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# eServices general information

The Improvement Works online applications are lodged via Moreton Bay Regional Council's eServices.

Community Groups registered to use eServices have access to a range of online applications & customer service requests. Each submission as a registered user provides:

- the ability to save and continue applications prior to submission,
- an online confirmation and transaction reference,
- email confirmation; and
- the ability to view status of applications & customer service requests lodged via eServices.

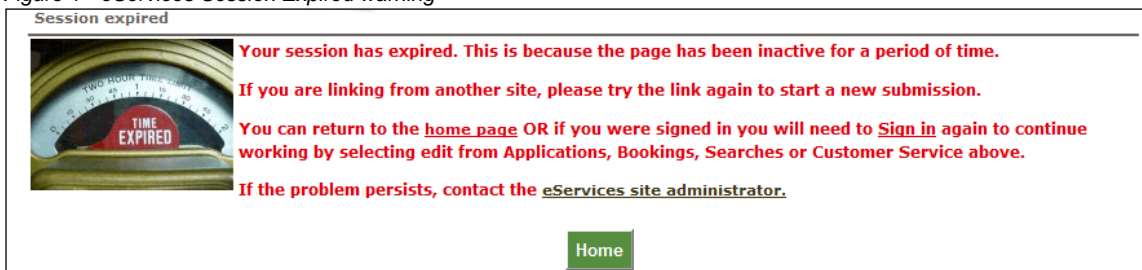
## Supported web browsers

Internet Explorer (IE) 10 and earlier versions, Firefox, Google Chrome and Safari are supported browsers. JavaScript must be enabled to use eServices.

## Session expired error

eServices will time out after a period of no use and a session expired warning will be displayed. Follow the on screen instructions to return home or sign in again. If you were working on an application, refer to the section [continuing/editing or deleting an incomplete submission](#).

Figure 1 - eServices Session Expired warning



## Mandatory fields

Mandatory fields are marked with a red asterisk \*. All mandatory fields on a page must be completed before moving to the next page. If one or more of the mandatory fields has not been completed an error will indicate which ones. These need to be corrected before you will be able to go to the next page.



Figure 2 - Example error where mandatory fields have not been completed.

**The following errors need to be corrected:**

- **Email Address is a mandatory field.**
- **At least one option must be selected from A2 - Incorporated, Registered Not for Profit or Charity, tax exempt fund or deductible gift recipient**
- **Upload document is a mandatory field.**

## How to move to another page within the application

Use the Previous or Next buttons ( [Previous](#) [Next](#) ) at the end of the questions.

Use the arrows   at the top of the eServices page or the previous button at the bottom of the eServices page to navigate back to the document upload.

When you move to a new page the previous [page will be saved](#) allowing you to exit the application and return to [edit the application](#) at another time..

# How to prepare supporting documents

All supporting documents must be uploaded as part of the application. Prepare your documents as electronic files prior to starting your application.

## Save files ready to upload:

- Files should be saved as PDF, Microsoft Office (Word or Excel) documents or image files.
- All the documents required for your application should be saved ready to upload. Please do not link the same file more than once.
- Name your files so it is easy to locate them in your chosen folder ready to upload.
- Files must not exceed 4MB (4,096KB) per upload with a total 20MB (20,480KB) per application.

## What size are my files?

Locate the documents on your computer or external drive and view the size column. Alternatively display the properties for each document.

Figure 3 - Example of files in Microsoft Windows displaying the size column

Name	Type	Size
A6_IncorporationCert	Adobe Acrobat Document	6 KB
A7_PublicLiability	Adobe Acrobat Document	6 KB
B2_Event Flyer Content	Adobe Acrobat Document	305 KB
B2_Event Newspaper Ad	Adobe Acrobat Document	305 KB
B3_Feasibility Study	Microsoft Word Document	31 KB
B5_2 Letters of Support	Adobe Acrobat Document	5 KB
B7_Budget Table	Microsoft Excel Worksheet	25 KB
C2_FinancialStatements	Microsoft Word Document	1,426 KB
C3_QuoteAH_PAHire	Microsoft Word Document	70 KB
C3_QuoteJS_PAHire	Microsoft Word Document	49 KB
D1_Certification	Adobe Acrobat Document	2,184 KB

## How can I reduce the size of documents?

When saving/scanning your documents as electronic files please use techniques such as scanning resolution (eg 200-400 pixels or dpi), scanning in black and white or compressed file format to reduce file size. By reducing the file size of these files you will save time uploading and your internet data usage.

# Save, Continue or Delete Incomplete Application

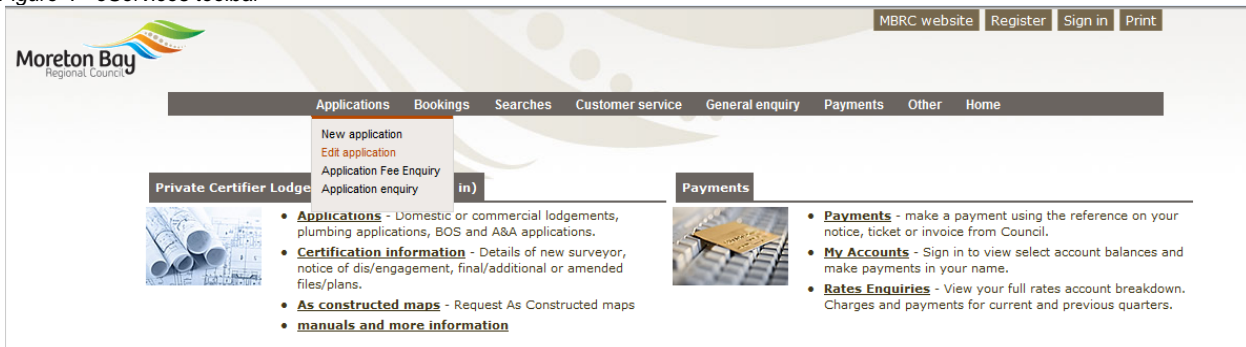
## Save incomplete submissions

When you move to a new page via the **Next** button, located at the end of each page, the previous page will be saved. If you navigate away from the submission (including closing your internet browser) or your session expires you can come back to it later to continue the form. Any information entered on a page that has not been completed and saved (by clicking Next), will be lost.

## Continuing/editing or deleting an incomplete submission

1. [Sign in to eServices](#)
2. From the eServices Toolbar, select Applications then Edit application.

Figure 4 - eServices toolbar



All incomplete applications or customer requests will be shown. Registered users need to sign in first to see all applications.


3. To modify - Click on the underlined 'Date created' link. To delete click on the  in the 'Remove' column.

Figure 5 - Modify an existing application

Modify an existing application lodgement



This option allows you to modify the details of an application that has not yet been submitted. Once an application has been submitted it is no longer available for modification here.

Click on the underlined **date created** to modify details not yet submitted or  to delete.

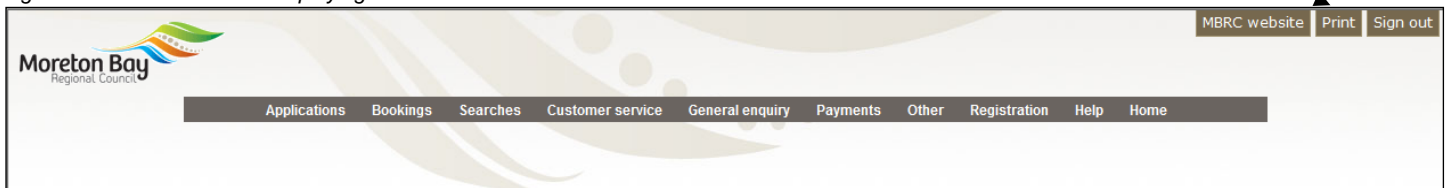
- Applications started by **signed in** users are saved for **21 days** from the date created.
- Applications started by users that were **not signed in** are saved for the duration of the internet **browser session** only.

Date created	Application type	Location	Last modified	Remove
<u>20-08-2013 4:23</u>	Improvement Works Application	220 Gympie Road, STRATHPINE QLD 4500	20-08-2013 5:05	
<u>20-08-2013 3:05</u>	Improvement Works Application		20-08-2013 3:05	
<u>20-08-2013 2:38</u>	Improvement Works Application	220 Gympie Road, STRATHPINE QLD 4500	20-08-2013 4:22	

## When to print your application

Individual pages of a submission can be printed via the 'Print' link in the eServices header section.

Figure 6 - eServices toolbar displaying Print link



The confirmation page (final page before submission success notification) will display all information entered and can be printed before submission.

### Can I save a copy of my application?

Use the print link to print to save the image as an electronic document by selecting cute pdf, Microsoft Office Document Image Writer or another file creator instead of a physical paper printer.

## How long do applications take to process?

Application processing will take approximately four weeks from receipt of application.

## Additional Help

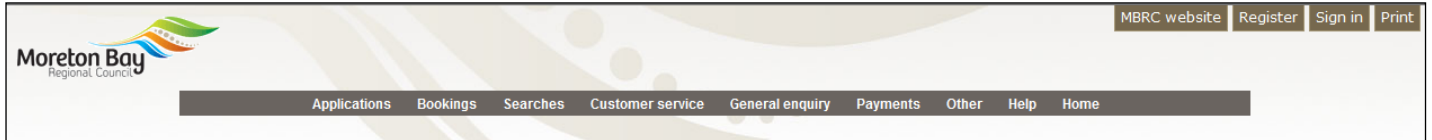
If you require help understanding the requirements of the application or technical support please contact Moreton Bay Regional Council 8.30am – 5.00pm Monday to Friday on (07) 3205 0555.

# eServices Registration & Signing In

## Register for eServices

1. Go to [www.moretonbay.qld.gov.au/eServices](http://www.moretonbay.qld.gov.au/eServices)
2. Select Register from the eServices Page Header

Figure 7 - eServices Toolbar and Header



3. Call council during business hours for your Quick Registration Access Number & Registration Name. If you are not able to call Council during business hours, select the full registration form link and submit your details for verification against council records. This can take up to two working days to be granted access.

All submissions and payments made via eServices will be in the name of the signed in user's registration name. If you are lodging on behalf of an organisation, please register in the name of the organisation.

Figure 8 - Quick Registration Access Number and Registration Name

\* Denotes that the field is mandatory.

### Moreton Bay Regional Council's eServices Registration

Register for eServices as an **individual person or a company/organisation** to:

- access additional services and view outstanding account balances,
- receive receipts for payment in the registered name; and
- save and edit your submissions over a 21 day period prior to submission.

For more information please visit [Council's website](#).

### Quick Registration

Telephone Council on (07) 3205 0555, Monday to Friday, 8.30am - 5.00pm for the registration details below OR complete the **full registration form**.

**Access Number \***

**Registration Name**   
(submissions and payments will be in this name) \*

4. Select the Customer type 'Community Group'.
5. Enter an email address – confirmation emails and status updates will be sent to this email.
6. Enter a User Name – this will be required each time you sign in.
7. Select Next to continue and follow the on-screen instructions to complete registration.

Figure 9 - Quick Registration Customer Type, Email address and User name

*\* Denotes that the field is mandatory.*

### eServices Quick Registration

#### Customer Type

The customer type will determine the functions available.

- **Customer** to access the standard range of services and account balances.
- **Community Group** to lodge community grant applications.
- **Private Certifier - Accredited** to lodge building related applications as a registered Privater Certifier.
- **Property Managers** to lodge information relating to properties managed by Real Estate agents and other property managers.

Customer Type \*

#### Email Address

Enter and confirm an email address to be used for receipts & confirmation emails from eServices. This will also update Council's records.

Email Address \*

Confirm Email Address \*

#### User Name

Please enter a user name to use each time you log into eServices. You will not be able to change this user name once your registration is complete.

User Name \*

8. Read the **Privacy Statement** and tick the 'I accept' box. Click on Continue

Figure 10 - eServices Registration Privacy Statement with un-ticked 'I accept'

#### Privacy Statement


Moreton Bay Regional Council is collecting your personal information for the purpose of processing your request to register for this online facility. The collection of this information is authorised under the Local Government Act 2009. Information provided may be used to update Council's records. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

I accept

9. Enter your password and confirm the password. Click on Submit

Figure 11 - Submit Registration (Automated) Page requesting Password

### Submit Registration (Automated)



Please nominate a password for use when signing into eServices, confirm the password as requested and click the submit button to lodge your details.

- Your password must be at least 6 characters long, and is case sensitive.

User Name

Password

Confirm password

- Registration lodgement successful. While this process signs you in, you will have limited access. Take/print a copy of these details for your records. Sign out and sign back in for full Community Group access.


Figure 12 - Quick Registration success screen with limited function on toolbar

Moreton Bay Regional Council

MBRC website | Print | **Sign out**

Payments | Other | Help | Home

**Your registration request has been lodged with Moreton Bay Regional Council.**

 **Your registration is almost complete**

To complete your registration

- [Print](#) or record your registration details below for future reference e.g. password recovery.
- [Sign out](#) now and sign in again with your User name and Password to have your registered user functions available and start using eServices.

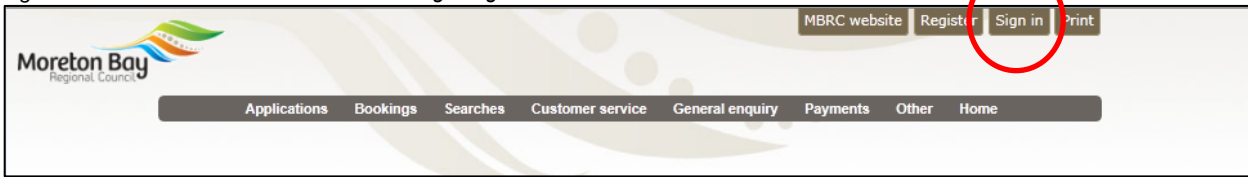
Moreton Bay Regional Council's eServices	
<b>Quick Registration</b>	
Registration Name	Example ABC Community Group (submissions and payments will be in this name)
<b>eServices Quick Registration</b>	
<b>Customer Type</b>	
Customer Type	Community Group
<b>Email Address</b>	
Email Address	example@communitygroup.com
<b>User Name</b>	
User Name	CommunityGroupABC



# Sign In

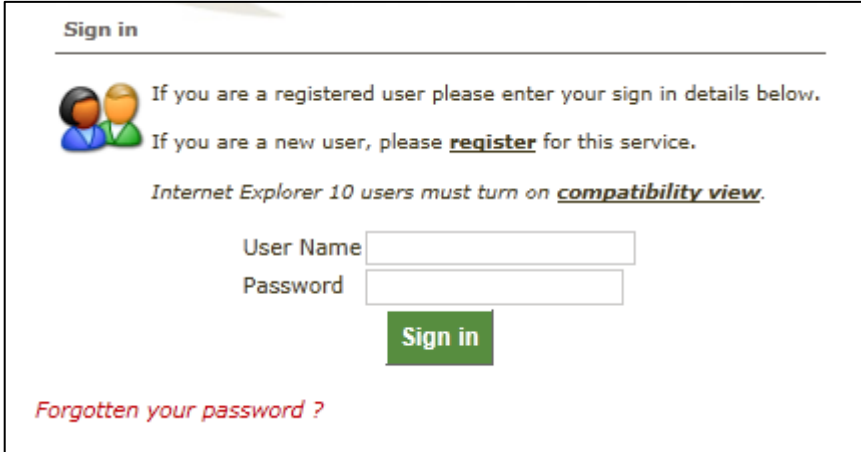
- Click on Sign In

Figure 13: eServices toolbar & header showing 'SingIn'



- Enter your user name and password
- Click on Sign In

Figure 14: eServices Sign in Page



## Forgotten password or user name

If you have entered incorrect sign in details an error will display above the sign in screen. You have 5 attempts before an account will be disabled.

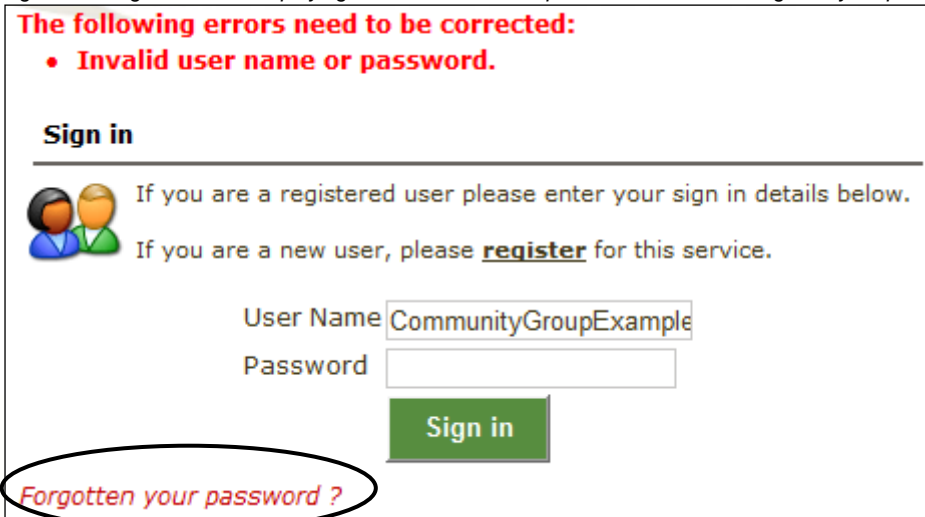
### Recover a forgotten user name

Please contact council during business hours on (07) 3205 0555 or [mbrc@moretonbay.qld.gov.au](mailto:mbrc@moretonbay.qld.gov.au).

### Reset a forgotten password

1. From the sign in screen, click on the 'Forgotten your password?' link.

Figure 15 - Sign In screen displaying invalid username or password error and Forgotten your password? link.



2. Complete the three mandatory fields (marked with \*) as per your eServices registration and click on Next.

Figure 16 - Forgotten your password retrieval screen with example answers

Step 1 of 2 Forgotten password assistance

*\* Denotes that the field is mandatory.*

### Forgotten password assistance

Enter the details below then click Next to select a new password.  
An email confirming this action will be forwarded to the registered email address.

#### Last Name or Company Name

For personal accounts please enter the last name (family name or surname).  
For business or organisation accounts please enter the company name.

Last name/Company name \*

#### User Name and Email

Enter the user name and email selected at time of creating your eServices account.

User Name \*


Registered email address \*

3. Enter and confirm a new password. Both fields must match. Click on Submit.

Figure 17 - Sign in Assistance submission screen requesting new password

Step 2 of 2 Select A New Password

### Select A New Password

 Verification of your details was successful. Please nominate a new password.

User Name

Password

Confirm password

4. Password reset is successful.

Figure 18 - Sign in assistance success

### Password Reset Success

 Your password has been reset. You can now sign in with your user name and new password.

5. Select 'Sign in' from the eServices Header to continue.

Figure 19 - eServices toolbar and header

Moreton Bay Regional Council

MBRC website Register **Sign in** Print

Applications Bookings Searches Customer service General enquiry Payments Other Help Home

# Disabled account

After five failed login attempts your account will be disabled. Please contact council for account verification and activation.


Figure 20 - Disabled account error


**The following errors need to be corrected:**

- **Your user name is inactive or has been disabled, please contact council for assistance.**

**Sign in**

---

 If you are a registered user please enter your sign in details below.

 If you are a new user, please **register** for this service.

User Name

Password

[Forgotten your password ?](#)

## View current registration details

1. Sign in to eServices
2. Select Registration > Registration enquiry from the eServices Page Header

Figure 21 - eServices toolbar showing Registration menu selected

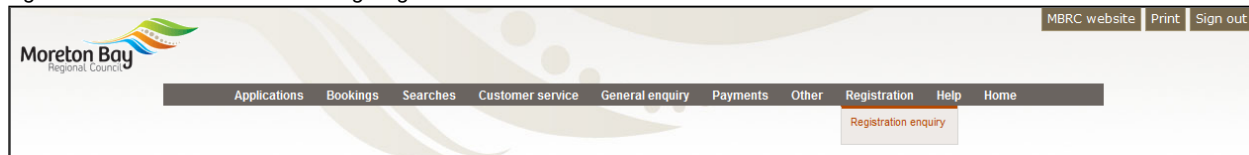
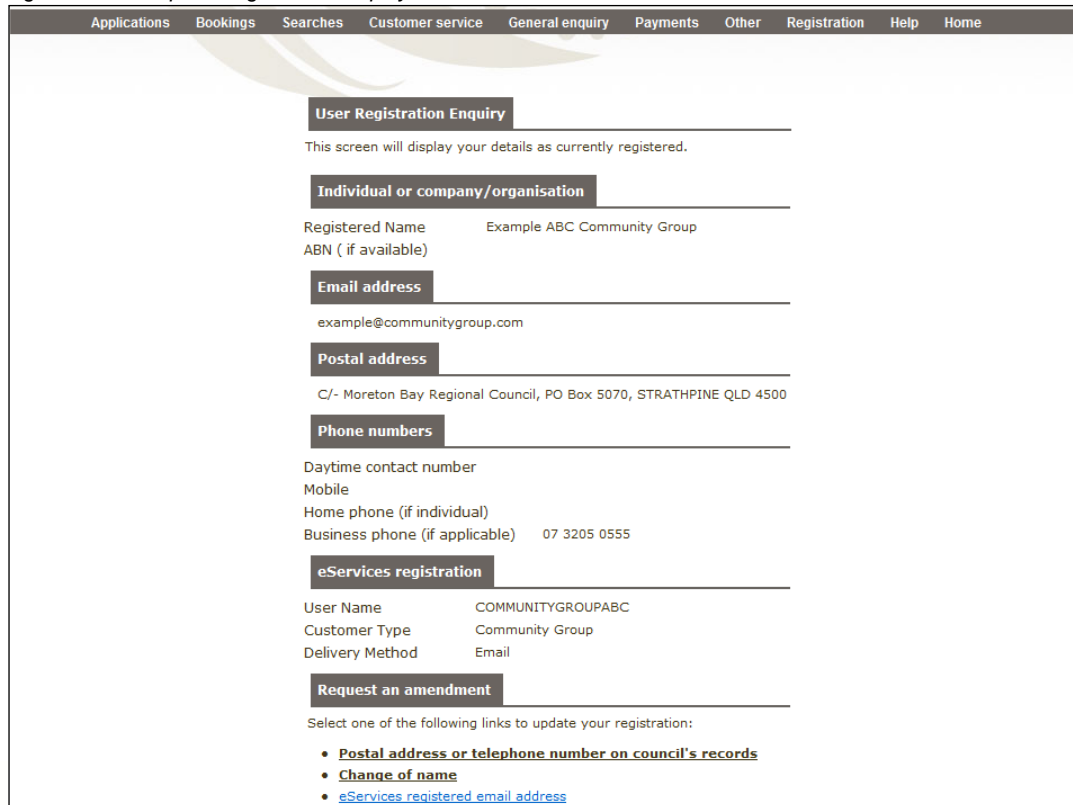


Figure 22 - Example of registration enquiry screen



The screenshot displays the 'User Registration Enquiry' page. It shows the following details:

- Individual or company/organisation:** Registered Name: Example ABC Community Group; ABN (if available):
- Email address:** example@communitygroup.com
- Postal address:** C/- Moreton Bay Regional Council, PO Box 5070, STRATHPINE QLD 4500
- Phone numbers:** Daytime contact number, Mobile, Home phone (if individual), Business phone (if applicable) 07 3205 0555
- eServices registration:** User Name: COMMUNITYGROUPABC; Customer Type: Community Group; Delivery Method: Email
- Request an amendment:** Select one of the following links to update your registration:
  - [Postal address or telephone number on council's records](#)
  - [Change of name](#)
  - [eServices registered email address](#)

Use the links on toolbar to navigate away from the registration enquiry page.

## Edit current registration details

1. Enquire upon your registration as shown above. Available amendments are located at the bottom of the 'User Registration Page'
2. Click on the amendment required and follow the on screen instructions for each change. Details are submitted to Council for processing.

# Online Lodgement Steps

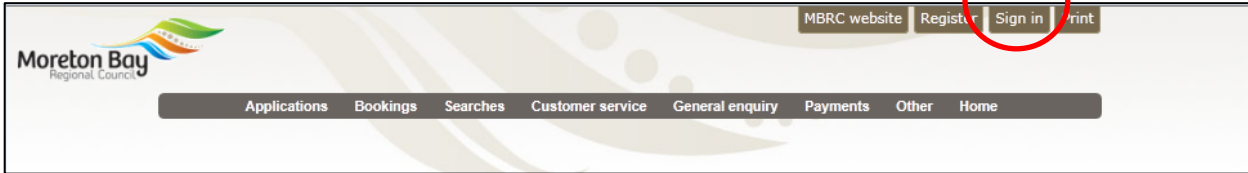
## Step 1. Select the application type

Select the application type from [www.moretonbay.qld.gov.au/eServices](http://www.moretonbay.qld.gov.au/eServices) or from the Improvement Works Online Application page on Council's website.

## Step 2. Sign In

- Click on Sign In

Figure 23: eServices toolbar and header showing Sign in



- Enter the user name and password
- Click on 

Figure 24: eServices Sign in form

The image shows the 'Sign in' form on the website. At the top left is the 'Sign in' title. Below it is a horizontal line. There are two icons of people, one with a blue shirt and one with a yellow shirt. To the right of the icons, the text reads: 'If you are a registered user please enter your sign in details below.' Below this, it says: 'If you are a new user, please **register** for this service.' Underneath is a note: 'Internet Explorer 10 users must turn on **compatibility view**.' There are two input fields: 'User Name' and 'Password'. Below the 'Password' field is a green 'Sign in' button. At the bottom left, there is a red link: 'Forgotten your password?'

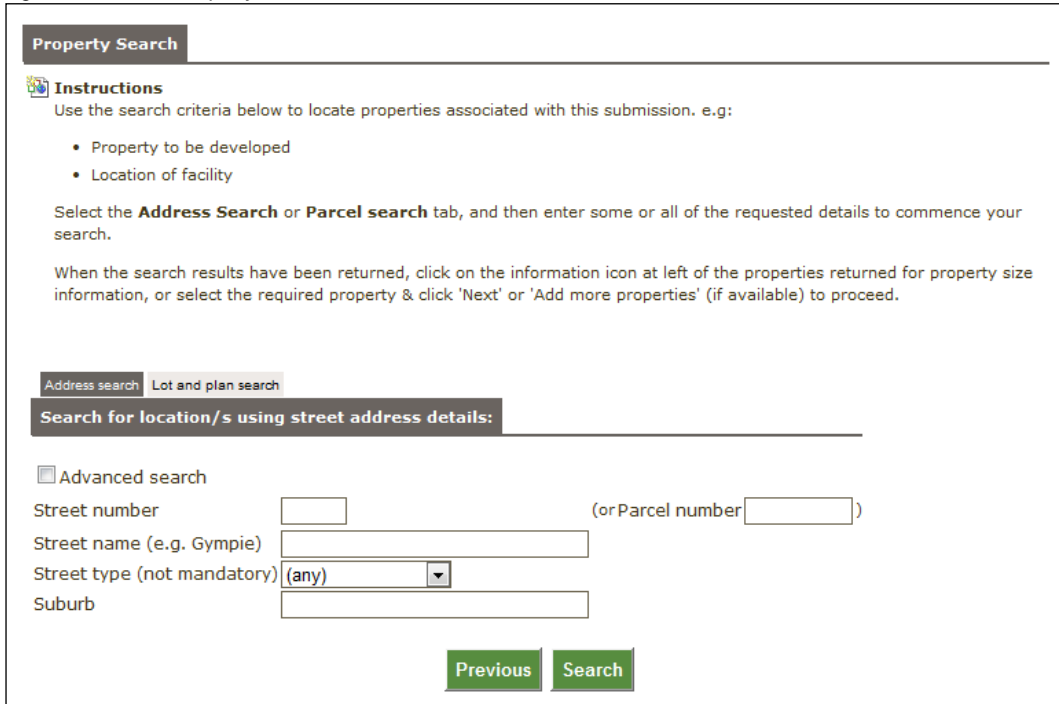
# Step 3. Property Search

## Search for the property

1. Select the search tab e.g. 'Address Search' from the property search screen.
2. Enter the criteria e.g. street name, plan number

3. Click on 

Figure 25 –Select Property – Search for location



**Property Search**

**Instructions**  
Use the search criteria below to locate properties associated with this submission. e.g:

- Property to be developed
- Location of facility

Select the **Address Search** or **Parcel search** tab, and then enter some or all of the requested details to commence your search.

When the search results have been returned, click on the information icon at left of the properties returned for property size information, or select the required property & click 'Next' or 'Add more properties' (if available) to proceed.

**Address search** | Lot and plan search

**Search for location/s using street address details:**

Advanced search

Street number  (or Parcel number )

Street name (e.g. Gympie)

Street type (not mandatory) (any)

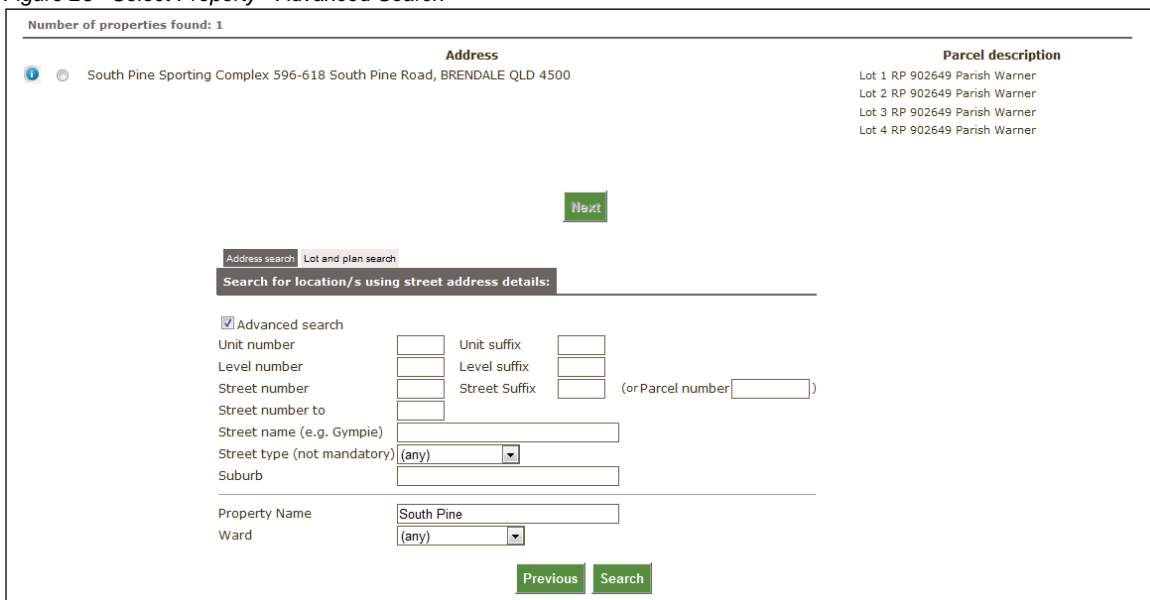
Suburb

**Previous** **Search**

Use the Advanced search to locate a property by name and enter the start of the name to commence your search. The name must match council records, so for this search less detail may be best.

eg: To locate South Pine Sporting Complex the following example shows the 'Property Name' field with just South Pine returning South Pine Sporting Complex.

Figure 26 –Select Property - Advanced Search



Number of properties found: 1

Address	Parcel description
South Pine Sporting Complex 596-618 South Pine Road, BRENDALE QLD 4500	Lot 1 RP 902649 Parish Warner Lot 2 RP 902649 Parish Warner Lot 3 RP 902649 Parish Warner Lot 4 RP 902649 Parish Warner

**Next**

**Address search** | Lot and plan search

**Search for location/s using street address details:**

Advanced search

Unit number  Unit suffix

Level number  Level suffix

Street number  Street Suffix  (or Parcel number )

Street number to

Street name (e.g. Gympie)

Street type (not mandatory) (any)

Suburb

Property Name

Ward

**Previous** **Search**

### Leases

Locate a lease by entering the Lease and lease letter e.g. type 'Lease H' into the Property name.

## Select the property

Properties matching the search criteria will be listed.


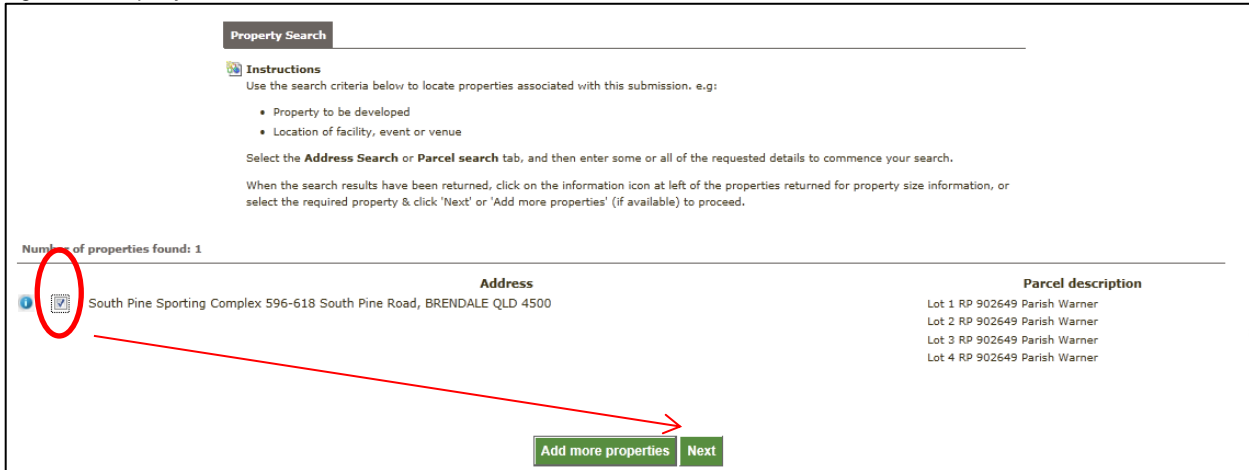
- Select the property to link
- Click on 

Figure 27: Property selection



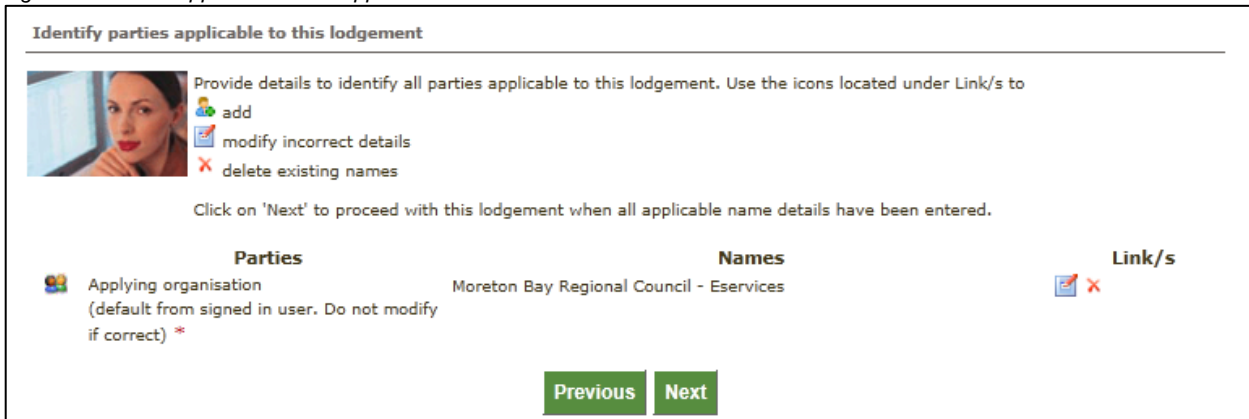
Address	Parcel description
South Pine Sporting Complex 596-618 South Pine Road, BRENDALD QLD 4500	Lot 1 RP 902649 Parish Warner Lot 2 RP 902649 Parish Warner Lot 3 RP 902649 Parish Warner Lot 4 RP 902649 Parish Warner


## Step 4. Names

The signed in user name will be listed in the names field. This should be the name of the organisation.

- Click on  to proceed.

Figure 28: Parties applicable to this application



Parties	Names	Link/s
Applying organisation (default from signed in user. Do not modify if correct) *	Moreton Bay Regional Council - Eservices	

## Step 5. Site Information


- Answer the questions presented on the page.
- Click on  to proceed.

Figure 29: Site Information form

\* Denotes that the field is mandatory.

**Improvement Works Application: Site Information**

Applications are saved each time you complete a page and click Next. If you have started an application within the last 21 days it will be saved. [Check for incomplete applications >](#)

**Proposed Project**

Brief description of proposed improvement e.g. Storage Shed or Boundary Fence: \*

Outline the need for this project: \*

**Funding**

Is your organisation applying for grants to fund this project?

If yes, grant name:

Closing date:

**Landfill & Asbestos Containing Material**

Tick the box if the statement is true:

- The premises is on a landfill site.
- I am aware of asbestos containing material on the site.

**Cultural Significance**

If your site is listed please select the button for that site, or select 'Not identified as a Cultural Heritage Site'.

- Caboolture Historical Village - Beerburum Road, Caboolture
- ANZ Bank and Residence (incl. cabbage tree palm) - William St, Dayboro
- Hay Cottage - Williams St, Dayboro
- St Thomas' Church of England - North Pine Country Park, Kurwongbah
- Todd's Homestead - North Pine Country Park, Kurwongbah
- Petrie State School Playshed - North Pine Country Park, Kurwongbah
- North Pine Presbyterian Church - North Pine Country Park, Kurwongbah
- Hyde's Fig Trees - North Pine Country Park, Kurwongbah
- North Pine Court House - North Pine Country Park, Kurwongbah
- Petrie Police Cell - North Pine Country Park, Kurwongbah
- McKenzie's Store - North Pine Country Park, Kurwongbah
- Jack Hyde's Selection - North Pine Country Park, Kurwongbah
- Jack Hyde's Slab Shed - North Pine Country Park, Kurwongbah
- North Pine Railway Station/Signal Box - North Pine Country Park, Kurwongbah
- Kriesch's Slab Barn - North Pine Country Park, Kurwongbah
- Mt Mee Cemetery - Settlement Road, Mt Mee
- Mt Mee Community Hall - Mt Mee Road, Mt Mee
- North Pine School of Arts - Anzac Avenue, Petrie
- Redcliffe Fire Station - Oxley Avenue, Redcliffe
- Old Shire Hall - Gympie Road, Strathpine
- Not identified as a Cultural Heritage Site

## Step 6. Person Submitting Application

- Enter the contact details of the person submitting the application.
- Click  to continue.



Figure 30: Person Submitting Application form

\* Denotes that the field is mandatory.

Improvement Works Application: Person Submitting Application

Person making application on behalf of the organisation

Position of contact: \*

First name: \*

Surname: \*

Postal address (line 1): \*

Postal address (line 2):

Suburb: \*

State: \*

Post code: \*

Daytime phone number: \*

Mobile phone number:

Email address:

The email address of the application contact will only be used if additional information is sought. All formal communication regarding the application will be sent to the email address associated with the signed in user.

[Previous](#) [Next](#)

## Step 7. Proposed Improvements

- Tick the box for all items **1** included as part of the improvement and provide the information **2** requested for that item.
- Click [Next](#) to continue

Figure 31: Example improvement selected

**1**  **Building Work e.g. Sheds, buildings, extensions or alterations** **2** ↓

Does the building work include a **deck that does not form part of an entry way?**

Does the building work include a **deck that does not form part of an entry way?**

Does the building work include a **patio or verandah?**

Does the building work include an **extension** to an existing building?

Is the building work a new **shed**

If a shed, is height of the shed greater than 3.6 meters (measured along the pitch line)?

Are all details including: footings/slab, external doors/windows, floor coverings, materials/colours, electrical/lighting & permanent fixtures on the plans?

If no, details

Figure 32: List of all improvements and questions

\* Denotes that the field is mandatory.

**Improvement Works Application: Proposed Improvements**

**Page Instructions**

Tick the box for all items included as part of the improvement and provide the information requested for that item. Multiple improvement types may be selected.

**Inclusions in proposed improvements**

**Air Conditioning**

Is the type of unit(s) and evidence that this is the most appropriate for the facility included in the supporting documents?  ▾

If no, details

**Building Work e.g. Sheds, buildings, extensions or alterations**

Does the building work include a **deck that does not form part of an entry way**?  ▾

Does the building work include a **deck that does not form part of an entry way**?  ▾

Does the building work include a **patio or verandah**?  ▾

Does the building work include an **extension** to an existing building?  ▾

Is the building work a new **shed**?  ▾

If a shed, is height of the shed greater than 3.6 meters (measured along the pitch line)?  ▾

Are all details including: footings/slab, external doors/windows, floor coverings, materials/colours, electrical/lighting & permanent fixtures on the plans?  ▾

If no, details

**Demolition Work**

Has all existing infrastructure to be demolished been identified on the plan?  ▾

If no, details

**Earthworks and drainage**

Are the details, including amount of material to be excavated or filled and the distance above or below natural ground level detailed on the attachments?  ▾

If no, details

**Electrical Works**

Are electrical connections detailed on the plan?  ▾

If no, details

**Fencing**

Purpose of fence

Are all the details including: footing dimensions/type, number, location and type of gates, dimensions, materials and colours shown on the plans?  ▾

If no, details

**Food Preparation Area**

Have plans of the area been attached?

No ▾

If no, details of layout

**Hard Court Resurfacing (e.g. Tennis Court)**

Are all details on the supporting plans/attachments?

No ▾

If no, details

**Internal Fit Out**

Are all details including: external doors/windows, floor coverings, materials/colours, electrical/lighting & permanent fixtures on the plans?

No ▾

If no, details

**Lighting - Field Lighting**

Is the lighting an upgrade or new infrastructure

Select... ▾

Has the design, statement of certification that design complies with AS4282, Photometric calculation included in the attachments?

No ▾

If no, Upload Certification

Statement of Certification AS4282

**Pathway**

Are the dimensions detailed on the plan?

No ▾

If no, Length

Width

Is the colour detailed on the plan?

No ▾

If no, colour

Is the pathway concrete?

No ▾

Is the pathway paved?

No ▾

Material - other than pavers or concrete

**Plumbing**

Are all water, sewer and water tank connections been shown on the plans?

No ▾

If no, details

**Satellite Dish**

Are all details on the supporting plans/attachments?

No ▾

If no, details

**Security Mesh Screens to Doors/Windows**

Do the plans show the location of the screens?

No ▾

If no, details

**Signage**

Will the signage be lit?  ▾

Have these works be certified by a Registered Professional Engineer Queensland?  ▾

Will the sign contain any sponsorship logos or sponsor names/words (include details on attachment)?  ▾

Is the sign width greater than 1.2m  ▾

Is the sign height greater than 2m  ▾

Will the sign be located on an existing building or structure?  ▾

Will the sign be located on a fence  ▾

Will the sign be an independant structure?  ▾

Is the sign a feather flag  ▾

Is the sign a banner?  ▾

Does the plan show dimensions, including any support poles and full wording of sign?  ▾

If no, details

**Solar Panels**

What is the current roof construction material e.g. tile?

Number of solar panels proposed?

Make of proposed panels?

Model number of proposed panels?

Colour of the proposed panels?

What is the maximum energy output?

What is the minimum energy output?

Estimated annual energy cost savings

Details of warranty

Has the method of installation, location of panels, proximity and location of surrounding vegetation been identified on the plans?  ▾

If no, details

**Television Antenna**

Are all details on the supporting plans/attachments?  ▾

If no, details

**Training Wall**

Are all details on the supporting plans/attachments?  ▾

If no, details

**Water Tank**

Are details (e.g. water tank dimensions, materials, dimensions of slab) included on the attachments/plans?  ▾

If no, details

**Other improvements not listed above**

Details

## Step 8-10. Upload supporting documents

Up to 9 documents can be uploaded over three pages. To ensure your application can be assessed, the following documents must be attached to the application:

1. **Site plan** (this can be hand drawn sketch) : A plan of the existing site showing the location of proposed works in relation to
  - o Distance to boundaries and easements (where applicable)
  - o Existing infrastructure (including infrastructure to be demolished)
  - o Vegetation
  - o Water courses
2. **Layout Plan/Details:** a drawing, brochure or plan showing how the proposed works will look/work. This should include:
  - o Make/Model – if applicable
  - o Water, sewer and/or tank water plumbing connections
  - o Dimensions (volume, height, length, width & depth)
  - o Materials
  - o Colours
  - o Proposed electrical and/or lighting work
  - o Wording on signs
  - o Layout/floor plan
  - o Slab/footing design & dimensions
  - o Existing fixtures/infrastructure to be retained/removed
  - o Permanent Fixtures
  - o Method of installation/fixing
  - o Location and type of windows and doors and if they will be screened
  - o Proposed floor and window coverings
  - o Elevations for building work
  - o Evidence of suitability for air conditioners.
  - o For field lighting: Statement of Certification that the design complies with AS4284 Effects of Obtrusive Lighting and photometric calculation at the lease boundaries or nearest residences for both horizontal and vertical planes.
3. **Quote for the proposed work**
4. **Letter of support from head tenant** (if applicable)
5. **Current certificate of currency** (\$20 million)

### How to upload files to your application

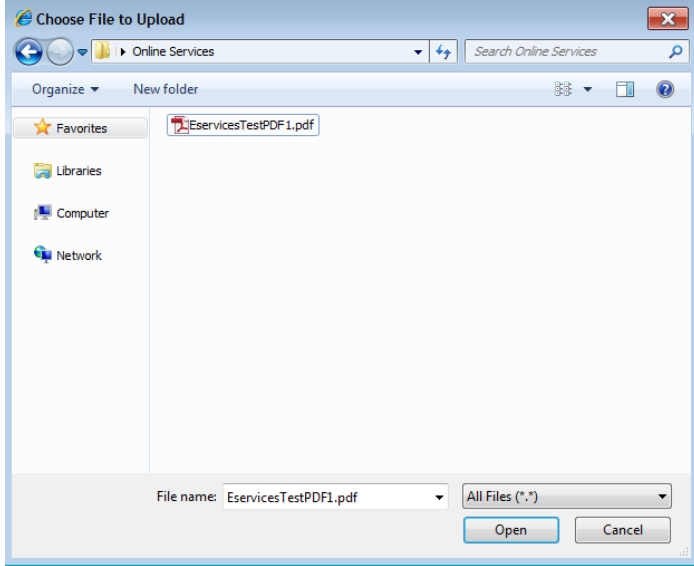
1. Click on 'Browse' or 'Choose file' button to locate the file.

Figure 33 - Example file upload section

Upload document 1 *	<input type="text"/>	Browse...
Description of document 1 *	<input type="text"/>	

2. Browse to the file location. Highlight the document then follow the operating system instruction to open, save, use or upload the file to your submission.

Figure 34 - Example Windows 2010 Operating System file upload selection screen



3. Enter a brief description of the file in the field provided.

Figure 35 - Example of a completed file upload

Upload document 1 *	Y:\Online Services\EservicesTestDoc1.doc	Browse...
Description of document 1 *	Site Plan	

**Note:** Please do not send hard copies to Council.

## How to change an uploaded document

If you are still on the same page, click on 'Browse' or 'Choose file' button to locate to select another document.

## How to go back and delete a document

If you decide you have selected the incorrect document after clicking 'Next' to go to the next page.




1. Use the arrows  at the top of the eServices page or  to navigate back to the document upload.
2. Click on the recycle bin  beside the document you would like to remove.

Figure 36 - Uploaded file with recycle bin

Upload document 1 *	EservicesTestDoc1.doc 
Description of document 1 *	<input type="text" value="Site Plan"/>

3. Click on the 'Browse' or 'Choose file' button to locate button and complete the steps to upload a new document.

Figure 37 - Upload document field after clicking on recycle bin

Upload document 1 *	<input type="text"/>	<input type="button" value="Browse..."/>
Description of document 1 *	<input type="text" value="Site Plan"/>	

## Step 11. Confirmation




- Review details of the application
- Review the privacy statement
- Click on  to submit or  to go back and make changes.

Figure 38: Example Confirmation Screen

Confirm your application

 This is the final step for the Improvement Works Application.

- Review the details to be submitted below
- To go back and change application details use the arrows at left  to go back.
- [Print](#) this page for your records.
- When you are ready to submit your application, scroll to the end of this page and click 'Next'.

Application type Improvement Works Application  
Properties South Pine Sporting Complex, 596-618 South Pine Road, BRENDALE QLD 4500

**Improvement Works Application: Site Information**

**Proposed Project**  
Brief description of proposed improvement e.g. Storage Shed or Boundary Fence: Storage Shed

Outline the need for this project: To store sporting equipment currently transported by team members.

**Landfill & Asbestos Containing Material**  
The premises is on a landfill site.

**Cultural Significance**  
**Not identified as a Cultural Heritage Site**

**Improvement Works Application: Proposed Improvements**

**Inclusions in proposed improvements**  
**Building Work e.g. Sheds, buildings, extensions or alterations**

Is the building work a new shed  No

Are all details including: footings/slab, external doors/windows, floor coverings, materials/colours, electrical/lighting & permanent fixtures on the plans?

Guttering will be heritage green. All other details have been shown on supporting documents

If no details

**Improvement Works Application: Supporting Documents**

**Supporting Documents 1 to 3**

Upload document 1	EservicesTestDoc1.doc
Description of document 1	Plans

**Privacy Statement**  
Moreton Bay Regional Council is collecting your personal information for the purpose of assessing your application for improvement works. the collection of this information is authorised under the Local Government Act 2009. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.


[Previous](#) [Next](#)

## Step 12. Application Submission Success

- Your application has been submitted.

Figure 39: Example Submission Success Screen

Application Submission

 Your application has been submitted and a confirmation email will be sent to the email address associated with your login. Please save this email and record your Online Reference (shown below) for any enquiries regarding this submission.

Online Reference EAP-72342  
Transaction Date/Time 2/09/2013 4:44:55 PM

## Step 13. Confirmation Email

- An email confirming your submission has been received will be sent from MoretonBayCouncil [epathway@moretonbay.qld.gov.au] will be sent within 1 business day.