

WCC Online Booking System – Prelodgement Meetings

Getting Started Guide



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):
 - 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.
<https://www.planningportal.nsw.gov.au/spatialviewer/#/find-a-property/address>

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.

If you are not registered on Willoughby City Council's online booking system you will need to 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 so you can log in and out of the system to make or check on bookings at your convenience.

Please note that you must book at least **28 days in advance.**

Uploading Documents

Please do not upload your plans or documents to the booking system. All plans and documents must be submitted to email@willoughby.nsw.gov.au at least 21 days prior to the meeting.

Changing a Booking

All Bookings are provisional and are subjected 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 may attract a cancellation fee as follows:

Prior to 7 days before meeting: 10% of Fee

Within 7 days of meeting: 50% of Fee

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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.


- Navigate to <https://willoughby.zipporah.com.au/resourcebooking/>

On this page, you may choose to register new user or login if you have already registered before.

To register

- click on the “To Register” Button

← → ↻ 🏠 <https://willoughby.zipporah.com.au/resourcebooking/> 🔍 ⭐ 📄 👤 ...

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Welcome to Willoughby City Council - eBookings

The eBooking System lets you search a range of options and available dates for your activity.

You can browse available resources and times without needing to log on. When making a booking you will be prompted to log on or register as a new user.


To register Click Here

To login Click Here




Book a Venue or Room

- Browse/Book
- Community Facilities Hire Policy including Concessional Hire
- Frequently asked questions
- Getting started guide for Council's online booking system
- More information about facilities
- **How to reset my password**



Book a Market Stall, Promotion Activity, Busking or Banner Space

- Browse/Book
- Market terms and conditions
- Frequently asked questions
- Market booking guide
- Activity booking guide
- Banner booking guide
- **How to reset my password**



Book a Pre-Lodgement Meeting

1. Browse/Book
2. Frequently asked questions
3. Getting started guide for Council's online booking system
4. **How to reset my password**

The safety of our community and staff is of core importance, so in view of COVID-19, pre-lodgement meetings for all applications will not be held face-to-face. Instead, the officers will assess the plans and documents that you email to us 21 days in advance and provide the notes back to you, the applicant, via email. Officers will organise a teleconference to discuss further. An amended draft will then be emailed to you.

If acceptable, the final pre-lodgement notes will be emailed to you. We thank you for your understanding and patience and aim to deliver the same level of professionalism and service.

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Fill in all details as required:

A screenshot of a web browser showing the "Register New User" page. The page has a dark green header with the Willoughby City Council logo and a navigation menu. The main content area is white and contains a form titled "Register New User". The form is divided into two sections: "Create an account" and "Personal Details". The "Create an account" section includes fields for "User Name", "Password", "Password Confirm", "Password Question", and "Password Answer". The "Personal Details" section includes a "Title" field. The form is partially filled with placeholder text and asterisks indicating required fields.

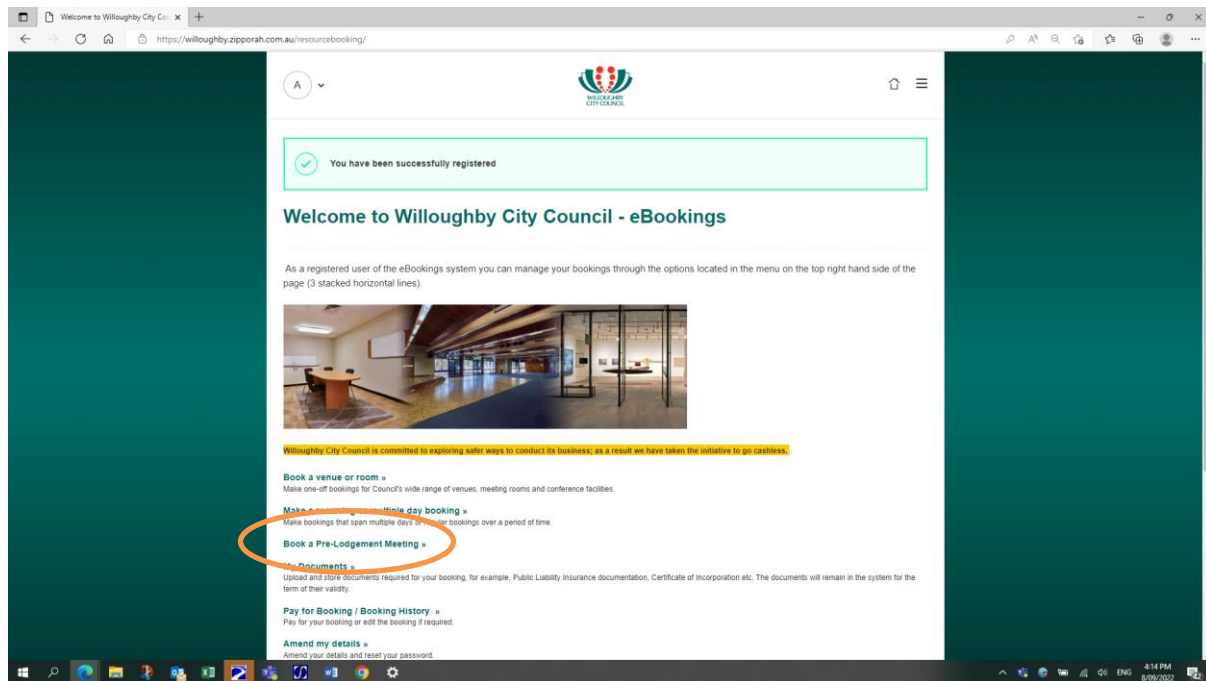
- Click on I'm not a Robot
- Then hit **Register**

A screenshot of a web browser showing the "Address" page. The page has a dark green header with the Willoughby City Council logo and a navigation menu. The main content area is white and contains a form titled "Address". The form includes fields for "Unit Number", "Street Number", "Street", "Suburb", "City", and "Post Code". The "Street" field is filled with "Victor St", "Suburb" with "Chatswood", and "City" with "Chatswood". The "Post Code" field is filled with "2067". Below the address fields is a "Security Challenge" section with a green checkmark and the text "I'm not a robot". At the bottom of the form are two buttons: "Register" and "go back". The footer of the page reads "© Zipporah Ltd. 2022".

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Once registered, you can click on Book a Pre-Lodgement Meeting.



This will start the booking process.

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Step 1 of 9: Book an Appointment

- Select Prelodgement Meeting from the drop down menu
- Select an Option that best fit your type of development.

A screenshot of the "Book An Appointment" page in the WCC Online Booking System. The page is titled "Step 1 of 9" and "Book An Appointment". It instructs the user to "Please select the most suitable option from the drop down options below." and "Please select from the following:". There are two dropdown menus. The first dropdown menu is set to "Pre-Lodgement Meeting". The second dropdown menu is set to "--Select--". A list of options is visible below the second dropdown menu, including "Planning Proposal in Heritage and Conservation Area (Strategic Planning)", "Planning Proposal Meeting (Strategic Planning)", "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)", "Pre-DA Class 2 - 9 - Minor developments (changes of use & fit-outs, signage)", "Pre-DA-Heritage Conservation & Items Class 2-9 Major Development", "Pre-DA-Heritage Conservation Area & Items - Class 2-9 Minor Development (eg change of use & fitouts, signage)", and "Pre-DA-Heritage Conservation Areas & Items - Class 1&10 low density residential developments (eg dwelling houses & ancillary structures, dual occupancy)".

Step 2 of 9: Booking Process – Find Slots

A screenshot of the "Booking Process - Find Slots" page in the WCC Online Booking System. The page is titled "Step 2 of 9" and "Booking Process - Find Slots". It contains three checkboxes: "Search specific resources (WCC Admin Use Only)", "Search Specific Days", and "Restrict by number of attendees?". Below these checkboxes, there are two date pickers. The "From:" date picker is set to "12/09/2022" and the "Search to" date picker is also set to "12/09/2022". There is a "Search" button below the date pickers. At the bottom of the page, there is a copyright notice: "© Zipporah Ltd. 2022".

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- Click on the date icon which will prompt calendars to pop up for selection for From,
- Repeat process with Search to
- Once selected, click **Search.**

Note: Dates selected must be at least 28 Working Days prior to the scheduled meeting.

This screenshot shows the 'Booking Process - Find Slots' page in the WCC Online Booking System. The page is titled 'Step 2 of 9'. It includes three checkboxes: 'Search specific resources (WCC Admin Use Only)', 'SearchSpecificDays', and 'Restrict by number of attendees?'. Below these are two date selection fields. The 'From:' field is set to '12/09/2022'. The 'Search to' field is set to '31/10/2022', and its dropdown calendar is open, showing the month of October 2022. The calendar grid shows days from Sunday to Saturday, with the 31st highlighted in red. The Willoughby City Council logo is visible in the top right corner.

Step 2 of 9

Booking Process - Find Slots

☐ Search specific resources (WCC Admin Use Only)
☐ SearchSpecificDays
☐ Restrict by number of attendees?:

From: 12/09/2022

Search to: 31/10/2022

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

This screenshot shows the same 'Booking Process - Find Slots' page as the previous one, but with the 'Search' button highlighted in green. The date selection fields remain the same: 'From: 12/09/2022' and 'Search to: 31/10/2022'. The Willoughby City Council logo is visible in the top right corner.

Step 2 of 9

Booking Process - Find Slots

☐ Search specific resources (WCC Admin Use Only)
☐ SearchSpecificDays
☐ Restrict by number of attendees?:

From: 12/09/2022

Search to: 31/10/2022

Search

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On the next 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 (WCC Admin Use Only)
☐ Search Specific Days
☐ Restrict by number of attendees?:

From: 12/09/2022
Search to: 31/10/2022
Search

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

Date	Start Time	End Time	View Charge	Status
12/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free
13/10/2022	10:00 AM	12:00 PM	Charge Summary	Resource Availability Free
17/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free
19/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free
20/10/2022	10:00 AM	12:00 PM	Charge Summary	Limited Availability
20/10/2022	2:00 PM	3:00 PM	Charge Summary	Limited Availability
24/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free
26/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free

A charge summary will pop up if click on the **Charge Summary** Button.

Booking Process - Find Slots

☐ Search specific resources (WCC Admin Use Only)
☐ Search Specific Days
☐ Restrict by number of attendees?:

From: 12/09/2022
Search to: 31/10/2022
Search

Charge Summary

PREDA - Class 1 & 10 - All Day
1/07/2022 ChargeAccountType Name All Day Charge Note Cost
Casual Flat Fee \$510.00

PLA

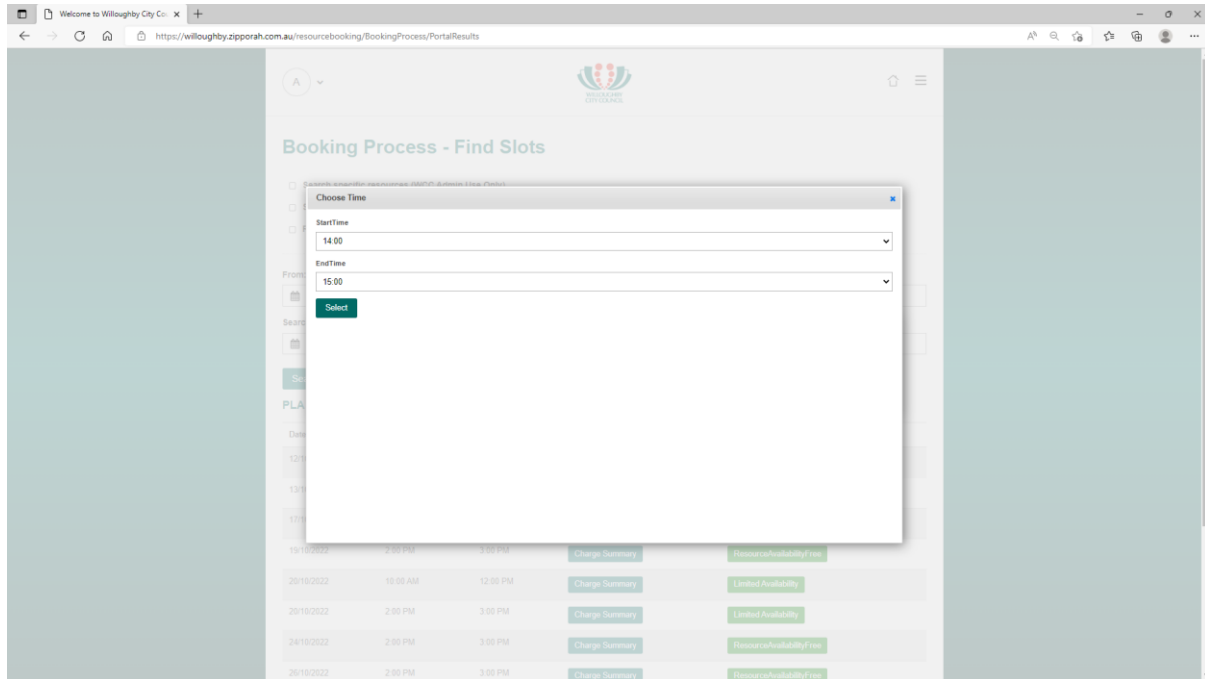
Date	Start Time	End Time	View Charge	Status
12/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free
13/10/2022	10:00 AM	12:00 PM	Charge Summary	Resource Availability Free
17/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free
19/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free
20/10/2022	10:00 AM	12:00 PM	Charge Summary	Limited Availability
20/10/2022	2:00 PM	3:00 PM	Charge Summary	Limited Availability
24/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free
26/10/2022	2:00 PM	3:00 PM	Charge Summary	Resource Availability Free

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A time slot will pop up if click on the **Limited Availability** or **Resource Availability Free** Button

- Select start and end time (must be 1 hour)
- Click the **Select** Button.



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At this stage, if you have not registered or logged on, the system will take you through the Log on/Register page.

The screenshot shows the 'Log on/Register to make a booking' page. It features a header with the Willoughby City Council logo and a navigation menu. The main content area has a 'Log On' button and a 'Register new user' link. Below the login fields, there is a 'Remember me?' checkbox and a 'Forgot your password?' link. The footer includes the text 'Willoughby City Council (Internal Use Only)' and '© Ziporah Ltd. 2022'.

If you have registered, it will bring you to the next step.

Step 4 of 9 - Booking Process – Select User

- Select the People from the drop down
- Click on **It's this person I want** Button

The screenshot shows the 'Booking Process - Select User' page. It features a header with the Willoughby City Council logo and a navigation menu. The main content area has a 'Select User' button and a 'Select Organisation' button. Below these buttons, there is a 'People' section with a 'Select Person' dropdown menu and an 'It's this person I want' button. A 'Cancel' button is also present at the bottom left. The footer includes the text '© Ziporah Ltd. 2022'.

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Step 5 of 9 – Booking Process – Personal Details

Please ensure your email address is correct. All communication will be sent to the email

A screenshot of a web browser showing the "Booking Process - Personal Details" page. The page has a dark teal header with the Willoughby City Council logo and a navigation menu. The main content area is white and contains the following fields:

- Address:** Unit Number (12), Street (Victor St), Suburb (Chatswood), City (Chatswood), Post Code (2067).
- Contact details:** Telephone (02868123567), Email (applicant@willoughby.com.au).

At the bottom of the form are "Continue" and "Cancel" buttons. The page is titled "Step 5 of 9" and "Booking Process - Personal Details".

Click on **Continue** Button

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Step 6 of 9 – Terms and Conditions.

- On this page, please read the Terms and Conditions
- Tick the box at the end to confirm you agree to the terms and conditions.
- Once done, hit **Submit** Button.

This screenshot shows the 'Terms and Conditions' page, which is Step 6 of 9 in the booking process. The page has a dark teal header with the Willoughby City Council logo and a progress bar indicating the current step. The main content area is white and contains the following text:

Terms & Conditions

If you access this website you will be taken to have agreed to the following Terms and Conditions:

General

The contents of this website (which includes downloadable material) are subject to copyright and are protected by laws of Australia and other countries through international treaties.

Council grants you a non-exclusive licence to reproduce the contents of this website in your web browser (and in any cache file produced by your web browser) for the sole purpose of viewing the content. Council reserves all other rights.

You acknowledge that because of the nature of the internet and third party dependencies, Council does not warrant that access to or use of the Service will be continuous or uninterrupted. From time to time the Service may not be available due to upgrades or maintenance.)

Council reserves the right to change any aspect of the Service, including modifying, suspending, replacing or terminating the Service as well as imposing any fee for access to the Service. Council will have no liability to you if the Service is modified, suspended, replaced or terminated. You agree to waive all rights you may have against Council in respect of any such action taken by Council.

You agree not to interfere with the proper working of the Service. You agree not to do anything that imposes an unreasonable or disproportionately large load on the Service, or use the Service other than to gain information.

The information provided by the Service may contain inaccuracies or errors. Council makes no warranties or representations regarding the currency, quality, accuracy, merchantability or fitness for the purpose of the information provided by the Service, or that the Service is free from any virus or other defect. It is your sole responsibility to make your own assessment of the information provided by the Service.

This screenshot shows the 'Prelodgement Advice' and 'Information & Privacy' pages, which are Steps 7 and 8 of 9 in the booking process. The page has a dark teal header with the Willoughby City Council logo and a progress bar indicating the current step. The main content area is white and contains the following text:

Prelodgement Advice

Council Officers will use their best endeavours to assist you and cannot be held responsible should any other matters arise during the processing of the application. No undertaking or guarantee can be given that your application will be approved when it is lodged nor can any undertaking be given that the development controls or planning policy will not change before you lodge your application.

Council Officers cannot guarantee that the documentations submitted to Council will be reviewed prior to the pre-lodgement meeting.

The information provided on this website is to assist customers in online booking pre-lodgement meetings for development applications and complying development certificates.

Please note that Council Officers will not inspect the development site for pre-lodgement meetings. They will be drawing on their general experience and knowledge of the area in providing advice for your proposal.

Information & Privacy

All matters relating to this website are governed by the laws of the State of NSW, Australia. By accessing this information I request to do so under the Government Information (Public Access) Act 2009 (GIPA Act) and I understand that Council is making the information available under the provisions of the GIPA Act.

Privacy Notification - Information provided to Council in correspondence, submissions or requests (verbal, electronic or written), including personal information such as your name and address, may be made publicly available, including via Council website, in accordance with the Government Information (Public Access) Act (GIPA Act) 2009. Council reserves the right to reproduce in whole or in part any correspondence or submission.

☒ Tick the box to confirm you agree to the terms and conditions*

Submit **Cancel**

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Step 7 of 9 – Booking Process – Additional Questions.

You will be prompted to answer a few questions about the property and your development. Please provide as much information as you can. You can find the required information from the following resource: <https://www.planningportal.nsw.gov.au/spatialviewer/#/find-a-property/address>

This screenshot shows the "Booking Process - Additional Questions" screen. At the top, there is a progress bar indicating "Step 7 of 9". Below the title, there is a form field labeled "Property address of the development" with a red asterisk indicating it is required. Below the field are "Submit" and "Cancel" buttons. The footer includes the copyright notice "© Ziporah Ltd. 2022".This screenshot shows the continuation of the "Booking Process - Additional Questions" screen. It includes radio button options for "Is the site bushfire prone?" with "Yes" selected. Below this is a text area for "Specific issues for discussion" with a "None" placeholder. Further down, there is a dropdown menu for "Would you like the meeting to be in person at Council, over the phone or online (e.g. MS Teams)?" with "Online (e.g. MS Teams)" selected. Below that is another dropdown for "Please specify how many people will be attending the meeting?" with "3" selected. At the bottom are "Continue" and "Cancel" buttons. The footer includes the copyright notice "© Ziporah Ltd. 2022".

Please click **Submit** or **Skip** Button as appropriate and Hit **Continue** once done.

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Step 8 of 9 – Booking Process – Booking Confirmation

On this 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)

Step 8 of 9

Booking Process - Booking Confirmation

Booking Information

Booking:
Pre-DA Class 1 & 10 - Low density residential developments (eg. dwelling houses & ancillary structures, dual occupancy development, subdivision up to 2 lots)

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

When:
Wednesday, 12/10/2022 at 2:00 PM - 3:00 PM

Additional Information

Property address of the development
123 Victor St Chatswood NSW 2067

Description of the proposal
Demolition and Building of new dwelling

What is the Zoning of the development site?
R2 - Low Density Residential

Is the property a Listed Heritage Item or in a Heritage Conservation Area?
No

Is the site flood affected? please refer to your s149 Planning Certificate. If unsure, contact Council's Customer Service Centre on 9777 1000.

Address

Name
Miss. Prelodgement Applicant

12
Victor St
Chatswood
2067

Phone:
02868123567

Email:
applicant@willoughby.com.au

Header.Payment Items

Narrative	Net Amount	Tax Amount	Gross Amount
Pre-DA Class 1 & 10 - Low density residential developments (eg. dwelling houses & ancillary structures, dual occupancy development, subdivision up to 2 lots) - Planning (Development Assessment) fee fee(s) of \$10.00	\$463.64	\$46.36	\$510.00

Payment Summary

Net Total	GST Total	Gross Total
\$463.64	\$46.36	\$510.00

[Continue](#) [Cancel](#) [Back](#)

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Step 9 of 9 : Booking Process – Booking Confirmation

Now your booking is complete. Email communication will be sent to you shortly. At this stage your booking is provisional.

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 by calling Council's Customer Service Centre with your Booking Reference.

