

Getting Started

1

To assist with the assessment of your development application the relevant authority may issue a 'request for additional information' by email notification or through a letter in the post.

From the date of the request, you will have **60 business days** to provide the requested information.

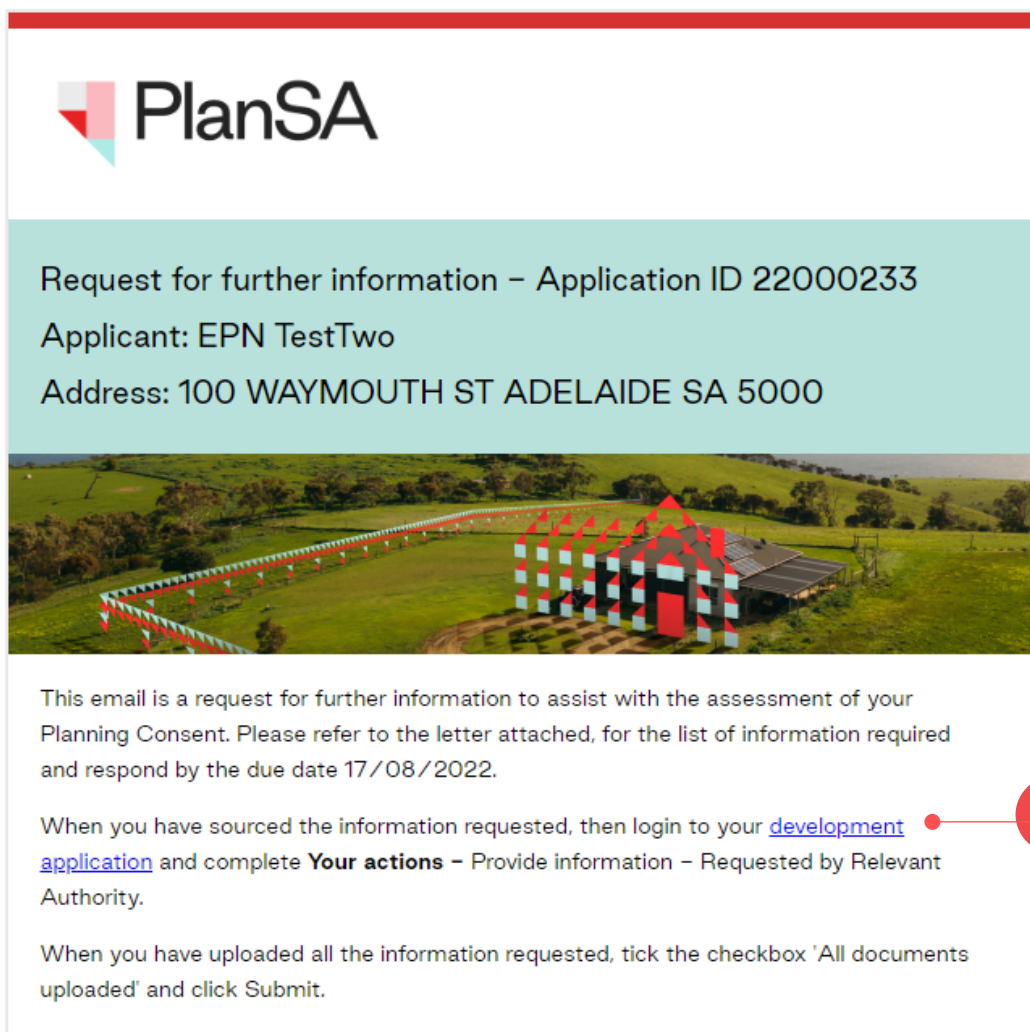
Included Instructions

- [Log in to your online account from the email](#)
- [Log in to your online account from PlanSA](#)
- [Download and review the further information letter request](#)
- [Responding to the further information request](#)
 - [Not responding to the request for further information](#)
 - [Progressively uploading requested information](#)
 - [All requested information uploaded and ready to respond](#)

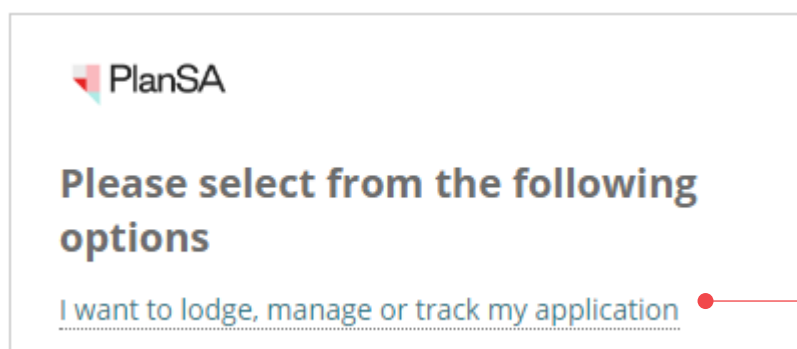
Log in to your online account from the email

2

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



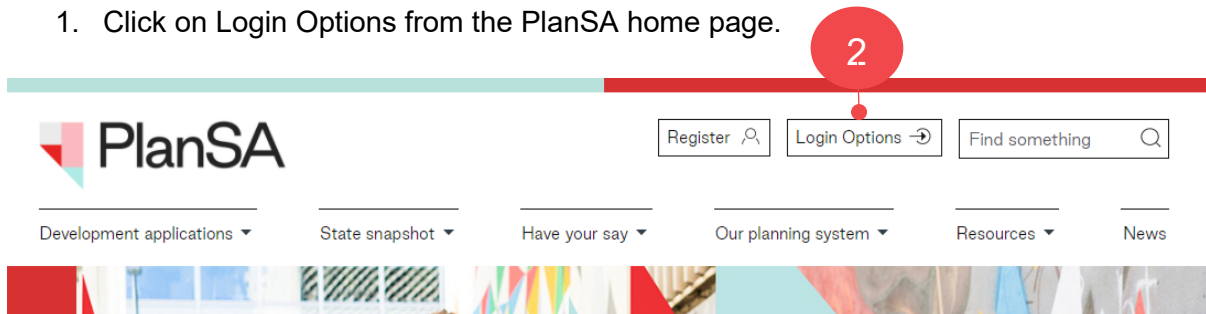
2. Click on **I want to lodge, manage or track my application** account option.



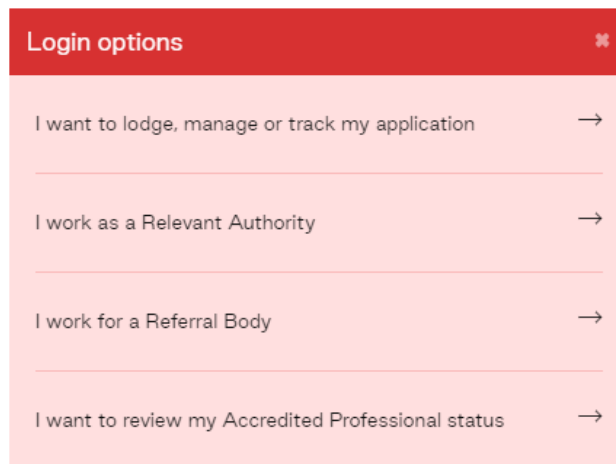
Log in to your online account from PlanSA

3

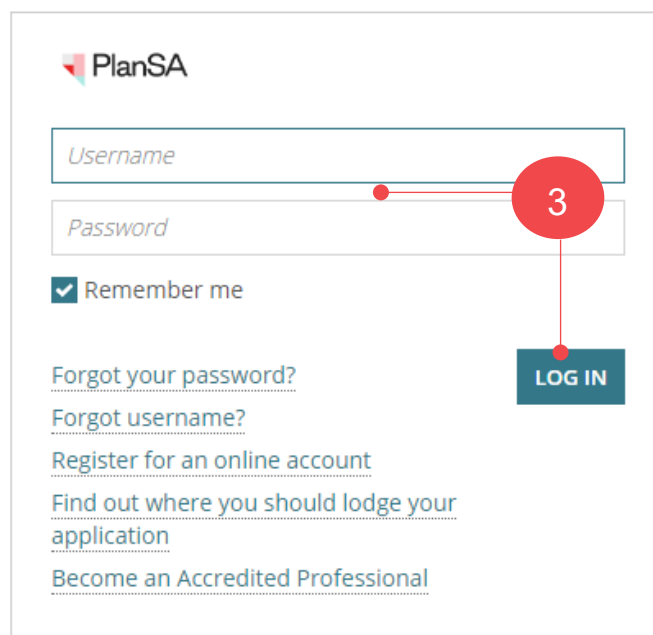
1. Click on Login Options from the PlanSA home page.



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



3. Completing the log in screen with your 'username' and 'password' and **Log in** to view your applications.



Download and review the further information letter request

4

The **Development application** summary shows and within **Your Actions** a 'Provide Information – requested by Relevant Authority' tasks shows, including a response due by date.

1. Click on the **Documents** tab to view the request for information letter to identify the information to provide.

[Summary](#)
[Documents](#)
[Sharing access](#)
[Related Actions](#)

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

Development Location(s)
76 SOUTH TCE ADELAIDE SA 5000

Title Ref: CT 5956/773 **Plan Parcel:** D69382 AL6

Additional Location Information:
Council: Adelaide City Council

Nature of development
Regression Test Plan
Building Consent
Building New Housing

Elements selected

- New housing
 - Dwelling

[Submission details](#)

[Zoning information](#)

Your actions

Provide information - Requested by Relevant Authority (by 15 Aug 2022)

[Apply for next consent](#)

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

[Summary](#)
[Documents](#)
[Sharing access](#)
[Related Actions](#)

Search by keyword

Where was the document uploaded?

☒ Application

☒ Planning Consent

☒ Building Consent

Additional document filters

☐ Decision Documents

☐ Snapshots

☐ Invoices

☐ Other Documents

Hidden by default

☐ Superseded

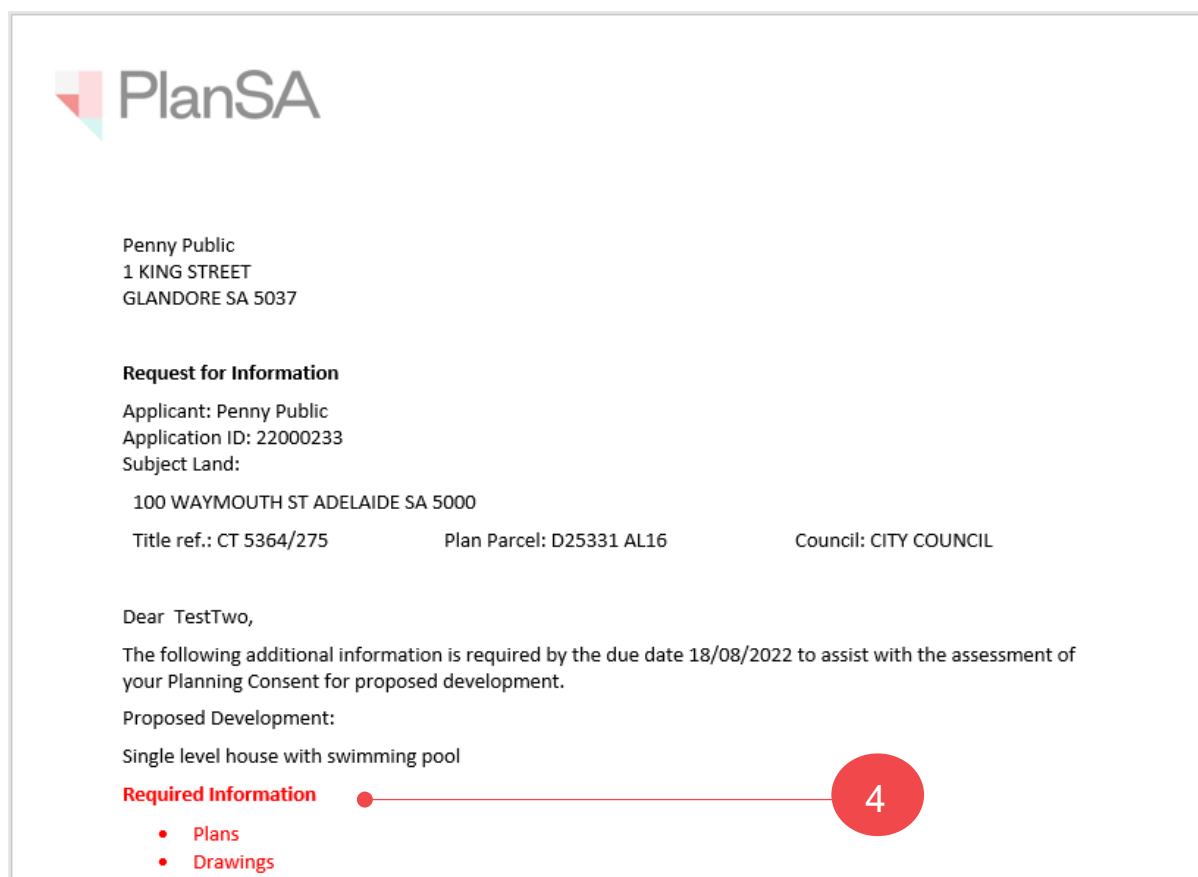
	Document	Type	Date Created
<input type="checkbox"/>	RequestForInformation-Application22000206-BuildingConsentStage1-89016.pdf	Request for Information	20 May 2022 14:47

3. Click on the download to open and review the 'Request for information' letter.

5



4. The information to provide can be located under the **Required Information** heading.
5. Close 'X' the letter and return to the **Documents** screen.



Responding to the further information request

6

1. Complete the [Log in to your online account from PlanSA](#) instructions.
2. Locate your application within **For Your Action** or perform a search using the ID of the application, e.g., 22000239.
3. Click on application **ID** to view.

FOR YOUR ACTION (309) UNDER ASSESSMENT (885) DRAFT (24) LAND DIVISION CERTIFICATES (18) CERTIFICATE OF OCCUPANCY (44) FINALISED (298)

[Help for this section](#)

For your action **3**

ID	Owner	Location	Nature Of Development	Relevant Authority	Lodged	Action	Days
22000239	J Regression	76 SOUTH TCE ADELAIDE SA 5000	Building New Housing	City of Adelaide	20 May 2022	Respond to Request For Further Info (🕒 57)	🕒 81

4. Click on the **Provide Information – Requested by Relevant Authority**.

Summary Documents Sharing access Related Actions

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Elements selected

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Your actions

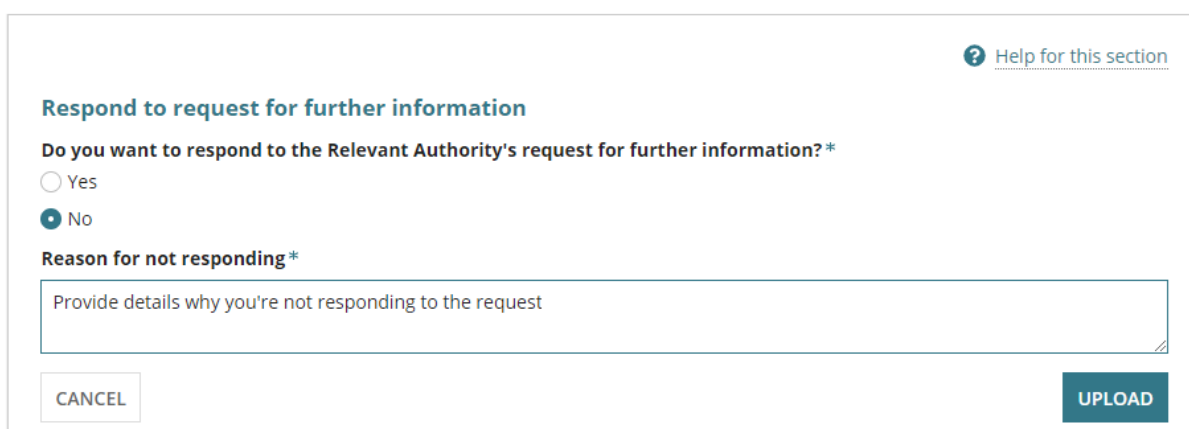
- Provide information - Requested by Relevant Authority (by 15 Aug 2022)
- [Apply for next consent](#)

4

Not responding to the request for further information

7

1. Click on **No** to responding.
2. Provide a **reason for not responding**.
3. **Upload** to complete the action.



[? Help for this section](#)

Respond to request for further information

Do you want to respond to the Relevant Authority's request for further information? *

☐ Yes

☒ No

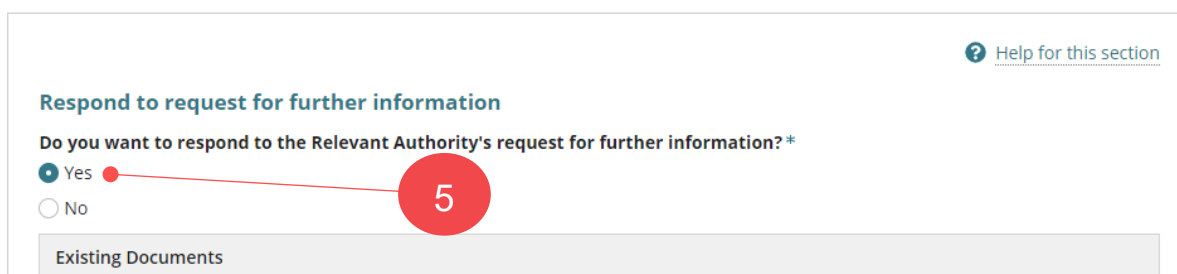
Reason for not responding *

Provide details why you're not responding to the request

CANCEL UPLOAD

Responding to the request for further information

5. Select **Yes** you want to respond.



[? Help for this section](#)

Respond to request for further information

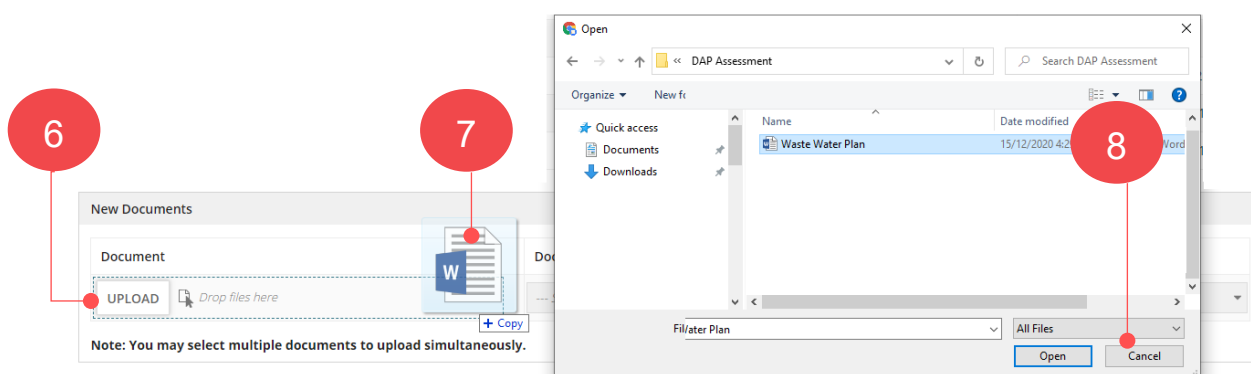
Do you want to respond to the Relevant Authority's request for further information? *

☒ Yes

☐ No

Existing Documents

6. Click on **Upload** in **New Documents** section.
7. Navigate to the folder where you have saved the documentation and then drag-and-drop the file into the 'Drop file here' field.
8. Click **Cancel** to close the **Open** window.



How to...

Provide requested further information during assessment



9. Categorise the document choosing **category** - Applicant Document and **type** - Response to additional information request.

9

New Documents

Document	Document Category	Document Type	
Waste water DOCX - 21.66 KB	Reports	Waste Management	
<div>UPLOAD Drop files here</div>	--- 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

Progressively uploading requested information

9

When you do not have all the requested information, 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.

10. Click on **No – I have more information to upload.**

11. Click **UPLOAD** to your applications document store.

New Documents

Document	Document Category	Document Type
Waste water DOCX – 21.66 KB	Reports	Waste Management
<div> <div>UPLOAD</div> <div>Drop files here</div> </div>	--- 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.

12. Until you have received and uploaded all the documents, continue to repeat the instructions on page 6 through to 9.

Summary Documents Sharing access Related Actions

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

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Title Ref: CT 5956/773 Plan Parcel: D69382 AL6

Additional Location Information:
Council: Adelaide City Council

Nature of development

Regression Test Plan
Building Consent
Building New Housing

Elements selected

- New housing
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Your actions

Provide information - Requested by Relevant Authority (by 15 Aug 2022)

[Apply for next consent](#)

All requested information uploaded and ready to respond

10

1. Complete the [Log in to your online account from PlanSA](#) instructions.
2. Locate your application within **For Your Action** or perform a search using the ID of the application, e.g., 22000239.
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FOR YOUR ACTION (309)
UNDER ASSESSMENT (885)
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LAND DIVISION CERTIFICATES (18)
CERTIFICATE OF OCCUPANCY (44)
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? Help for this section

For your action

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22000239	J Regression	76 SOUTH TCE ADELAIDE SA 5000	Building New Housing	City of Adelaide	20 May 2022	Respond to Request For Further Info (🕒 57)	🔍	🕒 81

4. Click on the **Provide Information – Requested by Relevant Authority**.

Summary
Documents
Sharing access
Related Actions

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> Submission details

> Zoning information

Your actions

Provide information - Requested by Relevant Authority (by 15 Aug 2022)
[Apply for next consent](#)

4

The **Existing Documents** table will show the documents you have already uploaded.

11

[? Help for this section](#)

Respond to request for further information

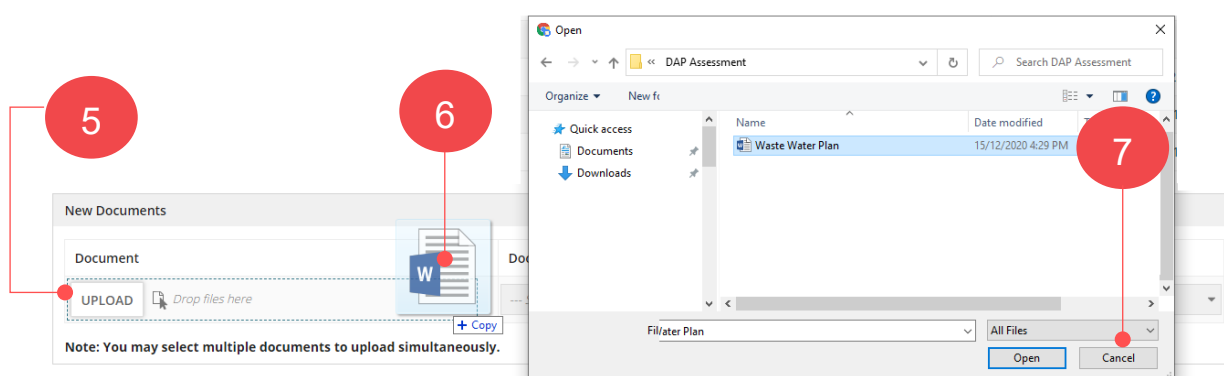
Do you want to respond to the Relevant Authority's request for further information? *

☒ Yes

☐ No

Existing Documents

- Click on **Upload** within the **Upload Documents** screen.
- Navigate to the folder where you have saved the documentation and then drag-and-drop the file into the 'Drop file here' field.
- Cancel to close the **Open** window.



- Categorise the document choosing **category** - Applicant Document and **type** - Response to additional information request.

8

New Documents

Document	Document Category	Document Type
Waste water DOCX - 21.66 KB	Reports	Waste Management
<input type="button" value="UPLOAD"/> Drop files here	--- Select One ---	--- Select One ---

Note: You may select multiple documents to upload simultaneously.

Have you completed uploading the requested information? *

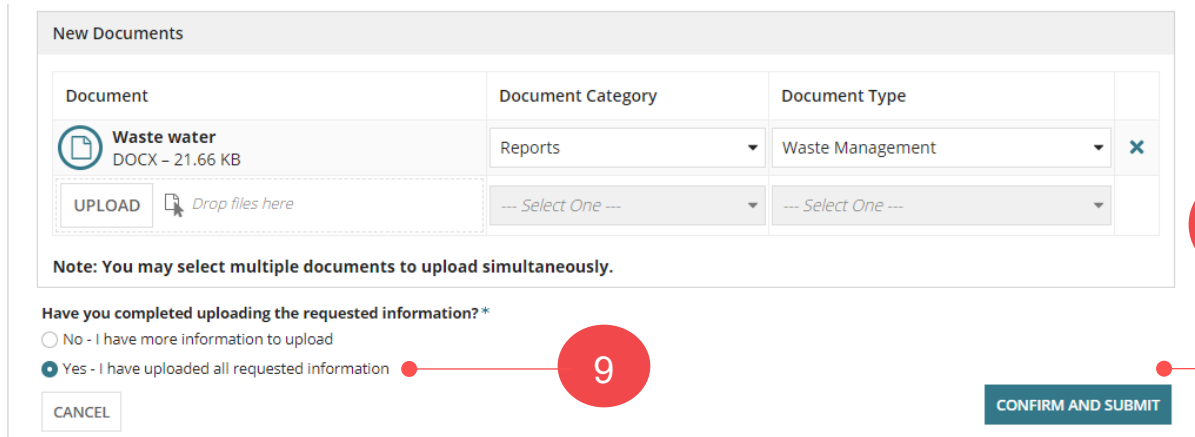
☐ No - I have more information to upload

☐ Yes - I have uploaded all requested information




9. Click on **Yes – I have uploaded all requested information** to indicate ready to respond to the request.

12

10. Click **CONFIRM AND SUBMIT**.



New Documents

Document	Document Category	Document Type
 Waste water DOCX - 21.66 KB	Reports	Waste Management
 UPLOAD  Drop files here	--- Select One ---	--- Select One ---

Note: You may select multiple documents to upload simultaneously.

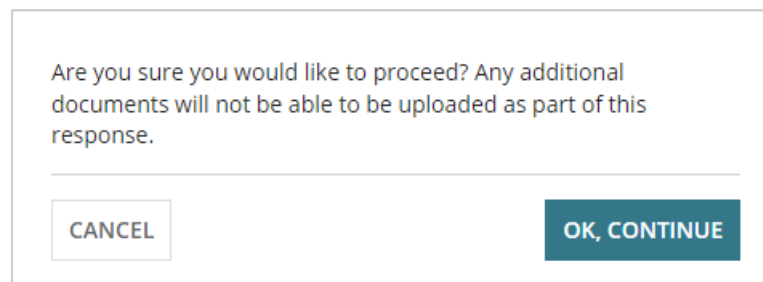
Have you completed uploading the requested information? *

☐ No - I have more information to upload

☒ Yes - I have uploaded all requested information

CANCEL **CONFIRM AND SUBMIT**

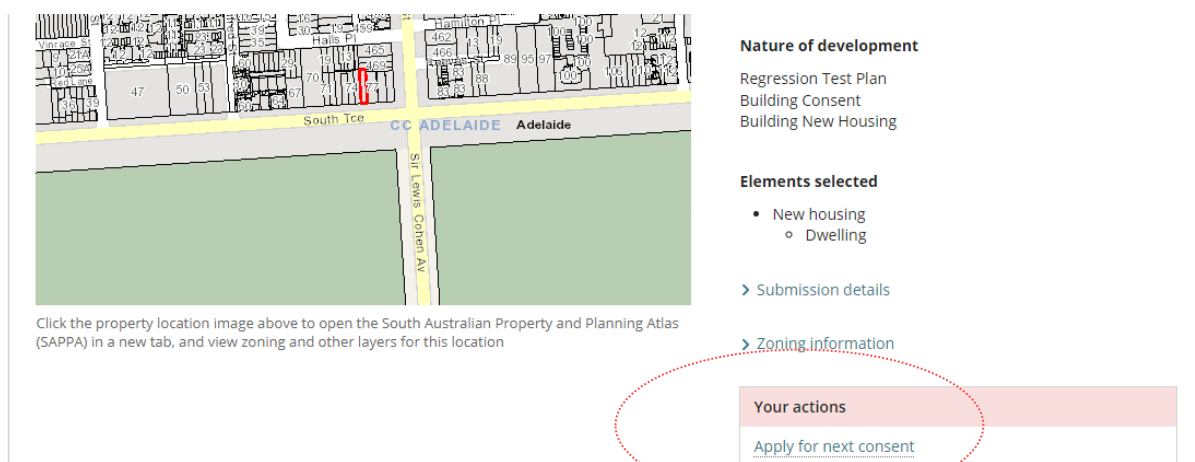
11. Click on **OK, CONTINUE** and acknowledge no additional documents cannot be uploaded as part of this response.



Are you sure you would like to proceed? Any additional documents will not be able to be uploaded as part of this response.

CANCEL **OK, CONTINUE**

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



Nature of development

- Regression Test Plan
- Building Consent
- Building New Housing

Elements selected

- New housing
 - Dwelling

> Submission details

> Zoning information

Your actions

[Apply for next consent](#)