Frequently Asked Questions

The City of Subiaco is now accepting the submission of Planning and Building Applications online through the City's website. The Frequently Asked Questions below may assist in answering any questions you may have about this new service being offered by the City.

What are the benefits of submitting my application online?

Submitting an application online has the following advantages to you, our customer:

- **Your application is received and processed more quickly.** When an application is submitted online, it is able to be received and processed by the City quicker than an application that is submitted via the mail or over the counter.
- **Faster determination timeframes**. Online lodgement will help the City turn around applications quicker, as the process for receiving applications is much faster. Submitting an application online also means we can communicate with customers more effectively by email, rather than via written letters in the post.
- **Minimising printing and paper wastage.** When you submit an application online all documents are submitted electronically. We will not require multiple copies of plans, just the single electronic copy.

There are a number of advantages for the City in accepting the submission of applications online:

- **Faster determination timeframes.** As described above, the City is able to receive online applications more quickly than hard copy applications which assists in processing applications in a faster timeframe.
- **Using Council resources more sustainably.** By accepting the submission of applications online, the City is able to save time and resources in the processing and determination of applications. We will move from a paper based system to an online based system.
- **Assisting the City to conduct more of its business online.** The City recognises that residents and customers are increasingly conducting their daily business electronically and online using the Internet. By offering this service to customers, the City is able to move toward conducting more business online.

How will I receive my notice of determination if I submitted an application online?

If you submit a **Planning application** online, you will receive your notice of determination in PDF electronic format.

If you submit a **Building application** online, you will receive your notice of determination in PDF electronic format or hardcopy.

Is the City still accepting hardcopy Planning and Building applications?

Yes. However, the City will move to phase out the submission of hard copy Planning applications in favour of online applications only. This will assist the City in achieving the benefits of submitting applications online, as described above. Further information regarding the timeframe for the transition to online applications will be communicated to the public in due course.

Please note that Building applications will continue to be accepted both in hardcopy form and online.

Where can I find out more about submitting an application online?

For more information about submitting an application online, please visit the 'Submit a Planning or Building Application Online' webpage on the City's website at www.subiaco.wa.gov.au/planning-and-development/Applying-for-approvals/Online-building-and-planning-applications

This page contains the *User Guide – Online Submission of Planning and Building Applications,* which includes a list of application types that can and cannot be submitted online, the documents that are required to be submitted with your application, and step by step instructions to submit an application online.

Where can I submit my application online?

Planning and Building Applications can be submitted on the City's website at: www.subiaco.wa.gov.au/planning-and-development/Applying-for-approvals/Online-building-and-planning-applications