IPART Independent Pricing and Regulatory Tribunal | NSW

User Guide

Council Portal

September 2022

Local Government

IPART CONTACTS

For any enquiries, please contact Team Support Officer:

Arsh Suri
Phone: 02 9113 7730
Email: Arsh_Suri@ipart.nsw.gov.au; Localgovernment@ipart.nsw.gov.au

Contents

1 Before you begin 1

2 Registering your Council 2

2.1 Registration 2
2.2 Completing your Registration 3
2.3 Updating Registration details 4
2.4 Forgotten Password 4

3 Submitting a notification letter of intention to apply for a Special Rate Variation 5

4 Submitting a Special Rate Variation or Minimum Rate Increase Application 6

4.1 Step 1 - Application Form Part A 6
4.2 Step 2 - Application Form Part B 7
4.3 Step 3 - Public Supporting Documents 8
4.4 Step 4 - Confidential Supporting Documents 10
4.5 Step 5 - Reviewing and Submitting your Application 11

5 After submitting - the process 12

6 Tips for using the IPART Council Portal 13

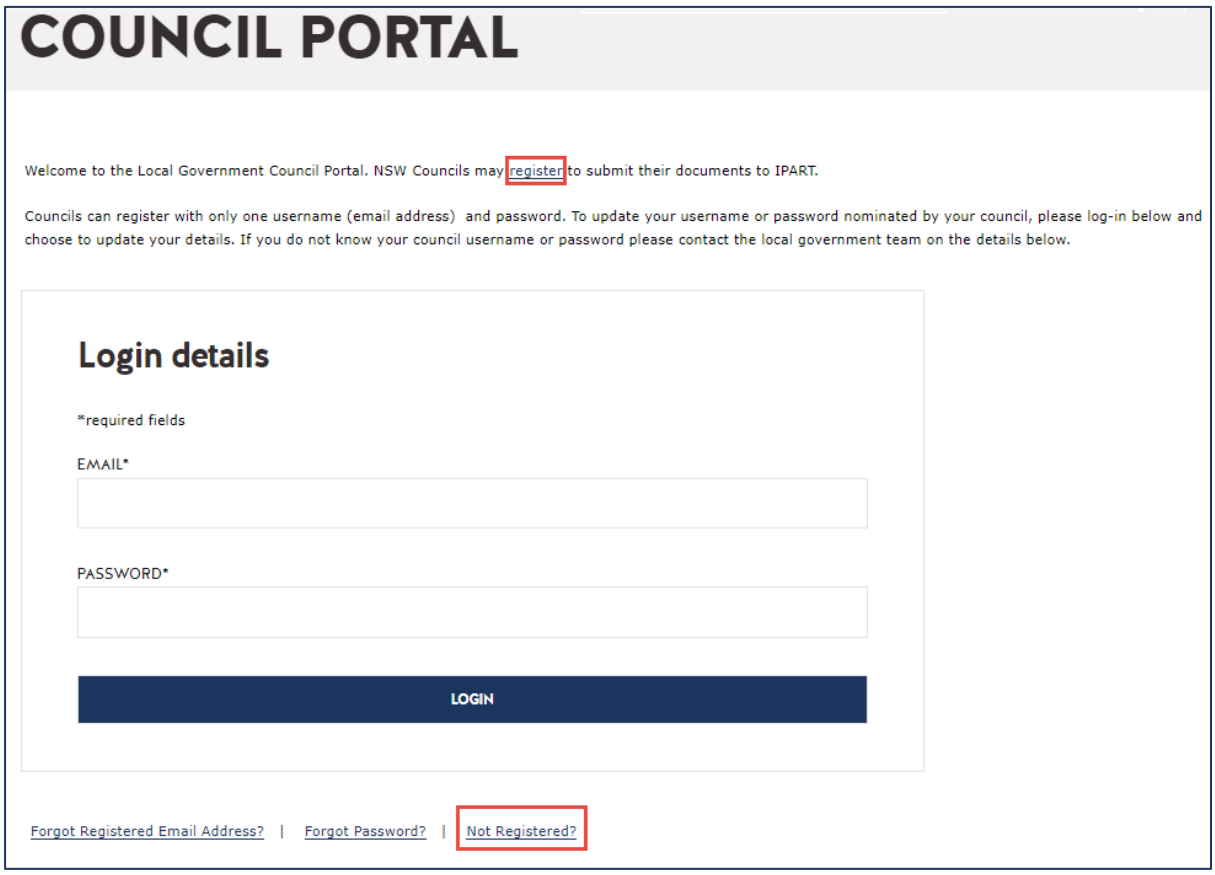
7 Frequently Asked Questions 14

1 Before you begin

- Application forms for Special Variation and Minimum Rate applications are available on the IPART **website**. Please be aware of the application deadline - the portal will close after this date.
- Contact IPART to discuss your Council's application as early as possible in the process, if this has not already been done.
- Choose a primary user within Council to manage the registration and submission process within the Portal. The Portal allows one username (email address) and one password per Council. These details may be shared or **changed** at any time.
- There is a maximum file size for Part A, Part B and for the supporting documents of a special variation or minimum rate application. It is important to be aware of the sizes and to ensure that the application is within these limits *before* trying to lodge it. The limits for special variation and minimum rate applications are:
  - 5MB for the Part A Excel form (the current templates for Part A ensure that these forms are well within this limit)
  - 10MB for the Part B Word form
  - 400MB in total for the Public (non-confidential) supporting documents
  - 200MB in total for confidentiality requested documents
- You are able to remove or replace documents you have saved (or **contact** IPART if you have selected '**Submit**').
- Your documents will only be submitted to IPART once you select 'Submit' at the end of the process in Step 5. You will have a chance to review the documents you have saved before submitting.
- If loading all of the application documents in one session, please allow at least 30 minutes for the whole process (depending on the speed of your internet connection).

2 Registering your Council

To access the Portal visit https://councilportal.ipart.nsw.gov.au/Login and select **register** on the 'Council Portal' page to begin the Registration process.



2.1 Registration

Each council can register with one email address (username) and password only. Throughout the application process confirmation emails will be sent to the email address nominated at the time your Council was registered.

2.2 Completing your Registration

Complete the registration form, as per the instructions and Select **'Submit'**.

REGISTRATION

Please register your council's details below:

Councils should register with one email address (username) and one password for the IPART Council Portal. Confirmation of the status of your submission will be emailed to the nominated email address throughout the process.

If you have difficulty updating your council details, please contact the local government team on the details below.

Registration Form

*required fields

Already registered?

Please note that new password must satisfy the following conditions:

- Password must be at least 8 characters
- Password must contain a combination of uppercase and lowercase
- Password must contain at least a number
- Password must contain at least 1 special character, e.g.: !@#$%^&

COUNCIL*

-SELECT-

EMAIL ADDRESS (USERNAME)*

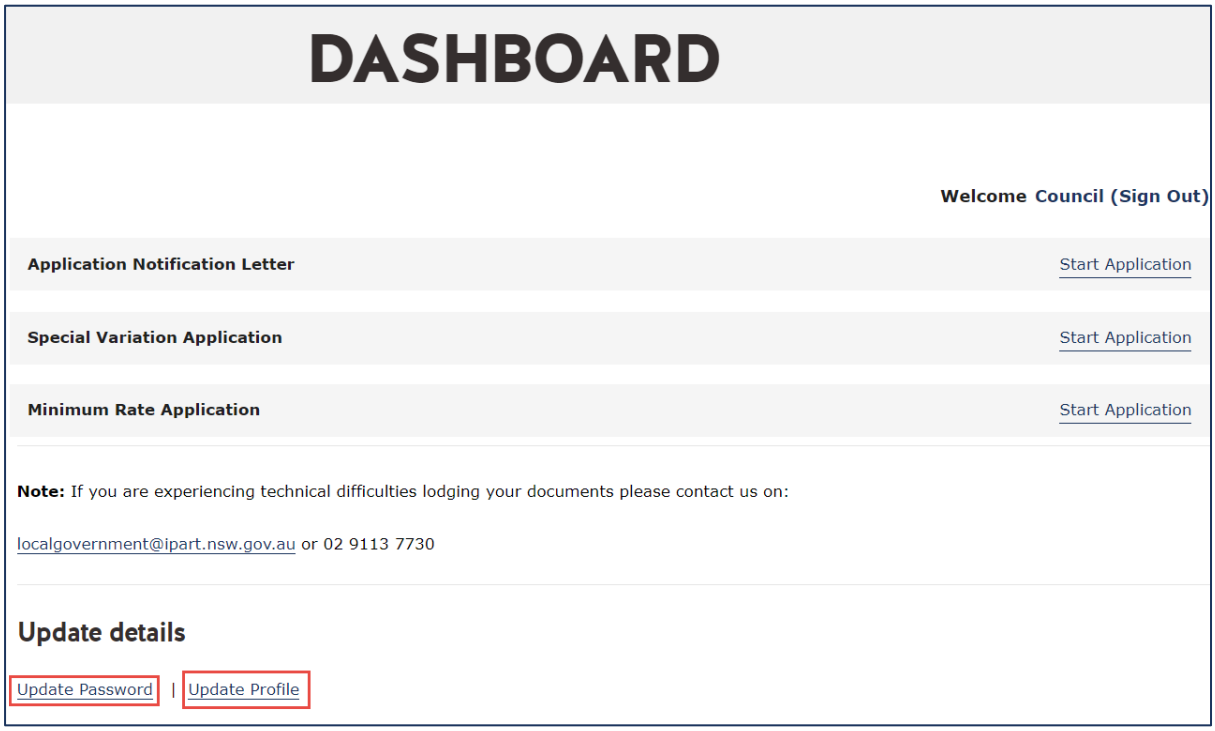
RE-TYPE EMAIL ADDRESS (USERNAME)*

PASSWORD*

RE-TYPE PASSWORD*

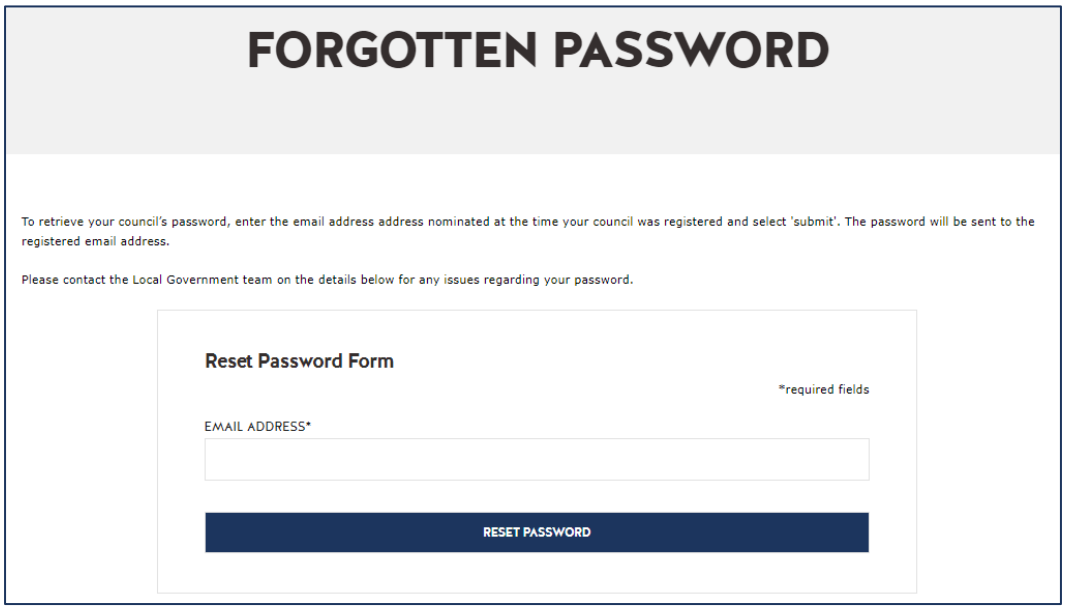
2.3 Updating Registration details

You can **contact** the Local Government team or update your email or password by logging in and selecting **'Update Password'/ 'Update Profile'** in the dashboard.



2.4 Forgotten Password

On the Council portal page, select '**Forgot Password'** and complete the reset password form by entering your registered email address and selecting submit. Instructions on resetting password will be sent to the registered email address.



3 Submitting a notification letter of intention to apply for a Special Rate Variation

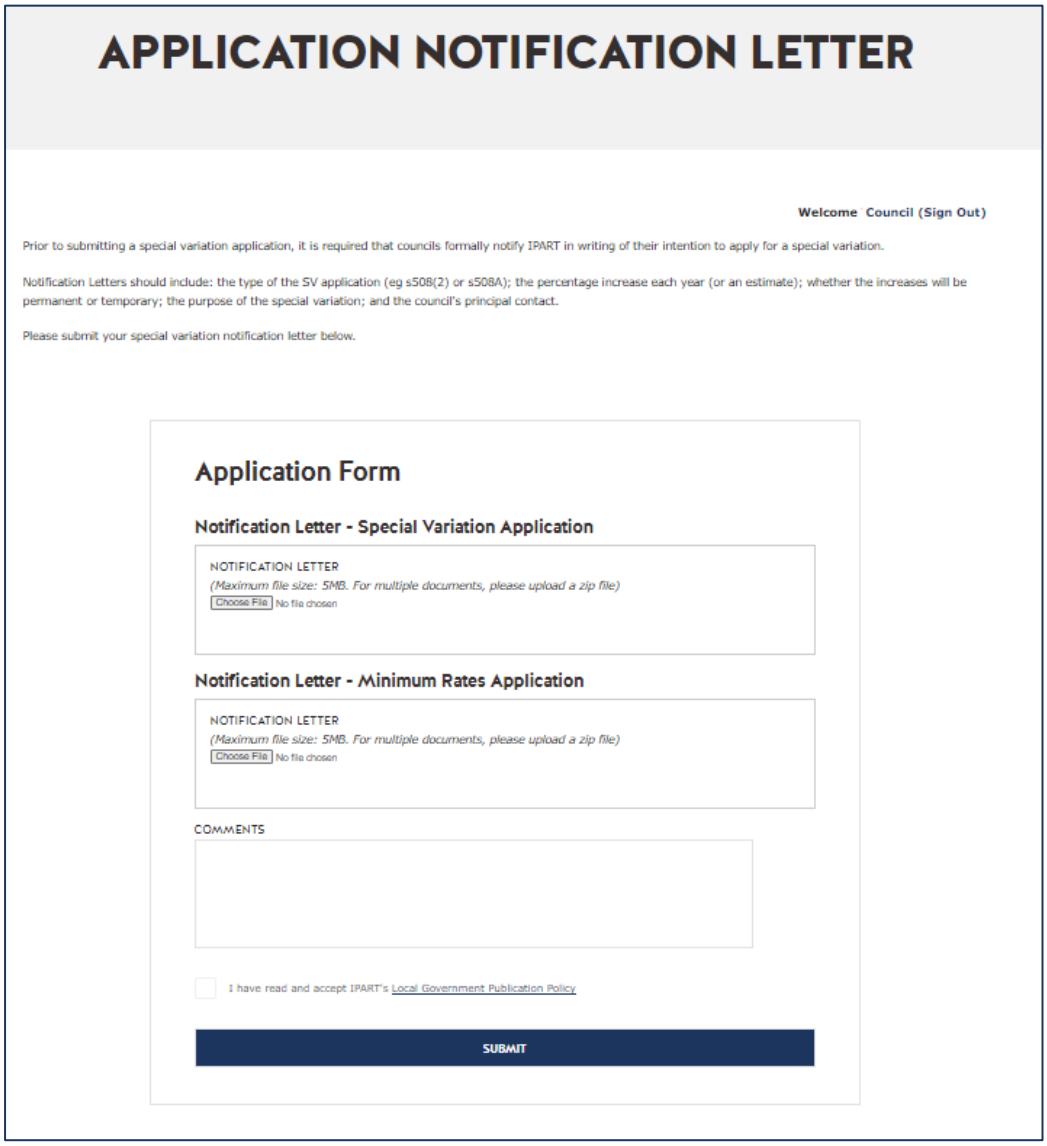
After logging in to the Portal you will be taken to your Council's Dashboard.

Select **'Start Application'** to upload your notification letter.

Notification letters should include: the type of SV application (e.g. s508(2) or s508A); the percentage increases each year (or an estimate); whether the increases will be permanent or temporary; the purpose of the special variation; and the council's principal contact.

Once you submit your notification letter, you will receive a confirmation email that your letter has been received by IPART.

Following review by IPART, your notification letter will be uploaded onto the IPART website. You will receive a confirmation email once this occurs.



4 Submitting a Special Rate Variation or Minimum Rate Increase Application

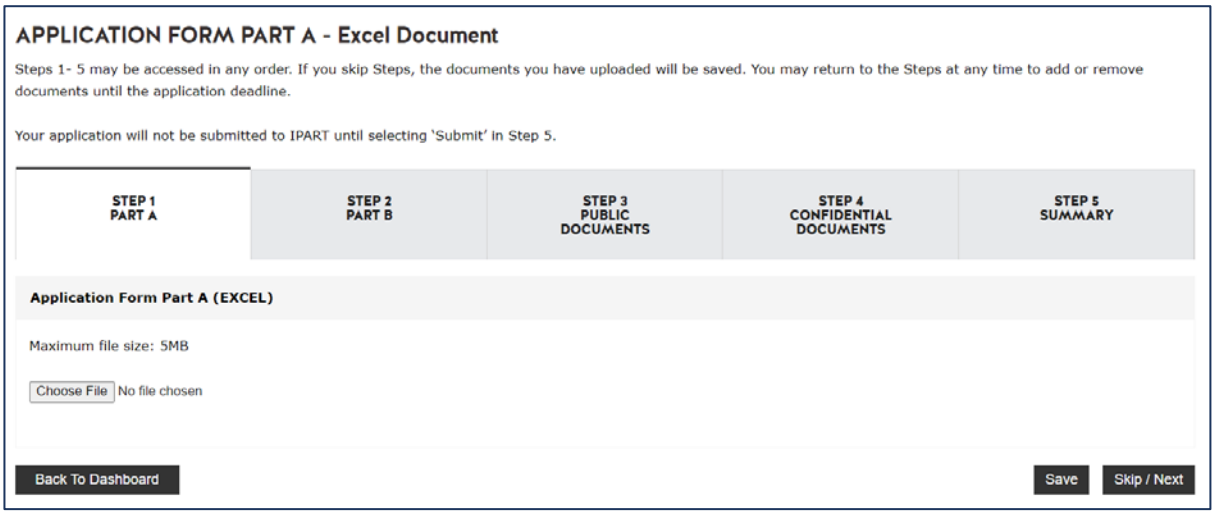
Log in to the Portal, select **'Start Application'** for either a Special Variation or a Minimum Rate application.

4.1 Step 1 - Application Form Part A

Upload your application form Part A Excel document in Step 1. Select 'Browse' to upload and then select 'Save' or 'Skip/Next'.

You may just select 'Skip/Next' if you do not wish to upload your Part A Application Form at this time.

There is a maximum file size of 5MB for Part A.

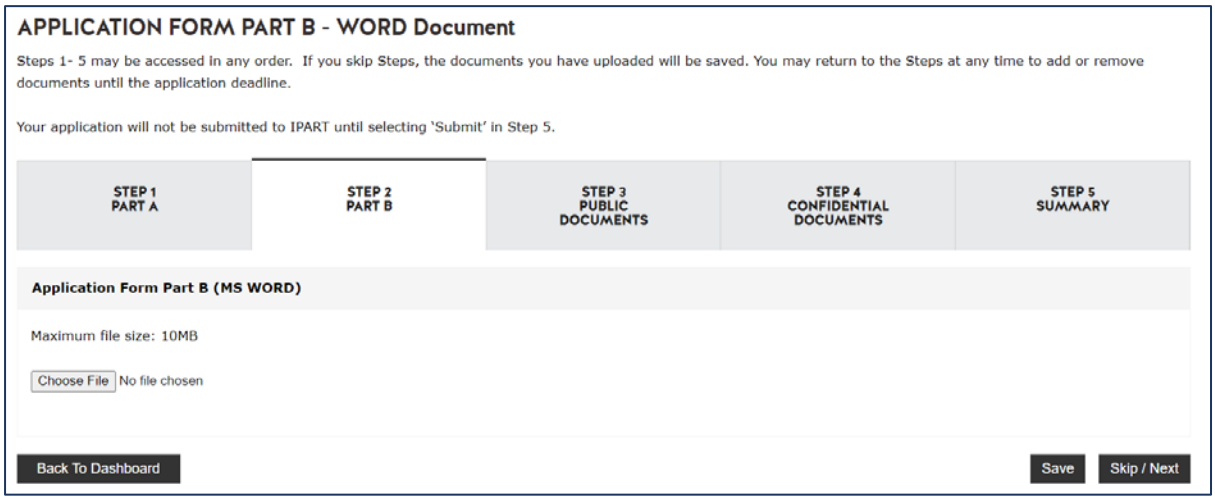


4.2 Step 2 - Application Form Part B

Upload your application form Part B Word document in Step 2 by selecting 'Browse' and then 'Save' or 'Skip/Next'.

You may just select 'Skip/Next' if you do not wish to upload your Part B application form at this time.

There is a maximum file size of 10MB for Part B.



4.3 Step 3 - Public Supporting Documents

Public supporting documents consist of some mandatory and some optional (non-mandatory) documents as outlined in Application Form Part B.

Select 'Browse' to upload your documents.

You must enter the title of Community Engagement Materials, Community Feedback and 'Other Attachments' before you will be permitted to browse. For these items you may select multiple documents, although it is not advised to upload a large number of documents, but to rather combine similar documents into one.

Select 'Add More' to add a new document. Select 'Save' during and/or at the end of the process of uploading your public supporting documents.

You may click on a different Step or on 'Skip/Next' if you do not wish to upload your public supporting documents at this time. You will not be permitted to 'Submit' in Step 5 until all mandatory documents have been uploaded.

The maximum file size for all public supporting documents added together is 400MB.

Public supporting documents could take up to 15 minutes to upload if the maximum file size is reached.

If you are having any issues with uploading one or more of your documents, please **contact** IPART.

4.3.1 Step 3 - Special Rate Variation Supporting Documents - Public

Supporting Documents - PUBLIC

PDF, WORD, EXCEL and all other document types accepted

Steps 1- 5 may be accessed in any order. If you skip Steps, the documents you have uploaded will be saved. You may return to the Steps at any time to add or remove documents until the application deadline.

For items where you may add multiple documents, it is not advised to upload a large number of documents, but to rather combine similar documents into one.

Your application will not be submitted to IPART until selecting 'Submit' in Step 5.

The combined maximum file size for Public Supporting Documents in Step 3 is 400MB.

Confidential documents are to be entered in Step 4.

If you have any issues with uploading a Supporting Document, please contact the Local Government team on the details below.

STEP 1 PART A	STEP 2 PART B	STEP 3 PUBLIC DOCUMENTS	STEP 4 CONFIDENTIAL DOCUMENTS	STEP 5 SUMMARY

Supporting Documents - Public
(Total maximum file size : 400MB)

Please click the add button to add multiple documents.

Mandatory Supporting Documents:

- Community Strategic Plan Extracts — Choose File No file chosen
- Delivery Program — Choose File No file chosen
- LTFP — Choose File No file chosen
- Community Engagement Materials
  This can include media releases, public meeting notices, newspaper articles and fact sheets on the special variation, community feedback.
  Please combine multiples of similar types of document, into 1 document.
  Please specify document name/title — Choose File No file chosen
  Add More
- Community Feedback
  This can include surveys and results, if applicable.
  Please combine multiples of similar types of document, into 1 document.
  Please specify document name/title — Choose File No file chosen
  Add More
- Hardship Policy — Choose File No file chosen
- Resolution to apply for the special variation — Choose File No file chosen
- Certification — Choose File No file chosen

Non Mandatory Supporting Documents:

- TCorp Financial Assessment — Choose File No file chosen
- Asset Management Plan Extracts — Choose File No file chosen
- Past Instruments of Approval — Choose File No file chosen
- Resolution to adopt revised Community Strategic Plan and/or Delivery Program — Choose File No file chosen
- Other Attachment
  Please specify document name/title — Choose File No file chosen
  Add More

Back To Dashboard | Save | Skip / Next

4.4 Step 4 - Confidential Supporting Documents

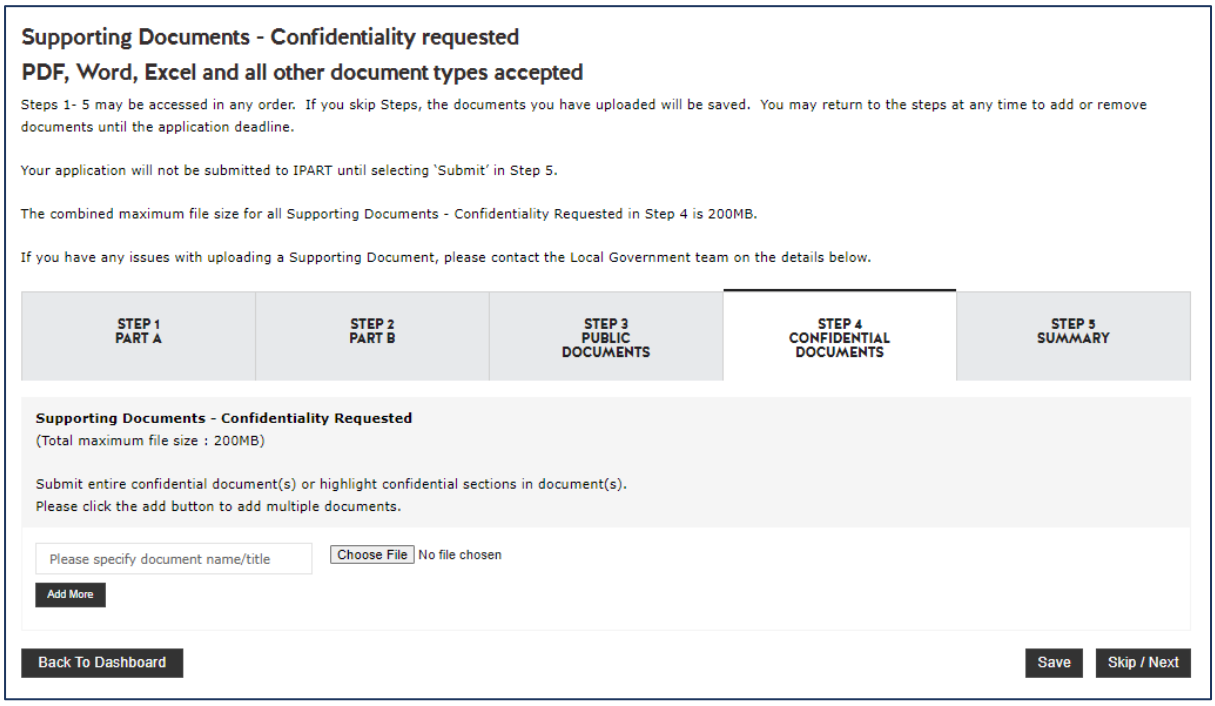
Upload your supporting documents for which confidentiality is requested in Step 4 by first entering a Title for the file and then select 'Browse'.

Select 'Add More' to add a new document. You may request that the entire document is treated as confidential, or you may highlight confidential sections and upload the document here.

You may click on a different Step or on 'Skip/Next' if you do not wish to upload confidentiality requested public supporting documents at this time.

Step 5 contains a Publications Policy on the treatment of these documents.

The maximum file size for all confidentiality requested Supporting Documents added together is 200 MB.

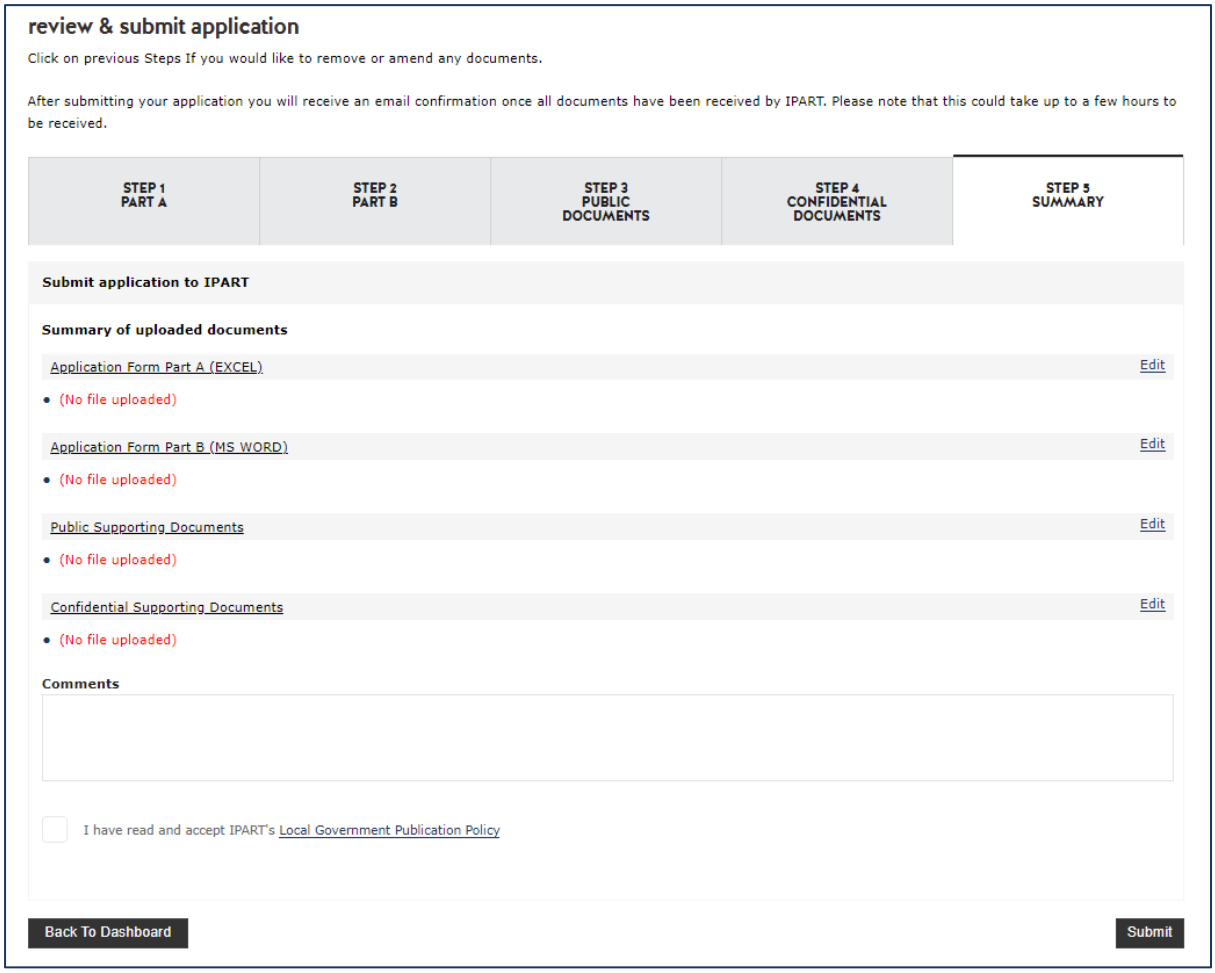


4.5 Step 5 - Reviewing and Submitting your Application

At Step 5 you can review which documents you will be submitting to IPART. To remove or update any documents you can click on the relevant Step.

You must select that you have read IPART's Local Government Publication Policy before you will be able to select 'Submit'.

Comments are optional.



5 After submitting - the process

After submitting your application, you will receive a confirmation email once your documents have been received by IPART. Please note this may not occur immediately. If you do not receive an email within 24 hours, please **contact** IPART.

After selecting **'Submit'**, your application will become **'Locked'** in the portal. Your application will be reviewed by IPART and uploaded onto the IPART website. You will receive a confirmation email once this occurs.

Please **contact** IPART to make any amendments to your application after submitting.

If you request (or are required) to amend your application, your application Status will read **'Further Information Required'**. Select '**Re-submit'** to remove, add or update any documents and select **'Submit'** in Step 5.

6 Tips for using the IPART Council Portal

- You may click on a different Step or on **'Skip/Next'** if you do not wish to upload your documents for any step at that time.
- There is a maximum file size which is labelled for each of the steps.
- The Portal allows you to update, add to or remove documents you have uploaded/saved (**contact** IPART to enable this if you have selected **'Submit'**).
- You may select **'Back To Dashboard'** to leave the process at any time. Any uploaded documents will be saved and you can continue with your application at a later point. These documents will not be submitted to IPART.
- Your documents will only be submitted to IPART once you select **'Submit'** at the end of the process. You will have a chance to review the documents you have saved before submitting.
- If you face any technical difficulties in using the portal, please do not hesitate to **contact** IPART staff to assist you.

7 Frequently Asked Questions

1) How do I remove or replace documents that I have uploaded?

Once you have uploaded a document there will be an **'Update'** and **'Remove'** link next to each document or **contact** IPART to unlock your application if you have already selected **'Submit'**.

2) What if I do not know my councils registration details?

Please **contact** the Local Government team. We can email you your council's details and can give you the option of changing the registration details.

3) Why is my application locked?

Once you submit your application, it will be locked for review by the IPART team. **Contact** IPART to unlock your application to make any amendments.

4) I have received an email from IPART asking me to re-submit a document. What do I do?

Log back into the Portal and select **'Re-submit'** to amend the relevant document/s. Select **'Submit'** in Step 5.

5) What is a Dashboard?

Your Dashboard is the starting point for you to select or re-enter the appropriate application process and to view the history and status of your application.

6) Why have my documents not saved correctly?

If you are uploading large documents, depending on your internet connection, the save or submit process may time-out or show an error message.

This can also occur if you exceed the document size limit indicated for each step. If you encounter any issues, please **contact** the IPART team.

7) What if I have documents to submit which exceed the maximum file limit?

Please **contact** the IPART team.

8) When and where will my council's application be available to view on the IPART website?

Once approved by IPART for upload to the website, your application will be available to view at https://www.ipart.nsw.gov.au/Home/Industries/Local-Government under the relevant heading/hyperlink. You will receive an email to notify you that your application has been uploaded. This will occur within a working week of submitting your application.

9) Why did I not receive an email straight away confirming that my application has been submitted?

Automated emails are sent once your documents have been received by IPART. This may not occur as soon as you select **'Submit'**. Please allow up to 24 hours to receive your email confirmation. **Contact** IPART if this does not occur.

10) Why did I not receive any email confirmations throughout the process?

Email confirmations are sent to the email address used when your council was registered. If you wish to receive email confirmations to a different address, you can **update** your details in the portal.

11) What is the meaning of the different Statuses on my Council's dashboard?

Status

- **Received/Submitted:** Your documents have been submitted and received by IPART.
- **Further Information Required:** Your documents have been submitted. Your Council or IPART has requested to replace or update documents in your application.
- **Published:** Your application has been published on the IPART website.

Action

- **Locked:** Your documents have been submitted. **Contact** IPART to unlock your application to make any amendments.
- **Re-submit:** Your documents have been submitted. IPART or your Council has requested to make amendments.
- **Edit:** Your documents have been saved but not submitted to IPART. Select this link to continue with your application.