

Background

An internal referral is distributed during verification or assessment of a consent (Planning, Land Division or Building) to team member(s) with expertise within a specialist team, such as engineers, arborists, or wastewater management etc.

On responding to the internal referral, an email notification is received by the staff member that requested the internal referral and includes the name of person that provided the response, type of consent (planning, land division, building), details of the response and the ID number of the application.

Included instructions

- [Review the internal referral response](#)
- [Review response documentation](#)
- [Review added conditions or advisory note](#)
- [Acknowledge the internal referral response](#)

Related Instructions

- [How to – Add and distribute an internal referral request | PlanSA](#)
- [How to – Reassign an internal referral to another team member | PlanSA](#)
- [How to – Recall an internal referral | PlanSA](#)
- [How to – Respond to an internal referral request | PlanSA](#)
- [How to – Review and acknowledge an internal referral response | PlanSA](#)
- [How to – Report on applications with assigned internal referrals | PlanSA](#)

Review the internal referral response

The internal referral response will create an application action – ‘Internal Referral Response Received’ that is viewable from within the **For Your Action** table. To complete the internal referral, request the response ‘must’ be acknowledged.

1. Open the application.

The **Summary** tab shows with an action ‘Internal Referral Response Received’.

Summary Documents Event History Sharing access Inspection Operative Dates Related Actions

This application currently requires 1 action

Internal Referral Response Received

Application Status: Lodged

Fees Outstanding: No

2. Click on the consent currently under assessment.

Assessment status

Consent / Stage / Dev. Approval	Relevant Authority	Allocated Assessor	Status	Days
▶ Planning Consent	City of Campbelltown	Type to select the user	Under Assessment	
Building Consent	City of Campbelltown	Type to select the user	Awaiting Precursor Consent	
Development Approval for: Planning Consent Building Consent	City of Campbelltown	No assessor assigned Edit	Awaiting Precursor Consent	

> View team workload [Help for this section](#) [SAVE USER ALLOCATION](#)

The consent summary shows.

3. Click on **Referrals** to view.

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

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Consent status: Under Assessment

Fees Outstanding: No

The **Referrals** page shows with the internal referral response, including an 'Acknowledge' action.

3

- Click on **View** to review the response.

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

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Schedule 9 of the PD&I Regulations

ADD A NEW EXTERNAL REFERRAL

Internal Referrals

Requested By	Referral Type	Requested Date	Response Due Date	Respondee	Response Date	Status	Actions
EPN TestNineteen	Civil Stormwater	18/07/2025		EPN TestTen	18/07/2025	Responded	View Acknowledge

ADD A NEW INTERNAL REFERRAL

The **Response Details** shows with the responder's response.

- Click **Close** to hide the response details.

Response Details

Request:
Water water planning

Response:
Provide details of the investigations

[xClose](#)

Review response documentation

On reading the response go to **Documents** (as required) and review the applicable plans, drawings etc., needed to form a reply to the request.

- Click on the **Documents** tab.
- Search for the documentation uploaded in support of the response using the following options:
 - Search by Name** – will return documentation with a 'file name' containing search by name, or
 - Search by Type** – will return documentation with a 'Document type' matching.

In the example below, the required documentation has been located using the **Search by Type** option: 'Council Referral Response'.

- Click on the file name of the document to download.

Noting, there is 'no bulk download' – each document will need to be downloaded one at a time.⁷

Search by keyword

Where was the document uploaded?

 Application
 Planning Consent
 Building Consent

Additional document filters

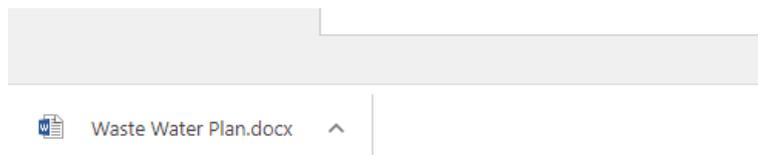
 Decision Documents
 P&D Code Rules
 Snapshots
 Invoices
 Other Documents

Hidden by default

 Superseded
 System Generated Emails

Document	Type	Date Created	Superseded	Internal to Org	Visible to Applicant	Edit
<input type="checkbox"/> Report1-104386.png	Referral Response	6 Sep 2022 15:38			<input checked="" type="checkbox"/>	

- Click on the **document download** located at the bottom of the page to open and print (as required).



Repeat the steps until all relevant documentation has been reviewed.

Review added conditions or advisory notes

Review the **Conditions and Notes** that form part of the response, as required.

- Click on the **Conditions and Notes** tab.
- Click on the **Conditions** and/or the **Advisory Notes** filter to view the added Conditions and Advisory Notes.
- Click on **Show/Edit** to view the details.

Reserved matters
Conditions
Advisory notes
Refusal reason

Add

Title	Included in DNF	Clearance requirement not met	Sort		
Other	✔		↑ ↓	🗑️	Show/Edit
AGD - Practice Direction 12 Condition - Storm Water Management Overlay	✔		↑ ↓	🗑️	Show/Edit



Acknowledge the internal referral response

To complete the internal referral, the response 'must' be acknowledged.

1. Click on the **Referrals** tab.

The **Referrals** page shows.

2. Click on **Acknowledge** action.

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

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Schedule 9 of the PD&I Regulations

ADD A NEW EXTERNAL REFERRAL

Internal Referrals

Requested By	Referral Type	Requested Date	Response Due Date	Respondee	Response Date	Status	Actions
EPN TestNineteen	Civil Stormwater	18/07/2025		EPN TestTen	18/07/2025	Responded	View Acknowledge

ADD A NEW INTERNAL REFERRAL

Once the Internal Referral Request is completed, the **View** action shows.

Internal Referrals

Requested By	Referral Type	Requested Date	Response Due Date	Respondee	Response Date	Status	Actions
EPN TestNineteen	Civil Stormwater	18/07/2025		EPN TestTen	18/07/2025	Responded	View

ADD A NEW INTERNAL REFERRAL