



# How to Guide

## Council's Online Services

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### Introduction

The purpose of this guide is to assist in the use of Council's Online Services.

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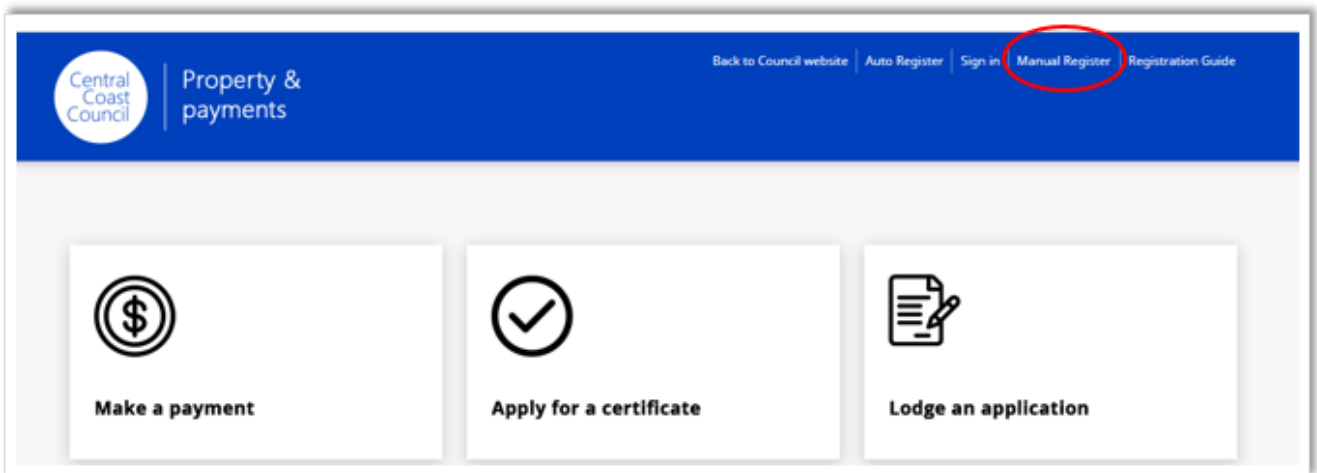
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When registering for Online Services there are two ways you can register to use Council's Online Services: Auto Register or Manual Register

### Manual Register

**Step 1.** At the top right of the **Property and Payments** screen click on **Manual Register** to select it.



**Step 2.** Complete the **New User Registration** form. If you are registering as an individual do not enter any information into the Company line, leave it blank.

#### New User Registration

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If you know your Online Services Id (Name Key), please use the Automatic Registration option. Otherwise, please fill out the required field. When this form is received by Council, and has been verified, you will receive an email informing you that you can use the system.

#### Create a user name

Username \*

#### Name Details

Given Names

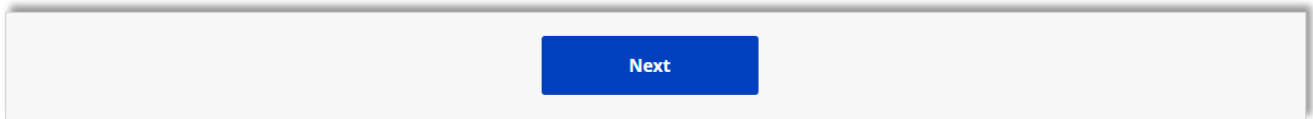
Surname \*

Company

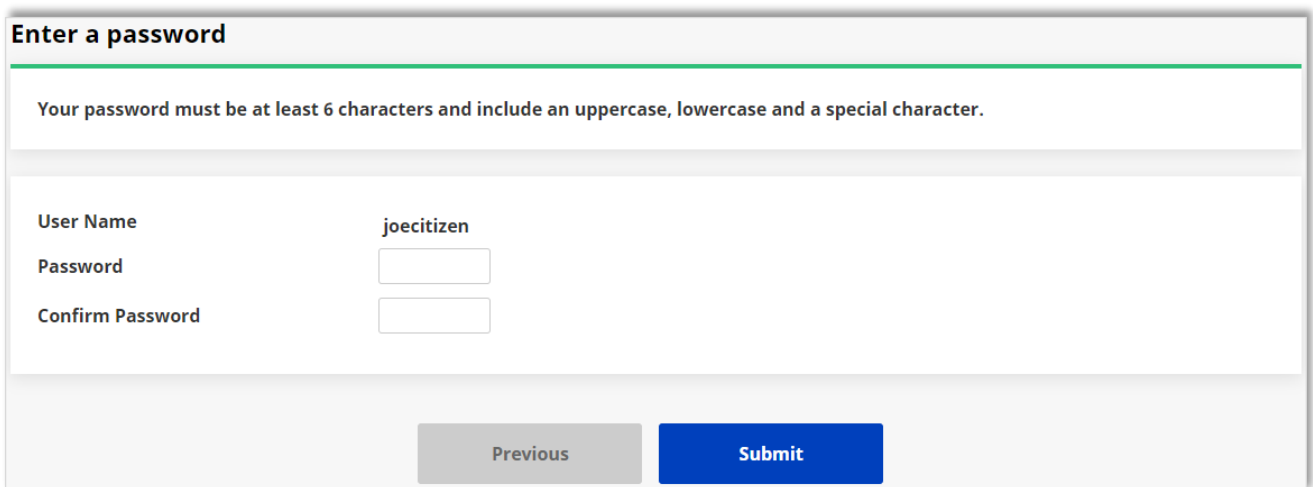
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After you have completed the form, click **Next** at the bottom of the screen.



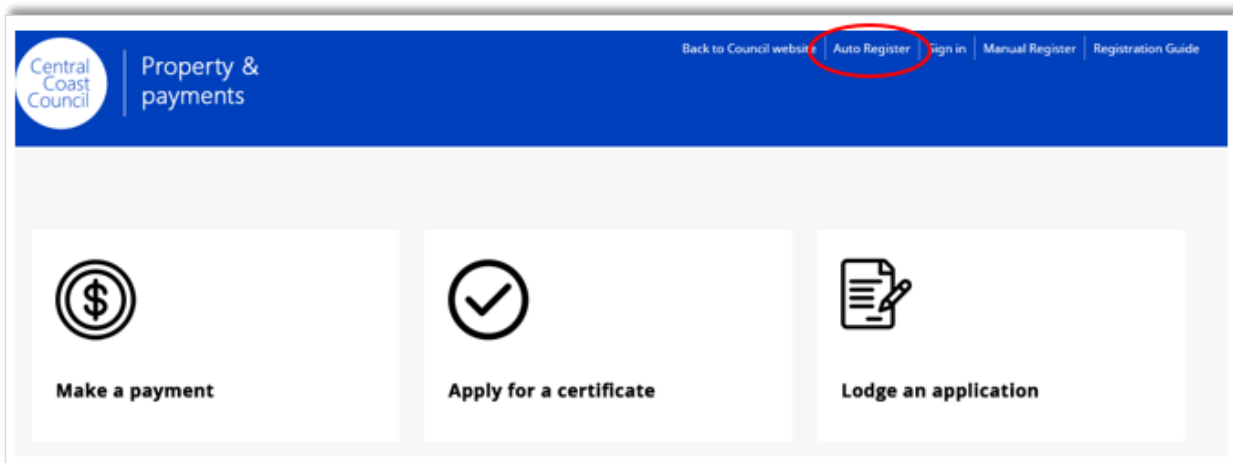
**Step 3.** You will then be asked to create a password. Your password must be a combination of upper and lower case, should contain a number and will need a special character e.g. Welcome123\$


 A screenshot of a web form titled "Enter a password". At the top, it states: "Your password must be at least 6 characters and include an uppercase, lowercase and a special character." Below this, there are three input fields: "User Name" with the value "joecitizen", "Password", and "Confirm Password". At the bottom of the form, there are two buttons: "Previous" (disabled) and "Submit" (active).

Once you click **Submit** you must wait for the email confirmation to confirm your account is now active and can be used to login to Online Services.

## Auto Register

**Step 1.** At the top right of the **Property and Payments** screen click on **Auto Register** to select it.



**Step 2.** Complete all fields in the **Auto Registration** page

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### Auto Registration

Please hover over the fields for more instructions.

### User Details

Auto Registration Name ID \*

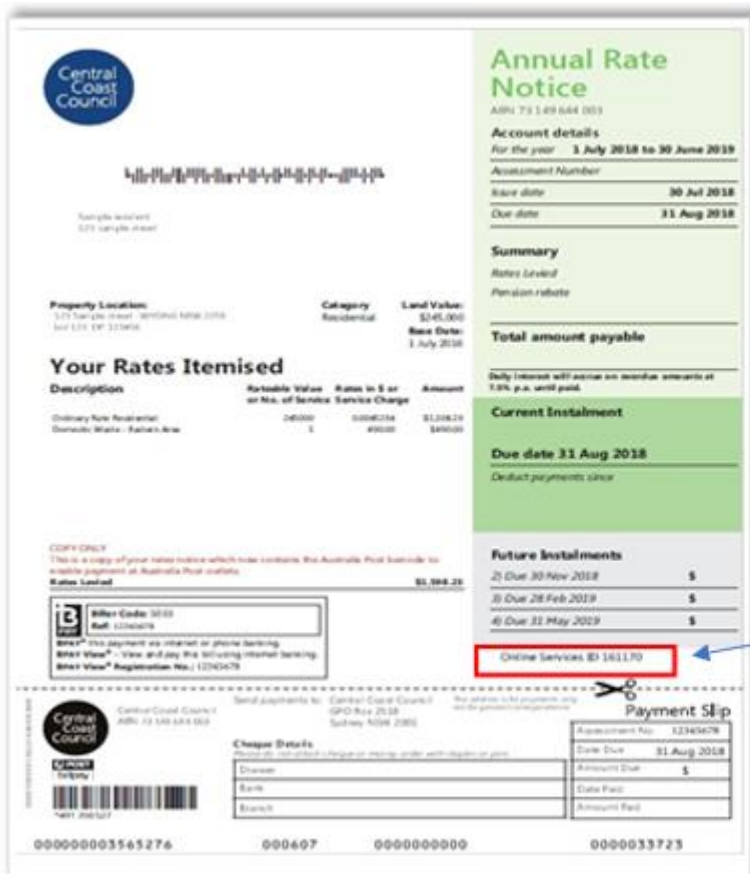
Auto Registration Name \*

Email Address \*

*Auto Registration Name ID* = This is the **Online Services ID** located on your Rates Instalment Notice above the payment slip:

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Your Online Services ID

*Auto Registration Name* = the name on your Rates Instalment Notice. If the Rates Notice is addressed to multiple people then you will need to register the person who appears first. Registration using the full name is required.

For example, if the Rates Notice is addressed to B J Smith and A J Smith then you need to register using the full name of the first person listed. The system will not accept initials ie; Bonnie June Smith

*Email Address* = enter in your email address

**Step 3.** Once you have completed all the fields click **next**.

The system will go through a process to verify the customer by matching the fields and if successful will progress to the **Submit Registration (Automated)** screen:

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### Submit Registration (Automated)

Please nominate a password for use when logging into the system and confirm the password as requested, then click the Submit button to lodge your details (Your password must be at least 6 characters long, and is case sensitive).

User Name	77472
Password	<input type="password"/>
Confirm Password	<input type="password"/>

**Step 4.** You will be prompted to create a password. Your password must be a combination of upper and lower case, should contain a number and will need a special character e.g. Welcome123\$

**Step 5.** Click Submit to complete the automatic registration process.

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## Council's Online Services

### Using the Application Enquiry Options

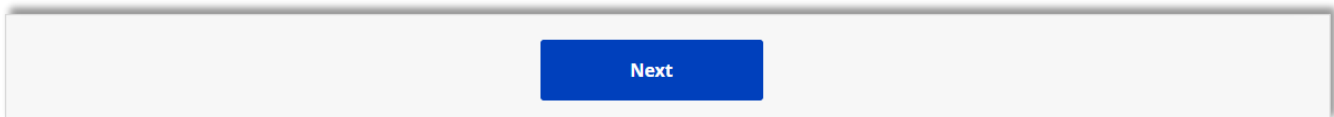
Applications or Construction Certificates can be viewed from Council's website.

Click on **Lodge a Submission** or **Track an application** to view Applications on Exhibition, Applications Determined and Applications Under Assessment.

#### Viewing Applications on Exhibition

**Step 1.** Select **Applications on Exhibition** and click **Next**

<input checked="" type="radio"/> <b>Applications on exhibition</b>	View all applications currently on exhibition and their associated documents. You are able to make submissions on applications on the application detail page.
<input type="radio"/> <b>Applications Determined</b>	Search determined application types by application number, property or lodgement date.
<input type="radio"/> <b>Applications Under Assessment</b>	Search applications that are still under assessment by application number, property address or date of lodgement.



**Step 2.** Navigate to the relevant application and click on the **Application Number** hyperlink in the first column as highlighted below:

<a href="#">DA/365/2020</a>	Grand Hotel, 126 Pacific Highway	WYONG	Alterations to Existing Hotel Accommodation including Reconfiguration of Parking & Consolidation of Lots	Notification/Adve...	23/04/2020
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**Step 3.** View the information provided in the **Application details** screen.

On this screen, information such as the application status, the property address and applicant name details can be viewed, as well as any available documentation linked to the application.



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### Application details

All application details and documents are listed on this page. To make a submission of support or objection use the "Make a submission" button below.

Application Number	DA/365/2020
Application Description	Alterations to Existing Hotel Accommodation including Reconfiguration of Parking & Consolidation of Lots
Lodgement Date	23/04/2020
Status	Notification/Advertising
Responsible Officer	Amanda Hill

### Property Details

Address
Grand Hotel, 126 Pacific Highway, WYONG NSW 2259

### Name Details

Name Type	Name
Applicant	Studio 23 Design

### Documents

Registered	Title	Download
No records to display.		
Page size: 50		0 items in 1 pages



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### Viewing Applications Determined or Applications Under Assessment

**Step 1.** Select either the **Applications Determined** or **Applications Under Assessment** option and click **Next**.

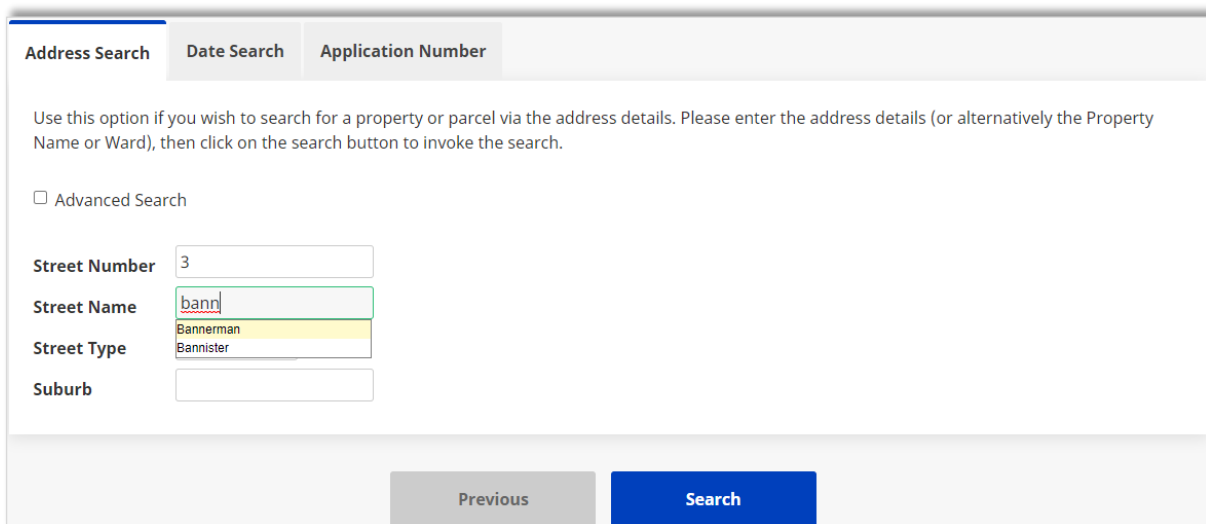
**Step 2.** At the General Enquiry Search screen, select your search options to locate the relevant application.

Use the **Address Search** option to locate the Development Application using address information such as Street Number, Street Name and/or Suburb.

For a comprehensive search **only** use the **Street Number** and **Street Name** fields to locate the address. **Do not** use **Street Type** for a specific property.

When entering the information into the search option fields ensure you pick from the selection before clicking **Search**.

Tick the **Advanced Search** option for additional search criteria such as Unit or Level Number/Suffix, Parcel Number or Property Name:

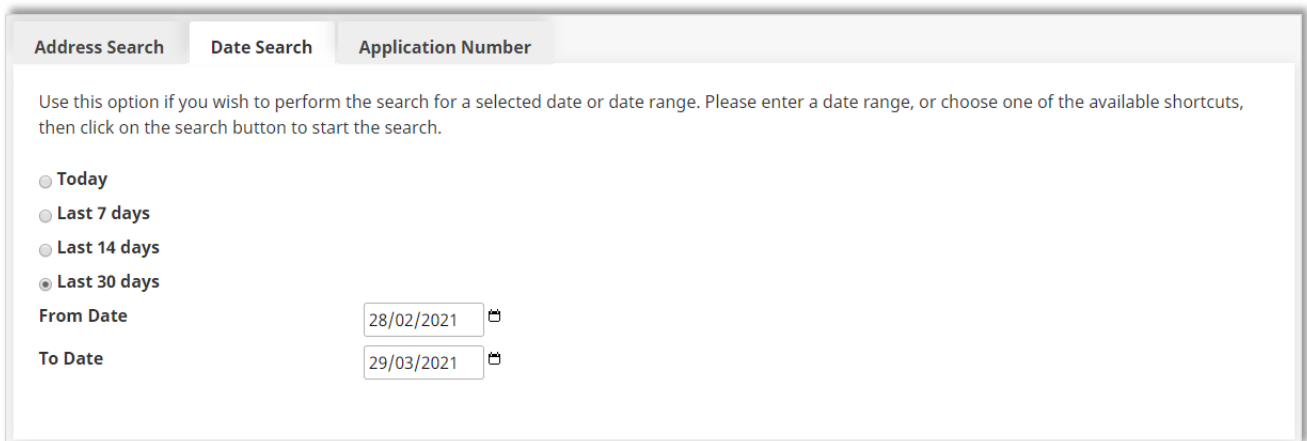


The screenshot shows a web form with three tabs: "Address Search", "Date Search", and "Application Number". The "Address Search" tab is active. Below the tabs, there is a text instruction: "Use this option if you wish to search for a property or parcel via the address details. Please enter the address details (or alternatively the Property Name or Ward), then click on the search button to invoke the search." Below this instruction is a checkbox labeled "Advanced Search" which is currently unchecked. There are four input fields: "Street Number" with the value "3", "Street Name" with the value "bann" and a dropdown menu showing "Bannerman" (highlighted) and "Bannister", "Street Type" (empty), and "Suburb" (empty). At the bottom of the form are two buttons: "Previous" (disabled) and "Search" (active).

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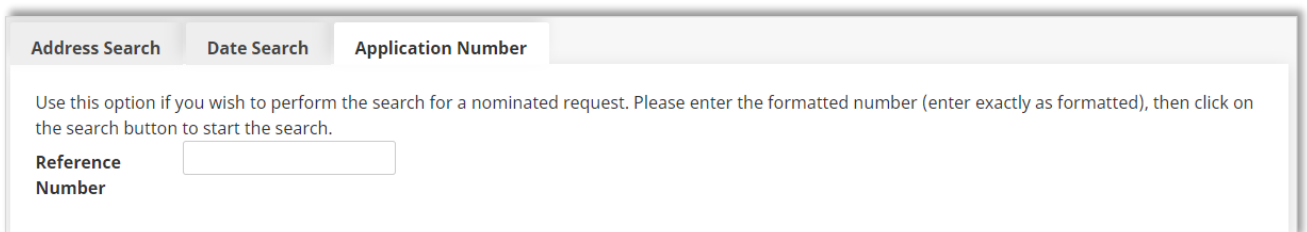
## Council's Online Services

Use the **Date Search** option to locate the Development Application by filtering by a Selected date or by a date range, then click **Search**:



The screenshot shows a search interface with three tabs: "Address Search", "Date Search", and "Application Number". The "Date Search" tab is active. Below the tabs, there is a text instruction: "Use this option if you wish to perform the search for a selected date or date range. Please enter a date range, or choose one of the available shortcuts, then click on the search button to start the search." Below this, there are four radio button options: "Today", "Last 7 days", "Last 14 days", and "Last 30 days". The "Last 30 days" option is selected. Below these options, there are two date input fields: "From Date" with the value "28/02/2021" and "To Date" with the value "29/03/2021". Each date field has a calendar icon to its right.

Use the **Application Number** search option to locate the Development Application by entering the application Reference Number then click **Search**:



The screenshot shows a search interface with three tabs: "Address Search", "Date Search", and "Application Number". The "Application Number" tab is active. Below the tabs, there is a text instruction: "Use this option if you wish to perform the search for a nominated request. Please enter the formatted number (enter exactly as formatted), then click on the search button to start the search." Below this, there is a label "Reference Number" followed by an empty text input field.

Note: ensure the correct format is used to search for an application using this option

ie; DA/000/2020 or CDC/12/2015

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**Step 3.** View the list of Applications presented and navigate to the relevant application. Select the **Application Number** hyperlink (the first column) to see the details.

<a href="#">Application Number</a>	<a href="#">Address</a>	<a href="#">Suburb</a>	<a href="#">Description</a>	<a href="#">Status</a>
<a href="#">DA/6/2015</a>	51 Boyce Avenue	WYONG	Inground pool	Approved
<a href="#">LA/3/2015</a>	Koindah Resort Units, 40 Koindah Boulevard	WYONG	Swimming Pool Compliance Certificate INDOOR Spa	Approved
<a href="#">DA/870/2014/A</a>	Chapmans Old Store, 14-16 Alison Road	WYONG	Use and internal fit out of part of existing premises (known as Shop 8) for a Cafe (food and drink premises) and parking area (Chapmans Old Store) Amended application	Approved
<a href="#">DA/862/2014/A</a>	414 Pacific Highway	WYONG	Shed to be used for the purpose of a vehicle repair station & vehicle sales or hire premises (Amended application)	Approved
<a href="#">CDC/12/2015</a>	8/36 Alison Road	WYONG	Internal Alteration to existing Medical Centre	Completed
<a href="#">DA/42/2015</a>	1 Amsterdam Circuit	WYONG	Additions to existing industrial building including a wash bay and use of the building to recycle paper and cardboard (waste or resource transfer station)	Approved
<a href="#">TA/15/2015</a>	Wyong Christian School, 100 Alison Road	WYONG	Remove 2 trees	Approved
<a href="#">CDC/18/2015</a>	5 George Street	WYONG	Shed	Approved

**Step 4.** The application details will display on the **Application detail** screen.

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### Submitting a Response (Support or Objection) to an Application

Applications or Construction Certificates can be viewed from Council's Website.

**Step 1.** Objection or Supporting Submissions to an application that is on exhibition can be performed by selecting the **Lodge a Submission** or **Track an application**.

**Step 2.** Select **Applications on Exhibition** and click **Next**.

<input checked="" type="radio"/> <b>Applications on exhibition</b>	View all applications currently on exhibition and their associated documents. You are able to make submissions on applications on the application detail page.
<input type="radio"/> <b>Applications Determined</b>	Search determined application types by application number, property or lodgement date.
<input type="radio"/> <b>Applications Under Assessment</b>	Search applications that are still under assessment by application number, property address or date of lodgement.

**Step 3.** Navigate to the relevant application and select the **Application Number** hyperlink (the first column) to see the details.

<a href="#">DA/365/2020</a>	Grand Hotel, 126 Pacific Highway	WYONG	Alterations to Existing Hotel Accommodation including Reconfiguration of Parking & Consolidation of Lots	Notification/Adve...	23/04/2020
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**Step 4.** View the information provided in the **Application details** screen.

On this screen, information such as application status, property address and applicant name details can be viewed, as well as any documentation linked to the application.

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### Application details

All application details and documents are listed on this page. To make a submission of support or objection use the "Make a submission" button below.

Application Number	DA/365/2020
Application Description	Alterations to Existing Hotel Accommodation including Reconfiguration of Parking & Consolidation of Lots
Lodgement Date	23/04/2020
Status	Notification/Advertising
Responsible Officer	Amanda Hill

### Property Details

#### Address

Grand Hotel, 126 Pacific Highway, WYONG NSW 2259

### Name Details

Name Type	Name
Applicant	Studio 23 Design

### Documents

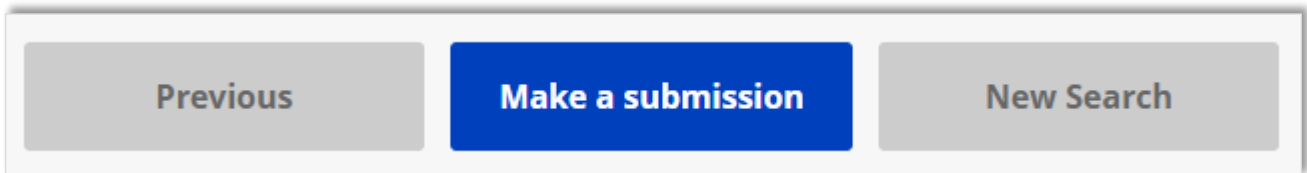
> >

Registered	Title	Download
No records to display.		
		0 items in 1 pages

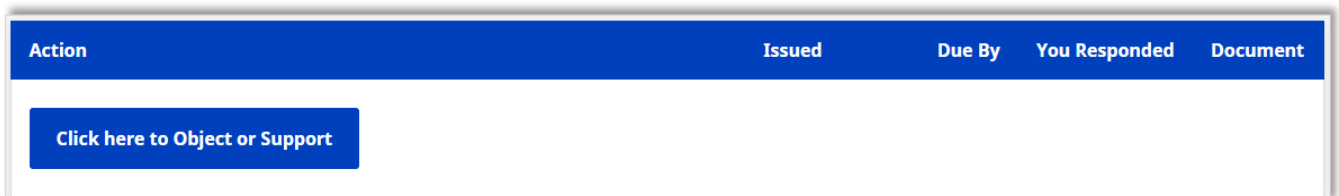
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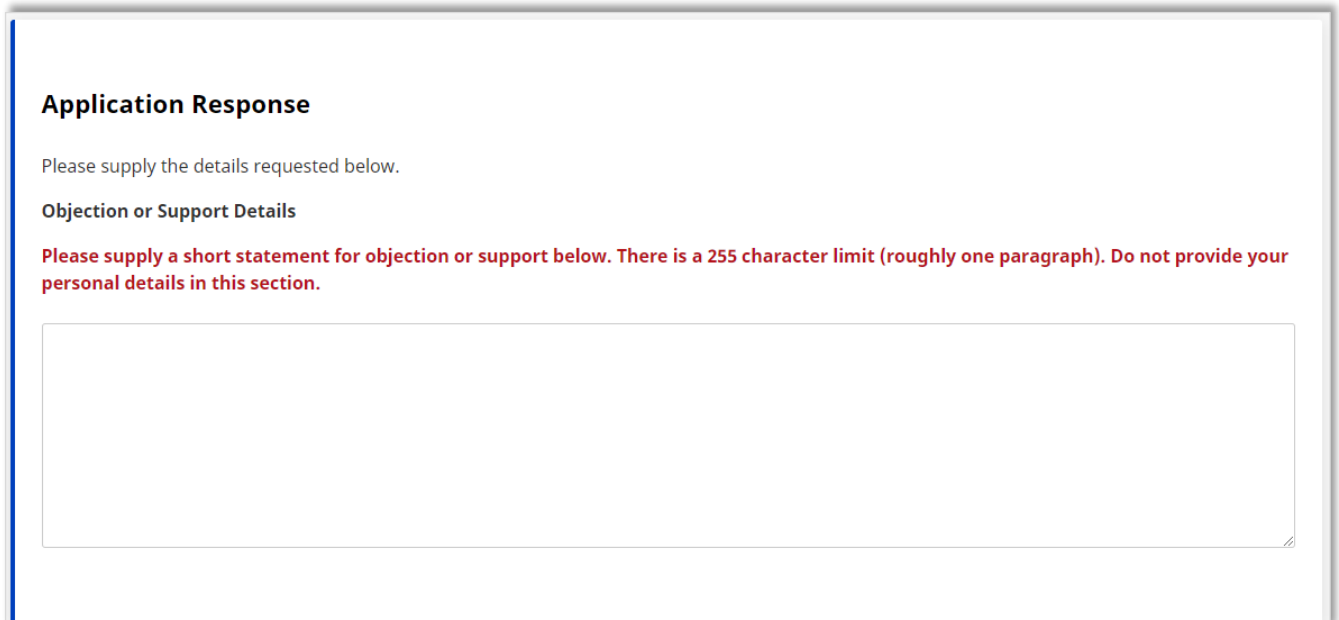
**Step 5.** Scroll to the bottom of the **Application detail** screen and select **Make a submission**.



**Step 6.** At the **Application Response Summary** screen click on **Click here to Object or Support**.



**Step 7.** At the **Application Details** screen scroll past the application details section to the **Application Response** section.



The screenshot shows the 'Application Response' section. It includes the following text: 'Please supply the details requested below.' followed by 'Objection or Support Details'. Below this is a red instruction: 'Please supply a short statement for objection or support below. There is a 255 character limit (roughly one paragraph). Do not provide your personal details in this section.' At the bottom of the section is a large, empty text input area.

Here you can provide a short statement of your support or objection

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Documents are attached by selecting **Choose File**, browsing to your document and clicking **Open**.

To provide a more detailed submission, you may submit an attachment below (Word or PDF documents are accepted). Please ensure no personal details are contained anywhere within your attachments as these documents will also be made public.

Attachment	<input type="button" value="Choose file"/> No file chosen
Attachment Description	<input type="text"/>
Attachment	<input type="button" value="Choose file"/> No file chosen
Attachment Description	<input type="text"/>
Attachment	<input type="button" value="Choose file"/> No file chosen
Attachment Description	<input type="text"/>

Add more documents by clicking on **Add More Attachments**. Once all documentation has been attached click **Next**.

<input type="button" value="Previous"/>	<input type="button" value="Next"/>	<input type="button" value="Add More Attachments"/>
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*Note: The maximum upload file size limit is 10mb per file.*

**Step 8.** At the next page you will be asked to confirm your application submission and to provide **Your Personal Details**.



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### Confirm your application submission

Below are some of the details of your Application Response Registration. Click the Next button to confirm the Application Response details have been completed correctly.

**Response Type** Development Application Submission

#### Your personal details:

Given Names	<input type="text"/>
Surname *	<input type="text"/>
Company Name	<input type="text"/>
Address Line 1 *	<input type="text"/>
Address Line 2	<input type="text"/>
Suburb *	<input type="text"/>
Postcode *	<input type="text"/>
Email Address *	<input type="text"/>

Your personal details will remain private.

The checkbox ***I agree to the above Terms and Conditions*** must be selected prior to clicking on ***Next*** to finalise your submission.

1. Any submission received will not be made available on the Central Coast Council website. Any submission received relating to a development application will be made available subject to an informal request for access to information under the Government Information (Public Access) Act 2009 (GIPA).

Please refer to Council's 'Access to Information Policy' for further details regarding access to Council held information.

2. If you have made a reportable political donation or gift in accordance with Section 147 of the Environmental Planning & Assessment Act 1979 and the Local Government & Planning Legislation Amendment (Political Donations) Act 2008, you must complete a 'Disclosure Statement of Political Donations & Gifts' form. You may obtain this form from Customer Service or download it from the Central Coast Council website [www.centralcoast.nsw.gov.au](http://www.centralcoast.nsw.gov.au). Detailed reportable donation disclosure requirements are outlined within that form.

I agree to the above Terms and Conditions

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## Council's Online Services

**Step 9.** You will receive an ***Application Responses Submission*** confirmation with a transaction reference.

### Application Responses Submission

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Your Application Response has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted.

<b>Transaction Reference</b>	EAR114
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[Click to Print This Page](#)

[Application Details](#) [Add Another Response](#)