



Goulburn Mulwaree Council
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An Important Message to Our Customers

Council is currently experiencing delays in assessing development related applications.

For a while now the Council has been managing a high volume of development-related applications with reduced staffing levels, unfortunately, our processing times are longer than usual and not where we would like them to be. As such, Council is unable to provide definitive timeframes for determinations to be completed at this stage.

We appreciate that this can cause inconvenience and frustration, however, the Council would like to assure you that our team are working hard to assess all applications as efficiently as possible. After all, timely approvals translate to better employment and economic outcomes for our region and reduce exposure of applicants to the effects of inflation and price rises.

We also understand that the development approval process in NSW has become more complex over recent years, contributing to increased costs and lead in times. In particular, important legislative obligations for biodiversity, bushfire, and water quality matters, along with more detailed assessment requirements and the mandatory use of the NSW Planning Portal are creating challenges for both applicants and the Council. Nevertheless, we are constantly seeking to review and refine our business practices with a view to improving your experience in line with applicant feedback.

Updates regarding your application will continue to be provided via the NSW Planning Portal, including advice relating to fee payment and confirmation of lodgement once the application is accepted.

We thank you in advance for your understanding and patience and look forward to working with you to grow and develop the Goulburn Mulwaree Local Government Area as a great place to live and work.

Help us reduce delays.

There are several ways you can assist us if you're lodging an application.

- Email enquiries regarding your specific development application to council@goulburn.nsw.gov.au
- Prior to lodgement ensure that your application has all the necessary documents and detailed plans.
- For advice prior to lodging an application please contact Council's Development Liaison Team.
- Please limit contact with the assessment officer to a single representative, for example either the applicant or owner.
- Allow at least two working days for calls to be returned, and three days for email responses, before following up.
- The NSW Planning Portal is the source of all formal information relating to development applications and their progress.