

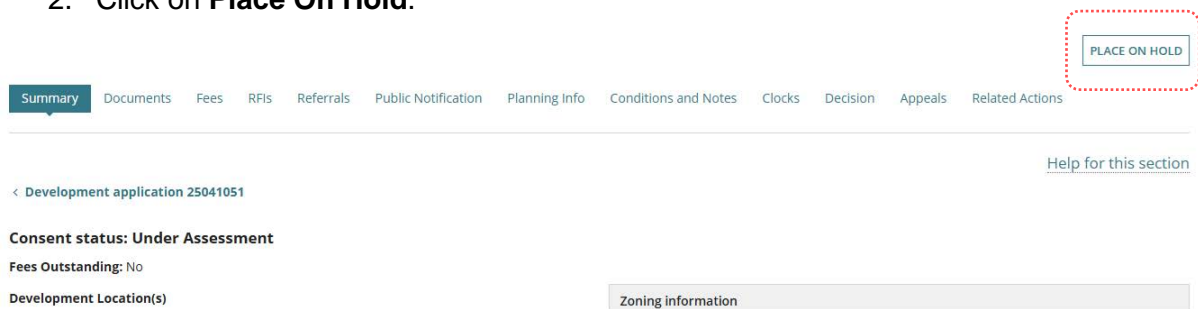
Applicants requested consent put on-hold

No active external or internal referral requests

1. Open the consent under assessment.

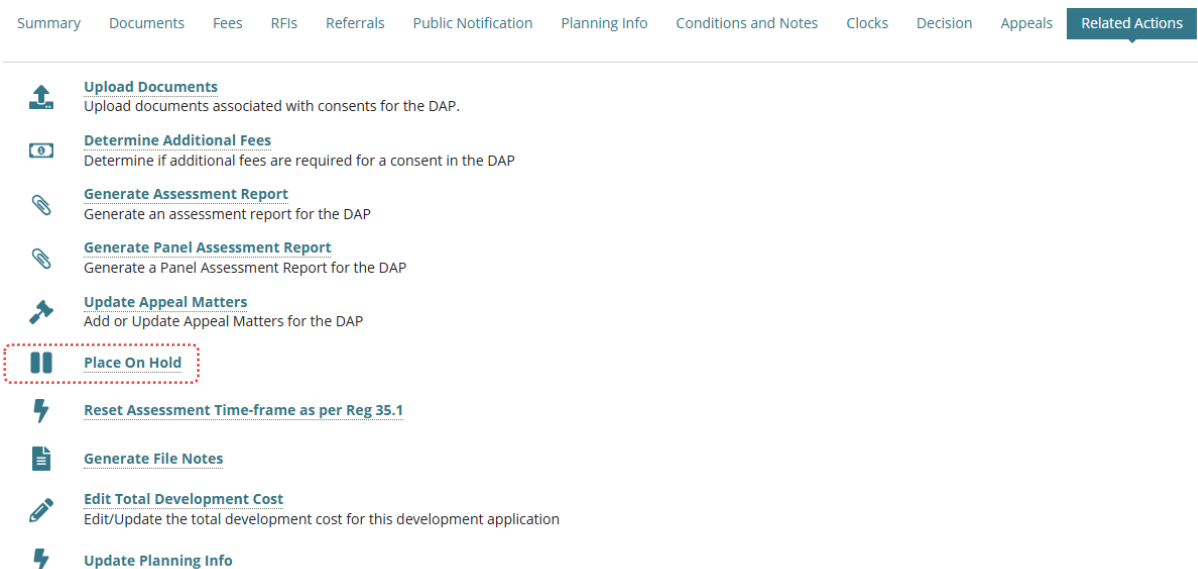
The consent Summary tab defaulted and shows **PLACE ON HOLD** option.

2. Click on **Place On Hold**.



The option is additionally available from the **Related Actions** tab.

Note, the below image is showing the tabs for a planning consent or planning and land division consent.



The **Place on hold (due to applicant's request)** page shows with total number of days the consent has been on hold and field to provide reasons for placing on hold (mandatory).

3. Provide a **reason for putting on hold** (mandatory).
4. Click on **SUBMIT**.

Place on hold (due to applicant's request)

Time development approval has been on hold so far

0 day(s)

Reason for placing on hold *

Provide applicants reason for putting on hold.

46/4000

CANCEL

SUBMIT

The **Related Actions** tab shows with a limited number of actions.

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

Related Actions



Upload Documents

Upload documents associated with consents for the DAP.



Generate Assessment Report

Generate an assessment report for the DAP



Generate Panel Assessment Report

Generate a Panel Assessment Report for the DAP



Update Appeal Matters

Add or Update Appeal Matters for the DAP



Take off Hold



Generate File Notes

Consent with active external and internal referral requests

If the consent has active referral requests and/or internal referrals these are shown and notified of the consent being place on-hold. For internal referrals the ability to choose to notify or not is available.

The **Place on hold (due to applicant's request)** page shows with total number of days the consent has been on-hold and field to provide reasons for placing on-hold (mandatory).

1. Provide a **reason for putting on hold** (mandatory).

Place on hold (due to applicant's request)

Time development approval has been on hold so far

0 day(s)

Reason for placing on hold *

Provide applicants reason for putting on hold.

46/4000

Includes external referrals

Notifying the listed referral bodies is automatically defaulted and mandatory.

The below external referral agencies and internal referrals will be notified on submission.

External referral agencies are always notified. However, for internal referrals an option is available to notify or not.

Notify	Referral Body	Response Type	Distributed Date	Due Date
<input checked="" type="checkbox"/>	Commissioner of Highways	Schedule 9 (3)(4) Future Road Widening Overlay	10 Sept 2025	23 Oct 2025

Includes internal referral

2. Leave the default to notify or remove. Excluding the internal referral responders from receive an email notification.

The below external referral agencies and internal referrals will be notified on submission.

External referral agencies are always notified. However, for internal referrals an option is available to notify or not.

Notify	Referral Body	Response Type	Distributed Date	Due Date
<input checked="" type="checkbox"/>	Arboriculture – Street Tree		24 Sept 2025	3 Oct 2025

Includes both external and internal referrals

The below external referral agencies and internal referrals will be notified on submission.

External referral agencies are always notified. However, for internal referrals an option is available to notify or not.

Notify	Referral Body	Response Type	Distributed Date	Due Date
<input checked="" type="checkbox"/>	Arboriculture – Street Tree		24 Sept 2025	3 Oct 2025
<input checked="" type="checkbox"/>	Commissioner of Highways	Schedule 9 (3)(7) Development Affecting Transport Routes and Corridors	24 Sept 2025	23 Oct 2025

3. Include a **comment** specific to the referral agencies and internal referral responders. Click outside of the text box when complete to close the ‘enter comments’ error message.

The comments are included in the email received by the referral body and/or internal referral, including the **success** message in the referral request and visible only to the referral body in the referral request.

Include a comment to external referral agencies and internal referrals *

The comments are included as entered in email correspondence and referral requests, which are sent to the relevant external referral bodies and internal referral departments.

Include additional information why placed on hold to the above referral agencies and internal referral departments.

115/4000

CANCEL

SUBMIT

4. Click on **SUBMIT**.

The **Related Actions** tab shows with a limited number of actions.

Note, the below image is showing the tabs for a planning consent or planning and land division consent.

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

Related Actions

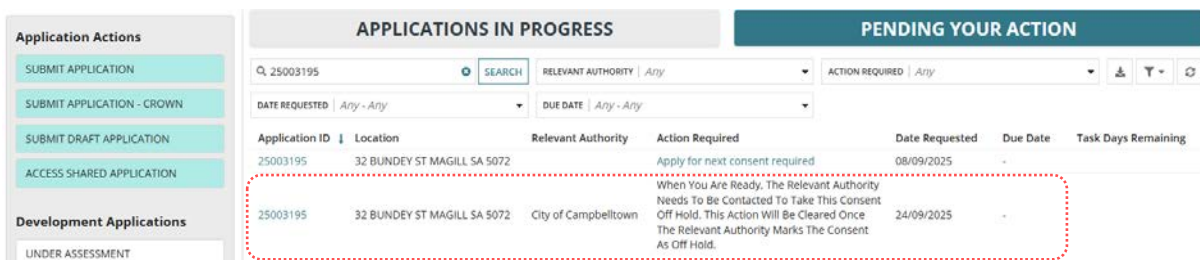
- Upload Documents**
Upload documents associated with consents for the DAP.
- Generate Assessment Report**
Generate an assessment report for the DAP
- Generate Panel Assessment Report**
Generate a Panel Assessment Report for the DAP
- Update Appeal Matters**
Add or Update Appeal Matters for the DAP
- Take off Hold**
- Generate File Notes**

Applicant after request to place consent on-hold

The applicant and primary contact receive an email with subject line 'Consent placed on hold (applicant request)' and includes instructions to contact the assessing authority when ready to take the consent off hold.

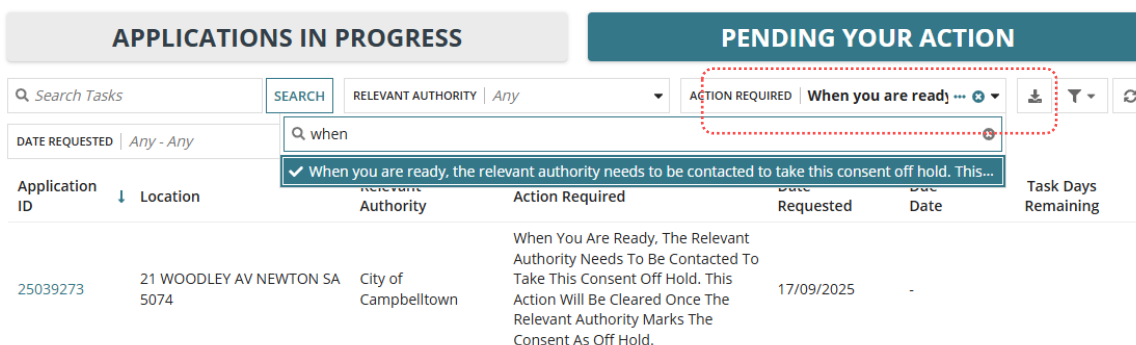


An action (prompt only) is created for the applicant and available in the Pending your action dashboard. Below is an example, showing the created action to notify the relevant authority when ready to take off-hold.



The applicant can specifically filter by **Action Required** to show only on-hold applications.

When ready to proceed i.e. remove the hold, the applicant or primary contact will need to contact the relevant authority to request removing the consent hold. On resuming the consent assessment, the action is completed and removed from the **Pending your action** dashboard.



External referrals after consent placed on-hold

On placing the consent on-hold and email with subject line 'Consent placed on hold (applicant request)' and assessment paused is received by both external referral agencies and internal referral departments (if applicable).

Planning consent placed on hold (applicant request) and assessment paused for application ID: 25003195

Applicant: Applicant One

Address: 32 BUNDEY ST MAGILL SA 5072



Please be advised Planning Consent with active referral requests has been placed on hold (applicant request) and the assessment paused.

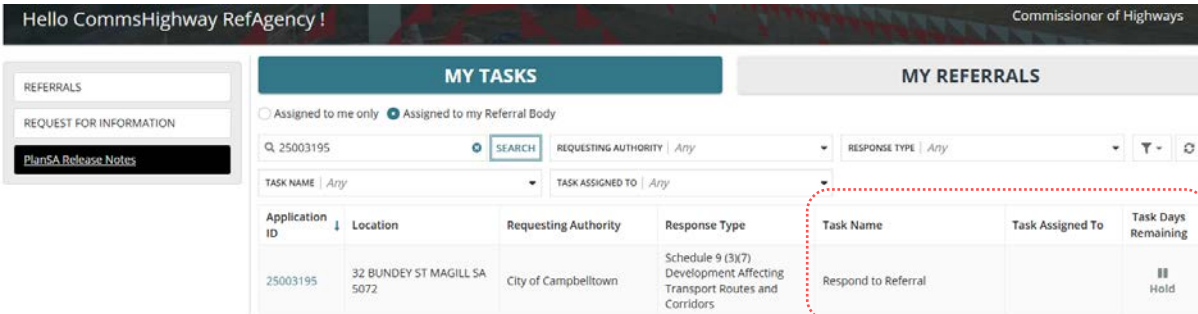
- Arboriculture – Street Tree with a due date of 3 October 2025
- Commissioner of Highways – Schedule 9 (3)(7) Development Affecting Transport Routes and Corridors with a due date of 23 October 2025

Comments to the external referral agencies and internal referrals, including allocated assessors:

Include additional information why placed on hold to the above referral agencies and internal referral departments.

Regards,

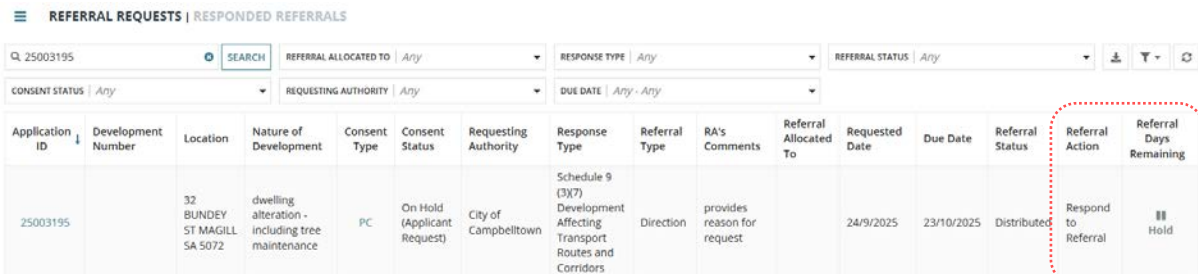
The referral body's task to 'respond to referral' remains available in the **My Tasks** dashboard and shows the request is 'on hold' in the **Task Days Remaining** field.



The screenshot shows the 'MY TASKS' dashboard for 'Commissioner of Highways'. A search filter is set to '25003195'. A table lists tasks, with one task highlighted: 'Respond to Referral' assigned to the 'City of Campbelltown' with a 'Hold' status in the 'Task Days Remaining' column.

Application ID	Location	Requesting Authority	Response Type	Task Name	Task Assigned To	Task Days Remaining
25003195	32 BUNDEY ST MAGILL SA 5072	City of Campbelltown	Schedule 9 (3)(7) Development Affecting Transport Routes and Corridors	Respond to Referral		Hold

The same is seen in their **Referral Requests** dashboard access from the homepage menu.



The screenshot shows the 'REFERRAL REQUESTS' dashboard. A search filter is set to '25003195'. A table lists referral requests, with one request highlighted: 'Respond to Referral' with a 'Hold' status in the 'Referral Days Remaining' column.

Application ID	Development Number	Location	Nature of Development	Consent Type	Consent Status	Requesting Authority	Response Type	Referral Type	RA's Comments	Referral Allocated To	Requested Date	Due Date	Referral Status	Referral Action	Referral Days Remaining
25003195		32 BUNDEY ST MAGILL SA 5072	dwelling alteration - including tree maintenance	PC	On Hold (Applicant Request)	City of Campbelltown	Schedule 9 (3)(7) Development Affecting Transport Routes and Corridors	Direction	provides reason for request		24/9/2025	23/10/2025	Distributed	Respond to Referral	Hold

When previewing the consent, the **Summary** page shows will show the consent status 'on hold (applicant request).

Summary Documents Fees RFIs Referrals Clocks Appeals Related Actions

< Development application 25003195

Consent status: On Hold (Applicant Request)
Fees Outstanding: No

Development Location(s) Zoning information

The **Referrals** page includes a warning message, advising the relevant authority has 'paused' the consent assessment at the applicant's request with additional information/comments.

Each time the applicant requests the consent to be put on-hold the **warning message** is updated with the new or revised relevant authority comments/information.

Summary Documents Fees RFIs **Referrals** Clocks Appeals Related Actions

< Development application 25003195

Commissioner of Highways

Referral unassigned	Assign
Referred by	City of Campbelltown
Response type	Schedule 9 (3)(7) Development Affecting Transport Routes and Corridors
Referral type	Direction
Distributed	24 Sep 2025
Due	23 Oct 2025
Status	Distributed

Relevant Authority's comment

provides reason for request

⚠ Relevant authority has 'paused' the consent assessment at the applicant's request.
Include additional information why placed on hold to the above referral agencies and internal referral departments.

Clicking 'Accept referral' below will move this application from the 'For your Action' tab on the 'Assessments' dashboard to the 'Assessment in progress' tab. Please ensure that this referral is assigned to you, if you wish this application to be visible when you use the 'Assigned to me' filter on the dashboard.

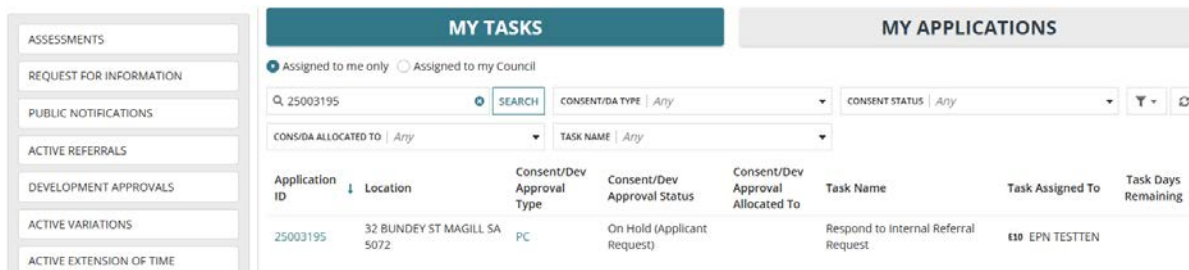
Internal referrals after consent placed on-hold

When the relevant authority nominates to 'notify' the internal referral user they will receive an email with subject line 'Consent place on hold (applicant request) and assessment paused' and includes the name of the internal department e.g. Arboriculture – street tree, due date (as applicable) and extra on-hold comments.

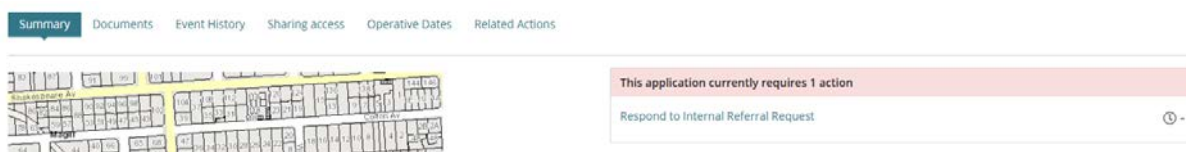
If the consent includes active external referrals in additional to the internal referral(s), then both are combined in the one email.



The nominated internal referral user will continue to have visibility of the task 'Respond to Internal Referral Request' in their **My Tasks** dashboard.



Additionally, the hyperlinked task is visible in the application **Summary** page.



Today, an on-hold consent hides the internal referral request in both the consent **Referrals** tab and the **Active Internal Referrals** dashboard access from the Active Referrals left-hand menu in the Assessments homepage.

Applicants requested to take the consent off-hold

Identifying application consents on-hold

1. Click on **Assessments** in the left-hand side menu.

The **Assessments** dashboard shows with all application consents awaiting assessment or under assessment.

ASSESSMENTS | COMPLETED ASSESSMENTS

Application ID	Location	Nature of Development	Primary Contact	Lodged	Consent Type	Consent Status	Consent Allocated To	Consent Days Remaining
25041853	4 JAMES ST CAMPBELLTOWN SA 5074	Alterations and additions	Netra Houston	24/09/2025	PC	Under Assessment		Hold

2. Click on filter Consent Status and start to type 'on hold' to show a list of status containing 'on hold' and select status from list of matches.

The **Assessments** dashboard shows only 'on hold' consents.

ASSESSMENTS | COMPLETED ASSESSMENTS

Application ID	Location	Nature of Development	Primary Contact	Lodged	Consent Type	Consent Status	Consent Allocated To	Consent Days Remaining
25039273	21 WOODLEY AV NEWTON SA 5074	single storey dwelling	Netra Houston	10/09/2025	PC	On Hold (Applicant Request)		Hold
25039222	23 WOODLEY AV NEWTON SA 5074	Garage and shed	Netra Houston	05/09/2025	PC	On Hold (Applicant Request)		Hold

Applicant requests consent taken off-hold No active external or internal referral requests

1. Open the consent with assessment paused.

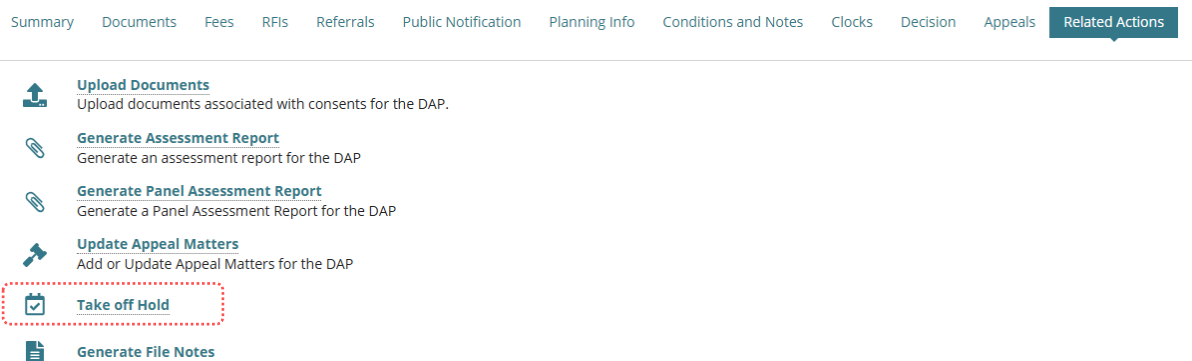
The consent Summary tab defaulted and shows **TAKE OFF HOLD** option.

Note, the below image is showing the tabs for a planning consent or planning and land division consent.

2. Click on TAKE OFF HOLD.



The option is additionally available from the **Related Actions** tab.



The **Take off hold (due to applicant's request)** page shows with total number of days the consent has been on hold and field to provide reasons for taking off hold (mandatory).

3. Provide a **reason for taking off hold** (optional).
4. Click on **SUBMIT**.

Take off hold (due to applicant's request)

Time consent has been on hold so far

1 day(s)

Reasons for taking off hold

Providing a reason is optional and included in the event history record.

72/4000

CANCEL

SUBMIT

The **Related Actions** page shows, and the following actions are available.

- Determine additional fees
- Place on hold
- Reset assessment time-frame as per Reg 35.1
- Edit total development cost
- Update Planning Info

Note, the below image is showing the tabs for a planning consent or planning and land division consent.

Consent with active external and internal referral requests

If the consent has active referral requests and/or internal referrals these are shown and will be notified of the consent being taken off-hold. For internal referrals the ability to choose to notify or not is available.

Additionally, include a comment to the external referral agencies and internal referrals to provide extra information (mandatory). The comments are included in an email received by the referral body and/or internal referral advising the consent assessment has resumed including additional information/comments which are shown only to the referral body within the referral request.

1. Provide a **reason for taking off hold** (optional).

Time consent has been on hold so far
14 day(s)

Reasons for taking off hold

Recommended to provide a reason why taken off hold.

51/4000

Includes external referrals

Notifying the listed referral bodies is automatically defaulted and mandatory.

The below external referral agencies and internal referrals will be notified on submission.

External referral agencies are always notified. However, for internal referrals an option is available to notify or not.

Referral requests not yet responded

Notify	Referral Body	Response Type	Distributed Date	Due Date
<input checked="" type="checkbox"/>	Commissioner of Highways	Schedule 9 (3)(4) Future Road Widening Overlay	10 Sept 2025	9 Oct 2025

Includes internal referral

2. Leave the default to notify or remove. Excluding the internal referral resposdee from receive an email notification.

The below external referral agencies and internal referrals will be notified on submission.

External referral agencies are always notified. However, for internal referrals an option is available to notify or not.

Referral requests not yet responded

Notify	Referral Body	Response Type	Distributed Date	Due Date
<input checked="" type="checkbox"/>	Arboriculture – Street Tree		24 Sept 2025	3 Oct 2025

3. Include a **comment** specific to the referral agencies and internal referral responders. Click outside of the text box when complete to close the 'enter comments' error message.

The comments are included in the email received by the referral body and/or internal referral, including the **success message** in the referral request and visible only to the referral body in the referral request.

4. Click on **SUBMIT** to remove the hold.

Include a comment to external referral agencies and internal referrals *

The comments are included as entered in email correspondence and referral requests, which are sent to the relevant external referral bodies and internal referral departments.

i In the comments, detail any modifications to the proposed development, including updates to existing plans, drawings or reports or additional documentation.

Include details of any modifications to the proposed development.

65/4000

CANCEL

SUBMIT

The **Related Actions** page shows, and the following actions are available.

- Determine additional fees
- Place on hold
- Reset assessment time-frame as per Reg 35.1
- Edit total development cost
- Update Planning Info

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

- Upload Documents**
Upload documents associated with consents for the DAP.
- Determine Additional Fees**
Determine if additional fees are required for a consent in the DAP
- Generate Assessment Report**
Generate an assessment report for the DAP
- Generate Panel Assessment Report**
Generate a Panel Assessment Report for the DAP
- Update Appeal Matters**
Add or Update Appeal Matters for the DAP
- Place On Hold**
- Reset Assessment Time-frame as per Reg 35.1**
- Generate File Notes**
- Edit Total Development Cost**
Edit/Update the total development cost for this development application
- Update Planning Info**

5. Click on **Summary** tab and shows the consent status of 'under assessment' or 'awaiting further information.'

PLACE ON HOLD

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

< Development application 25039222

Consent status: Under Assessment

Fees Outstanding: No

Development Location(s)

Zoning information

External referrals after consent taken off-hold

On taking the consent off-hold an email with subject line 'Consent taken off hold (applicant request) and assessment resumed' is received by both external referral agencies and internal referral departments (if applicable).

The referral body's task to 'respond to referral' remains available in the **My Tasks** dashboard and shows the request is 'active' i.e. assessment clock shows in the **Task Days Remaining** field.

Commissioner of Highways

REFERRALS

REQUEST FOR INFORMATION

PlanSA Release Notes

MY TASKS

Assigned to me only Assigned to my Referral Body

Q 25003195 SEARCH REQUESTING AUTHORITY Any RESPONSE TYPE Any

TASK NAME Any TASK ASSIGNED TO Any

Application ID	Location	Requesting Authority	Response Type	Task Name	Task Assigned To	Task Days Remaining
25003195	32 BUNDEY ST MAGILL SA 5072	City of Campbelltown	Schedule 9 (3)(7) Development Affecting Transport Routes and Corridors	Respond to Referral		20 Days

The same is seen in their **Referral Requests** dashboard access from the homepage menu.

REFERRAL REQUESTS | RESPONDED REFERRALS

Q 25003195 SEARCH REFERRAL ALLOCATED TO Any RESPONSE TYPE Any REFERRAL STATUS Any

CONSENT STATUS Any REQUESTING AUTHORITY Any DUE DATE Any - Any

Application ID	Development Number	Location	Nature of Development	Consent Type	Consent Status	Requesting Authority	Response Type	Referral Type	RA's Comments	Referral Allocated To	Requested Date	Due Date	Referral Status	Referral Action	Referral Days Remaining
25003195		32 BUNDEY ST MAGILL SA 5072	dwelling alteration - including tree maintenance	PC	Under Assessment	City of Campbelltown	Schedule 9 (3) (7) Development Affecting Transport Routes and Corridors	Direction	provides reason for request		24/9/2025	23/10/2025	Distributed	Respond to Referral	20 Days

Previewing the development application, the **Summary** page shows the 'respond to referral' action with the assessment days remaining.

Summary Documents Event History Related Actions

This application currently requires 1 action

Respond to Referral 20

Application Status: Lodged

Fees Outstanding: No

The **Assessment status** shows the consent status 'under assessment' with the assessment days remaining.

Assessment status

Consent / Stage / Dev. Approval	Relevant Authority	Status	Days
▶ Planning Consent	Assessment Manager at City of Campbelltown	Under Assessment	20
Building Consent		Initialised	
Development Approval for: Planning Consent Building Consent	City of Campbelltown	Awaiting Precursor Consent	

Previewing the consent, the **Summary** page shows will show the consent status, for example 'under assessment' or 'awaiting further information'.

Summary Documents Fees RFIs Referrals Clocks Appeals Related Actions

< Development application 25003195

Consent status: Under Assessment

Fees Outstanding: No

Development Location(s) Zoning information

The **Referrals** page includes a message, advising the relevant authority has 'resumed' the consent assessment at the applicant's request with information/comments detailing any updates to documentation, plans etc.

Each time the applicant requests the consent to be taken off-hold the **success message** is updated with the new or revised relevant authority comments/information.

Summary Documents Fees RFIs **Referrals** Clocks Appeals Related Actions

< Development application 25003195

Commissioner of Highways

Referral unassigned	Assign
Referred by	City of Campbelltown
Response type	Schedule 9 (3)(7) Development Affecting Transport Routes and Corridors
Referral type	Direction
Distributed	24 Sep 2025
Due	23 Oct 2025
Status	Distributed

Relevant Authority's comment

provides reason for request

✔ **Relevant authority has 'resumed' the consent assessment at the applicant's request.**
Provide details on which plans, documents etc. updated or uploaded (if applicable).

Clicking 'Accept referral' below will move this application from the 'For your Action' tab on the 'Assessments' dashboard to the 'Assessment in progress' tab. Please ensure that this referral is assigned to you, if you wish this application to be visible when you use the 'Assigned to me' filter on the dashboard.

[DECLINE REFERRAL](#) [ACCEPT REFERRAL](#)

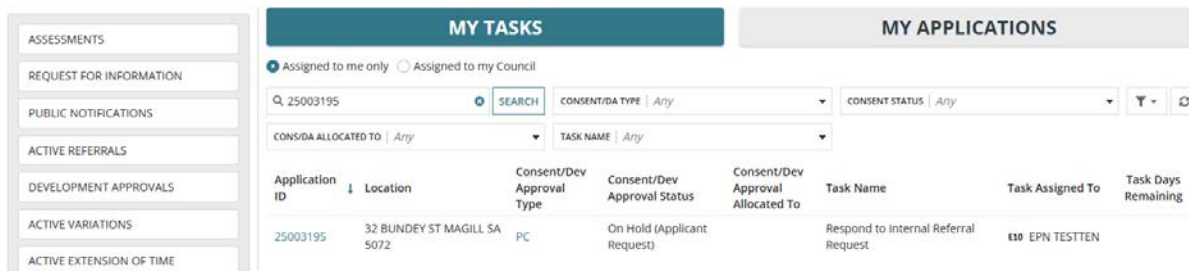
Internal referrals after consent taken off-hold

When the relevant authority nominates to 'notify' the internal referral user they will receive an email with subject line 'Consent taken off hold (applicant request) and assessment resumed' and includes the name of the internal department e.g. Arboriculture – street tree, due date (as applicable) and extra taken off-hold comments.

If the consent includes active external referrals in additional to the internal referral(s), then both are combined in the one email.



The nominated internal referral user will continue to have visibility of the task 'Respond to Internal Referral Request' in their **My Tasks** dashboard.



Additionally, the hyperlinked task is visible in the application **Summary** page.

