



# Digital Forms Mandate Guide

Effective 1 July 2026

**Version 1.0**

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## 2 About this guide

From 1 July 2026, Administration Sheets and section 88B Instruments to accompany plans completed (signed by Registered Surveyor) on or after this date must be generated in LRS Connect (using the Digital Form Builder). Preparing these forms using offline manual forms will no longer be accepted, unless an exception applies.

This guide is written for surveying and legal professionals.

### At a glance

**What is changing?** Administration Sheets and section 88B Instruments, to be electronically lodged with the plan, must be generated in LRS Connect (using the Digital Form Builder), unless an exception applies.

**When?** For plans completed (signed by Registered Surveyor) on or after 1 July 2026.

**What stops?** Preparing these forms offline (using a manual or paper form) and uploading them as PDFs, unless an exception applies.

## 3 Altering Digital Forms

This section explains how to make alterations to Administration Sheets and section 88B Instruments correctly, when you must update LRS Connect and re-download a form for execution, and which scenarios will and will not result in a requisition.

### 3.1 Principles governing alterations

- Alterations may be made by striking through the matter intended to be altered, or by interlineation – not by using correction fluid or digital white-out. An alteration must be verified by the parties to the instrument.
- Any such alteration to an Administration Sheet and/or section 88B Instrument that was downloaded from LRS Connect must also be updated in the relevant plan workspace, so that the information in the PDF and in LRS Connect matches at lodgment and at any re-lodgment.
- Where an alteration materially alters the form, the Administration Sheet and/or section 88B Instrument must be re-downloaded and, where applicable, re-executed.

### 3.2 Alterations that require an update in LRS Connect and re-download

Changes to the data below within LRS Connect may affect other information captured in the Administration Sheet and/or section 88B Instrument. For this reason, these alterations require the form(s) to be re-downloaded and re-executed where applicable.

| Form type   | Alterations that require update in LRS Connect and re-download   |
|---|--|
| Section 88B Instruments                           | <ul style="list-style-type: none"> <li>Any alteration to information in the Part 1 or Part 1A tables.</li> </ul>   |
| Administration Sheets lodged with Deposited Plans | <ul style="list-style-type: none"> <li>The schedule of street addresses.</li> <li>Affecting interests being created or released with the plan.</li> <li>The type of survey completion (survey, partial survey or compilation) in the survey certificate.</li> </ul>  |
| Administration Sheets lodged with Strata Plans    | <ul style="list-style-type: none"> <li>The schedule of street addresses.</li> <li>Affecting interests being created or released with the plan.</li> <li>The authority giving the strata certificate.</li> <li>A reference to an encroachment in the survey certificate.</li> <li>The option in relation to by-laws for the strata scheme.</li> </ul> |

### Best practice

Make any changes to your Digital Forms before the consent-gathering process commences. This avoids the need to download the documents for re-execution after the parties have already signed.

## 3.3 Requisition scenarios

The table below sets out common scenarios that arise when altering Digital Forms and the requisition outcome for each. The outcomes mean:

- Accepted** – no requisition is required on that basis alone.
- Requisition** – a requisition will be issued and must be cleared before registration.
- Not satisfied** – the requisition remains open and further action is required.

| Scenario  | Outcome         | Action required     |
|---|-----------------|---------------------|
| Surveyor completes the Digital Form Builder correctly and electronically lodges, through LRS Connect, the form produced by LRS Connect. | <b>Accepted</b> | No action required. |

| Scenario   | Outcome            | Action required  |
|--|--------------------|--|
| Administration Sheet is made up of pages from different versions of the same LRS Connect document, and all information still matches across the pages.               | <b>Accepted</b>    | No action required. Version numbers are for the surveying or legal professional's internal reference only.   |
| Page numbers change because the form was updated in LRS Connect and re-downloaded.   | <b>Accepted</b>    | Re-number on the face of the form. Re-downloading solely for paging is not required.   |
| An alteration not listed as requiring re-downloading, for re-execution where applicable, is made on the face of the form and verified by the parties.                | <b>Accepted</b>    | No action required.  |
| Replacing sheets in section 88B with updated ones, so the bundle contains mixed timestamps or version numbers but is complete, and updates are to Part 2 Terms only. | <b>Accepted</b>    | No action required.  |
| Surveyor completes the Digital Form Builder but lodges a manual or paper form instead of the one generated by the Digital Form Builder.                              | <b>Requisition</b> | Download the form generated by the Digital Form Builder, for execution where applicable and upload via the Document Upload screen.   |
| Mixed-version bundle where information on all pages does not match (e.g. Plan Heading updated on some pages but not others).   | <b>Requisition</b> | Update in LRS Connect, re-download for re-execution where applicable, and re-lodge with consistent information across all pages.   |
| An alteration that materially alters the form (stipulated in section 3.2) is made on the face of the form and the PDF is uploaded to LRS Connect.                    | <b>Requisition</b> | Update the relevant data field(s) in LRS Connect and re-download the form for re-execution where applicable. The system data and the information in the PDF form must match at lodgment and any re-lodgment. |

| Scenario   | Outcome              | Action required  |
|--|----------------------|--|
| Emailing an updated section 88B or Administration Sheet directly to LRS citing the requisition reference, instead of re-lodging through LRS Connect. | <b>Not satisfied</b> | The updated document must be re-lodged via LRS Connect by the lodging party or surveyor. |

## 4 Exceptions to the Digital Forms mandate

There are two types of exception: those that are built into LRS Connect and apply automatically, and a general exception for genuinely complex scenarios that must be requested.

### 4.1 The two types of exception

| Type   | How it works   | What you do  |
|--|--|--|
| Built-in (automatic) exceptions – Lodgment Rules Exception items 79.1–79.5 (Administration Sheet) and 80.1–80.5 (section 88B Instrument) | These scenarios are built into LRS Connect. If your plan falls within these scenarios, LRS Connect automatically overrides the Digital Forms requirement.    | You may proceed with preparing an offline Administration Sheet and section 88B Instrument. No email request is needed.             |
| General exception – Lodgment Rules Exception item 79.6 (Administration Sheet) and 80.6 (section 88B Instrument)                          | Provides relief where a scenario is genuinely too complex or time-consuming to complete in the Digital Form Builder. Reserved for genuinely complex matters. | Submit a request by email (see 5.3). If granted, the Digital Form Builder requirement is switched off for your specific workspace. |

### 4.2 What qualifies as a “complex” scenario

A scenario may qualify for the general exception where it falls within one of the categories below. This list will evolve over time as recurring themes are identified.

- **Late stages of staged developments**

Where a plan is part of a staged development and is at a later stage, it is not viable to recreate work from scratch when most stages have already been completed. The remaining stages will qualify as an exception to the Digital Forms mandate.

Please note that a separate general exception request is required for each staged plan, as the Digital Forms override must be applied to every affected Plan Workspace individually.

- **System-restricted issues**

Where a confirmed system bug or limitation prevents the Digital Form from being completed.

- **Complex easement-and-lot configurations**

Where the plan includes particularly convoluted easement-and-lot configurations – for example, where the number of lots benefited increases with each additional lot affected, creating a “Christmas tree” effect. The plan may contain only a few easements, but the relationship between lots burdened and benefited can span many pages, making it cumbersome and time-consuming to build in the Digital Form Builder.

**Note:** Industry has requested a CSV upload feature to address the easement-and-lot scenario. Once this feature is delivered, this scenario should no longer be cumbersome and would not qualify for exception going forward.

## 4.3 How to submit a general exception request

To submit a request, email [connect@nswlrs.com.au](mailto:connect@nswlrs.com.au) with the following information:

| Include                     | Detail   |
|-----------------------------|--|
| Email subject               | “Digital Forms Exception request – Plan [#]”. This allows the request to be auto categorised by LRS and identifies the plan number.  |
| Plan Workspace ID           | Required so that, if granted, the exception can be applied directly to your workspace in LRS Connect.  |
| Description of the scenario | Including which exception category applies (e.g. late stage of staged development, complex easement configuration, “Christmas tree” scenario, system restriction, or other). |
| Supporting material         | Screenshots of error messages, draft documents, or other evidence demonstrating the complexity.  |

## 4.4 Response timeframes for general exception requests

| When your complete request is received                               | When you can expect a response               |
|--|--|
| Before 12:30pm on a business day (containing the information in 4.3) | By close of business that same business day. |
| After 12:30pm on a business day (containing the information in 4.3)  | By close of business the next business day.  |

Requests are auto-tagged so that they can be filtered, prioritised and reviewed daily.

## 4.5 If your request is granted

Where a request is granted, the Digital Forms option for your workspace is switched to optional. This allows you to bypass the Digital Form Builder and lodge the workspace by uploading manual forms. You will receive an email confirming the outcome and that you may proceed.

Because the grant is applied directly in the system, you are not required to demonstrate evidence of the exception to LRS at the time of lodgment.

## 4.6 If your request is denied

Where a request is denied, you will receive an email from [connect@nswlrs.com.au](mailto:connect@nswlrs.com.au) that clearly explains the reason for the outcome. Common reasons a request may be denied include:

- Poor formatting of section 88B Terms in LRS Connect, where the upload-Terms functionality is working as intended – a matter of customer choice rather than a system limitation.
- A staged development where only early stages have been lodged.
- No genuine complex easement-versus-lot scenario exists, but a manual form is considered more efficient to prepare.

## 4.7 If you disagree with the outcome

If you disagree with the outcome of your request, contact the Connect Administration Team in the first instance:

- If the disagreement stems from a knowledge or training gap, the Connect Administration Team will explain the reasoning and any relevant reference material.
- If the disagreement is on substantive grounds, the Connect Administration Team will consult with a senior LRS staff member, who will advise based on the circumstances of the case. You will be notified of the outcome through the same channel you used to raise the request.

**If you have not received a response within the timeframes in 5.4:** an escalation number will be provided in the automated acknowledgement you receive after you submit your request. A senior LRS staff member will be available to respond where a request contains the information set out in 5.3 and no response has been received within the stated timeframe.

## 5 Available support

The exception process operates alongside LRS’s existing pathways for handling Digital Forms and Digital Plan File issues. Those pathways remain in place and are summarised below.

### 5.1 How to get help

The LRS Connect Administration Team is available to assist and can be contacted at [Connect@nswlrs.com.au](mailto:Connect@nswlrs.com.au). The team can help across how-to enquiries, requests for general exceptions, support for issues encountered and improvement ideas. Individual screen-share capabilities will be available, enabling real-time, one-on-one support.

This expanded support is designed so that exception requests and related enquiries are answered the same or next business day in most cases, ensuring surveying professionals are not unnecessarily delayed where an exception is required or where assistance is required in preparing Digital Forms.

| Channel   | Use it for   |
|---|--|
| Email:<br><a href="mailto:connect@nswlrs.com.au">connect@nswlrs.com.au</a>                | Exception requests, Digital Forms questions, reporting issues, and general LRS Connect enquiries. Monitored consistently within business hours.<br><br>Individual screen-share capabilities will be available, enabling real-time, one-on-one support. |
| Phone (Call Centre):<br>02 8776 3575  | Initial enquiries by phone. Staff can explain the recognised exception scenarios and the process to request an exception.  |
| Self-serve reference material at <a href="#">Digital Plans training resources</a> webpage | Step-by-step guidance for completing Digital Forms and resolving common user-education questions.  |

### 5.2 How issues are handled

When you raise an issue, it is first assessed as either a user-education matter or a system issue:

- **User education** – you will be guided through the task and referred to self-serve reference material for next time.

- **System issue** – you may be asked for screenshots and your Workspace ID so a ticket can be raised with the technical team. You will be advised of any workaround and kept updated. Issues affecting all customers are prioritised, and customer-wide communications are issued where appropriate.

### 5.3 Response timeframes for all inquiries

| When your inquiry is received    | When you can expect a response               |
|----------------------------------|--|
| Before 12:30pm on a business day | By close of business that same business day. |
| After 12:30pm on a business day  | By close of business the next business day.  |

Requests are auto-tagged so that they can be filtered, prioritised and reviewed daily.

### 5.4 Escalation

If an inquiry has not received a direction within the published timeframes, use the escalation number included in your automated acknowledgement to contact a senior LRS staff member (see Section 5.3).

## 6 Frequently asked questions

### 6.1 Altering Digital Forms

#### 1. When can I make an alteration to the face of the form(s) without re-downloading the form(s)?

Where an alteration materially alters the form, the Administration Sheet and/or section 88B Instrument must be re-downloaded and, where applicable, re-executed. These alterations are listed in section 3.2 of this guide.

Alterations not listed in section 3.2 of this guide may be updated on the face of the form by striking through the relevant text or by interlineation. Correction fluid and digital white-out are not permitted, and all alterations must be verified by the parties to the instrument. Any changes on the face of the form must also be updated and reflected within the relevant Plan Workspace to ensure the information on the downloaded forms and within LRS Connect match at lodgment and any re-lodgment.

#### 2. When must I re-download the form after making changes in LRS Connect?

Updating the form in LRS Connect and re-downloading is required when changes affect:

- **Section 88B Instruments:** information in the Part 1 or Part 1A tables.
- **Administration Sheets with Deposited Plans:** street addresses, affecting interests, or the type of survey completion.
- **Administration Sheets with Strata Plans:** street addresses, affecting interests, the strata certificate authority, encroachment references, or the by-laws option.

#### 3. Why is it so important to re-download the form after making certain changes in LRS Connect?

The Digital Form is generated directly from the data held in your plan workspace, so the form face and the LRS Connect record are expected to match at lodgment and at any re-lodgment. Certain fields - such as the schedule of street addresses, affecting interests, or information in the Part 1 or Part 1A tables of a section 88B Instrument - feed into other parts of the form.

Changing one of these fields in LRS Connect without re-downloading leaves the lodged form out of step with the system record, and the inconsistency will result in a requisition. Re-downloading the form, and re-executing the relevant pages where applicable, ensures the form and the LRS Connect record remain aligned and the plan can proceed to registration without delay.

#### 4. Do I need to download the form if the page numbers of the form change after an update in LRS Connect?

No. Where page numbers change because the form was updated and re-downloaded, you may re-number on the face of the form. Re-downloading solely because of a page-number change is not required.

#### 5. The bundle contains pages from different versions of the same LRS Connect document. Is this acceptable?

It depends on whether the data is consistent. If all data matches across the pages regardless of version number, the bundle will be accepted – version numbers are an internal reference for the

surveying or legal professional. However, if data on changed pages no longer matches unchanged pages (for example, a Plan Heading updated on some pages but not others), a requisition will be issued and the bundle must be re-lodged with consistent data throughout.

## **6. Can alterations be made to Part 2 Terms of a section 88B without updating LRS Connect?**

Yes. Alterations to Part 2 Terms may be made on the face of the form by hand – by interlineation or by striking through the relevant text – provided they are verified by the relevant parties. Updating the plan workspace to reflect those changes in LRS Connect, and re-downloading for re-execution, is not required for changes to Part 2 Terms. LRS recommends, however, that these changes also be reflected in LRS Connect so the system record stays consistent with the lodged document.

## **7. What is the recommended practice to avoid re-execution of documents?**

Finalise all changes to your Digital Forms before the consent-gathering process begins. This avoids having to re-download and re-execute documents after the parties have already signed.

## **8. What happens if I lodge a manual form when the Digital Form Builder should have been used?**

A requisition will be issued. To clear it, reprint the form produced by the Digital Form Builder and re-upload it via the Document Upload screen.

## **6.2 Exceptions to the Digital Forms mandate**

### **9. My plan is already excepted under Lodgment Rules Exception items 79.1–79.5 or 80.1–80.5. Do I still need to email for an exception?**

No. These exception items are built into LRS Connect. If your plan falls within one of these scenarios, LRS Connect will automatically override the Digital Forms requirement and you may proceed with preparing offline Administration Sheets and section 88B Instruments. You only need to email [connect@nswlrs.com.au](mailto:connect@nswlrs.com.au) for a general exception under items 79.6 or 80.6.

### **10. How do I request a general exception, and how quickly will I hear back?**

Email [connect@nswlrs.com.au](mailto:connect@nswlrs.com.au) with the subject “Digital Forms Exception request – Plan#”, your Plan Workspace ID, a description of the scenario and category, and supporting material. For a complete request received before 12:30pm on a business day, a response will be provided by close of business that day. For a complete request received after 12:30pm on a business day, a response will be provided by close of business the next business day.

### **11. Which plans do the Digital Forms mandate apply to?**

The mandate applies to plans surveyed on or after 1 July 2026 that are not captured by an exception to the relevant Lodgment Rules. For those plans, from 1 July 2026, Administration Sheets and section 88B Instruments must be created and lodged through the Digital Form Builder in LRS Connect and will no longer be prepared offline and uploaded as PDFs.

### **12. I’m working on a staged development. Do I need one exception, or one for each stage?**

A separate general exception request is required for each staged plan, because the Digital Forms override must be applied to every affected Plan Workspace individually. Only the later stages of a staged development qualify – where only the early stages have been lodged, a request is likely to be denied.

### 13. What kinds of scenarios qualify as a “complex” general exception?

A scenario may qualify where it is genuinely too complex or time-consuming to complete in the Digital Form Builder. The categories currently recognised are:

- the later stages of a staged development, where most stages are already complete;
- a confirmed system bug or limitation that prevents the form being completed; and
- particularly convoluted easement-and-lot configurations (the “Christmas tree” effect), where the relationship between lots burdened and benefited spans many pages.

This list will evolve over time as recurring themes are identified.

### 14. A system bug is preventing me from completing the Digital Form. What should I do?

This may qualify as a system-restricted exception. LRS consistently monitors the availability and performance of our platforms. If you are experiencing a technical issue, email [connect@nswlrs.com.au](mailto:connect@nswlrs.com.au) and include screenshots of the error and your Plan Workspace ID. LRS will assess whether the issue is a user-education matter or a genuine system issue, raise a ticket with the technical team where needed, advise you of any workaround, and keep you updated.

### 15. Once my general exception is granted, what happens? Do I need to prove the exception at lodgment?

When a general exception request is granted, the Digital Forms option for your workspace is switched to optional, so you can bypass the Digital Form Builder and lodge by uploading manual forms. You will receive a confirmation email. Because the exception is applied directly in the system, you are not required to demonstrate evidence of the exception at the time of lodgment.

### 16. My request was denied, or I disagree with the outcome. What can I do?

Contact the Connect Administration Team in the first instance. If the issue stems from a knowledge or training gap, the Connect Administration Team will explain the reasoning and any relevant reference material. If you disagree on substantive grounds, the Connect Administration Team will consult a senior LRS staff member who advises based on the circumstances of your case, and you will be notified of the outcome through the same channel you used to raise it.

### 17. What should I do if I don’t hear back within the stated timeframe?

Use the escalation number provided in the automated acknowledgement you receive when you submit your request. A senior LRS staff member will be available to respond for requests that contain the required information and where no response was received within the published timeframe (see section 4.4).

## 6.3 Available support

### 18. Where can I find step-by-step help for using the Digital Form Builder?

Self-serve guidance is available on the LRS [Digital Plans training resources](#) webpage. For anything not covered there, contact [connect@nswlrs.com.au](mailto:connect@nswlrs.com.au) or the LRS Contact Centre at 02 8776 3575 or 1300 396 076 (for regional callers), who can explain the process and point you to the right resources.

**19. How am I able to receive one-on-one support on a particular technical question or education-based inquiry?**

The LRS Connect Administration Team provide individual screen-share calls, enabling real-time, one-on-one support for technical questions and education-based enquiries.

Email [connect@nswlrs.com.au](mailto:connect@nswlrs.com.au) with a clear description of your question or issue, your Plan Workspace ID (if applicable), and any supporting material such as screenshots or draft documents. This allows the Connect Administration Team to understand the nature of your enquiry, identify the right specialist to assist, and engage additional technical experts where required.

The team will then send you a booking link so you can select a time that works for you, often as early as the same day.

**20. When can I call the LRS escalation number?**

The escalation number is provided to ensure that no request goes unanswered. If you have submitted a complete enquiry or exception request and have not received a response within the published timeframes, please use the escalation number included in your automated acknowledgement to contact a senior LRS staff member who will ensure your request is responded to at the earliest opportunity.