

This guide provides an **overview** of the **functions and screen layout** in the Environment Portal (also referred to as the Environmental Impact Assessment or EIA portal).

The guide also covers **general navigation**, how to **save as draft**, how to **withdraw** an **application or enquiry** that you have not submitted (status is **open**) and how to download the SER report.

Home screen

Information on your **Home** screen is displayed across four **tabs**:

- **My work** – applications cases / enquiries that:
 - you started to create but have saved as draft and not yet submitted (status OPEN or NEW)
 - have been sent back to you for you to amend and resubmit
- **Pending applications** – your application cases (class 3) where council consultation is required
- **Organisation applications** – applications cases / enquiries / technical help requests you have submitted but have not yet been reviewed or approved (PENDING). You can view and track the status of **all** applications made within your organisation (i.e. both your own and your colleagues) and see who the application is with for assessment or review
- **Conditionally approved applications** – applications submitted within 40 days of council consultation.

My work Pending applications **Organisation applications** Conditionally approved applications

Home

My work Pending applications **Organisation applications** Conditionally approved applications

Organisation applications 6 results

Case ID	Submitted date time	Submitted by	Organization name	Project name	Application status	Current application owner	Current application owner team	Current application work queue	Last updated by
Submitted by: Nicola Evans (6)									
EIA-58004	27 June 2025, 5:27 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD	—	PENDING-ASSESSOR RESPONSE	—	CNS	CNS queue	Nicola Evans
S-165007	21 June 2025, 6:50 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD	—	PENDING-INVESTIGATION	—	default	Support Request	Agent(System-Queue-S
S-165006	21 June 2025, 6:48 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD	—	RESOLVED-CANCELLED	—	—	—	Nicola Evans
S-166010	21 June 2025, 4:07 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD	—	RESOLVED-CANCELLED	—	—	—	Nicola Evans
S-165005	21 June 2025, 2:50 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD	—	NEW	Nicola Evans	Default	—	Nicola Evans
EIA-50025	13 June 2025, 12:05 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD	—	OPEN	Nicola Evans	Default	—	Nicola Evans

Case ID is the application or enquiry number (prefixed EIA) or the support request number (i.e. “something not working” help request). The system automatically assigns the next available number when you create an application

My work Pending applications **Organisation applications** Conditionally approved applications

Organisation applications 6 results

Case ID	Submitted date time	Submitted by	Organization name
Submitted by: Nicola Evans (6)			
EIA-58004	27 June 2025, 5:27 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD
S-165007	21 June 2025, 6:50 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD
S-165006	21 June 2025, 6:48 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD
S-166010	21 June 2025, 4:07 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD
S-165005	21 June 2025, 2:50 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD
EIA-50025	13 June 2025, 12:05 pm	Nicola Evans	DESIGNER [REDACTED] PTY LTD

Submitted by - user (in your organisation) who created, saved or submitted the application case, planning enquiry or technical help request

Home screen (continued)

Click **⋮ Actions** to change the settings on any column (and click again to remove the setting)

Organisation applications 8 results

Case ID	Submitted date time	Submitted by	Organization name	Project name	Application status	Current application owner
Submitted by: Nicola Evans (8)						
EIA-62003	30 June 2025, 2:41 pm	Nicola Evans	DESIGNER	---	OPEN	
EIA-58005	27 June 2025, 5:38 pm	Nicola Evans	DESIGNER	Huntingwood D...	PENDING-ASSESSMENT	
EIA-58004	27 June 2025, 5:27 pm	Nicola Evans	DESIGNER	---	PENDING-ASSESSOR RESPONSE	
S-165007	21 June 2025, 6:50 pm	Nicola Evans	DESIGNER	---	PENDING-INVESTIGATION	
S-165006	21 June 2025, 6:48 pm	Nicola Evans	DESIGNER	---	RESOLVED-CANCELLED	
S-166010	21 June 2025, 4:07 pm	Nicola Evans	DESIGNER	---	RESOLVED-CANCELLED	

Search in selected tab (e.g. Organisation applications)

Home

My work Pending applications **Organisation applications** Conditionally approved applications

Organisation applications 6 results

Case ID	Submitted date time	Submitted by	Organization name	Project name	Application status	Current application owner	Current application owner team	Current application work queue	Last updated by
Submitted by: Nicola Evans (6)									
EIA-58004	27 June 2025, 5:27 pm	Nicola Evans	DESIGNER PTY LTD	---	PENDING-ASSESSOR RESPONSE	---	CNS	CNS queue	Nicola Evans
S-165007	21 June 2025, 6:50 pm	Nicola Evans	DESIGNER PTY LTD	---	PENDING-INVESTIGATION	---	default	Support Request	Agent(System-Queue-5
S-165006	21 June 2025, 6:48 pm	Nicola Evans	DESIGNER PTY LTD	---	RESOLVED-CANCELLED	---	---	---	Nicola Evans
S-166010	21 June 2025, 4:07 pm	Nicola Evans	DESIGNER PTY LTD	---	RESOLVED-CANCELLED	---	---	---	Nicola Evans
S-165005	21 June 2025, 2:50 pm	Nicola Evans	DESIGNER PTY LTD	---	NEW	Nicola Evans	Default	---	Nicola Evans
EIA-58025	13 June 2025, 12:05 pm	Nicola Evans	DESIGNER PTY LTD	---	OPEN	Nicola Evans	Default	---	Nicola Evans

Search by part values on any of the columns (except date time columns)

My work Pending applications **Organisation applications** Conditionally approved applications

Organisation applications 1 result

Q hunting

Case ID	Submitted date time	Submitted by	Organization name	Project name	Application status	Current application owner
Submitted by: Nicola Evans (1)						
EIA-58005	27 June 2025, 5:38 pm	Nicola Evans	DESIGNER	Huntingwood D...	PENDING-ASSESSMENT	---

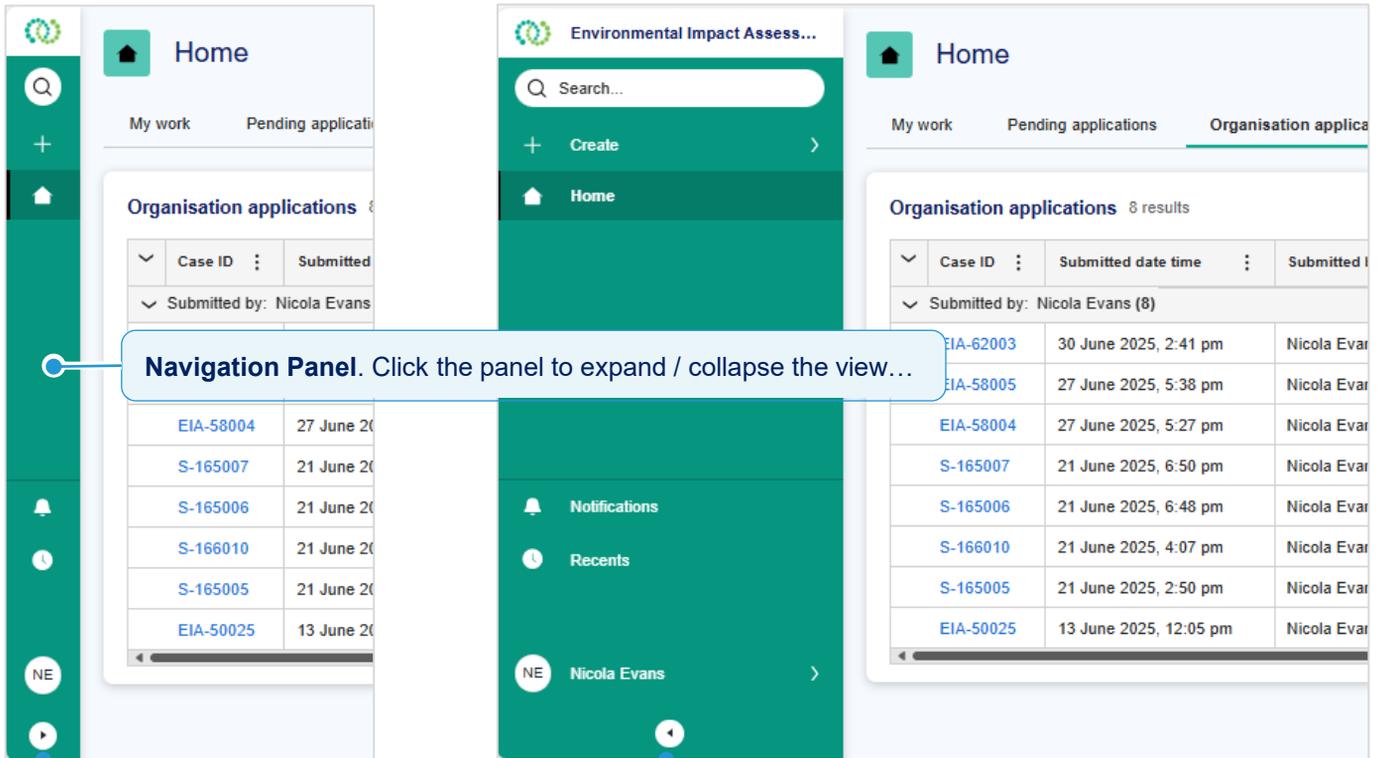
My work Pending applications **Organisation applications** Conditionally approved applications

Organisation applications 1 result

Q 58005

Case ID	Submitted date time	Submitted by	Organization name	Project name	Application status	Current application owner	Current app
Submitted by: Nicola Evans (1)							
EIA-58005	27 June 2025, 5:38 pm	Nicola Evans	DESIGNER PTY LTD	Huntingwood D...	PENDING-ASSESSMENT	---	CNS

Navigation panel

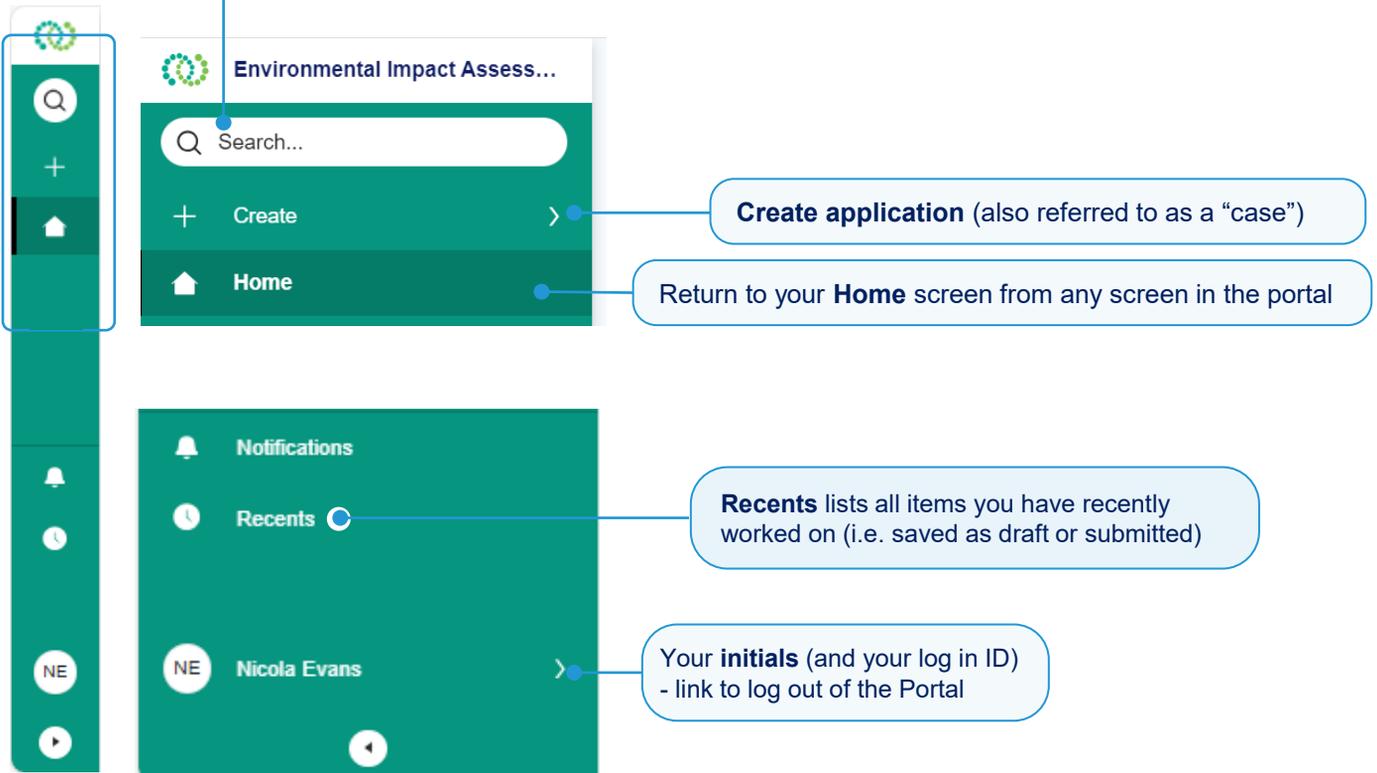


Navigation Panel. Click the panel to expand / collapse the view...

...or use the **arrows** to expand / collapse panel

Search for an application (case) – wildcards are not required, search is alphanumeric. When searching by:

- case ID - you must include **EIA-** prefix e.g. EIA-50025, not 50025
- project name – not case sensitive and you can enter part of the name



Create application (also referred to as a “case”)

Return to your **Home** screen from any screen in the portal

Recents lists all items you have recently worked on (i.e. saved as draft or submitted)

Your **initials** (and your log in ID) - link to log out of the Portal

EIA application or enquiry (case) screen

The **stages** (or lifecycle) of the application are displayed on the top bar (*green tick denotes Completed*) and the current lifecycle stage is in bold

The **steps** (i.e. **screens to complete**) are displayed below the current stage

Details is selected by default. This shows all **steps** (i.e. **screens**) in the lower section of the screen. Select a screen name to view the details you entered. You can also view the attachments.

A red asterisk * denotes a mandatory field / question

Click **Next** to proceed to the next screen (*will then have Back option to return to previous screen*). Information is automatically saved when you click Next (*Successfully submitted message displays*)

Click to display the **Utilities** section. This displays any **attachments** you have uploaded to your case but also includes links to supporting documentation, policies and external websites

Click to view **Additional info** (help text)

EIA application or enquiry (case) screen (continued)

The screenshot shows the 'Environmental Impact Assessment' interface for EIA-73002. The left sidebar has 'Vegetation impact' selected. The main content area shows a progress bar for 'Part C' and a 'Vegetation Management' section with a 'View vegetation impact' button. Below this is a map showing site boundaries and planning zones.

Select an **impact section** or the **site details** (from the list on the left of the screen) to **view the map** screenshot you captured and saved.

The screenshot shows the 'Environmental Impact Assessment' interface for EIA-73002. The left sidebar has 'Details' selected. The main content area shows the same progress bar and assessment questions. At the bottom, there is a navigation bar with 'Environmental planning', 'Part A', 'Part B', 'Part C', 'Part D', 'Part E', 'Part F', 'Part G', 'Part H', 'Part I', and 'Declarati'. The 'Details' tab is highlighted.

Select **Details** to return to the **screen (tab)** format in the lower section of the screen

EIA application or enquiry (case) screen (continued)

There are arrows to expand / collapse screen areas (use the screen format you prefer)

Environmental Impact Assessment
EIA-73002

Work Status: **OPEN**

Created: Nicola Evans 5 hours ago
Date created: 6 July 2025, 10:16 am
Updated: Nicola Evans now
Project Name: Five Islands Road
Project Number: ABC56789

Details

- Pulse
- Site details
- Land zoning impact
- Vegetation impact
- Soil impact
- Heritage impact
- Case history

Class 1 and 2
Assigned to Nicola Evans • Task in EIA-73002 • Urgency 10

Part F

Site proximity to aboriginal places
View aboriginal place impact

Is the proposed work within 200m of the centre point of the buffered Aboriginal place or Aboriginal objects? Or is located within a sensitive landscape (see guidance notes)? *

Yes No

Land Management
View site contamination

Are there any known contamination issues? *

Yes No

View bush fire zone

Are the proposed works being conducted within a Bushfire Prone Area? *

Yes No

Is the work within land with mine subsidence risk? *

Yes No

Water quality impact and proximity to national parks
View special area zone

Will the project or work be within a National Park? *

Yes No

Will the project or work be within a WaterNSW special area/controlled area? *

Yes No

Discard Save Back Next

Environmental planning Part A Part B Part C Part D Part E Part F Part G Part H Part I Declaration

To help us manage your inquiry, please select the To commence an environmental approval for a project

Environmental Impact Assessment
EIA-73002

Work Status: **OPEN**

Created: Nicola Evans 5 hours ago
Date created: 6 July 2025, 10:16 am
Updated: Nicola Evans 2 minutes ago
Project Name: Five Islands Road
Project Number: ABC56789

Expand Are there any known contamination issues? *

Yes No

View bush fire zone

Are the proposed works being conducted within a Bushfire Prone Area? *

Yes No

Is the work within land with mine subsidence risk? *

Yes No

Water quality impact and proximity to national parks
View special area zone

Will the project or work be within a National Park? *

Yes No

Will the project or work be within a WaterNSW special area/controlled area? *

Yes No

Discard Save Back Next

Summary Details Pulse Site details Land zoning impact Vegetation impact Soil impact Heritage impact Case history

Environmental planning Part A Part B Part C Part D Part E Part F Part G Part H Part I Declaration

To help us manage your inquiry, please select the description from the options that best describe the assistance you require? To commence an environmental approval for a project

CAMS reference number ABC56789

Save as draft

On any screen, you have the option to **save** your application (**save as draft**). *Note that you can save if mandatory fields have not yet been completed and if there is an error message.*

1. Click 
2. **Task saved** message briefly displays
3. Click  to return to your Environmental Portal **Home** screen.

The screenshot shows the 'Environmental Impact Assessment' form for EIA-58005. The form is in the 'Input' stage of a multi-step process. A blue circle with the number '1' highlights the 'Save' button at the bottom right of the form. Other buttons like 'Back' and 'Next' are also visible. The form includes sections for 'Options analysis' and 'Biodiversity' with various questions and radio button options.

Task saved

4. Select the **My work** or the **Organisation applications** tab
5. A draft application has the status OPEN. Click the **Case ID** to view the application.

The screenshot shows the 'Home' page of the Environmental Portal. The 'Organisation applications' tab is selected and circled with a blue circle containing the number '4'. Below the tabs is a table of 'Organisation applications' with 7 results. The first row, with Case ID 'EIA-58005', is highlighted and circled with a blue circle containing the number '5'. The table columns include Case ID, Submitted date time, Submitted by, Organization, Project name, Application status, Current application owner, Current application owner team, Current application work queue, and Last updated by.

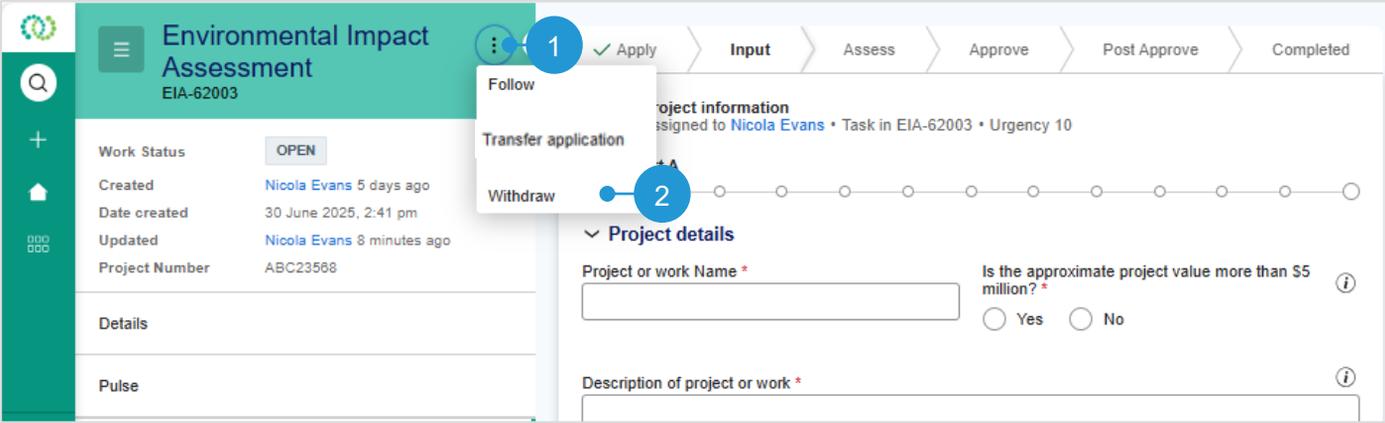
6. Click  to open the application in edit mode

The screenshot shows the 'Environmental Impact Assessment' form for EIA-58005 in edit mode. A blue circle with the number '6' highlights the 'Go' button at the bottom right of the form. The form is in the 'Input' stage. The 'Assignments' section is visible, showing the user 'CaptureSiteDetails' assigned to the task. The 'Environmental planning' tab is selected in the bottom navigation bar.

Withdraw open application or enquiry

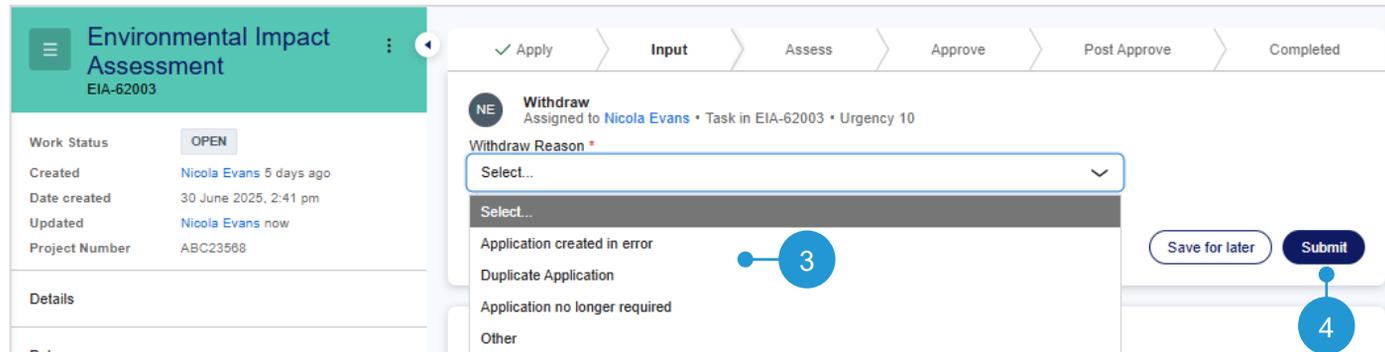
If you want to cancel or delete an application or enquiry that you have not yet submitted, you can **withdraw** the application case.

1. Display the case and click  (Actions)
2. Select **Withdraw**

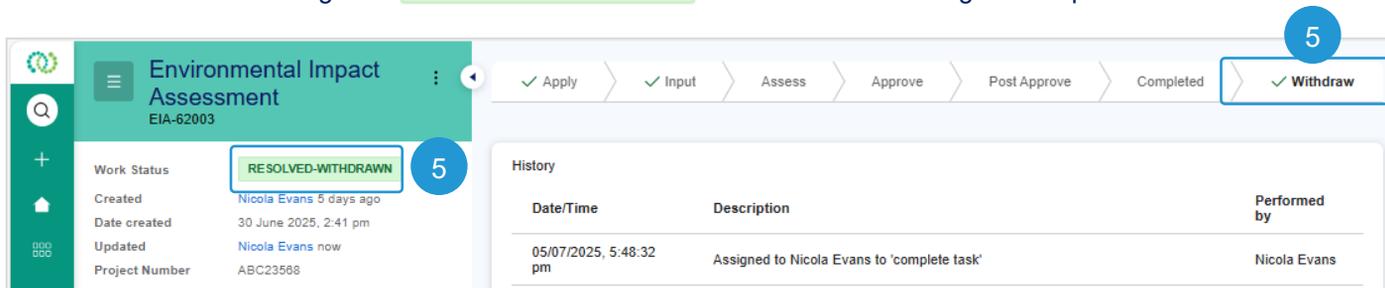


3. You are then prompted to choose the **Withdraw Reason**
(if the reasons listed are not applicable, select *Other* and enter an explanation in the *Other Reason* field)
4. Click **Submit**

The **Successfully submitted** message confirms the information is saved



5. The case **status** changes to **RESOLVED-WITHDRAWN** and the **Withdraw** stage is completed



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!

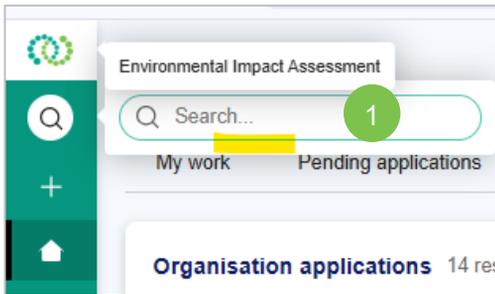
- *If you cannot see the report immediately, please allow time for the document to generate before checking again (the SER report becomes available within 4 hours of the approval email being issued).*
- *All documents associated with the application can be accessed via the attachments section within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

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

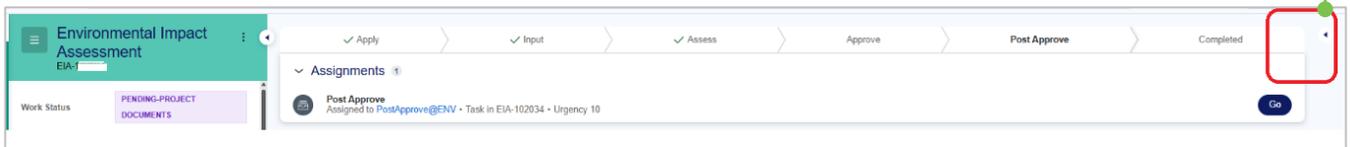
Option 1 – Search for the application

Log in to the **EIA portal**.

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



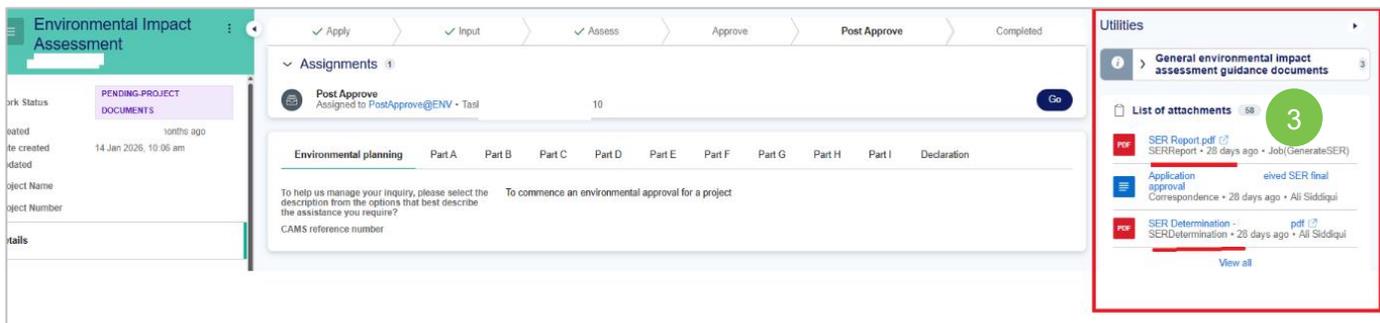
2. **Open** the application and click the **attachments icon** to **expand** the attachments section (**Utilities**).



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.

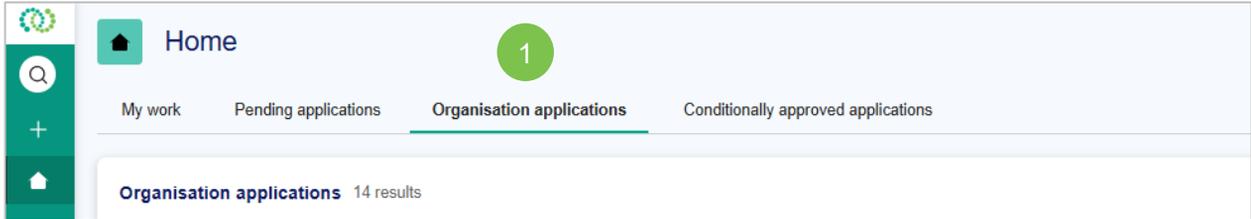


Download SER Report (continued)

Option 2 – Organisation applications view

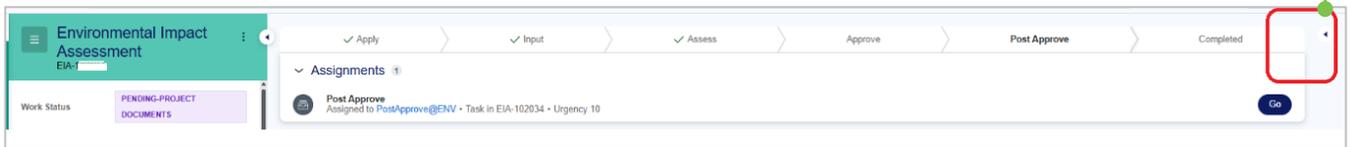
Log in to the **EIA portal**.

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.

