# User Guide to the eLodgement System

The National Capital Authority (NCA) has developed a eLodgement system, which supports the processing and management of applications for works within Designated Areas of the National Capital Plan.

## *Accessing the Portal*

The NCA website provides information related to the Application process here. Alternatively, you can directly access the portal by navigating to eLodgement System.

## *How to register an account*

Registration of an account is required to lodge Works Approval Applications with the NCA. To create an account simply click on the **Sign up now** link and enter the registration set up page. Enter the applicant details and a password for the account. You will be required to request a verification code be sent to the email address entered and this code must be entered to complete registration.

A valid password consists of between 8 and 64 characters, with at least three out of four of the following; lowercase, uppercase, numbers, symbols.

## *Managing Works Applications*

When you log in to the eLodgement portal the main page is displayed.

The main page enables you to:

- Create a **New Application**.
- Create an **Amendment** to a previously approved application.
- View current **Applications** to see the progress of submitted applications.
- Edit the draft version of an application.
- Submit the application for consideration by the NCA.
- Pay the application fee.
- Edit, View and make Payment for Requests For Information (**RFIs**), with the ability to add information required by the NCA to finalise the application.
- Access approved application documents.

## *Create a new Application*

To create new application click '**New Application**' from the top of the Home page as shown below.



The process for completing application details follows a multistage process much like filling

in an online job application form. There are six distinct steps as described in the below. Details are saved as you move to the next step.
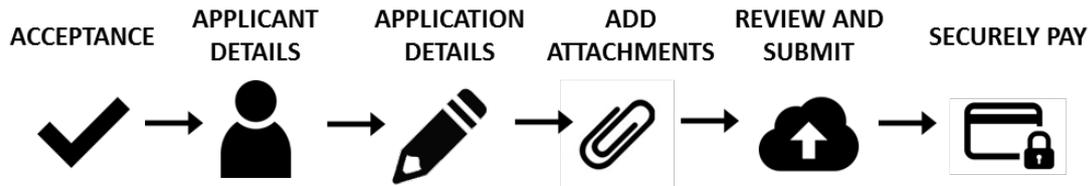


**Acceptance**

A description of the Works Application process and description of the issues an applicant will need to consider before submitting an application. Once you have read and understand the process, check the "I understand the Works Approval process" checkbox.

Click the 'Next' button to progress to the next stage.

**Please Note:** Do not check the box if you do not understand the process. Please email worksapproval@nca.gov.au or call 02 6271 2888 to get advice from the NCA.

Click on the **Next** button to move to **Applicant Details** page.

**Applicant Details**

You are required to enter the Applicant Organisation.

Click on the **Next** button to move to **Application Details** page or **Previous** to move back to **Acceptance**.

**Application Details**

You are required to fill in all the mandatory fields regarding the application. This is the **Location of Proposed Works**, brief **Description of Proposed Works**, **Estimated Cost of Works,** category of works and **Declaration of Land Ownership**. The estimated cost of the works is used to calculate the applicable application fee.

You must select from the provided set of **Locations**, first selecting the **Land Type**, then based on that selection either the **Suburb**, **District** or **Street Name**, then finally the **Location**.

The Location can be searched for using different data based on the Land Type:
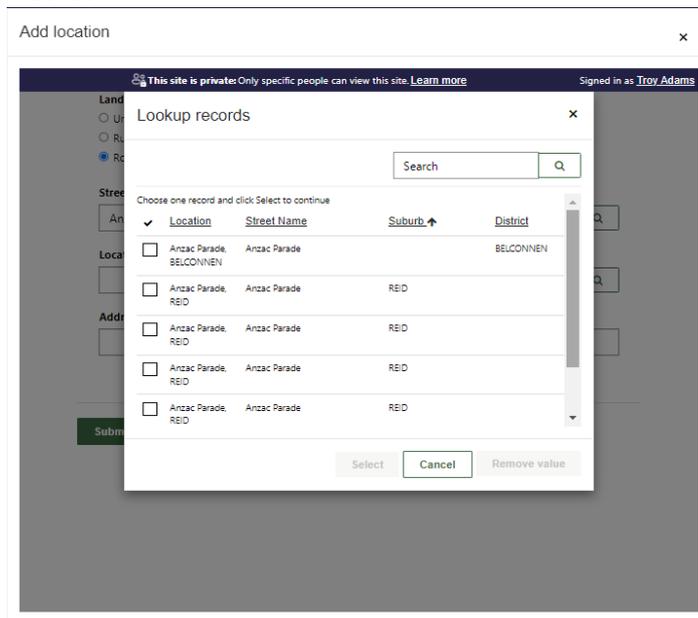
- Urban Block – having selected the Suburb you can search using the Block or Section
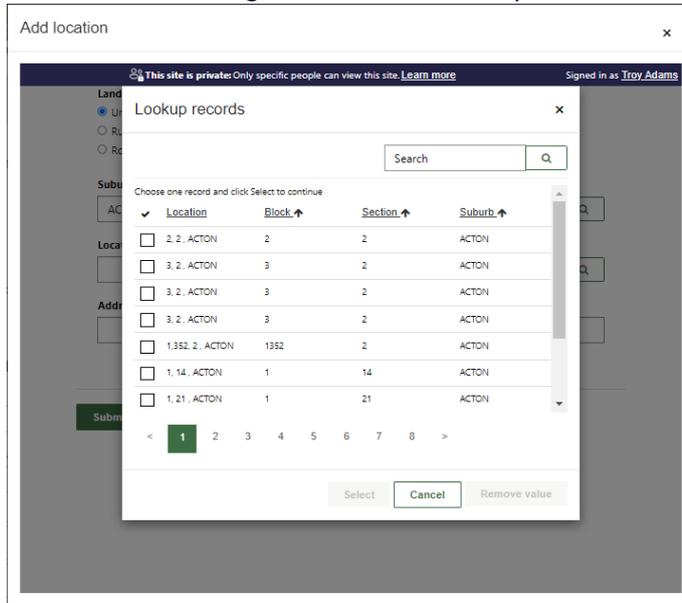


- Rural Block – having selected the District you can search using the Block
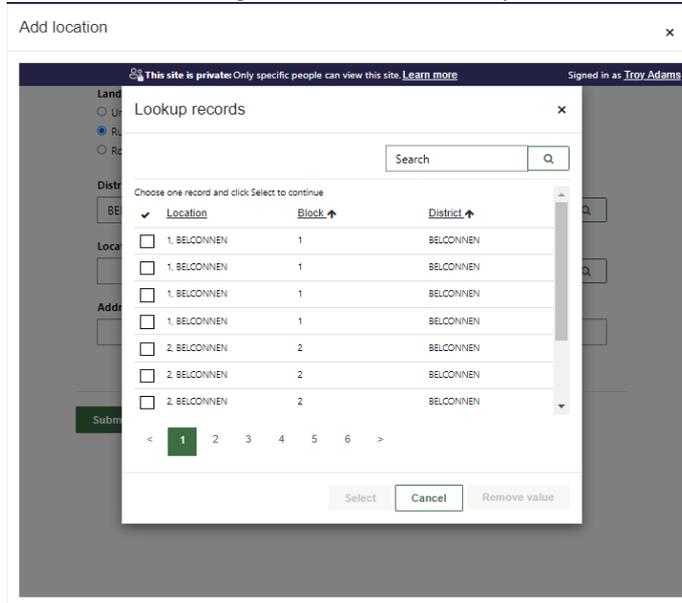


- Road Reserve – having selected the Street Name you can search using the Suburb or District

> **Please note:** The estimated cost of works should be guided by using the Building Cost Guide made by the ACT Government's *Building (General) (Cost of Building Work) Determination* available from the ACT Legislation Register.

Click on the **Next** button to move to **Attachments** page or **Previous** to move back to **Applicant Details**.

## Attachments

Attach the documents to be submitted with the application.

> **Please Note:** There are several mandatory attachments required for <u>all</u> applications.
>
> **Lessee Authorisation Form**
>
> If the applicant is not the lessee or the land custodian, this document is required. This form is available for download from the NCA Website.
>
> **Locality Plan**
>
> A locality plan is to be included which identifies the site and its context.
>
> **Drawings and Images**
>
> Drawings and Images are required for all Works Approval applications.
>
> **Planning Report or Written Description of the Works**
>
> For major applications, a planning report addressing the relevant provisions of the National Capitol Plan will be required. For minor applications, a written description of the works including construction timing, project context and a brief overview of the proposal is required.

Attach additional drawings, supporting reports and sufficient details to enable assessment of the proposal against the provisions of the National Capital Plan. When uploading Drawings and Images you will be required to provide additional information including the Drawing Number, Date and Revision.

**When uploading plans, supporting documents and/or reports, please name files in a logical manner to ensure easy identification. Failure to do so may result in your application not passing completeness check and receiving a Notice to Resubmit fine.**

All attachments must be **pdf** file type and must have unique file names.

Click on the **Next** button to move to **Review and Submit** page or **Previous** to move back to **Application Details**.

## Review and Submit

Please review all the information. Contact and application details cannot be changed once an application is lodged.

An application cannot be submitted if mandatory data is missing.

Click on the **Submit** button to submit the application or **Previous** to move back to **Attachments**.

Submitting will take you to a Submission complete page with a **Return** button to take you back to the **Home** page. The Tax Invoice is being prepared in the background.

## Secure Payment

From the **Home** page you can see your submitted **Applications**. If a payment is required the status will be **Pending Payment** and you will see a **Pay** button. Click on the **Pay** button to

navigate to the **Payment** page. If the Tax Invoice has not yet been prepared a message will indicate this and ask you to return later, it should take no longer than 1-2 minutes to prepare.

Fill in credit card or Direct Debit details and click on **Make a payment**. Confirmation page will be displayed. The new application will be listed in the main page with status of 'Submitted'. You can also choose to pay by Electronic Fund Transfer (**EFT**) payment. To do so, you can download the invoice by clicking on the **Download Invoice** button on the payment page.

## *View status of an application*

When an application is lodged, it will have varying status types, depending where it is up to in the process. The status types are:

**Draft** – The application is considered in the 'Draft' stage when an applicant has created an application but has not submitted it for consideration.

**Submitted** - The application is shown as 'Submitted' when it has been successfully sent to the NCA and is awaiting completeness check. The completeness check will ensure that the mandatory documents provided are acceptable, the estimated cost of works is correct and document names are in accordance with requirements.

**In Progress** – The application is 'In Progress' when completeness check has been cleared and assessment has begun. **The NCA will only start the assessment process on applications once the works approval fee payment is received by the NCA.**

Status

Information Requested

**Information Requested** - The application has been assessed by an assessing officer and further information is required to complete the assessment. A message has been sent to your eLodgement account and the email address provided in the contact details notifying you of what further information is required.

**Approved** – The application is approved and the decision notice and approved plans are available to download.

**Not Supported** – This application is considered to be inconsistent with the provisions of the National Capital Plan.

**Pending Payment** – The application requires payment of the application fee. The Works Approval application will not be considered (subsequently approved) until payment is received.

**Withdrawn** – This application has been withdrawn.

## *View details of an application*

View

From the main page, you can view the details of an application currently with the NCA by clicking on the **View** button to the right of the application details.

## *Receiving messages*

The eLodgement system will send you a message when the application clears the completeness check stage, when the NCA requires further information or a determination has been made on your application. These messages are emailed to the registered account.

## *Edit an application or amendment*

Edit

If you need to edit a previously saved draft application or amendment this can be done by clicking on the **Edit** button to the right of the application, the **Attachments** page of the

application will be displayed. You can edit the details of the application by navigating to the **Review and Submit** page or using the **Next** and **Previous** buttons to navigate to other pages.

## *Respond to a Request For Information (RFI)*

If you receive a Request For Information (**RFI**) you will be able to respond to this via the RFI section of the portal **Home** page. An RFI allows you to attach a file and submit that file to support your application. Some types of RFI require an additional payment before they can be completed, this includes a Resubmission and an Additional Payment.

Payments are handled in the same way as a payment for an application.

Records in the RFI list may have one of the following status values:
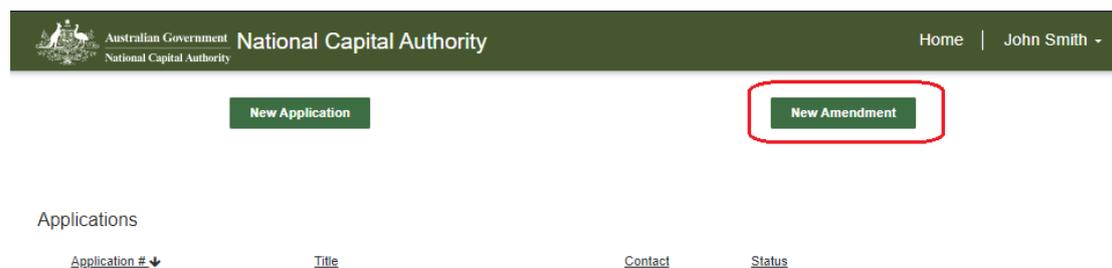
**Active**: The RFI has send but not yet responded to.

**Pending Payment**: The RFI has been responded to but still requires a payment.

**Submitted**: The RFI has been submitted and if payment required, has been paid, and is awaiting confirmation from NCA.

## *Create an amendment to previously approved works*

By Clicking on the **New Amendment** you can create a new amendment.



At the bottom of the 'Acceptance' page, select the Works Approval Application to amend, this will include both applications and amendments. Click on the **Next** button and this will take you through the same process as applying for a Works Approval.

> **Please note**: Only the applications that have previously approved through the eLodgement system can be lodged as an amendment. An amendment cannot be created without a previously approved WA number. If the application is to amend a works approval submitted before Monday 8 April 2024, a new works approval will need to be created, the description of the application noted as an amendment and the original WA number quoted in the planning report.

## *User Profile Management*

### Invoices and Receipts

The Invoices and Receipts section shows all invoices and receipts related to works approval applications and RFIs submitted. You can access this area by selecting the drop down on the logged in users name and selecting Invoices and Receipts.

**Edit User Information**

The edit user information functionality enables you to edit the name, address and phone numbers associated with your account. You can access this area by selecting the drop down on the logged in users name and selecting Edit User Info.

Once you click on the **Update** button on the bottom of the page, a "Saved" Message is displayed.

**Forgot Password**

A facility to retrieve and change forgotten passwords is available on the main login page.

You will need to enter the email address associated with the registered account and send yourself a verification code. Once the code is received, enter this, verify the code and click Continue. Enter a New Password, Confirm New Password and Continue.