

DAISY Customer Support FAQ

What DAISY Can and Can't Do

Q: What can DAISY help me with?

A: DAISY helps with residential development questions such as what planning rules apply to your property, what application type you may need, what documents you may need, and how to prepare your application for submission on the NSW Planning Portal. DAISY can be used for low density residential development, such as alterations to your house or the construction of a new secondary dwelling. She cannot help with questions for higher density development such as apartments.

Q: Where does DAISY get her information?

A: DAISY references planning controls from your council's Local Environmental Plan (LEP), Development Control Plans (DCPs), and NSW State Environmental Protection Plans (SEPPs). There is sometimes a lag between the update of one of these documents, and the availability of that information in DAISY.

Q: Can DAISY help with commercial or industrial projects?

A: No. DAISY only supports residential development at this time. She can't assist with commercial, industrial, or mixed-use developments.

Q: Does DAISY give flood advice?

A: Yes, DAISY is connected to your council's flood sources and will take into account whether a property is in a flood zone when providing information to applications.

Q: Can DAISY tell me the status of my DA?

A: No. DAISY is not connected to Council's DA tracking systems. You'll need to check your application status on the NSW Planning Portal or your council's tracking system.

Q: Can DAISY submit my application for me?

A: No. DAISY helps you prepare documents, but you'll still need to submit your application through the NSW Planning Portal.

Q: Is DAISY free to use?

A: Yes. DAISY is a free service provided by council to support the community.

Q: Is DAISY available 24/7?

A: Yes. DAISY can be accessed at any time via the council website.

Using DAISY's Features

Q: What can the DAISY chatbot help me with?

A: DAISY can help answer any questions you have about the development process as well as provide you with property-specific information e.g. she can tell you your zone, lot size, lot width, what you can build, etc.

Q: Why do I get redirected to another website when I click 'Get Started'?

A: Once clicking 'Get Started' you will be redirected to the DAISY workbench where you can receive support around development application types and required documents.

Q: What is the Application Identification stage?

A: DAISY will help you understand which application type (Development Application, Complying Development Certificate or Exempt Development) you can apply for based on your property information and proposed development.

Q: Why do I need to log in?

A: Logging in allows DAISY to provide you with a personalised list of documents for your proposed development and allow you to safely and securely upload your completed documents for validation.

Q: What is the Document Validation stage?

A: DAISY checks whether the document matches what's been requested. If it appears to be the correct document, you'll be able to download it as part of your final application pack.

Q: What does "Validated Document" mean?

A: It means DAISY has reviewed the file and confirmed it matches the document type requested.

Q: What if I uploaded the wrong document?

A: You can delete or replace any document before downloading your pack. DAISY will recheck (revalidate) the new file.

Q: What does "Sometimes Required Documents" mean?

A: These documents may be needed depending on the type of residential development. Check with council if you're unsure whether they apply to your situation.

Q: Can I save my progress and return later?

A: Yes. If you're logged in, your progress will be saved automatically.

Accuracy and Limitations

Q: Is the advice from DAISY always accurate?

A: DAISY is an AI assistant and sometimes makes mistakes. Her answers are based on the information provided by council, but she may get things wrong or not be completely up to date. Always check with council or refer to official documents if you're unsure.

Q: Can DAISY make decisions about my application?

A: No. DAISY gives general guidance only. All final decisions are made by council staff.

Q: Why might something be missing from DAISY's answers?

A: DAISY can only provide answers based on the most recent content provided by council. If policies change or something wasn't included, she won't know about it until it's updated. Always check with council or refer to official documents if you're unsure.

Privacy and Data Security

Q: Does DAISY store any of my personal information?

A: DAISY stores your information securely and in line with Australian privacy laws. This allows you to save progress, upload documents, and return later.

Q: Is DAISY secure?

A: Yes. DAISY is hosted on Microsoft Azure and uses:

- Encryption in transit and at rest
- Role-based access controls
- No data is used to train third-party models

Troubleshooting and Support

Q: What should I do if I'm having trouble using DAISY?

A: Contact our support team:

- **Email:** support@gadali.com
- **Platform:** Use the 'Contact Us' form on the DAISY website

Q: When is support available?

A: Monday to Friday, 8:30 AM – 5:00 PM (AET). You can still log issues outside these hours, and we'll respond as soon as possible during service hours.

Q: Will I be notified if DAISY is down or under maintenance?

A: For major outages or maintenance, DAISY will notify council administrators. You may temporarily experience reduced functionality.

Feedback and Improvements

Q: How can I give feedback or suggest improvements?

A: Use the 'Contact Us' form or submit the in-platform feedback survey. Your feedback helps us improve DAISY!

Q: Is DAISY still learning?

A: Yes. DAISY is continually improved through updates, testing, and feedback from users like you.