

ONLINE GIPA APPLICATIONS – How to Guide

External User Procedure

Procedure | Customer Service

Online GIPA applications allows for applicants to lodge electronic applications for Informal (Open Access) and Formal GIPAs.

For further assistance submitting an application using Councils online services contact our Customer Service team on 02 6578 7290.

Detailed below is a step by step process for completing online GIPA applications and how to register with Councils online services.

Open the link below:

<https://community.singleton.nsw.gov.au/eservice/start.do>

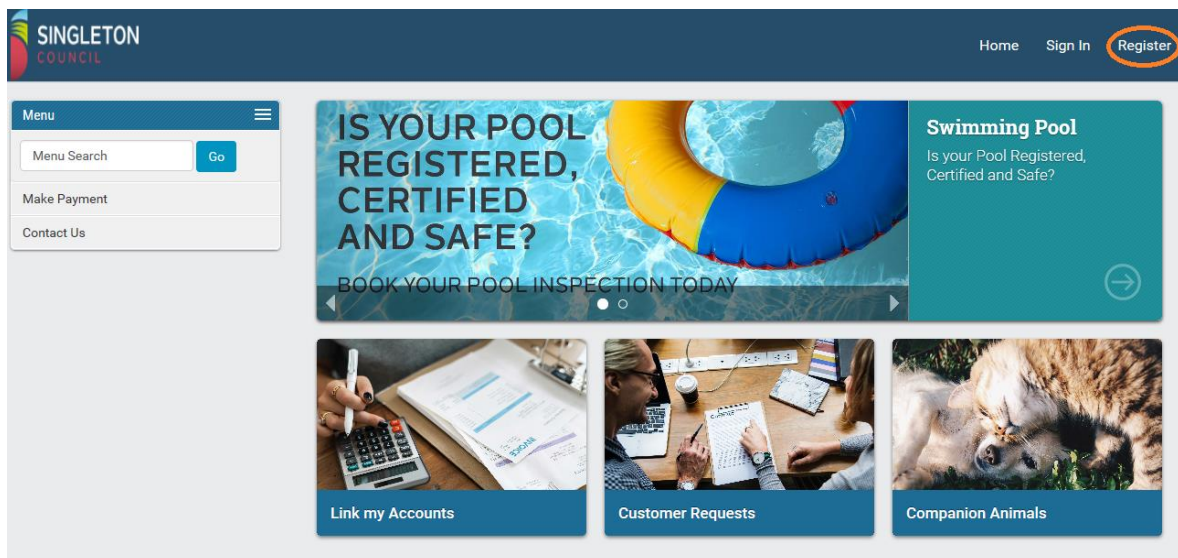
This link will take you to the front page of Council's online services (as per picture below)

Tip: Save this link to your favourites

Register with Council Online Services:

For first time users you will need to register.

Select 'Register' in the right hand corner at top of the screen – as circled below.



The screenshot shows the Singleton Council website interface. At the top right, there are links for 'Home', 'Sign In', and 'Register' (the 'Register' link is circled in orange). On the left, there is a 'Menu' section with a search bar and options for 'Make Payment' and 'Contact Us'. The main content area is dominated by a large banner for 'IS YOUR POOL REGISTERED, CERTIFIED AND SAFE?' with a call to action 'BOOK YOUR POOL INSPECTION TODAY'. Below the banner are three service tiles: 'Link my Accounts' (with an image of a calculator and documents), 'Customer Requests' (with an image of people at a desk), and 'Companion Animals' (with an image of a dog).

Complete the registration form as per below:

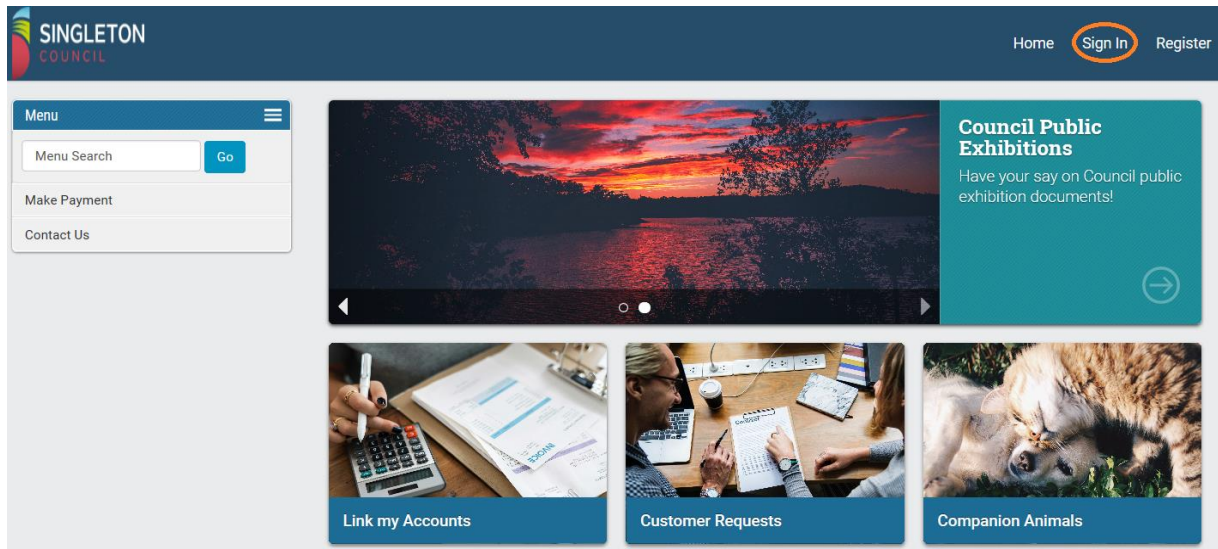
The screenshot shows the 'Create an Account' page on the Singleton Council website. The page has a dark blue header with the council logo and navigation links for Home, Sign In, and Register. A left-hand menu contains links for Menu, Make Payment, and Contact Us. The main content area is titled 'Create an Account' and includes an 'Instructions' box. The registration form asks for the user's role (individual or organisation), title, first and last names, email address, mobile phone, and date of birth. It also requires a password and its confirmation. The address section includes street address, state, and postcode. There is a section for 'OTHER CONTACTS' with a plus icon to add more. A CAPTCHA section with the text 'I'm not a robot' and a reCAPTCHA logo is present. At the bottom, there is a 'TERMS & CONDITIONS' section with a checkbox for agreement and 'Submit' and 'Reset' buttons.

Note: After you hit 'Submit' an email will be sent to your nominated Email address to validate your registration. Click on the link in the email and it will return you to Council's online services where you can now **Sign In**.

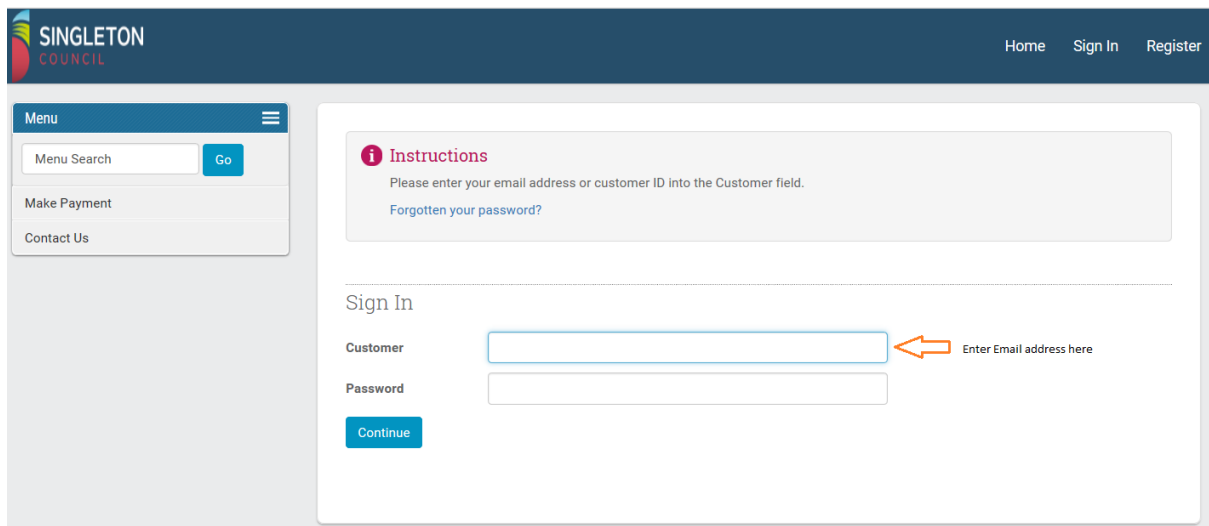


Sign in to Council Online Services:

Select 'Sign In' in the right hand corner at top of the screen – as circled below.



Note: Your 'Customer' sign in is your email address you used to 'Register'



Once signed in, you will now have access to a variety of Council Online Services.

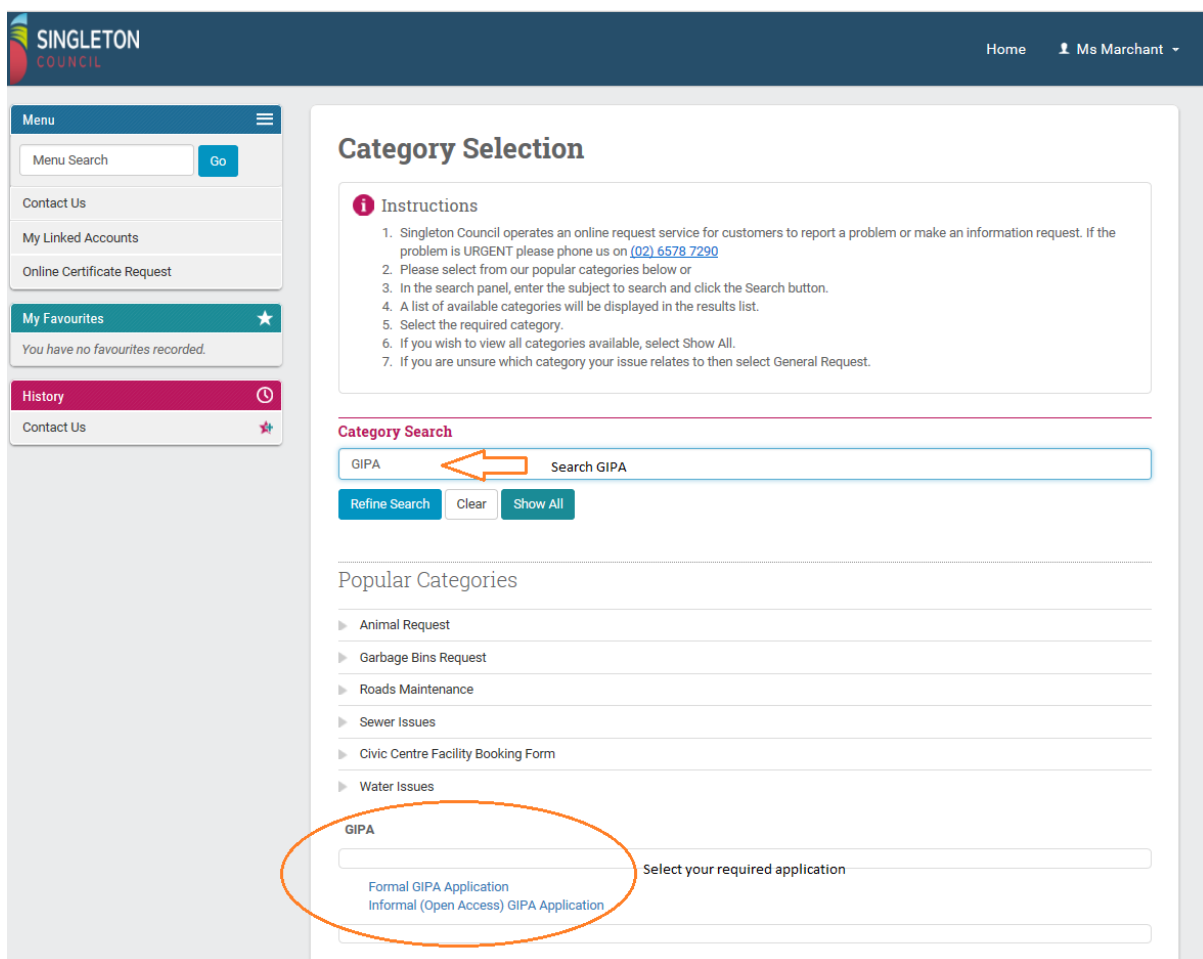


Complete GIPA Application:

'Go To' the 'Customer Requests' tile



Search 'GIPA' in the category search and hit enter.



SINGLETON COUNCIL Home Ms Marchant

Menu

Menu Search Go

Contact Us

My Linked Accounts

Online Certificate Request

My Favourites ★
You have no favourites recorded.

History ⌚
Contact Us ★

Category Selection

i Instructions

1. Singleton Council operates an online request service for customers to report a problem or make an information request. If the problem is URGENT please phone us on [020 6578 7290](tel:0202065787290)
2. Please select from our popular categories below or
3. In the search panel, enter the subject to search and click the Search button.
4. A list of available categories will be displayed in the results list.
5. Select the required category.
6. If you wish to view all categories available, select Show All.
7. If you are unsure which category your issue relates to then select General Request.

Category Search

GIPA Search GIPA

Refine Search Clear Show All

Popular Categories

- ▶ Animal Request
- ▶ Garbage Bins Request
- ▶ Roads Maintenance
- ▶ Sewer Issues
- ▶ Civic Centre Facility Booking Form
- ▶ Water Issues

GIPA

Select your required application

- Formal GIPA Application
- Informal (Open Access) GIPA Application

Search results will provide option to complete Formal and Informal Applications.

Note: For further information on which type of GIPA you require refer to Councils website – GIPA page - Agency Information Guide



Formal GIPA Payment details:

Formal GIPA Applications should be made to Council by completing the application form and should be accompanied by the GIPA prescribed application fee of \$30.00. Additional \$30.00 hourly processing charges may be applicable.

After submitting the Formal GIPA Application, the next step is to make payment.

The below screen is to check payment amount is correct. Then continue:

The screenshot shows the 'Fees for Payment' page on the Singleton Council website. The page has a dark blue header with the Singleton Council logo and navigation links for 'Home' and 'Ms Marchant'. A left-hand menu contains options like 'Menu Search', 'Contact Us', 'My Linked Accounts', 'Online Certificate Request', 'My Favourites', and 'History'. The main content area is titled 'Fees for Payment' and includes an 'Instructions and General Information' box stating that the following is a list of fees payable. Below this is a table of fees payable:

Fee Type	Cost Excl. GST	GST	Cost Inc. GST
Formal GIPA Application			
Formal GIPA Application	\$30.00	\$0.00	\$30.00
			Fees Total (inc. GST) \$30.00

A 'Continue' button is located at the bottom of the table.

The next screen is where you can enter your payment details:

The screenshot shows the 'CRM Payment' page on the Singleton Council website. The page has the same dark blue header and left-hand menu as the previous screenshot. The main content area is titled 'CRM Payment' and includes an 'Instructions' box stating 'Complete payment details to finalise CRM payment.' Below this is a 'Payment Methods' section with two radio buttons: 'MasterCard' (selected) and 'Visa'. Below the radio buttons is a 'Payment Amount' section showing 'Amount \$30.00'. A 'Submit' button is located below the amount. At the bottom of the page, there is a note: '(Next step: Confirm total payment amount & enter credit card details)'

Once payment has been processed, your request will be sent through to the Customer Service Team to commence processing your application.

