



How to...

Initiate fee refund in full or part

Background

1

The refunding of a fee may occur when:

- processing an application withdrawal
- determining public notification is not required during planning assessment
- determining a referral is not required.

Noting, the 'lodgement fee' cannot be refunded if an application is withdrawn.

How is the amount refunded to the applicant?

On endorsement of the 'fee refund' by the delegated financial approver, the refunded fee amount for payments made through the BPoint payment method are credited to the credit / debit card used to make the initial fee payment.

When the applicant and/or invoice contact for the application has paid the fee advice over the counter or by post, the refund method will be determined by the council.

Included instructions

- [Initiate the fee refund](#)
- [Reassign refund endorsement to a new financial approver](#)

Related Instructions

Visit the Support Library page – [Fee invoicing and Payments](#) to view:

- How to – Endorse a fee refund
- How to – Acknowledge the financial approvers refund refusal



How to... Initiate fee refund in full or part

Initiate the fee refund

On completion of the fee refund the nominated 'financial approver' will receive an email notification to endorse the refund.

1. Search using the **ID** of the application and uncheck the **Assigned to me only** box to view all results.

Development application processing 21000638

This is the
TRAINING

Submit mandatory building notification
Submit mandatory Re-Inspection notification

FOR YOUR ACTION (61)
ASSESSMENT IN PROGRESS (136)
WAITING (35)
UPCOMING (8)
COMPLETED (76)
BUILDING NOTIFICATIONS

1 results for: "21000638"

Assigned to me only

ID	Owner	Location	Nature of Development
21000638	M Doherty	LOT 45 MILLER ST PENONG SA 5690	House and swimming pool and deck

2. Click on the application (not the ID) to view the Status detail, then click on **Planning consent** with a status of 'Assessment in progress'.

1 results for: "21000638"

Assigned to me only

ID	Owner	Location	Nature of Development	Relevant Authority	Lodged	Status	Days
21000638	M Doherty	LOT 45 MILLER ST PENONG SA 5690	House and swimming pool and deck	State Planning Commission	19 Mar 2021	Assessment in progress	36

Application 21000638

Planning consent Assessment in progress

Verification... ✓ Completed 19 Mar 2021

Fee Payable ✓ Payment received 19 Mar 2021



How to... Initiate fee refund in full or part

3. Click on the **Fees** tab to view the invoice fees.
4. Expand the **Invoice Refund – Pending Endorsement** to view the details.

3

Information:

A **Postal Correspondence** message displays when the 'primary contact's' or 'invoice contact's' preferred communication method is 'post'.

Planning Consent for Development Application: 21000638 DETERMINE ADDITIONAL FEES

Summary Documents **Fees** RFIs Referrals Public Notification Conditions and Notes Clocks Decision Appeals Related Actions

< Development application 21000638 Help for this section

All fees raised on this application

Fees raised for this Consent

Lodgement Fee Advice - Planning Consent - 3508 - Paid on 19/03/2021 >

5. Click on **Process Invoice Refund** to initiate the refund process.

Fees raised for this Consent

Lodgement Fee Advice - Planning Consent - 3508 - Paid on 19/03/2021

Process Invoice Refund

Payment Reference Number 3508

Consent ID

Invoice download [Fee Advice - Application 21000638 - Planning Consent - 3508.pdf](#)

6. Complete the invoice fees fields as follows:
 - Click on the checkbox against the fee(s) to refund.
 - Type in the refund amount **in the Amount to Refund (GST Inclusive)** column or leave the default amount when processing a 'full' refund.
 - State a reason for the refund in the **Refund Reason** column, e.g. public notification is not required.

Determine Fee Refunds for Invoice #3508 Help for this section

Invoice Fees
Please select and enter a dollar amount and reason for all required items. Ensure items which are not applicable for refunds are deselected.

	Description	Statutory Amount	Subtotal	GST	Refunds	Total Paid	Amount to Refund (GST Inclusive)	Refund Reason
<input type="checkbox"/>	Electronic Lodgement Fee						\$0.00	
<input type="checkbox"/>	Performance Assessed						\$0.00	
<input checked="" type="checkbox"/>	Public Notification						\$150.00	public notification is not required
<input type="checkbox"/>	Sign on Land	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

Refer to the application Fees and Charges for the current financial year statutory



How to... Initiate fee refund in full or part



Version 1.1
Software version 3.42.1

7. Click in the '**Type to select the user**' field and type the first letters of the financial approvers 'first name' and select their name from the list of matches.
8. Click on **Submit** to complete.

4

Please nominate a Financial Approver from your organisation to endorse this refund *

Troy ✕

CANCEL SUBMIT

The **Fees** page will show a new **Refunds** section with an 'Invoice Refund – Pending – Endorsement' record.

Planning Consent for Development Application: 21000638 DETERMINE ADDITIONAL FEES

Summary Documents **Fees** RFIs Referrals Public Notification Conditions and Notes Clocks Decision Appeals Related Actions

< Development application 21000638 Help for this section

All fees raised on this application

Fees raised for this Consent

Lodgement Fee Advice - Planning Consent - 3508 (Varied) - Paid on 19/03/2021 >

Refunds

Invoice #3508 Refund - 19 Mar 2021 - PENDING-ENDORSEMENT >



How to... Initiate fee refund in full or part

Reassign refund endorsement to a new financial approver

You can reassign the refund endorsement to another financial approver if/when a financial approver is unavailable - e.g., on holidays, away on sick leave, or they have had a change of role.

1. Search using the **ID** of the application and uncheck the **Assigned to me only** tick box to view all results.

Development application processing 21000638

This is the
TRAINING

Submit mandatory building notification
Submit mandatory Re-Inspection notification

FOR YOUR ACTION (61)
ASSESSMENT IN PROGRESS (136)
WAITING (35)
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BUILDING NOTIFICATIONS

1 results for: "21000638"

Assigned to me only

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2. Click on the application (not the ID) to view the Status detail and then click on **Planning consent** with a status of: 'Assessment in progress'.

1 results for: "21000638"

Assigned to me only

ID	Owner	Location	Nature of Development	Relevant Authority	Lodged	Status	Days
21000638	M Doherty	LOT 45 MILLER ST PENONG SA 5690	House and swimming pool and deck	State Planning Commission	19 Mar 2021	Assessment in progress	36

Application 21000638

Planning consent Assessment in progress

Verification ✔ Completed 19 Mar 2021

Fee Payable ✔ Payment received 19 Mar 2021



How to... Initiate fee refund in full or part

3. Click on the **Fees** tab to view invoice fees.
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Information:

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5. Click on **Edit** against the **Financial Approver's** name.

Refunds

Invoice #3508 Refund - 19 Mar 2021 - ENDORSEMENT-REFUSED

Invoice #3508 Refund - 19 Mar 2021 - PENDING-ENDORSEMENT

Refund Reference Number 41

Total Refund Amount \$250.00

Assessment Officer Sascha

Financial Approver Troy Edit

6. Click in the '**Type to select the user**' field and type the first letters of the 'first name' of the new financial approver and then select their name from the listing.
7. Click on **Submit** to complete the reassignment.

Reassign Financial Approver

Current Financial Approver
Troy

New financial approver from your organisation *

Brett ✕

CANCEL

SUBMIT