

# FACT SHEET

## Cassowary Coast MyCouncil Website



This fact sheet has been designed to provide you with information about the Cassowary Coast MyCouncil Website. It addresses some of the frequently asked questions we receive about the website.



### MyCouncil

- Home Page
- Application Tracking
- Land Parcel Search

### Online Requests

- Request a Service
- Track a Request

### Online Applications

- Submit an Application, Certificate or Search
- Submit a Building Application via the CCRC Website
- Submit a Plumbing Application via the CCRC Website
- Submit a Planning Application via the CCRC Website

### Home Page

Welcome to the Cassowary Coast Regional Council My Council website.

Here you can perform the following types of functions:

- Keep track and view details of applications and developments within the region.
- Make a submission for or against a planning application on public notification.
- Submit an application for a Concurrence Agency Referral, Certificate or Search.
- Access the CCRC Website to submit a Planning, Building or Plumbing Application.
- Submit a Request for our Building, Plumbing or Planning Teams on any building, plumbing or planning related matters.
- Search for a Land Parcel by address to obtain Property and Land information.

Please note, you may experience a slight delay when loading MyCouncil for the first time. Once accessed, further delays should then be minimal.

### Help

- Terms of Use
- ePlan - Cassowary Coast Regional Council Planning Scheme
- Flood Mapping - Cassowary Coast Regional Council Planning Scheme

## What is the Cassowary Coast MyCouncil Website about?

The Cassowary Coast MyCouncil Website is Cassowary Coast Regional Council's online planning, building and plumbing portal. MyCouncil consists of eight components that allows the community to perform the following types functions:

- Track and view details of applications and developments within the region;
- Search for land parcel by address to obtain Property and Land information;
- Submit a Customer Request for our Building, Plumbing or Planning Teams on any building, plumbing or planning related matter;
- Track your Customer Request for our Building, Plumbing or Planning Teams on any building, plumbing or planning related matter;
- Submit an application for a Concurrence Agency Referral, a Planning Certificate or a variety of Building and Plumbing Searches

- Learn how to submit Building, Plumbing and Planning Applications via information provided on Council's main website.
- Enquire about an application that is on public notification and view the development application.
- See all applications on public notification and make a submission for or against the development.

## **What is Application Tracking?**

Application Tracking provides the community with a portal to search all Development Applications in the Cassowary Coast Regional Council area. The service is available for all Development Applications lodged since January 2014.

## **What is Land Parcel Search?**

The Land Parcel Search tool is provided to assist the community in obtaining land details and parcel information for property addresses in the Cassowary Coast Regional Council area.

## **What is Request a Service?**

Request a Service provides the community with a portal to lodge customer requests for our Building, Plumbing and Planning Teams. Information about each request type is available, as well a handy guide explaining various *Things You Should Know* when submitting these customer request types.

## **What is Track a Request?**

Track a Request provides the community with a portal to track their own Building, Plumbing or Planning related Customer Requests to see how they are progressing.

## **What is Submit an Application, Certificate or Search?**

Submit an Application, Certificate or Search provides the community with a portal to submit Concurrency Agency Assessment Applications, Planning and Development Certificates and various building, plumbing and planning searches. A wizard is used to step the user through lodging an application online, providing an opportunity for supporting documentation to be attached as applicable. Any applicable charges that may apply are invoiced separately.

## **What is Submit a Building, Plumbing or Planning Application via the CCRC website?**

Users can navigate to the CCRC website to learn how to submit other application types that are not supported by MyCouncil. The CCRC website contains helpful information on how to lodge most Building, Plumbing and Planning application types.

## **What is Public Notification Enquiry?**

The community can enquire on a particular development that may be on public notification and view relevant information about the development. An opportunity to make a submission, for or against the development, is also provided.

## **What is Applications on Public Notification?**

Similar to the Public Notification Enquiry, in Applications on Public Notification, the community can view all development that is on public notification and view relevant information about the various developments. An opportunity to make a submission, for or against the development, is also provided.

## How do I access it?

Please visit the Cassowary Coast MyCouncil Website [here](#).

## Further Information

For any further queries in relation to the Cassowary Coast MyCouncil Website please contact the relevant Team on the details below:

- Planning Services on (07) 4030 2241 or (07) 4030 2238 or by email at [planning@ccrc.qld.gov.au](mailto:planning@ccrc.qld.gov.au)
- Tully Building and Plumbing Team on (07) 4043 9150 or by email at [buildingsouth@ccrc.qld.gov.au](mailto:buildingsouth@ccrc.qld.gov.au)
- Innisfail Building and Plumbing Team on (07) 4030 2242 or by email at [buildingnorth@ccrc.qld.gov.au](mailto:buildingnorth@ccrc.qld.gov.au)