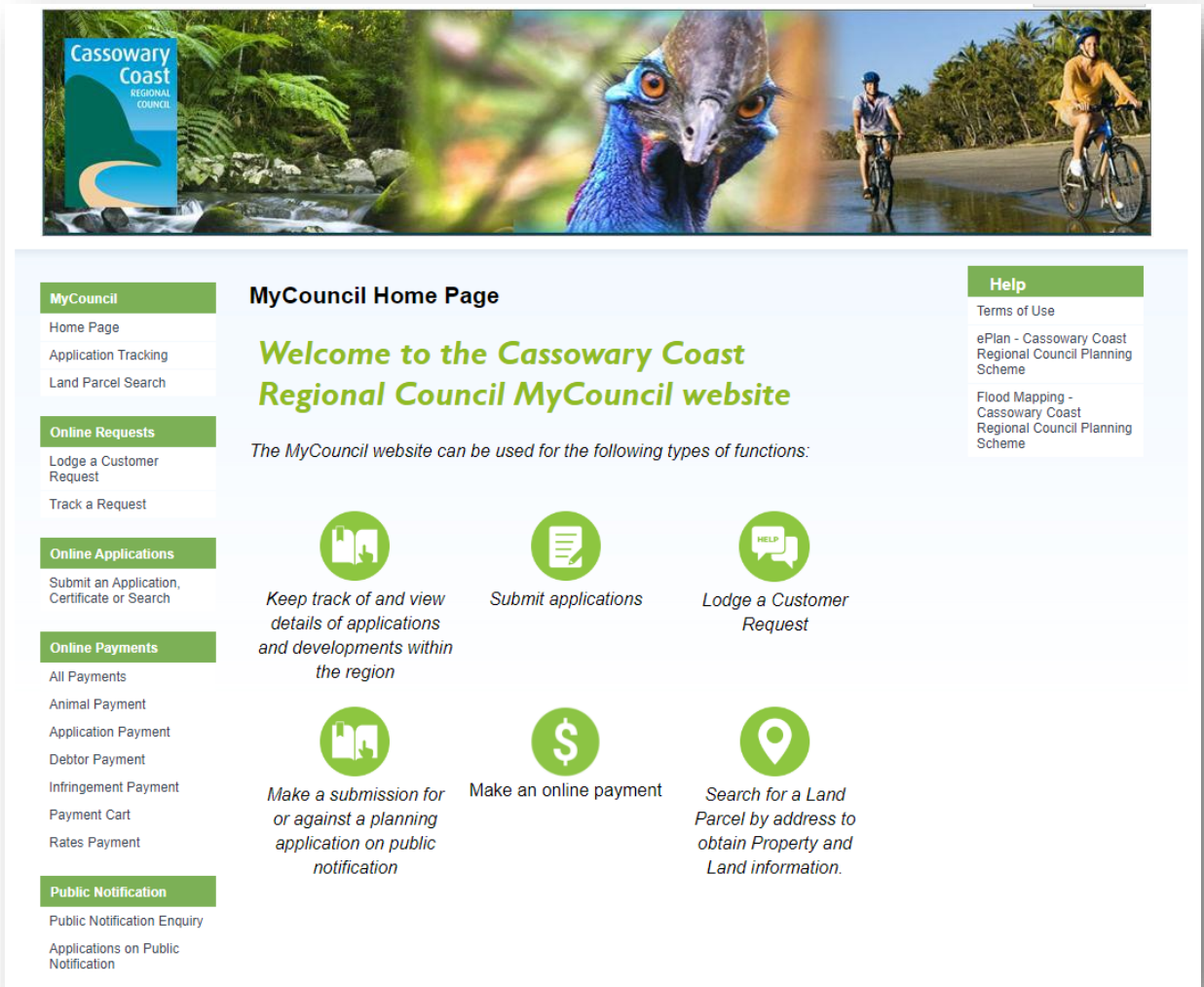


MyCouncil website

The [MyCouncil](#) website is an online portal provided by the Cassowary Coast Regional Council enabling the community to access a variety of functions as outlined below.



The screenshot shows the MyCouncil Home Page with a navigation menu on the left, a central content area, and a help section on the right. The central area features a welcome message and six icons representing different functions: tracking applications, submitting applications, lodging customer requests, making public notifications, online payments, and searching for land parcels.

What is MyCouncil?

MyCouncil is an online portal for the purpose of –

- Keeping track of and viewing details of development applications within the region
- Submit applications
- Lodge a Customer request
- Make a submission (support or object) relating to a development application on public notification
- Make an online payment
- Search for a land parcel by lot/plan or address to obtain property and land information

What is application tracking?

Application tracking provides the community with a portal to search development applications within the Cassowary Coast region.

What is 'Submit application'?

Submit applications provides the community with a portal to submit particular applications including:

- Certificates e.g. Archive search, Building records search, Final inspection certificate search and Certificate of occupancy search
- CCRC as a referral agency for building work i.e. boundary setback dispensation
- Planning and development certificates

The user will be stepped through the 'submit application' process with provision for uploading supporting documentation i.e. plans etc.

What is 'Lodge a Customer request'?

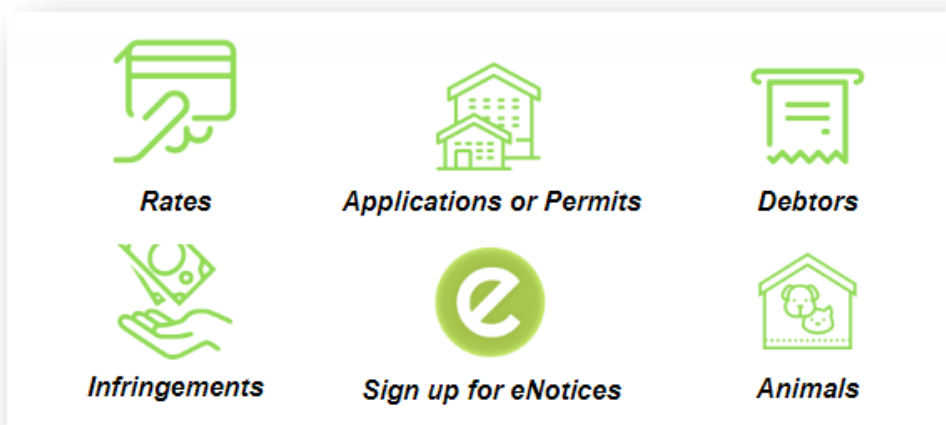
A Customer request is a means for the community to raise identified issues or concerns requiring action by Council. A unique Customer request reference number is designated which is then used to track the Customer request through MyCouncil.

What is 'Make a submission'?

Development proposals requiring public notification can be viewed in the 'Make a submission' function on MyCouncil. During the submission period, a submitter on planning grounds, can support or object to all or part of a development proposal. The user will be stepped through the process.

What is 'Make an online payment'?

Online payment for the below services is accepted. The user will be stepped through the process. Payment options vary for these services however may include Visa, AMEX, MasterCard or BPay.



What is 'Search for a land parcel by address or lot/plan'?

This function provides property details including related land parcels and applications submitted for land parcels within the Cassowary Coast region.

What fees and charges will apply?

MyCouncil is a free service. However, payment is required when submitting an application. View Council's fees and charges at www.cassowarycoast.qld.gov.au/fees-charges.

Further Information

Any queries, contact Council by P: 1300 763 903 or E: enquiries@cassowarycoast.qld.gov.au.