

Frequently Asked Questions

Council has launched an online planning service where you can:

- Lodge and manage permit applications;
- Pay for permit applications with our secure online payment gateway;
- Track the progress of an application;
- Communicate with us without the need for paper;
- View applications on public notification;
- Making submissions to an application on public notification;
- Seek written advice about planning scheme provisions;
- View the Planning Register.

ePlanning can be accessed at the following link <https://eplanning.surfcoast.vic.gov.au>

This document has some answers to common questions about the set up and use of our ePlanning service:

How do I create a log in?

It's easy to create a user profile to use the portal.



Welcome to Planning Online – our online service that allows users to submit documents or search any planning matter, online, anytime. Create a user profile today and begin lodging your planning documents online, simply and quickly.

Please Note: The Planning Register does not contain contact information for applicants or owners. It displays permit and application information lodged from 1 July 2013 to current. Older permit data will be added to the register over time. If you need to lodge an amendment or other matter related to an earlier permit, please contact the Planning Department during office hours for advice on how to proceed.

A screenshot of the 'Planning Online' login page. It features a title 'Planning Online' and a description: 'Registered users log in here to upload planning applications, further information, revisions, amendments, plans to comply, objections, pay fees and planning information requests.' There are two input fields: 'Email Address' and 'Password'. Below these is a blue 'Enter' button. At the bottom, there are three links: 'New to planning online? Register here', 'Are you having trouble logging in?', and 'Reset your Password'. The 'Register here' link is highlighted with a red box.A screenshot of the 'Planning Register' search page. It has a title 'Planning Register' and an 'Online Search' section. There are two input fields: 'Reference Number' and 'Site Street or Suburb'. Below these is a blue 'Search' button. At the bottom, there is a note: 'To find a specific record, type the application or permit number or site address in the above fields. Alternatively click the search button to display the entire register.'

Click **Register here** and complete all the required details.

Click Register to complete registration. Finally, click Enter Planning Online and you are ready to use the portal.

A screenshot of the 'Create Profile' page. It has a title 'Create Profile' and a subtitle 'Fill this form to Update your details with Planning Online'. Below this is a message: 'Thank you for registering. When submitting applications your profile information can now be used to prefill certain sections of the forms.' At the bottom right, there is a blue button labeled 'Enter Planning Online' which is highlighted with a red box.

Use the tabs to navigate the portal:



How do I lodge an application for planning permit?

Submit an **Application**

Submit an **Information Request**

Make a **Submission**

Search the **Register**

To lodge an **Application for Planning Permit** click the grey **Submit an Application** tab and follow the prompts.

How do I upload information for an existing application?

Submit an Application

Submit an Information Request

Make a Submission

Search the Register

To:

- upload further information;
- revise your application;
- amend a permit;
- request an extension of time;
- request secondary consent approval;
- submit plans required by a Planning Permit condition (Plans to comply);

first click the black **Search the Register** tab and find the application using the search filters.

Application #	Lodged	Decision	Address	Reason for Permit	Ward	Status	Display
Reference	Date	Date	Street or Suburb	Reason	Select Ward	Select Status	10

Once you have found the application, click the **Actions** button and make your selection:

Application #	Lodged	Decision	Address	Reason for Permit	Ward	Status	Display
Reference	Date	Date	Street or Suburb	Reason	Select Ward	Select Status	10

Application #	Lodged	Decision	Address	Reason for Permit	Ward	Status	Actions
19/0999	17-Jun-2019	17-Jun-2019	12 Example Street, Example	Dwelling	Anglesea	Application Complete	Actions >

Format of plans

Plans must be submitted in standard PDF format, not PDF/A or PDF/B. The maximum size of the file is 1000MB).

How do I make a submission (objection or support)

Submit an **Application**

Submit an **Information Request**

Make a Submission

Search the **Register**

To **make a submission** to an application, click the orange **Make a Submission** tab and then use the filters to find the application you are interested in:

Application #	Lodged	Decision	Address	Reason for Permit	Ward	Status	Display
Reference	Date	Date	Street or Suburb	Reason	Select Ward	Select Status	10

Once you have found the relevant application, click the Actions button and a drop down box will appear, click **Make a Submission**:

Allocated Actions >

Actions Available

- View
- Make a Submission**
- Add Other Documents

Petitions are counted as a single submission regardless of the number of signatories and correspondence for a petition will be directed to the first person signing the petition. That person will be responsible for notifying the other parties to the petition of any correspondence.

Submissions can be lodged with Council up until the time a decision is made.

When a Planning Permit Application is advertised, the public notice advises that Council will not make a decision for at least 14 days from the date at the bottom of the notice. If you lodge a submission within this timeframe you can be guaranteed it will be considered.

Some Planning Permit Applications are exempt from notice and appeal rights; these applications are not advertised and there is no opportunity to object.

Section 57(5) of the Planning and Environment Act provides that Council must make a copy of every objection available at its office for any person to inspect (**including your name and personal information**) during office hours free of charge until the end of the period during which an application may be made for review of a decision on the application.

At the end of the public notice period a copy of any objections will be provided to the Applicant. If you make a submission about an application we will advise you in writing of the decision made.

If despite your objection the responsible authority decides to grant the permit, you can appeal against the decision. Details of the appeal procedures are set out on the back of the Notice of Decision which you will receive. If the responsible authority refuses the application, the applicant can appeal Council's decision.

How do I submit an information request?

Submit an **Application**

Submit an **Information Request**

Make a **Submission**

Search the **Register**

If you would like to:

- Request written planning advice;
- Request copies of Planning Permits and endorsed plans;
- Request a Certificate of Compliance;
- Amend or end a Section 173 Agreement;
- Lodge a Development Plan;

click on **Submit an Information Request** and then make your selection.

How do I view the Planning Register?

Submit an Application

Submit an Information Request

Make a Submission

Search the Register

The planning register makes the prescribed information under the Planning and Environment Act 1987 available and also enables you to track the status of a planning permit application. In this register you can:

- Search for Planning Permit applications by address, street name or application number;
- View documents and plans of advertised Planning Permit applications;
- Track the progress of a Planning Permit application.

To view information about an application, first click the grey **Search the Register** tab, **find the application** using the filters at the top of the screen, and **then click on the Actions button**, followed by the **View button**.

Council advertises many applications, but some applications are exempt from advertising.

You can view plans and supporting documentation for applications which are currently on public notice (advertised), but can't view these documents for applications which are not being advertised, or where advertising is complete.

Terms used in the planning register (alphabetical order):

Advertising

The requirements for giving notice of an application are set out in Section 52(1) of the Act.

Council advertises many applications, but some applications are exempt from advertising.

If an application is advertised, you can make a submission about it up until the time Council makes a decision on the application. To make a submission, search the register, find the relevant application and click the Actions button, followed by Make a Submission button.

Advertising complete

Council's requirements for advertising of the application have been met. Submissions can continue to be made up until the time that a decision is made on the application.

Allocated

A Planner has been allocated the file.

Appealed

An appeal has been lodged with the Victorian Civil and Administrative Tribunal (VCAT). VCAT will make a final decision on the application.

Application complete

The application has been finalised and any appeals have been completed.

Further information

The Planner has requested further information in order to be able to assess the application. In most cases an application is not advertised until the further information has been submitted.

Further information complete

The requested further information has been submitted and accepted. The statutory clock will reset to zero days on the date the information was submitted.

Lapsed

The application has lapsed as the required further information has not been submitted.

Lodged

The application has been accepted by Council.

Meeting

A Consultation Meeting or Height Pole Meeting may be held for an application.

A Hearing of Submissions Meeting is held where Councillors have called in an application to make a decision on it.

Only those who have made a submission to Council about the application are invited to these meetings; the meetings are not public meetings.

Meeting complete

The meeting has been held.

New application

The application has been submitted to Council.

Notice of Decision

Council supports the application, but objections have been received. An opportunity is available for objectors to lodge an appeal with the Victorian Civil and Administrative Tribunal (VCAT).

Permit issued

A Planning Permit has been issued. A Planning Permit operates from the date specified on the permit.

A Planning Permit can expire in three ways:

- If the permit is not acted upon; or
- If the use is discontinued as set out in Section 68 of the Act; or
- If a permit condition provides that a use may only be conducted until a certain time or that works must be removed after a certain time.

The owner or occupier of land to which a permit applies may ask for an extension of time where:

- A use or development allowed by the permit has not yet started and the application is made either before the permit expires or within six months of the expiry date; or
- Development allowed by the permit has lawfully started and the application is made within 12 months after the permit expires.

More than one extension of time can be granted for a permit.

Preliminary Assessment

The Planner has completed the initial assessment of the application. This is the point where all permit triggers are identified, the permit description is finalised and any referrals and advertising requirements identified.

Plans to comply

Plans have been submitted to Council to meet the requirements of a Planning Permit condition. Advertising of these plans is not undertaken.

Plans to comply issued

The plans have been approved as meeting the requirements of a Permit condition.

Ready for decision/ Planner assessment

The application is ready for a decision to be made, any required referrals are completed and if advertising of the application is required, it is complete. During this phase, the Planner will complete a report which recommends whether the application is approved or refused.

Ready for meeting

The Planner has determined that a meeting is required and is in the process of being arranged.

Ready to advertise

Advertising of the application is required and is currently being organised.

Referral

Statutory referral requirements are identified in Clause 66 of the Planning Scheme and may include authorities such as DELWP, VicRoads, Barwon Water, Country Fire Authority, Environment Protection Authority etc. Council cannot decide on an application which has been referred until 28 days from the date of the referral have passed.

Referrals can also be made to Council departments for expert advice on a range of issues including: trees, fire, engineering, waste, construction.

Refused

Council has refused the application and has not issued a Planning Permit.

Revision received

An applicant can request an amendment to an application before or after notice is given; this request is made pursuant to Section 50 or 57a of the Planning and Environment Act 1987 and, if accepted, results in the statutory clock being reset at zero days.

The amended application is taken to be the application for the purposes of the Act.

All objections to the original application are taken as objections to the amended application.

Secondary consent

An application has been made to Council for a minor change to endorsed plans. Advertising of these applications is not undertaken.

VicSmart

The VicSmart permit process is a shorter planning process. VicSmart applications are exempt from advertising and appeal to VCAT.

Withdrawn

The applicant has withdrawn the application and it will not proceed.

For more information or help with ePlanning, contact the Planning Department on 5261 0800, by email planningapps@surfcoast.vic.gov.au, or visit us at our offices at 1 Merrijig Drive, Torquay.

