

## ***Welcome to the City of Wanneroo Online Application Portal.***

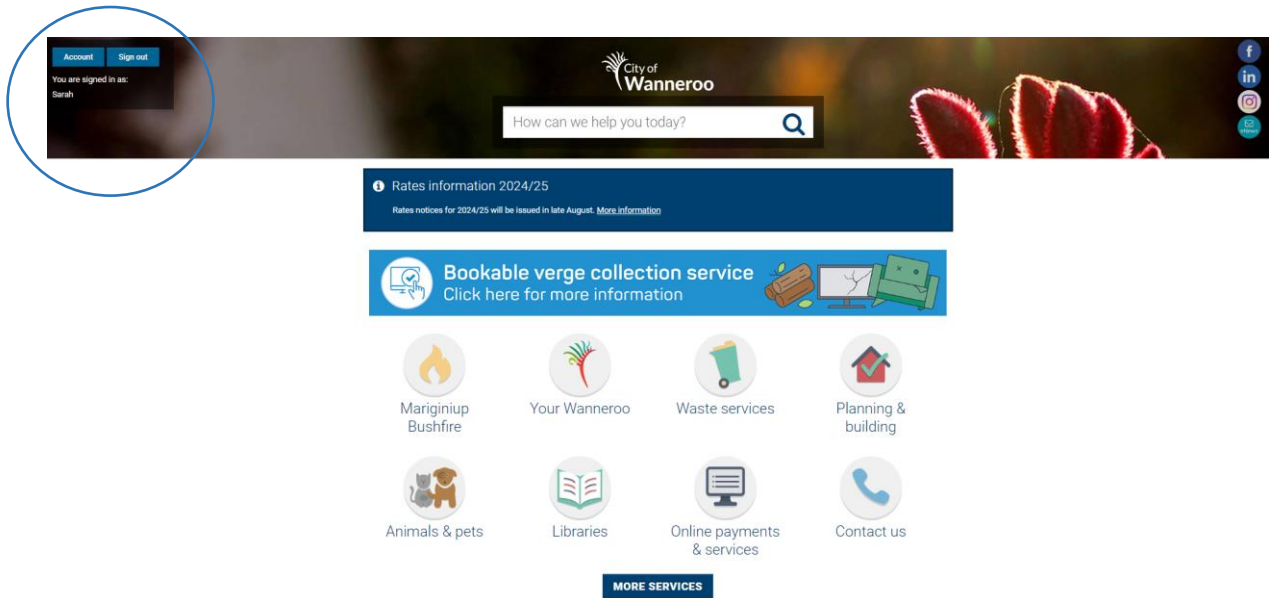
This quick reference guide provides step-by-step instructions for using the system to submit and track your application (also known as a case). While this guide focuses on building applications, the core process is generally the same for other application types.

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# Signing in

1. Visit the City of Wanneroo website.
2. Click "Sign In" in the top left corner. If you don't have an account, you can register here.







3. Enter your registered email address and password.

A screenshot of the City of Wanneroo login form. The form is blue and features the City of Wanneroo logo at the top. Below the logo, there is a message: "Once signed in you can track the progress of your cases and collaborate in real time." followed by "Don't have an account? Register. It takes less than a minute." The form contains two input fields: "Email address" and "Password". The "Password" field has a "SHOW" button next to it. At the bottom of the form, there is a "Sign In" button and a link for "Problems signing in?".

You'll now be logged in to your account. Here, you can update your information, view the status of your applications, and check your payment history.

## City of Wanneroo Online Applications

[Home](#) > [City of Wanneroo Online Applications](#)

-  Update your account information
-  Lodge a new building application
-  Lodge a new planning application
-  Sign out of your online account

After submitting applications, you'll see a list of your three most recent ones here. You can view the status of each application and click "View More" for full details.

### Your Building Applications

- [Application for New Building Permit](#) ASSIGNED TO CUSTOMER RELATIONS  
Last updated: 28th August 2024  
Submitted: 28th August 2024  
Reference: NBP005854
- [Copies of Plans](#) ASSIGNED TO BUILDING ADMIN  
Last updated: 28th August 2024  
Submitted: 28th August 2024  
Reference: COP000037
- [Copies of Plans](#) ASSIGNED TO BUILDING ADMIN  
Last updated: 28th August 2024  
Submitted: 28th August 2024  
Reference: COP000036

[View more](#)

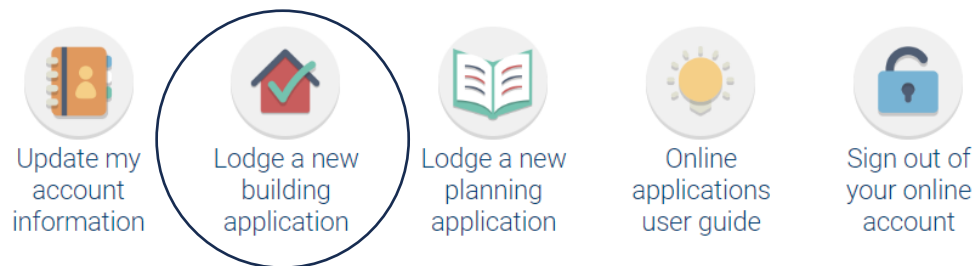
### Your Planning Applications

- [Application for Development Approval](#) ASSIGNED TO CUSTOMER RELATIONS  
Last updated: 28th August 2024  
Submitted: 28th August 2024  
Reference: ADA000039
- [Application for Development Approval](#) ASSIGNED TO CUSTOMER RELATIONS  
Last updated: 28th August 2024  
Submitted: 28th August 2024  
Reference: ADA000038
- [Application for Development Approval](#) ASSIGNED TO PLANNING ADMIN  
Last updated: 27th August 2024  
Submitted: 27th August 2024  
Reference: ADA000037

[View more](#)

## Submitting an application

1. To submit a new application navigate to the application pages by clicking the relevant icon (as shown below)



2. Choose the appropriate application type and follow the prompts to complete your application.

## Online building applications

Home > Planning and building > Online building applications

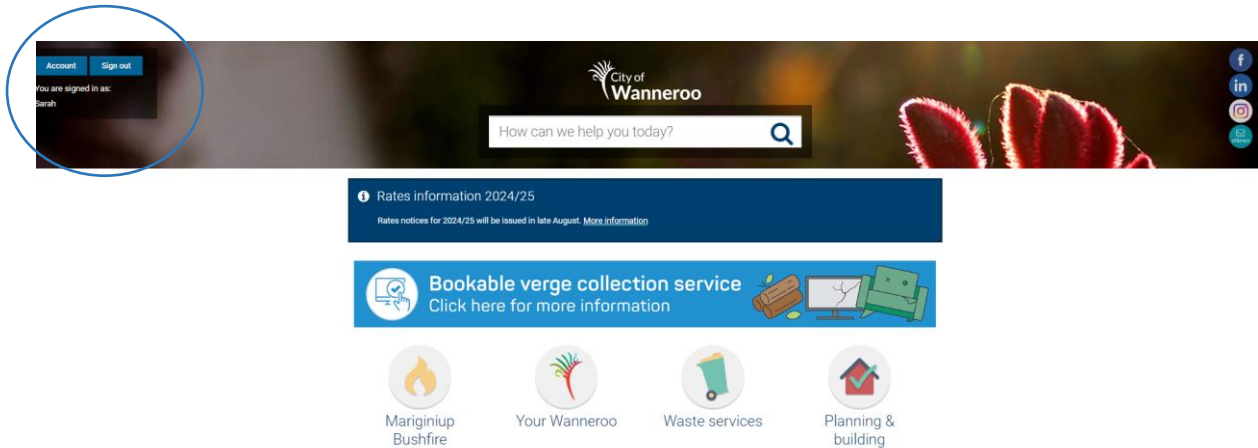
Select the application you would like below and then sign in or register for a new account.

- Building Application
- Amended Building Permit Application (Amendment to an approved Building Permit)
- Copies of Plans request
- Unauthorised Works - Application for Building Approval Certificate
- Demolition Permit Application
- Verge Licence Application

# Resuming an application

If you start an application but can't finish it, we'll save your progress.

1. Log in to your account.



2. Go to "Your Account" scroll down and click "More Services."

## Your online payments

### Pending Payments

[View Current Order](#)

### Previous Payments

You have no previous payments.

**MORE SERVICES**

3. Find the application under "Awaiting Completion."
4. Click "Resume" to continue or "Remove" to delete.

### Awaiting completion

[Application for Occupancy Permit](#) | Remove

[Application for New Building Permit](#) | Remove

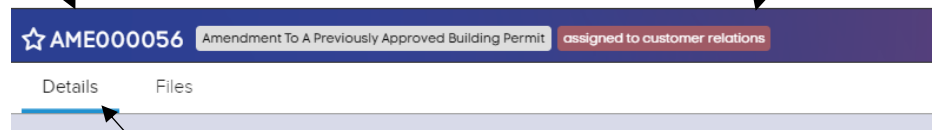
[Application for New Building Permit](#) | Remove

# Navigating the system

When you open a case, you'll see the following information:

**Case Reference Number:** The unique identifier for your application

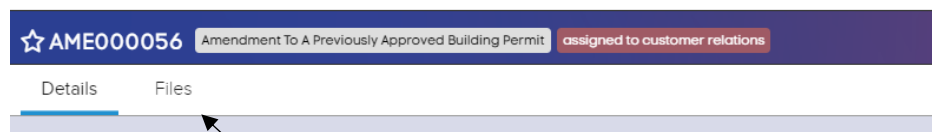
**Status:** The current stage of your application.



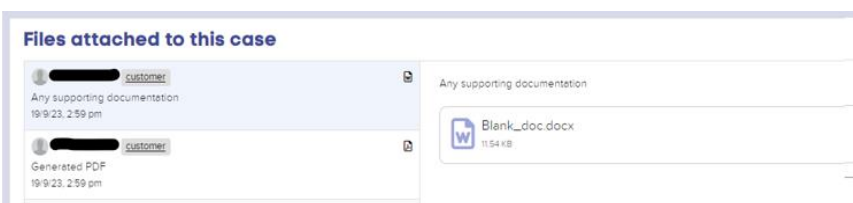
**Case Details:** This shows you the key information about your application.

Case details	
Street Name	Dundebar Road
Street Number	23
Suburb	Wanneroo
Applicant Name	Sarah
Authority Reference Number	2022/1234
Form Reference	587731
Applicant Email Address	<a href="mailto:sarah@test.com.au">sarah@test.com.au</a>

Your application number will show here.



**Files:** All files attached to your case will show here.



**Note:** If you are asked to provide additional details, please don't add the files here. Follow the steps outlined in [Providing additional details](#).

## Providing additional details

If we need more information, we'll send you an email with a link to your application. The request will be in the email body if it's from our Customer Relations Team or attached as a PDF if it's from a Building Surveyor or Planner.

To respond, login to your account and click on the green button **Respond to the City** (see below)

**Note:** Only one of these will show when information is requested.

Respond to the City (Customer Relations Team)

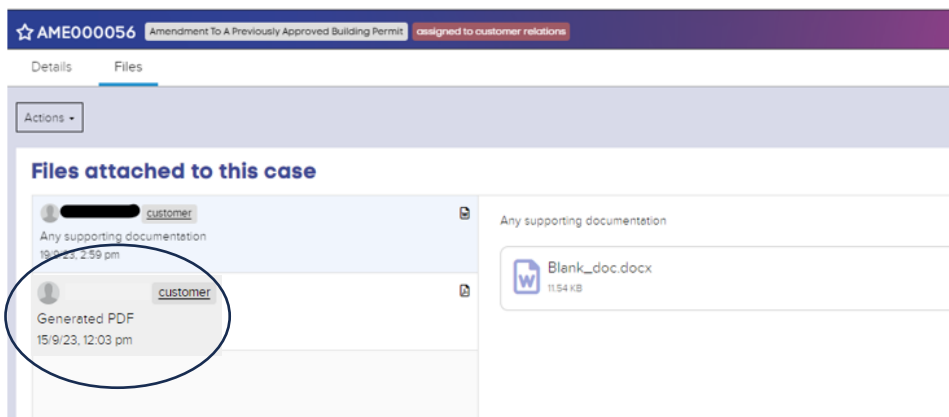
Respond to the City (Building Surveyor)

Clicking "Respond to the City" will open a form where you can add comments or information. Once you submit the form, your application will automatically move forward, and the relevant team will review the information.

## Accessing your receipt

Your receipt is sent with your application form once you submit an application. You can also find your receipt in the files section of the case.

Select the case/application, click **Files** and scroll down until you see **Generated PDF**



The receipt sits at the end of the application form as shown.

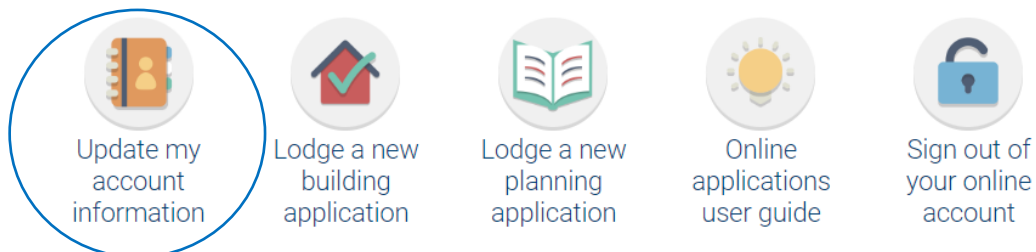


City of Wanneroo Tax Receipt			
ABN: 64295981165			
Tax Receipt: JADU			
Date:			
Customer Details			
Name:			
Address:			
Email Address:			
Phone/Mobile:			
Property Details			
Suburb:			
Street:			
Lot Number:			
Payment Details			
Description	Cost	GST	Total
Application Fee	\$	\$	\$
CTF Levy	\$	\$	\$
Building Services Levy	\$	\$	\$
Inspection Fee	\$	\$	\$
Bond	\$	\$	\$
Subtotal		\$	\$
Online Payment Surcharge (0.57% inc GST)		\$	\$
Total Amount Paid		\$	\$

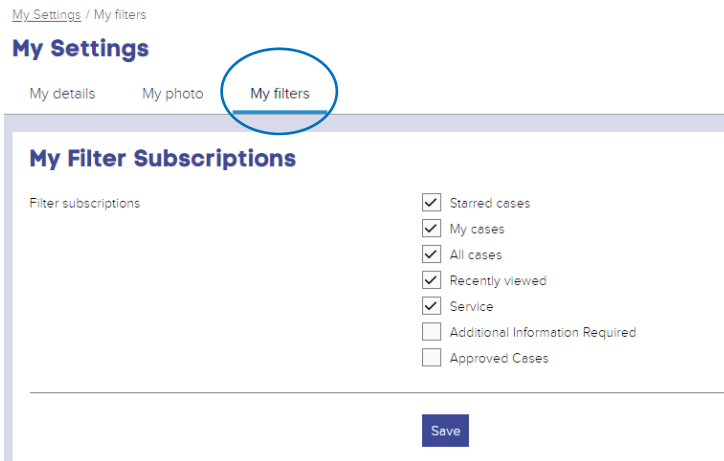
## Setting up filters

You can customize your filters to match your preferences. The system will initially have some filters selected, and we've provided some suggestions that might be helpful.

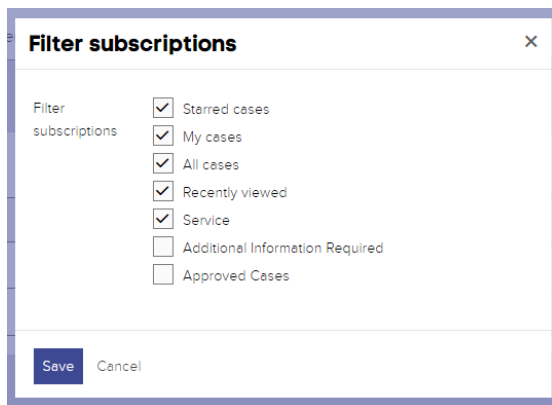
1. From your online applications page click Update my account information



## 2. Click My Filters



## 3. Untick all boxes

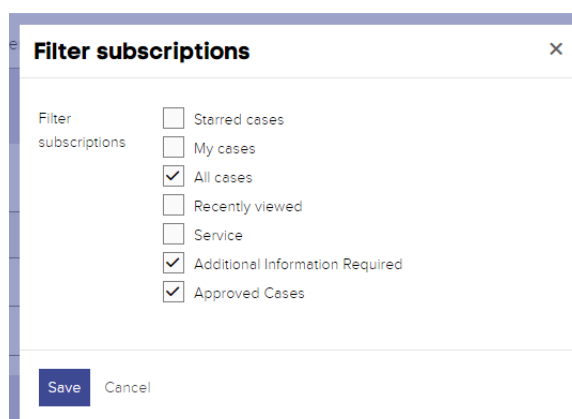


## 4. Select the following filter subscriptions and click save

**All cases** – This will show all cases submitted by you no matter the current status.

**Additional Information Required** – This will show all cases where the City has requested addition information from you.

**Approved Cases** – This will show all approved cases so you can easily access your permit where required.



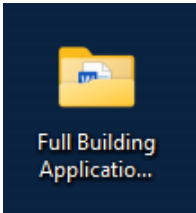


# Compressing documents into a Zip File

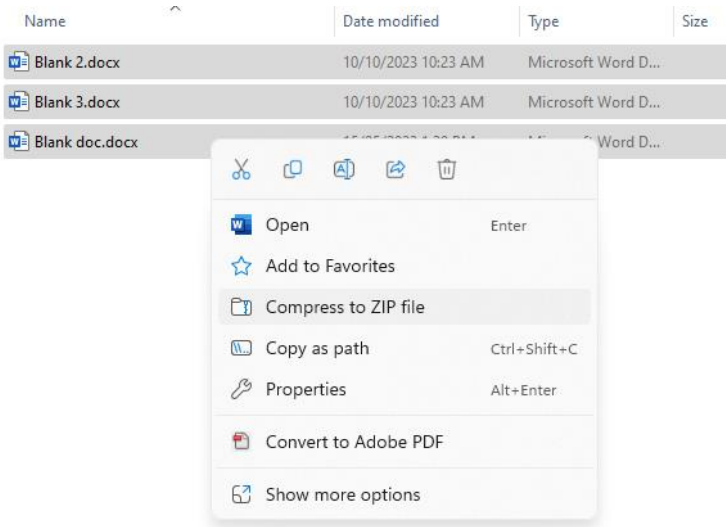
Compressed files are smaller and transfer faster than regular files. For certified applications, you can submit your entire application as a ZIP file.

To create a ZIP file:

- 1. **Gather the documents you want to include.**
- 2. **Place all the documents in one folder.**



- 3. **Select all the files in the folder.**
- 4. **Right-click and choose "Compress to ZIP file."**

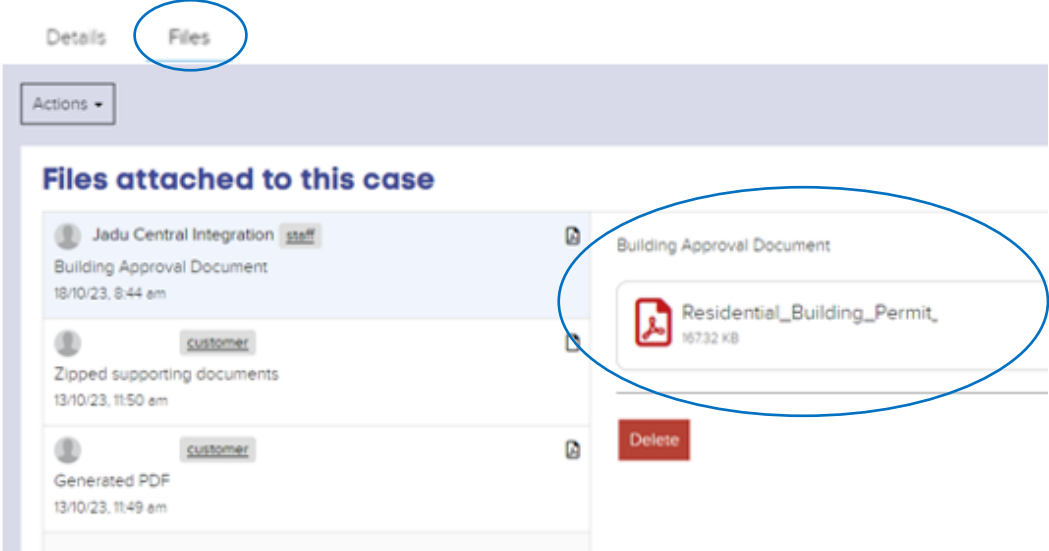


- 5. **A new ZIP file will be created. Attach this file to your application.**

Name	Date modified	Type
Blank 2.docx	10/10/2023 10:23 AM	Microsoft Word D...
Blank 3.docx	10/10/2023 10:23 AM	Microsoft Word D...
Blank doc.docx	15/05/2023 1:39 PM	Microsoft Word D...
Blank doc.zip	26/10/2023 2:11 PM	Compressed (zipp...

# Accessing your approval documents

After your application is approved, the builder, applicant, and owner will receive an email with the permit and related documents. You can also find these documents in the "Files" section of your case.



# Getting support

If you require support with how to navigate the system or how to lodge an application contact our friendly Customer Relations Team on 9405 5000.

We're available Monday to Friday from 8:30 AM to 5 PM.