# User Guide Contents

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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, sign in again and continue your application.

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.
Online Lodgement Steps

Step 1. Select the application type
Select the application type from 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

![eServices Sign In Image]

- Enter the user name and password

Sign in

New users, must register for this service.

Forgotten Password?
Forgotten Username?

![User Name and Password Input Fields]

- Click on Sign in
Step 3. Property Search

Search for the property

- Select the search tab e.g. ‘Address Search’ from the property search screen.
- Enter the criteria e.g. street name, plan number
- Click on Search

Use the search criteria below to locate properties associated with this submission.

Select the Address Search or Lot and plan search tab for different search types

Can't find a property? use the Property search help

Address search | Lot and plan search

Search for location/s using street address details:

- Advanced search
- Street number: 220
- Street name (e.g. Gympie): Gympie
- Street type (not mandatory): Road
- Suburb: STRATHPINE

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

Select the property
- Select the property to link

Number of properties found: 1

Address
South Pine Sporting Complex 596-618 South Pine Road, BRENDALE QLD 4500

Parcel description
- Lot 1 RP 902649
- Lot 2 RP 902649
- Lot 3 RP 902649
- Lot 4 RP 902649

- Click on Next to continue.
**Step 4. Names**
The signed in user name will be listed in the names field. This should be the name of the organisation.

**Add or amend details**

Review the contact details below. To make any changes, submit a [Change of details request](#), otherwise click Next to continue.

Please note, change of details requests may take up to 2 business days to be processed.

<table>
<thead>
<tr>
<th>Applying organisation (default from signed in user. Do not modify if correct) Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
</tr>
<tr>
<td>Postal Address</td>
</tr>
<tr>
<td>Address Line 1</td>
</tr>
<tr>
<td>Address Line 2</td>
</tr>
<tr>
<td>Suburb</td>
</tr>
<tr>
<td>State Code</td>
</tr>
<tr>
<td>Postcode</td>
</tr>
<tr>
<td>E-Mail Address</td>
</tr>
<tr>
<td>Phone (Business)</td>
</tr>
</tbody>
</table>

- Click on **Next** to continue.
Step 5. Site Information

- Answer the questions presented on the page.

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: *

**Previous Applications**

Has an Improvement Works Application been lodged for this project previously?  
No ▼

If yes, please list any differences between the current and previous application.

**Funding**

Is your organisation applying for grants to fund this project?  
No ▼

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**

Select from the list of Cultural heritage sites if your application involves one of the locations. Alternatively click the Not identified as Cultural heritage site.

Please select... ▼

- Not identified as Cultural Heritage Site

- ▀ Click on **Next** to continue.
Step 6. Person Submitting Application

- Enter the contact details of the person submitting the application.

Person Submitting Application

Person making application on behalf of the organisation

Position of contact: *
If other, please specify
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.

- Click on Next to continue.
Step 7. Proposed Improvements

- Tick the box for all items included as part of the improvement and provide the information requested for that item (example used below: Activity Related Infrastructure). This will also display the information required for your application type.

Proposed Improvements

Completing this page

Tick the section/s which are included as part of this application. Answer the questions which appear for each item. Multiple improvement types can be selected.

Please note: Unticking or closing a set of questions will erase answers

- Activity Related Infrastructure
- Bathroom refurbishment
- Building work - Extension
- Earthworks and drainage
- Fencing
- Food Preparation Areas/Kitchen Refurbishment
- Pathway
- Minor plumbing work
- Security system
- Solar Panels
- Other
- Air Conditioning
- Building work - New
- Decking
- Electrical works
- Field lighting
- Involve an internal Fit Out
- Playground or playground equipment
- Security screen doors/windows
- Signage
- Water tank

Activity Related infrastructure

Your application must include the following:

- Details of materials to be used
- Size, dimensions and colour of infrastructure

Does the work relate to dug outs? No

Advise number, what they'll be constructed from, distance from sideline of the field, proposed distance between them, details of any proposed footings/slabs. Relocation details, if applicable

Does the work relate to a grandstand? No

Advise surface to be installed on, capacity, material, colour of seating, etc

Does the work relate to a scoreboard? No

Advise if scoreboard is electrically operated, details and dimensions, how and where it will be attached, any proposed signage on the scoreboard
Does the work relate to installation of a training wall?  
No

Does the work relate to hard court resurfacing?  
No

Will the work impact vegetation (impact includes, topping, lopping, cutting down, pushing over or damaging root zone by compaction, excavation or filling underneath the canopy of the vegetation?)

If yes, please provide details

• Click on Next to continue.
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:

Supporting Documents

Required documents

To ensure your application can be assessed, the following documents must be attached to this 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:
   - Distance to boundaries and easements (where applicable)
   - Existing infrastructure (including infrastructure to be demolished)
   - Vegetation
   - Water courses

2. Layout Plan/Details: a drawing, brochure or plan showing how the proposed works will look/work. This should include:
   - Make/Model – if applicable
   - Water, sewer and/or tank water plumbing connections
   - Dimensions (volume, height, length, width & depth)
   - Materials
   - Colours
   - Proposed electrical and/or lighting work
   - Wording on signs
   - Layout/floor plan
   - Slab/rooting design & dimensions
   - Existing fixtures/infrastructure to be retained/removed
   - Permanent Fixtures
   - Method of installation/fixing
   - Location and type of windows and doors and if they will be screened
   - Proposed floor and window coverings
   - Elevations for building work
   - Evidence of suitability for air conditioners.
   - 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 (if applicable)
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 the ‘Choose file’ button to locate the file.

   ![Upload document 1](Choose File No file chosen)
   ![Description of document 1](

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.

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

   ![Upload document 1](Choose File Online services.docx)
   ![Description of document 1](Site plan)

   - Click on [Next] to continue.
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. Click on Previous to navigate back to the document upload.

2. Click on the recycle bin beside the document you would like to remove.

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

Step 11. Confirmation
- Review details of the application
- Review the privacy statement

Confirm your application

Below are some of the details of your Application request.

Click the Next button, located at the end of this page, to confirm and submit this information or click the Previous button to go back and change details.

After clicking 'Next' a confirmation email will be sent from MoretonBayCouncil [epathway@moretonbay.qld.gov.au].

Application type
Community Leasing Improvement
Works Application

Properties
W T Protheroe Memorial Park/Admin
Building 3 220 Gympie Road,
STRATHPINE QLD 4500

- Click Next to submit or Previous to go back and make changes.
Step 12. Application Submission Success

- Your application has been submitted.

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.

<table>
<thead>
<tr>
<th>Online Reference</th>
<th>EAP-174670</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction</td>
<td>8/12/2017 10:54:49 AM</td>
</tr>
</tbody>
</table>

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.