How to Enquire – Pay – Lodge (Section 603 Outstanding Notice & Orders Certificate)

The **Enquiries** tile enables the **Registered User** to:

1. Enquire (obtain a Quote)
2. Pay
3. Lodge
4. Review Not-Lodged Applications (see diagram 1 and 2 below).

Diagram 1

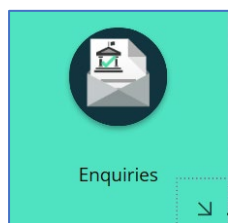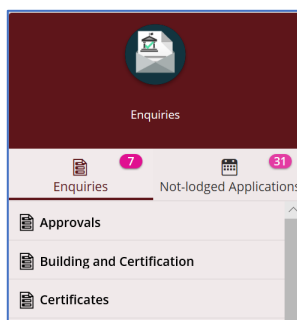To expand Enquiries tile (see diagram 2), click on the arrow on the bottom right.

Diagram 2

The following **Certificates and Permits** are available on the Enquiries tab:

- Certificate (Section 10.7 Planning Certificates (formerly known as Section 149 Planning Certificates)
- Rating Certificate
- Building Certificates
- Section 603 Outstanding Notices and Orders Certificates
- Engineering Certificates
- Certificates of Compliance for Swimming Pools
- Parking Permits (including Resident, Business, Trades, Personal Carer and Visitor Parking Permits.

**Using the Enquiries tile to make an Enquiry (obtain a Quote):**

Step 1:

a. Click on the Enquiries tile.

b. Select the **Start** button adjacent to either **Certificates or Permits** to open up the options for that Enquiry type.

Note: For the purpose of this example, a Certificate enquiry has been selected. The same Enquiry process applies to Permits. Although the information screens differ for each type of application, the navigation buttons are the same.
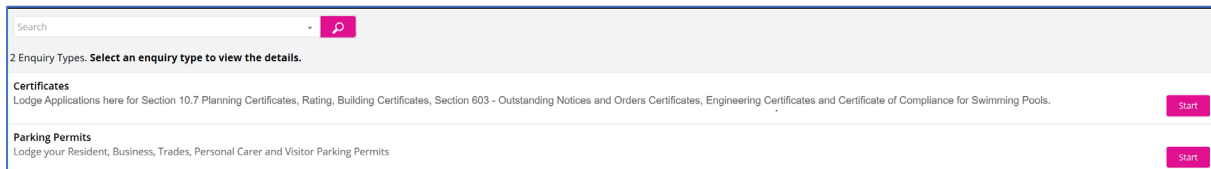

c. In the Enquiry in **Type of Certificates required**, select a Certificate type from the drop-down menu. In the **Where** section, tick to select a **Property by address** or **land parcel**. Type in the address details and/or select the correct address from the drop-down list. An aerial map of the property selected will automatically appear below the address field.
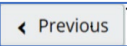
Select **Next ›** to go to the next screen.
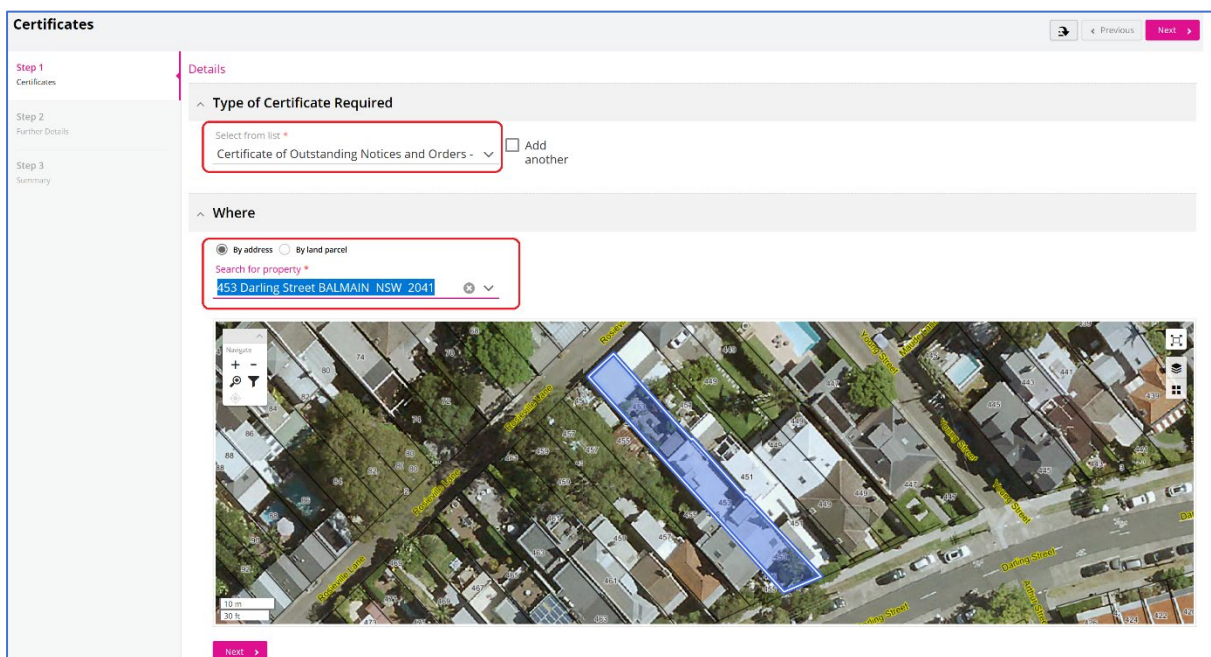
Step 2:

a. Type in the **Applicant Reference** details and select **Next ›** to go to the next screen.
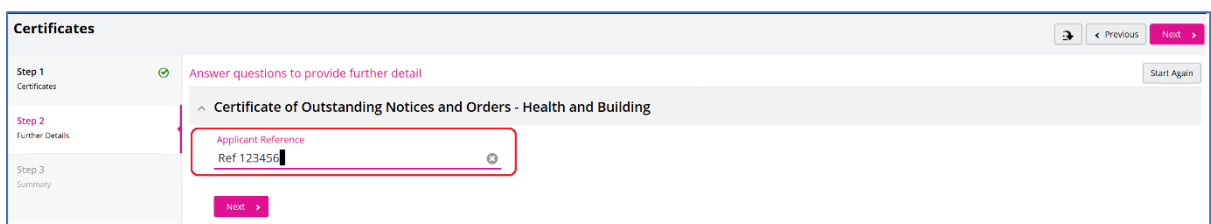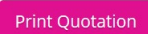
b. If necessary, use the buttons on the top right of the screen to make final changes to the Enquiry. Select the [‹ Previous] screen to go back to the previous screen, the arrow [→] button to **Cancel** your enquiry or **Start Again** or select [Home] to return to the home screen.

Step 3:

a. A summary screen with a **Summary of Enquiry: Certificates** will appear, this is the final step in the Enquiry process. This screen shows the detail of the Certificate and enables the user to Print the Enquiry (Quote) and enables the user to proceed to the lodgement stage of the Enquiry.

Note: If the user is happy to proceed with the price of the Quote and wishes to proceed to lodgement, it is advisable that they go directly to the [Lodge] button rather than [Print Quotation]. An Invoice and Receipt will be automatically generated once the Certificate is lodged and payment is made.

Option to Print the Enquiry or Quote

b. To print the Quote, select [Print Quotation].

Note: Although the label says **Print Quotation**, the screen shows an option to enter an email rather than print.

c. Enter the email address and select [Send] to email the Certificate enquiry. A successful email message will appear briefly at the top of the screen to notify that the email has been successfully sent.
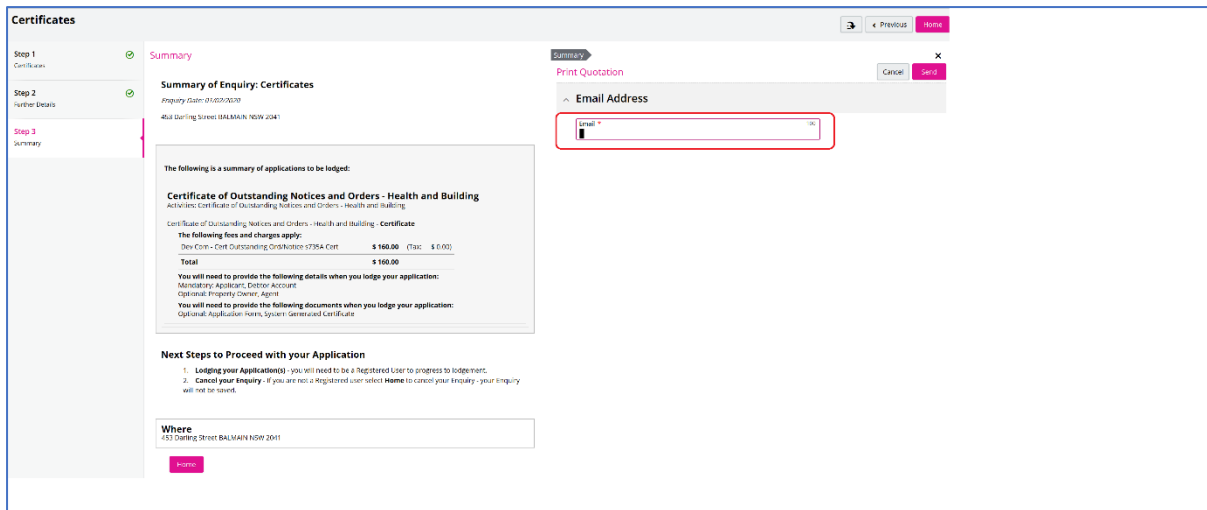
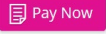## Searching for Not-Lodged Applications

Step 1:

a. Once the Enquiry has been emailed, the [Lodge] button is sometimes no longer visible. To access the Certificate Enquiry and lodge the Application (after printing), select [Home] to go back to the home screen, go to the **Enquiry** tile and select the Certificate enquiry from the **Not-lodged Applications** (see below). Note that the latest application that you enquired on will be listed at the top of the **Not-lodged Applications.**
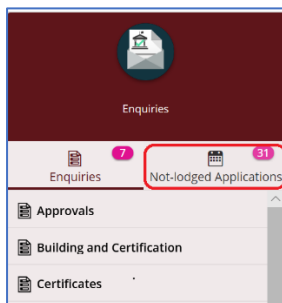
b. The user must select the correct Certificate in **Non-lodged application**s to return to the Certificate enquiry screen. From this screen, the user can select the [Lodge] button and proceed to lodge the Certificate.

c. In the Application Lodgement screen, the User can view the Certificate information by scrolling through the information tabs on the left (see diagram below). The following additional options are also available to the user:

   I. Make any final changes to the Certificate information by selecting the **Edit** button and **Save** to finalise.

   II. **View Applicant**, **Add Applicant** or add a **Preferred Email**.

   III. View the Charged Items (outstanding fees)

   IV. **Add Attachments** if the Attachment button is enabled for the application type you have selected.

d. Once the Certificate application is ready for payment, select **Pay Now** to pay for the Certificate.

e. The BPoint screen will appear. The user is required to select a Credit Card type and enter their Credit Card details to finalise the payment.
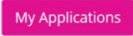
f. If payment is successful, the user will be taken back to the Certificate screen where they are required to select **Lodge** to lodge the Certificate. This is the final step of the lodgement process.

g. Once lodgement is finalised, an **Application Successfully Lodged** message will appear on the screen showing the **Reference number** of the lodged Certificate.

h. The user has the option to select **My Applications** to go directly to **My Lodged Applications** to view the summary of the application they have just lodged.

Application Successfully Lodged

Reference number: ONOC/2019/0041
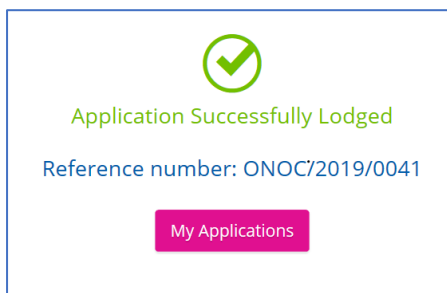
My Applications

Application Tracking
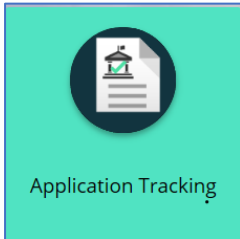
The **Application Tracking** function is available to both the **Guest** and **Registered User**. This function shows all applications lodged with Inner West Council other than those applications which are deemed 'not for public viewing' in accordance with the GIPA Act.

Below is an example of the type of applications which are currently available in Application Tracking. Each application contains a summary which can be viewed, sent to pdf and/or emailed.

# My Lodged Applications

My Lodged Applications

The **My Lodged Applications** function is available to the **Registered User**. This function works much the same way as **Application Tracking** however, it only shows the applications which were lodged by the Registered user and not all applications lodged with Council.

When an application has been successfully lodged, an **Application Successfully lodged** message appears on the screen. This message contains a button which links the user directly to **My Lodged Applications** (see example above) so they can view their lodged application (see example below).

Application Successfully Lodged

Reference number: ONOC/2019/0041

My Applications
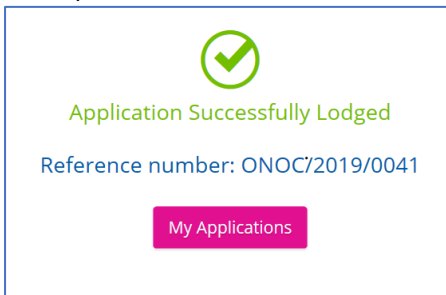
My Account
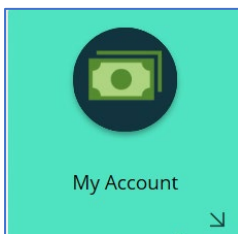
My Account

The **My Account** function is available to the **Registered User**. It enables the user to view their payment history and Invoices, see their **Outstanding Transactions** and to obtain an overall view of the status of their payments.
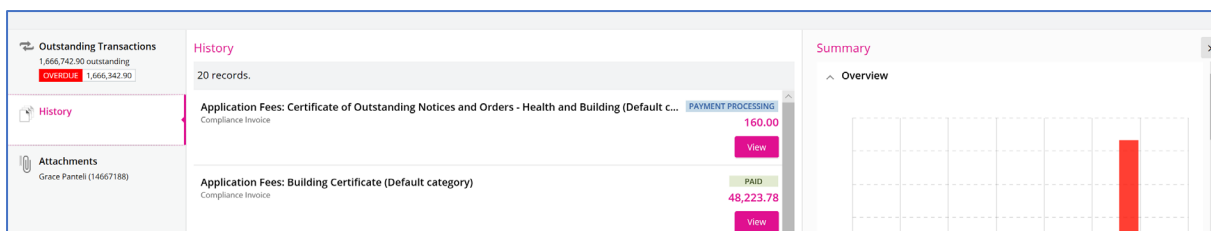
From the **Outstanding Transactions** tab, the Registered User can make a payment by selecting to view the Invoice and to make a payment (see examples below)

View the Invoice.

TAX INVOICE

2-14 Fisher Street PETERSHAM NSW 2049
PO Box 14 PETERSHAM NSW 2049
Phone: 02 9392 5000 **Fax:** 02 9392 5911
Email: accounts.receivable@innerwest.nsw.gov.au
Website: www.innerwest.nsw.gov.au
ABN: 19 488 017 987

Grace Panteli
23 Sunny Avenue
SUTHERLAND NSW 2232

Invoice No.   29067
Date: 31-Dec-2019
Debtor ID: 14667188
Due Date: 30-Jan-2020

Attention: Grace Panteli

| DESCRIPTION	UNITS	AMOUNT	GST	TOTAL
DA Notified Apps Adv Fees - on works est up to $1m	0.00	1,105.00	0.00	1,105.00
DA Doc Management/Scanning based on cost of work	0.00	622.90	0.00	622.90
Compliance and Enforcement Levy	0.00	1,125,000.00	0.00	1,125,000.00
All Other DA's - based on estimated cost	0.00	251,480.00	0.00	251,480.00
Planning Reform Fee	0.00	287,995.00	0.00	287,995.00
DA Ext Ref App Fees - Council Integrated Dev/Conc	1.00	140.00	0.00	140.00
TOTALS:		**1,666,342.90**	**0.00**	**1,666,342.90**

Payment by BPAY

BPAY
Biller Code: 318519
Ref:56671884832990

Internet Banking - BPAY®

Payment in Person
Council Customer Service Centre
7-15 Wetherill Street LEICHHARDT NSW 2040
2-14 Fisher Street PETERSHAM NSW 2049
260 Liverpool Road ASHFIELD NSW 2131

Public Property Search
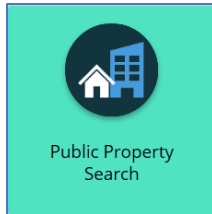
The **Public Property Search** function is accessible to the **Guest** and **Registered User**. It enables the user to search for a Public Property by the Street number and Property Details, Related Land Parcels and Property Attributes (see summary view diagram below).

If the user only has a legal description for the Property (ie Lot DP or Lot SP), use the **Public Land Search** function tile instead (see below).

Note: A legal description Search in the **Public Property Search** will not return a result. If a Street Number is typed in the Property Search and no result is returned, use **%** after the street number (e.g. Street No. 3 will be **3%**), this will return a result for any street number starting with 3.

If a Public Property cannot be found, it may be that the property has is not yet registered by the State Government or has not been yet been populated in the solution. In this case please create a Cherwell request and address to the GIS Team.

Map view

Summary view

Public Land Search

The **Public Land Search** function is accessible by the **Guest** and **Registered User**. This function enables the user to search for a Public Land Property and find Land Details and Land Fields (see summary view diagram below).   The user can toggle between the Map View and Summary of the Property (see diagrams below)

Note: If a Public Land cannot be found, it may be that the land is not yet registered by the State Government or has not yet been populated in the solution. In this case please create a Cherwell request and address to the GIS Team

Map view

Summary view

My Details

The **My Details** function is available to the **Registered User.** It allows the user to view their Name and Contact details which the user provided to Council to Register on the Portal.