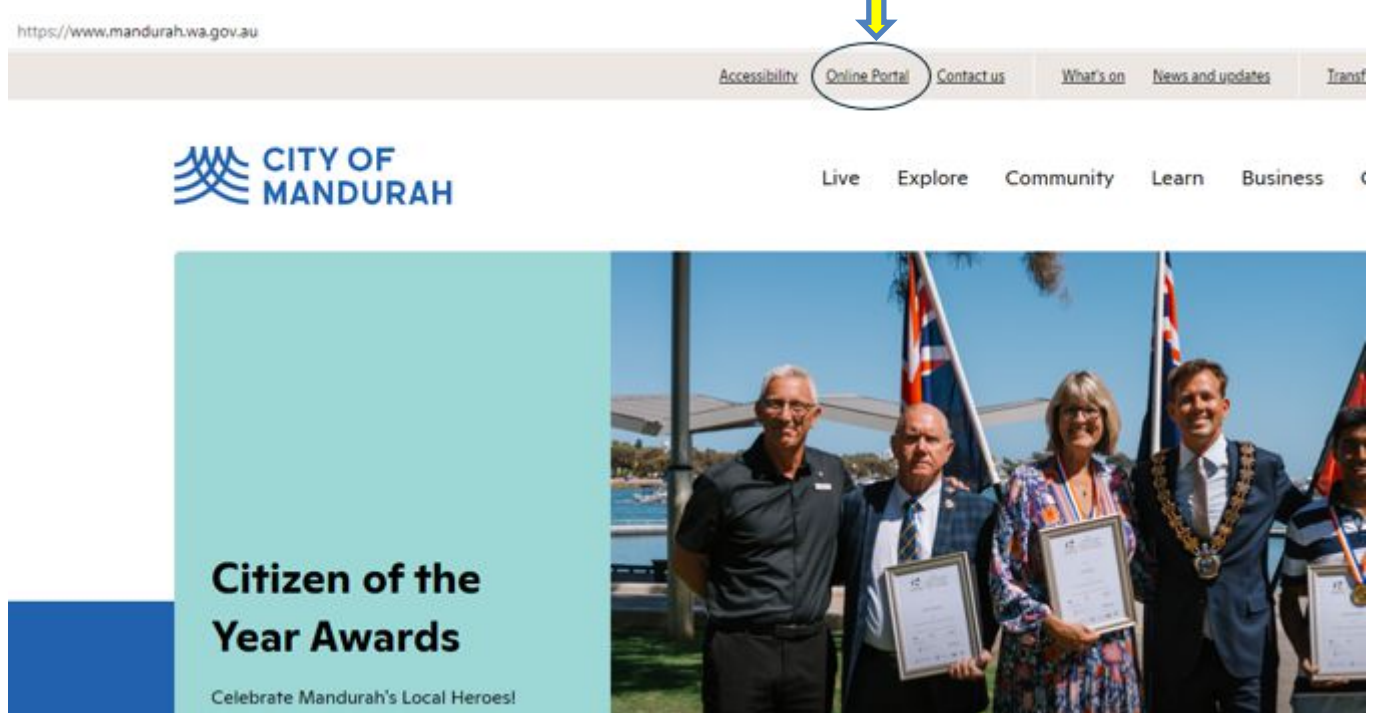


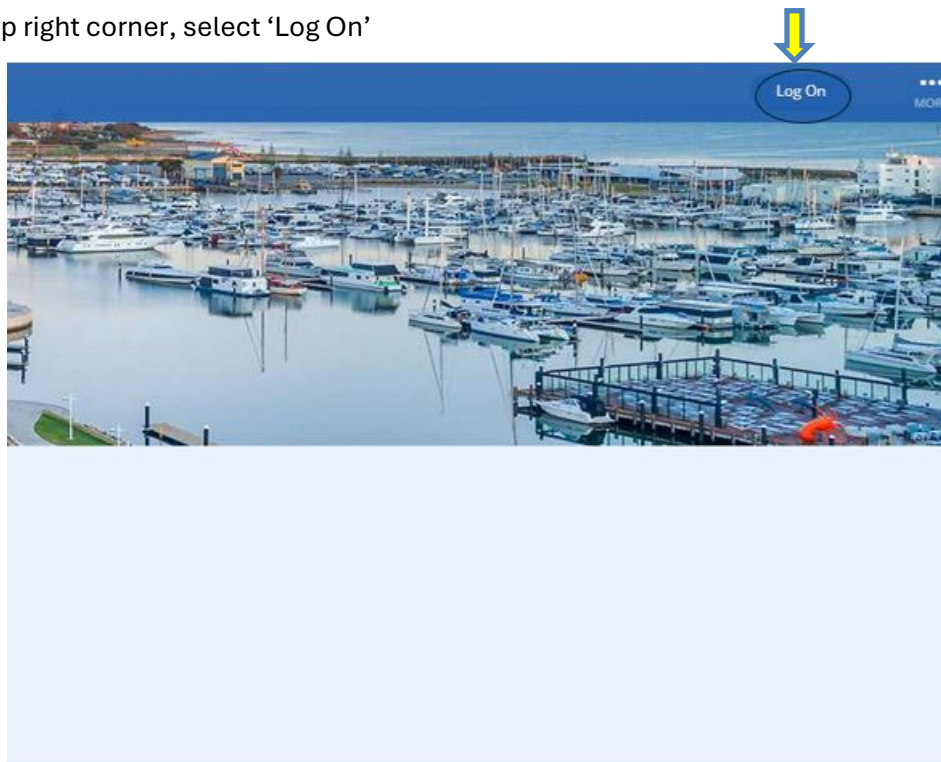
Lodging an Application in the Portal

Registering as a User in the Customer Portal

Select Online Portal at the top of the [City's home page](#)



In the top right corner, select 'Log On'



If you have an existing **organisation** login for the Customer Portal please log in at this stage and proceed to 'Lodging a Health Application' steps.

If your application relates to a new or existing business (including home businesses) or you are a business lodging an application on behalf of a resident (for example wastewater applications) you MUST complete the organisation registration. Failure to complete an organisation registration will require you to complete the process again for an organisation.

If you do not have an existing organisation login, you must register as an organisation by selecting 'Don't have an account?' and then 'Register using Email'



Log on using your details

User name or email address

Password

[Log On](#)

Keep me logged on Accessibility Mode [i](#)

[Don't have an account?](#) [Forgotten password?](#)

[✉ Register using Email](#)

[Terms and Conditions](#)

Select 'Please click here to start organisation registration' Do not complete the top section.

Register

Enter your email address and password below. You will use these details to log in to the system later.

Email * 255

Password * Password Confirm *

STOP! If you are registering as an organisation, please do not fill in your email or password above. Follow the below link to fill in your details and an email will be sent out to you to verify your account.

To continue to register on behalf of an organisation, you must click the below link to continue the registration process.

[Please click here to start organisation registration](#)

Are you registering as a member of the public?*

[Submit](#) [Cancel](#)

Complete the application and submit. This will then be verified by the City of Mandurah team within 48hrs and a link sent to your email to allow you to log in to the portal and lodge your application.

Register

Submit More ↗

^ Your Details

Organisation *

Company Number (ABN)

Full Name *

Position

Email Address *

Business Address *

Contact Number (no spaces)

- Mobile
- Phone

^ Identification

If you are registering to access an existing account, complete the following fields as proof of your identity.

Account Number
0











Assessment Number

Payment Reference

Lodging a Health Application

Once you have received your link via email, log into the portal and select 'Enquiries'

City Of Mandurah Online

 My Details	 Update My Details	 My Properties	 Public Maps	 Public Land Search
 Enquiries	 My Lodged Applications	 Applications On Notification	 Application Tracking	 Pay Now

Scroll to Health Services and select 'Start'

Search

7 Enquiry Types. Select an enquiry type to view the details.

BA22 - Application to Extend Time - Building or Demolition Permit
BA23 - Application to Extend Time - Occupancy Permit or Building Approval Certificate
CBC - Request for Certificate of Building Compliance Application
CCC - Request for Certificate of Construction Compliance Application
CDC - Request for Certificate of Design Compliance Application
CPK - Application for Approval to Construct Park Home or Annex

Health Services

WARNING - If you are lodging this application on behalf of an organisation you **MUST** be correctly associated with that organisation in our system. You are correctly linked if you received a specific invitation from us with your credentials to login, and when you logged in your organisation name is at the top left of the screen. If you are not set up correctly do not proceed, otherwise you will be liable for payment of the invoice generated. Contact NAR@mandurah.wa.gov.au to be linked correctly. If you are an individual you will be invoiced directly for the application fee.

Applications for:

- Food Business (includes temporary food businesses turning regularly e.g. food trucks or market stalls)
- Food Stall Approval (including one off club and charity events, and temporary food vendors registered outside of the City of Mandurah)
- Hair, Beauty, Piercing and Tattoos Approval (including home based)
- Liquor and Gaming Approvals
- Noise Management Planning Approvals (Construction)
- Installing and Using Waste Water Systems
- Approval for Public Use of a Building (constructed or against plans)
- Renew Caravan Park and Camping Ground License
- Running a public event on private land

Planning

- Deemed-to-Comply Check for Single Houses
- Development Application
- Local Development Plan
- Peel Region Scheme Application

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Start

Start

You will then select the application type you wish to submit and complete the mandatory fields and accept the terms and conditions.

Step 1
Health Services

Step 2
Clarify

Step 3
Summary

Details

^ What?

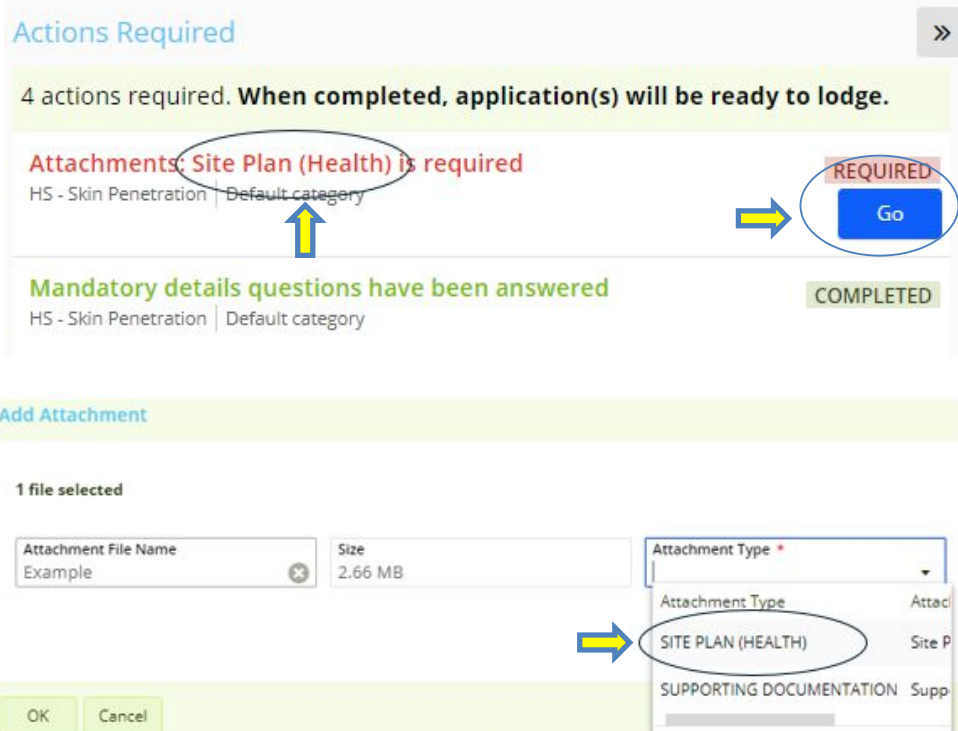
Select an activity *

Description

- HS - Alfresco Permit
- HS - Approval of a Noise Management Plan (Construction)
- HS - Caravan Park and Camping Ground
- HS - Construct or Install an Apparatus for the Treatment of Sewage (Septic)
- HS - Construct, Extend or Alter a Public Building
- HS - Establish or Registration to Conduct an Offensive Trade
- HS - Events

Advanced search

Depending on the type of application, there may be mandatory required attachments. When you attach these documents, ensure that you have selected the same attachment type as what is listed in the mandatory attachments. If you do not, then the application will not be able to be lodged.



Once you have attached all the required documents in the top left corner select 'Finalise and lodge'



This will now be submitted to Health Services to be assigned to an officer. You can see your submitted applications on your portal home page under 'My lodged applications'

