

How to cancel an “In progress” application

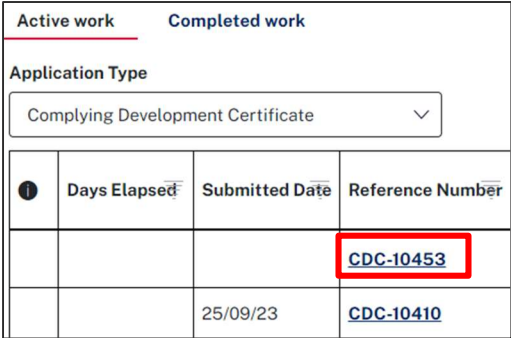
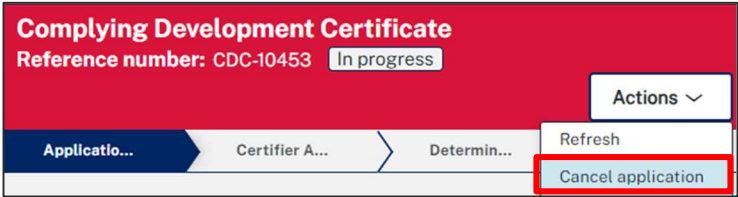
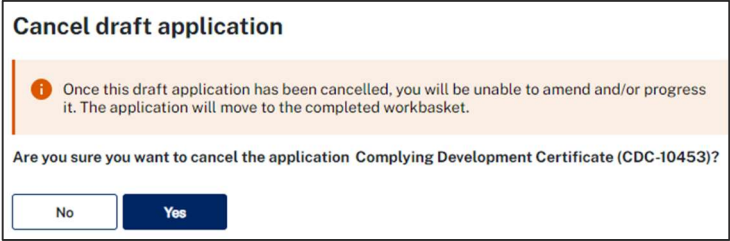
This guide is applicable to the following user roles: Applicant, Agency, Certifier and Council.

If an application has a status of “In progress”, you can cancel the application to remove it from your Active work dashboard.

Note: This functionality is available in the following digital services: BASIX, Complying Development Certificate, Controlled Activity Approval, Development application (Council and State), Free Tree, Post-consent Certificates, Publish on Portal, State Design Review Panel and Short-term Rental Accommodation.

Cancel an “In progress” application

To cancel an application:

1. Log in to the NSW Planning Portal, locate and open the relevant development application from your dashboard.	
2. Click Actions menu and select “Cancel application” from the dropdown list.	
3. Confirm that you would like to cancel the application.	

4. Click “Close and home” to return to the dashboard.

A rectangular button with a red border and the text "Close and home" in a sans-serif font.

What happens next

- A system generated email is sent to applicant advising that the application has been cancelled.
- The application status will change to “Cancelled”. The application will remain visible under the Completed work tab for future reference.

More information

We have developed a range of support materials, including Quick Reference Guides for other services and Frequently Asked Questions (where applicable), to assist you when using the NSW Planning Portal digital services. You can access these via in the [Help and Resources section](#) of the NSW Planning Portal. We encourage you to scan these resources prior to contacting the Customer Support team.

We also offer a range of training sessions on the NSW Planning Portal digital services. You can view and/or register for upcoming training on the [Information and Training sessions page](#) of the NSW Planning Portal.

If you require further assistance, please contact ServiceNSW on 1300 305 695 or submit an enquiry online. If you are calling from outside Australia, please call +61 2 8894 1555.