

# Case Management service for reliable energy projects

## Step 1: Apply for the service

### Enter your project details

Once your application is received, we will review it and complete an eligibility assessment. We will ask you to provide a **project prospectus or project plan**. We'll then let you know if your project has been accepted or if we need more information.



### To be eligible your project will:

- deliver firm capacity of at least **50 MW**
- be under active development
- have **entered or be close to entering the NSW planning system**
- meet **financial eligibility criteria**.



### If your project does not meet the eligibility criteria

The Case Management service can recommend other avenues for support. You can also reapply for the service as your project circumstances change.



## Step 2: Service kick-off



We will arrange a kick-off meeting to understand the milestones your project is working on and how the service can best help you.

## Step 3: Ongoing service delivery

### The service will add value by:

- providing tailored support through a central point of contact
- providing referrals to key internal and external stakeholders
- helping overcome barriers to project delivery on a case-by-case basis
- sharing knowledge and lessons learnt.



You can access support as often as you need. Most projects will go through phases where they need a lot of support and phases where no assistance is required.

The Case Management team will proactively reach out to help you identify and mitigate issues as they arise.



### Case Management service review

Your suggestions help us improve our service delivery. Please feel free to contact our team to provide feedback on the service.



You can contact the Case Management service anytime at [casemanagement.energy@planning.nsw.gov.au](mailto:casemanagement.energy@planning.nsw.gov.au)

We recognise everyone's project will be different, and the Case Management service will do its best to meet your unique needs along the way.

