

## User Guide 5 Additional Information Requests

---

### Purpose of this User Guide

The purpose of this User Guide is to provide assistance to councils, Applicant Contacts and Referral Authorities about how to request, respond and assess requests for additional information for a SPEAR application.

### Who should read this?

Primary audience: Councils, Referral Authorities (RA's) and Applicant Contacts

### Introduction

During the subdivision process, councils or RA's may require additional information from the Applicant Contact in order to make their decision on planning permits or certification. This information can be requested through SPEAR and for councils, a timeframe set for the response. The Applicant Contact is then prompted to respond to the request, which in turn prompts the requester (the council or RA) to assess the information they receive against their original request.

Applications where requests for additional information from council are not responded to within the specified timeframe may be "lapsed" by council.

For RAs, the additional information request can be made as part of a referral response to referrals under Section 55 of the Planning and Environment Act, combined with a request to council for a suspension of the statutory time clock.

SPEAR applications will not be able to progress in the planning process where there is an outstanding response to a request for additional information or assessment of a response. For example, council will be unable to issue a planning permit decision until any current additional information request process is completed.

## 5.1 How does council request additional information in SPEAR?

- The council can request additional information at any time after the application is accepted for lodgement.
- From the Details Tab, select the optional action from the "Other Actions" drop down list "**Add Additional Information Request**" and click the 'go' button.

The screenshot displays the SPEAR web application interface. At the top, there is a navigation bar with links: [Return to Application List](#), [View Document Rules](#), [Settings](#), [Contact Us](#), [Help](#), and [Logout](#). On the right side of the navigation bar, the address is listed as 77 SUNSET STREET, EASTERN 3777, along with 'Planning Permit and Certification', 'Dealing Type: Section 22 (Subdivision)', 'Application Status: Referred', and a 'References' dropdown menu showing 'SPEAR Ref # - S003842E'. Below the navigation bar, the user information is displayed: 'Planning & Subdivision Applications Online', 'Barry Council', 'Council, Applicant Contact, 3rd Party Applicant, Administrator (Signing User)', and 'Current User Role: Council / Casey City Council'. The main content area has three tabs: 'Summary', 'Details', and 'Contacts'. The 'Details' tab is active, and the 'Add Additional Information Request' form is displayed. The form has a title bar 'Add Additional Information Request' and two options: 'Attach file (PDF)' with a 'Browse...' button, and 'OR Enter Additional Information Request directly' with a large text area. Below the text area, there is a 'Subject' input field and a 'Response required within' field set to '60' days. At the bottom right of the form, there are 'add now' and 'cancel' buttons.

### Requesting Additional Information

- Click the 'Browse' button and attach your previously prepared additional information request in PDF format or,
- Type (or paste) the details of your additional information request into the field provided. SPEAR will create a PDF document for you from this text.
- You must indicate the number of days within which the Applicant Contact must respond with the required information (the default time frame is 60 days) and provide a descriptive subject name for your request. Click the 'add now' button.

- Once the document is authenticated, an email notification sent to the applicant contact notifying them of the request. The Applicant Contact will now have a mandatory action to respond to council's request.

## 5.2 How do RA's request additional information?

There are **two** methods for RA's to request additional information from the Applicant Contact:

- The **first** method requests additional information as part of the referral response to a Section 55 referral request. This method also sends a notification to council to request a suspension of time on the statutory clock.
  - From the Details Tab, select the mandatory action "Add RA Response (Section 55[Certification, SOC])".
  - Select to respond to Section 55 and click 'Next>'.

**Note: You may also respond to certification at the same time but consenting to Statement of Compliance will disable the ability to request further information using this method.**

- Select the radio button option 'Request for additional information' and click 'Next>'.

The screenshot shows the 'Add Referral Response' form in the SPEAR system. At the top, there is a navigation bar with links: 'Return to Application List', 'View Document Rules', 'Settings', 'Contact Us', 'Help', and 'Logout'. The user is logged in as 'seema sumaru, Referral Authority (Password Approval User)'. The application details include: '20 CLOW STREET, DANDENONG VIC 3175', 'Zone: 37.02 Comprehensive Development (...)', 'Council: Dandenong City Council', 'Planning Permit and Certification', 'Dealing Type: Section 23 (Removal of Re ...)', 'Application Status: Referred', and 'References: SPEAR Ref # - S003833H'. The form has three tabs: 'Summary', 'Details', and 'Contacts'. The 'Add Referral Response' section asks the user to 'State the nature of your response:' and provides five radio button options:
 

- Do not object to the granting of the permit
- Do not object to the granting of the permit subject to conditions
- Object to the granting of the permit (specify grounds of objection)
- Request additional information
- No referral required

 Below the options is an 'Add Comments:' section with a text area and a 'next >' button. A 'cancel' button is also present at the bottom right of the form.

### Requesting Additional Information as part of the Section 55 response

- Click the 'Browse' button and attach your previously prepared response in PDF format or,
  - Type (or paste) the details of your response into the field provided. SPEAR will create a PDF document for you from this text. It's important to ensure that your contact details are included
  - Once the document is authenticated, an email notification will be sent to the Applicant Contact notifying them about the request.
  - The RA will now have a mandatory action to "Add Additional Information Request". Complete this action, adding the details of the request for Additional Information by either clicking the 'Browse' button and attach your previously prepared additional information request in PDF format, or, typing (or paste) the details of your additional information request into the field provided. SPEAR will create a PDF document for you from this text. Click the 'add now' button.
  - The Applicant Contact will now have a mandatory action to respond to the RA's request. Another notification will be sent to council requesting a suspension of time for the statutory clock.
  - Once the response is added to SPEAR by the Applicant Contact, the RA will have a mandatory action to assess the response against the original request.
  - Responding to Section 55 remains a mandatory action for RA's and can be responded to again at any time.
- The **second** method for requesting additional information is outside of the referral response process.
    - To do this, from the Details Tab, select the optional action from the "Other Actions" drop down list "Add Additional Information Request" and click the 'go' button.
    - On the next screen, click the 'Browse' button and attach your previously prepared additional information request in PDF format, or,
    - Type (or paste) the details of your additional information request into the field provided. SPEAR will create a PDF document for you from this text. Click the 'add now' button.
    - Once the document is authenticated, it will be saved in SPEAR and an email notification sent to the applicant contact notifying them about the request. The applicant contact will now have a mandatory action to respond to the RA's request. Another notification will be sent to council requesting a suspension of time for the statutory clock.
    - Once the response is added to SPEAR by the Applicant Contact, the RA will have a mandatory action to assess the response against the original request.

## 5.3 How can an Applicant Contact respond to a request for additional information?

- Each Additional Information Request from council or RA's will create a mandatory action for the Applicant Contact to respond.
- To respond, from the Details Tab, click on the mandatory action "Add Response to Additional Information Request".

The screenshot displays the SPEAR web application interface. At the top, there is a navigation bar with links: [Return to Application List](#), [View Document Rules](#), [Settings](#), [Contact Us](#), [Help](#), and [Logout](#). The user information section shows: Planning & Subdivision Applications Online, Adam Ronaldo (Applicant Contact, Administrator (Signing User)), Current User Role: Applicant Contact / Oberon Surveys Pty Ltd, and the address: 2 MAUD STREET, SUNSET 3777, Council: Casey City Council, Planning Permit and Certification, Dealing Type: Section 22 (Subdivision), Application Status: Referred. A dropdown menu for References shows 'SPEAR Ref # - S003845S'. Below the navigation bar are tabs for Summary, Details, and Contacts. The main content area is titled 'Add Response to Additional Information Request'. It features an 'Attach file (PDF)' section with a 'Browse...' button. Below this is an 'OR' section and a text box labeled 'Enter Response to Additional Information Request directly'. At the bottom right of the form are 'add now' and 'cancel' buttons. The footer contains a [Disclaimer](#), [Privacy Statement](#), and 'Copyright © 2004 State Government of Victoria'.

### Responding to a Request for Additional Information

- Click on the 'Browse' button and add a previously prepared PDF document containing the additional information or, type the details into the text box provided and SPEAR will create a PDF document for you. Click 'add now'.
- Once the document is authenticated, it will be saved in SPEAR and an email notification sent to the council or RA notifying them of the response. The requester (council or RA) will now have a mandatory action to assess the Applicant Contact's response.

- "Requests for Additional Information" made by council will indicate the timeframe you have in which to respond. If you require additional time to collect the information required you can request an "Extension of Time" to respond to a "Request for Additional Information".

**Note: Additional information requests made by RA's do not have a timeframe to provide a response in SPEAR.**

#### **5.4 Assessing the response to a request for additional information.**

- When the Applicant Contact submits a response in SPEAR to a "Request for Additional Information", the requester (council or RA) must assess whether the response supplied by the Applicant Contact satisfies all of the requirements set out in the request.
- If the request has not been satisfied, the requester will respond with another "further information is required" request and supply an attachment containing the details of the information that remains outstanding. SPEAR will return the mandatory action to the Applicant Contact to "Add Response to Additional Information Request" and the cycle of assessment will begin again.
- If the request has been satisfied, the requester can progress with processing the application.

#### **5.5 How do Applicant Contacts request an extension of time to respond to a request for additional information?**

- If the timeframe required by council is not sufficient for the Applicant Contact to collect the relevant additional information, they can request that the council or RA agree to an extension of time for the Applicant Contact to provide a response to a particular request.
- From the Details Tab, select the optional action from the "Other Actions" drop down list "Add request for an extension of time to respond to a request for additional information" and click the 'go' button.

Return to Application List | View Document Rules | Settings | Contact Us | Help | Logout

77 SUNSET STREET, EASTERN 3777  
Council: Casey City Council  
Planning Permit and Certification  
Dealing Type: Section 22 (Subdivision)  
Application Status: Referred  
References: SPEAR Ref # - S003842E

Planning & Subdivision Applications Online Adam Ronaldo  
Applicant Contact, Administrator  
(Signing User)  
Current User Role: Applicant Contact / Oberon Surveys Pty Ltd

**SPEAR**

Summary Details Contacts

**Request Extension of Time**

Attach file (PDF)

OR

Enter reason for request directly  
Request for additional TIME

Oberon Surveys Pty Ltd request an extension of time to provide a response for further information. Council has requested that you provide your response within 60 days.  
Oberon Surveys Pty Ltd is requesting the following number of additional days

[Disclaimer](#) | [Privacy Statement](#)  
Copyright © 2004 State Government of Victoria

### Requesting an extension of time to respond to an additional information request

- Click the 'Browse' button and attach your previously prepared extension of time request in PDF format, or type (or paste) the details of your extension of time request into the field provided. SPEAR will create a PDF document for you from this text.
- Enter the number of additional days you require to submit your response into the field provided. Click the 'add now' button.
- Once the document is added to SPEAR, an email notification will be sent to the council notifying them about the request for an extension of time. A mandatory action will be created for council to "Assess the request for an extension of time to provide a response to their Additional Information Request" and they may accept or deny this request.

## 5.6 Assessing the request for an extension of time which responds to a request for additional information.

- When the Applicant Contact submits a request for an extension of time to provide a response to a particular request for additional information, the requester (council or RA) must assess whether to grant the extension of time.
- If the request is accepted, the number of days requested by the Applicant Contact will be added to the current total of days allowed for the response.

The due date for the response is displayed next to the Applicant Contacts mandatory action to respond to the additional information request.

- If the response is rejected, the response timeframe remains as it was and the council or RA must add a document to the decision by either clicking the 'Browse' button and attaching a previously prepared document in PDF format, or, typing (or pasting) the details of the response into the field provided. SPEAR will create a PDF document for you from this text.

## **5.7 How do council lapse an application that has exceeded the timeframe to respond to a request for additional information?**

- The council can elect to "Lapse Application" if the Applicant Contact has exceeded the allotted time frame to respond to a "Request for Additional Information". Once lapsed, the application is deemed to be complete and no further actions may be performed within the application. Neither the Applicant Contact, nor the council can reinstate a lapsed application.
- From the Details Tab, select the optional action "Lapse Application" from the "Other Actions" drop down list and click the 'go' button.
- Click on the 'lapse' button. No authentication is required for this action, but the action can only be completed by users with an authorisation level at, or greater to, password approval in SPEAR.
- Once completed, SPEAR sends notification emails to other interested SPEAR users, to advise them of the lapsing of the application in SPEAR. The status of the application changes to "Lapsed". The documents and decisions previously added to a lapsed application are still available in SPEAR and are not deleted, but no further actions (mandatory or optional) can be performed on a lapsed application. "Lapsed" applications can be viewed from SPEAR users "completed applications list".
- The "Lapse Application" action is only available to council once the prescribed time frame to respond to a "Request for Additional Information" by council has been exceeded.

---

### **Need more information?**

Further information on this topic can be found by:

1. Visiting the SPEAR website [www.landexchange.vic.gov.au/SPEAR](http://www.landexchange.vic.gov.au/SPEAR)
2. Contacting the SPEAR Service Desk on 8636 3049 or email [spear.info@dse.vic.gov.au](mailto:spear.info@dse.vic.gov.au)
3. Selecting the [Help](#) link in the relevant area of the system