

On Monday 15 July, the Unitywater Development Portal is set to go live!

Thanks for attending Unitywater’s Industry Briefing Session to learn more about the Development Portal and the key differences and process changes that will accompany the portal launch.

Listed below is a summary of the information presented during the session and an overview of where you can access support to assist you and your team in readiness for the launch.

If you wish to watch the recording of the Industry Briefing Session, you can access the video [here](#).

What are the key differences and process changes that will accompany the portal launch?

EASE AND TRANSPARENCY	
Intuitive and consistent user experience	<ul style="list-style-type: none"> • Easily track the status of applications, including specific stages, assets, infrastructure charges and bonds all within the portal’s dashboard. • Save and resume applications at your convenience. • Review your application then progress to payment, selecting from various payment options before submission. • Complete applications and requests for both Development Services and Private Works, providing a more streamlined experience when working with Unitywater.
Visibility and collaboration in the portal	<ul style="list-style-type: none"> • Improved visibility and transparency for individual applications and overall developments. • Ability for the primary applicant to give permissions to others to view and draft applications and contribute to application submissions. • The portal dashboard views will be your go-to to view the progress of an application, developments, activities and enquiries that you have commenced or been granted access to.
In-progress applications at go live	<ul style="list-style-type: none"> • At go live, a snapshot of open applications received prior to the portal launch will be visible in the portal so that applicants can see what applications Unitywater is working on and who the Responsible Officer is. • The in-progress applications will not be updated as applications are completed.
In-flight developments – transition to the portal	<ul style="list-style-type: none"> • The Inflight Development – Transition Application flow will allow applicants to start their development and subsequent applications in the portal. • The Inflight Development – Transition Application should be used for developments that have a connection application – demand assessment or duplex approval issued prior to the portal’s go live date of 15 July 2024. • The transition application is NOT an application that Unitywater will process. • The user doesn’t have to enter all stages and/or assets at once. • The stages and/or assets that are applicable for the next application MUST be entered in the transition application before proceeding to the next application for the applicable stage and/or asset.



STREAMLINED PROCESSES	
Separate applications	<ul style="list-style-type: none"> The launch of the portal will introduce separate application submissions for Connection Application – Demand Assessment, Network Works and Trunk Work/Active Asset applications. A more consistent submission process will be enabled for both On-Maintenance and Certificate of Completion application phases of a development across A&C and non-A&C scope.
Request for Information (RFI) responses in the portal	<ul style="list-style-type: none"> Request for Information (RFIs) will be available for response via the portal. The Development Services Officer will provide a request about what further information is required. IMPORTANT: The RFI must be responded to in a single submission.
Working with large files and attachments	<ul style="list-style-type: none"> At this time, the per file size limit will be 50mb. The Development Services team member will contact the applicant to arrange the large file upload. Alternatively, an applicant can request an Objective Connect share folder be created via the portal enquiry form (replacing the current form on the website). All other attachments are easily uploaded individually to ensure the correct documents are submitted with the application. Upcoming Microsoft enhancements may introduce drag-and-drop functionality later this year, promising potential improvements to this process.
Interim applications	<ul style="list-style-type: none"> An interim solution provides a combination of current online form and portal experience for some application types. The applications will be launched via the portal to an interim online form which will be loaded into Unitywater’s internal system. A notification for payment via the portal will be sent to the applicant. The portal will have application tracking, outcome documents via the portal dashboard. The involved applications were selected for the following factors: <ul style="list-style-type: none"> The application is optional (not always part of a development lifecycle) e.g. BOAA, Pre-lodgements (SANs, Exceeding Demand-Eligibility requests) Tech report reviews The application doesn’t have other dependent applications, e.g. off-maintenance No financial transaction, e.g. minor works variations
FINANCIALS	
Improved payment experience	<ul style="list-style-type: none"> Payment options including debit and/or credit card, Electronic Funds Transfer (EFT) and delegated payment options.
Rolling bonds and working	<ul style="list-style-type: none"> Unitywater is moving forward with a systematic approach to bonds raised and released for specific purposes

<p>with bonds in the portal</p>	<ul style="list-style-type: none"> Releasing of bonds will be a process Unitywater initiates as part of the On-Maintenance and Off-Maintenance certificate processes. Portal users will be able to track bonds by stage and/or assets via the dashboard in the portal.
<p>Working with infrastructure charges in the portal</p>	<ul style="list-style-type: none"> Infrastructure charge notices (ICNs) and quotes (ICQs) will be issued and payable by stage with ICNs being issued with the Connection Application – Demand Assessment Approval. ICQs will be requested and payable via the portal from the dashboard. In the transition period, when an ICN has been issued prior to portal go-live, an ICQ can be requested via a portal enquiry (replacing current online form). ICNs and ICQs statuses will be available in the development dashboard.
<p>Applying offset process</p>	<ul style="list-style-type: none"> Offset claims will be automatically generated in the portal for the Development Services team to process, when Unitywater accepts an asset on-maintenance which has been identified as offsetable. The offset will be applied as an adjustment to the next ICN in the development, with the process continuing until all offset values have been applied to the remaining charges. Remaining offsets at the conclusion of a development will be refunded.

Where can I go for additional training support?

A dedicated training support online hub is accessible on the Unitywater website [here](#) providing access to the following learning resources and training support materials:

- Information on upcoming training opportunities, including a series of short, online “Lunch and Learn” sessions commencing in late June.
- Training videos covering topics including portal navigation and registration, duplex application submission, completing a subdivision application and submitting enquiries.
- Video recordings of previous industry portal demonstrations.
- Quick reference guides offering step by step portal instructions and highlighting key portal features and functionality.
- Frequently asked questions.
- Online contact form for any questions or feedback you may have in relation to the portal.