

Background

A relevant authority may request that the applicant provide additional information in writing. The relevant authority may decline to proceed further until the applicant has complied with the request.

The time limits applying to the making of a decision are then extended by the period between the date the relevant authority requested the additional information, and the receipt of it. The time allowed to respond with the information will depend on the type of development. If the applicant fails to provide the information within the allocated time, the relevant authority may refuse the application.

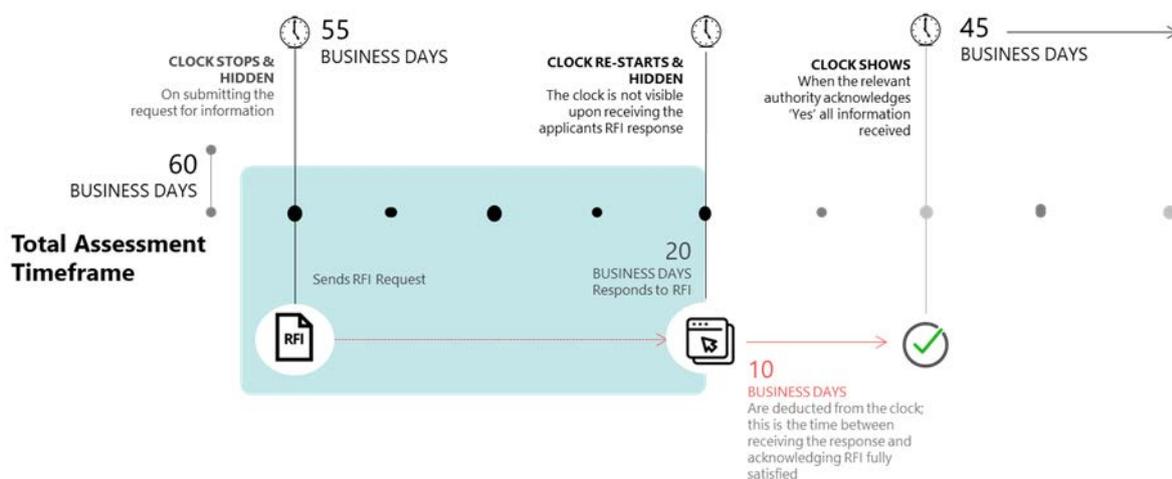
This enables the relevant authority to finalise applications where there does not appear to be any strong intention or commitment on the part of the applicant to undertake the proposed development.

Request and Responding

The request will go direct to the development applications 'primary contact' and the development application will move to the **Waiting** tab on the dashboard.

When a RFI is requested the assessment clock stops. On upload of the response by the applications contact the clock re-starts.

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.





Included instructions

- [Create and send the request for information letter](#)
- [Send the Request for Information letter by email](#)
- [Upload the Request for Information letter sent by post](#)
- [Recall request for information](#)

Related Instructions

Available from the PlanSA Support Library [Request, upload and generate documents](#) page and Request for Information:

- How to – Perform an extension of time for an applicant to respond with further information

Create and send the request for information letter

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The applications 'primary contact' will receive an email notification advising additional information has been requested, or when the preferred method is 'post' then print and place in the post to the address on the letter.

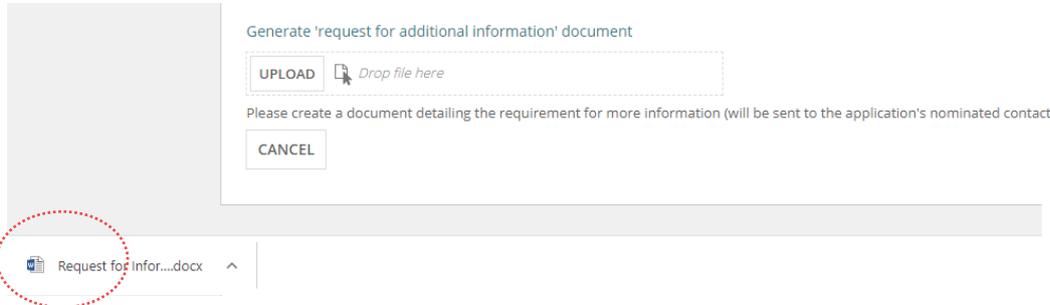
A Request for Information (RFI) will 'stop' the assessment clock and will restart upon confirming all requested information has been provided.

Create the Request for Information letter

1. Click on the **RFI*** tab.
*Request for Information
2. Click on **Send Request for Information** link.

3. Leave the default **RFI Due Date** (60 business days from today's date).
4. Click on **Generate request for additional information document** link to download a letter template with pre-filled contact details and property information from the application.

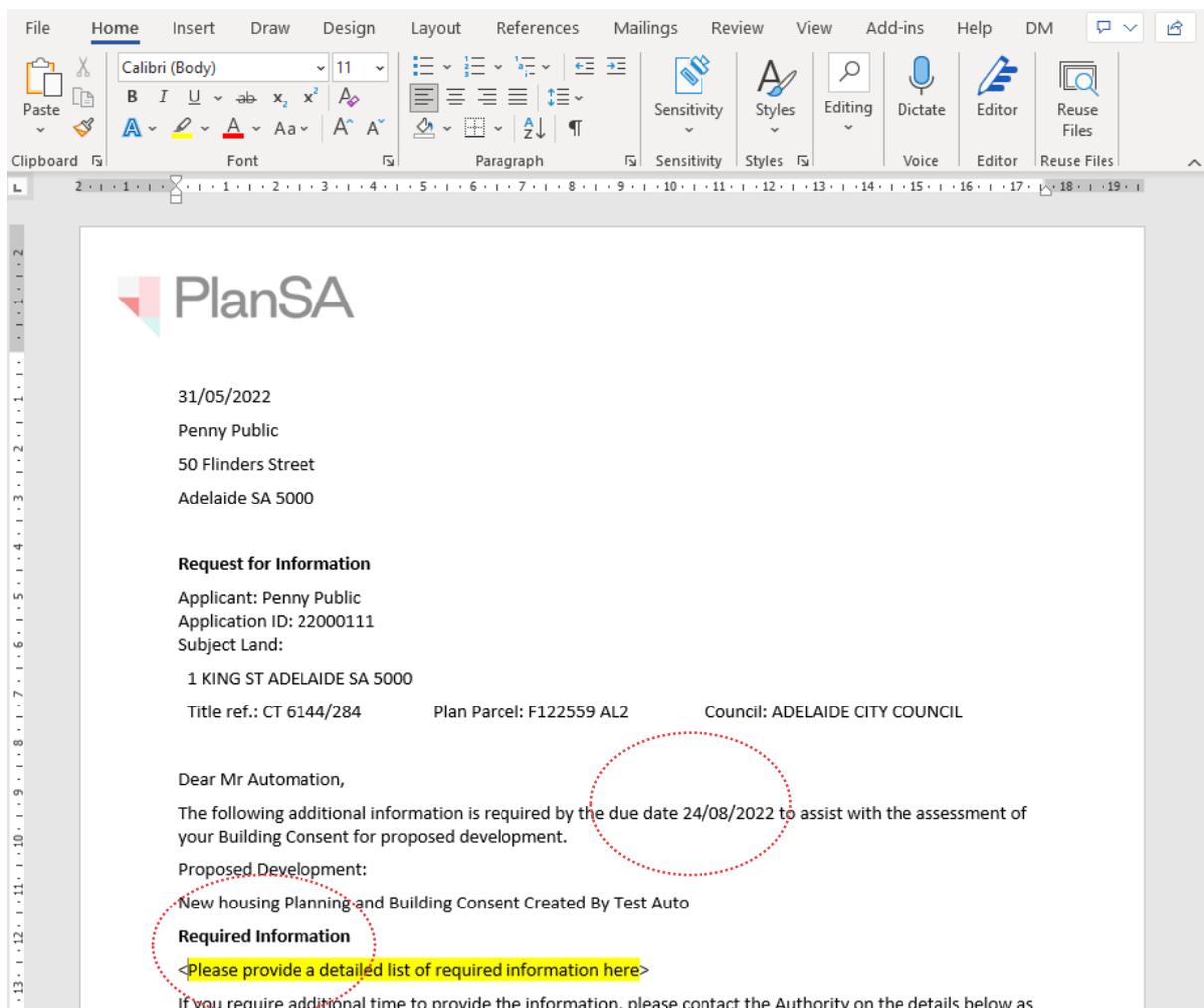
5. Click on the 'Request for information.docx' download to open the template in Word.



6. Click on **Enable Editing** to enable the template.
7. Input the details of the information required in the area marked by: <please provide detailed list of required information here>.

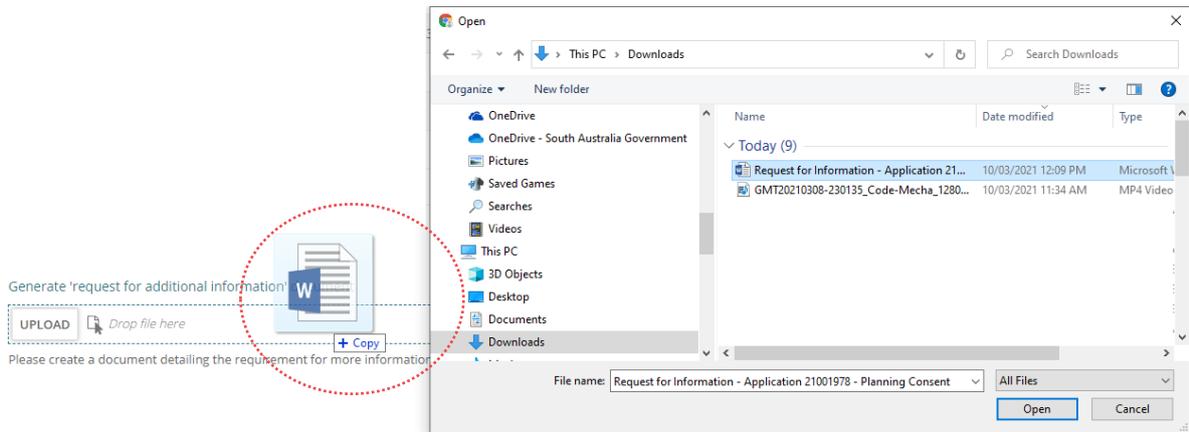
The **due date** to respond to the request for further information is automatically populated.

8. From the **File** option, **Save** the letter to a location on the computer.

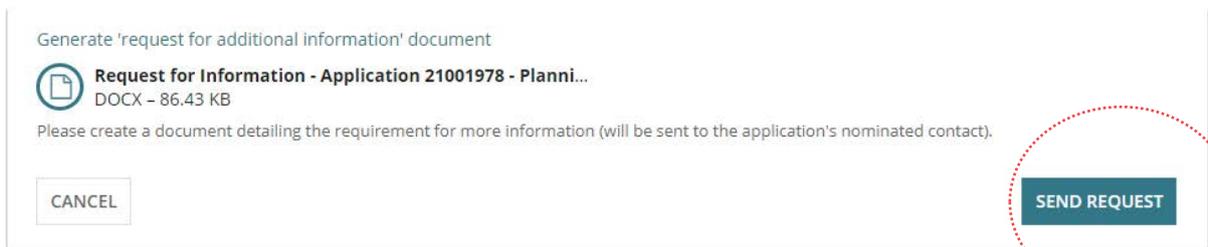


Send the Request for Information letter by email

9. Click on **Upload** within the **Request for Information** screen.
10. Navigate to the folder location where the letter is saved and then drag-and-drop the file into the 'Drop file here' field.
11. Close the **Open** window.

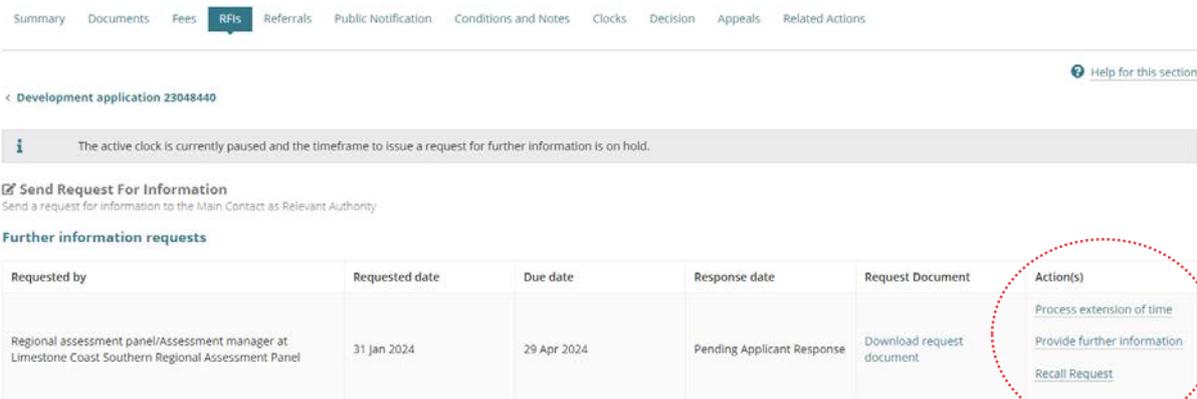


12. The letter is attached, click **Send Request** to complete the action.



The **RFI** screen will show a **Further Information Requests** table containing a record of the further information request with a Response Date of 'Pending applicant response'.

The **Send Request For Information** is disabled until a successful response is received.



Upload the Request for Information letter sent by post

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To keep a record of the 'Request for Information letter' being sent to the primary contact, upload the letter to the Documents store and record the date sent.

1. Click on the **Documents** tab.
2. Click on **Upload Documents** action.

Summary **Documents** Fees RFIs Assessment Info Insurance Required Notifications Referrals Conditions and Notes

Related Actions

< Development application 21003061

Document search

Search by Name

Search by Category

Search by Type

Where was the document uploaded?

Application

Planning Consent

Building Consent

Additional document filters

Decision Documents

P&D Code Rules

Snapshots

Invoices

	Document	Type	Date Created
<input type="checkbox"/>	* Request for Information - Application 21003061 - Consent.pdf	Request for Information	29 Nov 2021 11:15

3. Click on the **Other Documents** heading to collapse the expanded view.
4. Click on **Upload** within the **Upload Documents** screen.
5. Navigate to the folder location where the letter is saved and then drag-and-drop the file into the 'Drop file here' field.
6. Close the **Open** window.

Upload Documents

Other Documents

Upload Documents

Document

UPLOAD Drop files here

Note: You may select multiple documents to upload simultaneously

CANCEL

SAVE CHANGES

Open

This PC > Downloads

Organize New folder

OneDrive OneDrive - South Australia Government

Pictures

Saved Games

Searches

Videos

This PC

3D Objects

Desktop

Documents

Downloads

Name Date modified Type

Today (9)

How to - Request information from the p... 10/03/2021 12:13 PM Microsoft

Request for Information - Application 21... 10/03/2021 12:09 PM Microsoft

File name: Request for Information - Application 21001978 - Planning Consent

All Files

Open Cancel

7. Categorise the document by choosing 'Assessment Documents' as the document category and 'Request for Information' as the document type.
8. Click **Save Changes** to complete the action.

Upload Documents

Document	Document Category	Document type
Request for Information - Application 21001978 - Plann... DOCX - 86.43 KB	Assessment Documents	Request for Information
<input type="button" value="UPLOAD"/> Drop files here	--- Select One ---	--- Select One ---

Note: You may select multiple documents to upload simultaneously.

9. Click on the document type (not the document file name) to show details of the selected document.

Postal Correspondence

The primary contact or the invoice contact have requested to be contacted via post. All important documents must be processed manually and marked as sent.

Document search

Search by Name

Search by Category

Search by Type

Where was the document uploaded?

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Additional document filters

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P&D Code Rules

Snapshots

Invoices

Other

Other Documents

System Generated Emails

Superseded

Document	Type	Date Created	Date Distributed	Superseded	Visible to Applicant	Edit
<input type="checkbox"/> * Request for Information - Application 21003069 - Consent.pdf	Request for Information	29 Nov 2021 11:15			<input checked="" type="checkbox"/>	

10. Select the **Date Distributed** from the pop-up calendar.
11. Click on **Update Documents** to save.

<< < 1 - 10 of 32 > >>

Selected Document

Document
* Request for Information - Application 21001978 - Planning Consent.docx

Document Type
Request for Information

Date Created
10 Mar 2021 12:27

Date Distributed

10/03/2021

Superseded

The 'date distributed' displays in the field against the 'Request for information' document record.



Recall request for information

The recalling of a request for information can be performed if the applicant has partially uploaded the requested documentation, i.e. has more information to upload before submitting their response.

On recalling the request for information, the applicant and primary contact receive an email 'Request for further information – Recalled' and the action to respond is closed.

When is the recall feature not available?

If the consent has been placed on hold, then the RFI action(s) are hidden, this includes the recall request. To recall the request, taking the consent off hold is required.

On evaluating a response, it is determined to request further information and/or waive documentation, the ability to 'recall' this subsequent request is not available.

1. Click **Recall Request**.

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)
Regional assessment panel/Assessment manager at Limestone Coast Southern Regional Assessment Panel	31 Jan 2024	29 Apr 2024	Pending Applicant Response	Download request document	Process extension of time Provide further information Recall Request

The **Recall Request For Information** page shows and informs on completing the recall the applicant's task is cancelled and the assessment timeframe will resume from the original requested date.

2. Provide a **reason for the recall**, this will be included in the event history record.

3. Click **RECALL**.

Recall Request For Information

Application Id 23048440	<input checked="" type="checkbox"/> Consent Clocks PC	RFI Requested Date 31/01/2024	Days Deducted from Assessment Clock 0
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Note: By recalling a request for further information, the applicant's task to respond will be cancelled and the assessment timeframe will resume from the original requested date.

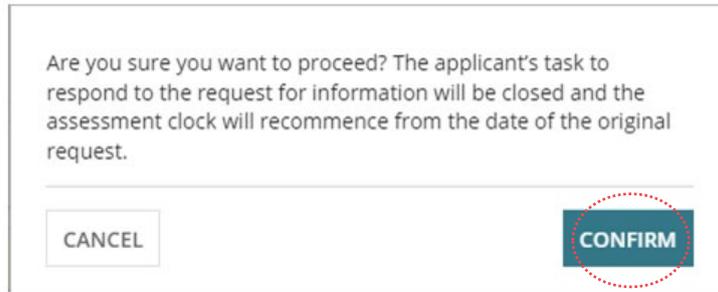
Recall Reason *

Provide a reason for the recall, e.g. performed in error

CANCEL
RECALL



- CONFIRM** to proceed with the recall or **CANCEL** to modify the reason before proceeding or to cancel the recall action.



The RFIs page shows and the further information request **Response Date** updates with 'Not Applicable (RFI recalled)'.

- Click **View Decision History** to view the reason for the recall.

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)
Regional assessment panel/Assessment manager at Limestone Coast Southern Regional Assessment Panel	31 Jan 2024	29 Apr 2024	Not Applicable (RFI recalled)	Download request document	View Decision History

Decision History		
User	Date	Details
epn testFour	31 Jan 2024 7:41 AM	Request for information has been recalled. Assessment clock resumed from the date of the original request 31/01/2024. Reason: Provide a reason for the recall, e.g. performed in error