



PlanBuild
TASMANIA

Reject an Application

Version 1

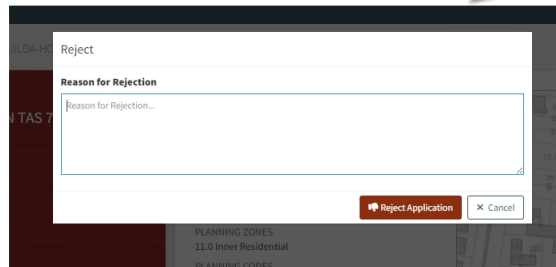
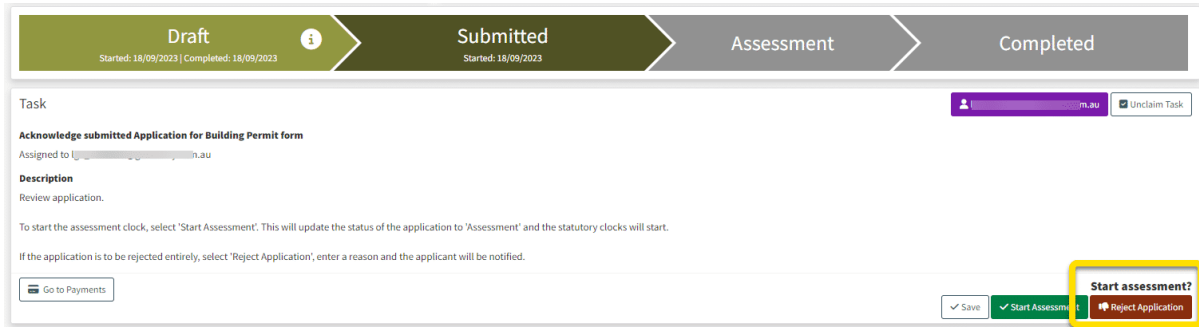


Table of Contents

1. Reject an Application	1
2. Considerations	2
3. Refuse an Application	3



1. Reject an Application

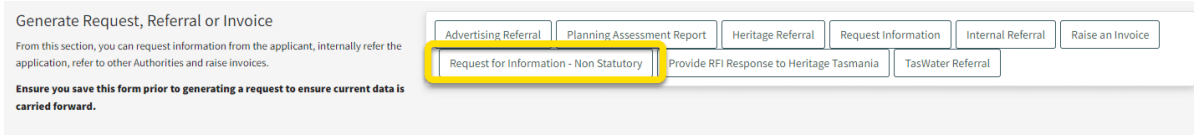


Under 'Submitted' status, an Admin Officer can reject an application if needed.

Select the 'Reject Application' option in the Task description box, you will be required to enter a reason for rejection in the pop-up form.

A notification will be sent to the applicant's email address and their PlanBuild Tasmania mailbox, who will be able to see the reason for rejection.

2. Considerations



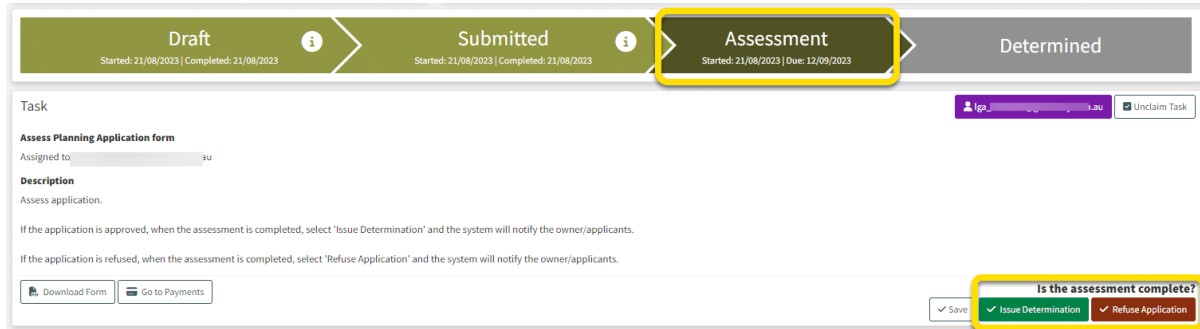
If an application is rejected, the applicant will have to fill out a new form and upload the required documents again in order to 're-apply'. Also, for the Councils taking upfront payment, rejection will lead to refunds and other administrative processes.

If there are information or documents missing from the application, you can simply request for information from the applicant via the portal, instead of rejecting application.

However, if the application has critical issues (e.g. applicant is using a wrong application form), you may reject it.

Note: you can instruct the applicant to select the 'office use only' button when submitting the new application to avoid having to refund fees. A request for any additional payment can be raised if required once submitted.

3. Refuse an Application



The screenshot displays a workflow for assessing a planning application. The workflow consists of four stages: Draft, Submitted, Assessment, and Determined. The 'Assessment' stage is currently active and highlighted with a yellow box. Below the workflow, the task details for 'Assess Planning Application form' are shown, including the assigned user and a description. At the bottom right, a section titled 'is the assessment complete?' contains three buttons: 'Save', 'Issue Determination' (highlighted in green), and 'Refuse Application' (highlighted in red).

Once an application is progressed to Assessment status, you can no longer reject it.

During assessment, there is an option to refuse an application which will issue a refusal output (a certificate).