
MINOR WORKS PERMITS FREQUENTLY ASKED QUESTIONS

The purpose of the below information is to answer the most commonly asked questions regarding work undertaken within the Council's road reserve.

Typical work undertaken within a road reserve is the construction or installation of:

- Property accesses
- Bitumen sealed turnouts and shoulders
- Concrete footpaths
- Stormwater connections
- Excavations to lay underground utility services

Q. What works are covered by a minor works permit?

Multiple works are covered in minor works permits; these works are assessed and approved by two different departments. Applications for invert crossing, concrete driveway, rural access, stormwater connections and bitumen sealed accesses are assessed and approved by Development Engineering.

Applications for temporary road closures, irrigation pipes, concrete footpaths and underground utility service crossings are assessed and approved by Transport and Drainage Infrastructure Planning.

Q. What do I need to apply for a Minor Works Permit?

- Minor Works Application Form
- Attach a site plan (to scale) indicating location details and dimensions of the proposed works such as: width of driveway, distance from property boundary, extent of works, and is to include existing features impacted or adjacent to the proposed works.

Please note Council has an online mapping system, MiMaps, that can provide an aerial photograph for us as the base of the site plan if preferred. Visit

<https://mimaps.mackay.qld.gov.au/>."

- Street frontage photo
- Payment of the application fee

Q. How can I lodge an Application?

All Development Services Minor Works Permit applications to be submitted via email to development.services@mackay.qld.gov.au, over the counter or via post will be classed as 'manual lodgement' and attract a higher application fee.

All Development Services Minor Works Permit applications submitted via eApplications (Online Services) will be classed as 'electronic lodgement' and attract a lower application fee.

If you are a new user of eApplications, please view the [Development Services Online Services \(eApplications\) User Guide](#) on Council's website for detailed instructions on how to view the abovementioned document and provide responses to Council.

Q. Where are the application forms?

They are located on Council's website:

http://www.mackay.qld.gov.au/business/planning_and_development/development_applications_and_assessment/minor_works_permits

Q. Is there an application fee?

Yes, Fees are on the Council website under the current Cost Recovery Fees and Charges:

http://www.mackay.qld.gov.au/about_council/policies_and_fees/fees_and_charges

Q. Are refunds of the application fee available?

Under normal circumstances a refund of the application fee is not available once the application has been receipted, with the exception of applications where the proposed works have already been covered under a previous Council approval; if this occurs there will be a refund of the application fee minus an administrative charge. All requests for refunds are to be emailed to the Development Engineering Administration Team (please email DEadmin@mackay.qld.gov.au). Your request will either be approved or denied, you will receive a response either way.

Q. How long will it take to process my application?

Generally, Minor Works Permit applications are approved within 20 business days if all the correct information is supplied at lodgment.

Q. Is there an expiry date on the permit?

Yes, minor works permits are valid for two years from the date of issue, this is stated on the permit. If Council imposes a different relevant period than specified above, this will also be stated on the permit.

Q. Do I need a permit to carry out work on the road reserve?

Yes, all work carried out on a Council road reserve must have a minor works permit. This applies to work in both urban and rural situations, and may include driveway/cross-overs, downpipe connections to the kerb and channel and street-tree works.

Q. What is a driveway or cross-over?

These crossings provide vehicle access between the carriageway of a road and a property and more commonly referred to as driveways in urban, rural and commercial areas.

Q. What is your responsibility for a driveway?

Property owners are responsible for the construction and ongoing maintenance of a driveway, including any modifications or alterations to kerbs or pipes and headwalls. You must ensure the driveway is safe for pedestrians to walk across. It is also the property owner's responsibility to ensure gravel or debris does not wash from the driveway onto the carriageway or road surface.

Property owners could be liable if there is an incident caused by improper construction or lack of maintenance of their driveway.

Council has the discretion to remove or modify features of any driveway, at the expense of the property owner, if they are not constructed or maintained to Council's standards, or if a public utility provider or other raises a reasonable objection.

Q. What does Council require for the construction of a driveway?

Vehicular crossings or driveways must provide a safe access to the property ensuring a safe and accessible footpath environment, including:

- No impact on Council's stormwater system
- No damage to road infrastructure or public utilities
- Safe and unobstructed vehicle access to the property
- No hindrance to the road operation and maintenance activities
- Minimal loss of on-street parking

Vehicular crossings must be designed and constructed in accordance with Council standards. The standards to which driveways are to be constructed include;

- Outside urban areas: Council Standard Drawing A3-08323
- Urban areas with kerb and channel: Council Standard Drawing A3-773.
- Where traditional invert crossings are not practical and bridging at the kerb and channel is required: Council Standard Drawing A4-44.

Driveways shall be located in such a way to preserve the maximum amount of kerbside parking space. Further requirements and dimensions are within Council Policy 024, Driveways and Property Access Crossing Road Reserve.

Q. When is approval required from Council?

Approval is required for driveways constructed within Council controlled road reserves. Approval from Council is not required for State Govt. roads, private roads or community title developments.

Driveways under Department of Transport and Main Roads (DTMR) control require approval from DTMR. A road corridor Permit Application form is available from the Department's website, www.tmr.qld.gov.au

Q. Can I do the work myself?

Yes, you can choose to do the work yourself, or you can engage a contractor. Names of contractors can be found in the Yellow Pages or the Telephone Directory.

Q. Can I remove/relocate a street tree?

Yes, however Council approval is required. If a street tree needs to be removed or relocated a street tree payment quote as outlined within [Council's Cost Recovery Fees and Charges](#) will be issued and payment will be required prior to a Minor Works Permit being issued.

Q. Will Council do the work for me?

No. Council does not do this type of work but Council will provide you with standard drawings when your permit is issued showing dimensions if needed for guidance.

Q. Who should I contact if I believe that I will have difficulty meeting Council's requirements?

Contact Council's Call Centre on 1300 622 529 to discuss.

Q. Do I need public liability insurance?

Yes, if you are carrying out the work yourself, you should check your householder insurance policy to determine if you are adequately covered. If you engage a contractor you should ask to sight their Public Liability Insurance Policy.

Q. Do I need to contact utility providers before commencing excavation?

Yes, it is your responsibility to ensure that your proposed work will not conflict with any utility services. Phone "Dial Before You Dig" on 1100 to obtain service locations for Telstra and Ergon. For water and sewerage service locations, phone an MRC Client Service Representative on 1300 622 529.

Q. To what standard do I have to construct the work?

Council will supply drawings and specifications applicable for your type of work. All work must be constructed to these standards. Alternatively, copies of Standard Drawings may be accessed on Council's website on the following link:
http://www.mackay.qld.gov.au/business/planning_and_development/design_and_construction_requirements/standard_drawings

Q. Will Council inspect the work?

In general, concrete works require a pre-pour inspection before placement of concrete, other inspections may be requested if deemed necessary by Councils Assessing Officer. These requirements will be referenced on the permit. Council also undertakes audit inspections on most works.

Q. What notice do I need to give to arrange an inspection?

If you would like an inspection or you have been notified that one is required, you will need to contact Council at least one business day before the inspection is due to take place.

Q. Who should I contact to arrange an inspection?

You should contact Council's Call Centre on 1300 622 529.

Q. How will I know if the inspection was OK?

If you have not been contacted by a Council Officer by the next working day, you may proceed. Council will advise you within one business day if the proposed works are not satisfactory.

Q. Do I need to notify Council when work is completed?

You may be required to notify Council that works are complete if this is stated on your permit as a condition. This can be done by contacting Councils Call Centre on 1300 622 529.

Q. What are my obligations with regard to workplace health and safety issues?

You are required to abide by the requirements of the current Act and Regulations. Particular attention should be paid to restricting access to the work area by the general public. It is important to note that this type of permit is only for **minor works** that can be completed within **two to three days**. If the works are expected to take longer, we will contact you to discuss additional requirements.

Q. What are my obligations with regard to environmental issues?

As with workplace health and safety, you are required to abide by the requirements of the current Act and Regulations.

Q. What if I fail to comply with the conditions of the permit and/or standards?

Council will take whatever action deemed necessary, which may include rectifying or completing the work at your expense.

Q. Who is responsible for maintenance of invert crossings, bridge crossings, rural accesses and stormwater connections?

The property owner is responsible for repairs and maintenance at their expense.

Glossary and Facts

Road Reserve

The road reserve is defined as the area between property boundaries on either side of a road. The road reserve includes the road itself, shoulders, footpaths and associated infrastructure.

Minor Works Permit

Any structural work on road reserves requires a Minor Works Permit to be obtained prior to work commencing.

State Controlled (Main) Roads in Urban Area

When an application is for an urban property fronting a state-controlled road, the applicant must obtain a Works Permit/letter of permission from Department of Main Roads.

State Controlled (Main) Roads in Rural Area

Department of Main Roads are responsible for rural accesses which front a main road.

Invert Crossing

Section of kerb & channel adjacent to a driveway or pathway, with a flatter than normal profile to allow vehicles or pedestrians easy access and egress

Bridge Crossing

'Bridge slabs' over kerb and channel.

Rural Crossing/Access

Rural property access including drainage pipes and headwalls. A Rural Access MWP is required in rural locations where there is no kerb and channel.