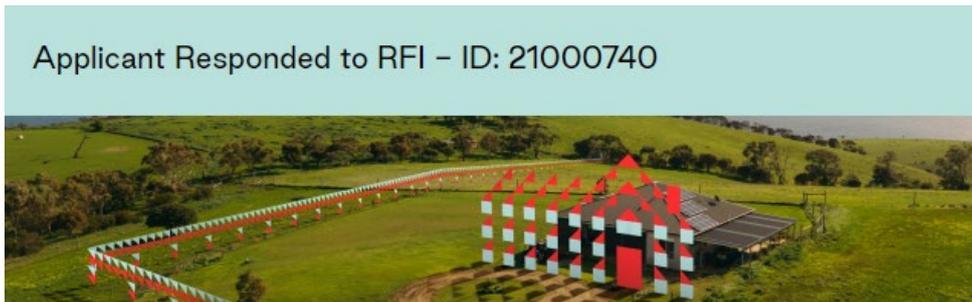


Background

The applicant contact has 60 business days to respond to the request for information (RFI). On submitting the response the relevant authority receives an email advising the applications contact has responded and proceeds to evaluate the response to determine whether the further information requested has been provided.



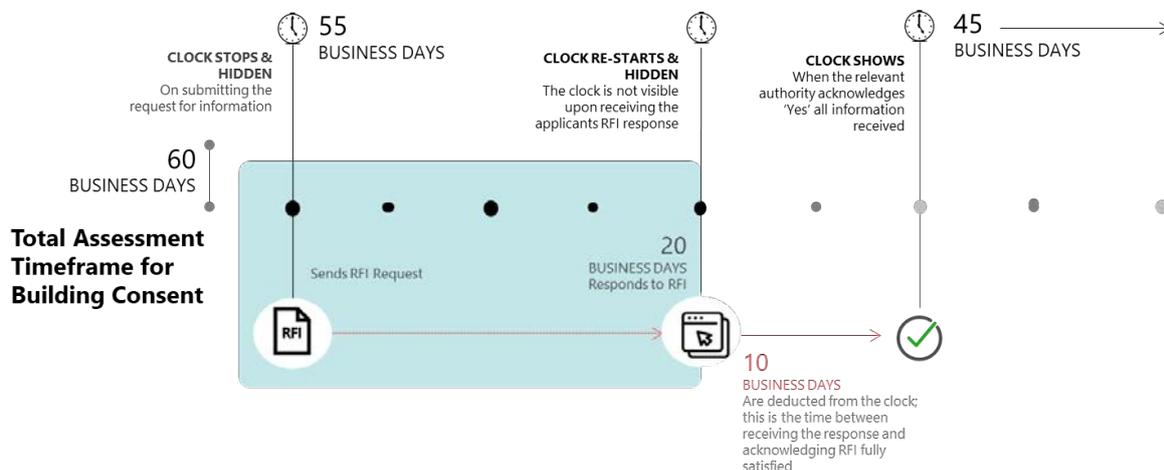
The applicant has responded to the RFI with documents.

View the [documents section](#) of the Development Application.

Stop and re-start of the assessment clock – RFI completed

When the applicant responds to the request within **For Your Action** the clock is greyed out and shows no number (i.e. the clock looks stopped) this will continue to display in this way until the response is marked as having addressed 'all' of the RFI.

If the 'Evaluate RFI Response' is marked as completed (i.e. Yes all information provide), then the clock deducts the days taken between receiving the information and indicating the RFI has been fully satisfied.

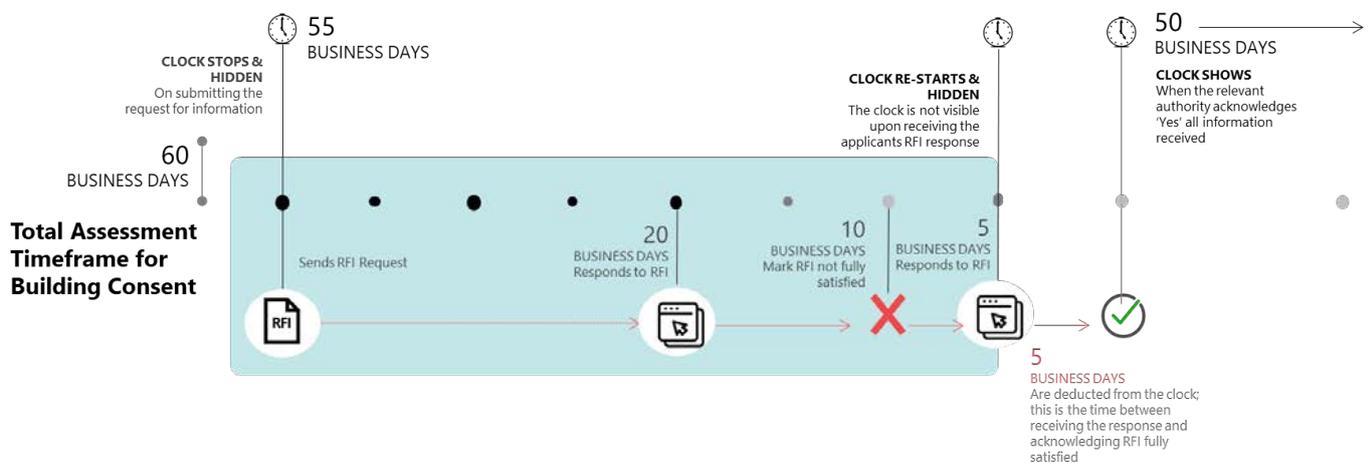


Stop and re-start of the assessment clock – RFI incomplete

2

When you determine the RFI is incomplete (i.e. No not all information provided) the clock will remain stopped until the applicant submits the remaining information.

On receiving 'all' of the requested information from the applicant, then mark the RFI as completed (i.e. Yes all information provide) and the clock will only deduct the days taken between receiving the subsequent information request and indicating the RFI has been fully satisfied.



Included instructions

- [Open the development application consent](#)
- [Review the applicant's response](#)
- [Evaluate the response documentation](#)

Related Instructions

Available from the PlanSA Support Library – [Request, Upload and Generate Documents](#) page.

- How to – Request for additional information during assessment
- How to – Provide requested further information during assessment

Before you begin

Log in to the ePlanning system and the **Assessments** dashboard is showing.



Open the development application consent

1. Search for the application by **ID** number.
2. Remove the Assigned to me only (as required).
3. Click on the application (**not the ID**) to view the status details.

FOR YOUR ACTION (735) ASSESSMENT IN PROGRESS (1040) WAITING (316) UPCOMING (221) COMPLETED (998) BUILDING NOTIFICATIONS (106) RE-INSPECTION NOTIFICATIONS (0)

1 results for: "22000698"
 Assigned to me only

ID	Owner	Location	Nature of Development	Relevant Authority	Lodged	Status	Days
22000698	T Applicant	76 SOUTH TCE ADELAIDE SA 5000	New Housing	City of Adelaide	22 Jun 2022	Lodged	

STATUS DETAIL CONTACTS SUMMARY

Application 22000698

Planning consent	Assessment in progress
Verification	✓ Completed 22 Jun 2022
Fee Payable	✓ Payment received 22 Jun 2022
Request for information	✓ Responded 23 Jun 2022

Review the applicants response

4. Click on the **RFIs** tab to review.

The **Response Date** will show the date applicant responded and (Pending) until the response has been evaluated as all requested documentation received. When confirmed all requested documentation has been received then (Pending) is removed, however if not all documentation received (Pending) will remain.

5. Click on **View Response Details** action to determine whether the applicant has chosen to respond or not.
6. Click **xClose**.

Further information requests

Consent	Requested by	Requested date	Due date	Response date	Request Document	Action(s)
Planning Consent	Assessment panel/Assessment manager at City of Adelaide	22 Jun 2022	14 Sep 2022	23 Jun 2022 (Pending)	Download request document	View Response Details Evaluate RFI Response

Applicant Response Details

Do you want to respond to the Relevant Authority's request for further information?
Yes - uploaded to the document store

[xClose](#)



Evaluate the response documentation

- Click on the **Evaluate RFI Response** action.

The **Send Request for Information** link will remain disabled until all requested documentation has been provided.

Summary Documents Fees **RFIs** Referrals Conditions and Notes Clocks Decision Appeals Related Actions

[Help for this section](#)

< Development application 22000698

i The active assessment clock is currently paused and will resume from the applicant response date after acknowledgement of "Yes" all information received.

Send Request For Information
Send a request for information to the Main Contact as Relevant Authority

Further information requests

Consent	Requested by	Requested date	Due date	Response date	Request Document	Action(s)
Planning Consent	Assessment panel/Assessment manager at City of Adelaide	22 Jun 2022	14 Sep 2022	23 Jun 2022 (Pending)	Download request document	View Response Details Evaluate RFI Response

- Click on the **document file name** to download and review.

RFI Response Decision - Application: 22000698

Documentation

Document	Type	Date Created
* Plans1-95561.pdf	Floor Plans	23 Jun 2022 10:51
* Plans1-95561.pdf	Location Plan	23 Jun 2022 10:49

- Click on the **download** to open and view on-screen.
- Following the document(s) review determine answer to the question **Has all requested documentation been provided?**

Confirmed all documentation provided

- Click on **Yes** and then **Submit** to complete the action.

Report1-101464.png	CITB Payment Reference	22 Jun 2022 1:59
8 items		

Has all requested documentation been provided?*

Yes
 No

CANCEL SUBMIT

Confirmed not all documentation provided

12. Click on **No** and then choose how to resolve the shortfall.

- **Option 1: Request additional documentation**
- **Option 2: Waive the requirement for additional documentation**
- **Option 3: Waive some documentation and request some documentation**
- **Option 4: Proceed to resume assessment and determine a decision**

Option 1: Request additional documentation

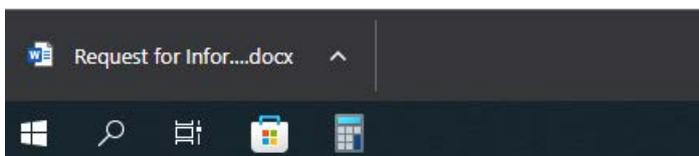
The applications contact will receive an email notification advising additional information has been requested.

1. Click on **Request additional information**.
2. Leave the **RFI Due Date** defaulted or change as required.
3. Click on **Generate request for additional information document** to download the letter template.

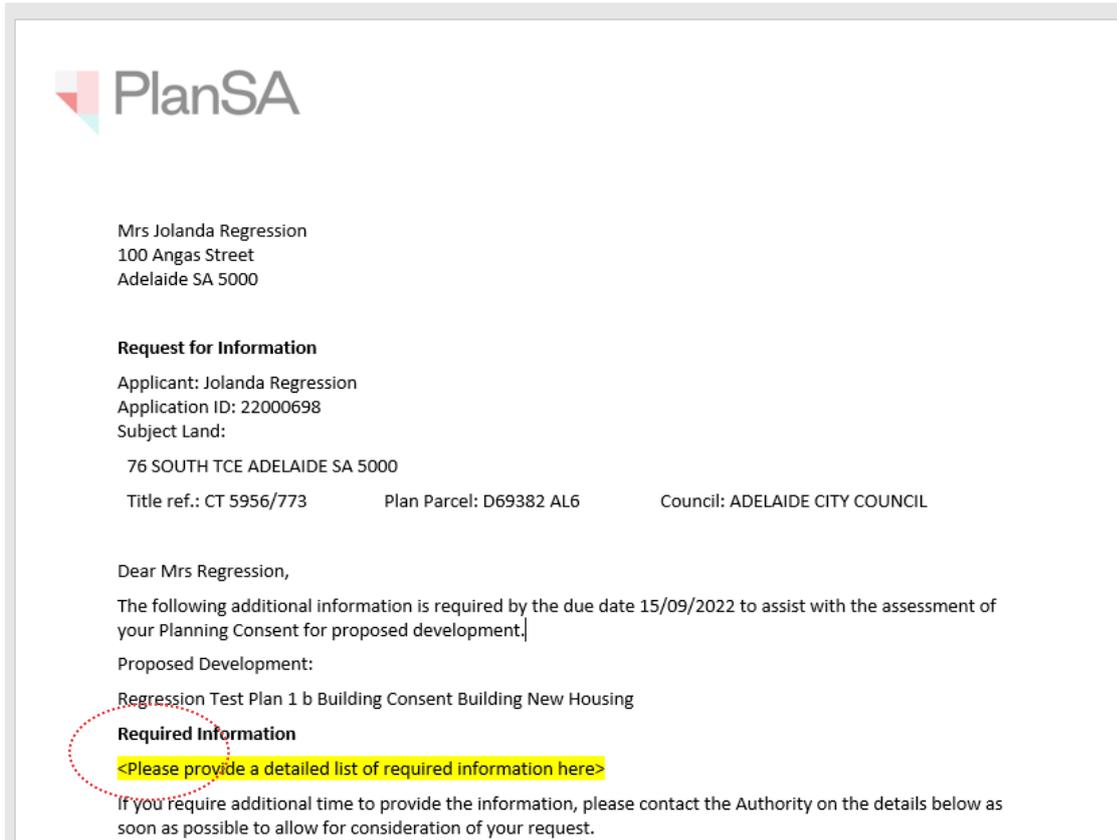
The screenshot shows a web form with the following elements:

- A question: "Has all requested documentation been provided?*" with radio buttons for "Yes" and "No". The "No" option is selected.
- A question: "How do you wish to resolve the shortfall in documentation?*" with radio buttons for four options: "Request additional documentation" (selected), "Waive the requirement for additional documentation", "Waive some documentation and request some documentation", and "Proceed to resume assessment and determine a decision".
- An "RFI Due Date*" field with a date input showing "29/04/2024" and a calendar icon.
- A section titled "Generate 'request for additional information' document" containing an "UPLOAD" button and a "Drop file here" area.
- A note: "Please create a document detailing the requirement for more information (will be sent to the application's nominated contact)."
- At the bottom, there are "CANCEL" and "SEND REQUEST" buttons.

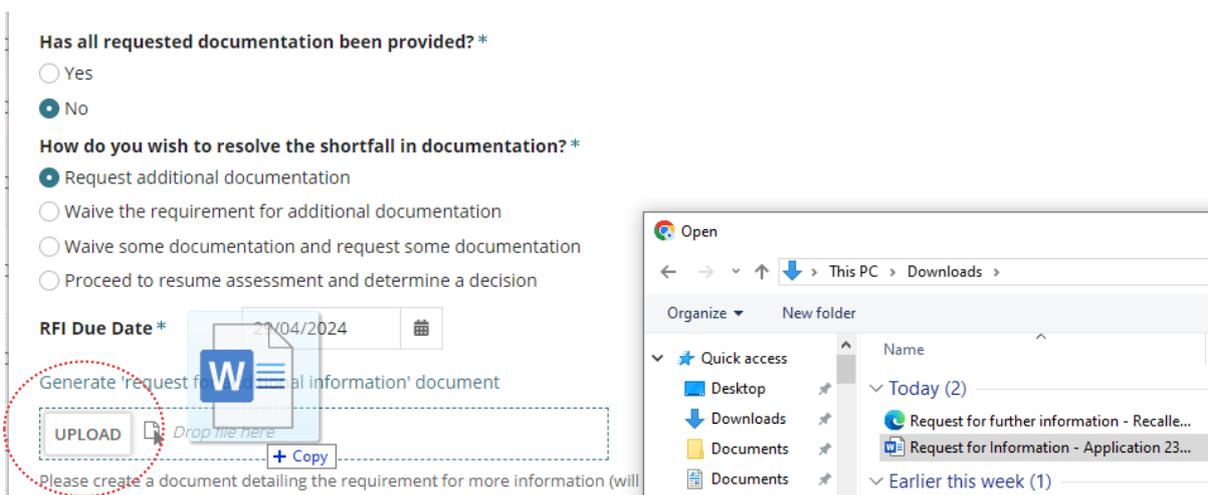
4. Click on the **download file name** to open and make edits.



5. Click on **Enable Editing** and then provide detailed list of required information.
6. Click on **File** to Save the request and Print (as required).



7. Click on **Upload** to locate the saved request and drag-and-drop into the **Drop files here** field.
8. Click on **Cancel** to close the Open window.
9. Click on **Submit** to send the request.





Option 2: Waive the requirement for additional documentation

1. Click on **Waive the requirement for additional documentation**.
2. Provide details of the documentation waived and a reason.
3. Click on **Submit** to complete the action.

The screenshot shows a web form with the following elements:

- Has all requested documentation been provided? ***
 - Yes
 - No
- How do you wish to resolve the shortfall in documentation? ***
 - Request additional documentation
 - Waive the requirement for additional documentation
 - Waive some documentation and request some documentation
 - Proceed to resume assessment and determine a decision
- Waived Documentation ***
 - Enter name of the document and reason
 - Details of documentation waived, and reason
- CANCEL** button
- SUBMIT** button

Option 3: Waive some documentation and request some documentation

The applications contact will receive an email notification advising additional information has been requested.

1. Click on **Waive some documentation and request some documentation**.
2. Leave the **RFI Due Date** defaulted or change as required.
3. Provide the **Waived Documentation** details.

Has all requested documentation been provided? *

Yes

No

How do you wish to resolve the shortfall in documentation? *

Request additional documentation

Waive the requirement for additional documentation

Waive some documentation and request some documentation

Proceed to resume assessment and determine a decision

RFI Due Date *

02/05/2024



Waived Documentation *

Document name being waived

Details of documentation waived, and reason

4. Complete [Option 1: Request additional documentation](#) steps 2 to 6 to upload the request.
5. Click on **Submit** to complete the action.

Generate 'request for additional information' document



Request for Information - Application 22000698 - Planni...
DOCX - 75.51 KB

Please create a document detailing the requirement for more information (will be sent to the application's nominated contact).

CANCEL

SUBMIT

On return to the RFIs screen the **Response Date** will show 'Pending Applicant Response' or removed (Pending) from the response date when all documentation provided.

A **View Decision History** is created and shown; expand to view more information, includes the details on how the shortfall of documentation resolved.



Continue with assessing the applicable development application consent (i.e. Planning, Land Division or Building).

i The active clock is currently paused and the timeframe to issue a request for further information is on hold.

[Send Request For Information](#)

Send a request for information to the Main Contact as Relevant Authority

Further information requests

Requested by	Requested date	Due date	Response date	Request Document	Action(s)
Assessment panel/Assessment manager at City of Norwood, Payneham and St. Peters	19 Dec 2023	22 Mar 2024	19 Dec 2023	Download request document	View Response Details View Decision History
Assessment panel/Assessment manager at City of Norwood, Payneham and St. Peters	29 Jan 2024	1 May 2024	31 Jan 2024 (Pending)	Download request document	View applicant correspondence View Response Details View Decision History

Decision History ▼

User	Date	Details
epn TestTwentyOne	31 Jan 2024 8:52 AM	RFI Decision: Not all information provided - Waive some documentation and request some documentation Waived Documentation: Document name being waived



Option 4: Proceed to resume assessment and determine a decision

Noting, selecting this option will resume the assessment clock as at today's date.

1. Click **Proceed to resume assessment and determine a decision**.
2. Click **SUBMIT** to complete the review.

Has all requested documentation been provided? *

Yes

No

How do you wish to resolve the shortfall in documentation? *

Request additional documentation

Waive the requirement for additional documentation

Waive some documentation and request some documentation

Proceed to resume assessment and determine a decision

i Please note selecting this option will resume assessment clock on todays date

On return to the RFIs screen the **Response Date** will show today's date.

A **View Decision History** is created. Click to expand and view the details.

The allowable timeframe to issue a request for further information has lapsed.

[Send Request For Information](#)

Send a request for information to the Main Contact as Relevant Authority

Further information requests

Requested by	Requested date	Due date	Response date	Request Document	Action(s)
Assessment panel/Assessment manager at City of Norwood, Payneham and St. Peters	26 May 2023	23 May 2024	31 Jan 2024	Download request document	View Response Details View Decision History

Decision History		
User	Date	Details
EPN Twenty One	31 Jan 2024 8:42 AM	RFI Decision: Not all information provided - Proceed to resume assessment and determine a decision Waived Documentation: Enter name of the document and reason