

Online Development Applications

Frequently Asked Questions



Melbourne Water are introducing an online application process for all planning and development applications from 29 March 2017.

These Frequently Asked Questions are designed to inform you about Melbourne Water's new online application process.

Topic areas covered in this document include:

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What are the changes that Melbourne Water is introducing?	
What are the changes that Melbourne Water is introducing in relation to planning and development applications?	On Wednesday 29 March 20 online development applications will be available, and we launch with our new internal system, which will allow us to manage and respond to applications more efficiently.
Why is the application process being moved online?	We are moving the planning and development application process online so that we evolve to meet our customers' expectations. This is a key element in realising our vision of building an innovative, responsive, open and transparent relationship with our customers.
What are the customer benefits?	Our new solutions will make it easy for you to interact with us. Benefits include: <ul style="list-style-type: none"> • The ability to check the status of applications online, using a unique Melbourne Water reference number provided. • Provides an upfront list of documents required to process the application. This will result in less ambiguity for customers on what documents are required. • The application will be directly routed to the relevant teams based on the application type via our new system, allowing us to assess and respond to your application faster. • SPEAR will be directly interfaced and the application will land directly in our system to be routed to the correct internal team for processing.
When will the online applications be available?	The online applications will be made available through the Melbourne Water website from Wednesday 29 March .

<p>What can I apply for through the new online process and where can I find more information on each application?</p>	<p>There are 32 applications that will be available online. A list of these applications can be found at the back of this document under Application types available.</p> <p>On Wednesday 29 March a new 'Apply Online' page will be available from the Planning and Building section of the Melbourne Water website.</p> <p>This page will list all the online applications and provide customers information about each application such as the approval process, documents required, duration to assess an application and any relevant fees.</p>
<p>How do I access online applications?</p>	<p>The application forms will all be accessible through the 'Apply Online' page which can be found in the Planning and Building section of the Melbourne Water website.</p> <p>We recommend that you bookmark the page for future reference.</p>
<p>Can I still submit an application via email?</p>	<p>We would like to transition away from accepting applications via email, however when we launch our online applications Melbourne Water will continue to accept email applications for a period of time.</p> <p>If an application is sent directly to a Melbourne Water team member, we will be responding to customers encouraging them to make their applications online.</p> <p>To ensure you receive the best level of service, please apply online for all new applications.</p>
<p>Can I still submit applications through greenlight or e-pathway?</p>	<p>Whilst online development applications will be our preferred way of receiving applications, Melbourne Water will continue to monitor incoming referrals from council specific channels (such as e-pathway and Greenlight) to ensure that these are downloaded and processed.</p> <p>One of the benefits to submitting online through our website instead of through the other referral channels is that all of your application lands directly into our system, ready for us to allocate this to a team member to action. The new process allows us to respond to our customers faster. To ensure you are getting the best level of service please consider applying online for all new applications.</p>
<p>Can I still use SPEAR for Statutory Subdivision applications?</p>	<p>Yes, you will still continue to use SPEAR for Statutory Subdivision applications, as it will be directly interfaced with our system to be routed to the correct internal team for processing.</p>
<p>How long will it take to process my application?</p>	<p>The time to process your application will be dependent on available information and the complexity of your application. Melbourne Water is committed to ensuring that all applications are responded to within our SLAs as defined in our Local Government Charter</p>

<p>Which customers should apply via the online applications?</p>	<p>All Melbourne Water customers will be able to use the online application process for applications that are of relevance for them.</p> <p>This includes consultants, developers, councils, architects, building surveyors, and one-off developers such as home owners.</p>
<p>I've heard of DevConnect – what is that?</p>	<p>DevConnect is the name of our internal system which we have implemented which enables the lodgment of applications online. Melbourne Water Case Officers will use this system to manage and respond to your planning and development applications.</p>

<p>Submitting an online application</p>	
<p>How do I complete an online application?</p>	<p>The application process is intuitive, however if you require more information on how to complete an online application, please refer to the quick reference guide on how to complete an online application. There is also an embedded guide within the application to show you how to use the map location feature.</p>
<p>How do I know what is required to submit my application and whether there is a fee?</p>	<p>Information about each application will be available from the 'Apply Online' page in the Planning and Building section of our website from Wednesday 29th March.</p> <p>You will also find guiding information within the online application so that you know what is required for us to assess your request.</p> <p>If for any reason you have not sent all the application information, we will email you to advise you what we still require before we can assess your application.</p>
<p>Can each section of the online form be viewed before the application is submitted?</p>	<p>Yes, the process will provide you with a summary prior to submission. You can also go to the previous step in the process to check or modify your information.</p>
<p>Can an application be saved as a draft and re-opened at a later date?</p>	<p>No, you will not have the ability to save an application as a draft to come back to later. The session will expire if it is idle for more than 2 hours. Please set aside 10-15 minutes to complete your application in one sitting.</p> <p>To assist you in submitting an application, we have provided guidelines and key information about what documentation you need for each application in the Planning and Building section of our website.</p>
<p>My area to assess for my application is a smaller area within a large property (e.g. a subdivision), how should I identify this in the site</p>	<p>You will need to search for the full site property using the search toolbar. Once you have located this, we recommend that you use the 'draw' tool to draw the approximate location of the smaller area within the larger property.</p>

location screen?	You can also write in the optional text box below the location map to assist us to locate the area for assessment. If the area to be assessed is unclear in your application, we may request further information from you via email.
How do I make multiple applications for the same property?	You are only able to make one application at a time for the same property.
Why do I have to upload documents with my application?	The documents specified in the online application process are the minimum documents required for Melbourne Water to assess your application.
Will there be restrictions on the size of the files that I can upload?	Currently the maximum combined file size that you can submit with your application is 20MB.
What happens if an application has been submitted with an error?	Call our Customer Service Centre on 131 722 who will be able to assist with the necessary amendments.
Will I receive a notification that the application has been submitted successfully?	Yes, you will receive an email notification which will provide you with a unique Melbourne Water reference number (eg. MWA-1234567) when an application has been successfully submitted.
What notifications can I expect to receive from Melbourne Water?	We will send you an email notification when: <ul style="list-style-type: none"> • Your application has been successfully submitted • We require further information or documents from you • We have received payment of any fees • We provide you with a response/outcome of your application

Fees and Charges	
Will there be a fee to submit an online application?	We are not introducing any new application fees as part of this process. Some application types that have existing fees will continue to have the same fee structure in place. Refer to the information for application type and the fees and security section of our website for further information.
Who sets the fees?	All of Melbourne Water administrative fees associated with online applications have been set by the Essential Services Commission.
Will I get a receipt?	Yes, you will receive a PDF receipt for any online application fee.

Applications under assessment	
I have an existing application that is under assessment with Melbourne Water prior to these changes being made, how does that affect my application?	<p>All existing applications that have been lodged with us will be migrated across into our new internal system.</p> <p>Customers do not need to take any further action in relation to their existing application when these changes take place.</p> <p>You will be sent a new case reference ID via email (eg. MWA-1234567) when we transition to our new system.</p>
If I have a query about my existing application, who should I contact?	<p>If you have an existing case that is under assessment with Melbourne Water, you will receive a new case ID via email.</p> <p>If you have a query about your existing application, send your query or additional information through to DevConnect@melbournewater.com.au with your case reference ID (eg. MWA-1234567) in the email subject line.</p> <p>It is important that you include the case reference ID in your subject line, as our system has been designed to automatically route your response directly back to the correct case officer who is managing your application.</p> <p>Please note, if you do not include this ID in the subject line, we will ensure that it gets to the correct case officer, but it may not be responded to as quickly it will be manually allocated for a response to your application.</p>
How will I be able to contact the Case Officer who is dealing with my application?	<p>See previous response above. Please ensure you include the Melbourne Water reference number (your unique case reference ID MWA-1234567) in the subject line of your email to DevConnect@melbournewater.com.au</p>
Can I track the progress of my application online?	<p>Yes. Using your unique case reference ID you will be able to check the progress status of your application online.</p> <p>When you submit an application, you will be sent your case reference ID and a link to the web page for you to check the status. As part of this process, you will also be asked to confirm your details, to confirm you are the correct applicant.</p>
How do I call the Case Officer dealing with my application?	<p>In the first instance, Melbourne Water will correspond with you in relation to your application via email.</p> <p>If you have an enquiry, please call our Customer Service Centre on 131 722 who will ensure your call is responded to promptly based on our Service Level Agreement.</p> <p>They will attempt to resolve your query, however if it is complex in nature, our Customer Service team will put you through to the Case Officer dealing with your specific application to assist you further.</p>
Will Melbourne Water contact me about my application?	<p>If we have any additional questions, or require additional information in order to assess your application, we may call you, but likely we will email you outlining what information we require.</p>

	When you have gathered the additional information required, please email DevConnect@melbournewater.com.au with your Melbourne Water case reference ID (eg. MWA-1234567) in the subject line to ensure that it gets directed back to the Case Officer assessing your application.
How will I be advised of the outcome of my application?	The outcome of your application will be emailed to you, via the email address you provided to us in your application.

New Applications - Flood Level Certificates

Can I now apply for a Flood Level Certificate through Melbourne Water?	Yes, with the launch of our online applications, we will now offer customers the option to apply for a Flood Level Certificate through Melbourne Water.
I need a Flood Level Certificate can I still use Landata and SAI Global?	Yes, Landata and SAI Global still act as our service providers for Flood Level Certificates. You will need to refer to their respective websites, however Melbourne Water will also be offering Flood Certificates directly.
How much does a Flood Certificate cost?	Our pricing structure for offering Flood Level Certificates is determined by the Essential Services Commission, with the 2016 price being set at \$38.70. In addition to this low price, another benefit of using our new online application process is that it will provide you with the ability to pay the application fee immediately, through our secure payment gateway.

Changes to Stormwater Quality Offset Application

What is the new form I need to submit with my Stormwater Quality (SWQ) Offset application?	<p>The new Stormwater Quality Offset Contribution form must now be used to lodge a Stormwater Quality offset contribution application for residential subdivisions where Clause 56 applies.</p> <p>As a Council you must complete your section of the form prior to this application being sent to Melbourne Water. This is a mandatory document that must be submitted with the online application.</p>
Which application types require the new Stormwater Quality (SWQ) Offset Contribution form?	<p>Council must complete the relevant Council section of the SWQ form in full prior to submitting with your online application.</p> <ul style="list-style-type: none"> • Stormwater Quality Offset Contribution - SWQ is a mandatory document required to submit your online application. • Works Offers and Non-Works Offers – The SWQ form is a mandatory document required when submitting residential subdivisions within development services schemes where stormwater quality charges are not being charged as part of the Development Services Scheme.
What happens if I accidentally use the	If you submit the old form, we will ask that you complete the

old form?	new form and return this to us via email. We will not assess the application until this new form has been submitted.
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Help and Support	
Where can I find further information on each of the applications and the application process?	Further information will become available on Wednesday 29 March through the 'Apply Online' within the Planning and Building section of our website.
What do I do if I have a question about completing an application?	<p>In the first instance, please see our quick reference guide on how to complete an online application.</p> <p>If you are still experiencing difficulties, please contact our Customer Service Centre on 131 722 who will be able to assist you further.</p>

Application Types	
Pre-development advice	<ul style="list-style-type: none"> • Pre-development advice
Permits, developing, subdividing	<ul style="list-style-type: none"> • Building permit • Certification of plan of subdivision • Drainage schemes for a site • Planning permit for development • Planning permit for subdivision • Section 173 agreement • Statement of compliance • Stormwater management review • Stormwater quality offset contribution • VicSmart planning permit application
Flooding information	<ul style="list-style-type: none"> • Flood flow rate statement • Property flood level information • VicSmart planning permit application
Drainage	<ul style="list-style-type: none"> • Drainage design review and acceptance
Building over or near our assets	<ul style="list-style-type: none"> • Build a private jetty • Build near an easement or asset • Construct a bridge, crossing or culvert • Install utilities near sewers, drains, waterways and water mains • Minor waterway work • Plant near sewers, drains, waterways and water mains • Shared pathway • Stormwater connection
Other Services	<ul style="list-style-type: none"> • Inspection of work • Maintain a levee • Planning scheme amendment • Request access to our land • Reimbursement for approved fence construction • Road discontinuance (right of way) • Shared cost boundary fencing