONTACTS SUMMARY

Application 20001261

This application currently requires 1 action from you

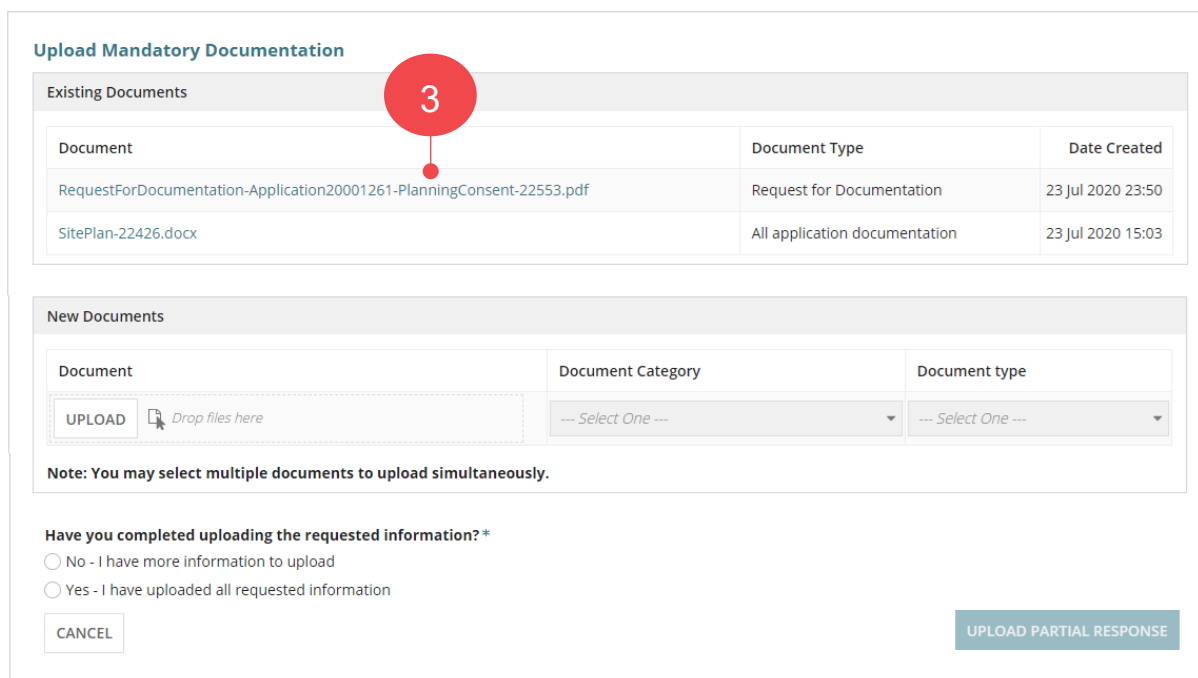
Provide mandatory information

Planning consent Assessment in progress

Verification Checking submission

Information Required Mandatory information required

3. Expand the **Existing Documents** and then click on the **document file** name to download.



Upload Mandatory Documentation

Existing Documents

Document	Document Type	Date Created
RequestForDocumentation-Application20001261-PlanningConsent-22553.pdf	Request for Documentation	23 Jul 2020 23:50
SitePlan-22426.docx	All application documentation	23 Jul 2020 15:03

New Documents

Document Document Category Document type

UPLOAD Drop files here

--- Select One ---

--- Select One ---

Note: You may select multiple documents to upload simultaneously.

Have you completed uploading the requested information?*

☐ No - I have more information to upload

☐ Yes - I have uploaded all requested information

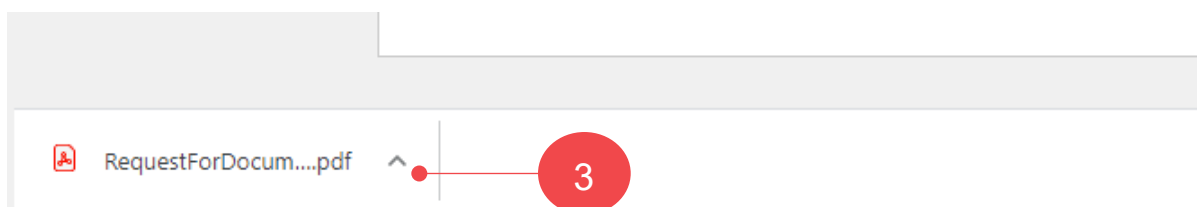
CANCEL

UPLOAD PARTIAL RESPONSE

Upload mandatory documentation requested into the application

- Click on the download to open and review the 'Request for documentation' letter.

5



- Locate the documentation the relevant authority has requested.
- Close the letter using 'X' and return to the **Upload Mandatory Documentation** screen.



Homes R Us
10 SMITH STREET
PORT LINCOLN SA 5606

Request for Documentation
Applicant: Homes R Us
Application ID: 20001261
Consent: Planning Consent
Subject Land:

Location reference: LOT 17 OODNADATTA TRK MARREE SA 5733

Title ref.: CT 5978/384	Plan Parcel: D71248 AL17	Council: PASTORAL UNINCORPORATED AREA
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Dear Sir/Madam,

The Authority requires mandatory documentation in order to lodge your application. This includes:

<Please provide a detailed list of required documentation here>

Please provide this information in a timely manner to expedite the verification of your application lodgement.

4

View request for documentation from the Documents store

6

When logged into the online account from the email request, you are shown the **Development application** summary, and within the **Assessment Status** table for the applicable consent the status is 'Awaiting Mandatory Documentation'.

1. Click on the **Documents** tab to view the request for documentation letter to identify the information that needs to be provided.

Development application: 20001261

Summary Documents Event History Sharing access Inspection Related Actions



There is currently no action required from you.

Development location(s)
LOT 17 OODNADATTA TRK MARREE SA 5733
Title ref CT 5978/384 **Plan parcel** D71248 AL17 **Council** Pastoral Unincorporated Area

Nature of development
Construction of a house that is one level

Elements selected [edit](#)

- New housing
- Carport or garage

[Submission details](#)

[Zoning information](#)

Click the property location image above to open the South Australian Property and Planning Atlas (SAPPA) in a new tab, and view zoning and other layers for this location

2. Click on the 'document name' with the document type 'Request for documentation' to download a copy.

Summary **Documents** Event History Sharing access Inspection Related Actions

Postal Correspondence

The primary contact or the invoice contact have requested to be contacted via post. All important documents must be

[Development application 21003061](#)

Document search

Search by Name

Search by Category

Search by Type

Where was the document uploaded?

☒ Application

☒ Planning Consent

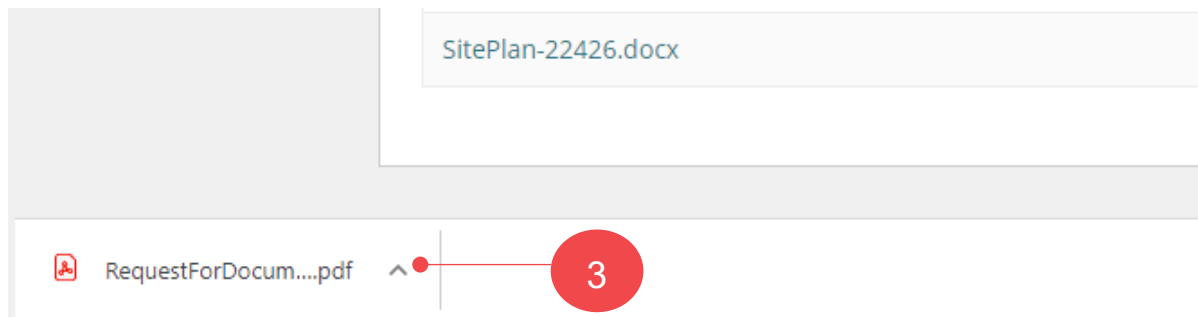
☐ Building Consent

Document	Type
<input type="checkbox"/> RequestForDocumentation-Application20001261-PlanningConsent-22553.pdf	Email

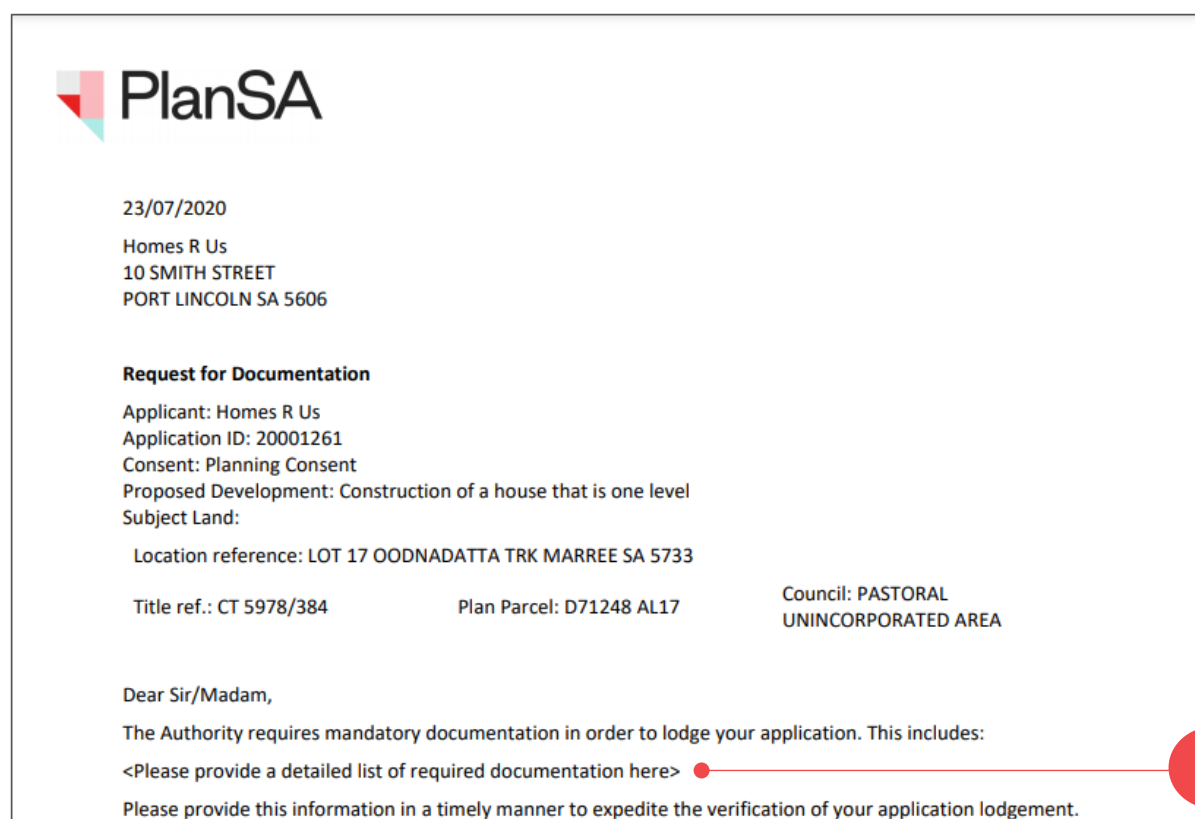
Upload mandatory documentation requested into the application

- Click on the download to open and review the 'Request for documentation' letter.

7



- Locate the documentation the relevant authority has requested.
- Close the letter using 'X' and return to the **Upload Mandatory Documentation** screen.



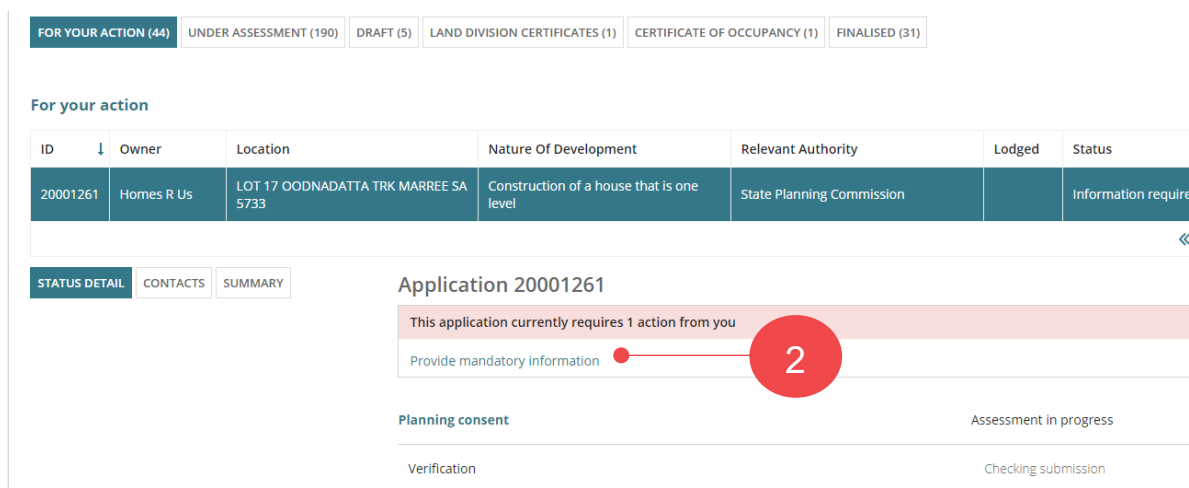
- Click on **Cancel** to exit the **Upload Mandatory Documentation** screen or sign out of your account.

Progressively uploading requested documentation

8

When you do not have all the requested documentation, you can progressively upload the information into your applications document store; keeping the 'Provide Information' action open, allowing you to return multiple times until ready to submit your response.

1. Login following the instructions [Log in to your online account from the email](#) or [Log in to your online account from PlanSA](#).
2. Click on the application record (not the ID number) to view the status details.
3. Click on **Provide mandatory information** action.



FOR YOUR ACTION (44) UNDER ASSESSMENT (190) DRAFT (5) LAND DIVISION CERTIFICATES (1) CERTIFICATE OF OCCUPANCY (1) FINALISED (31)

For your action

ID	Owner	Location	Nature Of Development	Relevant Authority	Lodged	Status
20001261	Hornes R Us	LOT 17 OODNADATTA TRK MARREE SA 5733	Construction of a house that is one level	State Planning Commission		Information required

Application 20001261

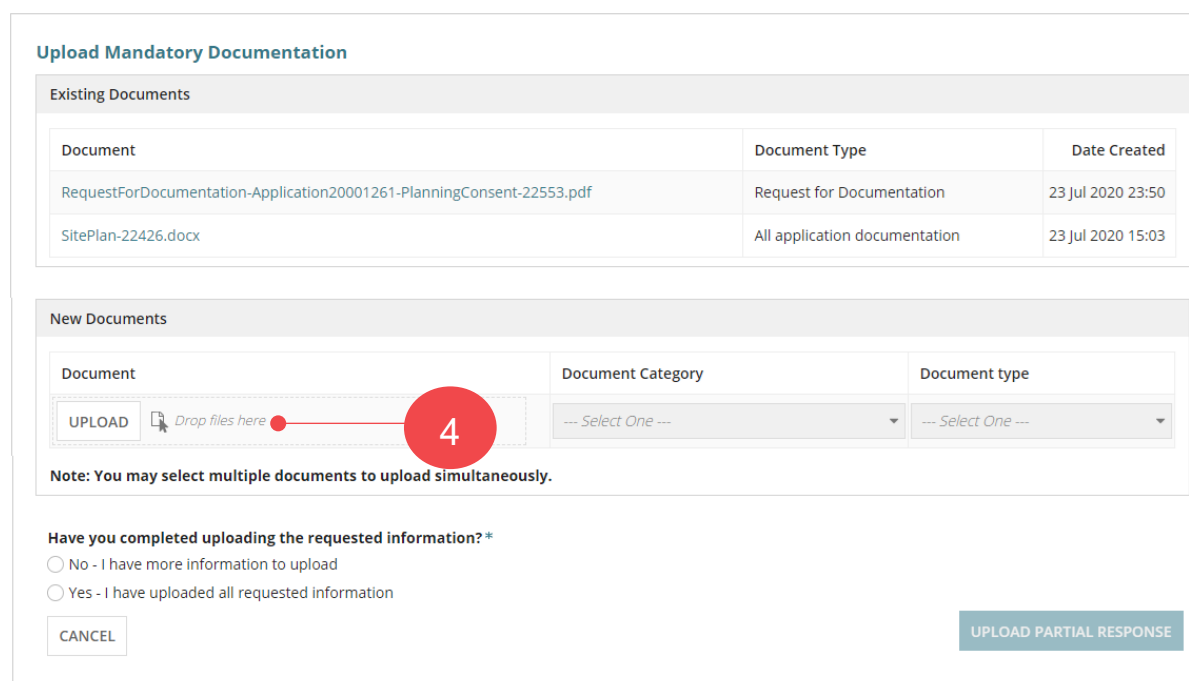
This application currently requires 1 action from you

Provide mandatory information 2

Planning consent Assessment in progress

Verification Checking submission

4. Click on **Upload** within the New Documents table to locate the documentation saved on your computer.




Upload Mandatory Documentation

Existing Documents

Document	Document Type	Date Created
RequestForDocumentation-Application20001261-PlanningConsent-22553.pdf	Request for Documentation	23 Jul 2020 23:50
SitePlan-22426.docx	All application documentation	23 Jul 2020 15:03

New Documents

Document	Document Category	Document type
UPLOAD 	--- Select One ---	--- Select One ---

Note: You may select multiple documents to upload simultaneously.

Have you completed uploading the requested information?*

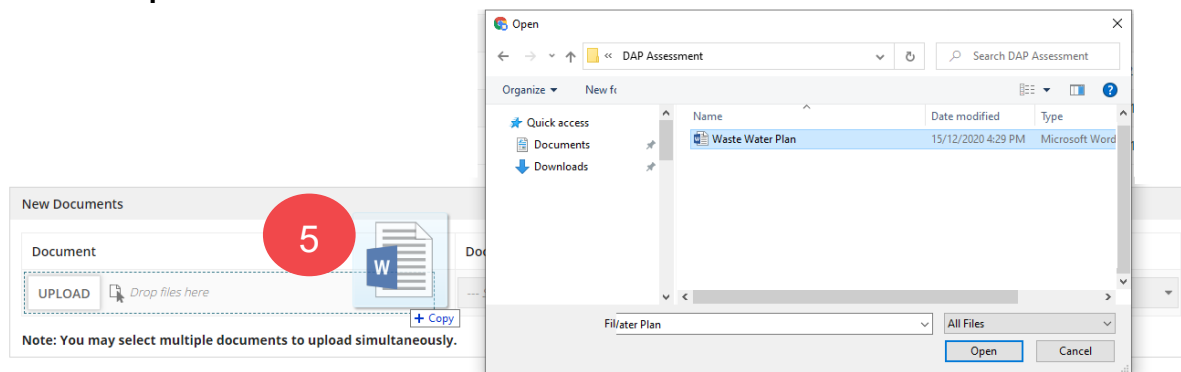
☐ No - I have more information to upload

☐ Yes - I have uploaded all requested information

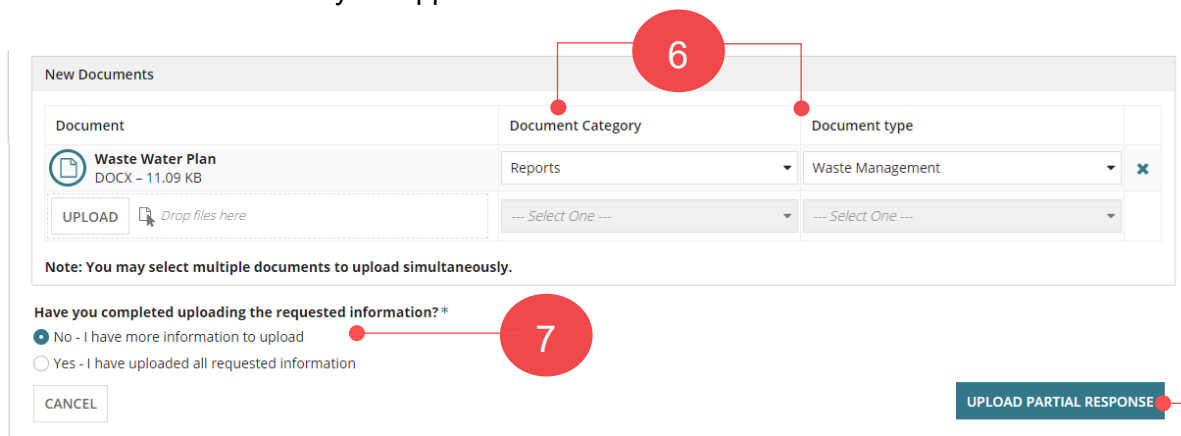
CANCEL UPLOAD PARTIAL RESPONSE

Upload mandatory documentation requested into the application



5. Locate the documentation within the **Open** window and then drag-and-drop into the **Drop files here** field.



6. Categorise with the applicable **Document Category** and **Document Type**.
7. Click on **No – I have more information to upload**.
8. Click **UPLOAD** to your applications document store.



New Documents

Document	Document Category	Document type
 Waste Water Plan DOCX - 11.09 KB	Reports	Waste Management
UPLOAD  Drop files here	--- Select One ---	--- Select One ---

Note: You may select multiple documents to upload simultaneously.

Have you completed uploading the requested information? *

☒ No - I have more information to upload

☐ Yes - I have uploaded all requested information

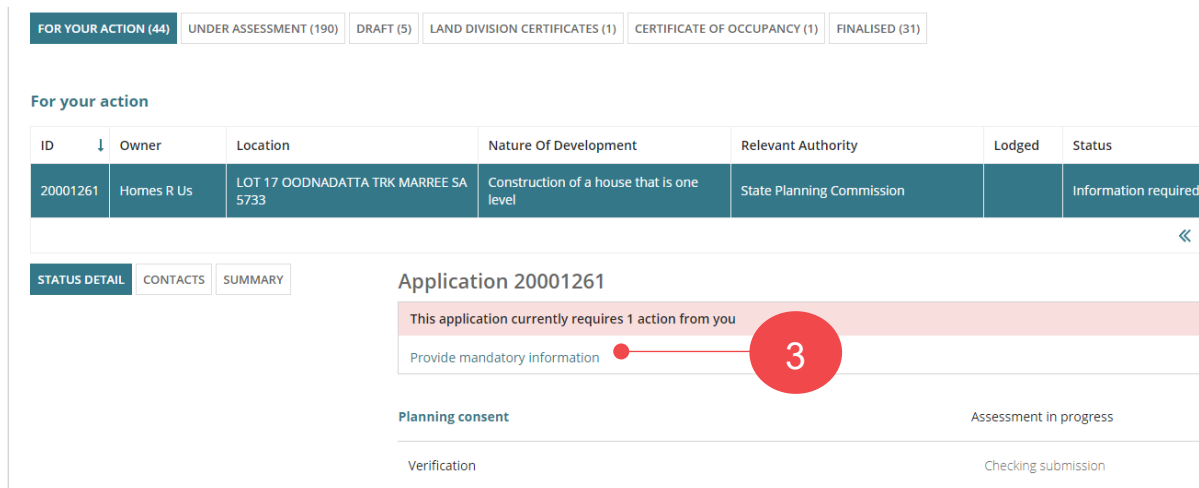
CANCEL **UPLOAD PARTIAL RESPONSE**

The **Summary** page of the Development Application shows. Until you have received and uploaded all the documents, continue to repeat the instructions on page 8 and 9.

All requested information uploaded and ready to respond

10

1. Complete the [Log in to your online account from PlanSA](#) instructions.
2. Click on the application record (not the ID number) to view the status details.
3. Click on **Provide mandatory information** action.



FOR YOUR ACTION (44) UNDER ASSESSMENT (190) DRAFT (5) LAND DIVISION CERTIFICATES (1) CERTIFICATE OF OCCUPANCY (1) FINALISED (31)

For your action

ID	Owner	Location	Nature Of Development	Relevant Authority	Lodged	Status
20001261	Homes R Us	LOT 17 OODNADATTA TRK MARREE SA 5733	Construction of a house that is one level	State Planning Commission		Information required

Application 20001261

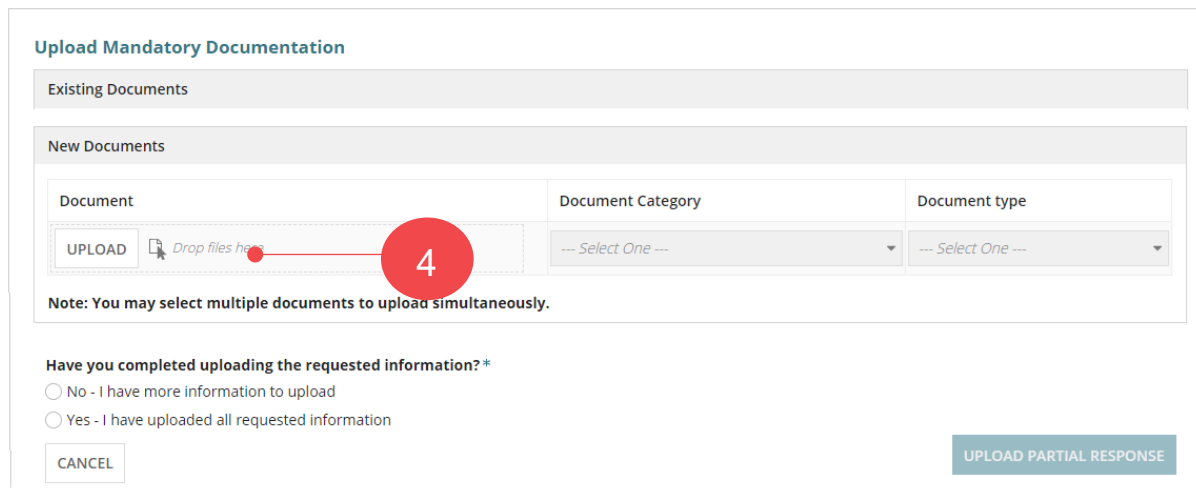
This application currently requires 1 action from you

Provide mandatory information 3

Planning consent Assessment in progress

Verification Checking submission


4. Click on **Upload** within the New Documents table to locate the documentation saved on your computer.



Upload Mandatory Documentation

Existing Documents

New Documents

Document	Document Category	Document type
UPLOAD 	--- Select One ---	--- Select One ---

Note: You may select multiple documents to upload simultaneously.

Have you completed uploading the requested information?*

☐ No - I have more information to upload

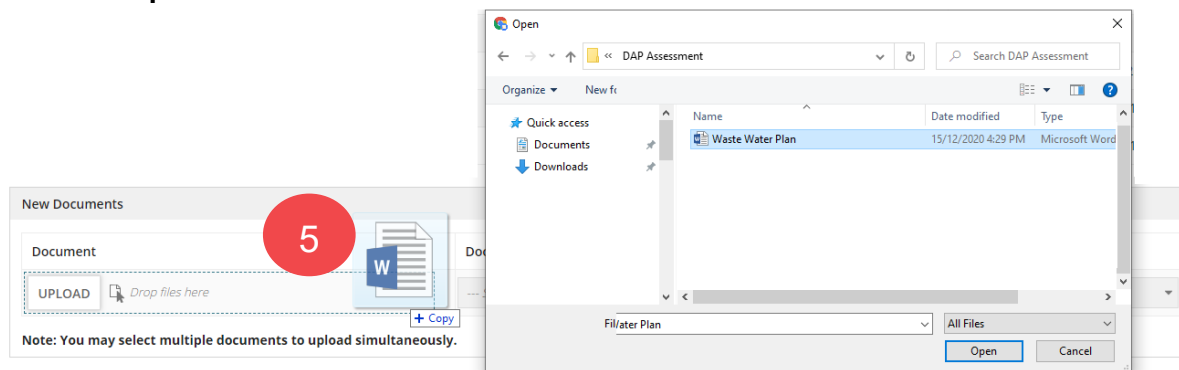
☐ Yes - I have uploaded all requested information

CANCEL

UPLOAD PARTIAL RESPONSE

- Locate the documentation within the **Open** window and then drag-and-drop into the **Drop files here** field.

11



- Categorise with the applicable **Document Category** and **Document Type**.
- Click on **Yes – I have uploaded all requested information**.
- Click **CONFIRM AND SUBMIT**.

- Click on **OK, CONTINUE** and acknowledge no additional documents cannot be uploaded as part of this response.

The **Summary** page of the Development Application shows, and the **Your Actions** updated with the 'Provide Information' action completed and removed.