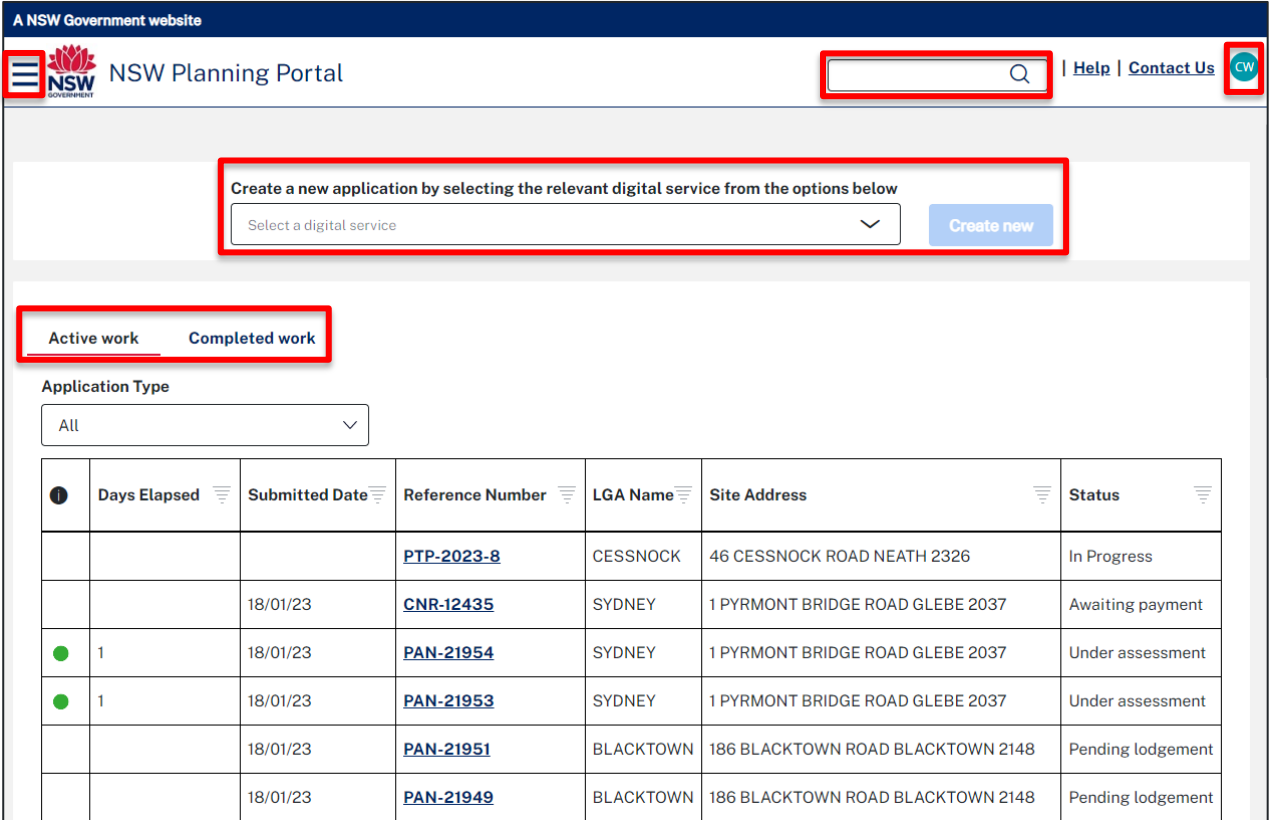


# Navigating the NSW Planning Portal dashboard

From the NSW Planning Portal dashboard applicants can start a new application and/or view and manage existing applications. The main features of the dashboard are discussed below.

## The dashboard



The screenshot shows the NSW Planning Portal dashboard with several key features highlighted by red boxes:


- Search Function:** A search bar in the top right corner.
- Create New Application:** A section titled "Create a new application by selecting the relevant digital service from the options below" with a dropdown menu and a "Create new" button.
- Work Status Tabs:** Two tabs labeled "Active work" and "Completed work".
- Application Type Filter:** A dropdown menu currently set to "All".
- Table of Applications:** A table listing various applications with columns for Days Elapsed, Submitted Date, Reference Number, LGA Name, Site Address, and Status.

Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
		<a href="#">PTP-2023-8</a>	CESSNOCK	46 CESSNOCK ROAD NEATH 2326	In Progress
	18/01/23	<a href="#">CNR-12435</a>	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Awaiting payment
1	18/01/23	<a href="#">PAN-21954</a>	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Under assessment
1	18/01/23	<a href="#">PAN-21953</a>	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Under assessment
	18/01/23	<a href="#">PAN-21951</a>	BLACKTOWN	186 BLACKTOWN ROAD BLACKTOWN 2148	Pending lodgement
	18/01/23	<a href="#">PAN-21949</a>	BLACKTOWN	186 BLACKTOWN ROAD BLACKTOWN 2148	Pending lodgement

The dashboard consists of the following options:

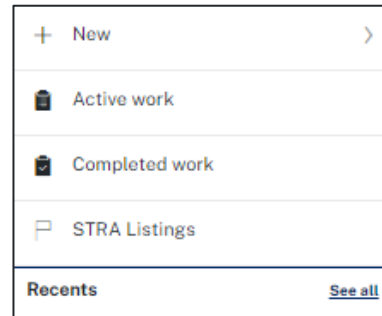
1. NSW Planning portal main menu
2. Create new applications
3. Active and completed work tabs
4. Search function
5. User profile

## The NSW Planning Portal main menu

The main menu can be accessed by clicking on the menu icon  located on the top left of the screen.

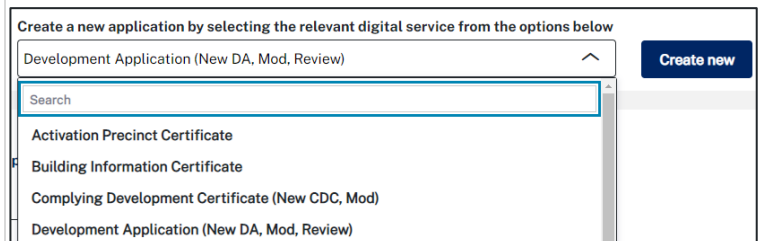
This will display:

- New (to commence a new application).
- Active work (to view current applications).
- Completed work (to view completed applications, including cancelled and withdrawn applications).
- STRA Listings (to view the properties you have registered on the Short-Term Rental Accommodation register).
- Recents (to view recently accessed applications).

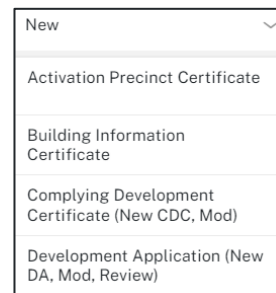


## Create a new application

A new application can be created by selecting an application from the drop-down list, then clicking 'Create new'.

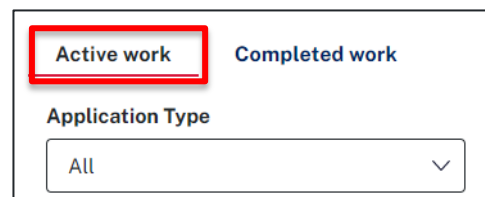


You can also create a new application via the main menu by clicking 'New', then selecting an application from the displayed list.

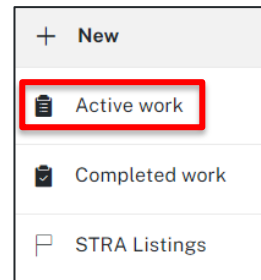


## Access active work

Active work can be viewed by clicking on the Active work tab from the dashboard. You can also filter for the list of application by a specific application type.



You can also select Active work from the main menu.



Active work consists of all applications that are currently active on the NSW Planning Portal. There are several columns which provide information about each application that is active.

	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
			<a href="#">PTP-2023-8</a>	CESSNOCK	46 CESSNOCK ROAD NEATH 2326	In Progress
		18/01/23	<a href="#">CNR-12435</a>	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Awaiting payment
●	1	18/01/23	<a href="#">PAN-21954</a>	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Under assessment
●	1	18/01/23	<a href="#">PAN-21953</a>	SYDNEY	1 PYRMONT BRIDGE ROAD GLEBE 2037	Under assessment

### Column description

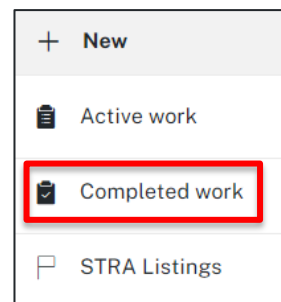
Column Name	Description
<b>Performance</b>	This is only applicable for Concurrence and Referrals once the clocks have started and indicates if applications are within assessment periods: <ul style="list-style-type: none"> <li>Green – application is within the assessment period.</li> <li>Amber – response is now overdue.</li> <li>Red – response is overdue and urgent action is required.</li> </ul>
<b>Days Lapsed</b>	Number of days lapsed since the application was accepted.
<b>Submitted Date</b>	The date the application was submitted by applicant.
<b>Reference Number</b>	The unique NSW Planning Portal reference number for the application.
<b>LGA Name</b>	The Local Government Area name associated with the site address.
<b>Site Address</b>	The address of the site on the application.
<b>Status</b>	The current status of the application.

## Access completed work

Completed work can be viewed by clicking on the Completed work tab from the dashboard. You can also filter for the list of application by a specific application type.



You can also select Completed work from the main menu.

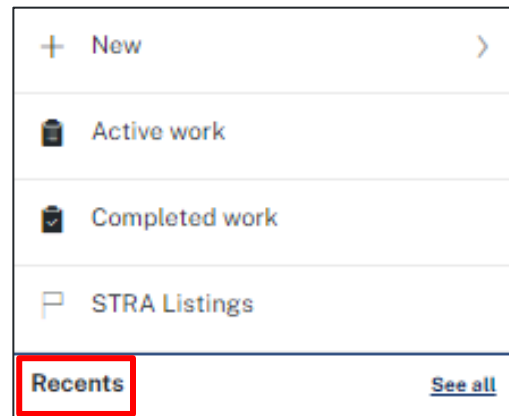


This is where all completed work is held for all applications. All the relevant documentation that was part of any application is stored against each application and can be accessed at any time by the applicant, by clicking onto the reference number to open the application.

## Recents

The Recents option can be accessed from the main menu and displays the last five applications the applicant has accessed.

**Click 'See all'** to display a comprehensive list of recent applications.



## Sorting and Filtering

To find an application, you can use either the column filter or search functions.

### Sorting and filtering columns

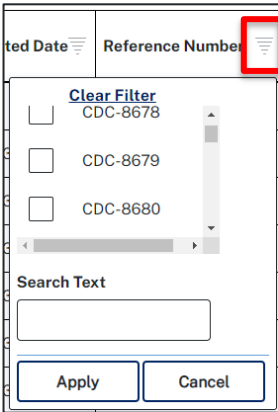
**Click** the column heading to sort by that column.

Days Elapsed	Submitted Date	Reference Number
		<a href="#">PTP-2023-8</a>
	18/01/23	<a href="#">CNR-12435</a>
1	18/01/23	<a href="#">PAN-21954</a>

**Click** the filter icon to the right of a column heading to open the Filter panel for that column.

Use the contents listed to filter for a specific entry.  
Note: You can only filter by one column at a time, but you may check multiple options within each filter.

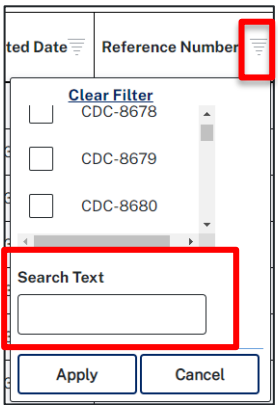
Once all options have been selected, **click** the Apply button.



**Note:** The information contained within the dashboard will change to show only those with the specific filter (s) applied.

### Searching

- Click** the filter icon beside a column heading to display the Filter panel for that column.
- Enter** the text into the Search Text field, then **click** the Apply button.



**Note:** The information contained within the dashboard will change to show only those records containing the keyword. If there are no search results, click the Clear Filter link to reset the dashboard view and try a different keyword.

**End of steps**

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## If you need more information

- Click the Help link at the top of the screen to access the NSW Planning Portal help pages and articles.
- Review the Frequently Asked Questions - <https://www.planningportal.nsw.gov.au/support/frequently-asked-> or contact ServiceNSW on 1300 305 695.