

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.

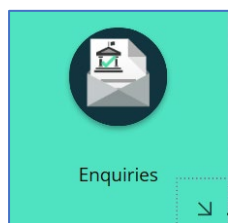
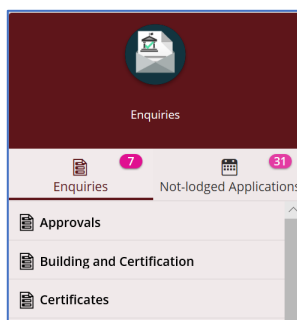


Diagram 2



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

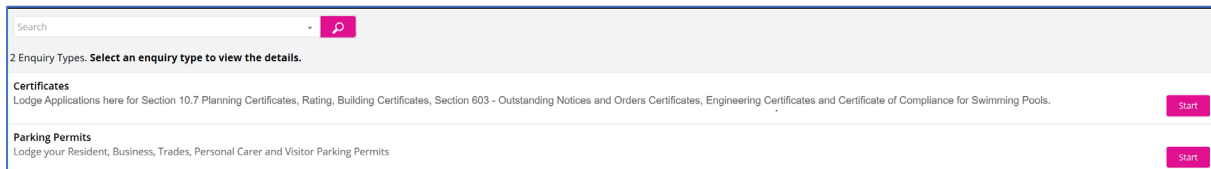
- Certificate (Section 10.7 Planning Certificates (formerly known as Section 149 Planning Certificates))
- Rating Certificate
- Building Certificates
- Section 603 Outstanding Notices and Orders Certificates
- Engineering Certificates
- Certificates of Compliance for Swimming Pools
- Parking Permits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

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

Step 1:

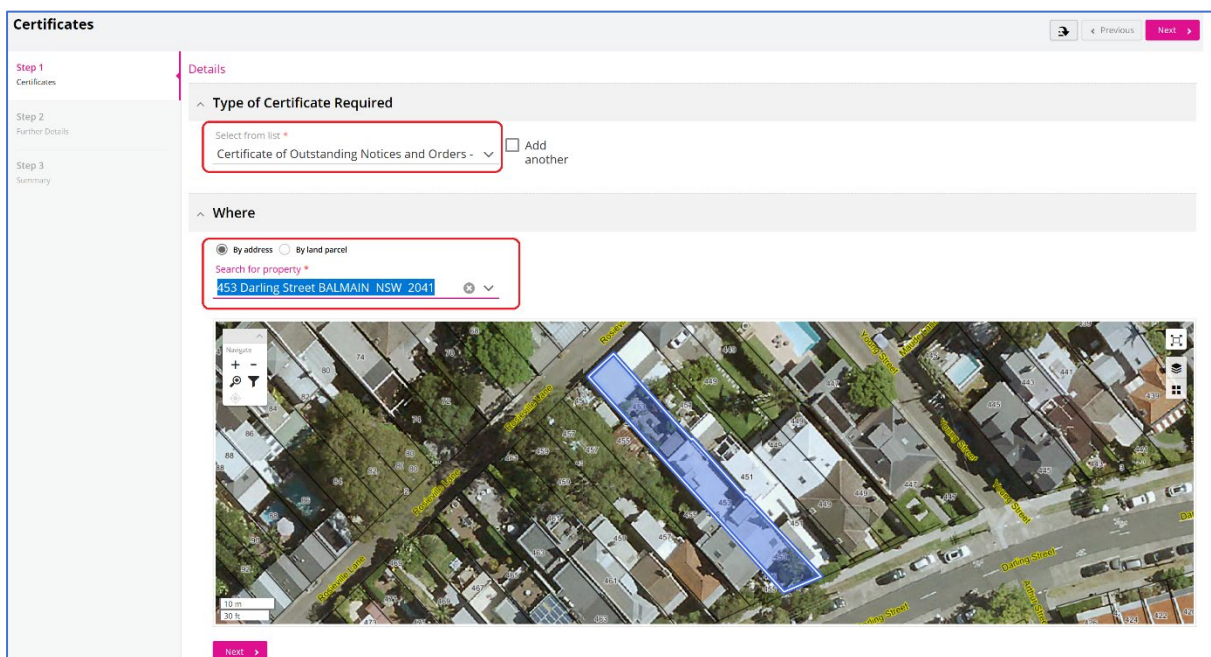
- Click on the Enquiries tile.
- Select the **Start** button adjacent to either **Certificates** or **Permits** to open up the options for that Enquiry type.

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.



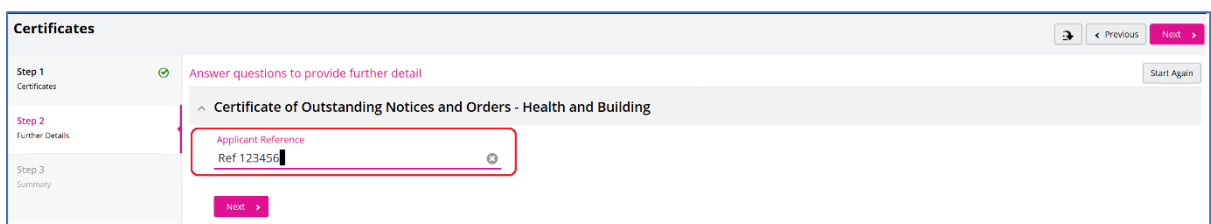
- In the Enquiry in **Type of Certificates required**, select a Certificate type from the drop-down menu. In the **Where** section, tick to select a **Property by address** or **land parcel**. Type in the address details and/or select the correct address from the drop-down list. An aerial map of the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

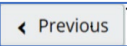


Select **Next** to go to the next screen.



Step 2:



- Type in the **Applicant Reference** details and select **Next** to go to the next screen.



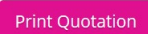
- b. If necessary, use the buttons on the top right of the screen to make final changes to the Enquiry. Select the  screen to go back to the previous screen, the arrow  button to **Cancel** your enquiry or **Start Again** or select  to return to the home screen.

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  button rather than . 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 .

Certificates

Step 1 Certificates ✓

Step 2 Further Details ✓

Step 3 Summary

Summary

Summary of Enquiry: Certificates
 Enquiry Date: 01/02/2020
 453 Darling Street BALMAIN NSW 2041

The following is a summary of applications to be lodged:

Certificate of Outstanding Notices and Orders - Health and Building
 Activities: Certificate of Outstanding Notices and Orders - Health and Building

Certificate of Outstanding Notices and Orders - Health and Building - Certificate

The following fees and charges apply:

Dev Com - Cert Outstanding Ord/Notice s735A Cert	\$ 160.00	(Tax: \$ 0.00)
Total	\$ 160.00	

You will need to provide the following details when you lodge your application:
 Mandatory: Applicant, Debtor Account
 Optional: Property Owner, Agent

You will need to provide the following documents when you lodge your application:
 Optional: Application Form, System Generated Certificate


Next Steps to Proceed with your Application

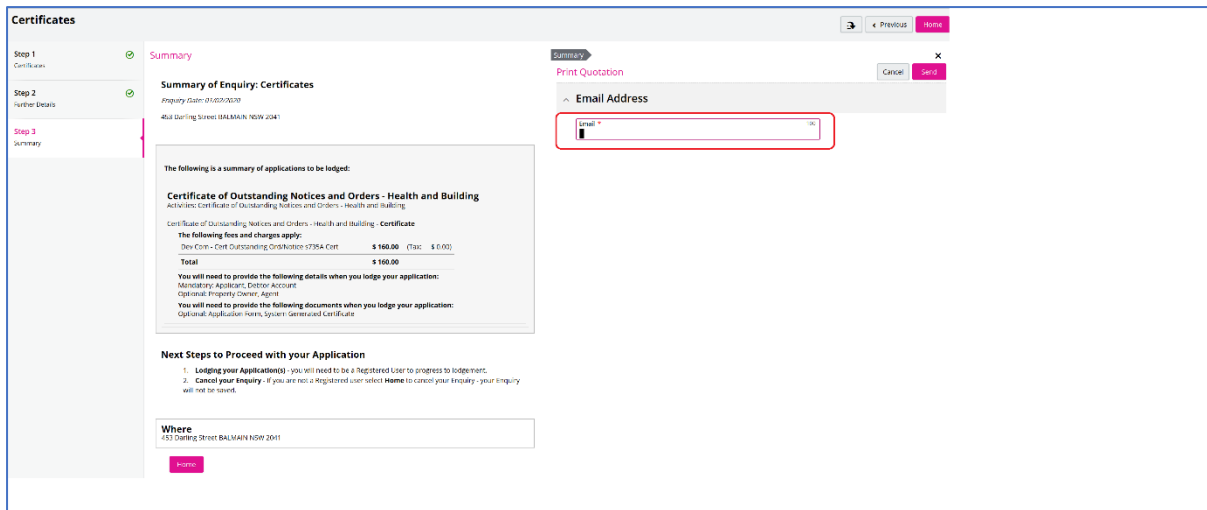
- Lodging your Application(s)** - you will need to be a Registered User to progress to lodgement.
- Cancel your Enquiry** - If you are not a Registered user select **Home** to cancel your Enquiry - your Enquiry will not be saved.

Where
 453 Darling Street BALMAIN NSW 2041

Navigation: Previous, Home, Lodge, Print Quotation

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

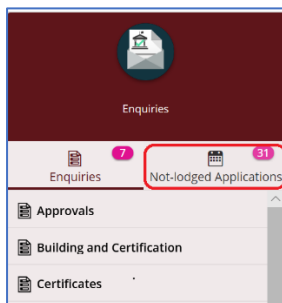
- c. Enter the email address and select  to email the Certificate enquiry. A successful email message will appear briefly at the top of the screen to notify that the email has been successfully sent.



Searching for Not-Lodged Applications


Step 1:

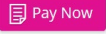
- Once the Enquiry has been emailed, the **Lodge** button is sometimes no longer visible. To access the Certificate Enquiry and lodge the Application (after printing), select **Home** to go back to the home screen, go to the **Enquiry** tile and select the Certificate enquiry from the **Not-lodged Applications** (see below). Note that the latest application that you enquired on will be listed at the top of the **Not-lodged Applications**.



- The user must select the correct Certificate in **Non-lodged applications** 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  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  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.


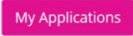
Online Payment

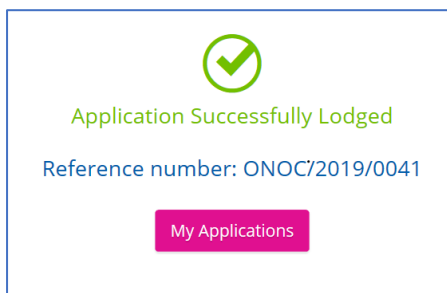
You have entered the following details

Bill Code: 99999376 (Demo Merchant 376 - Rates)
Payment No: 120
Reference Number: 127
Payment Amount: AUD 160.00

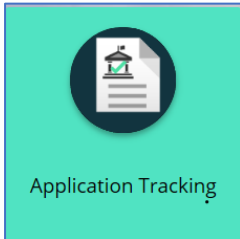
Please enter your card details to proceed

Card Number: 
Expiry Date: MM YY
CVN: 

- f. If payment is successful, the user will be taken back to the Certificate screen where they are required to select  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  to go directly to **My Lodged Applications** to view the summary of the application they have just lodged.



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.

478 applications. [Select an application to view the details.](#)

Application ID	Address	Lodged	Accepted	Determined	Effective	Completed
PDA/2020/0016	13 Paul Street BALMAIN EAST NSW 2041	31-Jan-2020 14:30:27	Accepted	Determined	Effective	Completed
DA/2020/0034	31 Simmons Street ENMORE NSW 2042	31-Jan-2020 14:28:39	Accepted	Determined	Effective	Completed
DA/2020/0033	18 Despointes Street MARRICKVILLE NSW 2204	31-Jan-2020 14:18:49	Accepted	Determined	Effective	Completed
ENOC/2020/0001	1 Hercules Street ASHFIELD NSW 2131	31-Jan-2020 14:11:34	Accepted	Determined	Effective	Completed
MOD/2020/0017	84 Beattie Street BALMAIN NSW 2041	31-Jan-2020 13:01:37	Accepted	Determined	Effective	Completed
DA/2020/0032	67 Edinburgh Road MARRICKVILLE NSW 2204	31-Jan-2020 12:41:25	Accepted	Determined	Effective	Completed
ENSP/2020/0001	33 Smith Street SUMMER HILL NSW 2130	31-Jan-2020 12:31:04	Accepted	Determined	Effective	Completed

Summary Application Map
Summary
View

PDA/2020/0016 - Development Application - Prelodgement - 13 Paul Street BALMAIN EAST NSW 2041

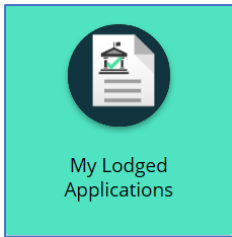
Summary

Application Type	Development Application - Prelodgement
Site Name	13 Paul Street BALMAIN EAST NSW 2041
Description	Development Application - Prelodgement (Default category)
Lodged	31/01/2020
Estimated Cost of Work	525000.000000
Type of Development	Single Dwelling (Alterations & Additions, Demo, New Dwelling, Ancillary Develop, Secondary Dwelling)
What Type of Pre-development is Sought	Advice and Meeting (Recommended)
Does the development involve a building of 5 storeys or more, or is it located in a master planned area, or is it a gateway site?	No

Progress

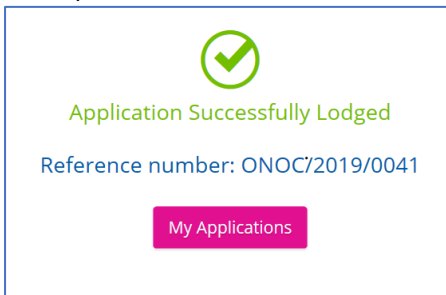
Description	Commenced	Due	Completed
Application Lodged			

My Lodged Applications

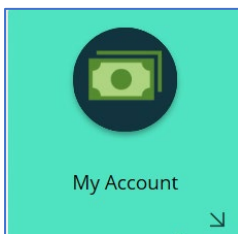


The **My Lodged Applications** function is available to the **Registered User**. This function works much the same way as **Application Tracking** however, it only shows the applications which were lodged by the Registered user and not all applications lodged with Council.

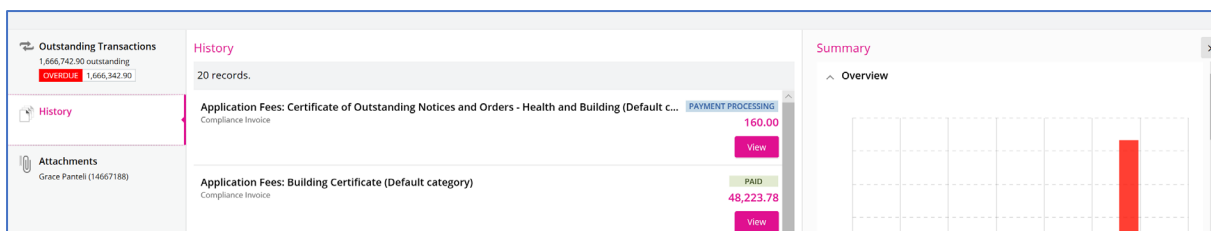
When an application has been successfully lodged, an **Application Successfully lodged** message appears on the screen. This message contains a **My Applications** button which links the user directly to **My Lodged Applications** (see example above) so they can view their lodged application (see example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



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)

Outstanding Transactions
1,666,742.90 outstanding
OVERDUE 1,666,342.90

History

Attachments
Grace Panteli (14667188)

Outstanding Transactions

> 2 records.

Select all

Application Fees: Single storey dwelling with double garage 1,666,342.90
30-JAN-2020

Compliance Invoice | 29067
/ 13 A Beckett Avenue ASHFIELD NSW 2131

OVERDUE Please pay now Pay now

Application Fees: Complying Development Certificate - Prelodgement (Default category) 04-FEB-2020

Compliance Invoice | 29526
Complying Development Certificate - Prelodgement (Default category) / 56/10 A Beckett Avenue ASHFIELD NSW 2131

View Pay now

Summary

Overview

Feb 19 Apr 19 Jun 19 Aug 19 Oct 19 Dec 19 Feb 20

Compliance: / 13 A Beckett Avenue ASHFIELD NSW 2131

View the Invoice.

Outstanding Transactions
1,666,742.90 outstanding
OVERDUE 1,666,342.90

History

Attachments
Grace Panteli (14667188)

← Outstanding Transactions

INNER WEST COUNCIL

Grace Panteli
23 Sunny Avenue
SUTHERLAND NSW 2232

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.receiveable@innerwest.nsw.gov.au
Website: www.innerwest.nsw.gov.au
ABN: 19 488 017 987

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

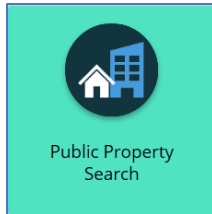
Billers Code: 318519
Ref: 56671884832990

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

The screenshot displays the Public Property Search interface. On the left, a search bar contains "45 Liverpool" and a magnifying glass icon. Below the search bar, it indicates "13 records." A list of search results is shown, with the first result highlighted in pink:

- 45 Liverpool Road ASHFIELD NSW 2131** (PRIMARY)
Legal Description
Lot 1 Section 1 DP 1120, Lot 2 Section 1 DP 1120
- 337-345 Liverpool Road ASHFIELD NSW 2131** (PRIMARY)
Legal Description
Lot 0 SP 19732, Lot 10 DP 12491
- 1/337-345 Liverpool Road ASHFIELD NSW 2131** (PRIMARY)
Legal Description
Lot 1 SP 19732
- 2/337-345 Liverpool Road ASHFIELD NSW 2131** (PRIMARY)
Legal Description
Lot 2 SP 19732
- 3/337-345 Liverpool Road ASHFIELD NSW 2131** (PRIMARY)
Legal Description
Lot 3 SP 19732
- 4/337-345 Liverpool Road ASHFIELD NSW 2131** (PRIMARY)
Legal Description
Lot 4 SP 19732
- 5/337-345 Liverpool Road ASHFIELD NSW 2131** (PRIMARY)
Legal Description
Lot 5 SP 19732
- 6/337-345 Liverpool Road ASHFIELD NSW 2131** (PRIMARY)
Legal Description
Lot 6 SP 19732
- 7/337-345 Liverpool Road ASHFIELD NSW 2131** (PRIMARY)
Legal Description
Lot 7 SP 19732

On the right, a map view is shown, displaying an aerial view of the area. A blue rectangular box highlights the property at 45 Liverpool Road. The map includes navigation controls and a scale bar (3 m / 20 ft).

Summary view

The screenshot displays a web application interface for property records. On the left, a list of 13 records is shown, with the first record highlighted in pink. The record details are as follows:

Address	Legal Description	Primary
45 Liverpool Road ASHFIELD NSW 2131	Lot 1 Section 1 DP 1120, Lot 2 Section 1 DP 1120	PRIMARY
337-345 Liverpool Road ASHFIELD NSW 2131	Lot 9 SP 19732, Lot 10 DP 12491	PRIMARY
1/337-345 Liverpool Road ASHFIELD NSW 2131	Lot 1 SP 19732	PRIMARY
2/337-345 Liverpool Road ASHFIELD NSW 2131	Lot 2 SP 19732	PRIMARY
3/337-345 Liverpool Road ASHFIELD NSW 2131	Lot 3 SP 19732	PRIMARY
4/337-345 Liverpool Road ASHFIELD NSW 2131	Lot 4 SP 19732	PRIMARY
5/337-345 Liverpool Road ASHFIELD NSW 2131	Lot 5 SP 19732	PRIMARY
6/337-345 Liverpool Road ASHFIELD NSW 2131	Lot 6 SP 19732	PRIMARY
7/337-345 Liverpool Road ASHFIELD NSW 2131		PRIMARY

The right-hand side of the interface shows the 'Summary' view for the selected property, '45 Liverpool Road ASHFIELD NSW 2131'. The details are as follows:

Property Details

Property Number:	95148
Primary Address:	45 Liverpool Road ASHFIELD NSW 2131
Legal Description:	Lot 1 Section 1 DP 1120, Lot 2 Section 1 DP 1120
Additional Description:	
Electorate:	Not Applicable
Property Type:	Residential Standalone Building
Total Land Area:	0

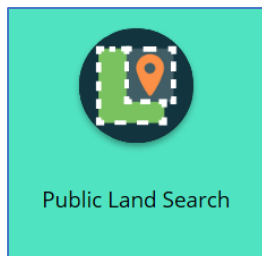
Related Land Parcels

Land Number	Legal Description	Area
31205	Lot 1 Section 1 DP 1120	460.7 SqM
53217	Lot 2 Section 1 DP 1120	0

Property Attributes

Attribute Type	Attribute Description	Date Effective
FORMER LGA	Ashfield Council	27-Sep-2019
Former LGA	Ashfield	27-Sep-2019
Weekly Garbage Collection	Garbage Weekly Wednesday	01-Jan-2019
Fortnightly Organics Collection	Organics Fortnightly W2 Wednesday	01-Jan-2019
Fortnightly Recycling Collection	Recycling Fortnightly W2 Wednesday	01-Jan-2019
Recycle Zone	Recycle Zone 1	01-Jan-2019
Waste Zone	Cleanup Zone 4	01-Jan-2019

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

43 Liverpool

3 records.

Legal Description	Lot	Plan Number	PRIMARY
43 Liverpool Road ASHFIELD NSW 2131 Lot 3 Section 1 DP 1120	3	1120	PRIMARY
243 Liverpool Road ASHFIELD NSW 2131 Lot A DP 345218	A	345218	PRIMARY
443 Liverpool Road ASHFIELD NSW 2131 Lot 1 DP 435409	1	435409	PRIMARY

Map View Summary

Map View

Summary view

43 Liverpool

3 records.

Legal Description	Lot	Plan Number	PRIMARY
43 Liverpool Road ASHFIELD NSW 2131 Lot 3 Section 1 DP 1120	3	1120	PRIMARY
243 Liverpool Road ASHFIELD NSW 2131 Lot A DP 345218	A	345218	PRIMARY
443 Liverpool Road ASHFIELD NSW 2131 Lot 1 DP 435409	1	435409	PRIMARY

Map View Summary

Map View Summary

Lot 3 Section 1 DP 1120
Land Number: 31753

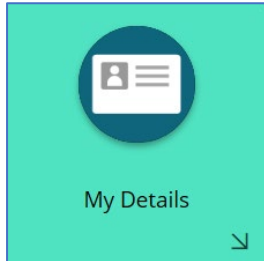
Land Details

Primary Address	43 Liverpool Road ASHFIELD NSW 2131
Legal Description	Lot 3 Section 1 DP 1120

LAND FIELDS

Area Units Desc	SqM
Cert Of Title	
County Desc	
Dimensions	7.62 X 30.4/30.2
Folio	
Land Area	226.5
Lot	3
Parcel Desc	
Parish Desc	NA
Plan No	1120
Parish Portion	
Parish Portion Part	
Parish Section	
Part Lot	N
Plan Desc	DP
Section For Lot	1
Strata Plan No	1120
Street Side Desc	
Vol	0

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.