

## Background

The withdrawal of an application can be initiated by the applicant or a relevant authority (who is party to the application) and only available for development applications not yet issued development approval.

### Are fees refunded on withdrawal of an application?

Fee refunds are at the discretion of the relevant authority.

### Who is notified of the request to withdraw an application?

On submission of the request by either the applicant or a relevant authority (on behalf of an applicant) an email is sent to the below recipients.

- Applicant and Primary Contact
- Relevant authority (including allocated assessor) for the under-assessment consent or in-progress development approval.

### Who is notified of the application withdrawal?

On acceptance of the application withdrawal request an email is sent to the below recipients.

- Applicant and Primary Contact
- Referral body
- Relevant authority (including allocated assessor) for consents granted, under assessment, awaiting precursor consent and in-progress development approval.
- Internal referral respondee
- Public notification representors who indicated email as preferred method of contact. Representors who indicated 'post' will receive a letter (relevant authority to send manually).

## Instructions Included

1. [Process withdrawal request](#)
2. [Cancel the withdrawal request](#)
3. [Confirm the withdrawal request](#)
4. [Endorse withdrawal fee refund](#)
5. [Send representor letters](#)

## Process withdrawal request

### Search for the application

1. Perform a search using the **ID** number provided in the email.

The application returns in the search results.

Development Application Processing ASSESSMENTS

25001772 9/50 SEARCH 23MG63FV Help

Hello EPN ! City of Campbelltown

Search results for: "25001772"

Application ID	Primary Contact	Location	Title Ref	Plan Parcel	Nature of Development	Lodged
25001772	Neha KS	95 ARTHUR ST MAGILL SA 5072	CT 5687/86	D4615AL140	Carport	30 Jul 2025

### Filter My Tasks for the organisation

2. Click on **Assigned to my Council** to view all application tasks pending action.
3. Click on **Task Name** filter and start to type task name 'Process application withdrawal request' and select task from the list of matching results.

MY TASKS MY APPLICATIONS

Assigned to me only  Assigned to my Council

Search Tasks SEARCH CONSENT/DA TYPE | Any CONSENT STATUS | Any

CONSDA ALLOCATED TO | Any TASK NAME | Any TASK ASSIGNED TO | Any

Application ID Location Consent/Dev Approval Type Task Assigned To Task Days Remaining

25002215 5 JAMES ST CAMPBELLTOWN SA 5074 DA - F me to Variation

5 JAMES ST

Q process

- Process Application Cancellation Request
- Process Application Withdrawal Request
- Process Certificate of Occupancy Withdrawal Request
- Process Deemed Consent

The **My Tasks** table shows applications with a task 'Process application withdrawal request'.

MY TASKS MY APPLICATIONS

Assigned to me only  Assigned to my Council

Search Tasks SEARCH CONSENT/DA TYPE | Any CONSENT STATUS | Any

CONSDA ALLOCATED TO | Any TASK NAME | Process Application With TASK ASSIGNED TO | Any

Application ID Location Consent/Dev Approval Type Consent/Dev Approval Status Consent/Dev Approval Allocated To Task Name Task Assigned To Task Days Remaining

25001772 95 ARTHUR ST MAGILL SA 5072 Process Application Withdrawal Request

24000574 38 ROSTREVOR AV ROSTREVOR SA 5073 Process Application Withdrawal Request

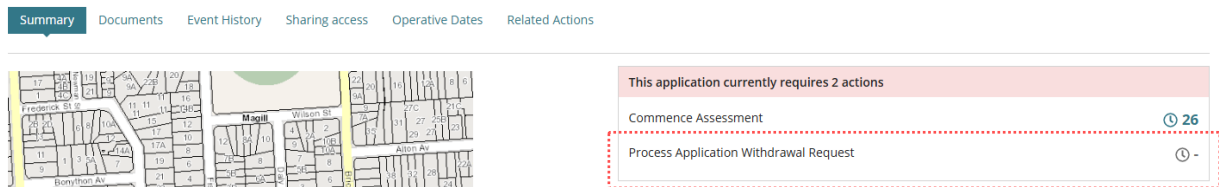
- Click on the application **ID** number to open the application.

The Development application **summary** page is shown with action 'Process Application Withdrawal Request'.

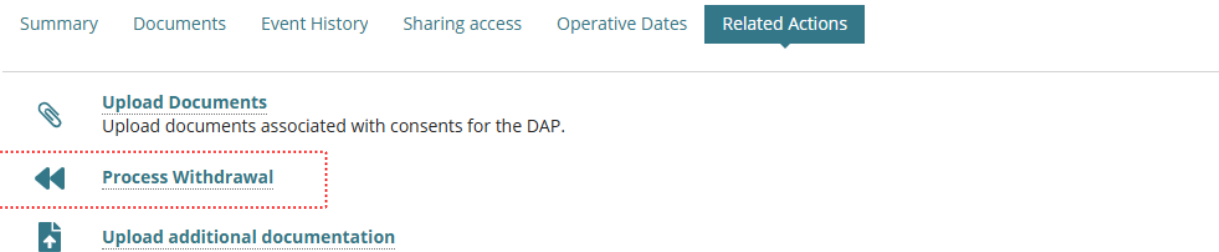
- Click on **Related Actions** tab to process the withdrawal.

**The application has active actions, can the withdrawal proceed?**

Yes. Any active application tasks with either the applicant, relevant authority or referral body are automatically cancelled on acceptance of the application withdrawal and an event history record is created.



- Click on **Process Withdrawal** to commence.



The **Process Application Withdrawal Request** page displays with details of the withdrawal.

**Process Application Withdrawal Request**

**Details of the Withdrawal**

**Reason for withdrawing the application**

Provide reason to the relevant authority why withdrawing, e.g. no longer proceeding with the development.

Applicant's withdrawal request		
Document	Document Type	Date Created
* Additional documents - uploaded by applicant.docx	Application Withdrawal Request	16 Sep 2025 10:49

**Process Withdrawal**

- Accept application withdrawal
- Cancel request - Applicant error

Review the **Applicants Comments** and download the applicant's request to determine if the request performed in error or is a genuine request and the perform the application action.

## Supporting Documents


The **Supporting Documents** is only visible when the relevant authority submitted the request on behalf of the applicant; during submission it is mandatory to upload the applicant's request.

## On public consultation

When the application is on public consultation a warning message is shown advising the application cannot be withdrawn until consultation is completed.

### Process Withdrawal

- Accept application withdrawal
- Cancel request - Applicant error

 There is an active Public Consultation period; the application can be withdrawn once the consultation period has ended.

## Cancel the withdrawal request

A withdrawal request can be cancelled (for example if submitted in error).

1. Click on **Cancel Request** – applicant error and **SUBMIT**.

### Details of the Withdrawal

**Reason for withdrawing the application**

Provide reason to the relevant authority why withdrawing, e.g. no longer proceeding with the development.

Applicant's withdrawal request		
Document	Document Type	Date Created
<a href="#">* Additional documents - uploaded by applicant.docx</a>	Application Withdrawal Request	16 Sep 2025 10:49

### Process Withdrawal

- Accept application withdrawal
- Cancel request – Applicant error

CANCEL

SUBMIT

2. Click **Yes** to confirm and cancel the request.

Do you wish to cancel this withdrawal request?

NO
YES

The **Related Actions** screen shows with the 'Withdraw Application' option available.

- Summary
- Documents
- Event History
- Sharing access
- Operative Dates
- Related Actions

- Upload Documents**  
Upload documents associated with consents for the DAP.
- Withdraw Application**  
Withdraw the application at the request of the applicant.
- Upload additional documentation**

### Notify 'declined' request to withdraw application

If determined the request is not to be actioned a 'Withdrawal request declined' email is sent to the applicant and primary contact and the application's consents remain in place.

## Confirm the withdrawal request

1. Click on **Accept application withdrawal**.

### Applicant may be entitled to a refund

The **Refund Fees for Invoice** is shown only when fees have been paid during verification. Any additional fees invoiced during assessment will need to be refund from the consent **Fees** tab. Fee refunds are at the discretion of the relevant authority.

The Refund Fees for Invoice section displays, includes fields to nominate a financial approver to endorse the fee refund and option to flag a refund is not required.

## Process Application Withdrawal Request

### Details of the Withdrawal

**Reason for withdrawing the application**

No longer proceeding with the development.

Applicant's withdrawal request		
Document	Document Type	Date Created
* Additional documents - uploaded by applicant.docx	Application Withdrawal Request	16 Sep 2025 12:13

### Process Withdrawal

- Accept application withdrawal
- Cancel request - Applicant error

### Refund Fees for Invoice #18404

Please select and enter a dollar amount and reason for all required items. Ensure items which are not applicable for refunds are deselected.

	Description	Statutory Amount	Subtotal	GST	Refunds	Total Paid	Amount to Refund (GST Inclusive)	Refund Reason
<input type="checkbox"/>	Electronic Lodgement Fee	\$0.00	\$181.00	\$0.00	\$0.00	\$181.00	\$0.00	
<input type="checkbox"/>	Deemed to Satisfy	\$0.00	\$220.00	\$22.00	\$0.00	\$242.00	\$0.00	
<input type="checkbox"/>	Building Assessment - Class 1	\$0.00	\$473.64	\$47.36	\$0.00	\$521.00	\$0.00	
<input checked="" type="checkbox"/>	Class 1 Building	\$278.00	\$278.00	\$0.00	\$0.00	\$278.00	\$278.00	

Please nominate a Financial Approver from your organisation to endorse this refund\*

- Refund Not Required

CANCEL

SUBMIT

## Refund is not required

2. Skip field **Please nominate a financial approver from your organisation to endorse this refund**. Not required when a fee refund is not included.
3. Click on **Refund Not Required** checkbox, disabling ability to select a fee.

	Description	Statutory Amount	Subtotal	GST	Refunds	Total Paid	Amount to Refund (GST Inclusive)	Refund Reason
<input type="checkbox"/>	Electronic Lodgement Fee	\$0.00	\$181.00	\$0.00	\$0.00	\$181.00	\$0.00	
<input type="checkbox"/>	Deemed to Satisfy	\$0.00	\$220.00	\$22.00	\$0.00	\$242.00	\$0.00	
<input type="checkbox"/>	Building Assessment - Class 1	\$0.00	\$473.64	\$47.36	\$0.00	\$521.00	\$0.00	
<input checked="" type="checkbox"/>	Class 1 Building	\$278.00	\$278.00	\$0.00	\$0.00	\$278.00	\$278.00	

Please nominate a Financial Approver from your organisation to endorse this refund

Skip. Not required.

 Refund Not Required

## Refund required

### Fees that cannot be refunded

The Electronic Lodgement Fee cannot be refunded.

### Fees that must be refunded

Any compliance fees are automatically defaulted to refund in full and cannot be modified.

4. Click on fee checkbox to select to enable **amount to refund** and **refund reason** fields.
5. Leave default amount or type over with different amount and then a refund reason.

	Description	Statutory Amount	Subtotal	GST	Refunds	Total Paid	Amount to Refund (GST Inclusive)	Refund Reason
<input type="checkbox"/>	Electronic Lodgement Fee	\$0.00	\$181.00	\$0.00	\$0.00	\$181.00	\$0.00	
<input checked="" type="checkbox"/>	Deemed to Satisfy	\$0.00	\$220.00	\$22.00	\$0.00	\$242.00	\$121.00	Refund portion
<input checked="" type="checkbox"/>	Building Assessment - Class 1	\$0.00	\$473.64	\$47.36	\$0.00	\$521.00	\$521.00	Development wil
<input checked="" type="checkbox"/>	Class 1 Building	\$278.00	\$278.00	\$0.00	\$0.00	\$278.00	\$278.00	Development wil

6. Start to type the name of a **financial approver** and then select name from the list of matches.

Please nominate a Financial Approver from your organisation to endorse this refund\*

- EPN TESTTEN CAMPBELLTOWN
- EPN Nineteen

An error message is show when you have nominated yourself to endorse the refund. Remove 'X' yourself and search for a different financial approver.

Please nominate a Financial Approver from your organisation to endorse this refund\*

EPN Nineteen X

You cannot nominate yourself.

7. Click SUMBIT to complete and send fee refund for endorsement (as applicable).

Please nominate a Financial Approver from your organisation to endorse this refund\*

EPN TESTTEN CAMPBELLTOWN X

Refund Not Required

CANCEL

SUBMIT

8. Confirm withdrawing the application or cancel to close the window and return to the withdrawal request.

Are you sure you want to withdraw this application?

Withdrawing the application, will also withdraw all previously granted consents and cannot be reinstated.

CANCEL OK, CONTINUE

The **Related Actions** page displays.

## Refund performed from the Fees tab for the active consent

Withdrawing an application with a consent under assessment and additional fees have been paid then a message is displayed and advises the user “There is an active consent for the withdrawn development application. The applicant may be entitled to a refund.” and includes a link to the refund page.

### Consent re-set to verification

When a consent under assessment has been re-set to verification on withdrawal of the application the Refund fees for invoice is not shown, instead the user is advised “There is an active consent for the withdrawn development application. The applicant may be entitled to a refund.” and any fee refunds to be performed from the consent Fees tab.

1. Click on link **Click here to go to the refund page.**

Summary Documents Event History Sharing access Operative Dates **Related Actions**

There is an active consent for the withdrawn development application. The Applicant may be entitled to a refund.

[Click here to go to the refund page](#)

The Consent **Fees** tab displays with the fees raised for this consent and application.

Summary Documents **Fees** RFIs Referrals Planning Info Conditions and Notes Clocks Decision Appeals Related Actions

< Development application 25002024

> Development Costs

#### All fees raised on this application

##### Fees raised for this Consent

Additional Assessment Fee Advice - Planning Consent - 17969 - Fees Withdrawn	>
Additional Assessment Fee Advice - Planning Consent - 18398 - Paid on 16/09/2025	>
Lodgement Fee Advice - Planning Consent - 17915 (Varied) - Paid on 27/08/2025	>

2. Expand the required fees accordion to process an invoice refund. For assistance refer to the [How to – Refund an invoiced fee amount | PlanSA](#) instructions.

##### Fees raised for this Consent

Additional Assessment Fee Advice - Planning Consent - 17969 - Fees Withdrawn	>
Additional Assessment Fee Advice - Planning Consent - 18398 - Paid on 16/09/2025	▼
Process Invoice Refund	
Payment Reference Number	18398
Consent ID	
Invoice download	<a href="#">FeeAdvice-Application25002024-PlanningConsent-18398-413600.pdf</a>

## Representors

### Public consultation 'postal' representors

When a representor has indicated 'post' as their contact method the section **Representors requiring postal correspondence** is shown. A task 'Finalise Withdrawal' is also created as a relevant authority prompt to print and [Send representor letters](#) from the application documents store.

On withdrawal of the application, an email is sent to those representatives who indicated 'email' as their contact method.

**Representors requiring postal correspondence**

The below representors must be notified the application has been withdrawn.

Given Name	Address	Email	Phone	Represented by	Wish to be heard
Little shop	1 NORTH TERRACE, PORT BROUGHTON SA 5522	-	-	Mary	Yes

3. Click **SUBMIT**.
4. Click **OK, CONTINUE** to confirm and withdraw the application.

The **Related Actions** screen is shown and the option to 'Withdraw Application' removed.

8. Click on **Summary** to view the Assessment Status details for each of the consents.

### Development application - 24011875: The Parade Norwood SA 5067

[Summary](#) [Documents](#) [Additional documents](#) [Event History](#) [Sharing access](#) [Inspection](#) [Operative Dates](#) [Related Actions](#)

**Upload Documents**  
Upload documents associated with consents for the DAP.

The **Summary** screen shows with the **Application Status** updated with 'Withdrawn'.

### Development application - 24011875: The Parade Norwood SA 5067

[Summary](#) [Documents](#) [Additional documents](#) [Event History](#) [Sharing access](#) [Inspection](#) [Related Actions](#)

**Application Status:** Withdrawn



Within the **Assessment Status** each consent and development approval status updates with 'Withdrawn'.

Assessment status				
Consent / Stage / Dev. Approval	Relevant Authority	Allocated Assessor	Status	Days
Planning and Land Division Consent	Assessment Panel at City of Norwood, Payneham and St. Peters	Type to select the user	Withdrawn	
Development Approval for: Planning and Land Division Consent	City of Norwood, Payneham and St. Peters	No assessor assigned <a href="#">Edit</a>	Withdrawn	

> [View team workload](#) [Help for this section](#) [SAVE USER ALLOCATION](#)

### Notify 'accepted' request to withdraw application

When the relevant authority has accepted the withdrawal request a 'Notice of withdrawal' email is sent to the applicant and primary contact.

### Endorse withdrawal fee refund

A task is with the nominated financial approver to [endorse a fee refund | PlanSA](#).

## Send representor letters

When a representor has indicated 'post' as preferred method of contact a letter is generated and available to download from the document store for the application.

An email is sent to the organisation email advising 'Action required to finalise withdrawal request' and a task 'Finalise Withdrawal' is created and available from the FOR YOUR ACTION tab and the application summary page.

1. Open the application to view task.
2. Click **Documents** tab to download generated letters

Summary **Documents** Event History Sharing access Inspection Related Actions

---

**Search by keyword**

Search by keyword

Search by Category

Search by Type

**Where was the document uploaded?**

Application

Planning Consent

Building Consent

**Additional document filters**

Decision Documents

P&D Code Rules

Snapshots

Invoices

Other Documents

Public Notification

**Hidden by default**

Superseded

System Generated Emails

Document	Type	Date Created	Superseded	Internal to Org	Visible to Applicant	Edit
* Representor Notifications of Withdrawal - Application 24000566.pdf	Application Withdrawal Letter	24 Jun 2024 9:34			✘	

3. Click on document name to download letters.
4. Open letter download and print letters.
5. Click on **Summary** tab and to FINALISE WITHDRAWAL.

### Development application - 24011875: The Parade Norwood SA 5067



Summary **Documents** Event History Sharing access Inspection Related Actions

---

This application currently requires 1 action

Finalise Withdrawal 🕒 -

**Application Status:** Withdrawn

The 'Finalise Withdrawal' action is complete.

### Development application - 24011875: The Parade Norwood SA 5067

Summary **Documents** Event History Sharing access Inspection Related Actions

---

**Application Status:** Withdrawn

**Fees Outstanding:** No