

Background

An internal referral can only be recalled by the person who initiated the referral and must be done so before a response is received.

Related Instructions

Visit the **Support Library** page – [Assess an application consent](#) and **Request and respond to internal referral** to view:

- How to - Add and distribute an internal referral request
- How to - Reassign an internal referral to another team member
- How to - Respond to an internal referral request
- How to - Review and acknowledge an internal referral response.

Recall an internal referral

1. Open the applicable consent.

Assessment status					
Consent / Stage / Dev. Approval	Relevant Authority	Allocated Assessor	Status	Days	
▶ Planning and Land Division Consent	Assessment Manager at City of	Type to select the user	Under Assessment	79	🕒
Building Consent - Stage 1	City of	Type to select the user	Awaiting Precursor Consent		
Staged Development Approval for: Planning and Land Division Consent Building Consent - Stage 1	City of	No assessor assigned Edit	Awaiting Precursor Consent		
Building Consent - Stage 2	City of	Type to select the user	Initialised		
Development Approval for: Building Consent - Stage 2	City of	No assessor assigned Edit	Awaiting Precursor Consent		

2. Click on **Referrals**.

Referral Body	Referred By	Response Type	Referral Type	Distributed	Due	Response	Status	Consent Type	Action(s)
SPC Planning Services	Assessment panel/Assessment manager at City of Norwood, Payneham and St. Peters	Regulation 76	Comment	2 Aug 2022	30 Aug 2022		Distributed	Land Division Consent	

How to...

Recall an internal referral



3. Scroll down until **Internal Referrals** are visible.
4. Click on **Recall** action.

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Internal Referrals

Requested By	Referral Type	Requested Date	Respondee	Response Date	Status	Actions
PPublic	Environmental Health - Waste	17/08/2022	JJones		Distributed	View Reassign Recall

[ADD A NEW INTERNAL REFERRAL](#)

5. Provide a **recall reason** and then RECALL INTERNAL REFERRAL.

Recall Internal Referral

Recall reason *

No longer need to check the waste water plans, application has been withdrawn

[CANCEL](#) [RECALL INTERNAL REFERRAL](#)

The internal referral status is updated to 'Recalled' from 'Distributed' and an email is sent to the respondee advising the recall of the internal referral; closing their action to 'Respond to internal referral request'.

Internal Referrals

Requested By	Referral Type	Requested Date	Respondee	Response Date	Status	Actions
PPublic	Environmental Health - Waste	17/08/2022	JJones		Recalled	View

[ADD A NEW INTERNAL REFERRAL](#)