

# FAQs

## Duty Officer appointments

Council's Duty Officers assist the public with general enquiries about the development and building process and review development applications submitted to Council. Their services are in high demand with over 10,000 requests received each year for assistance. An appointment system is in place to provide customers with greater certainty when the officer is available.

### **1. What are Duty Officer appointments?**

Appointments are 20 minute time slots at Council's City Administration Centre at 282 King Street, Newcastle. Please arrive five minutes before the appointment to avoid delays. No fee is charged for the appointment.

During the appointment the Duty Officer can:

- a) review your application. It is recommended that you make an appointment to lodge your application.
- b) assist with general enquiries. Before contacting the Duty Officer, customers are requested to review Council's website for information that may answer their enquiry.

If you require specific advice about a proposed development you may choose to use Council's Pre-DA Service. More information about the Pre-DA service is available on Council's website. Fees are charged for the Pre-DA service.

### **2. Can I have an appointment for more than 20 minutes?**

A 40 minute appointment can be made if you are lodging more than one development application. All other appointments are for a maximum of 20 minutes. Please arrive five minutes before the appointment to avoid delays.

### **3. Do I need to see the Duty Officer if I am submitting an application?**

There are checklists outlining the submission requirements for development applications on Council's website. The checklists must be completed and submitted with the application. It is recommended that when submitting a development application, an appointment be made to lodge the application. Alternatively, Council's Customer Service Officers will accept applications or applications can be mailed to:

The City of Newcastle  
PO Box 489, Newcastle 2300

### **4. Do I have to make an appointment to see the Duty Officer?**

To avoid delays it is recommended an appointment be made.

### **5. How do I make an appointment to see the Duty Officer?**

Appointments can be made by contacting the Duty Officer on 4974 2036 or Business Support staff on 4974 2730. Some basic details about your enquiry will be taken. You are requested to be at Council's offices about five minutes before the appointment.

This service will be in high demand so it is recommended that you seek an appointment as soon as practical. If your enquiry is about what development can occur on a property, you will be requested to check the Local Environmental Plan (LEP) maps on Council's website prior to the meeting.

### **6. What do I do if I am unable to keep an appointment?**

If you are unable to keep an appointment please call 4974 2730 and cancel the appointment.

### **7. What do I do if I am late for an appointment?**

If you are late for an appointment, the appointment will be regarded as cancelled. Other customers will be served and it is recommended that you make another appointment.

Time	Service available
8.30am - 9am	No booking – walk in service provided
<b>9am – 9.40am</b>	<b>Appointments taken</b>
9.40am - 10am	No booking – walk in service provided
<b>10am – 10.40am</b>	<b>Appointments taken</b>
10.40am - 11am	No booking – walk in service provided
<b>11am – 11.40am</b>	<b>Appointments taken</b>
11.40am - 2.20pm	No booking – walk in service provided
<b>2.20pm – 3pm</b>	<b>Appointments taken</b>
3pm - 3.20pm	No booking – walk in service provided
<b>3.20pm – 4pm</b>	<b>Appointments taken</b>