Online Application Lodgment

User Manual

Our Online Services Portal provides a variety of service and payment options to the community, including the introduction of Online Lodgements for Building and Development Applications.

To assist the City with its roll out of the Online Lodgements, we're looking to engage with builders and invite them to submit and pay for their applications for Building Permits online.

Getting started - What do you (the applicant) need to know?

Do I have to register and get a password?

You can choose to lodge an application as a one-time user or login as a registered user (recommended). Registered users can save time in saving their details for future lodgements and enquiries.

Is it easy to follow?

Yes! At the top of each entry page there's an instructions panel providing directions, hints and tips. Useful hyperlinks have also been added at various points.

What's involved?

You will step through the process of entering and uploading documents, making the payment and obtaining a receipt. Incomplete applications cannot be saved (or paid later), so make sure you have all the details you need to complete your lodgement. The application will then be verified by our building service team and you will receive a confirmation email that it's been accepted.

Can I lodge all applications online?

To lodge an application online you must select the correct type of building works from the list provided. If your application type is not listed, you'll need to submit your application in person, by mail or email to the City.

How can I pay?

You will be guided to the City's secure payment gateway (BPoint) for credit card payment. Invoice and cheque payments are not available for online lodgements, so if you prefer this payment method please submit your application in person, by mail or email to the City.

The pay later option allows the submission of a building application without making a payment at the time of submission. Your application will be placed on immediate hold for 48hours awaiting payment. A receipt will be generated during the submission giving the permit number and amount payable. If no payment is received within the 48hrs then your application will be refused and cancelled.

What documents do I need?

You will be required to upload all documentation relating to your application.

Your building application can be submitted as one file in a single upload provided it doesn't exceed 10MB. If it does then you will need to separate the file into 10MB portions and upload them individually. The verge application and site plan should be submitted separately.

Suggested documentation listed below:

- **Application Form:** A fully executed application form must be lodged.
- **Certificate of Design Compliance:** A complete CDC (signed by a registered building surveyor) is required for all Certified Applications.
- **Site Plan:** A scaled drawing of the site area and land use of the proposed project.
- **Floor Plan:** A scaled plan, showing the view of each level of the structure from above.
- **Elevations:** At least two elevation views to scale are required.
- **Specifications/Materials:** May list the work to be carried out in what manner, and/or the materials to be used.
- **Engineers Drawings:** Structural engineer details are required for all structural work or any other detail that may be required.
- **Energy Efficiency Details:** All new buildings or major additions must meet the required energy efficiency/sustainability requirements.
- **Termite Treatment:** Required for all new buildings to have protection from termite entry.
- **Indemnity Insurance Details:** Required for all residential building work valued over $20,000.
- **Construction Training Fund (CTF):** A CTF Levy Payment form is required for all residential, commercial and civil engineering projects where the total value of construction is more than $20,000. Forms can be obtained from the CTF website by downloading a 'pay later' receipt.
- **Additional Information:** Any other information deemed relevant to your application

How will you contact me?

Correspondence (including confirmations) relating to your application will be emailed. Please provide a monitored or generic email address. If at any time your information is incorrect or changes, please contact the City so we can update your records.

Who do I contact if I have problems?

Please report any issues with Online Lodgements by contacting the City via email at building@kwinana.wa.gov.au. To assist us with troubleshooting, please provide screen shots of the error messages, as well as any other relevant information.

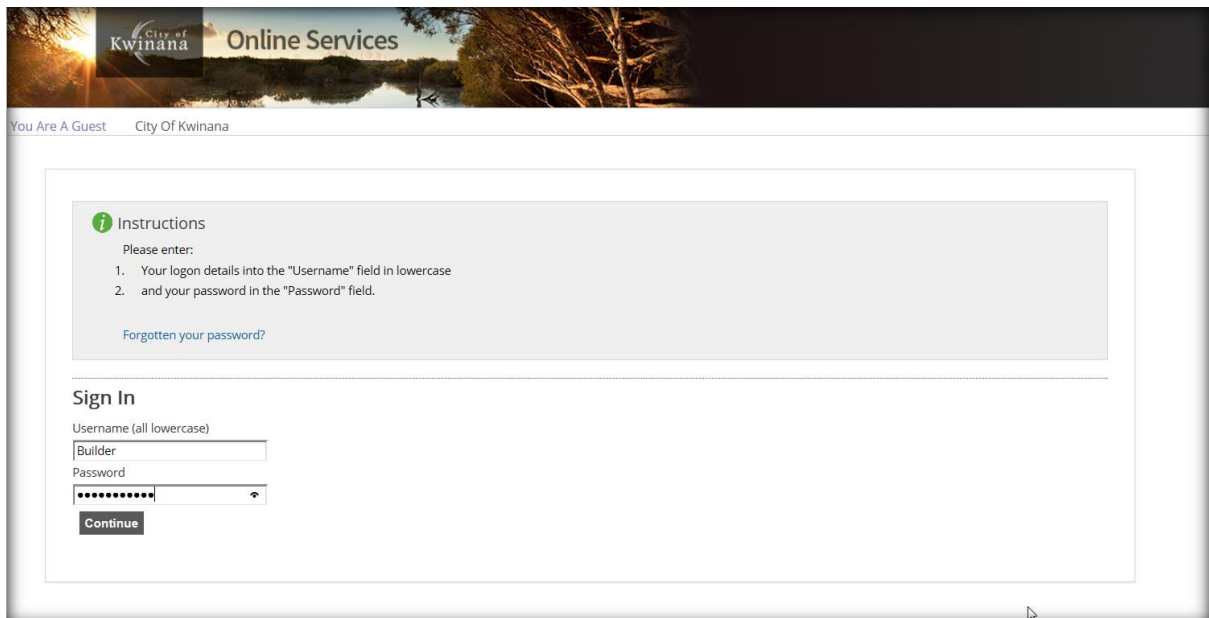Alternatively, contact the City on 9439 0200 during regular business hours.

Signing In

To sign in to City of Kwinana's Online Lodgments visit the City's website www.kwinana.wa.gov.au and click on **Submit It.**
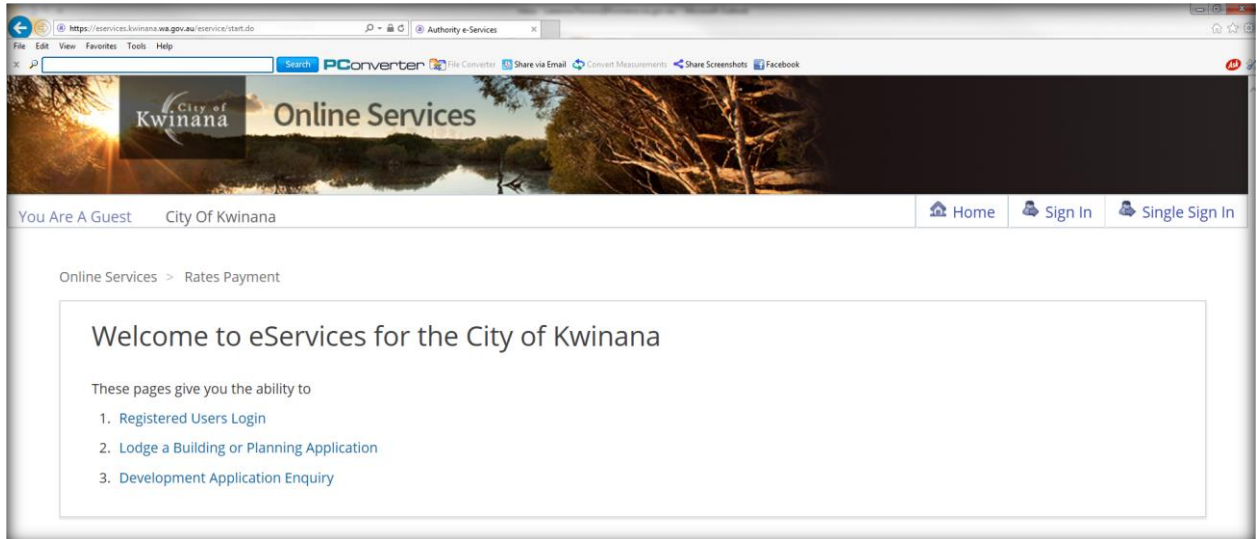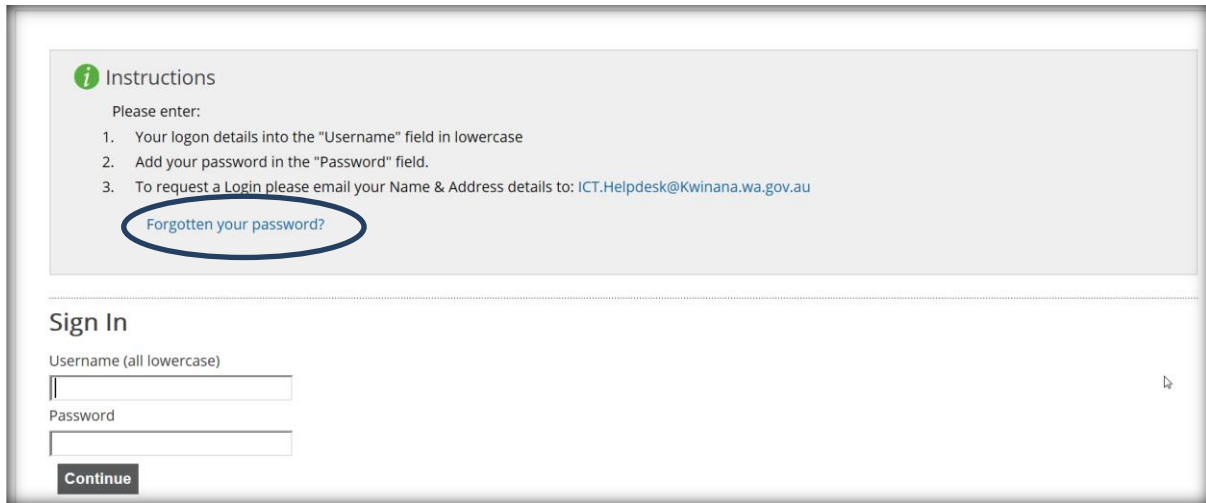

Selecting Registered Users Login

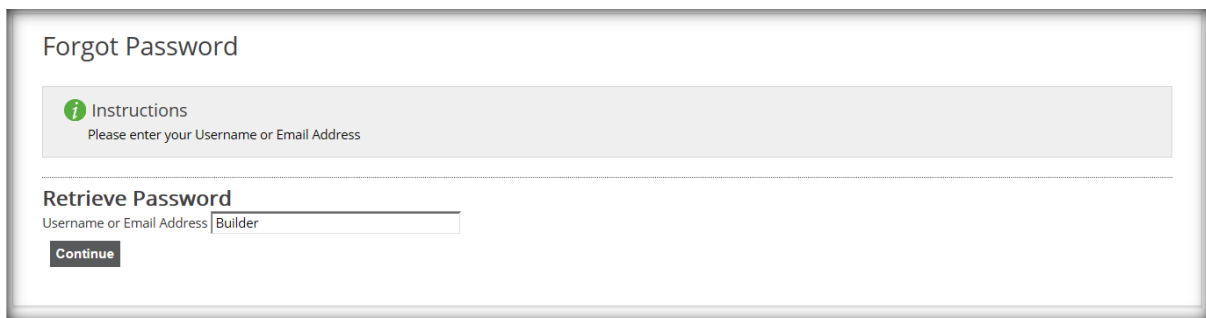You will now be taken to a sign in page. Enter your username and password.

Once entered, click **Continue.** You are now logged in.

Forgot Password

If you have forgotten your password when attempting to sign in, click the *Forgotten your Password* option on your sign in screen.
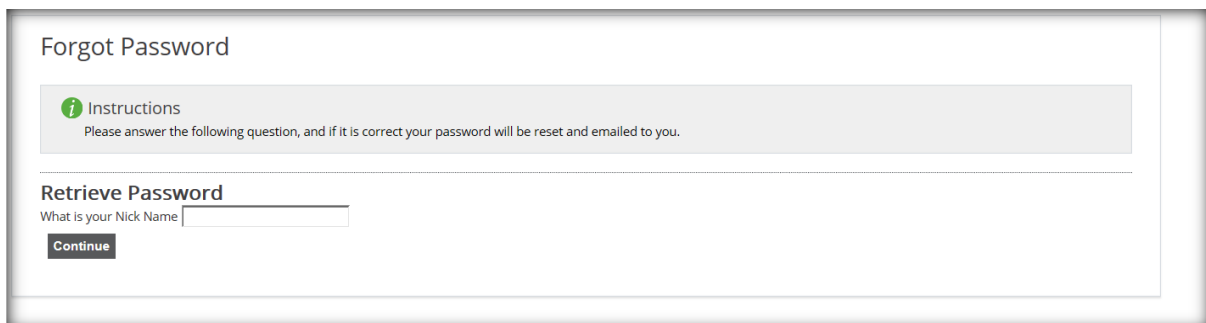

Enter either your username or your registered email and press *Continue.*

You will now be prompted to answer a password retrieval question. This would have been provided to you by the City with your username. Once entered, click *Continue.*

An email will be sent to your registered email address containing a temporary password. You may use this password to sign in.

NOTE: - Once you've logged in with your temporary password, please be sure to change it back to something more meaningful. Refer to *Change Password.*
Change Password

You can change your password at anytime. Once signed in, click on *Change Password* located on the home page at item 4.

Welcome to eServices for the City of Kwinana

These pages give you the ability to

1. Registered Users Login
2. Lodge a Building or Planning Application
3. Development Application Enquiry
4. Change Password
5. Make A Payment

Online Services > Change Password

Change Password

ℹ Instructions

Please enter your current password, your new password, and re-enter your new password to confirm.

Please note:

- The password cannot contain spaces.
- The first character must be alphabetic.
- The password must be longer than 6 letters and less than 30.
- The old and new passwords must be different.

Amend Your Details!

Old Password

New Password

Confirm Password

Continue

Enter your original (or temporary) password, followed by the new password you wish to change it to. Confirm your new password by typing it in again in the field provided. Once all three fields are entered, click *Continue.*

Change Password

ℹ Instructions

Please enter your current password, your new password, and re-enter your new password to confirm.

Please note:

- The password cannot contain spaces.
- The first character must be alphabetic.
- The password must be longer than 6 letters and less than 30.
- The old and new passwords must be different.

Amend Your Details!

Old Password

New Password

Confirm Password

Continue

Lodge Building Application

Select *Lodge Building Application*.
This can be done as a one-time user or once signed in as a registered user.
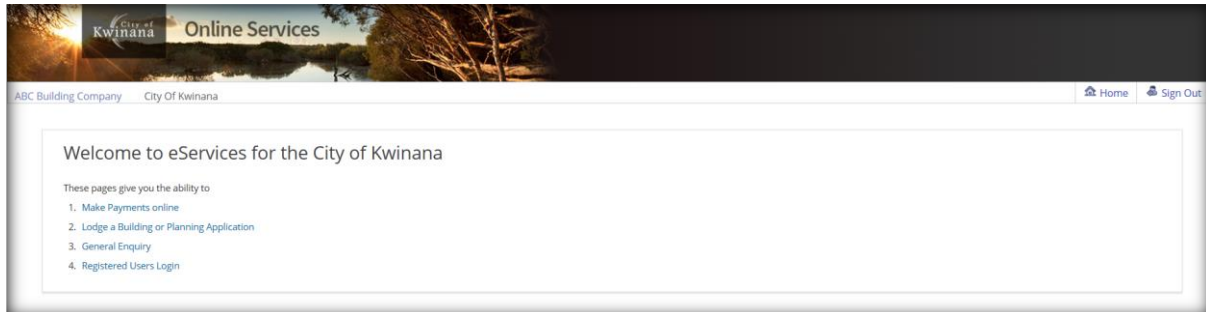
Please check to ensure that your application can be submitted online and click *Proceed* to continue.

You must select the correct type of building works from the list provided. If your application type is not listed, you'll need to submit your application in person, by mail or email to the City.
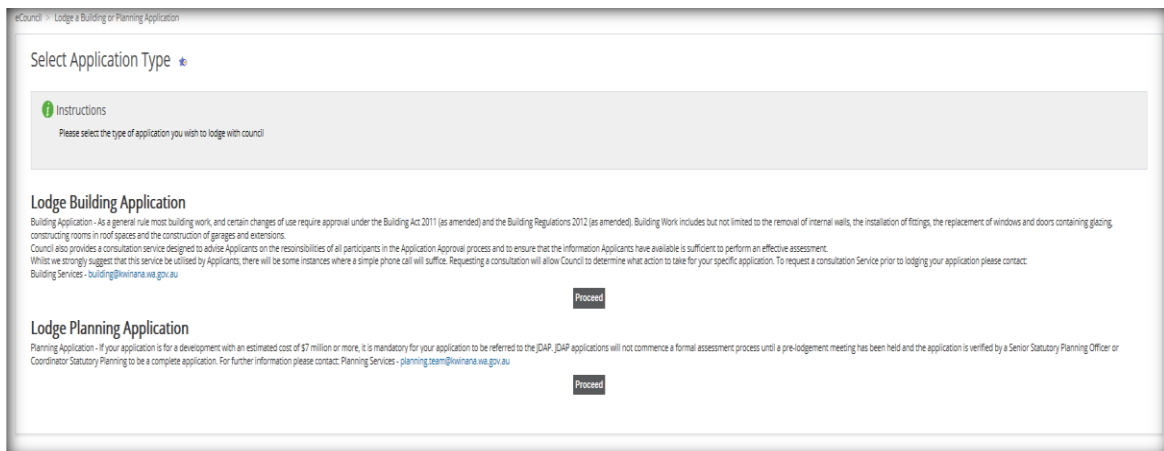
You'll step through the process of entering, uploading documents, making the payment and obtaining a receipt. Incomplete applications cannot be saved (or paid later) so make sure you have all the details you need to complete your lodgement. At the top of each entry page there is an instructions panel providing directions, hints and tips. Useful hyperlinks have also been added at various points.
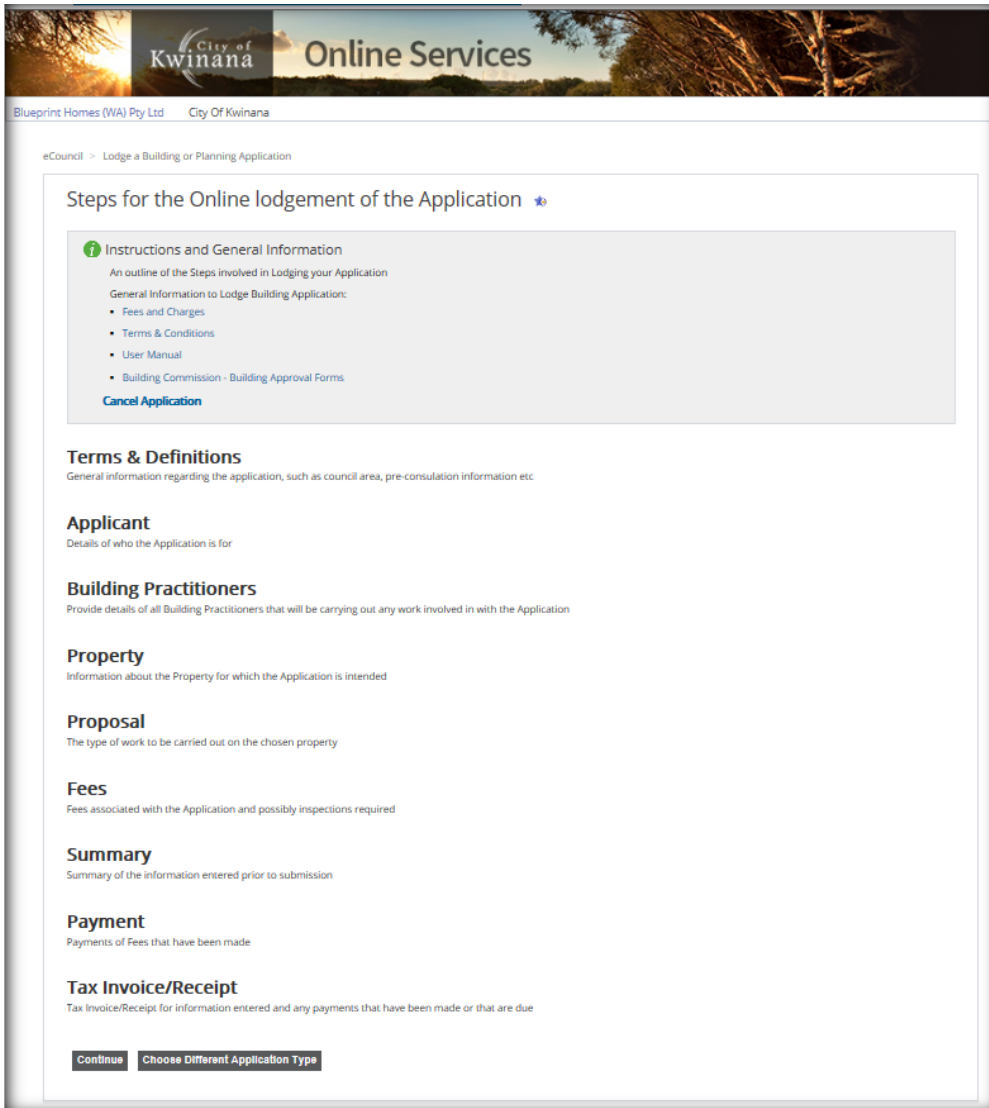
Start your application by clicking **Continue.**

General

If you've had a pre-consultation with one of the City's Building Surveyors, enter your pre-consultation reference number in the field provided.

This field is not mandatory, however it can assist in locating or tracking your application in the future. Click **Continue**.

Applicant

Complete the applicant details. The contact information in this section is what the City will use to contact you. If you're logged in as a registered user, the system will pre-fill you as the applicant and the information shown in this section will be the contact information the City currently has for you.

NOTE – If at any time your information is incorrect or changes, please contact the City so we can update your records.

Building Contractor Details

Nominate who the builder will be for this application.
You have three options to choose from.
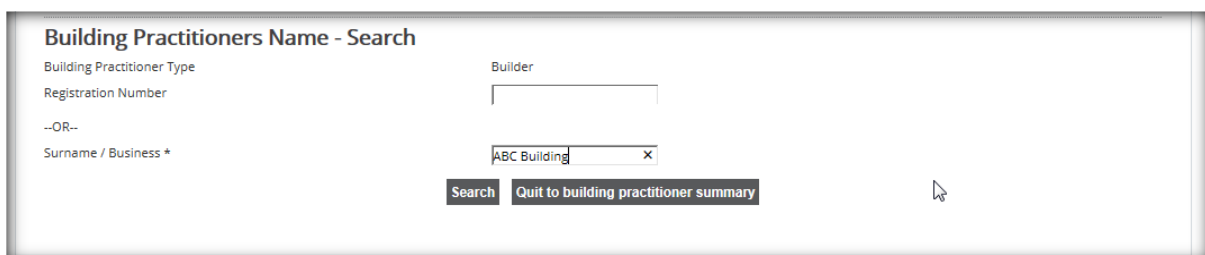
Search for Builder

You can search for the builder by their registration number or by their name. Type in the relevant criteria and click *Search*.

A list of possible options will now appear. Select the correct builder and click *Continue*.

Owner is Builder

Select 'Owner is Builder' then click **Continue**.

Applicant is Builder
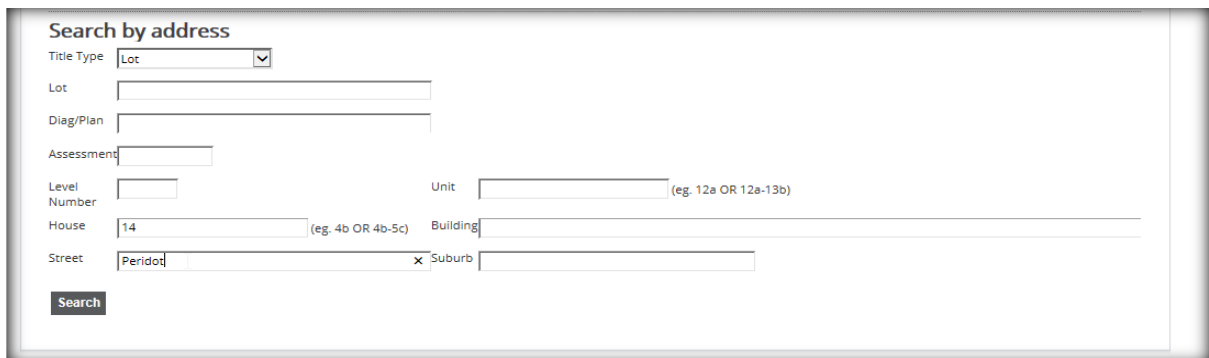
Select this option if you (the applicant listed) are also the builder. Click **Continue**.
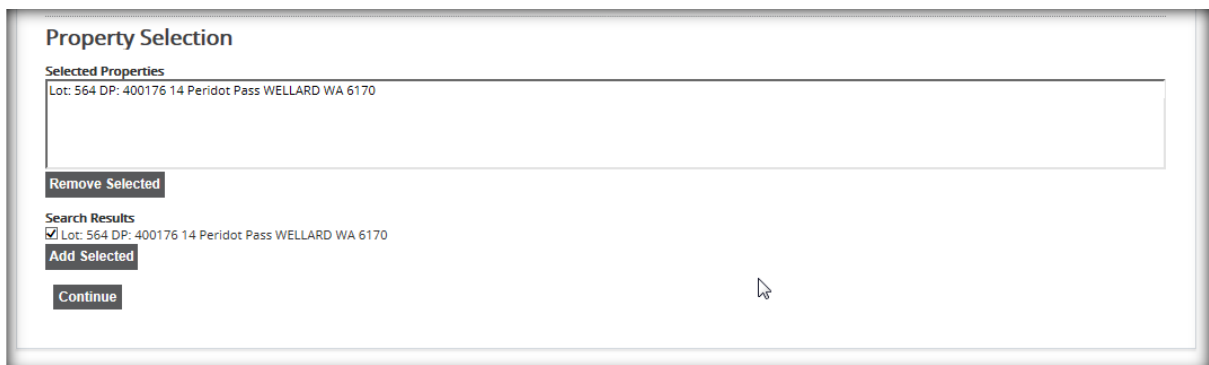
Property Details

You can now search for the address of the property using the lot, unit or house number as well as the street name and suburb.

Enter in the address click **Search**. The address (or list of possible addresses) will display. Select the correct property address by ticking the box beside the address. Click **Add Selected** and then **Continue**.

NOTE – A property may not appear if the titles have not yet been released.

The system will do some verification and you will be asked if you are the owner of the property. If you're not the owner, please provide the owner names in the fields provided. Click **Continue** once the necessary questions and fields are complete.

NOTE – If ownership of the property has recently changed or you are not listed as the owner, the City may require further notification of change of ownership.

Proposed Work/s

During this section, you'll select the type of works proposed to be carried out and attach all supporting documents that are required for the application.

Each application is described as new unless it's a change or addition to an existing structure.

You must select what the National Construction Code (NCC) of the building is, for this application. This can be done by selecting an option from the drop-down list.

Now select the nature of building work by selecting an option from the drop-down list.

Enter the floor, roof, exterior wall and wall frame material options by selecting the correct material type from the relevant drop down lists.

NOTE – While these fields are not mandatory, completing them will assist the City in assessing your application.

Next are the required fields pertaining to the number of dwellings, storeys, the estimated cost of works and area. All these fields are mandatory to help calculate the correct fees to be applied to this application.

You don't have to complete the additional fields unless your application contains more than one type of works i.e. single dwelling and patio. For multiple types of works on the same property, you may continue to answer the repeated questions as you scroll down.

You will need to answer the additional questions below. Select your answers accordingly by selecting the yes or no options.

If you wish to apply for a verge permit with your building application you simply answer yes to the question. The $164 verge application fee will be added to your fees requiring a separate file uploaded containing the verge application form and a site plan of the verge.

Once you've completed everything that's required in this section, click **Continue**.

Attachments

You'll now be required to upload your documents.

Your building application can be submitted as one file in a single upload provided it doesn't exceed 10MB. If it does then you will need to separate the file into 10MB portions and upload them individually.

The verge application and site plan should be submitted separately.

To upload your attachments, select *Electronic Copy* from the drop down list and then click *Choose File*.

You can now browse to the folder or document store where your attachments are held on your computer. Once you have selected your attachment, click **Open** and your attachment will load.
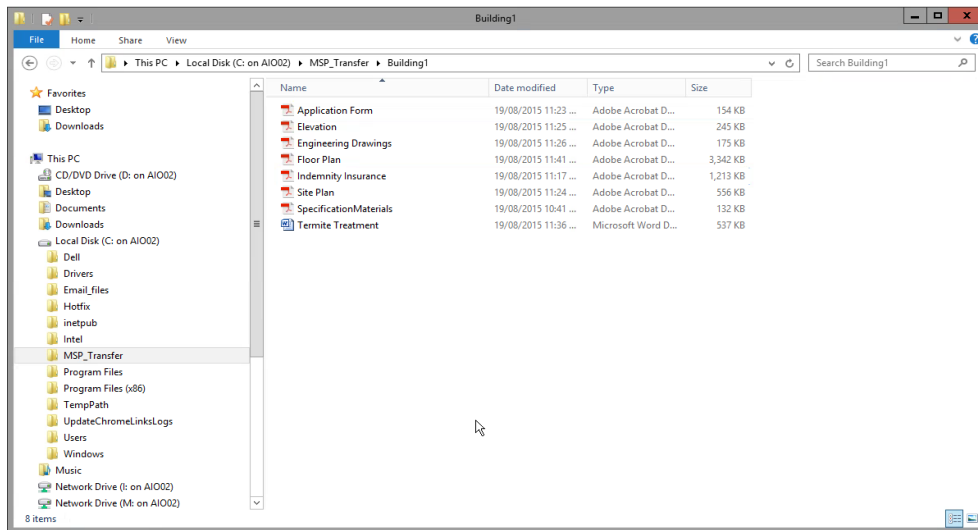
You don't need to wait for attachments to upload. You can continue to add new attachments directly after.

Any additional attachments can be added by selecting **Electronic Copy** from the drop down list. Select **Browse** and continue to add your attachment in the same manner as the previous attachments.
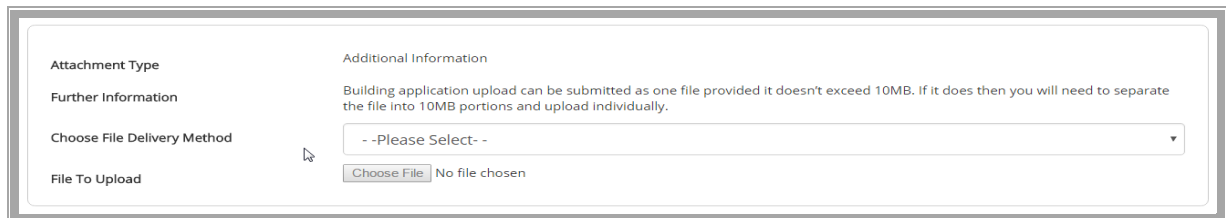
NOTE – If after pressing continue you receive a validation error, it may be due to attachments not being loaded correctly. In some instances, it's also due to multiple attachments having the exact same title.

Fees
Fees will be displayed based on the information you have provided in the previous stages.

The pay later option allows the submission of a building application without making a payment at the time of submission. Your application will be placed on immediate hold for 48 hours awaiting payment.

A receipt will be generated during the submission giving the permit number and amount payable. If no payment is received within the 48 hours then your application will be refused and cancelled.

Click **Continue.**

Summary

A summary will be shown of your full application. Please review the summary and acknowledge you have read the Terms and Conditions by placing a tick at the bottom of the page then click *Continue*.

Confirmation of details

I agree I have read Terms and Conditions and that all details provided are correct. ☑

[Continue] [Cancel Application]

Payment
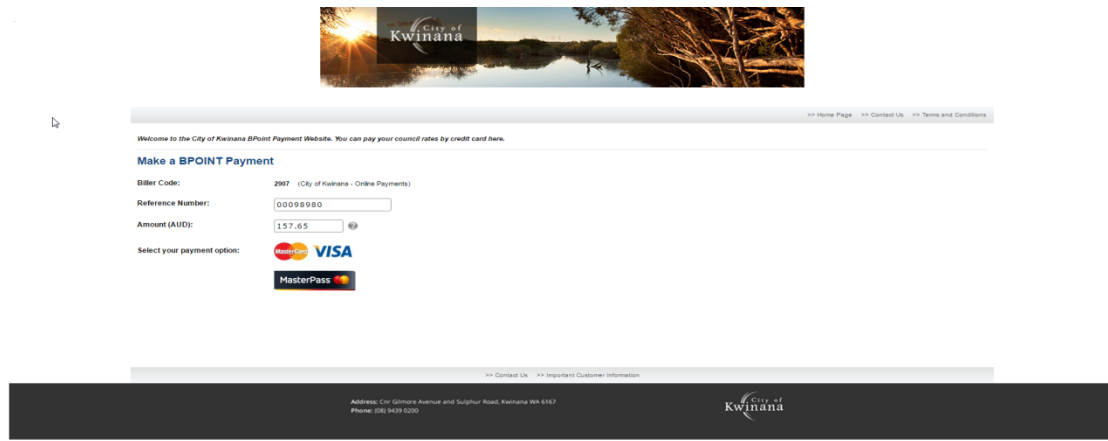
Payment is required so that your application can be processed. Please select *Bpoint* and then click *Submit*. This will advise you of the total fees to be paid for your application

Make Payment

By clicking the *Submit* button, you are confirming that you accept the payment amount.

Online Payment Page

Select what card option you are paying with (MasterCard or Visa) and click **_Submit_**.

Enter Card Details

Enter in the card number, expiry month/year and card's CVV (card verification value) which is the last three digits on the back of your card. Once entered, click **_Submit_**. It may take a few moments for your payment to be processed.

NOTE – Do not click the cancel, back or refresh buttons on your browser during this time

Tax Invoice / Receipt

You'll receive a tax/invoice receipt for your application. You may print this page as a receipt if you wish to by clicking *Print*.

The City will receive your application once all fees have been received and a review will be completed to verify all required information has been provided.

At completion of this verification, an email notification will be sent to you advising if the application has been accepted or rejected. Your application may be rejected if it is deemed incomplete or missing required documentation or information.

For enquiries in regard to Online Lodgments, contact the City by email at building@kwinana.wa.gov.au.

Alternatively, contact the City on 9439 0200 during regular business hours.