

PD Online

Frequently Asked Questions



Q. Why does my application not have any documents viewable?

A. It can take several days after lodgement for development application documents to become viewable on PD Online. However, not all application types will have documents viewable. The list of viewable documents appears in the table below.

ITEM	DATE FROM
New incoming development applications documentation and stamped approved plans for development applications (excluding new amended applications associated to an original application which was lodged prior to 1 July 2006)	1 July 2006
Outgoing development application documentation (excluding appeals)	1 October 2005
Development submissions	1 June 2007

N.B. *Building application documentation such as Building, Plumbing and Drainage and Building Relaxations for single detached dwellings are not viewable at this time.*

Q. How do I obtain a development assessment decision notice or approved plan if it is not viewable?

A. Decision notices and approved plans can be obtained for assessed development applications lodged prior to July 2006 that are not viewable by requesting via email through PD Online. Your request will be forwarded to the relevant area and a representative will be in contact to advise you of the cost of supply.

Q. How do I obtain other development assessment documents that are not viewable?

A. You can obtain copies of documents then the following fee schedule applies from 1 July 2009. Council charges a fee for photocopying and may impose a fee for complex research enquiries to assist with cost recovery. This fee is payable prior to receipt of information. Please refer to the schedule of fees and charges.

Q. How do I see the documents on PD Online?

A. The documents appear under the far right hand column under “link” on the bottom of the application page. To view just click on the underlined PDF.

Q. How do I get building plans for a house?

A. Council can provide copies of building plans for existing structures. These can be obtained by paying the relevant fees and filling out the form on the following link.

http://www.goldcoast.qld.gov.au/attachment/forms/fm182_bac_f01_build_plan_copies.pdf

Q. How do I lodge a submission in relation to a development application?

A. Submissions can be made in writing for Material Change of Use and Reconfiguration of Lot Impact applications during the notification period. For the submission to be deemed “Properly Made”, these must have:

- Name
- Address
- Signature
- Be received by Council within the advertised notification period.

Submissions that do not contain all of the above criteria will be deemed “Not Properly Made” thereby negating the Submitters right of appeal. Submissions should be sent by mail to GCCC PO Box 5042 Gold Coast Mail Centre Qld 9729 or by fax to (07) 5582 8248. Please note that all submissions are available to view using PD Online.

Q. How do I find out when a building inspection was carried out?

A. Council provides a search facility to determine building approvals, building notices and inspections. This is available electronically through the following link: http://www.goldcoastcity.com.au/attachment/forms/fm244_search_request_form.pdf

Q. How do I make a complaint about an illegal structure?

A. Council can inspect properties where complaints have been made but information is required before an inspection can take place. The link [http://www.goldcoastcity.com.au/attachment/forms/eacgef03_customer_action request.pdf](http://www.goldcoastcity.com.au/attachment/forms/eacgef03_customer_action_request.pdf) provides customers with the information required to instigate an inspection and where to send the form.

Q. Are the dates important under the application in PD Online?

A. The dates in the description section relate to the Integrated Planning Act’s critical components. These are required steps and related dates that the State Government set down within this Act. More information about the Integrated Planning Act can be found by accessing the link <http://www.dip.qld.gov.au/ipa>

Q. I am not the applicant for an application so how can I see the status of an application?

A. As applicants are allowed to discuss the application with the assessing officer only, the general public may at anytime access PD Online to view the application and check the status on the “status row” at any time. The key steps will be updated during the assessment and will be changed to reflect this.