

The City of Newcastle (CN)'s Duty Officers assist the public with general enquiries about the development and building process and review development applications submitted to CN. 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 from 8:30am to 4:00pm at our Contact Centre located at 12 Stewart Avenue, Newcastle West NSW 2302. 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 the [CN website](#) for information that may answer their enquiry.

If you require specific advice about a proposed development, you may choose to use CN's [Pre-DA Service](#). 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 CN'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, applications can be lodged:

- By email meeting the following criteria:

Enter the address of the property and the type of application (i.e. DA, Mod) in the subject line of the email.

Documents are to be named in accordance with the document titled '[Plan Standards](#)'.

Emails are to be sent to [applications@ncc.nsw.gov.au](mailto:applications@ncc.nsw.gov.au)

More information is available on the information sheet titled "[How to submit an application via email](#)".

- In person, at the Customer Contact Centre, located at 12 Stewart Avenue, Newcastle West NSW 2302.
- By mail: The City of Newcastle, PO Box 489, Newcastle NSW 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 2000. Some basic details about your enquiry will be taken. You are requested to be at our offices about five minutes before the appointment.

This service is 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 our 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 2000 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.