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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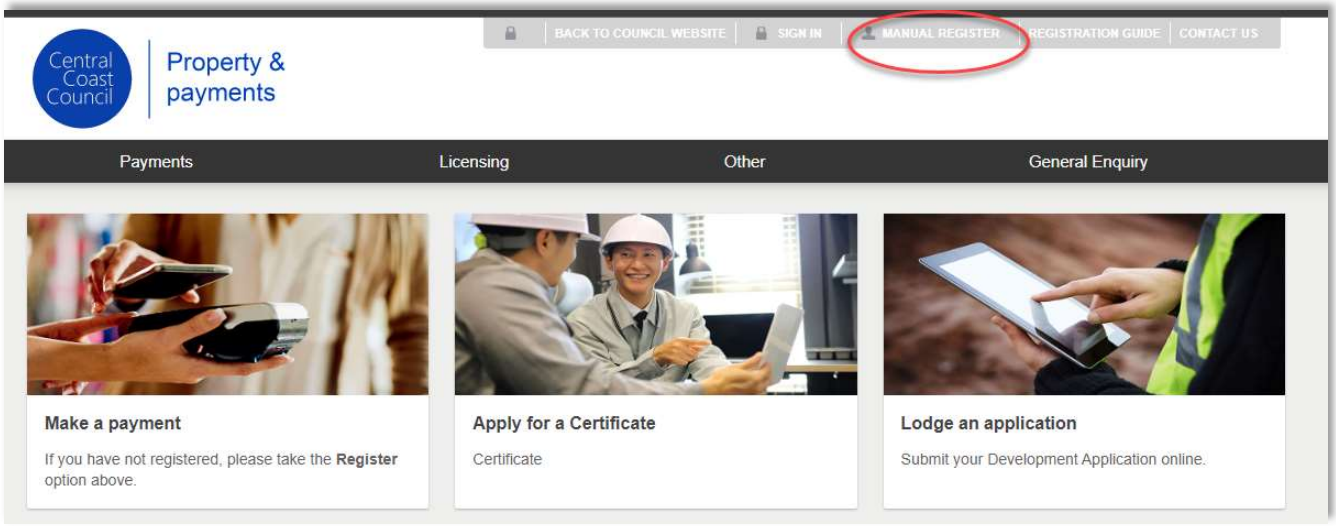
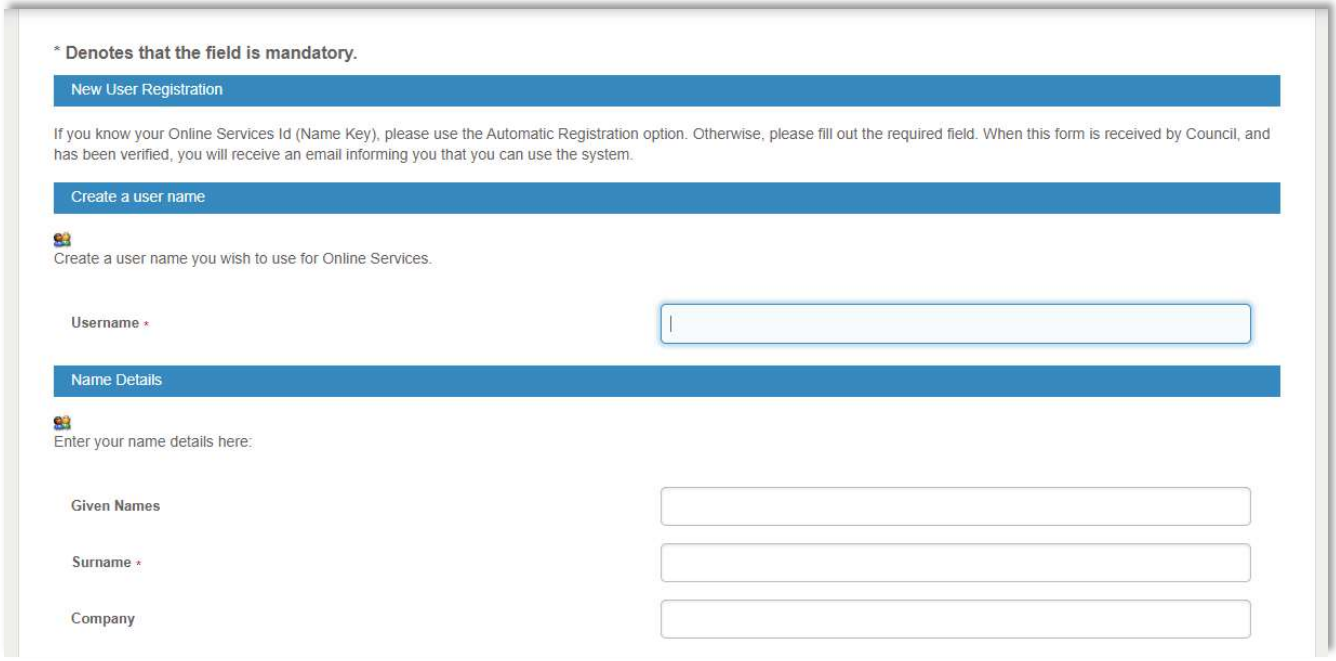
Manual Register

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.



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

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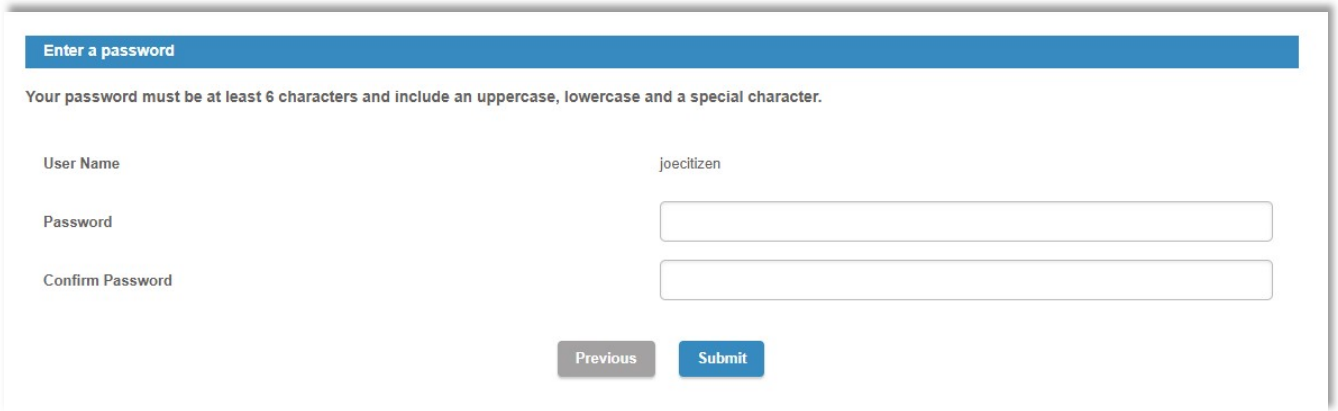
Step 3. You will then be asked to create a password. Your password must be a combination of upper and lower case, should contain a number and will need a special character e.g. Welcome123$



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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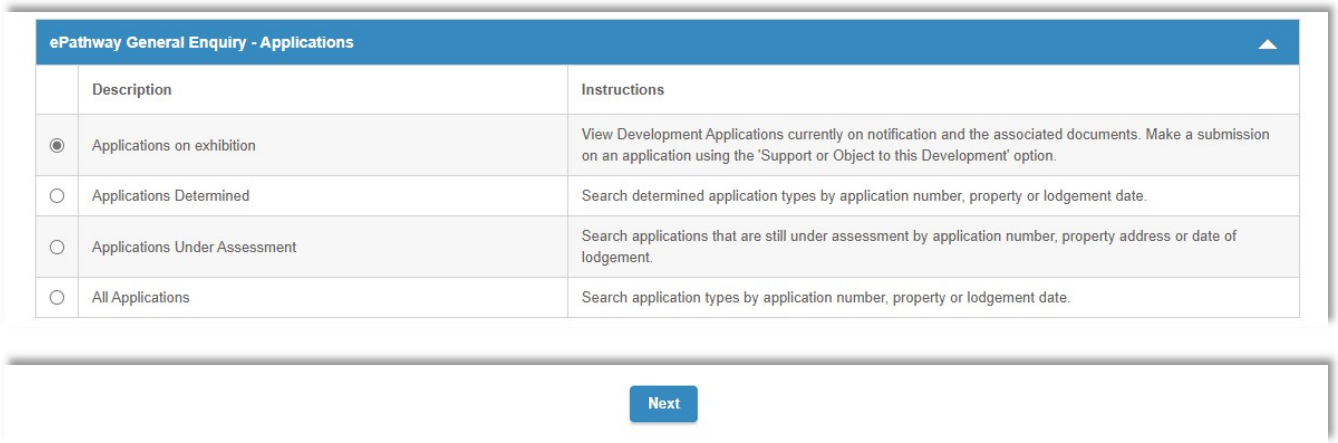
Using the Application Enquiry Options

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***



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

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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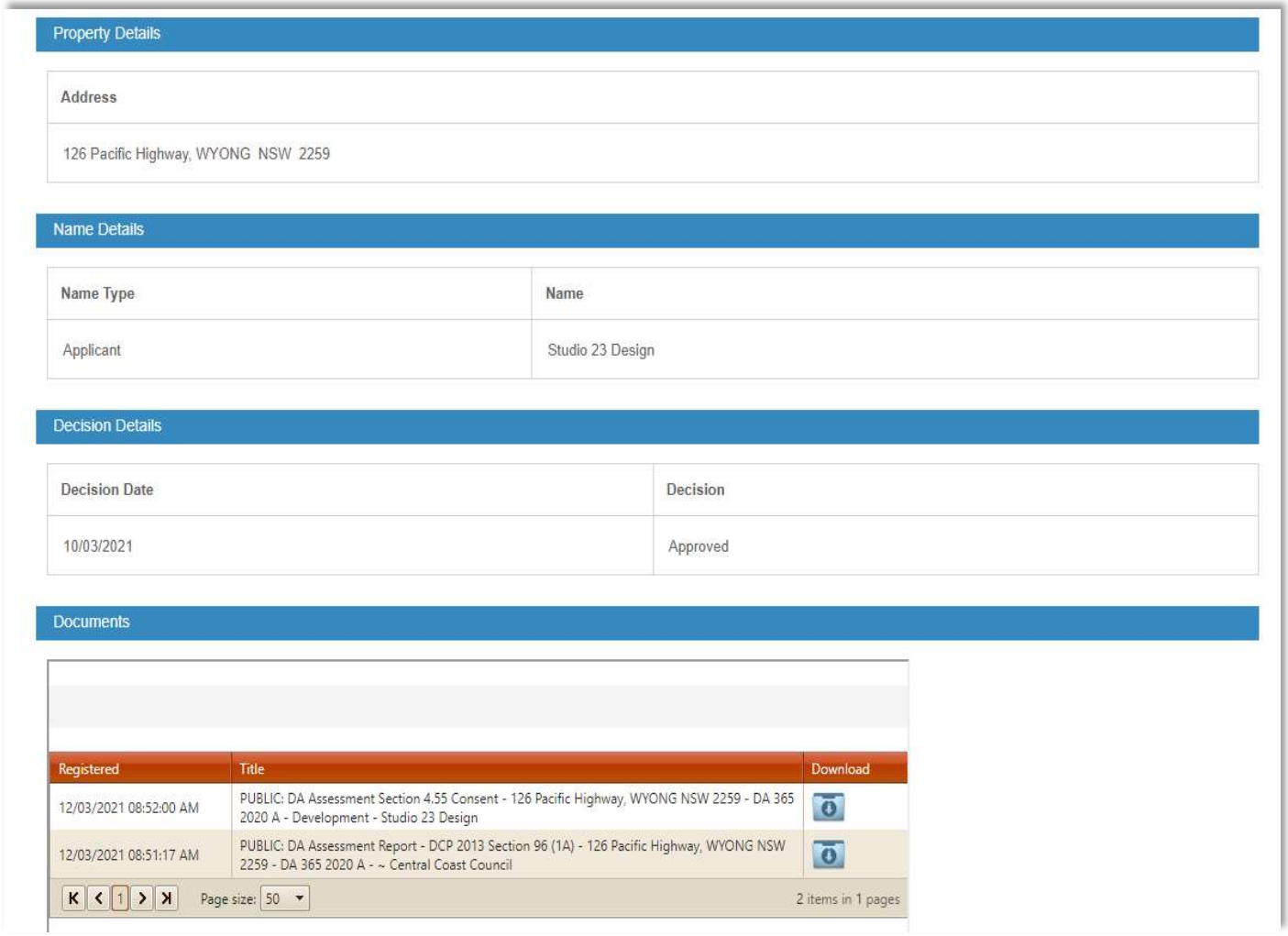
Application details

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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Viewing Applications Determined or Applications Under Assessment

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

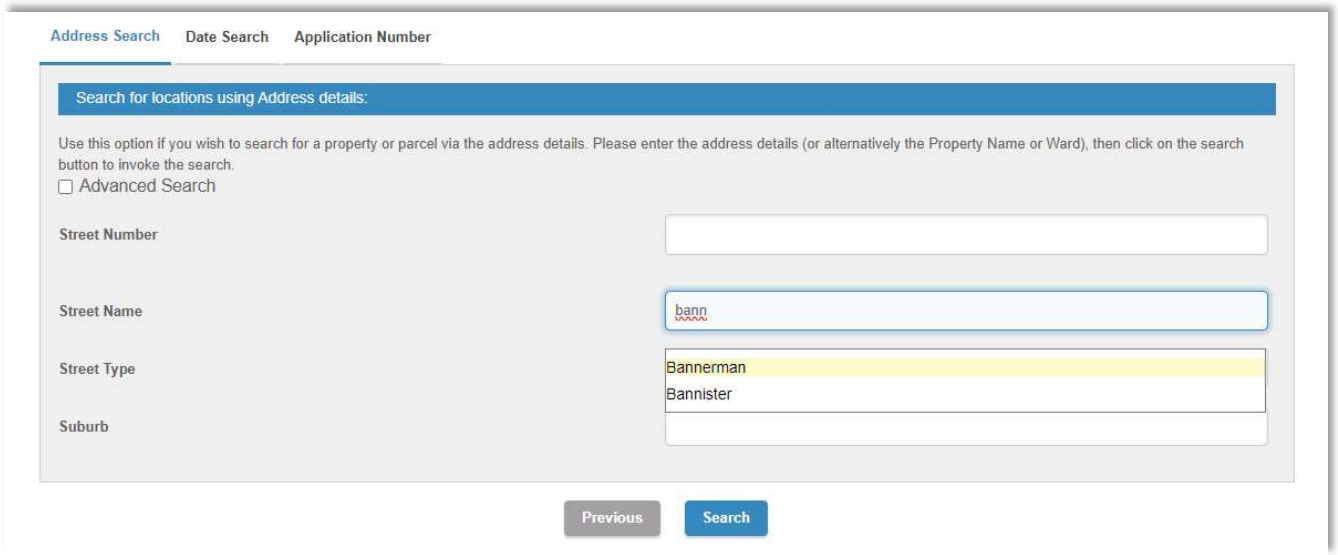
Step 2. At the General Enquiry Search screen, select your search options to locate the relevant application.

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:



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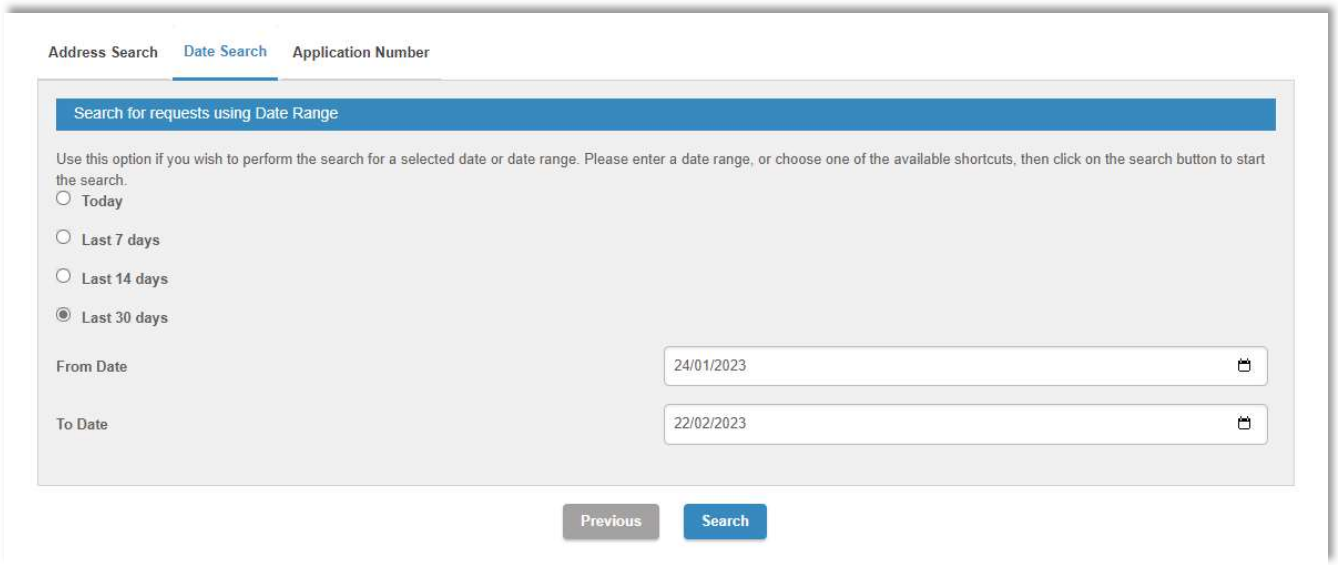
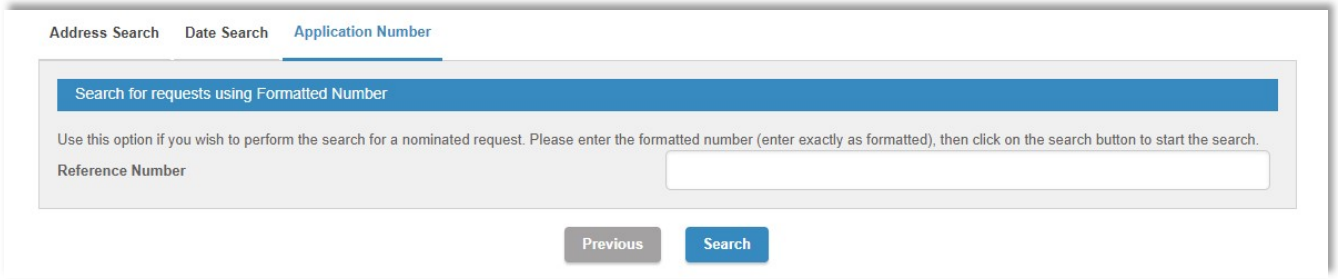
Use the ***Date Search*** option to locate the Development Application by filtering by a Selected date or by a date range, then click ***Search***:



Use the ***Application Number*** search option to locate the Development Application by entering the application Reference Number then click ***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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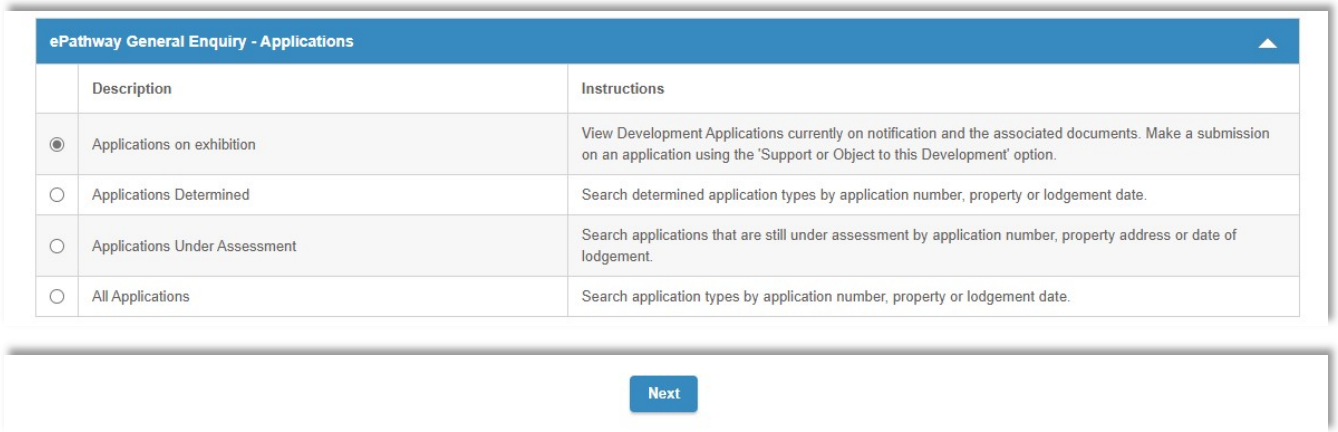
Submitting a Response (Support or Objection) to an Application

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.***



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

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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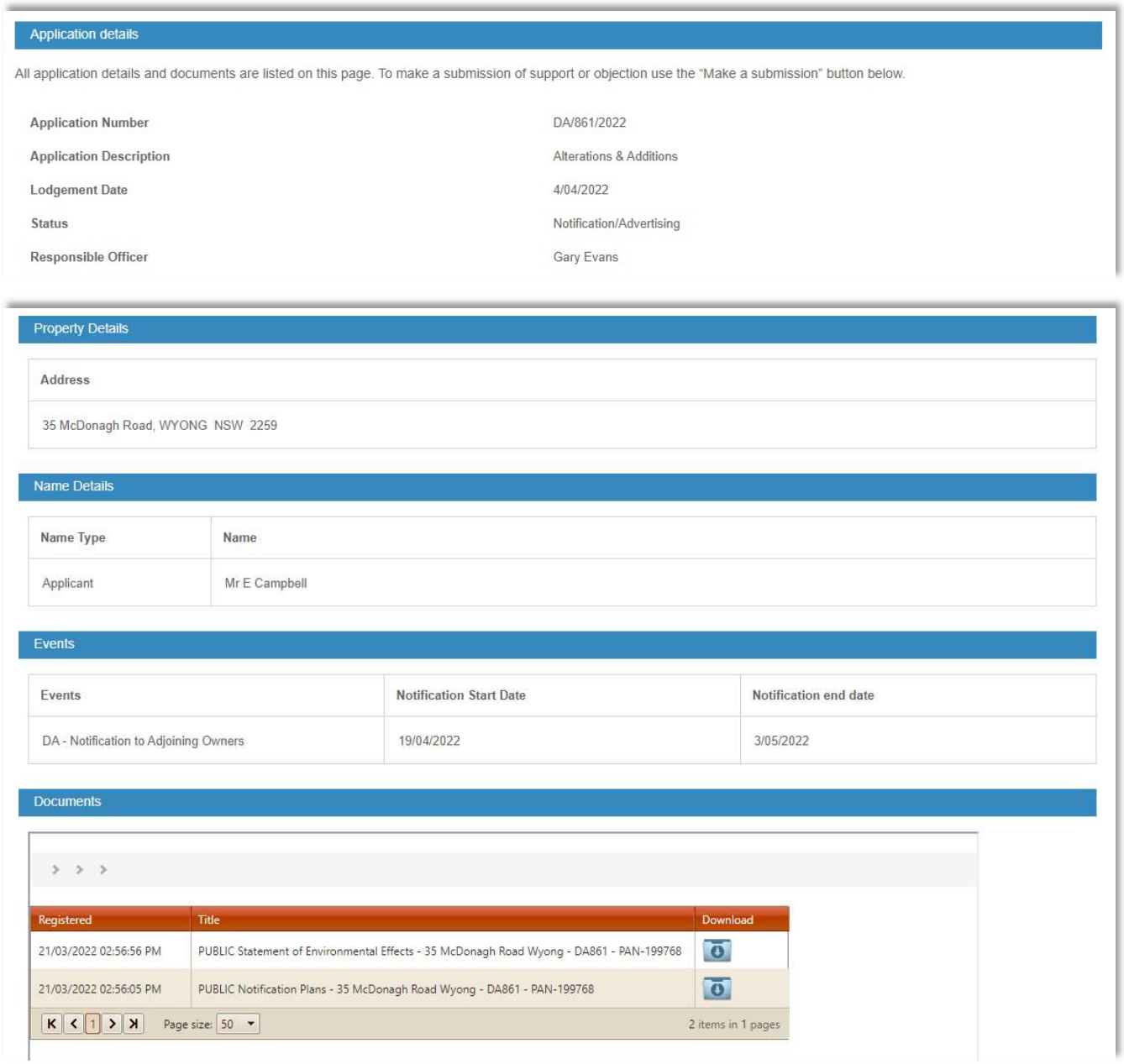
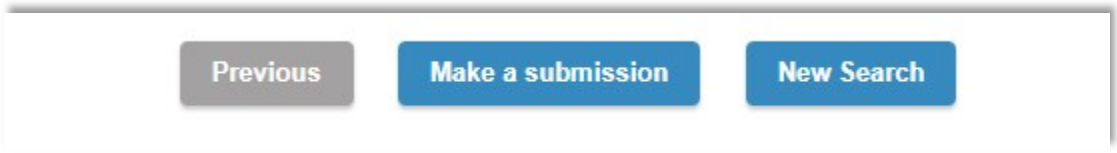


Step 5. Scroll to the bottom of the ***Application detail*** screen and select ***Make a submission.***



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

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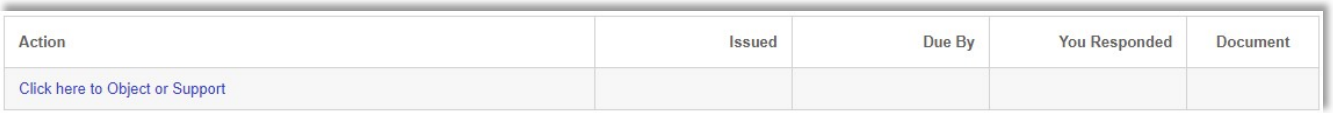
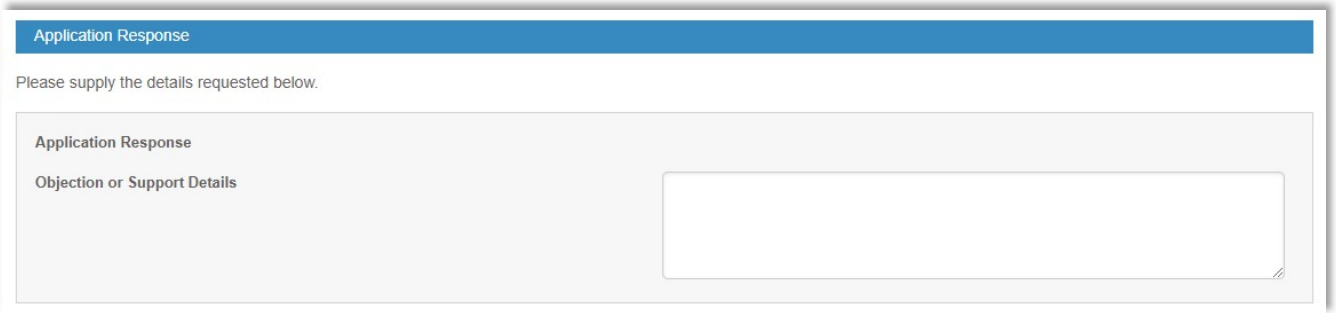
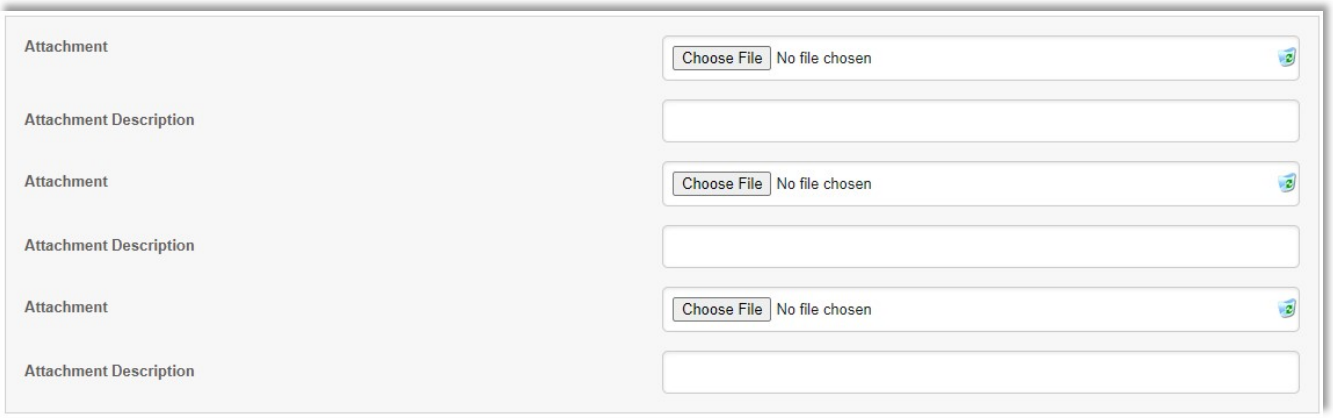


Step 7. At the ***Application Details*** screen scroll past the application details section to the ***Application Response*** section.



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.***



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

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

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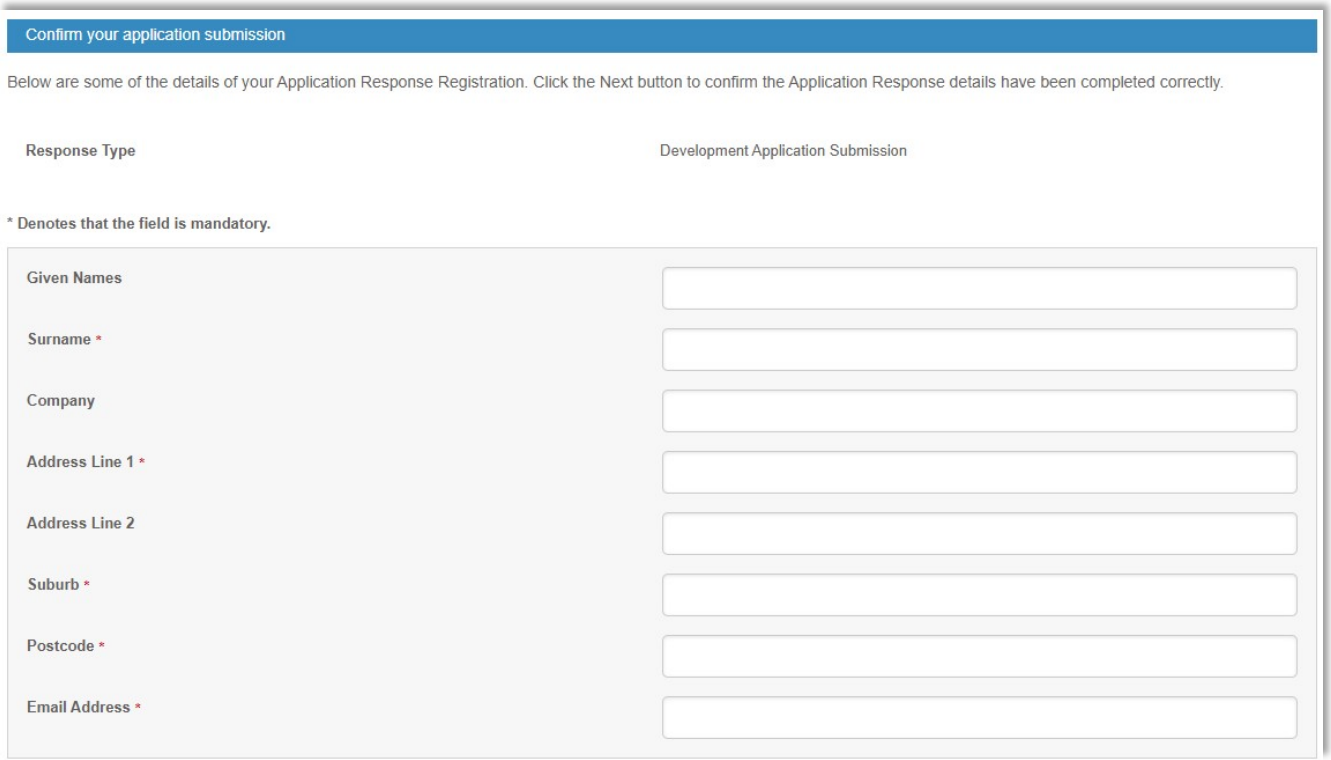
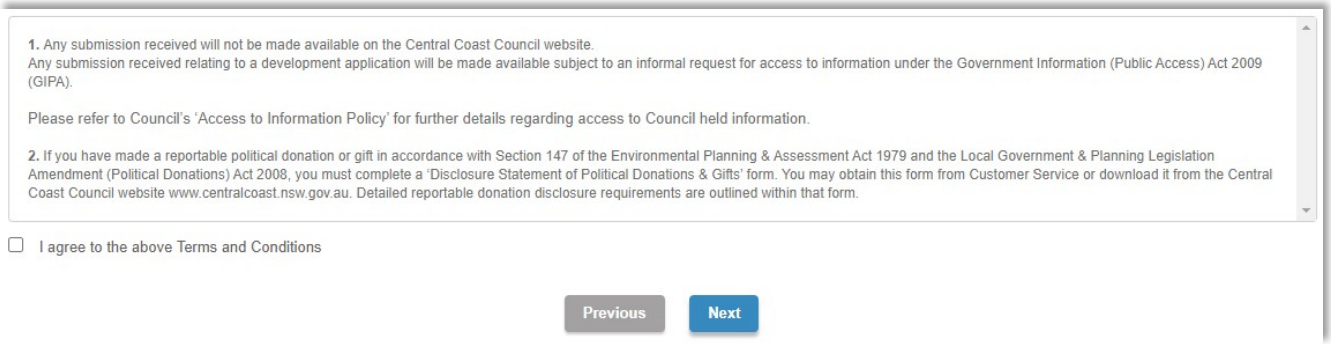
Step 8. At the next page you will be asked to confirm your application submission and to provide ***Your Personal Details***.



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



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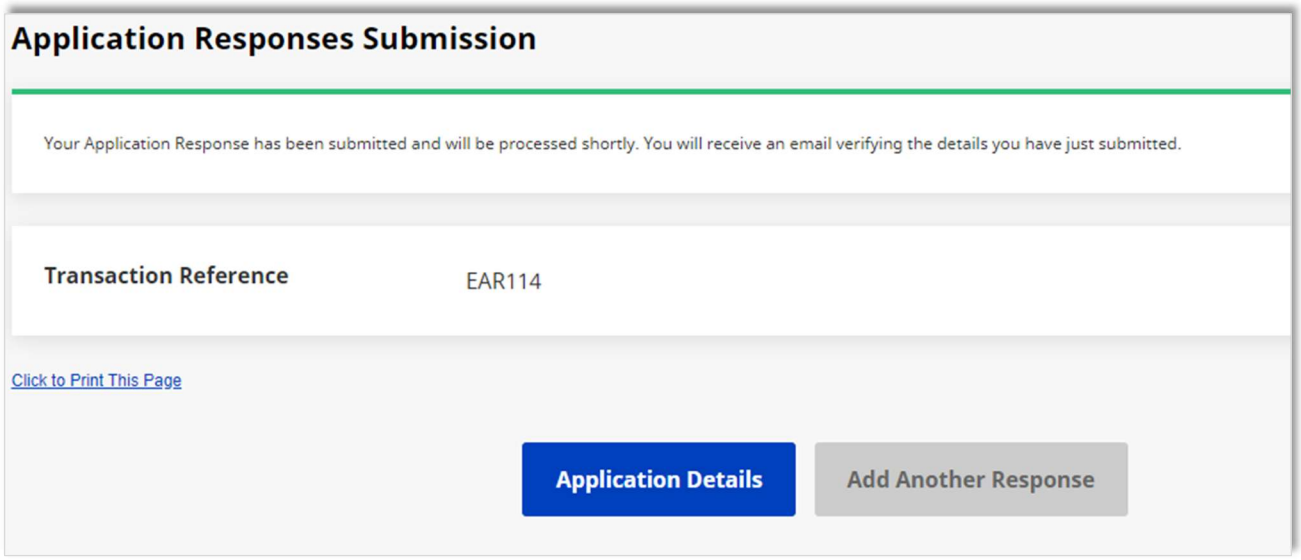
Step 9. You will receive an ***Application Responses Submission*** confirmation with a transaction reference.



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