

This guide covers the steps to check the status of your Environmental Impact Assessment application or General planning enquiry and track the progress via:

- the Home screen
- your Recents
- searching by number (case ID) or project name.

The guide also shows how to display the case history which provides an audit trail of the actions / steps and also includes the steps to download the SER report after conditional or final approval.

Home

Display the status of your EIA application or general planning enquiry via the **Home** screen:

The application **status** is shown against each EIA application, general planning enquiry and help ticket on your Home page.

The **Organisation applications tab** shows the status of items you have not yet submitted and items you have submitted.

The screenshot shows the 'Home' screen with the 'Organisation applications' tab selected. The table below lists 8 results submitted by Nicola Evans:

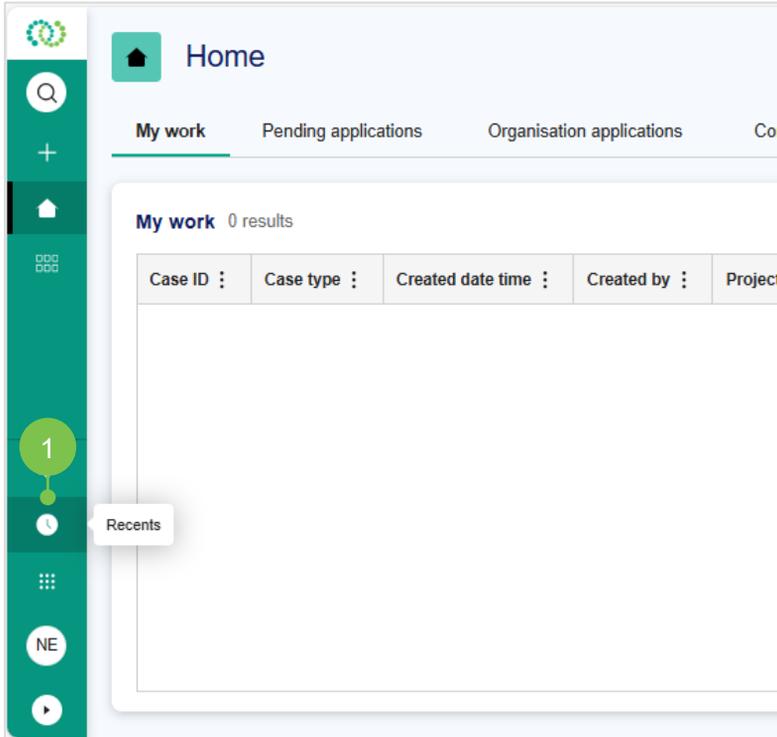
Case ID	Submitted date time	Submitted by	Organization name	Project name	Application status
EIA-62003	30 June 2025, 2:41 pm	Nicola Evans	DESIGNER BUILDING PTY LTD	---	OPEN
EIA-58005	27 June 2025, 5:38 pm	Nicola Evans	DESIGNER BUILDING PTY LTD	Huntingwood D...	PENDING-ASSESSMENT
EIA-58004	27 June 2025, 5:27 pm	Nicola Evans	DESIGNER BUILDING PTY LTD	---	PENDING-ASSESSOR RESPONSE
S-165007	21 June 2025, 6:50 pm	Nicola Evans	DESIGNER BUILDING PTY LTD	---	PENDING-INVESTIGATION
S-165006	21 June 2025, 6:48 pm	Nicola Evans	DESIGNER BUILDING PTY LTD	---	RESOLVED-CANCELLED
S-166010	21 June 2025, 4:07 pm	Nicola Evans	DESIGNER BUILDING PTY LTD	---	RESOLVED-CANCELLED
S-165005	21 June 2025, 2:50 pm	Nicola Evans	DESIGNER BUILDING PTY LTD	---	NEW
EIA-50025	13 June 2025, 12:05 pm	Nicola Evans	DESIGNER BUILDING PTY LTD	Badgerys Creek	OPEN

Colour legend for the application or enquiry status:

- BLOCKED** (Red)
- PENDING** (Purple)
- NEW** (Grey)
- OPEN** (Light Blue)
- RESOLVED** (Green)

Recents

To display the status of your EIA application or general planning enquiry via **Recents**:

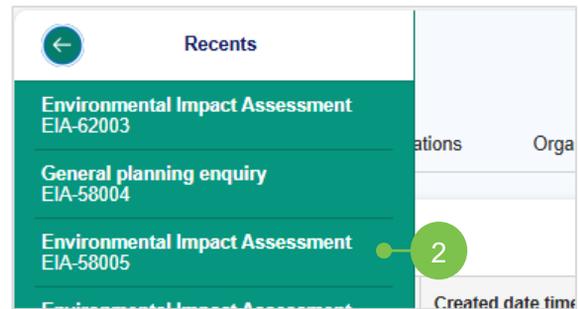


1. Click or **Recents** to view your recent items.

The **Recents** panel displays and shows items you have:

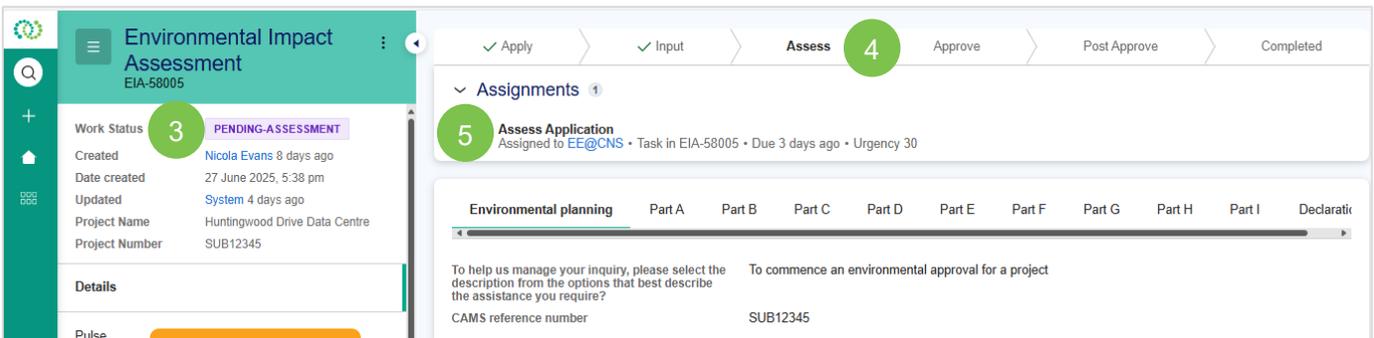
- created but saved as draft (open)
- created and submitted

2. In your Recents list, click to **select** the item you want to display / check.

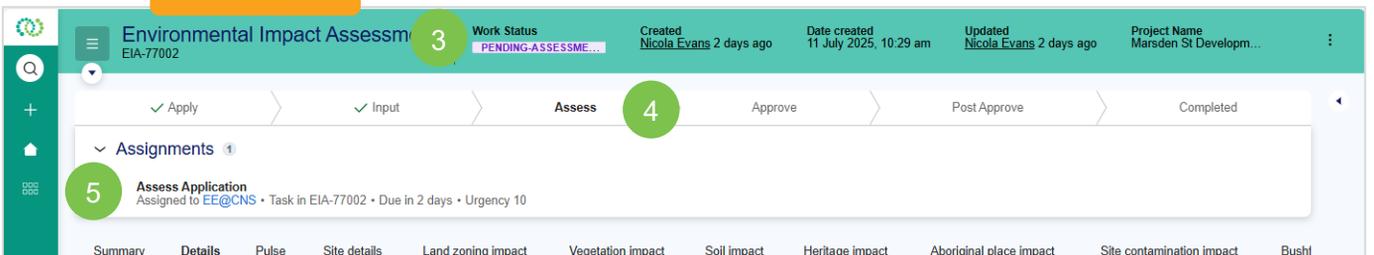


3. The **Work Status** is shown in the panel on the left (if you have collapsed this section, the information displays in a header bar as shown in the second screenshot below). This section also shows date created, date updated and by whom.
4. **Top Bar (chevrons)** – shows the stage (in the application lifecycle) the application has progressed to e.g. Assess. The current stage is in **bold**, and a **green tick** denotes a completed stage.
5. **Assignments** – click > to expand this section. It shows who the enquiry or application is currently with for review or approval. If you have saved the item as draft, it will show as OPEN and Assigned to you (for completion).

Note: If the application is completed (resolved) the assignments tab will not appear.

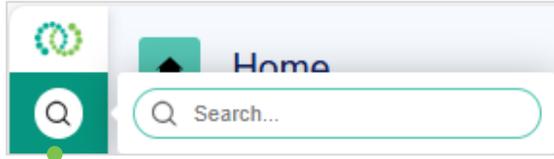


OR



Search by case ID

To search for your EIA application by **case ID** and check the status:



1. Click  to open the search field



2. Enter the **case number** in full e.g. EIA-77002

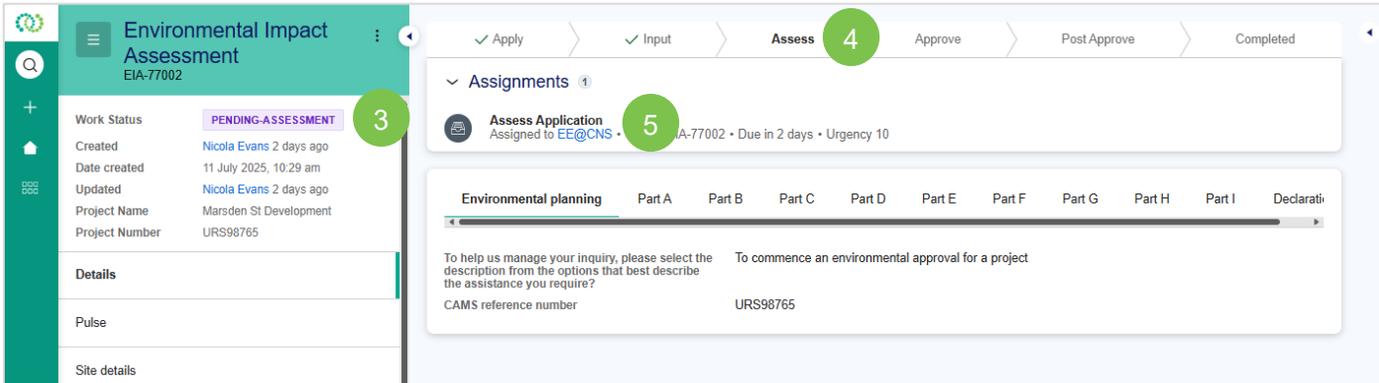
3. The Environmental Impact Assessment case displays (or **No items displays if no matches were found**).

3. The case displays. **Work status** shows the application case status.

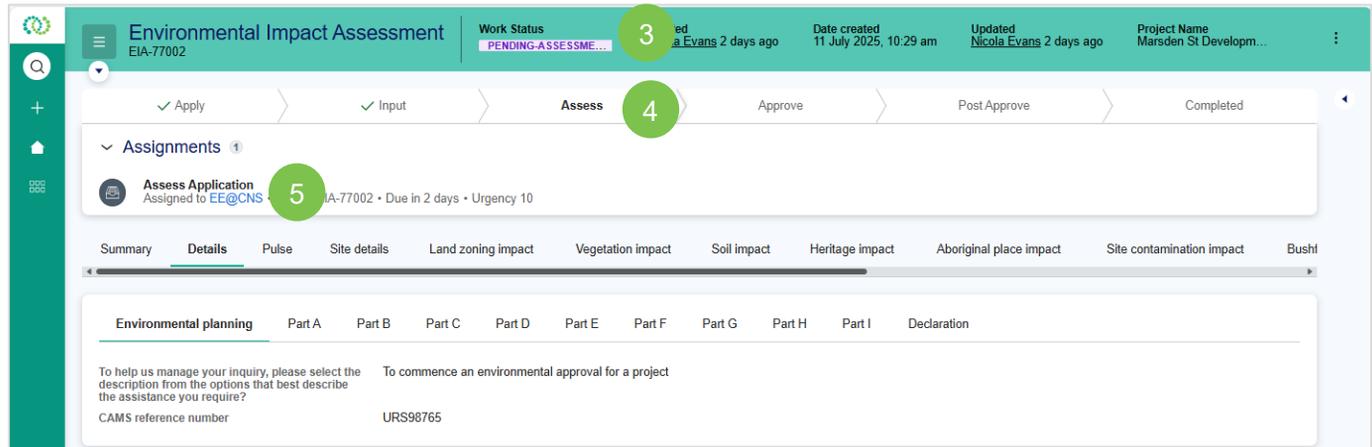
Note: You must include the **EIA-** prefix e.g. EIA-77002, not 77002

4. The current stage of the application is in **bold** (in this example **Assess**)

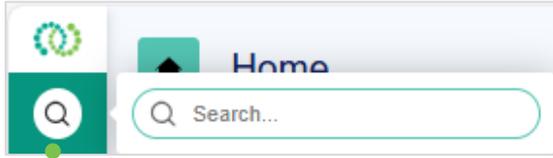
5. **Assignments** – shows who the enquiry or application is currently with for review or approval (*click > to expand this section*).



OR



Search by project name



To search for your EIA application by **project name** and check the status:

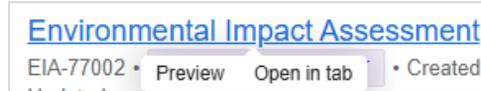
1. Click  to open the search field
2. Enter the **project name** or **part of the project name** and press **Enter**
(wildcards are not required when searching by project name – just enter part of the value)



The search results display (or show **No items** if no matches were found).

Note: Searching by **project name** is not case sensitive, and you can enter part of the name (without wildcards)

3. You can further refine your search using the Search panel on the left
4. Hover over the case type (e.g. Environmental Impact Assessment) and select **Preview** to display a summary on the right of the screen or click **Open in tab** to display the case in a new tab.



Search

Case type

- Environmental Impact Assessment
- Seek Assistance

Status

- BLOCKED**
- PENDING**
- NEW**
- OPEN**
- RESOLVED**

Type of work

- All unresolved work
- Work last entered by me
- Work last updated by me

Last updated

- Last 90 days
- Last 30 days
- Last 7 days
- Yesterday
- Today

Search results

Environmental Impact Assessment
EIA-50004 • **PENDING-APPLICANT REVIEW** • Created on 10 June 2025 by Michael [Name] • Updated on 10 June 2025 by Geoffrey Fernandez

Environmental Impact Assessment
EIA-77002 • **Preview** **Open in tab** • Created on 11 July 2025 by Nicola Evans • Updated on 11 July 2025 by Nicola Evans

Change your search criteria in the search field at the top of the screen, if required

Environmental Impact Assessment
EIA-77002

Assess 4 5 6

Assignments 1

Assess Application
Assigned to EE@CNS • Task in EIA-77002 • Due in 2 days • Urgency 10

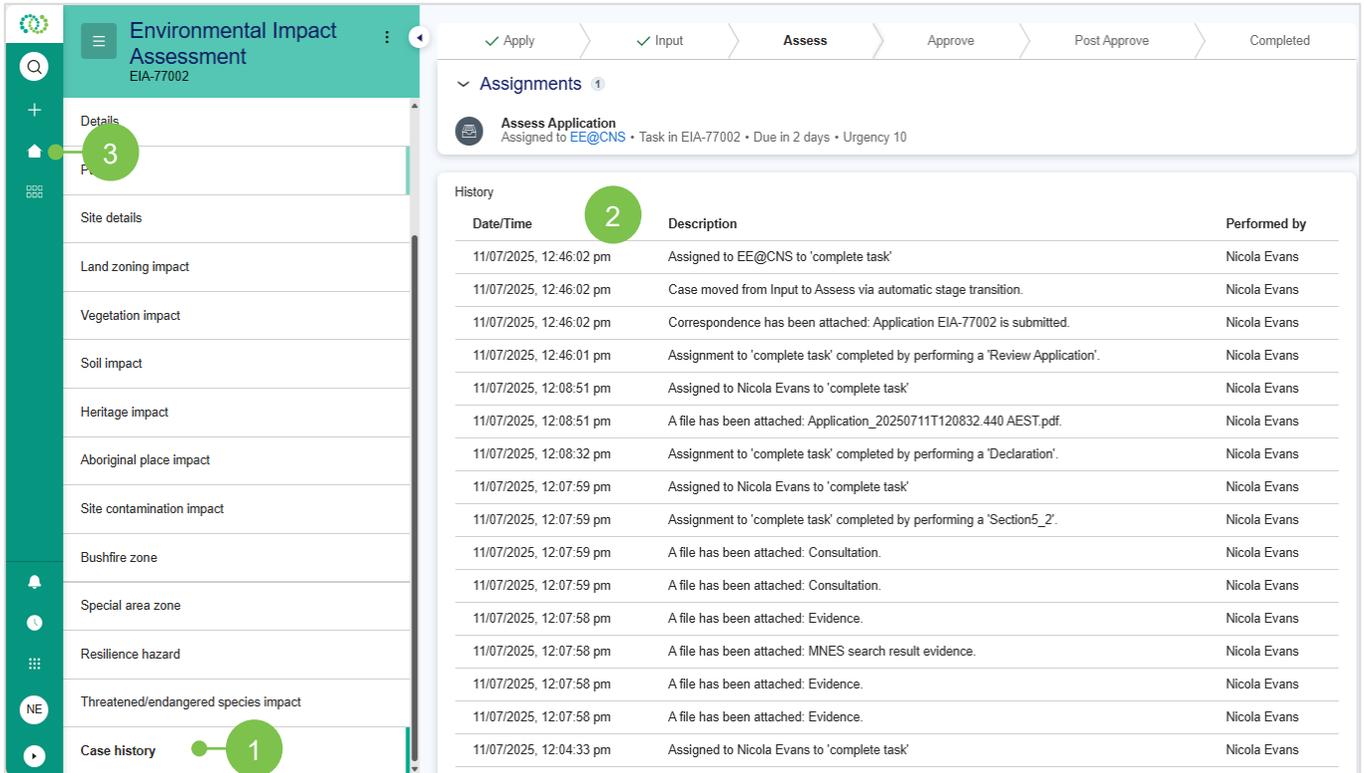
Summary Details Pulse Utilities

Work Status	PENDING-ASSESSMENT
Created	Nicola Evans 2 days ago
Date created	11 July 2025, 10:29 am
Updated	Nicola Evans 2 days ago
Project Name	Marsden St Development
Project Number	URS98765

Case History

To display an audit trail of events:

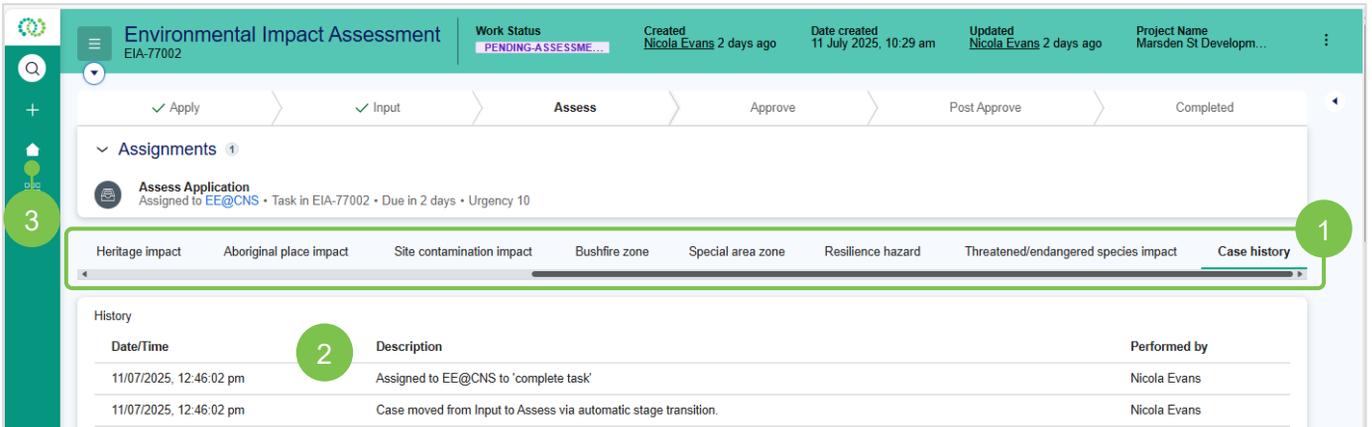
1. When you are displaying the application case, select **Case history** if you want to view an audit trail of events.
2. The case history shows the date & time, a description of the event and the user name.
3. Click  to return to your Home page.



The screenshot shows the 'Environmental Impact Assessment' interface for EIA-77002. The sidebar on the left has the 'Case history' tab selected, indicated by a green circle with the number '1'. The main content area shows a progress bar with stages: Apply, Input, Assess, Approve, Post Approve, and Completed. Below the progress bar, there is an 'Assess Application' card with details: Assigned to EE@CNS, Task in EIA-77002, Due in 2 days, Urgency 10. The 'History' table below shows a list of events:

Date/Time	Description	Performed by
11/07/2025, 12:46:02 pm	Assigned to EE@CNS to 'complete task'	Nicola Evans
11/07/2025, 12:46:02 pm	Case moved from Input to Assess via automatic stage transition.	Nicola Evans
11/07/2025, 12:46:02 pm	Correspondence has been attached: Application EIA-77002 is submitted.	Nicola Evans
11/07/2025, 12:46:01 pm	Assignment to 'complete task' completed by performing a 'Review Application'.	Nicola Evans
11/07/2025, 12:08:51 pm	Assigned to Nicola Evans to 'complete task'	Nicola Evans
11/07/2025, 12:08:51 pm	A file has been attached: Application_20250711T120832.440 AEST.pdf.	Nicola Evans
11/07/2025, 12:08:32 pm	Assignment to 'complete task' completed by performing a 'Declaration'.	Nicola Evans
11/07/2025, 12:07:59 pm	Assigned to Nicola Evans to 'complete task'	Nicola Evans
11/07/2025, 12:07:59 pm	Assignment to 'complete task' completed by performing a 'Section5_2'.	Nicola Evans
11/07/2025, 12:07:59 pm	A file has been attached: Consultation.	Nicola Evans
11/07/2025, 12:07:59 pm	A file has been attached: Consultation.	Nicola Evans
11/07/2025, 12:07:58 pm	A file has been attached: Evidence.	Nicola Evans
11/07/2025, 12:07:58 pm	A file has been attached: MNES search result evidence.	Nicola Evans
11/07/2025, 12:07:58 pm	A file has been attached: Evidence.	Nicola Evans
11/07/2025, 12:07:58 pm	A file has been attached: Evidence.	Nicola Evans
11/07/2025, 12:04:33 pm	Assigned to Nicola Evans to 'complete task'	Nicola Evans

OR



The screenshot shows the 'Environmental Impact Assessment' interface for EIA-77002. The bottom navigation bar has the 'Case history' tab selected, indicated by a green circle with the number '1'. The main content area shows a progress bar with stages: Apply, Input, Assess, Approve, Post Approve, and Completed. Below the progress bar, there is an 'Assess Application' card with details: Assigned to EE@CNS, Task in EIA-77002, Due in 2 days, Urgency 10. The 'History' table below shows a list of events:

Date/Time	Description	Performed by
11/07/2025, 12:46:02 pm	Assigned to EE@CNS to 'complete task'	Nicola Evans
11/07/2025, 12:46:02 pm	Case moved from Input to Assess via automatic stage transition.	Nicola Evans

Download SER Report

When your application receives approval, you will receive an email with one of the following subjects:

- Application EIA-XXXX received conditional approval, or
- Application EIA-XXXX received SER final approval

The detailed SER report will be available in the portal **within approximately 4 hours** of receiving this email.

Hints and tips!

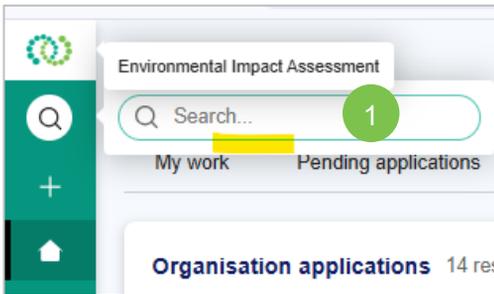
- *If you cannot see the report immediately, please allow time for the document to generate before checking again (the SER report becomes available within 4 hours of the approval email being issued).*
- *All documents associated with the application can be accessed via the attachments section within the application.*

Use one of the following options to download the SER report.

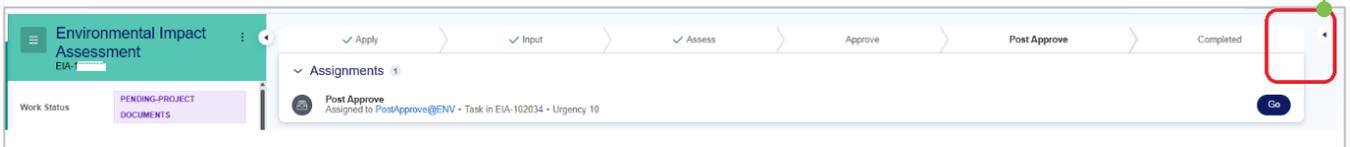
Option 1 – Search for the application

Log in to the **EIA portal**.

1. Use the **search bar** and enter either the **Project Number** or Application Number (EIA-XXXX).



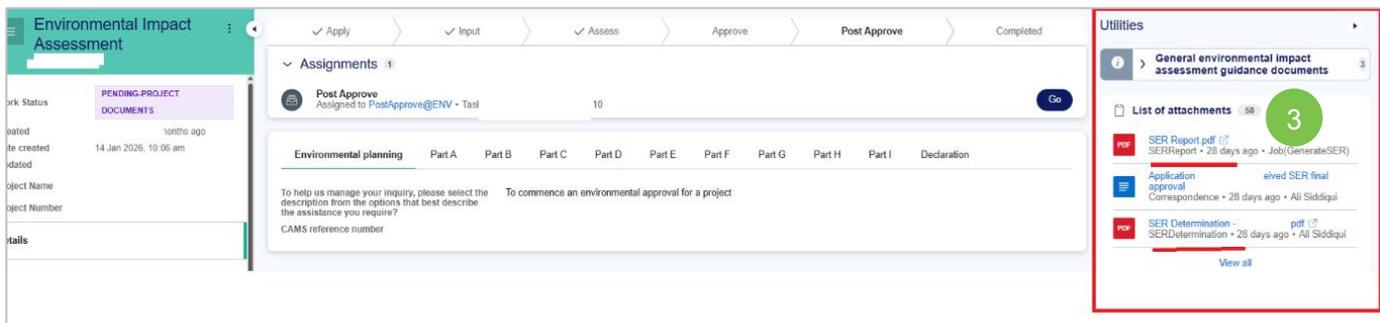
2. **Open** the application and click the **attachments icon** to **expand** the attachments section (**Utilities**).



3. Select **SER Report.pdf** to open the full report.

4. Save the PDF to your local system if required.

5. If needed, you can also download the **SER Determination** document from the same attachments section.

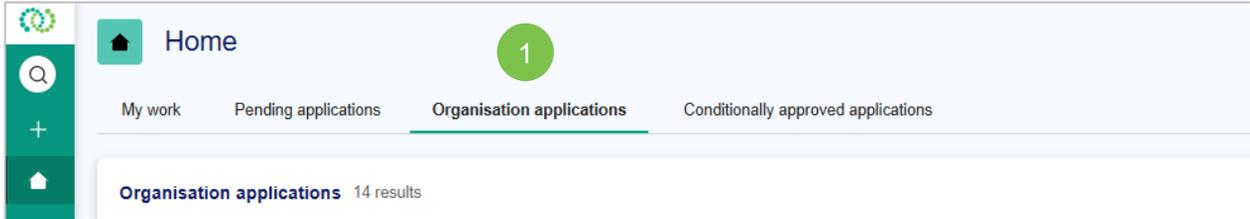


Download SER Report (continued)

Option 2 – Organisation applications view

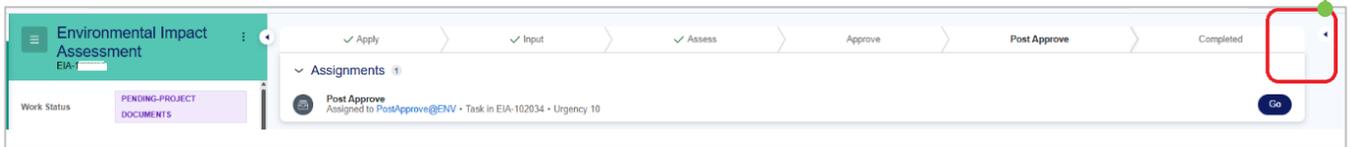
Log in to the **EIA portal**.

1. Select the **Organisation applications** tab.



Applications submitted by users within your organisation are grouped by **Submitted By**.

2. Select the **application number** that received the approval email and click the **attachments icon** to expand the attachments section.



3. Select **SER Report.pdf** to open and download the full report.
4. The **SER Determination** document can also be downloaded from the same attachments section, if required.

