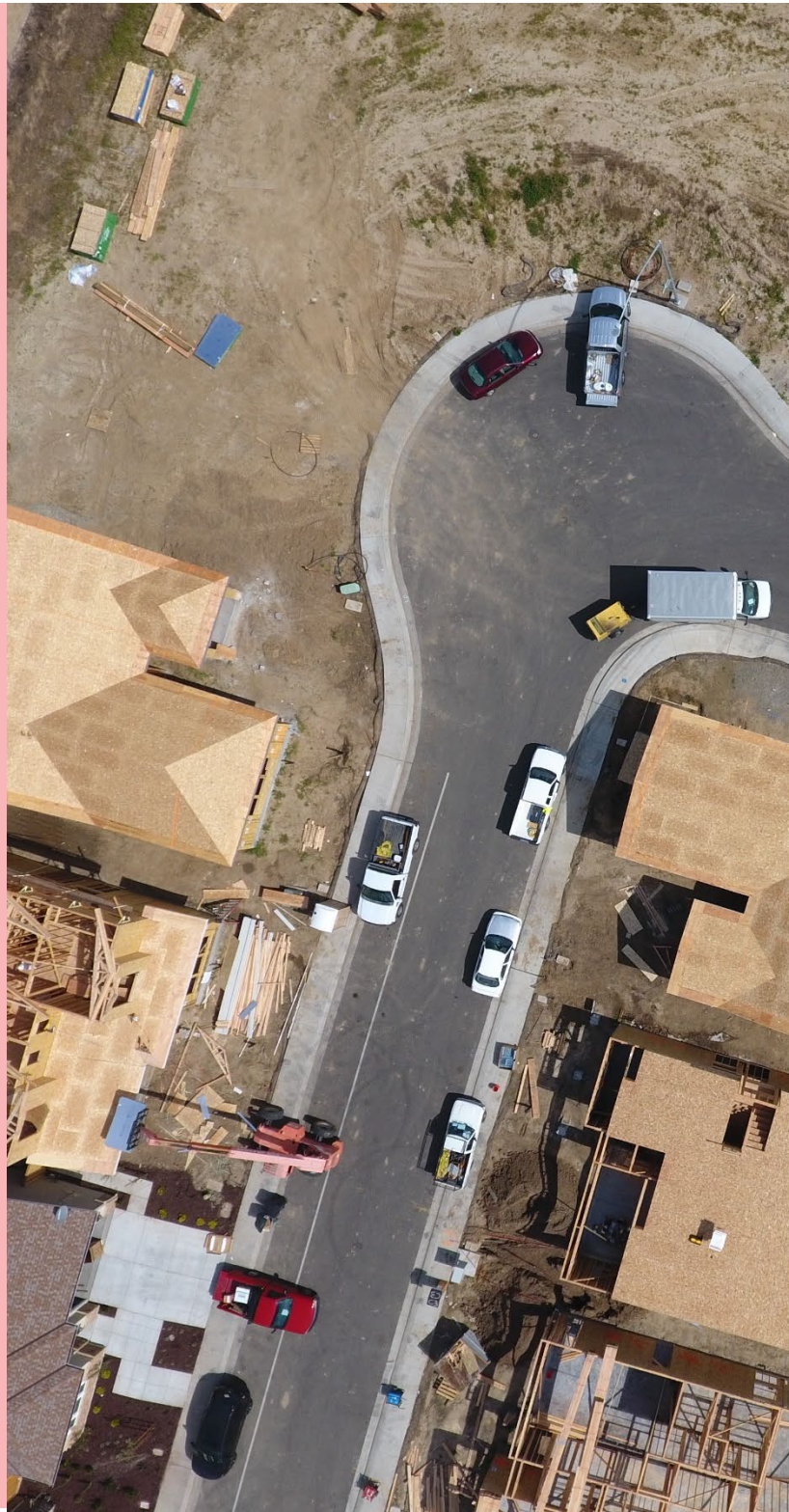


Guide for Applicants

Certificate of Occupancy

Pay the Certificate of Occupancy Fee - Online

Version 1.5



Government of South Australia
Department for Trade
and Investment

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Background



When is a Certificate of Occupancy required?

A Certificate of Occupancy (CoO) is required to commence the occupation or use of a new building or change of building use for the whole or any part of an existing building; applies to buildings classified as a 1b, 2 to 9.

More information on [Building classifications | ABCB](#).

When is a Certificate of Occupancy not required?

A Certificate of Occupancy is not required for a building or building work classified as a:

- **Class 10**, non-habitable building or structure under the Building Code such as:
 - Private garage
 - Carport
 - Shed
 - Fence
 - Retaining or free-standing wall
- **Class 1a**, building where the application for building consent is lodged and verified within the SA planning portal before 1 October 2024.

In the meantime, a person must not occupy a Class 1a building for which a Certificate of Occupancy is not required unless it meets the minimum standards for occupancy under regulation 103H(2).

Who will issue the Certificate of Occupancy?

A Certificate of Occupancy (CoO) will be issued by either the council or the building certifier. If you enter a contract with a licensed builder, you should discuss this issue with them and have your choice documented as part of the contract.

On completion of the building work, the building developer (or yourself as an owner-builder) will submit the last building notification to the relevant council or building certifier, including the completed Statement of Compliance.

The receipt of the Statement of Compliance will 'trigger' either the council or the building certifier to issue the Certificate of Occupancy.

What is the timeframe to issue a Certificate of Occupancy decision?

The timeframe for issuing a Certificate of Occupancy is five business days and 20 business days if a report from a fire authority is necessary (Class 1b, 2 to 9s buildings only, if applicable).

Associated Instructions

1 Submit Building Notification

Refer to the guide for instructions on how to submit mandatory building notification throughout the building works process. This includes submitting the 'Completion of Building Work' and the 'Statement of Compliance' notifications, which are needed to issue a Certificate of Occupancy application.

2 Submit Certificate of Occupancy Application

Refer to this guide for instructions on how to submit a Certificate of Occupancy Application.

3 Upload Missing Documentation and Fire Report

Refer to this guide for instructions on uploading missing documentation requested by the issuing relevant authority during the validation of your Certificate of Occupancy Application, and instructions on uploading the Fire Report where your application validation identifies a 'Fire Report' is required.

4 Pay the Certificate of Occupancy Fee - Online

Refer to this guide for instructions on how to find the Fee Advice to view and/or print, make a credit card payment and find the Tax Invoice to view and/or print.

5 Issued Certificate of Occupancy

Refer to this guide for instructions on viewing the decision outcome and to download the Certificate of Occupancy.

6 Initiate an Appeal

Refer to the guide for instructions on receiving and processing an appeal from an applicant in relation to Certificate of Occupancy conditions, regarding process, refusal or other reasons.

1. Receive and View Request for Payment

On validation of your Certificate of Occupancy (CoO) application by the issuing relevant authority (being the council) a 'Lodgement Fee Advice' email notification is sent advising a payment is required to progress the certificate.

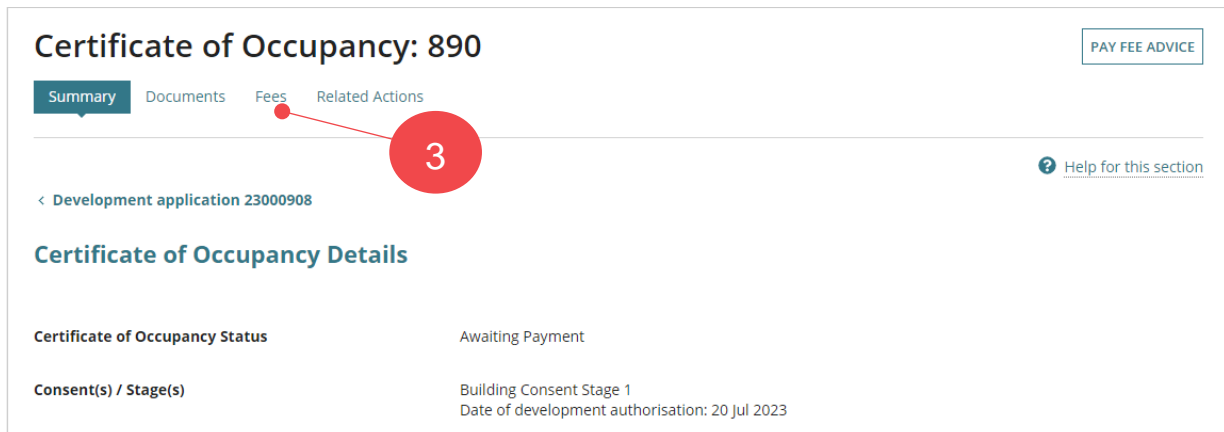
When the CoO is being issued by an accredited professional (as the relevant authority) you will receive an invoice from them directly for payment.

View the Certificate of Occupancy Fee Advice

1. Click on the **Certificate of Occupancy Application** link within the email notification.
2. Login using your account details (if not already logged in).

The **Certificate of Occupancy** screen displays with a **Pay Fee Advice** option.

3. Click on **Fees** tab to view the Fee Advice.



The screenshot shows the 'Certificate of Occupancy: 890' interface. At the top right, there is a 'PAY FEE ADVICE' button. Below the title, there are four tabs: 'Summary', 'Documents', 'Fees', and 'Related Actions'. The 'Fees' tab is highlighted with a red circle containing the number '3', and a red line points from this circle to the 'Fees' tab label. Below the tabs, there is a breadcrumb trail: '< Development application 23000908'. To the right of the breadcrumb, there is a 'Help for this section' link. The main content area is titled 'Certificate of Occupancy Details' and contains two rows of information:

Certificate of Occupancy Status	Awaiting Payment
Consent(s) / Stage(s)	Building Consent Stage 1 Date of development authorisation: 20 Jul 2023

Print the Certificate of Occupancy Fee Advice

- Click on the **Fee Advice – Awaiting Payment** record to expand and view the details.

Certificate of Occupancy: 890 PAY FEE ADVICE

Summary Documents **Fees** Related Actions

[Help for this section](#)

< Development application 23000908

All fees raised on this application

[Show fees already raised on this application](#)

Fees raised for this Certificate of Occupancy

Certificate of Occupancy Fee Advice - 9363 - Awaiting payment **4**

- Click on the **Fee Advice** document link to download.

Certificate of Occupancy: 890 PAY FEE ADVICE

Summary Documents **Fees** Related Actions

[Help for this section](#)

< Development application 23000908

All fees raised on this application

[Show fees already raised on this application](#)

Fees raised for this Certificate of Occupancy

Certificate of Occupancy Fee Advice - 9363 - Awaiting payment

Payment Reference Number	9363
Certificate of Occupancy ID	890
Invoice download	FeeAdvice-Application23000908-Certoccupancy-9363-209240.pdf 5

- Click on the **download** to open and view on-screen.

FeeAdvice-Applica...pdf **6**

7. Print the Fee Advice (as required) and return to the **Fees** screen to pay the fee advice.

Fee Advice - Application 20001190 - CertOccupancy - 2171.pdf 1 / 1



Government of South Australia
Department for Infrastructure
and Transport
ABN 92 366 288 135

Invoice to:
Accountant of Big Biz
1 KING WILLIAM STREET
ADELAIDE SA 5000

For enquiries, please contact:
State Planning Commission
1 Fake Address Adelaide 5000
SA
Ph: (08) 7109 7018

Application number: 20001190
Fee Advice No: 2171
Date: 7 Dec 2020

Nature of development:
Change commercial office space in to hotel, and group floor shops and restaurant

Fee Advice

Description of Supply	Amount	GST	Total
Building Consent			



2. Pay the Certificate of Occupancy Fee Advice

Alternative options for paying the 'Fee Advice' is via the [PlanSA online payment](#) or the Batch Payment option available within the ePlanning platform (only volume applicants, e.g. builders, developers, surveyors, etc.). Refer to the guide for [performing a batch fee payment](#) for instructions.

1. Click on **Pay Fee Advice** to commence payment.

Certificate of Occupancy: 890

Summary Documents **Fees** Related Actions

Help for this section

< Development application 23000908

All fees raised on this application

< Show fees already raised on this application

Fees raised for this Certificate of Occupancy

Certificate of Occupancy Fee Advice - 9363 - Awaiting payment

2. Click on the **outstanding fee advice** and then **PAY INVOICE** Pay Invoice to proceed.

Pay Fee Advice

Help for this section

Outstanding Fee Advices

Please select the fee advice that you wish to pay

ID	Description	Amount	Date
9363	Certificate of Occupancy Fee Advice	\$54.50	01/02/2024 17:26

CANCEL **PAY INVOICE**

3. Click on **Pay with credit card**.

Fee Advice Payment for Application 23000908

[? Help for this section](#)

Invoice #9363 Fees Payable

Item	Amount (exc. GST)	GST	Amount (inc. GST)
Certificate of occupancy	\$49.55	\$4.95	\$54.50
Total	\$49.55	\$4.95	\$54.50

Payment

1. To open a credit card payment session, select the 'Pay with credit card' link below.
 2. It is recommended that you do not close your browser or navigate away from the payment session without completing your payment or selecting 'Cancel'. If the payment session is closed incorrectly, it may take up to 15 minutes before a new session can be opened.

Pay with credit card
3

4. Provide your credit card details and then Pay Now... **Pay Now ...** to confirm your payment.

Payment

1. To open a credit card payment session, select the 'Pay with credit card' link below.
 2. It is recommended that you do not close your browser or navigate away from the payment session without completing your payment or selecting 'Cancel'. If the payment session is closed incorrectly, it may take up to 15 minutes before a new session can be opened.

4

Payment Details 🔒

* Required field

Card Type *

Visa
 Mastercard

Card Number *

Expiration Month * Month ▼ Expiration Year * Year ▼

CVN * This code is a three or four digit number printed on the back or front of credit cards.

Pay Now...

Secured by ANZ Banking Group Ltd. ABN 11 005 357 522

5. The **Receipt** shows confirming your payment. Use Ctrl + P to **Print** the screen.

6. Click **DONE** to close the **Fee Advice Payment for Application** page.

PlanSA Government of South Australia

Receipt Date: 01-02-2024
Order Number: 08bc112a-c05b-404d-9a13-768c7ae134fb

Billing Information

Payment Details

Card Type	Visa	Total amount	AUD 54.50
Card Number	xxxxxxxxxxxx3747		
Expiration Date	04-2027		

Please keep a copy of this receipt for your records

Secured by **ANZ Banking Group Ltd.** ABN 11 005 357 522

7. The **Fees** page shows. Expand the **Certificate of Occupancy Fee Advice** to download the receipt.

Certificate of Occupancy: 890

Summary Documents **Fees** Related Actions

[Help for this section](#)

< Development application 23000908

All fees raised on this application

[Show fees already raised on this application](#)

Fees raised for this Certificate of Occupancy

Certificate of Occupancy Fee Advice - 9363 - Paid on 01/02/2024	
Payment Reference Number	9363
Certificate of Occupancy ID	890
Invoice download	FeeAdvice-Application23000908-Certoccupancy-9363-209240.pdf
Verified by	EPN TESTTEN CAMPBELLTOWN
Verified on	1 Feb 2024 5:26 PM
Date Paid	1 Feb 2024 5:41 PM
Receipt Number	7067715077796361104002
Receipt download	TaxInvoice-Application23000908-Certoccupancy-9363-209244.pdf

8. Click on the **Summary** tab to show the **Certificate of Occupancy Details** and status update of 'Awaiting Decision'.

Certificate of Occupancy: 890

Summary Documents Fees Related Actions

[? Help for this section](#)

< Development application 23000908

Certificate of Occupancy Details

Certificate of Occupancy Status

Awaiting Decision

Consent(s) / Stage(s)

Building Consent Stage 1

Date of development authorisation: 20 Jul 2023

For more information visit
plan.sa.gov.au



Government of South Australia
Department for Trade
and Investment