

## Background

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During the verification of the applicable consent (planning, land division or building) the relevant authority will check if all 'mandatory' documentation has been provided and will issue a request for any missing documentation using your preferred method of communication (email or post).

There is no limit to the number of 'requests for documentation'. The relevant authority can send multiple requests until all mandatory documentation has been provided.

Responding to the 'request for documentation' is not time bound (i.e. no due date to respond by) during the verification of an application. However, not responding in a timely fashion will hinder the relevant authority from progressing with the verification of your application.

## Included instructions

- [Log in to your online account from the email](#)
- [Log in to your online account from PlanSA](#)
- [View the request for documentation from 'for your action'](#)
- [View the request for documentation from the Documents store](#)
- [Upload and submit the additional information](#)

## Related Instructions

Available from the PlanSA Support Library – [Submit an Application](#) page.

- How to – Create an online account to lodge an application for home developments
- How to – Share access to your application with someone
- How to – Take control of a shared application

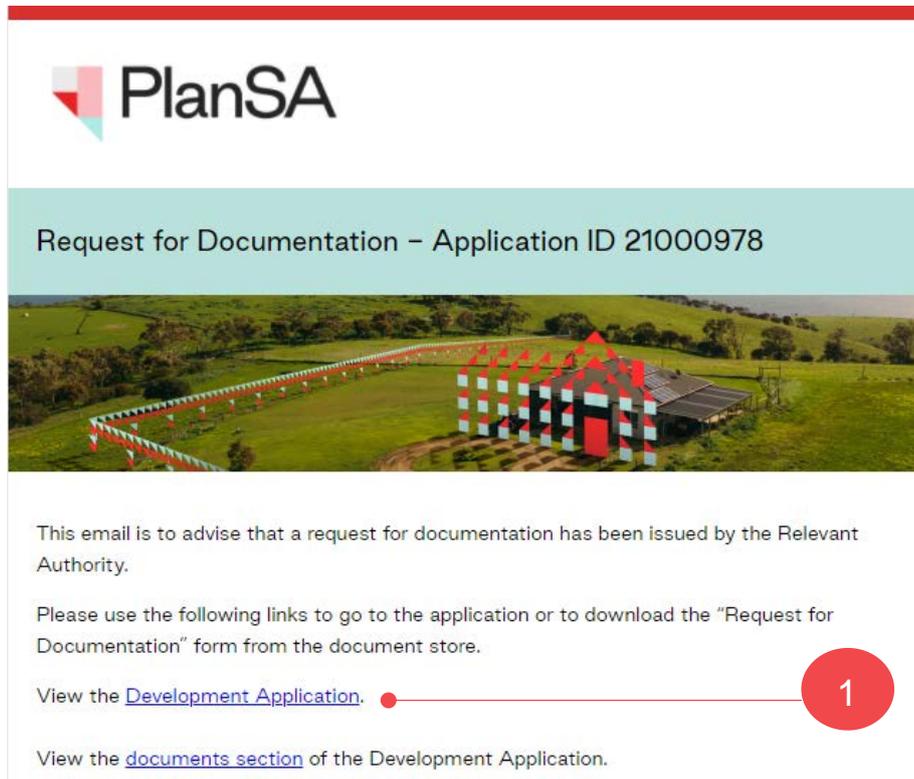
## Before you begin

To view the relevant authorities' request for documentation from the application, ensure the following has been performed:

1. The person who submitted the application should have 'shared access' with you and be provided with the access code.
2. Create an 'online account' to view and complete action requests from the relevant authority, and other parties.
3. Login to your account, the **Your Applications** dashboard is shown with no applications available.
4. Take 'control' of the shared application using the access provided. On taking control, the application can be viewed within the **For Your Action** table only when you are required to complete an action; otherwise the application will be visible from the **Under Assessment** tab.

## Log in to your online account from the email

1. Click on the **Development Application** link within the email notification.

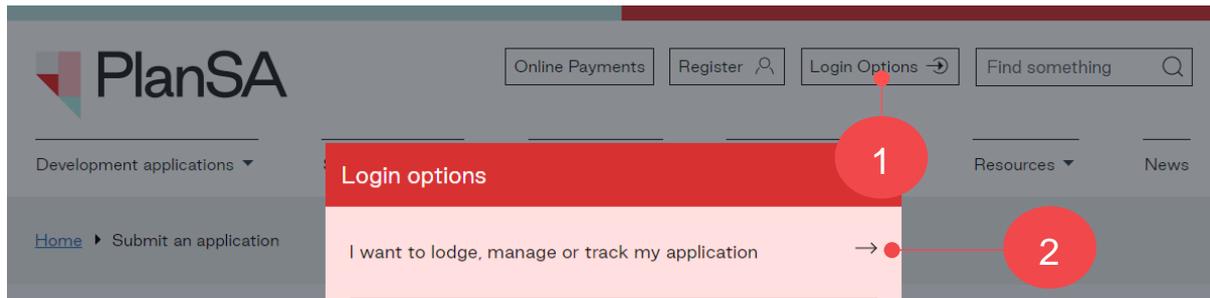


2. Click on: **I want to lodge, manage or track my application.**

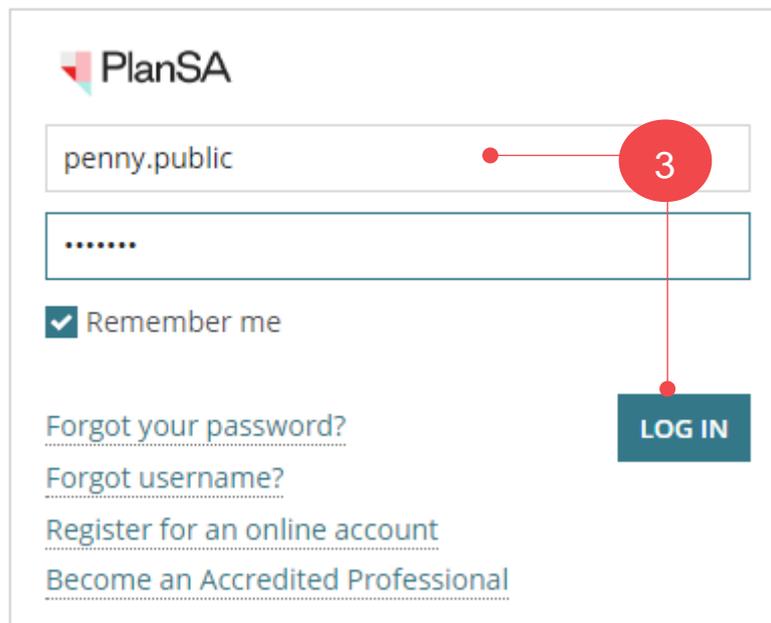


## Log in to your online account from PlanSA

1. Click on **Login Options** from the PlanSA home page.
2. Click on: **I want to lodge, manage or track my application.**



3. Enter your 'username' and 'password' and **Log In** to view your applications.



PlanSA

penny.public

.....

Remember me

[Forgot your password?](#)

[Forgot username?](#)

[Register for an online account](#)

[Become an Accredited Professional](#)

LOG IN

## View the request for documentation from ‘for your action’

When logged into the online account from PlanSA (and not the email request) you are shown the **Your Applications** dashboard.

1. Click on the application record (not the ID number) to view the status details.

The **Development application** shows a status of ‘Information required’ and the action ‘Provide mandatory information’ within the **Status Detail** view.

2. Click on **Provide mandatory information**.

FOR YOUR ACTION (44) | UNDER ASSESSMENT (190) | DRAFT (5) | LAND DIVISION CERTIFICATES (1) | CERTIFICATE OF OCCUPANCY (1) | FINALISED (31)

Help for this section

For your action

ID	Owner	Location	Nature Of Development	Relevant Authority	Lodged	Status	Days
20001261	Homes R Us	LOT 17 OODNADATTA TRK MARREE SA 5733	Construction of a house that is one level	State Planning Commission		Information required	

Application 20001261

This application currently requires 1 action from you

- Provide mandatory information **2**

Planning consent: Assessment in progress

Verification: Checking submission

Information Required: Mandatory information required

3. Expand the **Existing Documents** and then click on the **document file** name to download.

Upload Mandatory Documentation

Existing Documents **3**

Document	Document Type	Date Created
RequestForDocumentation-Application20001261-PlanningConsent-22553.pdf	Request for Documentation	23 Jul 2020 23:50
SitePlan-22426.docx	All application documentation	23 Jul 2020 15:03

New Documents

Document	Document Category	Document type
<input type="button" value="UPLOAD"/> <input type="text" value="Drop files here"/>	--- Select One ---	--- Select One ---

Note: You may select multiple documents to upload simultaneously.

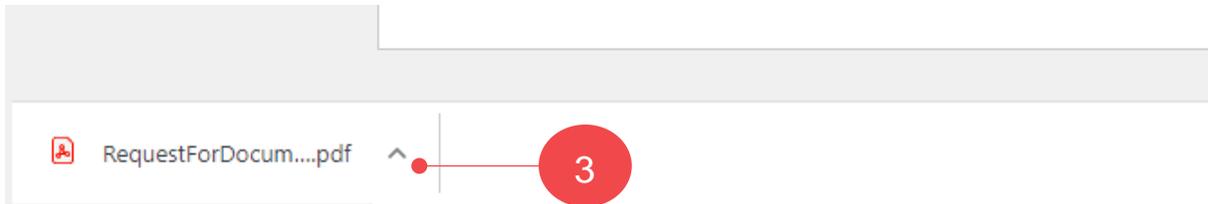
Have you completed uploading the requested information?\*

No - I have more information to upload

Yes - I have uploaded all requested information

4. Click on the download to open and review the 'Request for documentation' letter.

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4. Locate the documentation the relevant authority has requested.
5. Close the letter using 'X' and return to the **Upload Mandatory Documentation** screen.



Homes R Us  
10 SMITH STREET  
PORT LINCOLN SA 5606

**Request for Documentation**  
Applicant: Homes R Us  
Application ID: 20001261  
Consent: Planning Consent  
Subject Land:  
Location reference: LOT 17 OODNADATTA TRK MARREE SA 5733  
Title ref.: CT 5978/384      Plan Parcel: D71248 AL17      Council: PASTORAL UNINCORPORATED AREA

Dear Sir/Madam,  
The Authority requires mandatory documentation in order to lodge your application. This includes:  
<Please provide a detailed list of required documentation here>  
Please provide this information in a timely manner to expedite the verification of your application lodgement.

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## View request for documentation from the Documents store

When logged into the online account from the email request, you are shown the **Development application** summary, and within the **Assessment Status** table for the applicable consent the status is 'Awaiting Mandatory Documentation'.

1. Click on the **Documents** tab to view the request for documentation letter to identify the information that needs to be provided.

### Development application: 20001261

Summary Documents Event History Sharing access Inspection Related Actions

Click the property location image above to open the South Australian Property and Planning Atlas (SAPPA) in a new tab, and view zoning and other layers for this location

There is currently no action required from you.

**Development location(s)**  
LOT 17 OODNADATTA TRK MARREE SA 5733

**Title ref** CT 5978/384 **Plan parcel** D71248 AL17 **Council** Pastoral Unincorporated Area

**Nature of development**  
Construction of a house that is one level

**Elements selected** [edit](#)

- New housing
- Carport or garage

[Submission details](#)

[Zoning information](#)

2. Click on the 'document name' with the document type 'Request for documentation' to download a copy.

Summary Documents Event History Sharing access Inspection Related Actions

**Postal Correspondence**

The primary contact or the invoice contact have requested to be contacted via post. All important documents must be

[Development application 21003061](#)

**Document search**

Search by Name

Search by Category

Search by Type

**Where was the document uploaded?**

Application

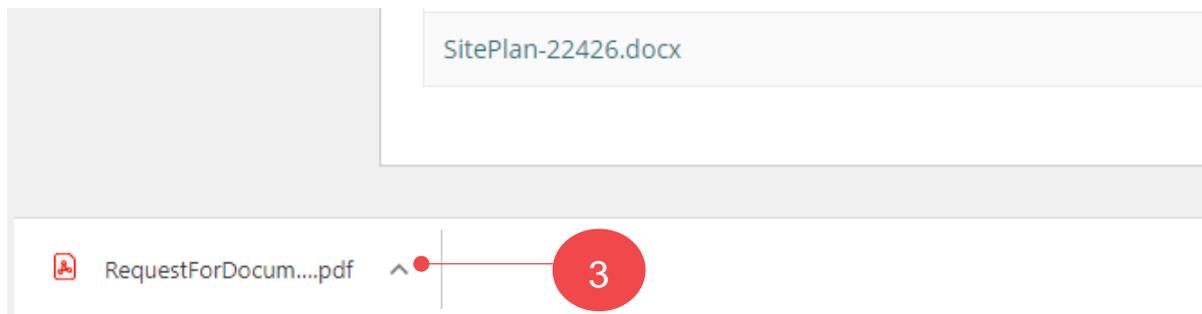
Planning Consent

Building Consent

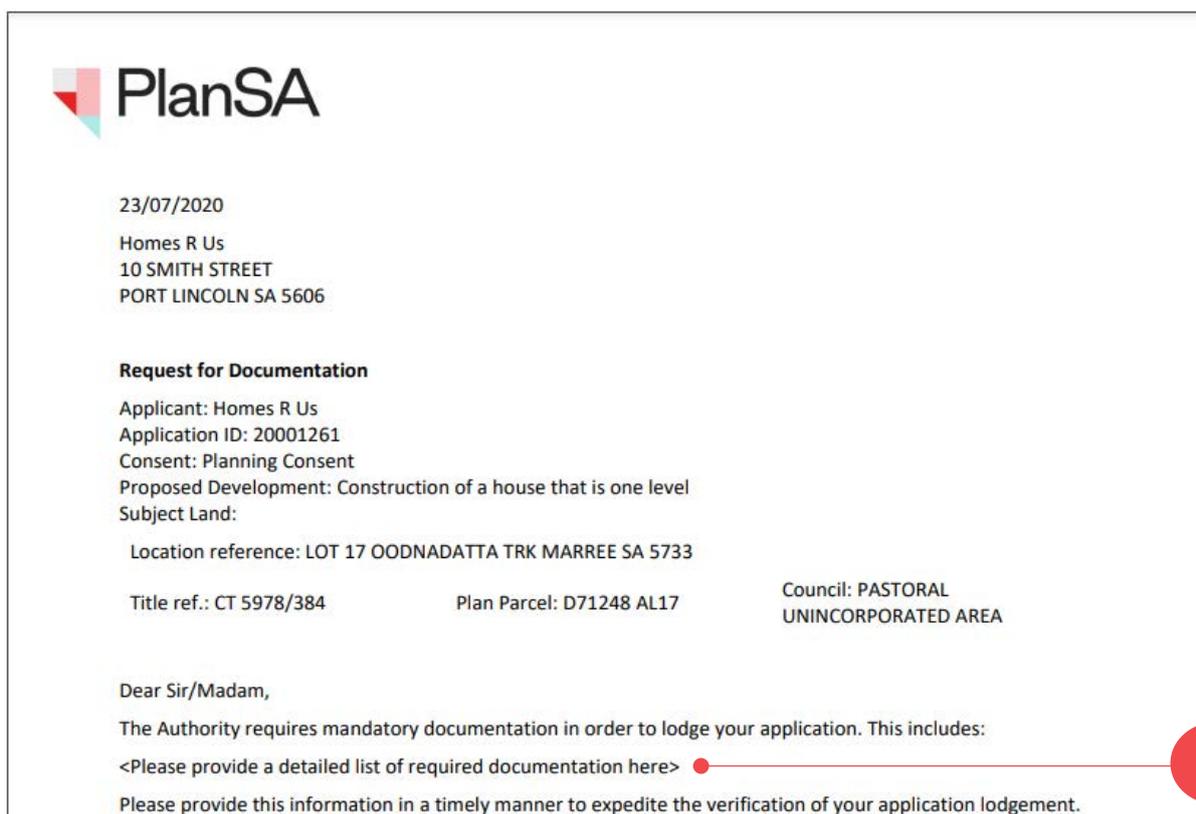
	Document	Type
<input type="checkbox"/>	RequestForDocumentation-Application20001261-PlanningConsent-22553.pdf	Email

3. Click on the download to open and review the 'Request for documentation' letter.

7



4. Locate the documentation the relevant authority has requested.
5. Close the letter using 'X' and return to the **Upload Mandatory Documentation** screen.



6. Click on **Cancel** to exit the **Upload Mandatory Documentation** screen or sign out of your account.

## Progressively uploading requested documentation

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When you do not have all the requested documentation, you can progressively upload the information into your applications document store; keeping the 'Provide Information' action open, allowing you to return multiple times until ready to submit your response.

1. Login following the instructions [Log in to your online account from the email](#) or [Log in to your online account from PlanSA](#).
2. Click on the application record (not the ID number) to view the status details.
3. Click on **Provide mandatory information** action.

FOR YOUR ACTION (44) UNDER ASSESSMENT (190) DRAFT (5) LAND DIVISION CERTIFICATES (1) CERTIFICATE OF OCCUPANCY (1) FINALISED (31)

For your action

ID	Owner	Location	Nature Of Development	Relevant Authority	Lodged	Status
20001261	Homes R Us	LOT 17 OODNADATTA TRK MARREE SA 5733	Construction of a house that is one level	State Planning Commission		Information required

Application 20001261

This application currently requires 1 action from you

Provide mandatory information **2**

Planning consent Assessment in progress

Verification Checking submission

4. Click on **Upload** within the New Documents table to locate the documentation saved on your computer.

Upload Mandatory Documentation

Existing Documents

Document	Document Type	Date Created
RequestForDocumentation-Application20001261-PlanningConsent-22553.pdf	Request for Documentation	23 Jul 2020 23:50
SitePlan-22426.docx	All application documentation	23 Jul 2020 15:03

New Documents

Document	Document Category	Document type
<input type="button" value="UPLOAD"/>	--- Select One ---	--- Select One ---

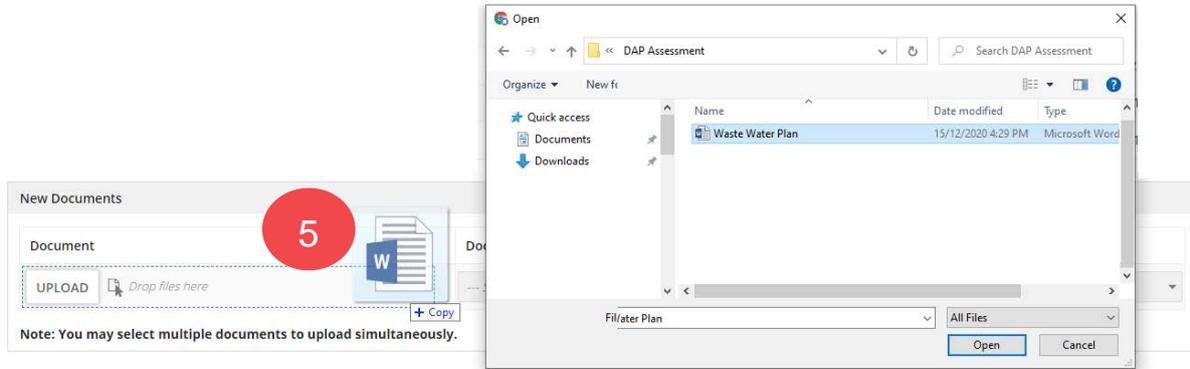
Note: You may select multiple documents to upload simultaneously.

Have you completed uploading the requested information?\*

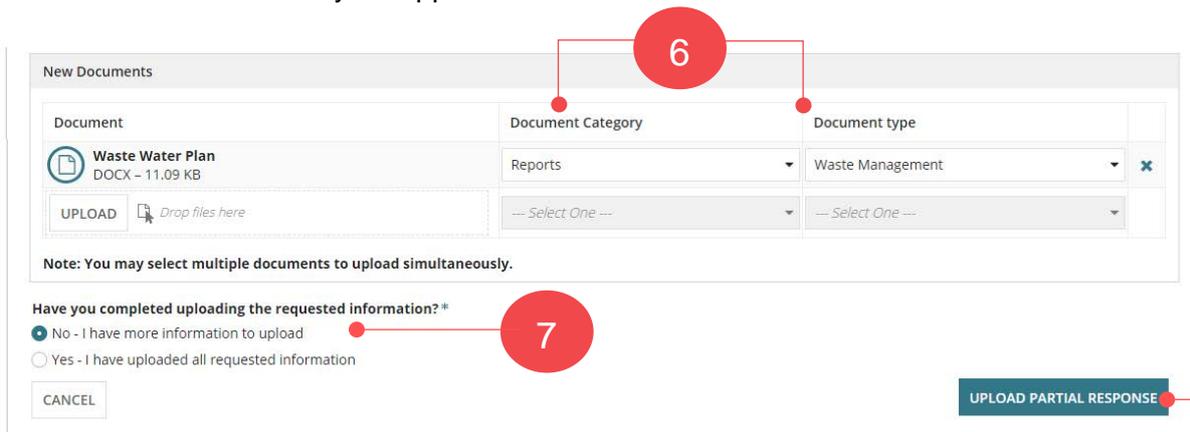
No - I have more information to upload

Yes - I have uploaded all requested information

5. Locate the documentation within the **Open** window and then drag-and-drop into the **Drop files here** field.



6. Categorise with the applicable **Document Category** and **Document Type**.
7. Click on **No – I have more information to upload**.
8. Click **UPLOAD** to your applications document store.



The **Summary** page of the Development Application shows. Until you have received and uploaded all the documents, continue to repeat the instructions on page 8 and 9.

## All requested information uploaded and ready to respond

1. Complete the [Log in to your online account from PlanSA](#) instructions.
2. Click on the application record (not the ID number) to view the status details.
3. Click on **Provide mandatory information** action.

FOR YOUR ACTION (44) UNDER ASSESSMENT (190) DRAFT (5) LAND DIVISION CERTIFICATES (1) CERTIFICATE OF OCCUPANCY (1) FINALISED (31)

**For your action**

ID	Owner	Location	Nature Of Development	Relevant Authority	Lodged	Status
20001261	Homes R Us	LOT 17 OODNADATTA TRK MARREE SA 5733	Construction of a house that is one level	State Planning Commission		Information required

Application 20001261

This application currently requires 1 action from you

Provide mandatory information 3

**Planning consent** Assessment in progress

Verification Checking submission

4. Click on **Upload** within the New Documents table to locate the documentation saved on your computer.

**Upload Mandatory Documentation**

Existing Documents

New Documents

Document	Document Category	Document type
<input type="button" value="UPLOAD"/> <span>Drop files here</span> <span style="color: red; font-weight: bold; font-size: 24px;">4</span>	--- Select One ---	--- Select One ---

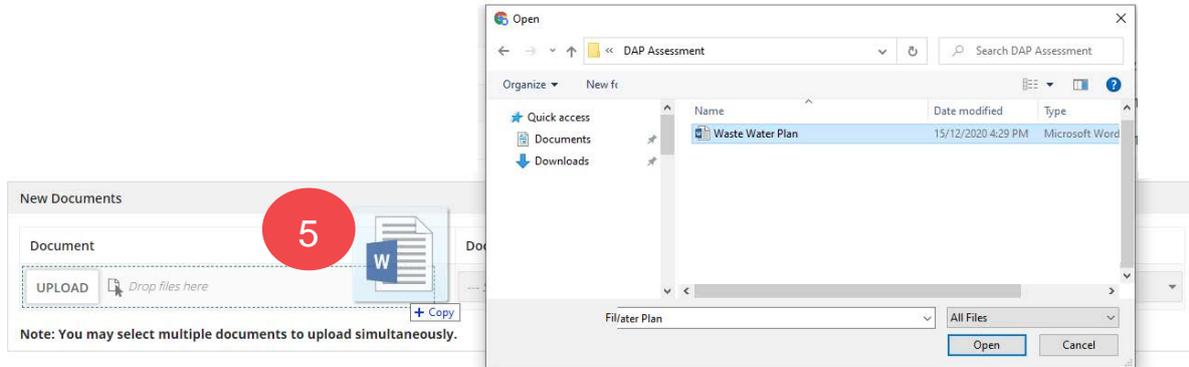
**Note:** You may select multiple documents to upload simultaneously.

Have you completed uploading the requested information?\*

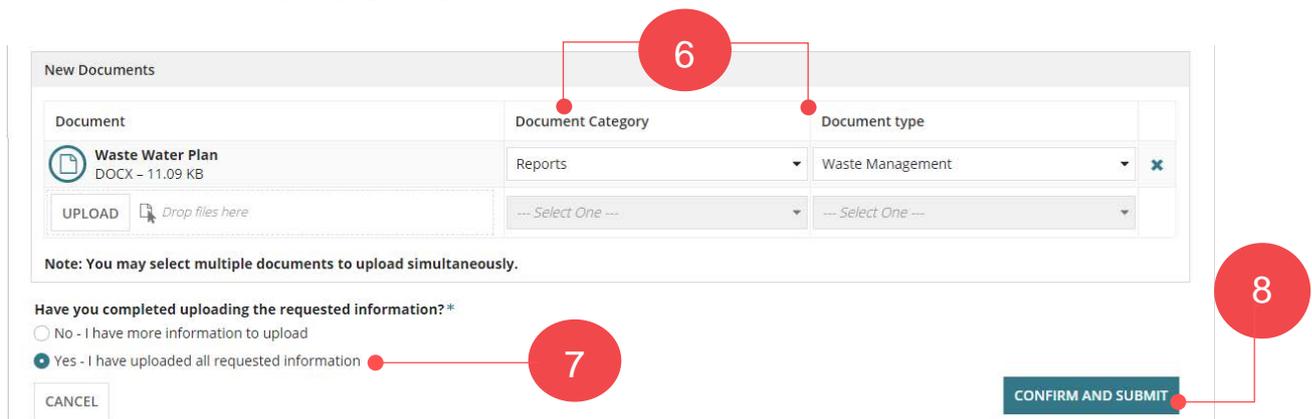
No - I have more information to upload

Yes - I have uploaded all requested information

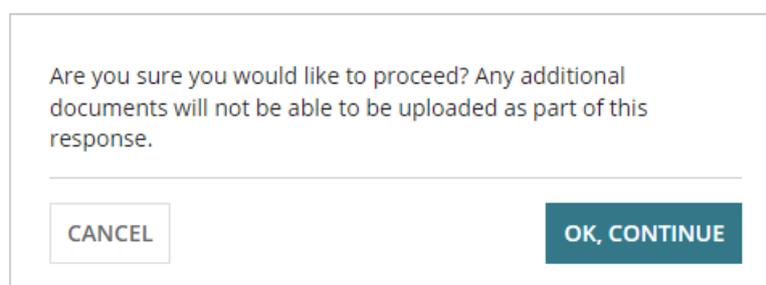
5. Locate the documentation within the **Open** window and then drag-and-drop into the **Drop files here** field.



6. Categorise with the applicable **Document Category** and **Document Type**.
7. Click on **Yes – I have uploaded all requested information**.
8. Click **CONFIRM AND SUBMIT**.



9. Click on **OK, CONTINUE** and acknowledge no additional documents cannot be uploaded as part of this response.



The **Summary** page of the Development Application shows, and the **Your Actions** updated with the 'Provide Information' action completed and removed.