

Guide for the Relevant Authorities

Certificate of Occupancy

Manage an Appeal of a Decision

Version 1.5



Government of South Australia

Department for Housing
and Urban Development

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Associated Instructions

1 **Receive Building Notification**

Refer to the guide [Receive Building Notification](#) for instructions on receiving the completion of building work and Statement of Compliance notification and on how to record the 'inspection outcome'.

2 **Validate Certificate of Occupancy Application**

Refer to this guide for instructions to verify a valid application for a Certificate of Occupancy received for processing, and that all relevant documentation and fees have been received.

The Validate Certificate of Occupancy Application guide includes instructions on how to ...

- **Request for Documentation**
- **Request Fire Report**

3 **Issue a Decision for the Certificate of Occupancy Application**

Refer to this guide for instructions on how to 'issue' or 'refuse' a Certificate of Occupancy application.

4 **Revoke a Certificate of Occupancy**

Refer to this guide for instructions on revoking an issued Certificate of Occupancy.

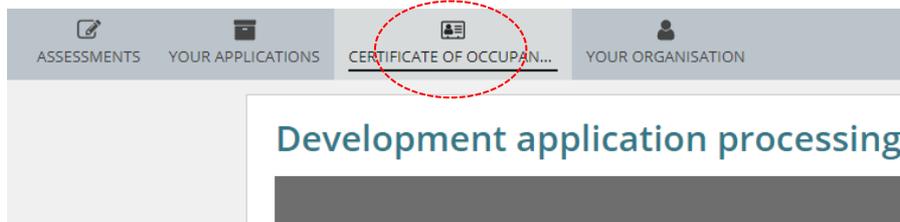
5 **Process an Appeal**

Refer to the guide for instructions on receiving and processing an appeal from an applicant in relation to Certificate of Occupancy conditions, regarding process, refusal or other reasons.

1. Receive and Record Appeals

Locate the Certificate of Occupancy application

1. Click on **Certificate of Occupancy**.



2. Click on **Completed** to view all Certificate of Occupancy (CoO) issued.
3. Locate the CoO and click on the Certificate **ID** number to open.



Completed

Application ID	Certificate ID	Location	Building Work(s)	Initiated	Decision	Status
24002627	1382	89 ARTHUR ST MAGILL SA 5072	First work	9 Sept 2024	9 Sept 2024	Refused

The Certificate of Occupancy is displayed with a 'refused' status.

4. Click on **Appeals** tab.

Information!

The **Appeals** tab is only available if the relevant authority has refused the CoO application.

Certificate of Occupancy for First work... at 89 ARTHUR ST MAGILL SA 5072

Certificate ID 1382	Building Address 89 ARTHUR ST MAGILL SA 5072	Building/Building Work First work	Building Class 4, 1A	Submitted By Applicant Email: plansa2023@gmail.com Phone: 0123456789
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Certificate of Occupancy Details

Certificate of Occupancy Status

Refused

Complete the Appeal Matter

Information!

Only one appeal can be recorded at a time. The ability to record another appeal for the same application can occur after recording the outcome of the previous appeal and only when the outcome of the previous appeal is either 'Affirm the decision' or 'Appeal Withdrawn'.

5. Click ADD APPEAL.

Certificate of Occupancy for First work... at 89 ARTHUR ST MAGILL SA 5072

Summary Documents Checklist Fees Performance Solutions/Variations Limitations/Conditions Clocks Decision **Appeals** Building Notifications
Inspection Related Actions

ADD APPEAL

Help for this section

< Development application 24002627

Certificate ID 890	Building Address 89 ARTHUR ST MAGILL SA 5072	Building/Building Work First work	Building Class 4, 1A	Submitted By Applicant Email: plansa2023@gmail.com Phone: 0123456789
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Appeals

Appellant Name	What's being Appealed?	Outcome	Date Appeal Lo
No Appeal Matters			

Complete the Appeal details

6. Complete the Appeal screen as follows.

- **Appeal Matter***: provide the appeal details.
- **Appeal Body***: i.e. Assessment Panel, Commission or Court.
- **Appellant Name***: person making the appeal.
- **Date Appeal Lodged***: with the Court or assessment panel or commission.

Information!

When the lodgement date is greater than 28 calendar days, an acknowledgement of the following message (*below*) must be made to proceed.

I understand that according to the Planning, Development and Infrastructure Act 2016, any appeal must be commenced within 28 days after a notice of refusal is given to the applicant, unless the Court allows an extension of time.

- **What's being appealed?***: make a selection from the list of options.
- **ERD Court Appeal Number**: enter if relevant.

Upload Appeal Matter Documents

Appeal Matter *

Appeal Body *

Appellant Name *

Date Appeal Lodged *

I understand that according to the Planning, Development and Infrastructure Act, any appeal must be commenced within 28 days after a notice of refusal is given to the applicant unless the Court allows an extension of time.

What's Being Appealed? *

ERD Court Appeal Number

Appeal Documents

Existing Appeal Documents

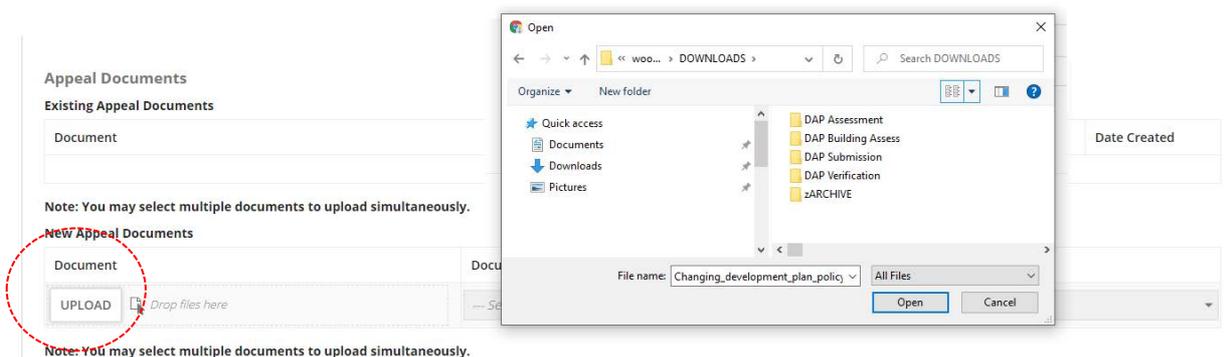
Document	Document Type	Date Created
No items available		

New Appeal Documents

Document	Document Category	Document Type
<input type="button" value="UPLOAD"/> Drop files here	--- Select One ---	--- Select One ---

Note: You may select multiple documents to upload simultaneously.

- Click on **Upload** to attach the appeal document, emails, correspondence, meeting minutes, etc. from the saved file location on your computer to assist in an audit trail.



8. Select the 'Appeal Document' category and then the applicable 'type' of document.

Appeal Documents

Existing Appeal Documents

Document	Document Type	Date Created
No items available		

New Appeal Documents

Document	Document Category	Document Type	
 Council_ACP - ad... DOCX - 21.94 KB	Appeal Document ▼	S126 Notice to ERDC ▼	✕
<input type="button" value="UPLOAD"/> Drop files here	--- Select One --- ▼	--- Select One --- ▼	

Note: You may select multiple documents to upload simultaneously.

Record an Appeal Event

An event may include meeting minutes, phone conversations or similar to assist in keeping an audit trail for the outcome.

9. Click on **Add new event**.
10. Enter **date of the event** and then select the **Event type**.
11. Click on **SAVE APPEAL** to record the outcome later.

Events

Date of Event	Event	
13/09/2024 📅	Conference ▼	🗑️
<input type="button" value="+ Add new event"/>		

Outcome

Appeal Outcome

--- Select One --- ▼

The **Appeals** screen now displays the created 'appeal record'.

< Development application 24002627

Certificate ID 890	Building Address 89 ARTHUR ST MAGILL SA 5072	Building/Building Work First work	Building Class 4, 1A	Submitted By Applicant Email: plansa2023@gmail.com Phone: 0123456789
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Appeals

Appellant Name	What's being Appealed?	Outcome	Date Appeal Lodged
Penny Public	Applicant appeals refusal	-	9 Sept 2024

12. Return to the **Certificate of Occupancy** dashboard.

13. Click on the **Under Appeal** tab to locate and view the CoO under appeal.

FOR YOUR ACTION (50) WAITING (5) **UNDER APPEAL (1)** REVOKED (1) COMPLETED (41)

Under Appeal

Application ID	Certificate ID ↓	Location	Building Work(s)	Initiated
24002627	890	89 ARTHUR ST MAGILL SA 5072	First Work	23 Sept 2024

2. Update Appeals Outcome

The appeal is updated on receiving the decision from the courts or assessment panel.

On updating the appeal outcome, the primary contact of the decision is notified, and the Local Government Authority (council) is notified when an independent assessor (accredited professional) is issuing the Certificate of Occupancy.

Locate the certification under appeal

1. Click on **Certificate of Occupancy** option from your dashboard.
2. Click on UNDER APPEAL to view the certificate application.
3. Locate the CoO and click on the Certificate **ID** number to open.

FOR YOUR ACTION (50) WAITING (5) **UNDER APPEAL (1)** REVOKED (1) COMPLETED (41)

Under Appeal

Application ID	Certificate ID ↓	Location	Building Work(s)	Initiated
24002627	890	89 ARTHUR ST MAGILL SA 5072	First Work	23 Sept 2024

Prior to recording the appeal decision update, the [Update Performance Solutions and Variances](#) and/or [Update Limitations and Conditions](#) as required.

Update Performance Solutions and Variances

The 'Reverse' decision may require updates to the Performance Solutions and/or Variances.

Before you begin: Ensure the required Certificate of Occupancy (CoO) displays.

1. Click on the **Performance Solutions/Variances** tab and **EDIT PERFORMANCE SOLUTIONS**.

Certificate of Occupancy for First work... at 89 ARTHUR ST MAGILL SA

EDIT PERFORMANCE SOLUTIONS ...

Summary Documents Checklist Fees **Performance Solutions/Variances** Limitations/Conditions Clocks Decision Appeals Building Notifications Inspection

Related Actions

[Help for this section](#)

< Development application 24002627

Certificate ID 890	Building Address 89 ARTHUR ST MAGILL SA 5072	Building/Building Work First work	Building Class 4, 1A	Submitted By Applicant Email: plansa2023@gmail.com Phone: 0123456789
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Performance Solutions / Variances

If the constructed building (or part of the building) covered by this certificate of occupancy included any performance solutions or variances as part of the Building Consent or any subsequent variation of development approval, please list them below. Note: all matters at variance with the Building Rules must be approved in accordance with section 118 of the Act.

Performance Solutions ▼
Performance Solution 1 Insulation
Variances ▼
Variance 1 Details of the variance

2. Click on the appropriate option **Add another performance solution** or **Add another variance**.
3. Provide the details for the applicable action, i.e. performance solution or variance.
4. Click **SUBMIT** to keep the updates.

Update Limitations and Conditions

The 'Reverse' decision may require updates to the Limitations and/or Conditions.
Before you begin: Ensure the required Certificate of Occupancy (CoO) displays.

1. Click on **Limitations/Conditions** tab and EDIT LIMITATIONS/CONDITIONS.

Certificate of Occupancy for First work... at 89 ARTHUR ST MAGILL SA

EDIT LIMITATIONS / CONDITIONS

Summary Documents Checklist Fees Performance Solutions/Variations **Limitations/Conditions** Clocks Decision Appeals Building Notifications Inspection

Related Actions

< Development application 24002627 ? Help for this section

Certificate ID 890	Building Address 89 ARTHUR ST MAGILL SA 5072	Building/Building Work First work	Building Class 4, 1A	Submitted By Applicant Email: plansa2023@gmail.com Phone: 0123456789
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Limitations / Conditions

If the constructed building (or part of a building) covered by this certificate of occupancy is subject to any limitations or conditions, please specify them below.

Limitation/Conditions ▼

There are no limitation/conditions recorded yet

Supporting Documentation

Please upload any pertinent documentation in support of the stipulated limitations/conditions (if you wish to record an association between a specific limitation / condition and an uploaded document, add a note to the limitation / condition above).

2. Click on **Add another limitation/Condition.**
3. Provide the details for the applicable action, i.e. performance solution or variance.
4. Upload supporting documentation (as required).
5. Click SUBMIT to keep the updates.

Record the decision against the appeal

1. Click on **Appeals** tab and EDIT APPEAL.

Certificate of Occupancy for First work... at 89 ARTHUR ST MAGILL SA

Summary Documents Checklist Fees Performance Solutions/Variances Limitations/Conditions Clocks Decision **Appeals** Building Notifications Inspection



< Development application 24002627

[Help for this section](#)

Certificate ID 890	Building Address 89 ARTHUR ST MAGILL SA 5072	Building/Building Work First work	Building Class 4, 1A	Submitted By Applicant Email: plansa2023@gmail.com Phone: 0123456789
------------------------------	--	---	--------------------------------	--

Appeals

Appellant Name	What's being Appealed?	Outcome	Date Appeal Lodged
Penny Public	Applicant appeals refusal	-	9 Sept 2024

Upload supporting documentation

2. Click **UPLOAD** to attach relevant and supporting outcome documentation.
3. Select the 'Appeal Document' category and then the applicable 'type' of document.

Appeal Documents

Existing Appeal Documents

Document	Document Type	Date Created
* Council_ACP - additional documents uploads.docx	S126 Notice to ERDC	23 Sep 2024 07:55

New Appeal Documents

Document	Document Category	Document Type	
 Council_ACP - addition... DOCX 21.94 KB	Appeal Document	Panel Assessment Report	X
UPLOAD  Drop files here	--- Select One ---	--- Select One ---	

Note: You may select multiple documents to upload simultaneously.

Record and apply the Appeal Outcome

4. Choose the **Appeal Outcome** from the list of options in the table below.

Appeal Outcome	Select when decision made by the ...
Affirm the decision	Assessment Panel, or Court
Reverse the decision	Court
Appeal Withdrawn	Appellant

5. Enter the **date of outcome**.
6. Choose **Apply Outcome** only when the limitations or conditions have been updated prior to recording the appeal outcome.

7. Click **SAVE APPEAL** to complete.

Outcome

Appeal Outcome

Reverse the decision

Date of outcome *

13/09/2024

Apply Outcome

Please adjust the limitations or conditions that may apply to the building before proceeding. Once you set the appeal to be applied, the appeal will be locked and you won't be able to change it.

Apply outcome

CANCEL

SAVE APPEAL

The **Appeals** screen displays the appeal outcome updated with 'reverse the decision'.

Certificate of Occupancy for First work... at 89 ARTHUR ST MAGILL SA

- Summary
- Documents
- Checklist
- Fees
- Performance Solutions/Variations
- Limitations/Conditions
- Clocks
- Decision
- Appeals**
- Building Notifications
- Inspection

< Development application 24002627

Certificate ID 890	Building Address 89 ARTHUR ST MAGILL SA 5072	Building/Building Work First work	Building Class 4, 1A	Submitted By Applicant Email: plansa2023@gmail.com Phone: 0123456789
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Appeals

Appellant Name	What's being Appealed?	Outcome	Date Appeal Lodged
Penny Public	Applicant appeals refusal	Reverse the decision	9 Sept 2024

View the Decision

On applying the appeal outcome, a new decision record is created for the now 'issued' or 'refused' certificate application.

8. Click on **Decision** tab to view the applied outcome.

Certificate of Occupancy for First work... at 89 ARTHUR ST MAGILL SA

REVOKE CERTIFICATE

- Summary
- Documents
- Checklist
- Fees
- Performance Solutions/Variations
- Limitations/Conditions
- Clocks
- Decision**
- Appeals
- Building Notifications
- Inspection

< Development application 24002627

Certificate ID 890	Building Address 89 ARTHUR ST MAGILL SA 5072	Building/Building Work First work	Building Class 4, 1A	Submitted By Applicant Email: plansa2023@gmail.com Phone: 0123456789
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Decision

Assessor	Decision	Decision Date	Reason	Actions
EPN TestNineteen	Issued	13 Sept 2024	-	
EPN TestNineteen	Refused	30 Jul 2024	Provide a reason to the applicant	

3. Provide the Certificate of Occupancy

On applying the appeal outcome, a Certificate of Occupancy (CoO) is generated when the original decision was 'refused' and an email notification sent to the relevant parties advising the CoO has been issued.

When the applicant and primary contact's preferred communication method is via post, print and post out the CoO to the applicant.

1. Click on **Documents** tab to locate the CoO.
2. Click on the **Certificate of Occupancy file name** to download.

Certificate of Occupancy for First work... at 89 ARTHUR ST MAGILL SA

Summary **Documents** Checklist Fees Performance Solutions/Variations Limitations/Conditions Clocks Decision Appeals Building Notifications Inspection

Related Actions ? Help for this section

< Development application 24002627

Certificate ID 890	Building Address 89 ARTHUR ST MAGILL SA 5072	Building/Building Work First work	Building Class 4, 1A	Submitted By Applicant Email: plansa2023@gmail.com Phone: 0123456789
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Search by keyword

Search by keyword

Search by Category

Search by Type

Where was the document uploaded?

Application

Planning and Land Division Consent

Building Consent

Development Approval

Additional document filters

Decision Documents

P&D Code Rules

Snapshots

Invoices

Other Documents

Hidden by default

Superseded

System Generated Emails

Document	Type	Date Created	Superseded	Internal to Org	Visible to Applicant	Edit
<input checked="" type="checkbox"/> * Certificate of Occupancy 890.pdf	Certificate of Occupancy	23 Sept 2024 8:14			<input checked="" type="checkbox"/>	

3. Open the document download and the CoO opens in a new browser tab.
4. Print the CoO and then close the browser tab.

Certificate of Occupancy for as... x Certificate of Occupancy 890.p... x +

File C:\Downloads\Certificate%20of%20Occupancy%20890.pdf

Certificate of Occupancy 890.pdf 1 / 3 100%

Certificate of Occupancy
Planning, Development and Infrastructure Act 2016

This form is the approved form for a certificate of occupancy as determined by the Chief Executive in accordance with regulation 103E(4) of the Planning, Development and Infrastructure (General) Regulations 2017 (the Regulations).

This certificate of occupancy **890** is issued for the building described below:

For more information visit
plan.sa.gov.au



Government of South Australia
Department for Housing
and Urban Development