



USER GUIDE TO THE WORKS APPLICATION ELODGEMENT (WAeL) SYSTEM

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

1. ACCESSING THE PORTAL

The NCA website provides information related to the Works Approval Application process **here**. Alternatively, you can directly access the portal by navigating to **app.natcap.gov.au**.

2. 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 **Register as a new user** link and enter the registration set up page. Enter the applicant details and a password for the account.

A valid password consists of at least ten characters, with at least one symbol, number and letter. The password also requires at least one uppercase and one lower case character.

It is suggested that organisations create a single login for the WAeL system and use the contact details section of the online form to identify specific project officers. This will allow organisations to manage all applications submitted to the NCA through a single login and retrieve approved documents as efficiently as possible.

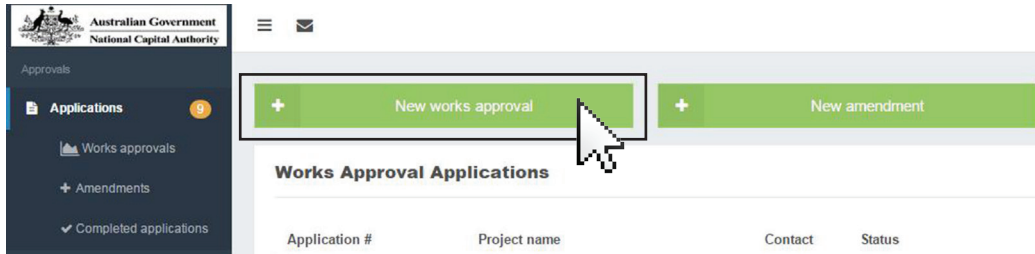
3. MANAGING WORKS APPLICATIONS

When you log in to the WAeL portal the main page is displayed. The main page enables you to:

- Create a new Works 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 and add information required by the NCA to finalise the application.
- Access approved application documents.
- Create a new application for an amendment to a previous Works Approval.
- Pay an additional cost that may be required for the application (i.e. for public consultation costs).

○ CREATE A NEW WORKS APPROVAL APPLICATION

To create new application click **New works approval** from the top left of the main 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 below.

ACCEPTANCE

This step includes 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.

PLEASE NOTE Do not check the box if you do not understand the process.
Please email worksapproval@natcap.gov.au or call 02 6271 2888 to get advice from the NCA.

APPLICANT DETAILS

You are required to fill in all the mandatory fields related to the applicant. These details will be the contact details provided with information related to requests for further information and approval.

PLEASE NOTE These contact details may differ from the login details of the account used to lodge the application. It is suggested that organisations create a single login for the WAeL system and use the contact details section of the online form to identify specific project officers.

Click on the **Save & Continue** to move to **Application Details** page.

APPLICATION DETAILS

Please complete all the mandatory fields regarding the application. This is the description of the works proposed, category of works and estimated cost of the works. The estimated cost of the works is used to calculate the applicable application fee.

PLEASE NOTE The estimated cost of works should be guided by using the Building Cost Guide made by the ACT Government’s Environment and Planning Directorate’s *Building (General) (Cost of Building Work) Determination* available from the ACT Legislation Register.

Click on the **Save & Continue** button to move to **Attachments** page.



ATTACHMENTS

Attach the documents to be submitted with the application.

PLEASE NOTE There are three mandatory attachments required for all applications.

1. 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.

2. Locality Plan

A locality plan is to be included which identifies the site and its context.

3. Planning Report or Written Description of the Works

For major applications, a planning report addressing the relevant design and planning matters will be required. For minor applications, a written description of the works including construction timing, project context and a brief overview of the planning context is required.

Examples of these mandatory documents are available from the NCA website.

Attach additional drawings, reports and sufficient details to enable assessment of the proposal against the provisions of the National Capital Plan. All drawings are to be named in accordance with the naming convention below:

Drawing # (Revision) – Drawing Title

For example, L01 (rev 1) – Landscape Master Plan.

When uploading supporting documents or reports please name files in a logical manner to ensure easy identification. Failure to do so may result in your application not passing the completeness check.

Then click on the **Save & Continue** button to move to **Review and Submit** page.



REVIEW AND SUBMIT

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

Click on the **Submit** button and the **Payment** page will be displayed.



SECURE PAYMENT

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 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

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.

INFORMATION REQUESTED The application has been assessed by an assessing officer and further information is required to complete the assessment. A message will be sent to your WAeL 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 for download.

NOT SUPPORTED This application is considered as not supported when it is inconsistent with the provisions of the National Capital Plan.

PENDING PAYMENT The application requires payment of the application fee. The Works Approval will not be released until payment is received.

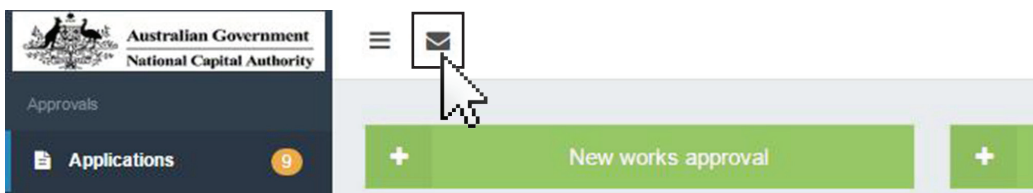
PENDING ADDITIONAL PAYMENT This application requires additional payment of an additional amount to the application fee (Notice of resubmission, Public consultation cost etc).

○ VIEW DETAILS OF AN APPLICATION

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 WAeL system will send you a message when the application clears the completeness check stage, when the NCA requires further information or your application has been decided. These messages are emailed to the email address provided in the contact details as well as held in your WAeL user account in the **Messages** section available by clicking the mail icon as shown below.



○ EDIT AN APPLICATION

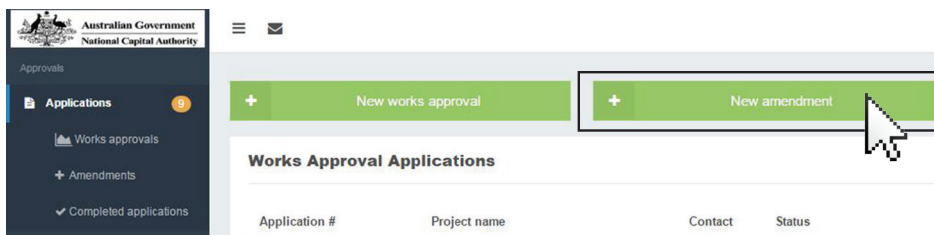
If you need to edit a previously saved draft application or have been requested to add information by the assessing officer, this can be done by clicking on the **Edit** button to the right of the application, the **Attachments** page of the application will be displayed. You can edit the details of the application by navigating to the **Review and Submit** page or clicking on tabs of other pages.

○ PAY AN ADDITIONAL AMOUNT FOR AN APPLICATION

By clicking on the **Pay additional amount** button to the right of the application, the **Payment** page will be displayed and you can choose payment method to pay for the additional amount.

○ CREATE AN AMENDMENT TO PREVIOUSLY APPROVED WORKS

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



At the bottom of the 'Acceptance' page, fill in the Works Approval number to validate the amendment. Once the number is entered, click on the **Validate Amendment** button to create an application for an amendment. Click on the **Continue** button and this will take you through the same process as applying for a Works Approval.

PLEASE NOTE Only the applications that have previously been approved through the WAeL 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 15 September 2016, 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.

4. USER PROFILE MANAGEMENT

○ BILLING AND PAYMENTS

The Billings and Payments section shows all payments and invoices related to works approval applications submitted.

○ CHANGE ADDRESS

The Change address functionality enables the you to edit the default address associated with your account.

Once you click on the **Save** button on the right hand side of the page, a "Success! Address Saved Successfully" Message is displayed.

○ CHANGE PASSWORD

The Change address functionality enables you to edit the password used to access your WAeL account. Click the left hand side menu click on **Change password**:

1. Enter your current password (that you just logged in with) into the "Old Password" field.
2. Enter your new password in the two fields "New Password" and "Confirm Password".
3. Click on Change password to accept changes.

○ FORGOT PASSWORD

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