

How to Guide

Council's Online Services

Introduction

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

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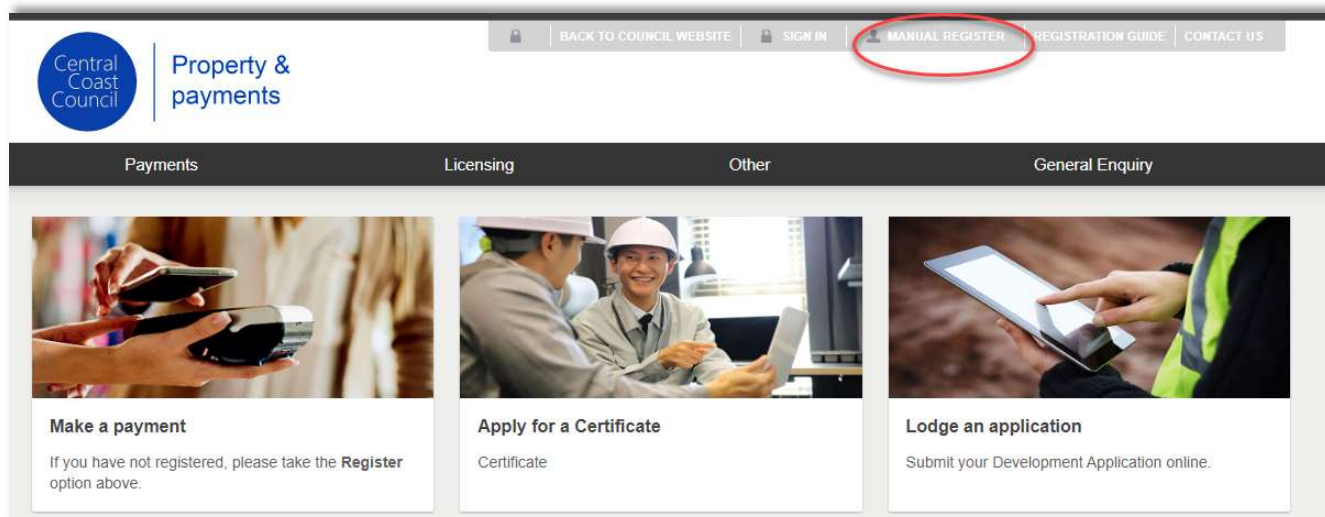
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Manual Register

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.

* Denotes that the field is mandatory.

New User Registration

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

Create a user name you wish to use for Online Services.

Username *

Name Details

Enter your name details here:

Given Names

Surname *

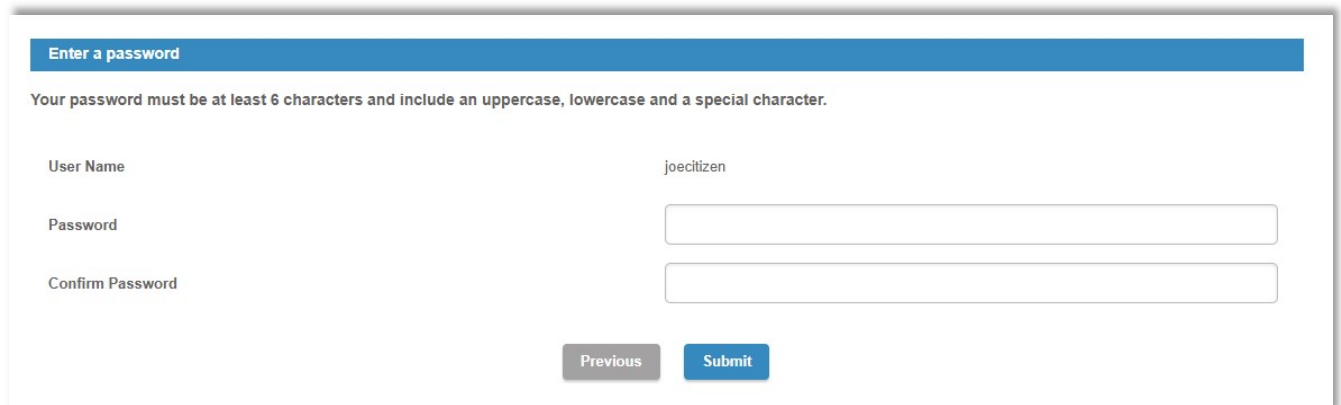
Company

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

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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" in a blue header bar. Below the header, a message states: "Your password must be at least 6 characters and include an uppercase, lowercase and a special character." The form contains three input fields: "User Name" with the text "joecitizen" entered, "Password", and "Confirm Password". At the bottom right, there are two buttons: "Previous" (grey) and "Submit" (blue).

Enter a password

Your password must be at least 6 characters and include an uppercase, lowercase and a special character.

User Name joecitizen

Password

Confirm Password

Previous Submit

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.

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Using the Application Enquiry Options

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

Click on **Lodge an Application** 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**

ePathway General Enquiry - Applications	
Description	Instructions
<input checked="" type="radio"/> Applications on exhibition	View Development Applications currently on notification and the associated documents. Make a submission on an application using the 'Support or Object to this Development' option.
<input type="radio"/> Applications Determined	Search determined application types by application number, property or lodgement date.
<input type="radio"/> Applications Under Assessment	Search applications that are still under assessment by application number, property address or date of lodgement.
<input type="radio"/> All Applications	Search application types by application number, property or lodgement date.

Next

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

DA/365/2020/A	126 Pacific Highway	WYONG	Alterations to Existing Hotel Accommodation including Reconfiguration of Parking & Consolidation of Lots (Amended Application)	Approved	Approved	11/01/2021
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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

Application Number	DA/365/2020/A
Application Description	Alterations to Existing Hotel Accommodation including Reconfiguration of Parking & Consolidation of Lots (Amended Application)
Lodgement Date	11/01/2021
Status	Approved
Current Decision	Approved
Responsible Officer	Amanda Hill

Property Details

Address

126 Pacific Highway, WYONG NSW 2259

Name Details

Name Type	Name
Applicant	Studio 23 Design

Decision Details

Decision Date	Decision
10/03/2021	Approved

Documents

Registered	Title	Download
12/03/2021 08:52:00 AM	PUBLIC: DA Assessment Section 4.55 Consent - 126 Pacific Highway, WYONG NSW 2259 - DA 365 2020 A - Development - Studio 23 Design	
12/03/2021 08:51:17 AM	PUBLIC: DA Assessment Report - DCP 2013 Section 96 (1A) - 126 Pacific Highway, WYONG NSW 2259 - DA 365 2020 A - ~ Central Coast Council	


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2 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**.

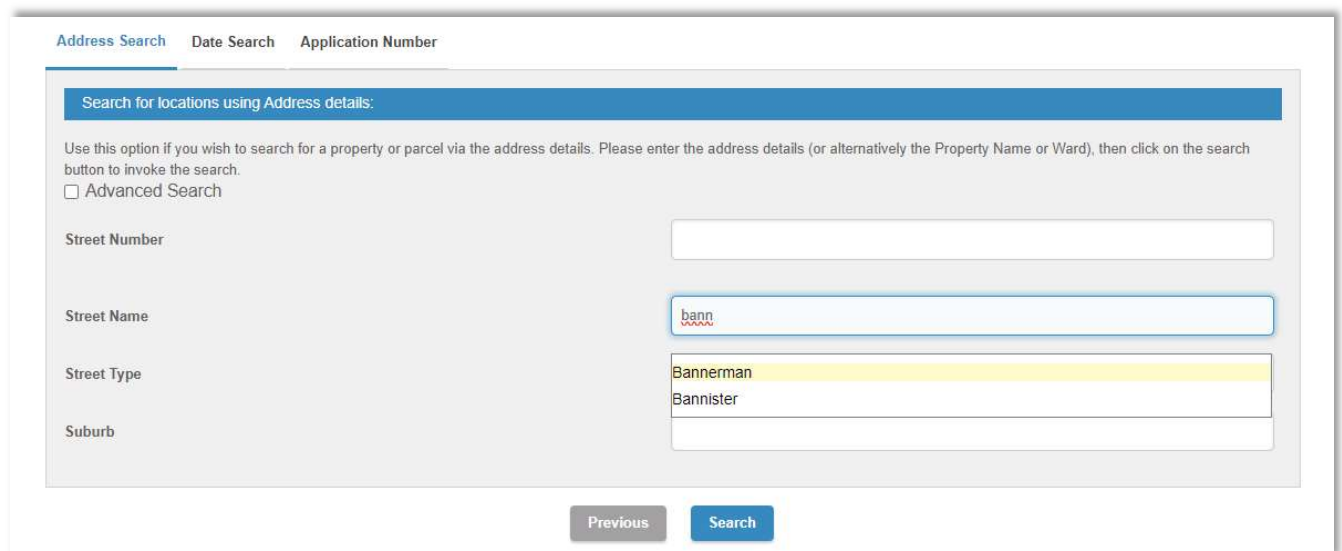
Step 2. At the General Enquiry Search screen, select your search options to locate the relevant application.

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:

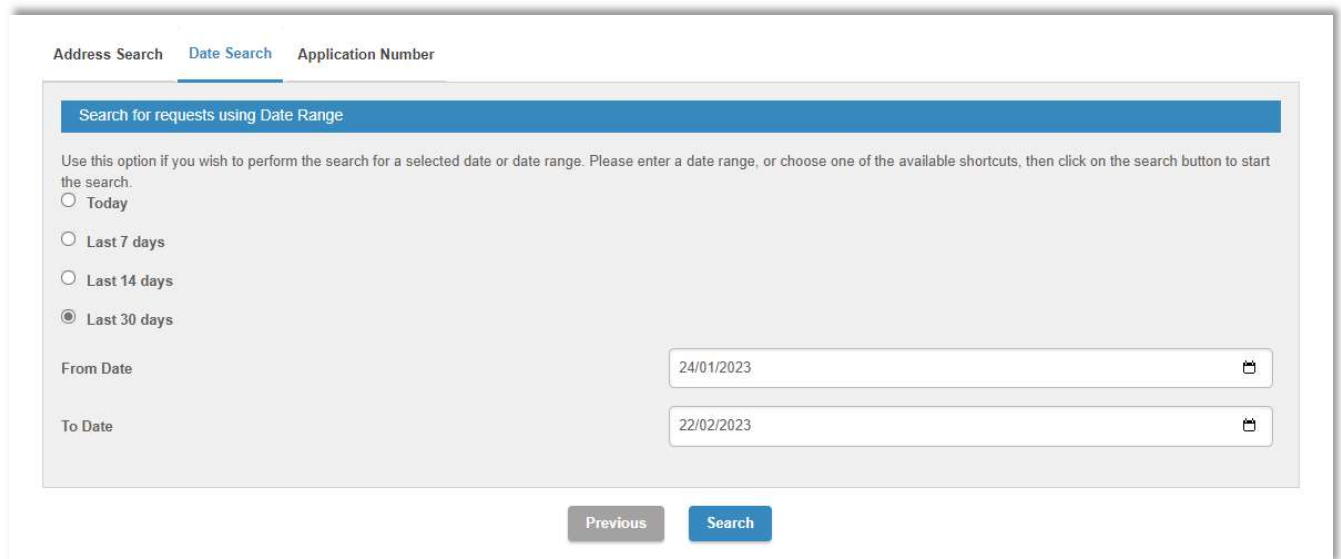


The screenshot shows the 'Address Search' tab selected in the top navigation bar. Below the navigation bar, there is a blue header bar with the text 'Search for locations using Address details:'. Underneath this, a message states: 'Use this option if you wish to search for a property or parcel via the address details. Please enter the address details (or alternatively the Property Name or Ward), then click on the search button to invoke the search.' There is an unchecked checkbox labeled 'Advanced Search'. Below this, there are four input fields: 'Street Number', 'Street Name', 'Street Type', and 'Suburb'. The 'Street Name' field contains the text 'bann' and has a dropdown menu open showing 'Bannerman' (highlighted in yellow) and 'Bannister'. At the bottom of the form, there are two buttons: 'Previous' and 'Search'.

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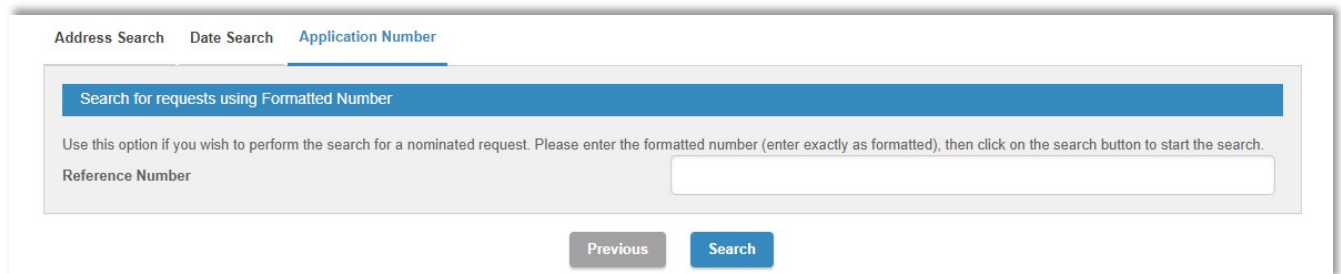
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Use the **Date Search** option to locate the Development Application by filtering by a Selected date or by a date range, then click **Search**:



The screenshot shows the 'Date Search' tab selected in the top navigation bar. Below the navigation bar, there is a blue header bar that reads 'Search for requests using Date Range'. The main content area contains a paragraph of instructions: '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. To the right of these options, there are two date input fields. The 'From Date' field contains '24/01/2023' and the 'To Date' field contains '22/02/2023'. At the bottom of the form, there are two buttons: 'Previous' and 'Search'.

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



The screenshot shows the 'Application Number' tab selected in the top navigation bar. Below the navigation bar, there is a blue header bar that reads 'Search for requests using Formatted Number'. The main content area contains a paragraph of instructions: '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 single text input field labeled 'Reference Number'. At the bottom of the form, there are two buttons: 'Previous' and 'Search'.

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.

Application Number	Address	Suburb	Description	Status
DA/6/2015	51 Boyce Avenue	WYONG	Inground pool	Approved
LA/3/2015	Kooindah Resort Units, 40 Kooindah Boulevard	WYONG	Swimming Pool Compliance Certificate INDOOR Spa	Approved
DA/870/2014/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
DA/862/2014/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
CDC/12/2015	8/36 Alison Road	WYONG	Internal Alteration to existing Medical Centre	Completed
DA/42/2015	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
TA/15/2015	Wyong Christian School, 100 Alison Road	WYONG	Remove 2 trees	Approved
CDC/18/2015	5 George Street	WYONG	Shed	Approved

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

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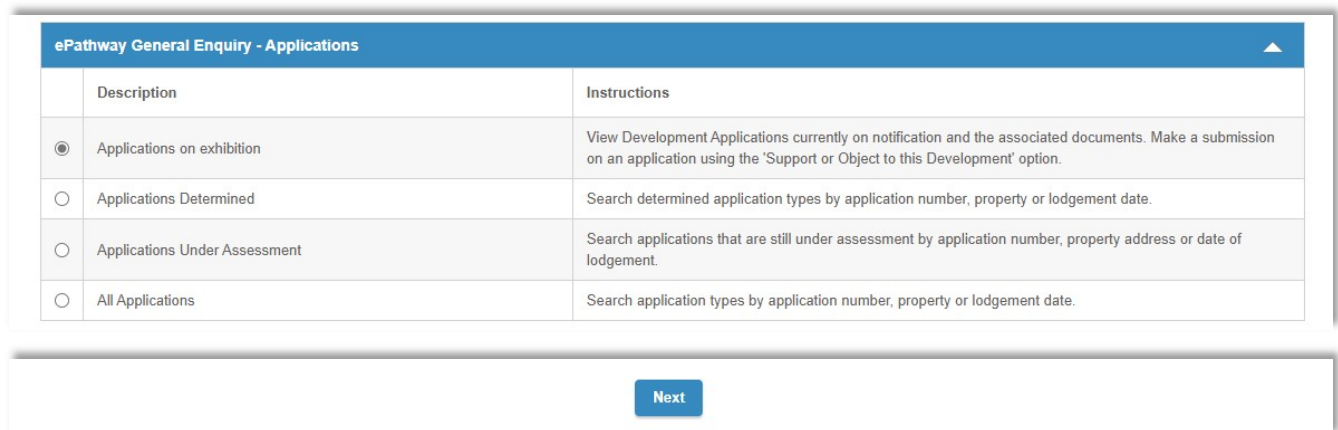
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Submitting a Response (Support or Objection) to an Application

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**.



ePathway General Enquiry - Applications	
Description	Instructions
<input checked="" type="radio"/> Applications on exhibition	View Development Applications currently on notification and the associated documents. Make a submission on an application using the 'Support or Object to this Development' option.
<input type="radio"/> Applications Determined	Search determined application types by application number, property or lodgement date.
<input type="radio"/> Applications Under Assessment	Search applications that are still under assessment by application number, property address or date of lodgement.
<input type="radio"/> All Applications	Search application types by application number, property or lodgement date.

[Next](#)

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

DA/861/2022	35 McDonagh Road	WYONG	Alterations & Additions	4/04/2022
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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.

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**.

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Action	Issued	Due By	You Responded	Document
Click here to Object or Support				

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

Application Response

Please supply the details requested below.

Application Response

Objection or Support Details

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

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

Attachment

Choose File

No file chosen

Attachment Description

Attachment

Choose File

No file chosen

Attachment Description

Attachment

Choose File

No file chosen

Attachment Description

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

Previous

Next

Add More Attachments

Note: The maximum upload file size limit is 10mb per file.

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

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
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* Denotes that the field is mandatory.

Given Names	<input type="text"/>
Surname *	<input type="text"/>
Company	<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"/>

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. Detailed reportable donation disclosure requirements are outlined within that form.

☐ I agree to the above Terms and Conditions

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Next

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

Application Responses Submission

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

Transaction Reference	EAR114
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[Click to Print This Page](#)

Application Details

Add Another Response