

How to record a written direction notice

A written direction notice (WDN) is issued by a principal certifier when there is a non-compliance with aspects of the construction of a development. The purpose of the WDN is to remedy the non-compliant work.

A WDN is recorded against a determined Complying Development Certificate (CDC) or Construction Certificate (CC) by the principal certifier and comprises of two parts: Part A – Written Direction Notice, and Part B – Inspection Record.

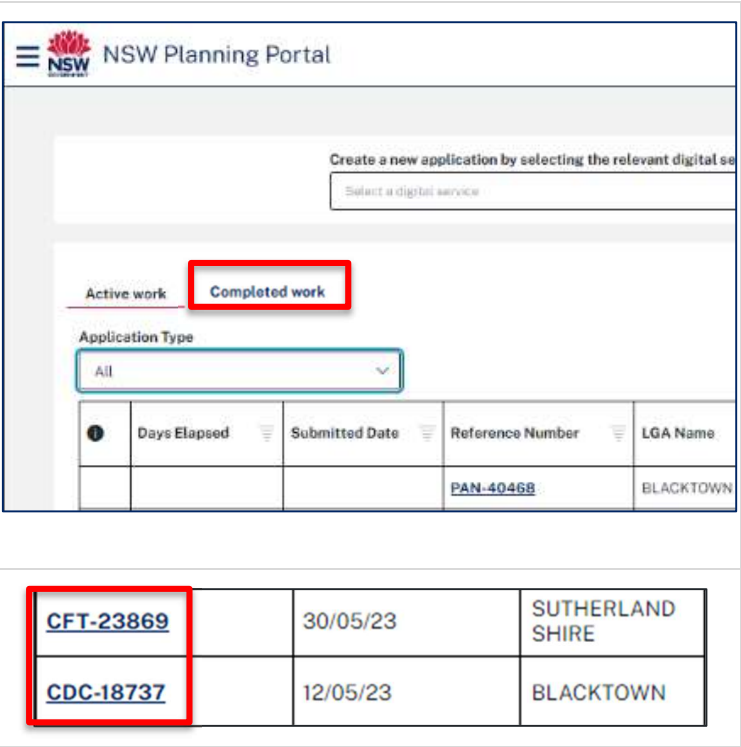
This step-by-step covers the steps required to record Part A and Part B on the NSW Planning Portal (Portal):

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Step 1 – Part A – Written direction notice

1. Log in to the NSW Planning Portal, and from your dashboard, **click** ‘Completed work’.

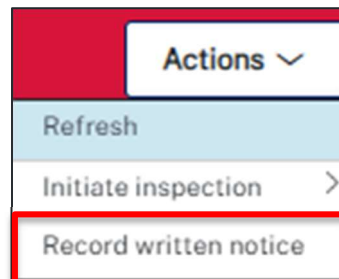
2. Click the relevant application reference number (e.g., CFT-XXXX or CDC-XXXX).



The screenshot shows the NSW Planning Portal dashboard. At the top, there is a header with the NSW logo and 'NSW Planning Portal'. Below the header, there is a section titled 'Create a new application by selecting the relevant digital service' with a dropdown menu. Underneath, there are two tabs: 'Active work' and 'Completed work', with 'Completed work' highlighted by a red box. Below the tabs, there is a dropdown menu for 'Application Type' set to 'All'. At the bottom, there is a table with columns: Days Elapsed, Submitted Date, Reference Number, and LGA Name. The table contains two rows: one with 'CFT-23869', '30/05/23', and 'SUTHERLAND SHIRE', and another with 'CDC-18737', '12/05/23', and 'BLACKTOWN'. The first two rows of the table are highlighted by a red box.

Note: Written Direction Notices are recorded against the Complying Development Certificate or Construction Certificate applications submitted after March 2023. Applications submitted before this date do not have this functionality.

3. Click 'Actions', then 'Record written notice'.



Note: This will create a new related case with a portal reference number (WDN-XXXX).

4. The principal certifier's organisation details are auto populated and is displayed as read only.

United Consulting Engineers Pty Ltd
40 090 572 973
147-153 Liverpool Road BURWOOD NSW 2134

5. Enter the registration number of the principal certifier that carried out the inspection and click the 'Validate BDC registration'.

Note: You may need to click outside the field for the button to appear.

Registration number (e.g. BDC1234 or AMR-123456)	BDC1234	Validate BDC Registration
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Notes:

- i) The certifier's details will auto populate with information from their associated registration including the registration status.
- ii) If an AMR registration number is entered, the additional fields will need to be entered manually.
- iii) If the details related to that registration number are incorrect, you will need to contact the relevant registration body to amend. You cannot amend within the NSW Planning Portal.

If the registration number is not valid, you will be unable to proceed.

6. The 'Property and contact information' section of the form will pre-populate with details from the related application.

Enter any missing information.

Property and contact information

Development Application number	<input type="text"/>
CDC / CC certifier reference number *	<input type="text" value="CC-21678"/> ⓘ
Name (of person responsible for aspect of development) *	<input type="text"/> ⓘ
Email address (of person responsible for aspect of development) *	<input type="text"/>
A notification of the Written Direction Notice will be sent to this email address.	
Address (of person responsible for aspect of development) *	<input type="text"/> ⓘ
Site or building address *	<input type="text" value="9 DARLING STREET PENRITH"/> ⓘ
Reminder: If the address is updated, please ensure that the address is still within the local council or consent authority.	
Building class *	<input checked="" type="checkbox"/> Class 1a <input checked="" type="checkbox"/> Class 10a
Owner name *	<input type="text" value="John Citizen"/> ⓘ
Local council or consent authority name *	<input type="text"/> ⓘ

7. **Enter** the date the Written Direction Notice is issued.

Note: The date cannot be prior to the appointment of the principal certifier.

Date notice issued *	<input type="text" value="15/05/2025"/> ⓘ
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8. **Select** who the Written Direction Notice is issued to.

Notice issued to: *	<div> <input type="text" value="Select"/> ⓘ <ul style="list-style-type: none"> Select Land owner Owner builder Principal contractor Other </div>
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9. **Enter** the details of the non-compliance.


Details of non-compliance *	<div> <input type="text"/> ⓘ </div>
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Remaining: 512 characters

10. Enter the steps that should be taken to remedy the non-compliance.	<div>Steps taken to remedy non-compliance *</div> <div></div> <div>Remaining: 512 characters</div>						
11. Enter the due date for the remedy of the non-compliance.	<div>Due date for remedy of non-compliance *</div> <div></div>						
12. Enter the date the principal certifier proposes to conduct an inspection.	<div>Date principal certifier proposes to conduct an inspection *</div> <div></div>						
13. If you would like to upload any supporting information, click 'Upload'.	<div>Upload</div>						
<p>a. Click 'Select files (s)' or drag and drop your file(s) in the space provided</p> <p>b. Categorise the file type(s) by selecting the relevant category from the drop-down list.</p> <p>c. Click 'Attach'.</p>	<div>Attach Documents</div> <div> <div>Drag and drop files here</div> <div>or</div> <div>Select file(s)</div> <table border="1"> <thead> <tr> <th>Name</th> <th>File</th> <th>Category</th> </tr> </thead> <tbody> <tr> <td>Architectural plans_01062</td> <td>Architectural plans_01062024.pdf</td> <td>Supporting Documentation</td> </tr> </tbody> </table> <div>Cancel</div> <div>Attach</div> </div>	Name	File	Category	Architectural plans_01062	Architectural plans_01062024.pdf	Supporting Documentation
Name	File	Category					
Architectural plans_01062	Architectural plans_01062024.pdf	Supporting Documentation					
14. Click 'Submit'.	<div>Submit</div>						

Note: The screen will automatically progress to the 'Part B- Inspection Record'.

You can close this by clicking the 'Close' button in the top right-hand corner of the screen.

[Help](#)
[Contact Us](#)


Actions

Close

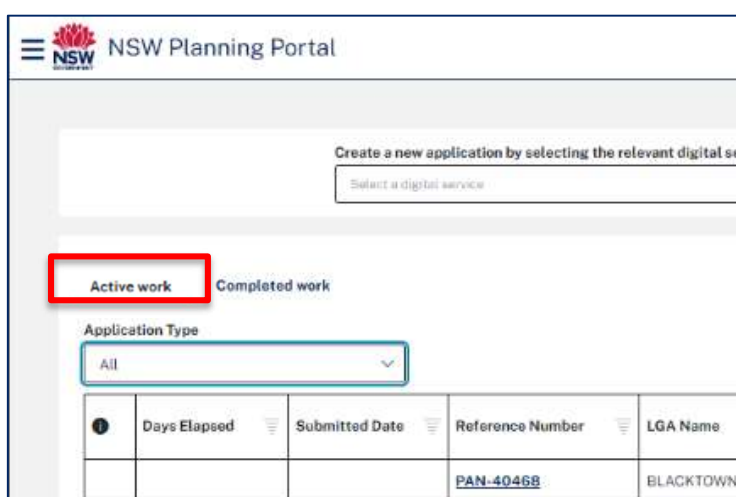
What happens next?

- The status of the Written Direction Notice will change to 'Part A – Issued'.
- The applicant will receive a system-generated notification to advise that a Written Direction Notice has been issued for their development. This includes advising the date on which the principal certifier will conduct an inspection to ensure that the direction has been complied with.

- The system generates a document titled 'Written Direction Notice – Part A'. This can be accessed from the Documents tab and provides the details of the Notice.

Step 2 - Part B – Inspection record

1. **Log in** to the NSW Planning Portal, and from your dashboard, **click** 'Active work'.



2. Click the relevant application reference number.

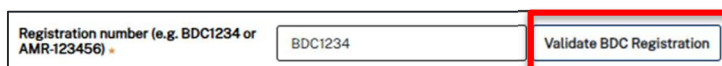
Submitted Date	Reference Number
15/05/25	WDN-18

3. The principal certifier organisation details are auto populated and is displayed as read only.



4. **Enter** the registration number of the principal certifier that carried out the inspection and **click** the 'Validate BDC registration'.

Note: You may need to click outside the field for the button to appear.



5. Alternatively, if the principal certifier appointed the inspection to another registered certifier, **enter** the details for the certifier that completed the inspection. **Click** the 'Validate BDC registration' button to populate the remaining fields.

Registration number (e.g. BDC1234 or AMR-123456) *	<input type="text"/>
Certifier name (First name and Last name) *	<input type="text"/>
Registration status	<input type="text"/>
Email *	<input type="text"/>
Mobile number *	<input type="text"/>
Organisation name *	<input type="text"/>
Organisation address *	<input type="text"/>
Organisation ABN	<input type="text"/>
Organisation ACN	<input type="text"/>

6. **Enter** the date of the inspection.

Date of inspection *	<input type="text" value="15/05/2025"/>
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7. **Indicate** if the written direction notice has been complied with.

Has the Written Direction Notice been complied with?

☐ Yes

☐ No

If no is selected, **enter** the description of the failure to comply.


<p>If no, please describe the failure *</p> <div></div> <p>Remaining: 512 characters</p>
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8. If you would like to upload any supporting information, **click** 'Upload'.

Upload

- Click 'Select files (s)' or drag and drop your file(s) in the space provided
- Categorise** the file type(s) by selecting the relevant category from the drop-down list.
- Click 'Attach'.

Attach Documents



Drag and drop files here

or

Select file(s)

Name *	File	Category
Architectural plans_01062	Architectural plans_01062024.pdf	Supporting Documentation

Cancel

Attach

9. **Click** 'Submit'.

Submit

What happens next?

- The status of the Written Direction Notice will change to 'Completed'. The record will be visible on the 'Related cases' tab of the relevant complying development certificate or construction certificate application in the 'Completed work' dashboard.
- The system generates a document titled 'Written Direction Notice – Part A & B'. This can be accessed from the Documents tab within the Written Direction Notice application and provides the details of the Notice.

More information

We have developed a range of support materials, including step-by-step guides for other services and Frequently Asked Questions (where applicable), to assist you when using the NSW Planning Portal digital services. You can access these in the [NSW Planning Portal Support Hub](#). We encourage you to scan these resources prior to contacting the NSW Planning Portal Customer Support team.

We also offer a range of training sessions on the NSW Planning Portal digital services. You can view and/or register for upcoming training on the [Information and Training sessions page](#) of the NSW Planning Portal.

If you require further assistance, please contact the customer support team on 1300 305 695 or [submit an enquiry online](#). If you are calling from outside Australia, please call +61 2 8894 1555.