

If you are not registered on Willoughby City Council's online booking system you will need create a user account:

Register yourself as a new user via this link: [Register As New User Now](#)

- Enter your details
- Password must be at least 8 characters, contain one number and one uppercase letter.
- Please note most of the fields are mandatory – denoted with an asterisk.

This will register you as a user for the system. This means that you can log in and out of the system to make bookings at your convenience.

Do not upload your plans or documents to the booking system. All plans and documents must be submitted to email@willoughby.nsw.gov.au .

Multiple booking is not available for Prelodgement Meeting.

You must book at least **28 days in advance.**

Before you start your booking process, make sure you have the following:

- Date/s of your booking request
- Know the different types of development (the types of bookings are designed to try to coordinate with the officers availabilities):
 - Complying Developments
 - Planning proposals
 - Class 1 & 10 - Low density residential developments (e.g. dwelling houses and ancillary structures, dual occupancy development, subdivision up to two lots)
 - Class 2 – 9 – Minor developments (Changes of Use & Fit-outs, Signage)
 - Class 2 – 9 – Major developments (including new commercial and industrial developments or major alterations, childcare centres & subdivision for more than 2 lots)
 - Heritage Conservation & Items Class 1 & 10 - Low density residential developments (e.g. dwelling houses and ancillary structures, dual occupancy development, subdivision up to two lots)
 - Heritage Conservation & Items Class 2 – 9 – Minor developments (Changes of Use & Fit-outs, Signage)
 - Heritage Conservation & Items Class 2 – 9 – Major developments (including new commercial and industrial developments or major alterations, childcare centres & subdivision for more than 2 lots)
- Required information about the site such as property address, zoning, etc. This information can be found on the NSW Government [Planning Portal](#) and do a search using your property address.
- Credit card (if you wish to make payment online)

If you have any further questions, please look at our [frequently asked question document](#).

You will have **20 minutes** or so to complete the booking once initiated. Leaving the screen idle may result in application error. If error does appear, please log out and log back on (clearing your browsing data will also help for the system/browser to refresh).

A step by step booking guide is provided below for your information. Note this guide is an example only. Actual booking system interface may vary due to system upgrades and other changes.

Making a payment.

You will receive an email requesting payment which will provide a link to the online system so you can pay by credit card. N.B. a 1% transaction fee applies to card payment. American Express not accepted.

Alternatively, cash payment can be made in person at Council's Customer Service Centre at Level 4, 31 Victor Street Chatswood. You must have your Booking Reference number with you to make this payment.

All payments must be made **5 days prior** to the Meeting Date. Otherwise, your booking may be cancelled and a cancellation fee may apply.

Each meeting scheduled (and associated fee) is for an hour. If you are proposing a complex development or site specific challenges such as Flooding which require extensive discussion with Council officers, you are recommended to book two meetings with specific agenda for discussions at each meeting.

Changing a Booking

All Bookings are provisional and are subject to the availability of Planning Officers.

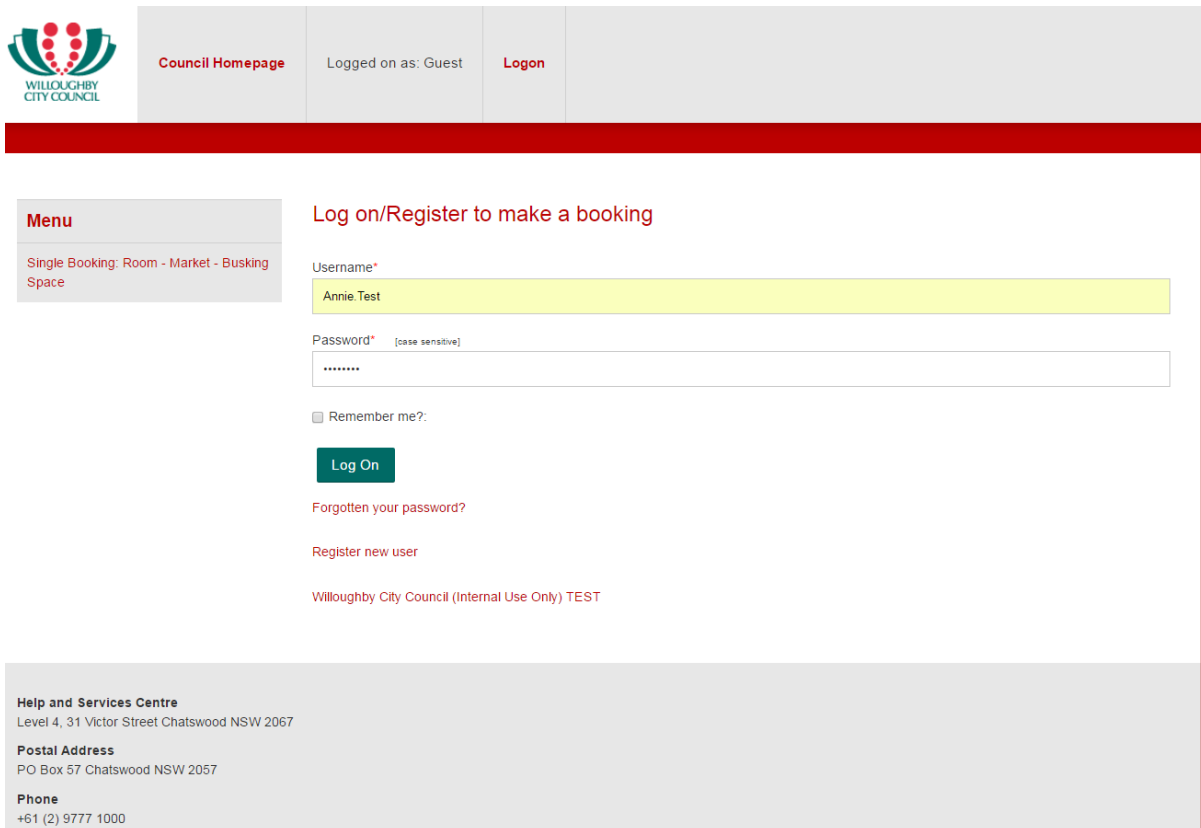
All booking changes should be made in writing to the booking office via email (Prelodgement@willoughby.nsw.gov.au).

Cancellation request made less than 24 hours may attract a cancellation fee.

Your Step by Step Guide for Prelodgement Booking

Please note that the booking interface may change from time to time due to system upgrade and the actual booking may vary from the images shown in this guide.

1. You must be a registered user to make a booking. Please click on: [Register As New User Now](#)
2. **Log On** as a Register User.



The screenshot shows the login interface for the Willoughby City Council online booking system. At the top left is the council logo. A navigation bar contains 'Council Homepage', 'Logged on as: Guest', and 'Logon'. A red horizontal bar separates the header from the main content. On the left is a 'Menu' with a link for 'Single Booking: Room - Market - Busking Space'. The main area is titled 'Log on/Register to make a booking' and contains a login form with fields for 'Username*' (containing 'Annie.Test') and 'Password*' (with a masked password '.....'). Below the password field is a 'Remember me?' checkbox and a 'Log On' button. Links for 'Forgotten your password?' and 'Register new user' are also present. At the bottom, a footer section provides contact information for the Help and Services Centre, including the address, postal address, and phone number.

Willoughby City Council

[Council Homepage](#) Logged on as: Guest [Logon](#)

Menu

[Single Booking: Room - Market - Busking Space](#)

Log on/Register to make a booking

Username*

Annie.Test

Password* [case sensitive]

.....

Remember me?:

[Log On](#)

[Forgotten your password?](#)

[Register new user](#)

Willoughby City Council (Internal Use Only) TEST

Help and Services Centre
Level 4, 31 Victor Street Chatswood NSW 2067

Postal Address
PO Box 57 Chatswood NSW 2057

Phone
+61 (2) 9777 1000

WCC Online Booking System – Prelodgement Meetings Getting Started Guide



3. On the Left Hand Column, please click on **Book a Pre-lodgement**.



Willoughby City Council - eBookings TEST



As a registered user of the eBookings system you can manage your bookings through the options located in the left hand menu.

Book a venue or room »

Make one-off bookings for Council's wide range of venues, meeting rooms and conference facilities.

Make a recurring or multiple day booking »

Make bookings that span multiple days or regular bookings over a period of time.

My Documents »

Upload and store documents required for your booking, for example, Public Liability Insurance documentation, Certificate of Incorporation etc. The documents will remain in the system for the term of their validity.

Booking History »

See a list of the bookings you have made. Pay for your booking or edit the booking if required.

Amend my details »

Amend your details and reset your password.

Organisation Management »

Edit details of the Organisations you are associated with.

Privacy Notice: In using this service you are providing personal information such as name and contact details. This information will be used only for the purpose of its intent being the hire of council facilities and will only be accessed by persons who have been authorised to do so. Your personal information is handled in accordance with the *Information Privacy Act 2009*.

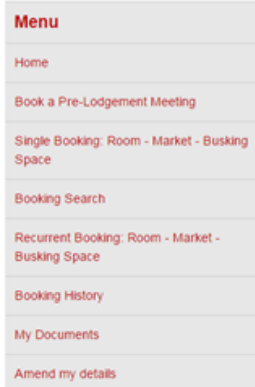
4. Select Prelodgement Meeting again on the Next Screen (Drop down menu).



[Council Homepage](#)

Logged on as: Annie.Test

[Log Out](#)



Select booking type » Select date/time » Select facilities » Upload Documents » Personal details » Terms And Conditions
» Additional questions » Confirmation » Charge Account Type

Book An Appointment

Please select the most suitable option from the drop down options below.

Please select from the following:

--Select--
--Select--
Pre-Lodgement Meeting

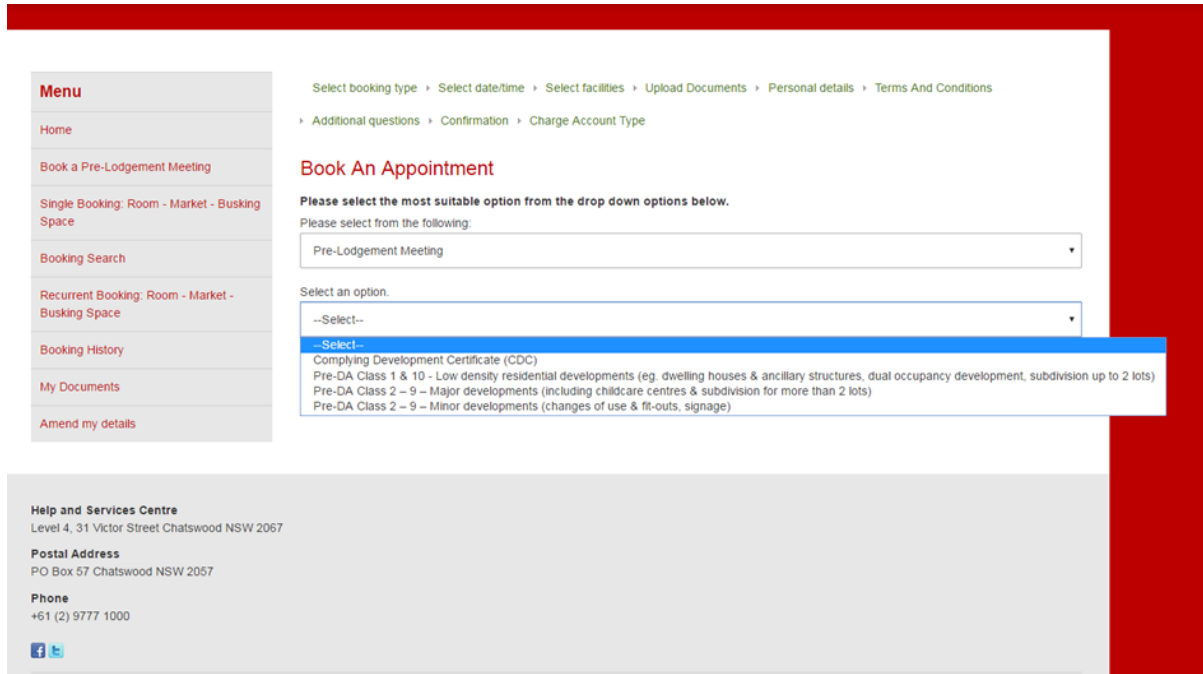
Help and Services Centre
Level 4, 31 Victor Street Chatswood NSW 2067

Postal Address
PO Box 57 Chatswood NSW 2057

Phone
+61 (2) 9777 1000

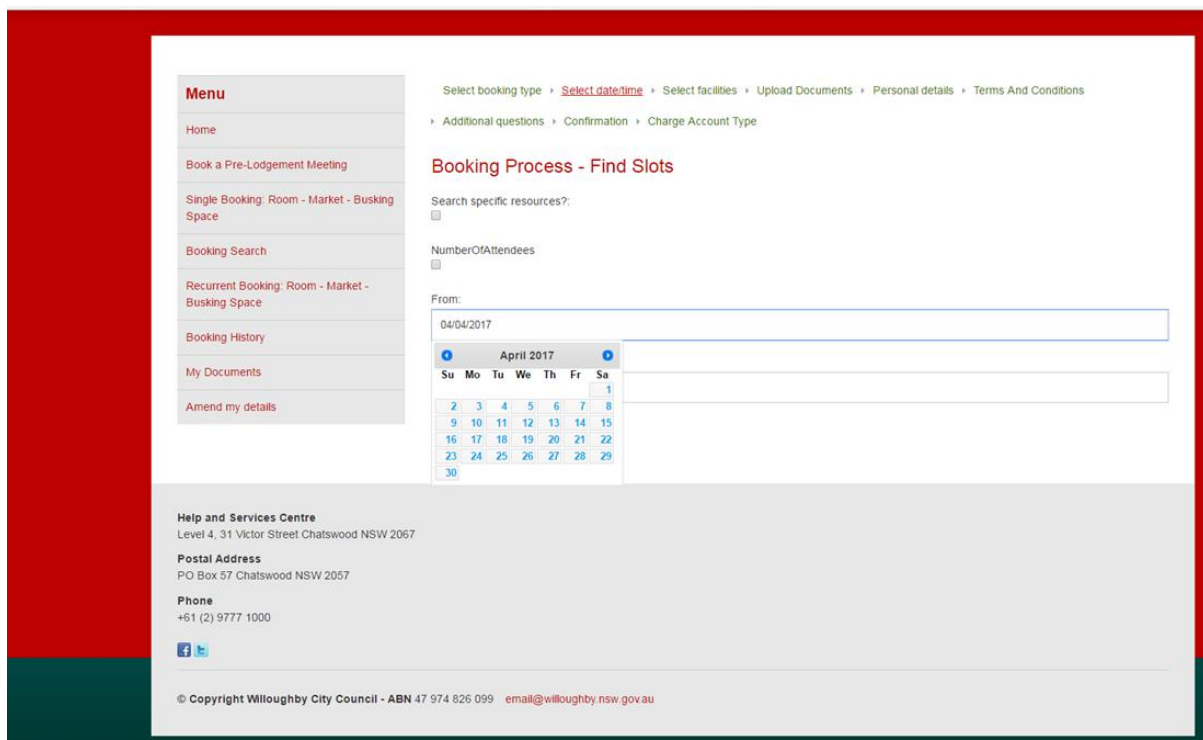


5. Another Drop Down menu will then appear. Select your Booking Type.
6. Then Click the **Select** button to proceed.



The screenshot shows the 'Book An Appointment' page. On the left is a 'Menu' with options: Home, Book a Pre-Lodgement Meeting, Single Booking: Room - Market - Busking Space, Booking Search, Recurrent Booking: Room - Market - Busking Space, Booking History, My Documents, and Amend my details. The main content area has a breadcrumb trail: 'Select booking type > Select date/time > Select facilities > Upload Documents > Personal details > Terms And Conditions > Additional questions > Confirmation > Charge Account Type'. Below this is the heading 'Book An Appointment' and the instruction 'Please select the most suitable option from the drop down options below.' A dropdown menu is open, showing 'Pre-Lodgement Meeting' selected. Below it, another dropdown menu is open, showing 'Pre-Lodgement Meeting' selected. A list of options is displayed: 'Complying Development Certificate (CDC)', 'Pre-DA Class 1 & 10 - Low density residential developments (eg. dwelling houses & ancillary structures, dual occupancy development, subdivision up to 2 lots)', 'Pre-DA Class 2 – 9 – Major developments (including childcare centres & subdivision for more than 2 lots)', and 'Pre-DA Class 2 – 9 – Minor developments (changes of use & fit-outs, signage)'. At the bottom left, there is a 'Help and Services Centre' section with contact information: Level 4, 31 Victor Street Chatswood NSW 2067, PO Box 57 Chatswood NSW 2057, Phone +61 (2) 9777 1000, and social media icons for Facebook and Twitter.

7. Click on the date which will prompt calendars to pop up for selection.
8. Then, Click on the **Search** Button.



The screenshot shows the 'Booking Process - Find Slots' page. On the left is the same 'Menu' as in the previous screenshot. The main content area has a breadcrumb trail: 'Select booking type > Select date/time > Select facilities > Upload Documents > Personal details > Terms And Conditions > Additional questions > Confirmation > Charge Account Type'. Below this is the heading 'Booking Process - Find Slots'. There are two checkboxes: 'Search specific resources?' and 'NumberOfAttendees'. A 'From:' field contains the date '04/04/2017'. A calendar for April 2017 is displayed, with the date '1' highlighted. At the bottom left, there is the same 'Help and Services Centre' section as in the previous screenshot. At the bottom, there is a copyright notice: '© Copyright Willoughby City Council - ABN 47 974 826 099 email@willoughby.nsw.gov.au'.

9. On this page, you will be able to select a time slot for your meeting and also check for charges/fees.

Booking Process - Find Slots

Search specific resources?:

NumberOfAttendees

From:

04/04/2017

Search to

27/04/2017

Search

PLA - Planning Unit (Level 4 / 31 Victor Street Chatswood) - ResourceCategoryUrl

Date	Start Time	End Time	View Charge	Status
4/04/2017	10:00 AM	12:00 PM	Charge Summary	Limited Availability
4/04/2017	2:00 PM	4:00 PM	Charge Summary	Limited Availability
5/04/2017	10:00 AM	12:00 PM	Charge Summary	Limited Availability
5/04/2017	2:00 PM	4:00 PM	Charge Summary	Limited Availability
6/04/2017	10:00 AM	12:00 PM	Charge Summary	Limited Availability
6/04/2017	2:00 PM	4:00 PM	Charge Summary	Limited Availability
7/04/2017	10:00 AM	12:00 PM	Charge Summary	Limited Availability

10. A charge summary will pop up if click on the [Charge Summary](#) Button.

From:

Charge Summary ✕

PRED - CDC - All Day

Date	ChargeAccountTypeName	All Day Charge Note	Cost
1/07/2016	Casual	FlatFee	\$150.00

[Search](#)

PLA - Planning Unit (Level 4 / 31 Victor Street Chatswood) - ResourceCategoryL

Date	Start Time	End Time	View Charge	Status
4/04/2017	10:00 AM	12:00 PM	Charge Summary	Limited Availability
4/04/2017	2:00 PM	4:00 PM	Charge Summary	Limited Availability

11. A time slot will pop up if click on the [Limited Availability](#) Button

Please select start and end time (must be 1 hour) then click the [Select](#) Button.

Charge Summary ✕

Date	ChargeAccountTypeName	All Day Charge Note	Cost
1/07/2016	Casual	FlatFee	\$150.00

Additional Information ✕

StartTime

10:00
▼

EndTime

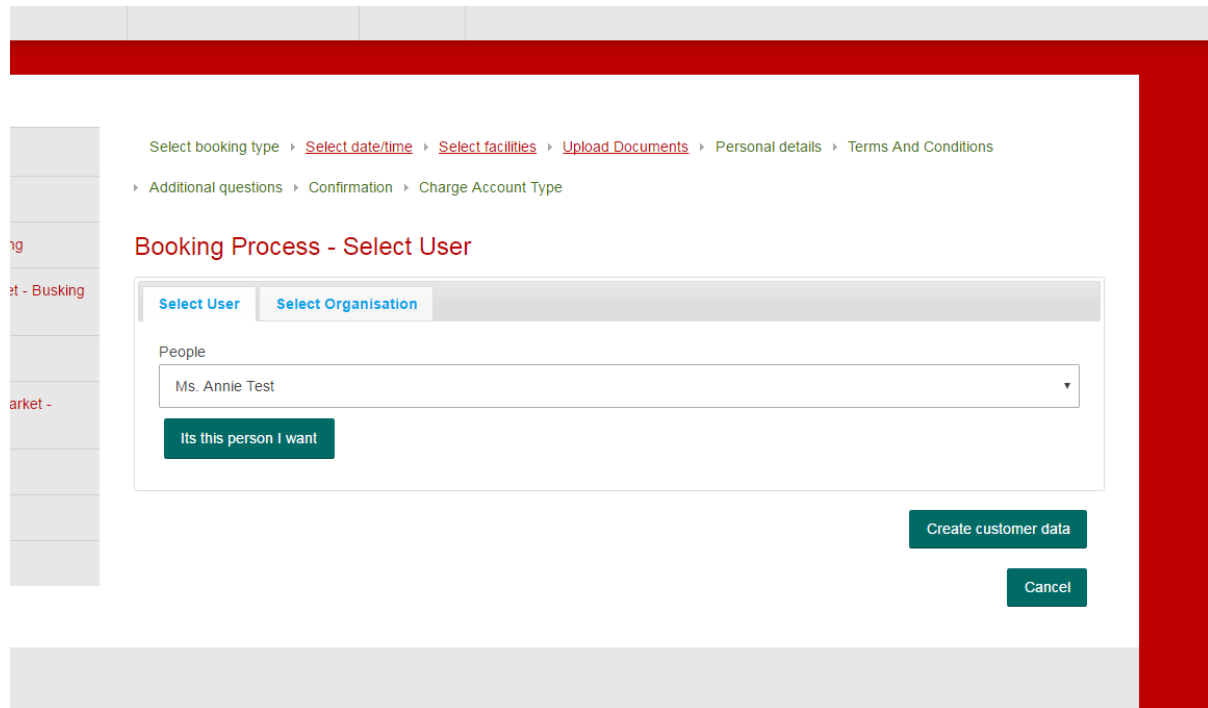
11:00
▼

[Select](#)

5/04/2017	10:00 AM	12:00 PM	Charge Summary	Limited Availability
5/04/2017	2:00 PM	4:00 PM	Charge Summary	Limited Availability
6/04/2017	10:00 AM	12:00 PM	Charge Summary	Limited Availability

12. Click on the drop down menu and select the user (logged in)

13. Then click on the **Its this person I want** Button.



The screenshot shows the 'Booking Process - Select User' interface. At the top, a breadcrumb trail reads: 'Select booking type > [Select date/time](#) > [Select facilities](#) > [Upload Documents](#) > Personal details > Terms And Conditions'. Below this, another breadcrumb trail reads: 'Additional questions > Confirmation > Charge Account Type'. The main heading is 'Booking Process - Select User'. There are two tabs: 'Select User' (active) and 'Select Organisation'. Under the 'Select User' tab, there is a 'People' section with a dropdown menu currently displaying 'Ms. Annie Test'. Below the dropdown is a green button labeled 'Its this person I want'. To the right of the main form area, there are two more green buttons: 'Create customer data' and 'Cancel'. The interface is framed by a red border on the right and top.

14. Fill in your Personal Details then Click on the [Continue](#) Button.

Please ensure your email address is correct. All communication will be sent to the email. (Note: Date of Birth does not need to be accurate. It is only for verifying booking being made by persons over 18 years old)



[Select booking type](#) > [Select date/time](#) > [Select facilities](#) > [Upload Documents](#) > [Personal details](#) > [Terms And Conditions](#)

[Additional questions](#) > [Confirmation](#) > [Charge Account Type](#)

Booking Process - Personal Details

From this page there should already be an **Organisation** or **Person** details. If you wish to update this information for the booking you may do so here.

Unit Number:

Street Number: *

Street: *

Suburb:

City: *

15. On this page, you will be prompted to answer a few questions about the property and your development. Please provide as much information as you can.

Please click **Submit** or **Skip** Buttons after each answer as applicable.

Then, Click the **Continue** Button.

Booking Process - Additional Questions

Are you booking a meeting to be scheduled in the next 5 Working Days?*

- Yes
 No

Property address of the development *

10 Smith Street Smith Town

Submit

Description of the proposal*

Alterations to existing commercial building and new signage. New fourth and fifth storey.

1

Submit

What is the Zoning of the development site? *

Commercial/ Business Zones

Is the property located within a Heritage Conservation Area?*

- Yes
 No

Is the property a Listed Heritage Item?*

- Yes
 No

Is the property flood affected? *

- Yes
 No

Specific Issues for discussion

Stormwater easement along western boundary

G

Submit

Skip

16. On the next page, you will be able to review all your details and booking information. If they are correct, please click the [Continue](#) Button. (or click the [Back](#) Button if you need to amend the booking details)

[Select booking type](#) › [Select date/time](#) › [Select facilities](#) › [Upload Documents](#) › [Personal details](#) › [Terms And Conditions](#)

› [Additional questions](#) › [Confirmation](#) › Charge Account Type

Booking Process - Booking Confirmation

Booking Information

Booking: Pre-DA Class 2 – 9 – Major developments (including childcare centres & subdivision for more than 2 lots)

Where: Planning (Development Assessment) (PLA - Planning Unit (Level 4 / 31 Victor Street Chatswood))

When: Thursday, 13/04/2017 at 10:00 AM - 11:00 AM

Additional Information

- Are you booking a meeting to be scheduled in the next 5 Working Days?: No
- Property address of the development : 10 Smith Street Smith Town
- Description of the proposal: Alterations to existing commercial building and new signage. New fourth and fifth storey.
- What is the Zoning of the development site? : Commercial/ Business Zones
- Is the property located within a Heritage Conservation Area?: No
- Is the property a Listed Heritage Item?: No
- Is the property flood affected? : No
- Specific Issues for discussion: Stormwater easement along western boundary

Address

Ms. Annie Test
31 Victor Street
Chatwood
Chatswood
267

17. Now your booking is complete. Email communication will be sent to you shortly. At this stage your booking is provisional.
18. Once our booking officer has reviewed your booking, you will receive a request for payment with links to directly pay online or payment can be made at Council's Customer Service Centre with you Booking Reference.

Thank you, your booking has been received. You will receive further communication via email in due course

Booking Process - Booking Confirmation

Thank you Ms. Annie Test for using the Willoughby City Council eBooking system. Your booking has been successfully submitted. You will receive an email confirmation of your booking. You can also print this page as your receipt or make a note of the Booking reference shown below.

Name: Ms. Annie Test

Address:

31
Victor Street
Chatwood
Chatswood
207