

## NSW Planning Portal Agency Reference Group – Quarter 1 meeting

Held on: 12/03/2024 – 10am to 11am

At: Online via Teams

Chaired by: Andrew Schofield, Planning and Engagement Manager, DPHI

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### Attended

Sirena Larsson, NSW Environment and Heritage

Stephan Netting, Fire and Rescue

Damien Pfeiffer, Transport NSW

Mark Willoughby, DPHI \*

Liam Alagh, DPHI

Jane Blakeney, DPHI

Vikrant Das, DPHI

Margaret Gomez, DPHI

Caitlin Williams, DPHI

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### Apologies

Alan Bawden, Rural Fire Service

Gino Cavallaro, DPHI

Kimberly Everett, DPHI

James Martin, DPHI

John Oswald, Ausgrid

Richard Potts, SIRA

Matthew Press, Department of Customer Service

Yin Man, Building Commission NSW

Elizabeth Owers, NSW Environment and Heritage

Lauren Scott, Sydney Water

Anthony Tavella, DPHI

Nicole Watts

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### Material

A copy of the presentation to the Reference Group is attached with these minutes for reference:

*NSW Planning Portal Reference Group – Agency- Quarter 1\_Presentation\_12032024.pdf.*

## Actions

ID	Action	Responsible	Due date
A24.1.1	Agencies to advise the customer support team if they require a name change for the Concurrence and Referral service because of the MOG changes.	NSW Planning Portal Agency Reference Group	26 April 2024
A24.1.2	Response provided to the question on notice from Transport NSW re: Agency reporting impacts for applications delayed due to technical issues.	Director, Digital Delivery	Q2 2024 meeting

## Minutes

### Introduction

- The previous agenda items were discussed and confirmed as complete.

### Program updates

- The MOG changes were discussed. Agencies were asked to advise the team if they require a name change for the Concurrence and Referral service because of the MOG changes. The requests should be submitted via the customer support team, and they will be actioned accordingly.
- The NSW Planning Portal roadmap and the types of releases was discussed. The roadmap can be viewed at <https://www.planningportal.nsw.gov.au/roadmap-nsw-planning-portal>.
- The roadmap is updated monthly.

### Release updates

- The recent and upcoming NSW Planning Portal releases, including the Farming pre-assessment tool developed in conjunction with the Department of Primary Industries, were discussed.
- The reference group was provided with an update on the chatbot functionality. It is currently being tested internally prior to its release in June 2024.
- Question on notice: Transport NSW had a number of support items that have been blocked due to technical issues and as a result the related response was overdue. This impacts the statistics for the Agency. Once the technical issue is resolved, does the department backdate the statistics so that the Agency reporting isn't negatively impacted?

### Customer service update

- The levels of customer support for the program were outlined for attendees, including how to escalate a P ticket.
- An update was provided on the actions the Department has taken to reduce the backlog of customer support tickets.

- The Director, Strategic Projects asked the reference group members what they would like an update on at the quarter 2 meeting. The suggestions were:
  - Statistics of the number of customer support tickets by Agency (Transport NSW)
  - Utilising the reference group to help resolve some of the support issues that may require service enhancements (DPHI)

**NSW Planning Portal Engagement update**

- An update on the number of training sessions and attendees this year was provided.
- Attendees were asked for their feedback on the training registration page:

Question	Response	Count
Have you used the updated training calendar on the NSW Planning Portal this year?	Yes	1
	No	2
Based on the example you have seen today, do you think the level of information is enough to help a user identify relevant training courses?	Yes	3
	No	0
Is the publication of training courses three months into the future sufficient?	Yes	3
	No	0

- An update on the internal knowledge management working group was provided. Attendees were asked about their use of this aspect of the program. 50% of respondents currently used the knowledge management function accessed via the NSW Planning Portal dashboard to access Quick Reference Guides only. Attendees were not aware that release notes could be viewed from this location.
- The concept for the consolidated help and resources section of the NSW Planning Portal was discussed. Feedback was requested on:

Question	Response	Count
Do you believe that the proposed page structure will assist users to find the relevant Quick Reference Guides?	Yes	3
	No	0
Do you believe that the proposed page structure will improve the understanding of the application and assessment process and the users involved?	Yes	2
	No	1

**Upcoming meetings**

Next meeting: 20 June 2024