Online Services Portal Builders Applications how-to guide

The City of Swan is proud to launch our Online Services Portal, making it easier for you to manage your applications.

This how-to guide will walk you through processes related to your applications, such as:

- Create your Account.
- Create and Track your Applications.
- Update your postal address or contact details.

0004FIN - 2023

city of swan

Contents

1. Register your details

The City of Swan (the City) recently sent you an email with an activation key inviting you to register for our new Online Services Portal.

If you did not receive your email, or you're having trouble locating it, please call Building Services on 9278 9603.

1.1 Builders name and activation key

The link provided in our email will direct you to the activation page.

Note: * is a required field.

Please insert the details you were provided within the email, including your company name, activation key and Username.

Note: Username will be provided in the activation email.

Click **Next**.

1.2 Online Services Terms of Use

You will be directed to City of Swan Online Services Terms of Use.

Please read carefully.

To proceed, please tick
I accept the disclaimer provided.
Click **Next**.

Enter the **Username** provided in your email and create a **Password**.
Click **Submit**.

1.3 Create a password

Your password **must**:

- Be at least 6 characters long

- Have at least one uppercase character

- Have at least one lowercase character

- Have at least one number

- Have at least one special character from the following symbols: ! @ # $ % ^ & * ( ) _ , . : ; | = '

- Have no more than two repeated characters (two of the same character next to each other, e.g. ee or 33).

Click **Submit**.

Your Registration has been successfully completed

Your registration as a new user has been completed and you have now been automatically logged in with those details. Next time you log in you need to use the username and password that you have just registered with. If you have any questions please contact the Customer Services Centre.

Customer name	
Activation Key	
Email address	rf......berlo@gmail.com
Confirm email address	.......lo@gmail.com
Username	F......kc

You will need to sign out, then sign back in to finish activating your account.

Now you are good to go!

A confirmation email will be sent to your nominated email address.

Please save this email in case you forget your username.

2. Sign into the Online Services Portal

The link you received in your confirmation email will take you to the sign-in page of the Online Services Portal. Please select **SIGN IN** in the top right hand corner and then please enter your **User Name** and **Password**.

3. Using the Online Services Portal to lodge Applications

After you log into the Online Services Portal, you will be automatically directed to the **Home** page. From here, you can view any Applications that have been submitted by your Company as the Applicant.

3.1 To Lodge an Application

Click **Lodge a building application**.

Click the drop-down arrow to see a list of Application Types.

Select the Application **Type**.

Scroll to the bottom and select **Next**.

	Application Types	Instructions
●	BA01 - Certified Building Permit - Class 1	Use this form for certified **Residential Dwellings.** *(It must be accompanied by a Certificate of Design compliance (BA3) which has been issued by a registered Building Surveyor.)*
○	BA01 - Certified Building Permit - Class 10	Use this form for certified incidental structures, such as **Patios, Sheds, Carports and Retaining Walls.** *(It must be accompanied by a Certificate of Design compliance (BA3) which has been issued by a registered Building Surveyor.)*
○	BA01 - Certified Building Permit – Class 2 – 9	Use this form for **Commercial Buildings.** *(It must be accompanied by a Certificate of Design compliance (BA3) which has been issued by a registered Building Surveyor.)*
○	BA01 - Certified Building Permit - Pool/Spa	Use this form for certified **Swimming Pools, Spas, and their associated Barriers.** *(It must be accompanied by a Certificate of Design compliance (BA3) which has been issued by a registered Building Surveyor.)*
○	BA02 - Uncertified Building Permit - Class 1	Use this form for uncertified **Residential Dwellings.**
○	BA02 - Uncertified Building Permit - Class 10	Use this form for uncertified incidental structures, such as **Patios, Sheds, Carports and Retaining Walls.**
○	BA02 – Uncertified Building Permit - Pool/Spa	Use this form for uncertified **Swimming Pools, Spas, and their associated Barriers.**
○	BA05 – Demolition Permit – Class 1 and 10	Use this form for the demolition, dismantling or removal of **Residential and Incidental structures**, such as Dwellings, Sheds, Patios, and Swimming pool/spas.
○	BA05 – Demolition Permit – Class 2 - 9	Use this form for the demolition, dismantling or removal of **Commercial Buildings.**
○	BA09 – Occupancy Permit (S46 or S48)	Use this form to obtain an approval to occupy a Class 2 to 9 building when: • a new building has been completed **(Section 46)** *(It must be accompanied by a Certificate of Construction compliance (BA17) which has been issued by a Building Surveyor.)* • modifying the current occupancy permit for additional use of building, on a temporary basis **(Section 48)** *(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)*
○	BA09 – Occupancy Permit (S47 or S49 or S52)	Use this form to obtain an approval to occupy a Class 2 to 9 building when: • an incomplete building needs to be occupied on a temporary basis **(Section 47)** *(It must be accompanied by a Certificate of Construction compliance (BA17) which has been issued by a Building Surveyor.)* • a building or part of a building has undergone a permanent change of use or classification **(Section 49)** *(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)* • a replacement of the existing occupancy permit or certificate of classification is required **(Section 52)** *(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)*
○	BA09 – Occupancy Permit (S51)	Use this form to for authorising and occupying an unauthorised Class 2 to 9 building **(Section 51)**. *(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)*
○	BA13 – Building Approval Certificate	Use this form to obtain an approval for an unauthorised building that does not require an occupancy permit **(Section 51)**. *(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)*
○	RCode Variation (Appendix 1)	Use this form when your proposed development does not comply with the "deemed to comply" criteria specified in the Residential Design Codes **(State Planning Policy 3.1)**, the R-Codes Medium Density standards or a Local Development Plan (LDP).

3.2 Search for a Property
Search for the **Property address**.

Enter the **Street Number**.

When typing in **Street Name**, **Street Type** and **Suburb** a list will appear, pick from the list.

Click the **Search** button when all details entered are correct.

Home	Applications	Customer Service	Registration	Payments	General Enquiry	Animals

Property address

QUICK TIPS

Use the search fields below to find and select a Property address.

- To search for a property, enter the street number and name. Do not include the unit number or suffix (i.e. 1/1 or 1/A), use 1 instead
- If you don't have the street number, click "Advanced Search" and enter the Lot number and Street name.

Address Search

Property search

☐ Advanced Search

Street Number	1
Street Name	Midland
Street Type	Square ▼

Mews
Nook
Outlook
Parade
Parkway
Pass
Path
Place
Promenade
Quays
Ramble
Retreat
Ridge
Rise
Road
Road East
Road North
Road West
Row
Square

| Suburb | |

Previous

Address Search

Property search

☐ Advanced Search

Street Number	1
Street Name	Midland
Street Type	Square ▼
Suburb	MIDLAND

Previous   Search

Click the **Advanced Search** to search for a Lot Number.

Property address

QUICK TIPS

Use the search fields below to find and select a Property address.

- To search for a property, enter the street number and name. Do not include the unit number or suffix (i.e. 1/1 or 1/A), use 1 instead
- If you don't have the street number, click "Advanced Search" and enter the Lot number and Street name.

Address Search

Property search

☑ Advanced Search

Field	
Unit Number	
Unit Suffix	
Level Number	
Level Suffix	
Street Number	
Street Number To	
Street Suffix	
Lot number	
Street Name	
Street Type	. ▼
Suburb	
Property Name	
Ward	(any) ▼

Previous   **Search**

Search Results.

Property address

Use the search fields below to find and select a Property address.

- To search for a property, enter the street number and name. Do not include the unit number or suffix (i.e. 1/1 or 1/A), use 1 instead
- If you don't have the street number, click "Advanced Search' and enter the Lot number and Street name.

Number of Properties Found: 1

		Address	Parcel Description
ⓘ	○	Landgate, 1 Midland Square, MIDLAND WA 6056	Lot 11681 on Diagram 80203

Next

Address Search

Property search

☐ Advanced Search

Street Number | 1

Street Name | Midland

Street Type | Square ▼

Suburb | MIDLAND

Previous Search

Select the **Address** and click the **Next** button.

Ensure the Applicant on your application form matches the Applicant listed on the account
Click the **Next** button.

3.3 Providing the Application Details
All fields with a * or red text are mandatory fields. Click **Next**.

Home	Applications	Customer Service	Registration	Payments	General Enquiry	Animals

* Required field

BA01 - Certified Building Permit - Class 1

Application details

Description of proposed works *

Dwelling

Main BCA

◉ 1A1 - Single Dwelling - Detached
○ 1A2 - Single Dwelling - Attached
○ 1B - Board/Guest House/Hostel <= 300m2 Floor Area

Estimated Value of Building Work

Value of construction (GST Inclusive)
(enter whole dollars eg: 125000) *

50000

Construction Training Fund Levy

For all construction work exceeding $20,000 the BCITF levy must be paid. The levy can be paid directly to the CTF, OR to the City of Swan as the collection agency.

Only one option to be selected

☐ BCITF has been paid direct to CTF (Proof of payment MUST be uploaded)
☑ BCITF to be paid to City of Swan

Builder / Demolition Contractor Details

Type of Builder / Demolition Contractor *

Registered Builder ▼

Registration number, Owner Builder number, Demo number

BC 1234

[Previous] [**Next**]

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city of swan

3.4 Uploading documents

All fields with a * or red text are mandatory fields.

Select the **Choose File** button to navigate and upload your file.

Click **Next**.

Home	Applications	Customer Service	Registration	Payments	General Enquiry	Animals

* Required field

Administration documents

A maximum of 25 documents can be uploaded per application and they must be in PDF format

Signed Application Form ⭑
        [Choose File] No file chosen

Signed Application Form (BA1)

Certificate of Design Compliance (BA3) ⭑
        [Choose File] No file chosen

Certificate of Design Compliance (BA3)

Offer and Acceptance
        [Choose File] No file chosen

Offer and Acceptance

Construction Training Fund receipt and/or Levy form
(if the VoC is over $20,000 either a CTF levy receipt or BCITF levy form needs to be uploaded)
        [Choose File] No file chosen ❗

Construction Training Fund receipt and/or Levy form

Home Indemnity Insurance certificate
(if the VoC for a Class 1A is over $20,000 a copy of the Home Indemnity Insurance Certificate needs to be uploaded.)
        [Choose File] No file chosen ❗

Home Indemnity Insurance certificate

Owner Builder Certificate
        [Choose File] No file chosen

Owner Builder Certificate

Other supporting documentation
        [Choose File] No file chosen

Attachment description

[Previous] [**Next**]

All fields with a * or red text are mandatory fields.
Select the **Choose File** button to navigate and upload your file.
Click **Next**.

Home	Applications	Customer Service	Registration	Payments	General Enquiry	Animals

* Required field

Technical documents

Note: All plans and specifications detailed in the Certificate of Design Compliance must be attached

Architectural Drawings and/or Site Plan -

[Choose File] $5K-$50K Quotation Form (2).pdf

Architectural Drawings and/or Site Plan

Structural Engineering -

[Choose File] $5K-$50K Quotation Form (2).pdf

Structural Engineering

Energy Efficiency report

[Choose File] No file chosen

Energy Efficiency report

Termite Treatment

[Choose File] No file chosen

Termite Treatment

Site Classification and/or Soil report

[Choose File] No file chosen

Site Classification and/or Soil report

Bushfire Attack Level document

[Choose File] No file chosen

Bushfire Attack Level document

Specification document

[Choose File] No file chosen

Attachment description

Additional supporting documentation

Other supporting documentation

[Choose File] No file chosen

Attachment description

Other supporting documentation

[Choose File] No file chosen

Attachment description

Other supporting documentation

[Choose File] No file chosen

Attachment description

Other supporting documentation

[Choose File] No file chosen

Attachment description

Other supporting documentation

[Choose File] No file chosen

Attachment description

Other supporting documentation

[Choose File] No file chosen

Attachment description

[Previous] [Next]

All fields with a * or red text are mandatory fields.
Select the **Choose File** button to navigate and upload your file.
Click **Next**.

Home	Applications	Customer Service	Registration	Payments	General Enquiry	Animals

* Required field

Additional supporting documents

Prescribed approvals:

RCode Approval

Choose File | No file chosen

RCode Approval

Planning Approval and/or Exemption
(Such as an approval from the Metropolitan Redevelopment Authority, Swan Valley Planning Authority and the Department of Lands and Heritage)

Choose File | No file chosen

Planning Approval and/or Exemption

Health approval
(Such as an Onsite Effluent Disposal / Septic System)

Choose File | No file chosen

Health approval

Other:

Other supporting documentation

Choose File | No file chosen

Attachment description

Other supporting documentation

Choose File | No file chosen

Attachment description

Previous   Next

3.5 Confirm your Application

Review all details.

Lodgement Fee is an estimated fee only.

Please note the **Lodgement Fee** depends on the application's initial assessment and the correct and/or completed information in the application.

Once an initial assessment has been completed, we will let you know whether your application has been accepted or rejected.

If the application is accepted, we will send you a **Payment Request** and instructions on how to make the payment.

If any information is incorrect, select the **Previous** button and correct the fields required.

Click **Next** when all fields are correct.

BA01 - Certified Building Permit - Class 1

Application details

Description of proposed works

Dwelling

Main BCA

1A1 - Single Dwelling - Detached

Estimated Value of Building Work

Value of construction (GST Inclusive)
(enter whole dollars eg: 125000)

50000

Construction Training Fund Levy

BCITF to be paid to City of Swan

Builder / Demolition Contractor Details

Type of Builder / Demolition Contractor

Registered Builder

Registration number, Owner Builder number, Demo number

BC 1234

Administration documents

Signed Application Form

Pathway User Access Authorisation Form.pdf

Certificate of Design Compliance (BA3)

Do you need Training (1).pdf

Construction Training Fund receipt and/or Levy form
(if the VoC is over $20,000 either a CTF levy receipt or BCITF levy form needs to be uploaded)

ECM_7571211_v2_Work Instruction - How to Create a Minutes Manager Report from a Template.pdf

Home Indemnity Insurance certificate
(if the VoC for a Class 1A is over $20,000 a copy of the Home Indemnity Insurance Certificate needs to be uploaded.)

ECM_935073_v44_Pathway User Access Authorisation Form.pdf

Technical documents

Architectural Drawings and/or Site Plan

$5K-$50K Quotation Form (2).pdf

Structural Engineering

$5K-$50K Quotation Form (2).pdf

Previous   Next

You will receive 2 automated emails - **Application Lodgement Confirmation email** and for **Fee Estimate email**

Lodgement Fee is an estimated fee only.

Please note the **Lodgement Fee** depends on the application's initial assessment and the correct and/or completed information in the application.

Once an initial assessment has been completed, we will let you know whether your application has been accepted or rejected..

If the application is accepted, we will send you a Payment Request and instructions on how to make the payment.

Application Lodgement Confirmation email

Application Lodgement Confirmation

↩ Reply   ↩ Reply All   → Forward   Thu 28/09/2023 10:12 AM

From: City of Swan Customer Service
Sent: Thursday, 28 September 2023 10:12 AM
To:
Subject: Application Lodgement Confirmation

Dear Sir / Madam

Thank you for **submitting** your **BA01 - Certified Building Permit - Class 1** application for proposed building works at: **Location Type: Property**

Properties
MIDLAND WA 6056

The City will conduct an initial assessment to ensure the application is correct and/or complete.

Once the assessment has been completed, we will let you know whether it has been accepted or rejected.

If the application is accepted, we will send you a Payment Request and instructions on how to make the payment.

Regards,
Building Services

Fee Estimate email

Fee Estimate

↩ Reply   ↩ Reply All   → Forward   Thu 28/09/2023 10:14 AM

PDF .pdf 217 KB

From: City of Swan Building Services <eLodge@swan.wa.gov.au>
Sent: Thursday, 28 September 2023 10:14 AM
To:
Subject: Fee Estimate

Dear Sir/Madam,

Please find attached a Fee Estimate for your building application number: BP-____/2023.

Regards **Building Services**

www.**swan**.wa.gov.au

/cityofswan   /cityofswanwa

city of swan

If you have submitted all your applications, click the **SIGN OUT** button.

To create another Application, select **Home** and click **Lodge a building application**.

4. View Applications

From the **Home** age, click the **+** on the Application you want to review and it will expand and give the details of your application.
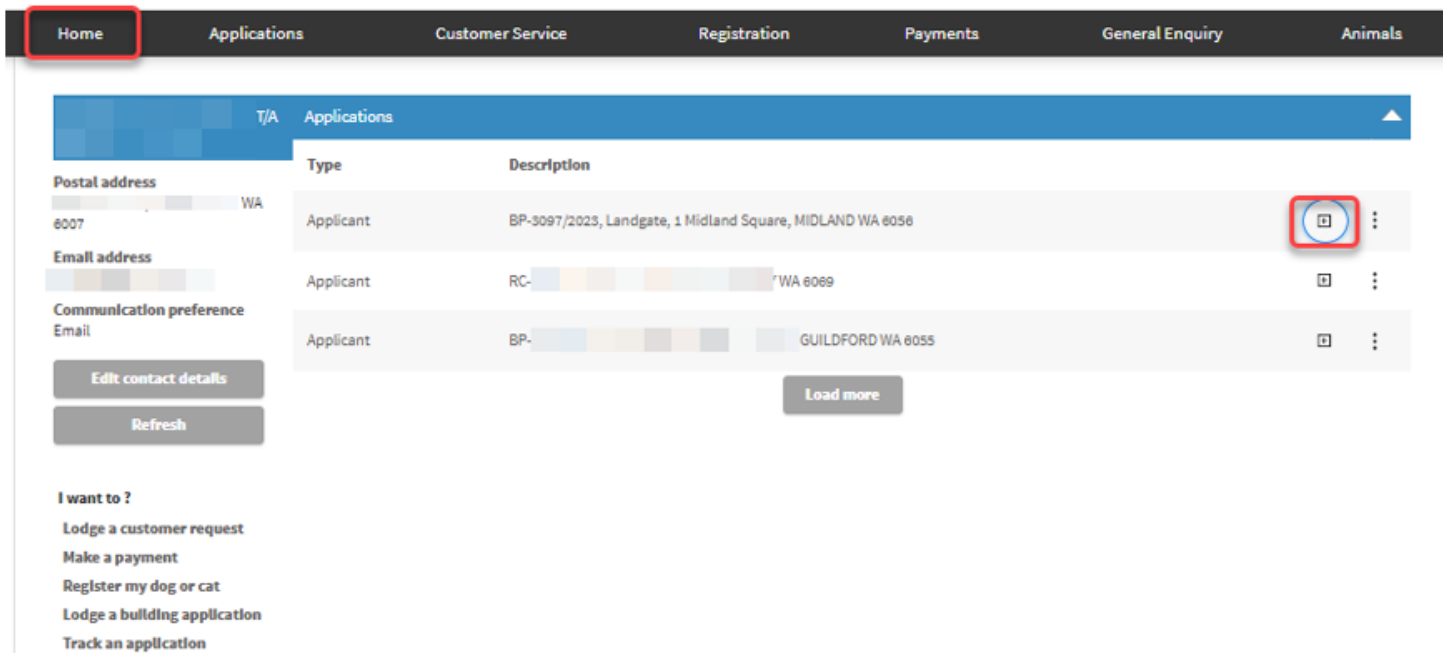
The system will show the 3 most recent applications, to review more applications click **Load more**.
To review information for a particular application click the expand option
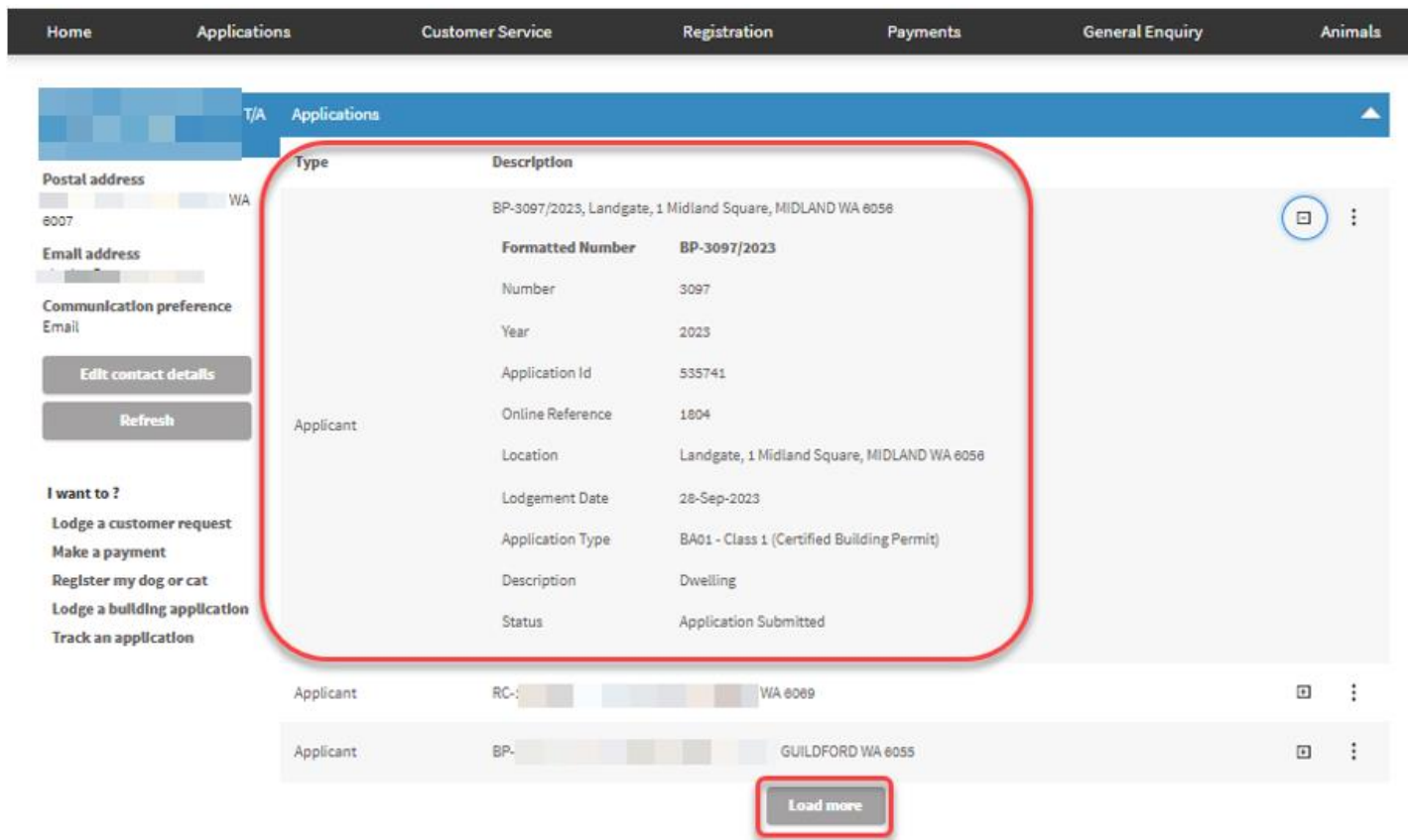
5. Edit your Contact Details

From the homepage, you will also be able to edit the Company contact details.

Please carefully check your **postal address** on the left hand side. This will show your current record. To update any incorrect details, click **Edit contact details**.

Edit the required Details and select **Next** button.

Home	Applications	Customer Service	Registration	Payments	General Enquiry	Animals

Your Request has been successfully lodged

✓ Your request for changing your registered details has been lodged and will be processed shortly. You will receive an email detailing the changes you have just entered. If you have any questions please contact the Customer Services Centre.

It may take up to 10 days for your details to be updated in the City's system. You will receive another email confirmation once your details have been updated.

FW: Your request for changing your registration

E eLodge
To

↩ Reply   ↩ Reply All   → Forward

Mon 2/10/2023 11:59 AM

-----Original Message-----
From: City of Swan Customer Service <noreply@pw3test.swan.wa.gov.au>
Sent: Monday, 2 October 2023 11:57 AM
To: >
Subject: Your request for changing your registration

Thank you for requesting changes to your registration with council. The details you lodged are shown below - and we will process your request shortly.

Update your contact details

Contact details
First name:
Last name/Company name:
Address:
Email Address: .au

Mobile phone number:
Landline phone number:

Business details
ABN number:
Builders registration number:
Demolition contractor number:

If you have any enquiries, please contact the Customer Service Centre on (08) 9267 9267. Sincerely, Swan City Council.

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6. Providing Additional Information for submitted Applications

You have received an Email advising your application is incomplete you will be asked for additional information.

1. Click the **link in the email**. You will be automatically directed to the login screen.

   (Note: Failure to submit the requested information within the specified 48-hour time limit will result in the rejection of your application).
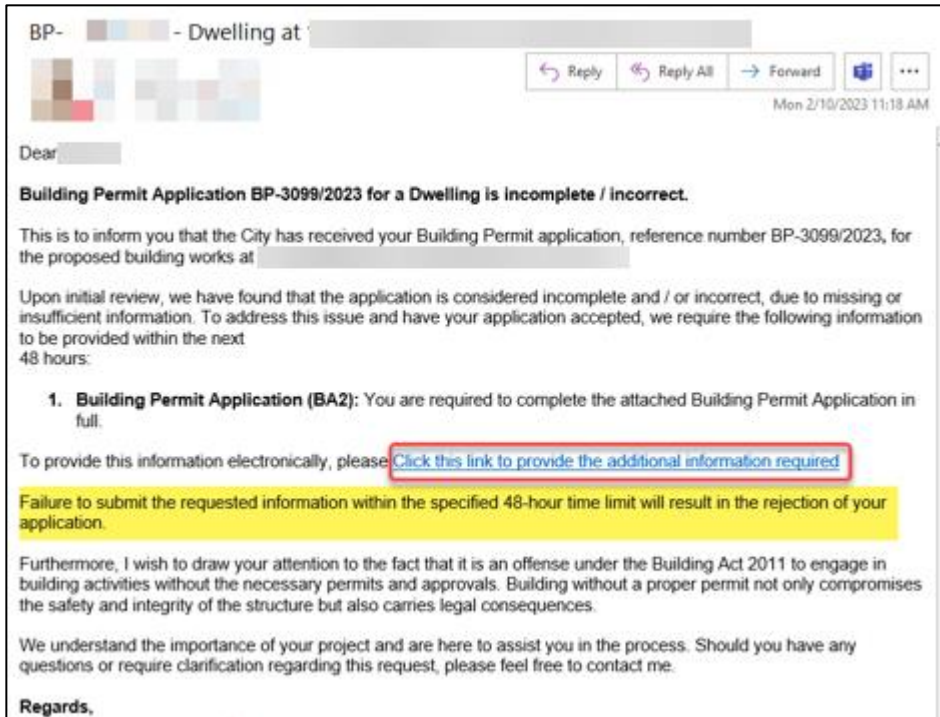
2. After you log into the Online Services Portal, you will be automatically directed to the Additional Details page.

3. To view the additional details required (Email), scroll to Application Response and click **View document**.

4. The email will download, click the download button, and click the email to view.
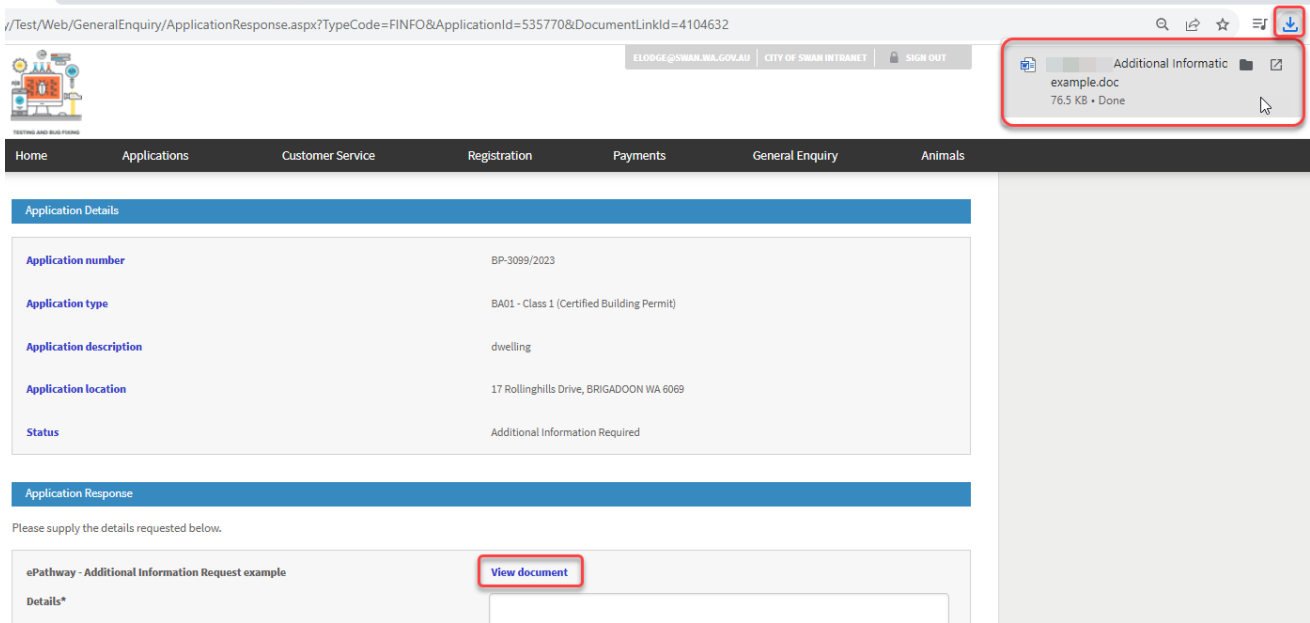
5. Update as per the email details. *Example: revised application required*.

6. Enter **Details** and upload file.

   If extra fields are required, click the **Add More Attachments** button.

7. Click **Next**.
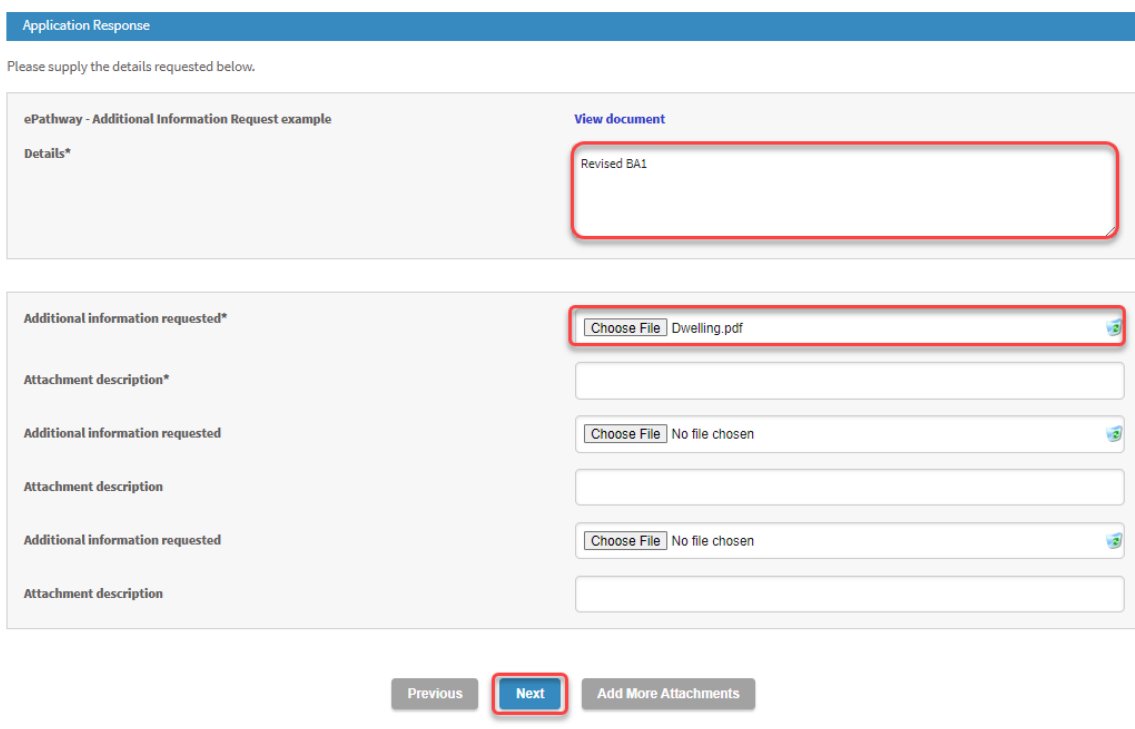
8. Confirm the overview screen if changes are required, select the **Previous** button. Click **Next** if correct.

9. Application Response Submissions, you can **Print This Page** if required or **SIGN OUT**.

10. An automated email will be sent to you for **Application Response Confirmation**.

From: City of Swan Customer Service <noreply@pw3test.swan.wa.gov.au>
Sent: Monday, 2 October 2023 11:34 AM
To:
Subject: Application Response Confirmation

Dear **Sir / Madam**

Thank you for **providing** the Additional information required or Notice of completion for your application

The City will review the additional documents to ensure the application is now correct and/or complete.

Application number	BP
Application type	BA01 - Class 1 (Certified Building Permit)
Application description	dwelling
Application location	BRIGADOON WA 6069
Status	Additional Information Required

Transaction Reference	EAR38
Response Number	1
Response type	Additional information received
Details	Revised BA1
Attachment description	Dwelling Revised BA1

Regards,
Building Services

7. Downloading Stamped Plans

Once your application has been approved you will receive an email with the Building Permit and you can downland your Stamped Plans from the portal.

Dear Sir/Madam,

Please find attached your Building Permit for -

Builder - How do I access ePathway?

Once you have logged into the system, click 'Track an application', click 'ePathwa General Enquiry – Applications', click 'Building Applications – Determined' and then type the application number in the search field.

For more information on Tracking an application please view the user manual

Unable to view or download your Permit and Stamped Plans?
We recommend you use:
- Google Chrome as your web browser and enable your PDF viewer.
  If your browser doesn't automatically open your PDFs, you may find this link useful: https://helpx.adobe.com/acrobat/kb/cant-view-pdf-web.html

- The latest Adobe Acrobat reader

If you require assistance with eLodge please contact _____ (Business Support Officer) on (08) 9278 9603.

After you log into the Online Services Portal, you will be automatically directed to the **Home** page. From here, you can download your stamped plans.

1. Select the **3 dots** and select **View More Details**.

2. Scroll to the bottom of the page and click **Attachments**.

Status			
Description	**Started**	**Due**	**Completed**
BA01 - Application Submitted - Certified	28/09/2023	29/09/2023	28/09/2023
10 Days	28/09/2023	12/10/2023	
BA01R - Admin Assessment - Certified Class 1A		3/10/2023	
BA01 - Initial Tech Assessment - Certified Apps		6/10/2023	

Google maps link

Click link to view
(new page will open)   http://www.google.com/maps?q=Landgate,+1+Midland+Square,+MIDLAND++WA++6056&sa=X@oi=map&ct=title

[Previous] [**Attachments**]

3. Select **View attachment,** click the **download** ⤓ button and select the **PDF**.

Dwelling (3).pdf
3.7 MB • Done

Home	Applications	Customer Service	Registration	Payments	General Enquiry	Animals

Attachments

Application number   BP-
Application location   MIDLAND WA 6056
Application type   BA01 - Class 1 (Certified Building Permit)
Application description   Dwelling
Decision   Grant

Attachment Type	**Description**	**Link**
Plan Package	Dwelling	View attachment

[Previous]

4. Click on **PDF** documents to open.
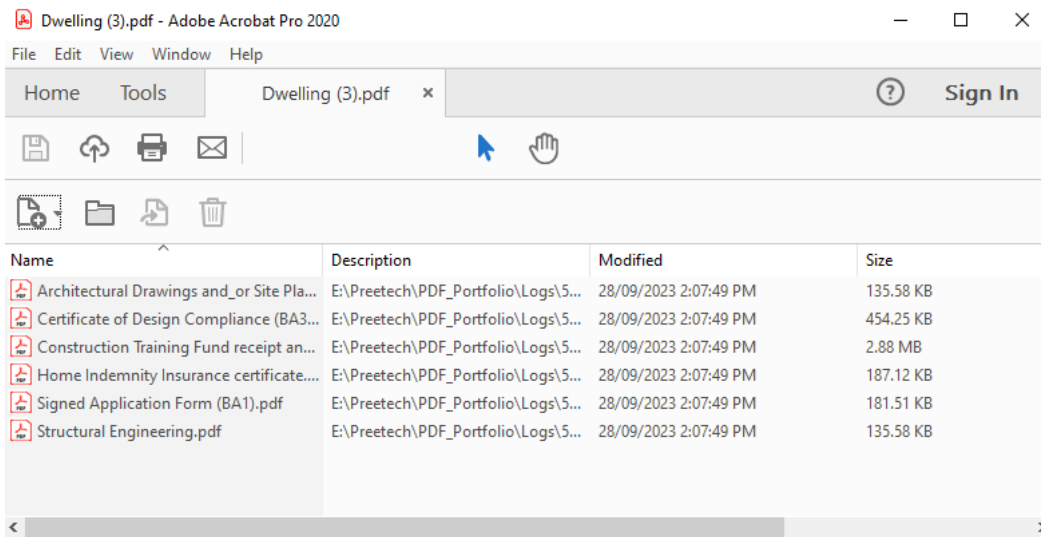
To save or print the PDF, click on the **PDF** to open, and hover over the document and select **Save** or **Print**.
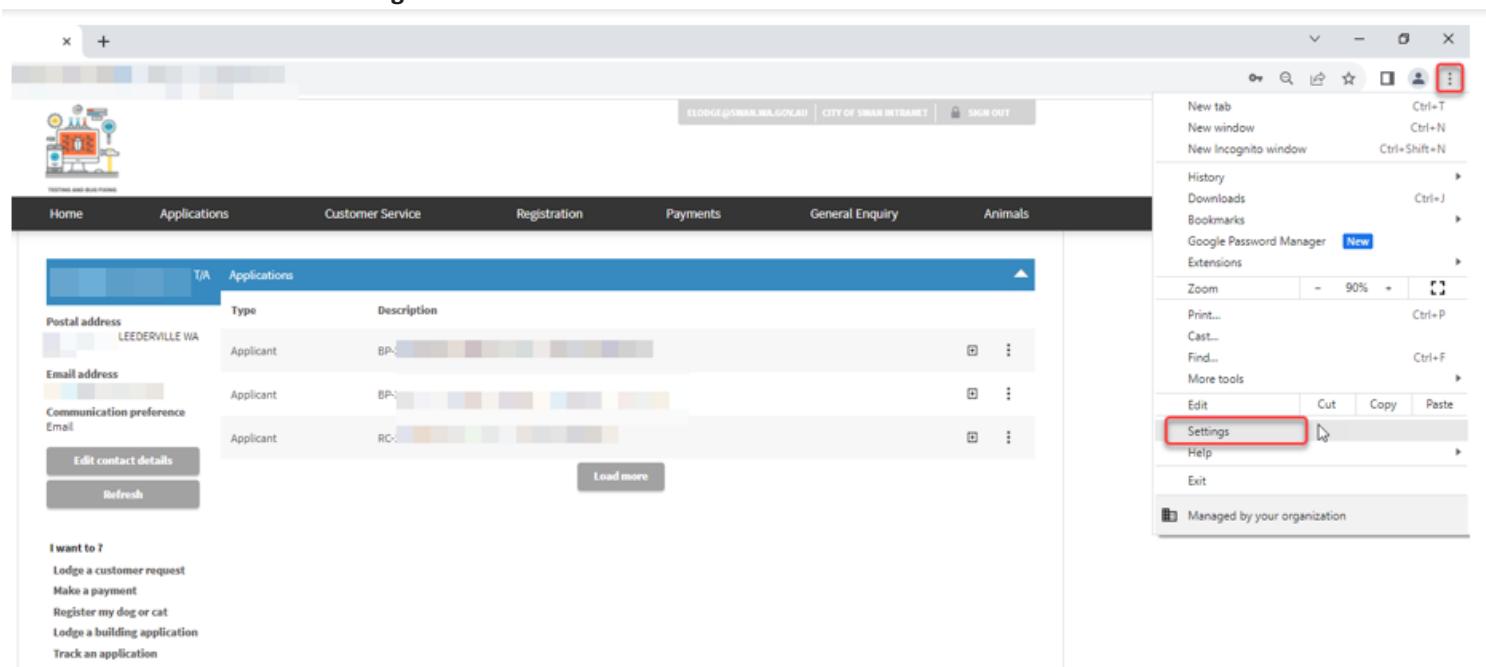
## 8. Enabling Setting in Google Chrome to Download the Stamped plans.

The City recommends you use Google Chrome as your web browser. To download the PDF Portfolio in Google Chrome you need to enable some settings and ensure you have Adobe Reader installed.

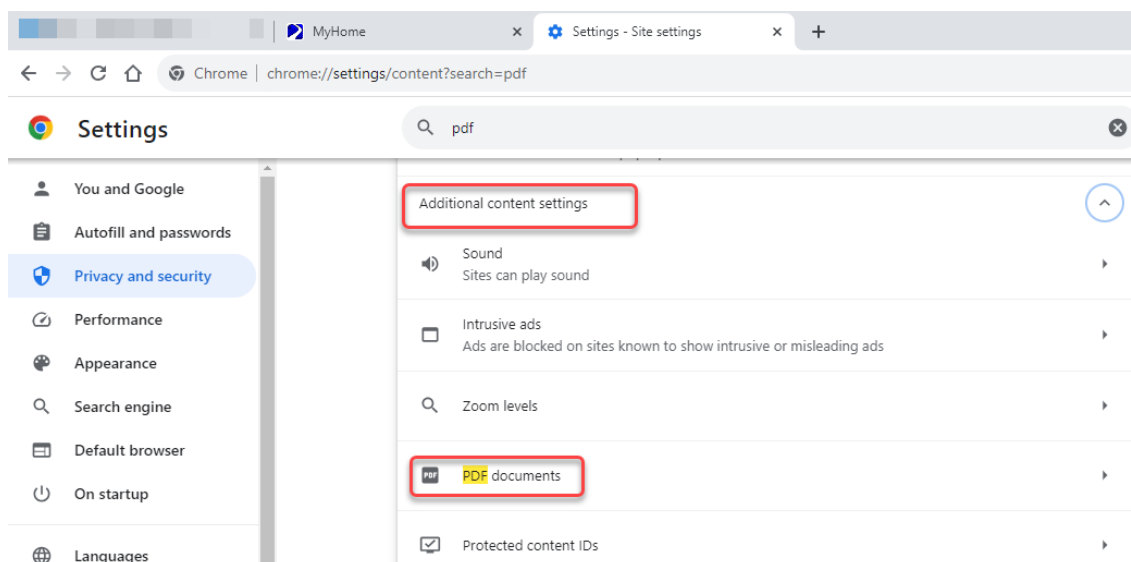**Enabling the Google Chrome Settings**

1. Select **3 dots** and **Settings**.

2. Type **PDF** in the search field and select **Site settings**.
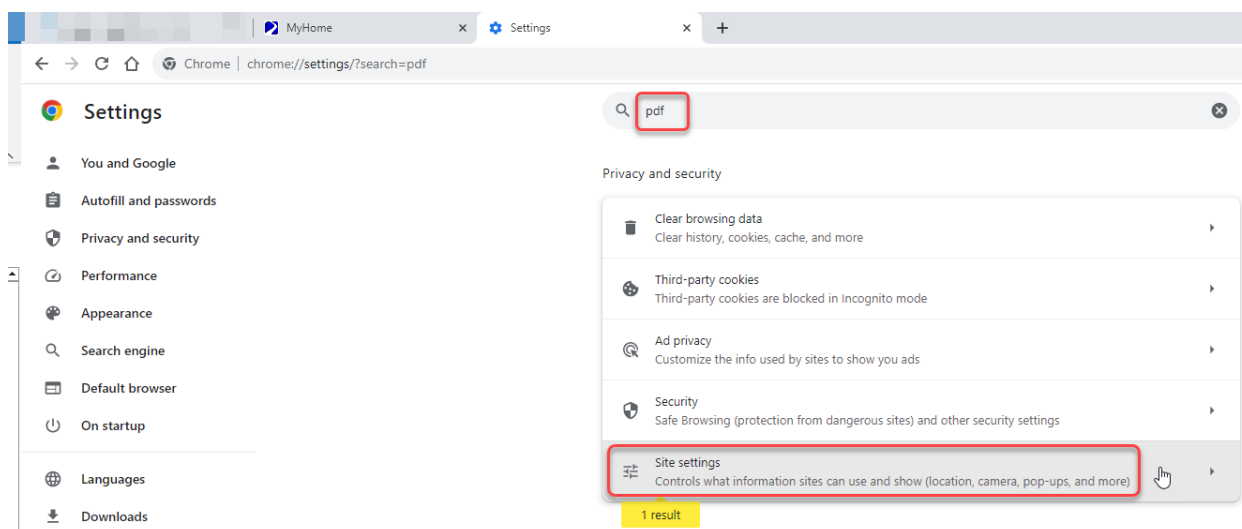
3. Scroll to the bottom of the list and select **Additional content settings** and select **PDF documents**.

4. Select **Download PDFs** and close **X** the tab.