

# FAQ's – Electronic Development Application



## ***How can I lodge a development application electronically?***

There are **two ways** to lodge a DA:

1. Via the NSW Planning Portal, where you have to register for an account. <https://www.planningportal.nsw.gov.au/onlineDA>
  - Register to submit an online application
  - Lodge a Development Application (DA)
  - Lodge a Complying Development Certificate (CDC)
2. Bringing your application forms, plans and supporting documents on a USB to one of our Customer Service Centres in Grafton or Maclean.

## ***Where can I find more information about the new electronic lodgement of development applications?***

Visit: [www.clarence.nsw.gov.au/onlineDA](http://www.clarence.nsw.gov.au/onlineDA)

## ***Where can I find the development application information packs?***

You can visit our webpage Visit [www.clarence.nsw.gov.au/onlineDA](http://www.clarence.nsw.gov.au/onlineDA) to access our DA information packs.

Make sure you check out the **Electronic Application Lodgement Digital Requirements** information sheet for details of file formats, and how you should name and save documents.

## ***Can I still lodge hard copies at the customer service centre?***

We are encouraging our community to lodge a development application electronically. However if you experience any issues with the electronic lodgement, you can still lodge hard copies with an additional \$ 36 scanning fee. This fee will be applied from 1<sup>st</sup> of September/2019.

## ***What development applications can I lodge and pay electronically?***

- Development Applications ( DA)
- Complying Development Certificates (CDC)

## ***When is a development application considered lodged?***

The development application isn't considered lodged until the fee is paid. The 'assessment clock' will not commence until then.

## ***What happens when I need to edit the application after pressing the "Submit" button?***

If you need to make changes to the digital form, you will need to tell us and choose one of the following options:

There are 2 options:

- We can withdraw the application for you and then you need to re-submit a new application with the new information.
- We can request for additional information to ask you for the missing details. Then you will be able to upload the requested information via the portal.

## ***Does this process waive the responsibility for me to fill in a physical form?***

Yes, the Online DA portal compiles an application form from a series of questions to be answered by you.

## ***How can I pay my application?***

After the application has been received and all the documents are correct, we will send you an invoice with the credit card payment details.

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## ***Can I pay my development application online?***

Yes. After you receive the invoice, you will be able to pay online via BPoint only, using the 6 digit reference number under the Credit Card payments section.

## ***Can my neighbours see my documents via the portal?***

No, they cannot.

## ***Is the communication between me and Council captured via the system?***

Yes, all communication (additional information / clarification) between you and Council will pass via the portal. These messages are displayed in the "Additional Information Summary tab".

## ***How will I receive the notice of determination?***

The online portal provides you an email notification advising that the application has been determined. You will be able to obtain a copy of the notice of determination and any plans from the dashboard via the online portal.

## ***Will a member of the public be able to view DAs lodged through the Online DA portal?***

No. The Online DA portal does not publish the DA documentation, and does not replace our DA track register.

## ***Are you able to request additional documents/reports from the applicants (other than the ones listed in the drop down box)?***

Yes. We will be able to use the "Other" field to request any additional documentation and add a description of what document is being requested from you.

## ***What is coming soon?***

Electronic lodgement of Construction Certificates is coming soon.

## ***What are the benefits of lodging development applications electronically?***

- Save time and energy by submitting your DA and CDC online
- Stay informed with email notifications throughout every stage of the process
- Track your application on the easy-to-use dashboard
- Save time by receiving your approvals electronically
- It is a more transparent, efficient, and streamlined process for everybody: developers, mums and dads, and internal staff

## ***Who can I contact if I need some help?***

If you need any help, please contact our DA Concierges:  
Mandy Cronin or Carmen Landers on 02 6643 0200

