

Guide for Applicants

Certificate of Occupancy

Upload Missing Documents & Fire Report

Version 1.6



Government of South Australia
Department for Housing
and Urban Development

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Associated Guides

1 Submit Building Notification

Refer to the guide for instructions on how to submit mandatory building notification throughout the building works process. This includes submitting the 'completion of building work notification' and the 'Statement of Compliance' notifications; needed to issue a Certificate of Occupancy application.

2 Submit Certificate of Occupancy Application

Refer to this guide for instructions on how to submit a Certificate of Occupancy Application.

3 Upload Missing Documentation and Fire Report

Refer to this guide for instructions on uploading missing documentation requested by the issuing relevant authority during the validation of your Certificate of Occupancy Application, and instructions on uploading the Fire Report where your application validation identifies a 'Fire Report' is required.

4 Pay the Certificate of Occupancy Fee - Online

Refer to this guide for instructions on how to find the Fee Advice to view and/or print, make a credit card payment and find the Tax Invoice to view and/or print.

5 Issued Certificate of Occupancy

Refer to this guide for instructions on viewing the decision outcome and to download the Certificate of Occupancy.

6 Initiate an Appeal

Refer to the guide for information about lodging an appeal if you are not happy with a decision of the relevant authority in relation to the issuing of a Certificate of Occupancy.

1. Receive and View the Request for Documentation

During the validation of your Certificate of Occupancy (CoO) application when the relevant authority issuing your CoO identifies missing mandatory documentation you will be advised via email.

When your application is validated and a 'Fire Report' is required, you will receive a second email notification requesting to provide the fire report within 15 working days of the request.

View the request for documentation

1. Click on **Certificate of Occupancy Application** link within the email to view the request for documentation.
2. Login (if not already) and the **Certificate of Occupancy Details** screen displays.

Request for Documentation – Certificate of Occupancy ID:
1654 for Application ID: 25000741
Building/Building Work: Boarding House
Applicant: Test Applicant
Location of development: 1 JAMES ST CAMPBELLTOWN SA
5074



We require additional documentation to continue the assessment of your Certificate of Occupancy application. Refer to the letter attached for more details.

1. [Login](#) to upload requested documentation.

If you have any difficulties in providing the requested documents, or have any other questions regarding this process, please contact us on the details below.

Regards,

3. Click PROVIDE MANDATORY INFORMATION to view the request.

Certificate of Occupancy for Boarding House at : 1 James St Campbelltown SA 5074

Summary

Documents

Related Actions

PROVIDE MANDATORY INFORMATION...

3

Help for this section

< Development application 25000741

Certificate ID	Building Address	Building/Building Work	Building Work ID	Building Class	Submitted By
1654	1 JAMES ST CAMPBELLTOWN SA 5074	Boarding House	13410	3	Test Applicant Email: dptitesting99+Applicant1@gmail.com Phone:

Certificate of Occupancy Details

Certificate of Occupancy Status

Awaiting Mandatory Documentation

The **Provide Mandatory Information** page displays.

4. Click on document file name with the 'Request for Documentation' type to download.

Provide Mandatory Information

Certificate ID	Building Address	Building/Building Work	Building Work ID	Building Class	Submitted By
1654	1 JAMES ST CAMPBELLTOWN SA 5074	Boarding House	13410	3	Test Applicant Email: dptitesting99+Applicant1@gmail.com Phone:

Existing Documents

Document	Type	Date Created
* Certificate of Compliance-Electricity.docx	Certificate of Compliance	6 Jun 2025 9:57
* Request for Mandatory Documentation - Application 25000741 - Certificate Of Occupancy 1654.pdf	Request for Documentation	6 Jun 2025 11:09
Clock-337358.png	Decision Notification Form	31 Mar 2025 13:48
DecisionNotificationForm-Application25000741-337377.pdf	Development Approval	31 Mar 2025 14:01
Clock-337392.png	Statement of Compliance	31 Mar 2025 14:33

5 items

5. Click on **download** to view the letter on the screen.

Provide Mandatory Information - x dptitraining.applancloud.com/sui/ x +

https://dptitraining

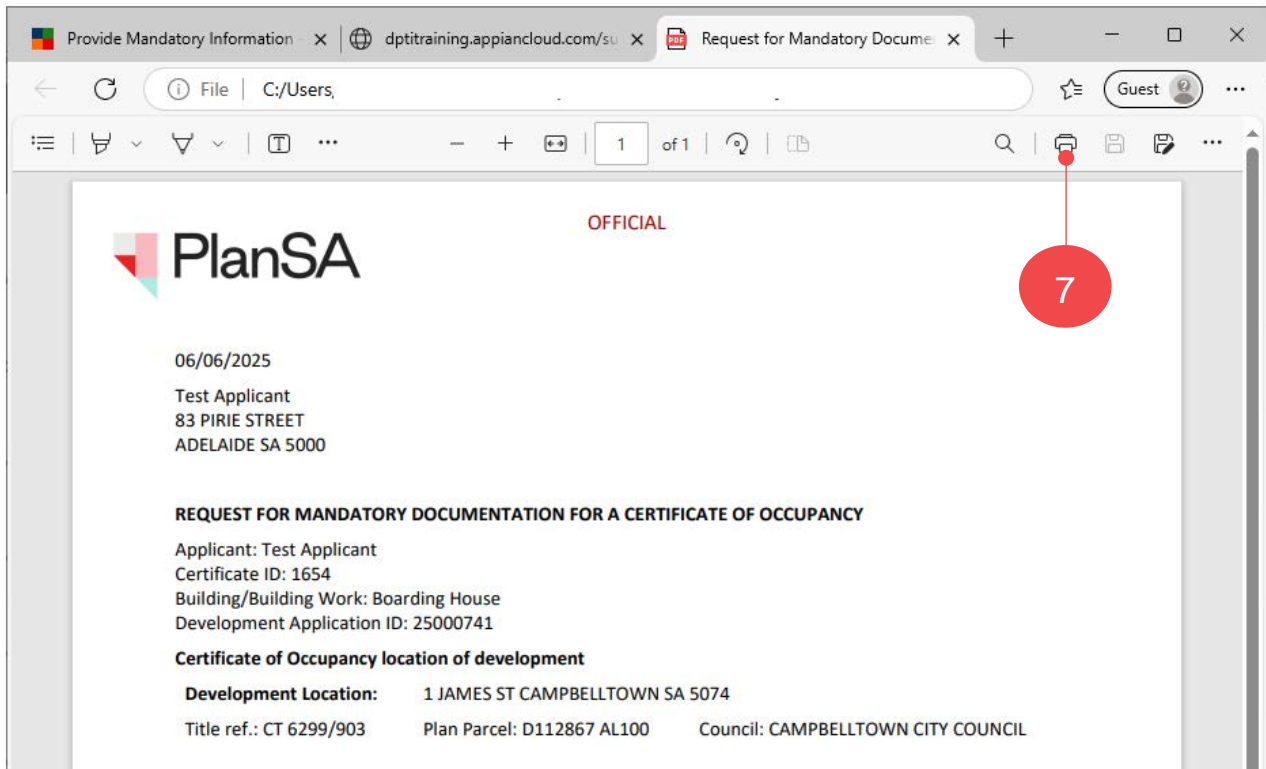
Document download started. Please check your browser's file download section, which is typically at the bottom

Downloads

Request for Mandatory Documentation - App 25000741 - Certificate Of Occupancy 1654.pdf

Open file

6. Under the opening sentence a list of the mandatory documentation that you must provide is provided.
7. As required, **Print** the *Request for Mandatory Documentation* letter.



2. Upload Missing Documentation

You will be taken directly to step 5 when you have followed the Certificate of Occupancy Application link within the email notification.



1. Login with your account details (if not already logged in). Alternatively, return to the email notification and follow the **Certificate of Occupancy Application** link.
2. Click on **Certificate of Occupancy** tab within Your Applications dashboard.
3. Click on certificate **ID** number to view.
4. Click on **Provide Mandatory Information** within the **Certificate of Occupancy - Summary**.

Certificate of Occupancy for Boarding House at : 1 James St Campbelltown SA 5074

Summary Documents Related Actions

PROVIDE MANDATORY INFORMATION

4

Help for this section

< Development application 25000741

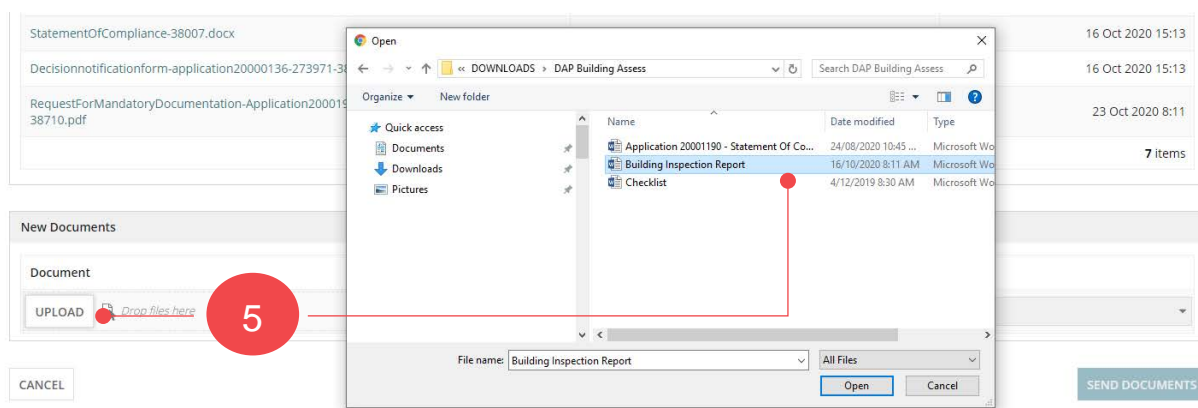
Certificate ID 1654	Building Address 1 JAMES ST CAMPBELLTOWN SA 5074	Building/Building Work Boarding House	Building Work ID 13410	Building Class 3	Submitted By Test Applicant Email: dptitesting99+Applicant1@gmail.com Phone:
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Certificate of Occupancy Details

Certificate of Occupancy Status
Awaiting Mandatory Documentation

5. Click on **Upload** within the New Documents section and select the document from the folder location and **Open** to upload.

Alternatively, when multiple documents require to be uploaded, you can then drag and drop each document from the folder location into the 'Drop file here' area.



6. The document category automatically defaults (not editable) with 'Occupancy Documents'.
7. Select the document type and depending on the type selected another field is available to Type a Description (mandatory). In the below example, the document uploaded is a *Inspection document* and 'Photo showing issue resolved' is the description provided.

The screenshot shows the 'New Documents' form. A red circle with the number 6 points to the 'Document Category' dropdown, which is set to 'Occupancy Documents'. A red circle with the number 7 points to the 'Document Type' dropdown, which is set to 'Inspection Document'. The 'Type Description' field contains the text 'Photo showing issue resolved' and has a close button (X) on the right. Below the table is a note: 'Note: You may select multiple documents to upload simultaneously.' At the bottom, there are two radio buttons for 'Have you completed uploading the requested information? *'. The 'SEND DOCUMENTS' button is highlighted in blue.

Document	Document Category	Document Type	Type Description
Inspection... PNG - 7.48...	Occupancy Documents	Inspection Document	Photo showing issue resolved X
UPLOAD Drop files here	--- Select One ---	--- Select One ---	

Note: You may select multiple documents to upload simultaneously.

Have you completed uploading the requested information? *

☐ No - I have more information to upload

☐ Yes - I have uploaded all requested information

CANCEL SEND DOCUMENTS

Have you completed uploading the requested information?

8. Select **no** when have more information to upload or **yes** all requested information is uploaded.

More information to be up loaded

When more information to be uploaded, then return to the Certificate of Occupancy and repeat the instructions.

9. Click on **Send Documents** to complete the action.

This screenshot is identical to the previous one, but the 'Yes - I have uploaded all requested information' radio button is now selected. The 'SEND DOCUMENTS' button remains highlighted in blue.

Document	Document Category	Document Type	Type Description
Inspection... PNG - 7.48...	Occupancy Documents	Inspection Document	Photo showing issue resolved X
UPLOAD Drop files here	--- Select One ---	--- Select One ---	

Note: You may select multiple documents to upload simultaneously.

Have you completed uploading the requested information? *

☐ No - I have more information to upload

☒ Yes - I have uploaded all requested information

CANCEL SEND DOCUMENTS

On sending the documents you are returned to the **Certificate of Occupancy Details** where you will see the following updates:

- **Certificate of Occupancy Status** updated to 'Validation in Progress' and with the issuing relevant authority to complete.
- **Mandatory Documentation** status updated to 'Completed.'

Certificate of Occupancy for Boarding House at : 1 James St Campbelltown SA 5074

Summary

Documents

Related Actions

Development application 25000741

Certificate ID

1654

Building Address

1 JAMES ST CAMPBELLTOWN SA 5074

Building/Building Work

Boarding House

Building Work ID

13410

Building Class

3

Submitted By

Test Applicant

Email:

dptitesting99+Applicant1@gmail.com

Phone:

Certificate of Occupancy Details

Certificate of Occupancy Status

Validation in Progress

Available occupancy document types

Occupancy Document types	Type Description option available
Bushfire requirements	No
Certificate of Compliance	Yes
Engineering Inspection Certificate/Report	Yes
Engineering Installation Certificate/Report	Yes
Energy Efficiency Documents	Yes
Fire Engineering Report – Final	No
Fire Report	Yes
Performance Based Design Report	No
Form 2	Yes
Inspection Documentation	Yes
Rectification Documentation	Yes
Limitations or Conditions	Yes
Supporting Documentation	Yes
Schedule 2 – Site Contamination Form	No
Schedule 3 – Statement of site suitability	No
Statement of Compliance	Yes
Statutory Declaration – Smoke Alarms/Bushfire protection	No
Supervisor Checklist	No
Supporting Documentation	Yes

3. Upload the Fire Report

On validation of your Certificate of Occupancy (CoO) application, where the relevant authority issuing your CoO identifies that a 'Fire Report' is required and/or missing, you will receive an email notification and have 15 working days to provide the report.

Note: A *Fire Report* is not required for building class 1A – dwellings.

1. Click on the **Certificate of Occupancy Application** link within the email notification.
2. Login with your account details (if not already logged in).

Request for Fire Report – Certificate of Occupancy Application 1654



Your completed building at 1 JAMES ST CAMPBELLTOWN SA 5074 may not be occupied until you have been issued a Certificate of Occupancy.

In order for us to complete the validation that the building is ready to occupy, please provide the fire report received from the fire authority for Certificate of Occupancy 1654 for Development Application 25000741. You have 15 days to upload this document. The sooner you do so, the sooner your application may be processed and, if all is in order, the Certificate of Occupancy issued to you.

To submit the fire report, please visit your [Certificate of Occupancy application](#), and initiate the 'Provide Fire Report' action.

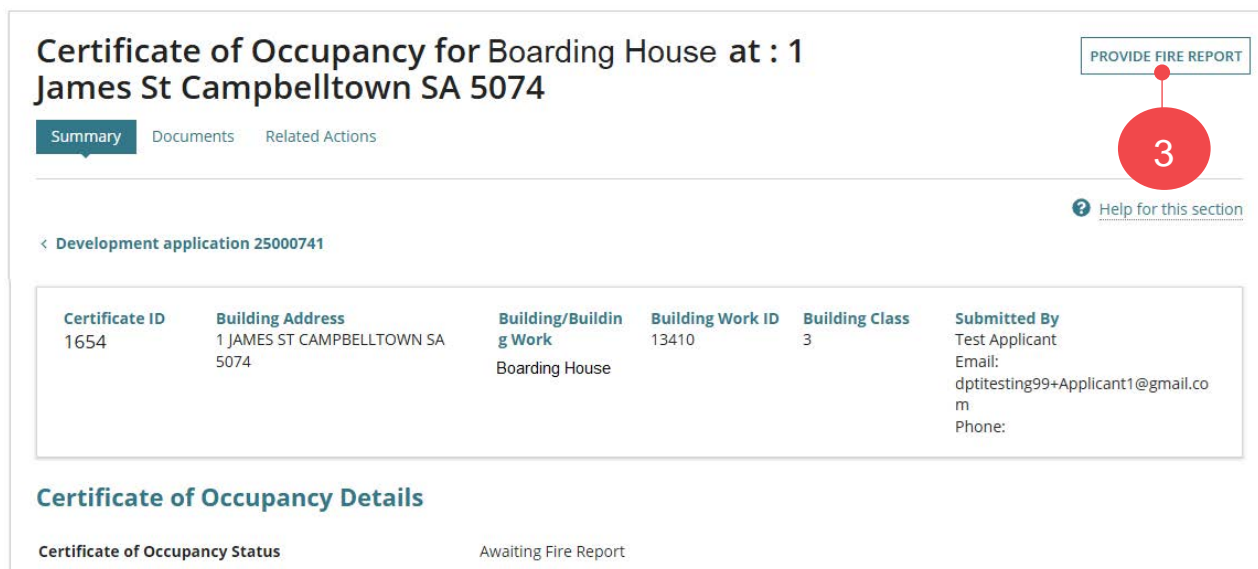
If the fire authority has not provided the fire report to you, please contact them directly to request it.

Regards,

1

The **Certificate of Occupancy - Summary** displays with option PROVIDE FIRE REPORT.

3. Click on **Provide Fire Report** to upload the report.



Certificate of Occupancy for Boarding House at : 1 James St Campbelltown SA 5074

Summary Documents Related Actions

< Development application 25000741

Certificate ID 1654	Building Address 1 JAMES ST CAMPBELLTOWN SA 5074	Building/Building Work Boarding House	Building Work ID 13410	Building Class 3	Submitted By Test Applicant Email: dptitesting99+Applicant1@gmail.com Phone:
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Certificate of Occupancy Details

Certificate of Occupancy Status Awaiting Fire Report

The **Submit Fire Report for Certificate of Occupancy** shows.

4. Click on **Upload** to find the fire report saved on your computer.

Submit Fire Report for Certificate of Occupancy

Certificate ID 1654	Building Address 1 JAMES ST CAMPBELLTOWN SA 5074	Building/Building Work Boarding House	Building Work ID 13410	Building Class 3	Submitted By Test Applicant Email: dptitesting99+Applicant1@gmail.com Phone:
-------------------------------	--	---	----------------------------------	----------------------------	---

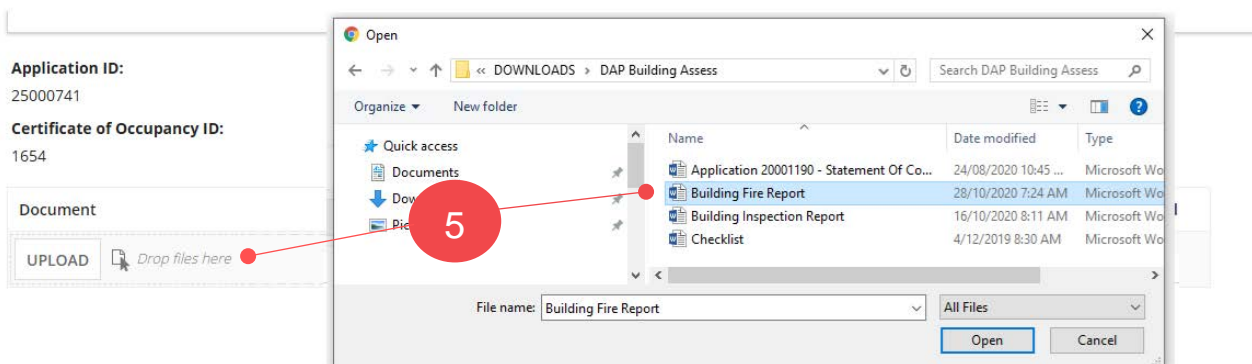
Application ID:
25000741

Certificate of Occupancy ID:
1654

Document	Document Category	Document Type	Date Created
UPLOAD  Drop files here	Select One ---	--- Select One ---	

Note: You may select multiple documents to upload simultaneously.


5. Locate the fire report on your computer and select to upload or drag-and-drop into the upload field.



Application ID:
25000741

Certificate of Occupancy ID:
1654

Document

UPLOAD  Drop files here

File name: Building Fire Report

Open Cancel

- 6. The document is automatically categorised with **Category** 'Occupancy Documents' and **Type** 'Fire Report' and option to type a description (mandatory).
- 7. and then **Submit** to complete the action.

6

Document	Document Category	Document Type	Type Description	Date Created	
<div><div>fire reports</div><div>DOCX - 38.1...</div></div>	Occupancy Documents	Fire Report	Inc. description making referenc		X
<div>UPLOAD<div>Drop files here</div></div>	--- Select One ---	--- Select One ---			

Note: You may select multiple documents to upload simultaneously.

CANCEL

7

SUBMIT

The **Certificate of Occupancy Details** screen displays, with the status of the application updated to:

- **Awaiting Payment**, the action is with you to pay the application Fee Advice
- **Awaiting Decision**, the action is with the issuing relevant authority to decide.

Certificate of Occupancy for Boarding House at : 1
James St Campbelltown SA 5074

PAY FEE ADVICE

Summary

Documents

Related Actions

Development application 25000741

Help for this section

Certificate ID 1654	Building Address 1 JAMES ST CAMPBELLTOWN SA 5074	Building/Buildin g Work Boarding House	Building Work ID 13410	Building Class 3	Submitted By Test Applicant Email: dptitesting99+Applicant1@gmail.co m Phone:
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Certificate of Occupancy Details

Certificate of Occupancy Status

Awaiting Payment

For more information visit
plan.sa.gov.au



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Department for Housing
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