

Background

A relevant authority may request that the applicant provide additional information in writing. The relevant authority may decline to proceed further until the applicant has complied with the request.

The time limits applying to the making of a decision are then extended by the period between the date the relevant authority requested the additional information, and the receipt of it. The time allowed to respond with the information will depend on the type of development. If the applicant fails to provide the information within the allocated time, the relevant authority may refuse the application.

This enables the relevant authority to finalise applications where there does not appear to be any strong intention or commitment on the part of the applicant to undertake the proposed development.

Request and Responding

The request will go direct to the development applications 'primary contact' and the development application will move to the **Waiting** tab on the dashboard.

When a RFI is requested the assessment clock stops. On upload of the response by the applications contact the clock re-starts.

If the 'Evaluate RFI Response' is marked as completed (i.e. Yes all information provide), then the clock deducts the days taken between receiving the information and indicating the RFI has been fully satisfied.





Version 1.3

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Included instructions

- Create and send the request for information letter •
- Send the Request for Information letter by email •
- Upload the Request for Information letter sent by post •
- **Recall request for information** •

Related Instructions

Available from the PlanSA Support Library Request, upload and generate documents page and Request for Information:

How to - Perform an extension of time for an applicant to respond with further • information



Create and send the request for information letter

The applications 'primary contact' will receive an email notification advising additional information has been requested, or when the preferred method is 'post' then print and place in the post to the address on the letter.

A Request for Information (RFI) will 'stop' the assessment clock and will restart upon confirming all requested information has been provided.

Create the Request for Information letter

- Click on the RFI* tab.
 *Request for Information
- 2. Click on Send Request for Information link.



- 3. Leave the default RFI Due Date (60 business days from today's date).
- 4. Click on **Generate request for additional information document** link to download a letter template with pre-filled contact details and property information from the application.







	Generate 'request for additional information' document
	UPLOAD Drop file here
	Please create a document detailing the requirement for more information (will be sent to the application's nominated contact).
Request for Infordocx	^

- 6. Click on **Enable Editing** to enable the template.
- 7. Input the details of the information required in the area marked by: <please provide detailed list of required information here>.

The due date to respond to the request for further information is automatically populated.

8. From the File option, Save the letter to a location on the computer.

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Version 1.3

Government of South Australia

Department for Trade and Investment





Send the Request for Information letter by email

- 9. Click on Upload within the Request for Information screen.
- 10. Navigate to the folder location where the letter is saved and then drag-and-drop the file into the '*Drop file here*' field.
- 11. Close the **Open** window.

	😨 Open		×
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Generate 'request for additional information'	 OneDrive OneDrive - South Australia Government Pictures Sarches Videos This PC 3D Objects Desktop Bocuments 	 Name ✓ Today (9) ➡ Request for Information - Application 21 ➡ GMT20210308-230135_Code-Mecha_1280 	Date modified Type 10/03/2021 12:09 PM Microsoft \ 10/03/2021 11:34 AM MP4 Video
Hease create a document detailing the requirement for more information	Downloads	v <	`v >
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12. The letter is attached, click Send Request to complete the action.

Generate 'request for additional information' document	
Please create a document detailing the requirement for more information (will be sent to the application's nominated contact).	
CANCEL	SEND REQUEST

The **RFI** screen will show a **Further Information Requests** table containing a record of the further information request with a Response Date of 'Pending applicant response'.

The **Send Request For Information** is disabled until a successful response is received. Summary Documents Fees RFIs Referrals Public Notification Conditions and Notes Clocks Decision Appeals Related Actions Help for this section < Development application 23048440 i The active clock is currently paused and the timeframe to issue a request for further information is on hold. 🕑 Send Request For Information Contact as Relevant Authority Further information requests Requested date Response date Requested by Due date Request Document Action(s) Process extension of time Regional assessment panel/Assessment manager at Provide further information Download request 31 jan 2024 29 Apr 2024 Pending Applicant Response Limestone Coast Southern Regional Assessment Panel document Recall Request

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O Halo for this section

Upload the Request for Information letter sent by post

To keep a record of the 'Request for Information letter' being sent to the primary contact, upload the letter to the Documents store and record the date sent.

- 1. Click on the **Documents** tab.
- 2. Click on Upload Documents action.

Sum Rela	imary Documents ted Actions	Fees R	Fls Assessment	nfo Insurance	Required Notifications	UPLOAD DOCUMENTS Referrals Conditions and Notes
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	Document			Туре		Date Created
0	* Request for Informat Consent.pdf	ion - Applica	tion 21003061 -	Request for Infor	mation	29 Nov 2021 11:15

- 3. Click on the Other Documents heading to collapse the expanded view.
- 4. Click on Upload within the Upload Documents screen.
- 5. Navigate to the folder location where the letter is saved and then drag-and-drop the file into the '*Drop file here*' field.
- 6. Close the **Open** window.

	😨 Open	×	
other Documents	← → → ↑ ↓ → This PC → Downloads	✓ Ŏ . ^O Search Downloads	
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	File name: Request for Information - Application 21001978	Planning Consent v All Files v	



7. Categorise the document by choosing 'Assessment Documents' as the document category and 'Request for Information' as the document type.

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8. Click Save Changes to complete the action.

Document		Document Category		Document type	
DOC	lest for Information - Application 21001978 - Planr X – 86.43 KB	Assessment Documents	•	Request for Information	• x
UPLOAD	Drop files here	Select One	~	Select One	~
ote: You m	nav select multiple documents to upload simultan	eously.			

9. Click on the document type (not the document file name) to show details of the selected document.

The primary contact or the inv	oice contact have	requested to be contacted via post. All im	portant documents must be proc	essed manually and ma	rked as sent.		
Document search		Where was the document uploaded?	Additional document fil	lers	Other		
Search by Name		Application	Decision Documents	Other Documents	Superseded		
Search by Category	•	Planning Consent	P&D Code Rules	System Generated Emails			
Search by Type		and the second se	Invoices				
Document		Туре	Date Created	Date Distributed	Superseded	Visible to Applicant	Edi
Request for information - Concept off	Application 210030	^{61 -} Request for Information	29 Nov 2021 11:15			•	

- 10. Select the Date Distributed from the pop-up calendar.
- 11. Click on **Update Documents** to save.

		≪ < 1 - 10 of 32 > ≫
Selected Document		
Document	Date Distributed	
* Request for Information - Application 21001978 - Planning Consent.docx	10/03/2021	
Document Type	Superseded	
Request for Information		
Date Created		
10 Mar 2021 12:27		
UPDATE DOCUMENTS		

The 'date distributed' displays in the field against the 'Request for information' document record.



Recall request for information

The recalling of a request for information can be performed if the applicant has partially uploaded the requested documentation, i.e. has more information to upload before submitting their response.

On recalling the request for information, the applicant and primary contact receive an email 'Request for further information – Recalled' and the action to respond is closed.

When is the recall feature not available?

If the consent has been placed on hold, then the RFI action(s) are hidden, this includes the recall request. To recall the request, taking the consent off hold is required.

On evaluating a response, it is determined to request further information and/or waive documentation, the ability to 'recall' this subsequent request is not available.

1. Click Recall Request.

i The active clock is currently paused and the timeframe to issue a request for further information is on hold.

C Send Request For Information Send a request for information to the Main Contact as Relevant Authority

Further information requests

Requested by	Requested date	Due date	Response date	Request Document	Action(s)
Regional assessment panel/Assessment manager at Limestone Coast Southern Regional Assessment Panel	31 Jan 2024	29 Apr 2024	Pending Applicant Response	Download request document	Process extension of time Provide further information Recall Request

The **Recall Request For Information** page shows and informs on completing the recall the applicant's task is cancelled and the assessment timeframe will resume from the original requested date.

- 2. Provide a reason for the recall, this will be included in the event history record.
- 3. Click **RECALL**.

Recall Request For Information

Appliation Id 23048440	Consent Clocks	RFI Requested Date 31/01/2024	Days Deducted from Assessment Clock
Note: By recalling a request for	further information, the applicant's task to respond	will be cancelled and the assessment timeframe will resu	ume from the original requested date.
Recall Reason *	nerformed in error		
Provide a reason for the recail, e.g. (performed in error		
			56/4000
CANCEL			RECALL



proceeding or to cancel the recall action.



The RFIs page shows and the further information request **Response Date** updates with 'Not Applicable (RFI recalled).

5. Click View Decision History to view the reason for the recall.

The allowable timeframe to issue a ree	quest for further inform	nation has lapsed.				
Send Request For Informat	ion Main Contact as Releva	nt Authority				
Further information requests						
Requested by		Requested date	Due date	Response date	Request Document	Action(s)
Regional assessment panel/Assessm Limestone Coast Southern Regional	31 Jan 2024	29 Apr 2024	Not Applicable (RFI recalled)	Download request document	View Decision History	
Decision History						v
User	Date	Details				
👤 epn testFour	31 Jan 2024 7:	41 AM Request for 31/01/2024.	information has b Reason: Provide a	een recalled. Assessment clock re reason for the recall, e.g. perforn	sumed from the date o ned in error	f the original request