

# Building Approvals Online (BAO)

User Guide for Certifying Plumbers and Drainers



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Acronyms	Full form
BAO	Building Approvals Online
BAS	Building Advisory Services

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# 1 Introduction

## 1.1 Building Approvals Online

Building Approvals Online (BAO) enables you as a registered certifying plumber and drainer to book mandatory notification of drainage works (drainage notification) online. BAO also enables you to cancel any drainage notification you have lodged and change the time and date if needed.

BAO provides you with a calendar to help manage your drainage notification.

As part of the ILIS business systems BAO is a secure information management system. All interactions between BAO, certifying plumbers and drainers and BAS staff are logged and auditable.

## 1.2 Mandatory notification of drainage works

Regulation 16 of the *Building Regulations 1993* requires that the plumber or drainer carrying out drainage work must notify the Director of Building Control (the Director) of the completion of drainage works prior to covering up the works and stop carrying out those works if directed to do so by the Director.

The requirement to notify relates to all drainage work carried out for any class of building within building control areas whether the work is associated with a building permit or plumbing and drainage permit.

Building control areas include the following locations:

Darwin (including Palmerston, Wagait Beach, and most rural areas)	Alice Springs (including Brewer Estate)	Katherine (including Katherine Gorge)
Adelaide River	Batchelor	Borroloola
Jabiru	Lake Bennett	Namarada (Dundee Beach area)
Tennant Creek	Mataranka	Elliot
Pine Creek	Timber Creek	Larrimah
Kings Canyon	Yulara	Ti Tree

The types of work considered to be drainage work for the purpose of notification include, but are not limited to the following:

- Underslab drainage for a new building
- Replacement of a sanitary drain to the sewer connection
- Installation of a new sanitary drain connecting to an existing sanitary drain
- Replacement of an effluent disposal drain or absorption trenches connected to an existing septic tank
- Installation of a new or replacement septic tank or wastewater treatment plant
- Relocation of fixtures in a bathroom renovation resulting in the installation of new drains
- Installation of new fixtures such as a new laundry trough where there was not one installed previously

- “Like for like” replacement of drains or wastewater treatment systems.

Work not considered drainage for the purpose of notification includes the repair of a small section of broken drain.

For more information refer to [Building Note 108 - Mandatory notification of drainage works](#)

## **1.3 Assistance**

Contact BAS to provide any assistance if required.

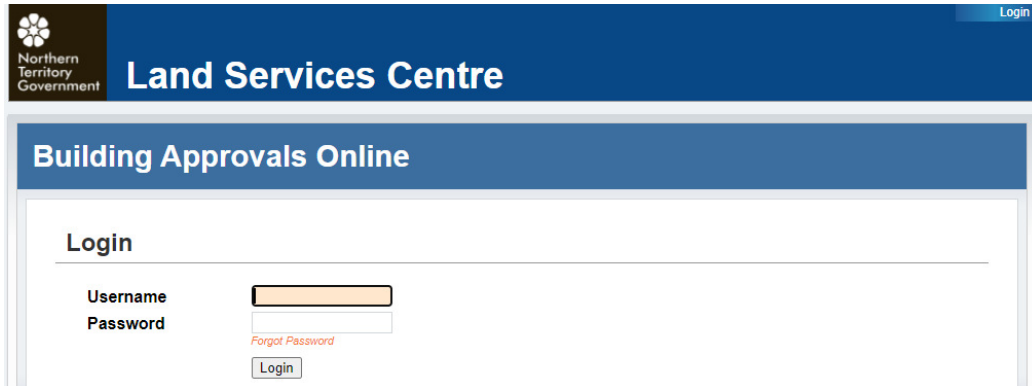
Building Advisory Services  
1<sup>st</sup> Floor, 18 Cavenagh Street  
DARWIN NT 0800

PHONE: 08 8999 8985

EMAIL: [bas@nt.gov.au](mailto:bas@nt.gov.au)

## 2 How to access BAO on your desktop

To access BAO click on this link: <https://www.ntlis.nt.gov.au/building/> and the following screen will appear.



The screenshot shows the 'Land Services Centre' header with the Northern Territory Government logo. Below it is a blue bar for 'Building Approvals Online'. The main content area is titled 'Login' and contains fields for 'Username' and 'Password'. A 'Forgot Password' link is visible below the password field. A 'Login' button is at the bottom of the form.

The BAO home page can be added as a favourite in your internet browser.

Enter your Username (which is your “PU” number) and Password and select ‘Login’.  
You have 5 attempts before your account is locked.

**If you have difficulties accessing the system or are locked out please contact  
ILIS Support on 08 8995 5309.**

The first time you log into BAO it will ask you to setup Verification Questions. Follow the prompts and select ‘Save’.



The screenshot shows the 'Building Approvals Online' header. A yellow warning banner states: 'You must set your Verification Questions before proceeding.' A left-hand menu contains links: 'Drainage Notifications', 'My Notifications', 'Create Notification', 'Mobile Site', 'Account', 'Registration Details', 'Change Password', 'Verification Questions' (highlighted with a yellow arrow), 'Help', and 'User Guide'. The main area is titled 'Verification Questions' and prompts the user to 'Please choose and answer a pre-defined Verification Question.' It shows 'Question 1' with a dropdown menu set to 'What is the make of your first car?' and an empty 'Answer 1' field. Below, it prompts to 'Please specify and answer a custom Verification Question.' with empty fields for 'Question 2' and 'Answer 2'. A 'Save' button is at the bottom, highlighted with a yellow arrow.

These questions will enable BAO to assist you if you forget your password and need to use the ‘Forgot Password’ link for assistance.

## 3 Drainage notifications on your desktop

### 3.1 Create a new drainage notification

To create a new drainage notification select 'Create Notification' on the left hand panel.

The following screen will appear and you will need to enter the relevant building permit number to which the mandatory notification of drainage works relates.

**Building Approvals Online**

Drainage Notifications  
My Notifications  
**Create Notification**  
Mobile Site

Account  
Registration Details  
Change Password  
Verification Questions

Help  
User Guide

### Building Permit

Lodging a Drainage Notification consists of the following 3 parts: ■ Indicates Current Stage

1. Building Permit 2. Notification Details 3. Review

Next >

#### Part 1 - Building Permit

Lodging a drainage notification consists of 3 steps.

- Select a building permit
- Enter a date/time
- Review and submit

You must provide a valid building permit number as displayed on the approved building plans.

#### Building Permit Number Explanation

- In most cases there will be 3 components to the Building Permit number.  
LOCATION CODE / LOT NUMBER / PERMIT NUMBER  
590 / 2516 / 5
- In some cases in the Rural area such as Howard Springs and Humpty Doo there could be 4 components to the Building Permit number. Also the Lot Number could be either a numerical number or alphabetical letter.  
LOCATION CODE / LTO PLAN / LOT NUMBER / PERMIT NUMBER  
055 / 67001 / 92 / 5  
055 / 67001 / B / 5
- In some cases there will be a Unit number component to the Building Permit number.  
LOCATION CODE / LOT NUMBER / UNIT / PERMIT NUMBER  
200 / 2382 / 37 / 1

#### Building Permit

\* Location Code

LTO Plan

\* Lot Number

Unit

\* Permit Number

Next >

Drainage Notifications

My Notifications

Create Notification

Mobile Site

Account

Registration Details

Change Password

Verification Questions

Help

User Guide

## Notification Details

Lodging a Drainage Notification consists of the following 3 parts:

Indicates Current Stage

1. Building Permit

2. Notification Details

3. Review

< PrevNext >

### Part 2 - Notification Details

Building Permit

Permit Number	055/07578/1
Permit	1 of 1
Parcel	Section 07578 Hundred of Bagot plan(s) S2017/110B
Address	5 LETTS CRES, BERRIMAH
Owners	Mendis,Hasitha Kawanthie Primrose & Perera,Gayan
Suharsha	
Work Type	New Building
Purpose	Dwelling, Garage, Verandah, Porch & Fencing
Date Reserved	23/02/2021
Permit Status	Permit Registered

Certifiers

309775BU : MOB BUILDING CERTIFIERS PTY LTD

156633PU : VIRGINIA PLUMBING SERVICES PTY LTD

234615ES : MASTERS ENGINEERING CONSULTANCY PTY LTD

Next you must enter the date and time for the drainage notification via the calendar that will appear when you click in the Date / Time field.

In the comments field you can add any comments relevant to the drainage notification, for example *“working on units 4 & 5 today”* or *“the block is the 3<sup>rd</sup> one down the street on the left hand side”*.

Select ‘Next’ to review your drainage notification.

Notification

\* Date / Time

20/04/2021 15:00

Comments

< PrevNext >

5 | Page



A Review screen will appear with the information that has been entered. If you need to edit the comments or change the date or time for the drainage notification, click on the 'Prev' button.

**Drainage Notifications**

- My Notifications
- Create Notification
- Mobile Site

**Account**

- Registration Details
- Change Password
- Verification Questions

**Help**

- User Guide

## Review

Lodging a Drainage Notification consists of the following 3 parts: ■ Indicates Current Stage

1. Building Permit 2. Notification Details 3. Review

< Prev Lodge

### Part 3 - Review

Please review the details you have selected. If you want to change any details, press Prev to go back and change the details. If the details you selected are correct press lodge to submit the notification.

**Part 2 - Notification Details** View

#### Building Permit

Permit Number	055/07578/1
Permit	1 of 1
Parcel	Section 07578 Hundred of Bagot plan(s) S2017/110B
Address	5 LETTS CRES, BERRIMAH
Owners	Mendis,Hasitha Kawanthie Primrose & Perera,Gayan
Work Type	New Building
Purpose	Dwelling, Garage, Verandah, Porch & Fencing
Date Reserved	23/02/2021
Permit Status	Permit Registered

Certifiers

309775BU : MOB BUILDING CERTIFIERS PTY LTD

156633PU : VIRGINIA PLUMBING SERVICES PTY LTD

234615ES : MASTERS ENGINEERING CONSULTANCY PTY LTD

#### Notification

Date / Time	20/04/2021 15:00	?
Comments		

< Prev Lodge

If all the information is correct lodge your drainage notification by selecting the 'Lodge' button.

## 3.2 Viewing your drainage notifications

Selecting the 'My Notifications' option on the left hand side menu will show all the drainage notifications you have lodged in BAO.

**Drainage Notifications**

- My Notifications
- Create Notification
- Mobile Site

**Account**

- Registration Details
- Change Password
- Verification Questions

**Help**

- User Guide

## My Notifications

< > Today April 2021 month week day

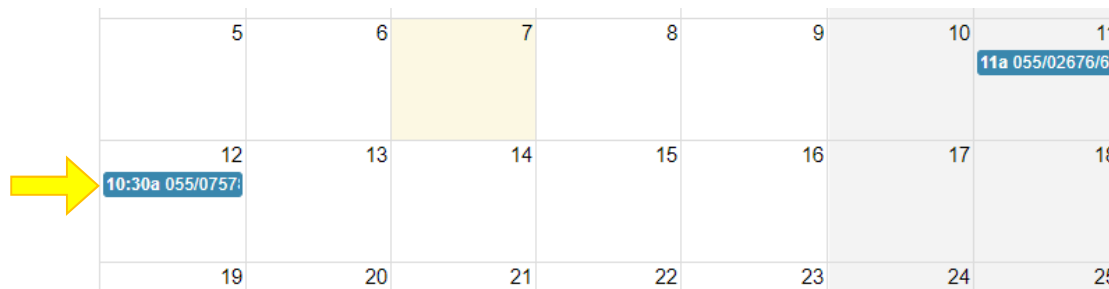
Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25

3p 055/07578/1

3:45p 550/12067

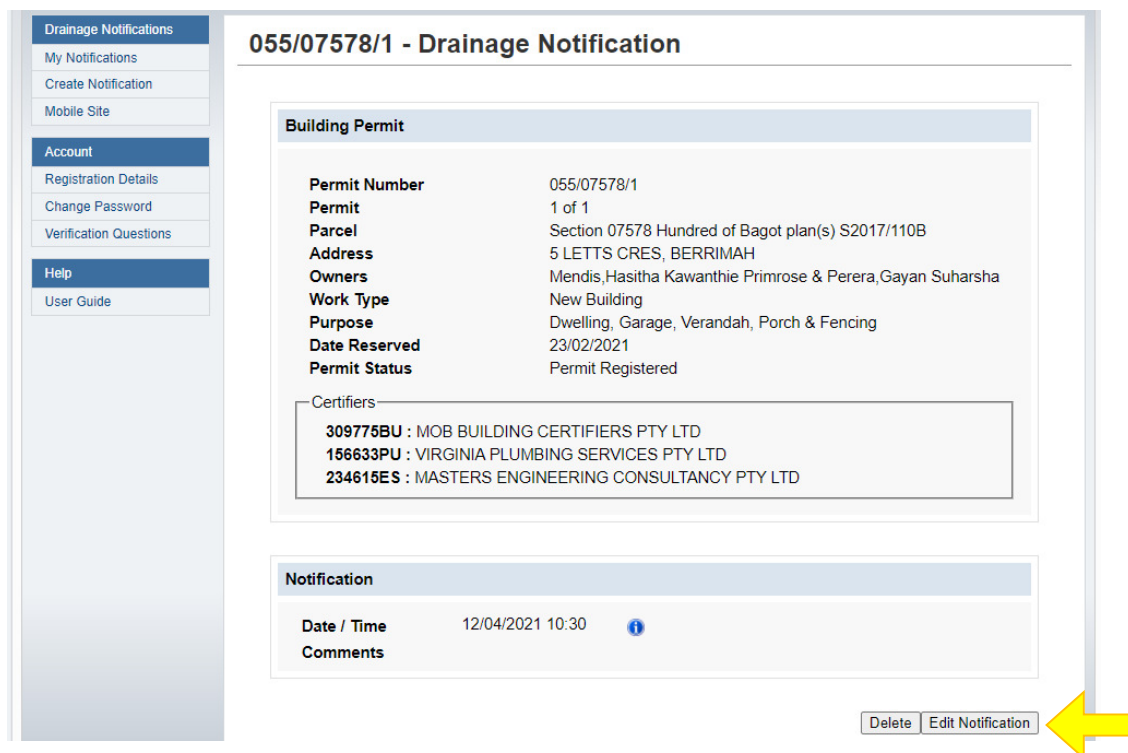
### 3.3 Edit an existing drainage notification

To edit an existing drainage notification click on the notification that you want to change.



5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25

The details of the selected drainage notification will appear and then click on 'Edit Notification'.



**Drainage Notifications**  
My Notifications  
Create Notification  
Mobile Site

**Account**  
Registration Details  
Change Password  
Verification Questions

**Help**  
User Guide

### 055/07578/1 - Drainage Notification

**Building Permit**  
**Permit Number** 055/07578/1  
**Permit** 1 of 1  
**Parcel** Section 07578 Hundred of Bagot plan(s) S2017/110B  
**Address** 5 LETTS CRES, BERRIMAH  
**Owners** Mendis,Hasitha Kawanthie Primrose & Perera,Gayan Suharsha  
**Work Type** New Building  
**Purpose** Dwelling, Garage, Verandah, Porch & Fencing  
**Date Reserved** 23/02/2021  
**Permit Status** Permit Registered  
**Certifiers**  
309775BU : MOB BUILDING CERTIFIERS PTY LTD  
156633PU : VIRGINIA PLUMBING SERVICES PTY LTD  
234615ES : MASTERS ENGINEERING CONSULTANCY PTY LTD

**Notification**  
**Date / Time** 12/04/2021 10:30 ⓘ  
**Comments**

Delete Edit Notification

Change the Date/Time for the drainage notification via the calendar that will appear when you click in the Date/Time field or edit the comments in the comment window. When completed select the 'Lodge Changed' button.

**055/07578/1 - Edit Drainage Notification**

**Building Permit**

<b>Permit Number</b>	055/07578/1
<b>Permit</b>	1 of 1
<b>Parcel</b>	Section 07578 Hundred of Bagot plan(s) S2017/110B
<b>Address</b>	5 LETTS CRES, BERRIMAH
<b>Owners</b>	Mendis,Hasitha Kawanthie Primrose & Perera,Gayan Suharsha
<b>Work Type</b>	New Building
<b>Purpose</b>	Dwelling, Garage, Verandah, Porch & Fencing
<b>Date Reserved</b>	23/02/2021
<b>Permit Status</b>	Permit Registered

**Certifiers**

<b>309775BU</b>	: MOB BUILDING CERTIFIERS PTY LTD
<b>156633PU</b>	: VIRGINIA PLUMBING SERVICES PTY LTD
<b>234615ES</b>	: MASTERS ENGINEERING CONSULTANCY PTY LTD

**Notification**

\* **Date / Time** 20/04/2021 15:00 ⓘ

**Comments**

**Lodge Change**

Next the screen below will appear then click on 'Lodge Change' if you want to lodge the edits you have made.

**Update Notification**

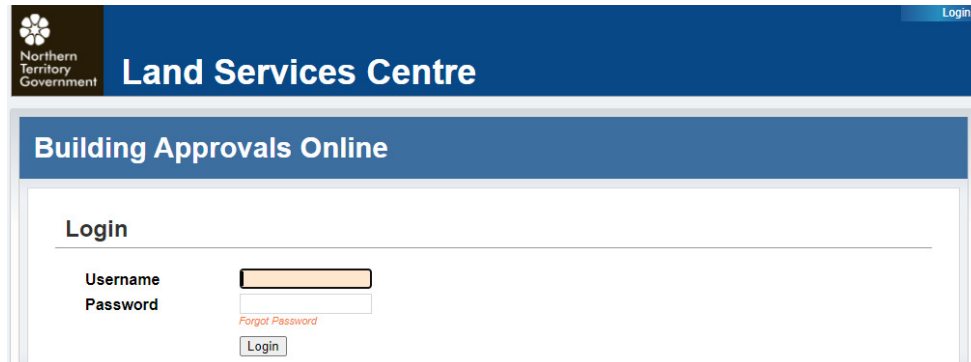
You are about to update the notification details. Do you wish to continue?

**Cancel** **Lodge Change**

The notification will be updated and available again from your 'My Notification' screen.

## 4 How to access BAO on your mobile phone or tablet

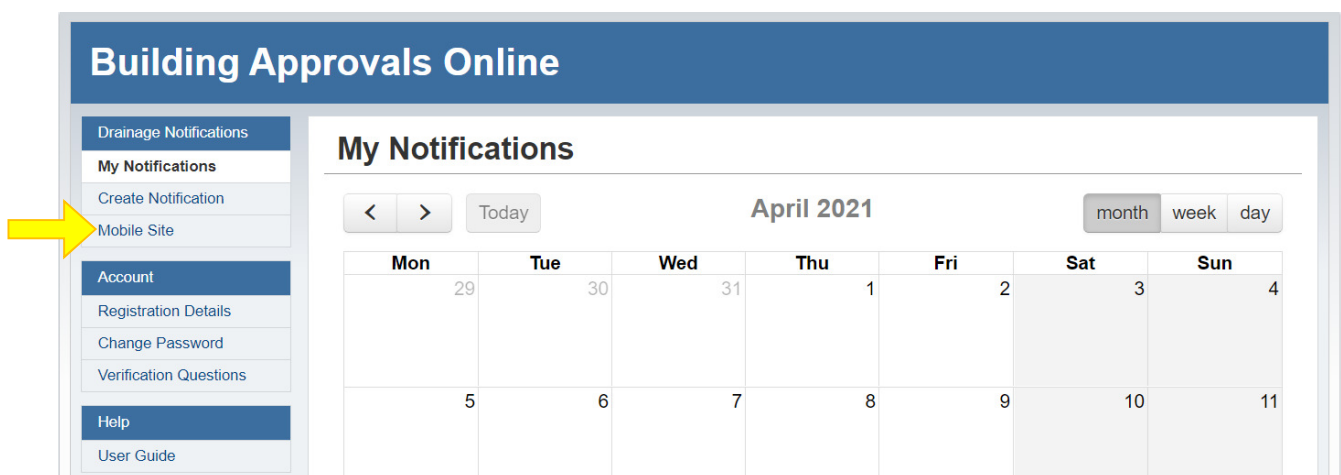
To access BAO click on this link: <https://www.ntlis.nt.gov.au/building/> and the following screen will appear.



The screenshot shows the 'Land Services Centre' header with the Northern Territory Government logo. Below it is the 'Building Approvals Online' section. A 'Login' form is present with fields for 'Username' and 'Password'. A 'Forgot Password' link is visible below the password field. A 'Login' button is at the bottom of the form.

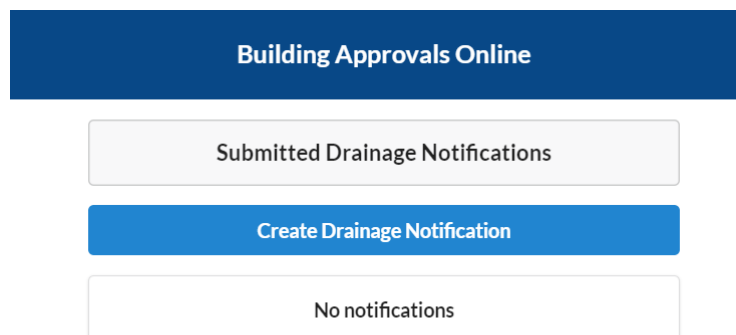
Enter your Username (which is your “PU” number) and Password and select ‘Login’

The following screen will appear then click on Mobile Site.



The screenshot shows the 'Building Approvals Online' header. On the left is a navigation menu with options: Drainage Notifications, My Notifications (highlighted with a yellow arrow), Create Notification, Mobile Site, Account, Registration Details, Change Password, Verification Questions, Help, and User Guide. The main content area is titled 'My Notifications' and displays a calendar for April 2021. The calendar shows dates from 29 to 11, with columns for Mon, Tue, Wed, Thu, Fri, Sat, and Sun. Navigation buttons for '<', '>', and 'Today' are at the top left of the calendar, and 'month', 'week', and 'day' views are at the top right.

The following screen option will appear after clicking on mobile site.

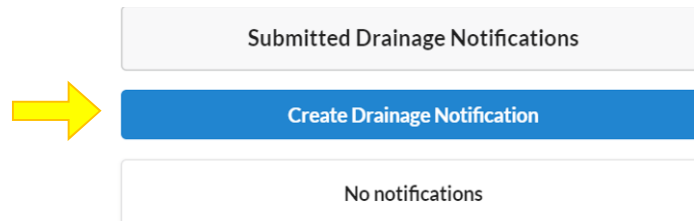


The screenshot shows a mobile site interface with the 'Building Approvals Online' header. Below the header are three buttons: 'Submitted Drainage Notifications' (light blue), 'Create Drainage Notification' (dark blue), and 'No notifications' (light blue).

## 5 Drainage notifications on your mobile phone or tablet

### 5.1 Create a new drainage notification

Click on 'Create Drainage Notification'.



The following screen will appear where you enter the Building Permit details requested and then select 'Next'.

The image shows a screenshot of a mobile app interface titled 'Building Approvals Online'. Below the title bar is a section labeled 'Part 1: Enter Building Permit Details'. This section contains five input fields, each with a label and a value: 'Location Code' with '550', 'LTO Plan' with '67001', 'Lot Number' with '12067', 'Unit' with '2', and 'Permit Number' with '1'. At the bottom right of the form is a grey button labeled 'Next'. A yellow arrow points from the left towards the 'Next' button.

A screen will appear with the building permit information that has been entered.

Next you must enter the date and time for the drainage notification via the calendar that will appear when you click in the Date / Time field.

In the comments field you can add any comments relevant to the drainage notification, for example *"working on units 4 & 5 today"* or *"the block is the 3<sup>rd</sup> one down the street on the left hand side"*.

Select 'Next' to review your drainage notification.

**Part 2**  
Enter Notification Details

**Building Permit**

Permit No.	550/12067/1
Address	5 ALBERT ST, MUIRHEAD
Purpose	Dwelling, Garage, Front Porch, Verandahs, Blockwork Boundary Wall and Fencing

**Notification**

Date/Time  
01/05/2018

Comments

Prev Next

A review screen will appear with the information that has been entered. If you need to change the date/time click on 'Prev'.

If all the information is correct select the 'Lodge' button.

**Part 3**  
Review

**Building Permit**

Permit No.	550/12067/1
Address	5 ALBERT ST, MUIRHEAD
Purpose	Dwelling, Garage, Front Porch, Verandahs, Blockwork Boundary Wall and Fencing

**Notification**

Date/Time	15/04/2021 13:00
Comments	The block is the 3rd one down the street on the left hand side.

Prev Lodge

The following Submitted Drainage Notifications screen will appear showing the details of the drainage notification you have lodged

Submitted Drainage Notifications

Create Drainage Notification

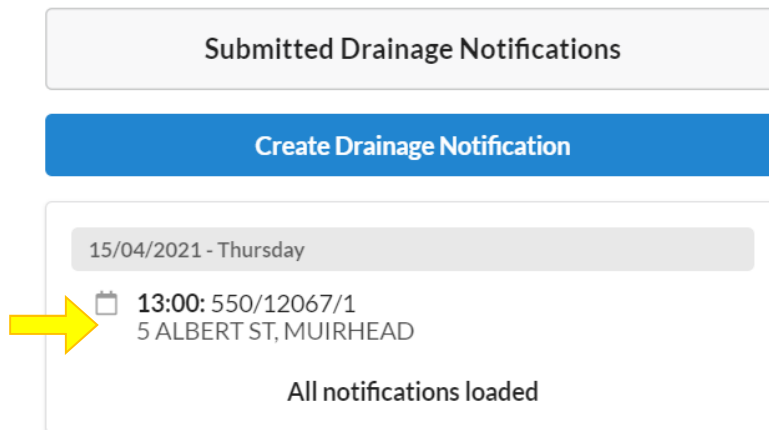
15/04/2021 - Thursday

13:00: 550/12067/1  
5 ALBERT ST, MUIRHEAD

All notifications loaded

## 5.2 Edit an existing drainage notification

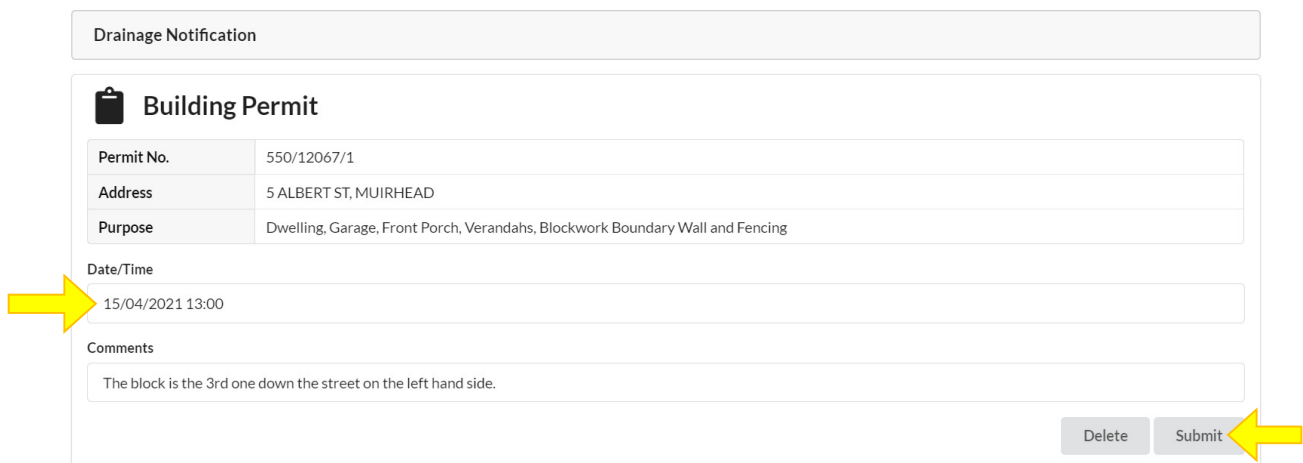
To edit an existing drainage notification click on the notification that you want to change.



The image shows the 'Submitted Drainage Notifications' screen. At the top, there is a light grey button labeled 'Submitted Drainage Notifications' and a blue button labeled 'Create Drainage Notification'. Below these is a container for notifications. A grey bar at the top of this container shows '15/04/2021 - Thursday'. Below it, a notification is listed with a calendar icon, the time '13:00', the permit number '550/12067/1', and the address '5 ALBERT ST, MUIRHEAD'. A yellow arrow points to the time '13:00'. At the bottom of the container, it says 'All notifications loaded'.

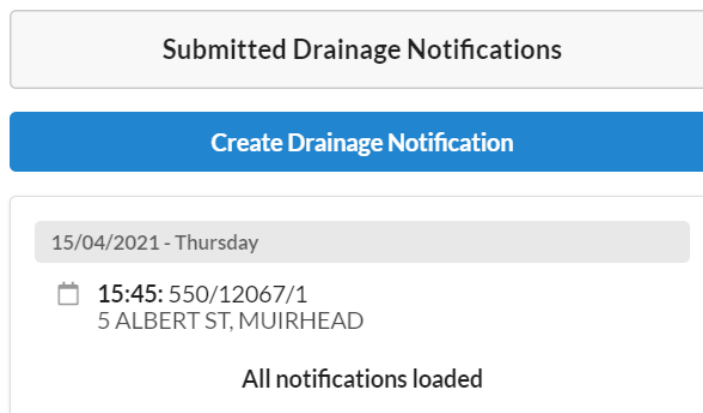
The following screen will appear.

Click in the Date/Time box to make the changes you want then click on 'Submit'.



The image shows the 'Edit Drainage Notification' screen. At the top, there is a light grey button labeled 'Drainage Notification'. Below it is a form titled 'Building Permit' with a clipboard icon. The form contains several fields: 'Permit No.' with value '550/12067/1', 'Address' with value '5 ALBERT ST, MUIRHEAD', and 'Purpose' with value 'Dwelling, Garage, Front Porch, Verandahs, Blockwork Boundary Wall and Fencing'. Below these is a 'Date/Time' field with value '15/04/2021 13:00' and a 'Comments' field with value 'The block is the 3rd one down the street on the left hand side.' A yellow arrow points to the 'Date/Time' field. At the bottom right of the form, there are two buttons: 'Delete' and 'Submit'. A yellow arrow points to the 'Submit' button.

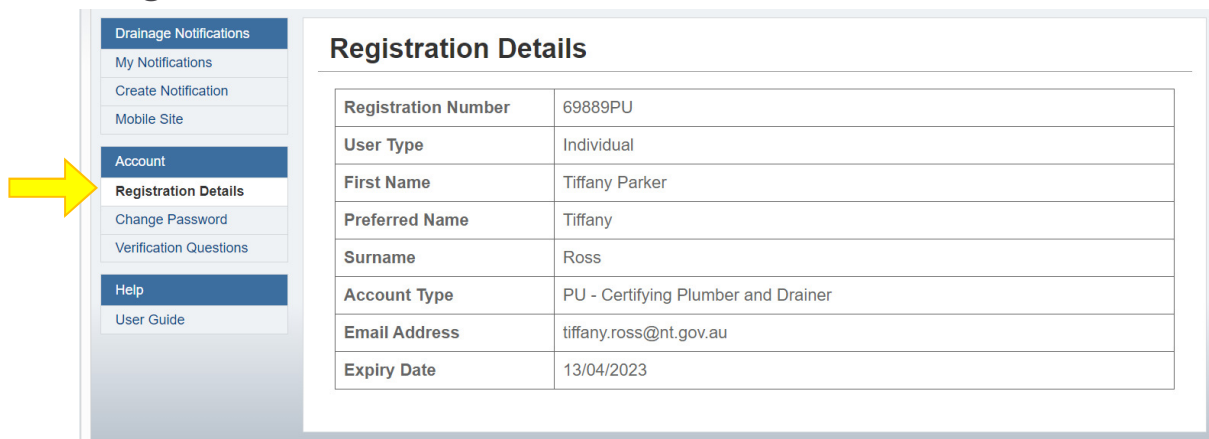
You will then go back to the Submitted Drainage Notifications screen which will show the update.



The image shows the 'Submitted Drainage Notifications' screen after the update. The layout is the same as the first image, but the notification now shows the time '15:45' instead of '13:00'. A yellow arrow points to the time '15:45'.

## 6 Your BAO Account

### 6.1 Registration Details



The screenshot shows the 'Registration Details' page. The left sidebar has a yellow arrow pointing to the 'Registration Details' link. The main content area displays a table with the following information:

Registration Details	
Registration Number	69889PU
User Type	Individual
First Name	Tiffany Parker
Preferred Name	Tiffany
Surname	Ross
Account Type	PU - Certifying Plumber and Drainer
Email Address	tiffany.ross@nt.gov.au
Expiry Date	13/04/2023

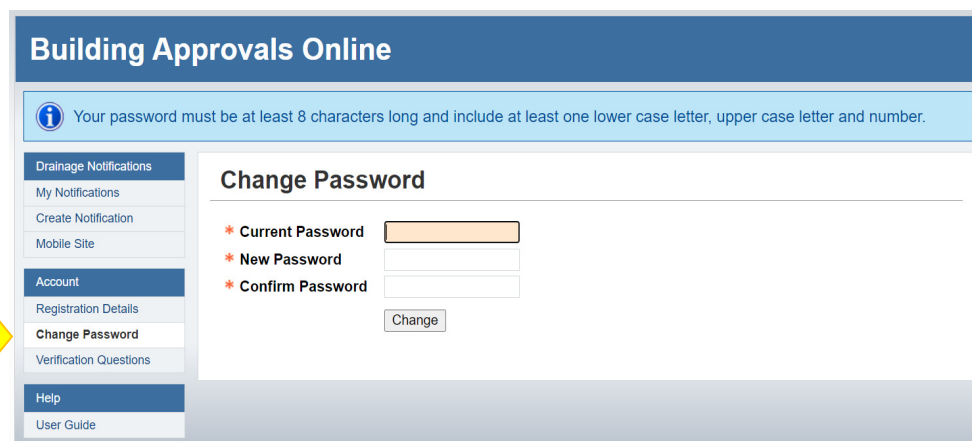
This page shows your registration details including expiry date and your email address.

To change your details please contact the Building Practitioners Board on 08 8936 4082 or email [bbp@nt.gov.au](mailto:bbp@nt.gov.au).

BAO can only be accessed whilst your registration with the Building Practitioners Board is active. Access will automatically cease on the expiry of your registration so it is important you renew your registration on time.

### 6.2 Change Password

You can change your password at any time. Your password must be at least 8 characters long and include at least one lower case letter, upper case letter and number. In accordance with ILIS security requirements BAO will prompt you to change your password each month.



The screenshot shows the 'Change Password' page. The left sidebar has a yellow arrow pointing to the 'Change Password' link. The main content area displays a form with the following fields:

**Building Approvals Online**

**Change Password**

\* Current Password

\* New Password

\* Confirm Password

If at any time you forget your password, select 'Forgot Password' at the Login Screen and follow the prompts relating to your verification questions.