



myQBCC Pool Register – User Guide for Pool Safety Inspectors

| YOUR ONE-STOP SHOP FOR POOLS SERVICES

Search for properties, find existing pool safety certificates and
issue new certificates using myQBCC

V1.0 | October 2018

CONTENTS

Introduction	4
1.1 About this User Guide	4
2 myQBCC.....	4
2.1 What is myQBCC?.....	4
2.2 myQBCC account	4
2.3 Already have a myQBCC account.....	4
2.4 Do not have a myQBCC account	6
3 Nominated Representatives	7
3.1 What is a Nominated Representative?	7
3.2 What can a Nominated Representative do?	7
3.3 Managing Nominated Representatives	7
3.4 Terms, conditions and privacy declaration	8
4 Searching for a property.....	9
4.1 Search using a property address	9
4.2 Search using Lot on Plan details.....	12
4.3 If the property is not found	14
5 Updating the Pool Register	15
5.1 Adding the number of pools	15
5.2 Pool type – shared or non-shared.....	16
6 Issuing a Form 23 Pool Safety Certificate	18
6.1 Locate the property record in the Pool Register	18
6.2 Confirm or update the certificate details	19
6.3 Add minor repairs.....	20
6.4 Using the ‘Save for Later’ function	21
6.5 Pay for the Pool Safety Certificate	21

7	Manage Pool Safety Certificates	24
7.1	Access the Manage Pool Safety Certificates page	24
7.2	Resume a saved Pool Safety Certificate	25
7.3	Cancel a saved Pool Safety Certificate	26
7.4	Search your Pool Safety Certificate records.....	27
7.5	View and print a copy of a Pool Safety Certificate	29
8	Amend or cancel a completed Pool Safety Certificate	29
8.1	Amend a Pool Safety Certificate	29
8.2	Cancel a Pool Safety Certificate.....	29
9	Update your contact details.....	30
9.1	Details that can be updated online	30
9.2	Update your profile.....	30
10	Help	30
10.1	Assistance and support.....	30

Introduction

1.1 About this User Guide

This User Guide has been developed to assist and guide Pool Safety Inspectors in using the Pool Safety register.

It contains the following:

- Key information related to searching and updating the Pool Register, and issuing Form 23 - Pool Safety Certificates
- Processes and online steps to follow when using myQBCC
- Screen images for reference
- Guidance on where to seek further information and support.

2 myQBCC

2.1 What is myQBCC?

myQBCC is QBCC's online customer portal. QBCC licensees who register for a myQBCC account can access customised online services, depending on what kind of licence they hold. They can also use it to update their contact details and submit feedback or ask a question.

2.2 myQBCC account

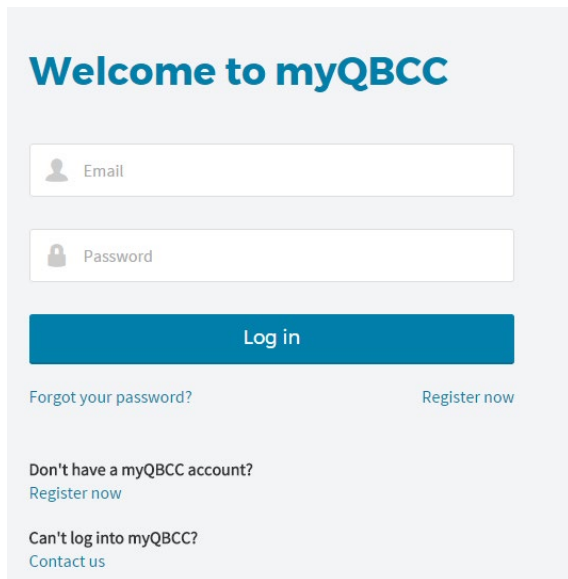
An active myQBCC account is required to access the full range of Pool Register services, including issuing Form 23 - Pool Safety Certificates, and other online services. Your Pool Safety Inspector licence must also be active.

2.3 Already have a myQBCC account

Licensees that already have a myQBCC account can access the Pool Register through their current myQBCC account by:

- Either following the link: [myQBCC login](#), or
- Go to my.qbcc.qld.gov.au and select **Login/Sign Up** in the top right corner of the screen.

myQBCC login page:

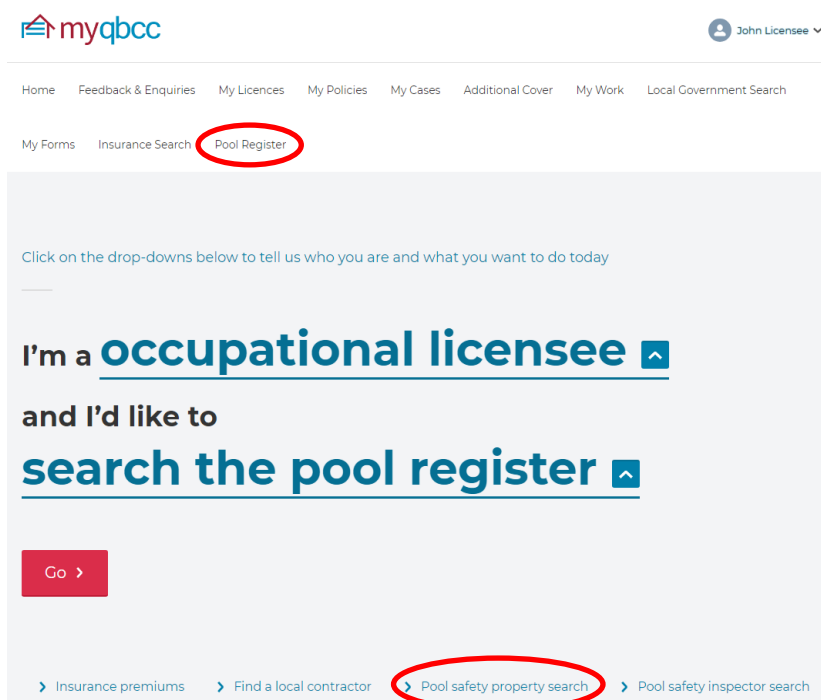


The login page features a light blue header with the text "Welcome to myQBCC". Below this are two input fields: "Email" with a person icon and "Password" with a lock icon. A prominent blue "Log in" button is centered below the fields. At the bottom, there are three links: "Forgot your password?", "Register now", and "Can't log into myQBCC? Contact us".

Upon successful log on, on the home page you can select any of the following to proceed to the Pool Register page:

- “I’m a **occupational licensee** and I’d like to **search the pool register**” from the drop-down menus, OR
- Select **Pool Register** from the headings across the top of the page, OR
- Select **Pool safety property search** from the links across the bottom of the page.

myQBCC home page:



The home page shows the myqbcc logo and a user profile for "John Licensee". A navigation menu includes "Home", "Feedback & Enquiries", "My Licences", "My Policies", "My Cases", "Additional Cover", "My Work", and "Local Government Search". Below this, "My Forms" is expanded to show "Insurance Search" and "Pool Register", with "Pool Register" circled in red. The main content area has a form with two dropdown menus: "I'm a **occupational licensee**" and "and I'd like to **search the pool register**". A red "Go >" button is below. At the bottom, a list of links includes "Pool safety property search", which is circled in red.

2.4 Do not have a myQBCC account

Licensees that do not have a myQBCC account can self-register by:

- Either following the link: [myQBCC self register](#), OR
- Selecting **Register Now** from the Login page.

You will receive an email containing instructions on how to log in and get started.

Self-register page:

Self register

To sign up for myQBCC, please complete and submit the registration form below. The fields marked with an asterisk (*) are mandatory so we can identify you and create an account.

Need more information? View our [FAQs](#) or call us on 139 333 - we are available 24/7.

Personal details

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Mobile Phone*	Email Address*
<input type="text"/>	<input type="text"/>
Date of Birth*	QBCC Licence Number
<input type="text"/>	<input type="text"/>

Terms, conditions and privacy declaration

*Please check the box to indicate you have read and agree to QBCC's Terms and Conditions

*Please check the box to indicate you have read and agree to QBCC's Privacy Policy

3 Nominated Representatives

3.1 What is a Nominated Representative?

A nominated representative is someone that you have permitted to act on your behalf in myQBCC. You can enable permissions to manage what they can and can't do for you.

3.2 What can a Nominated Representative do?

A Nominated Representative can have the following permissions:

- Pool Register Administration – including issuing Form 23 Pool Safety Certificates
- Make payments using your credit card details
- Update your contact details
- Manage other nominated representatives on your behalf.

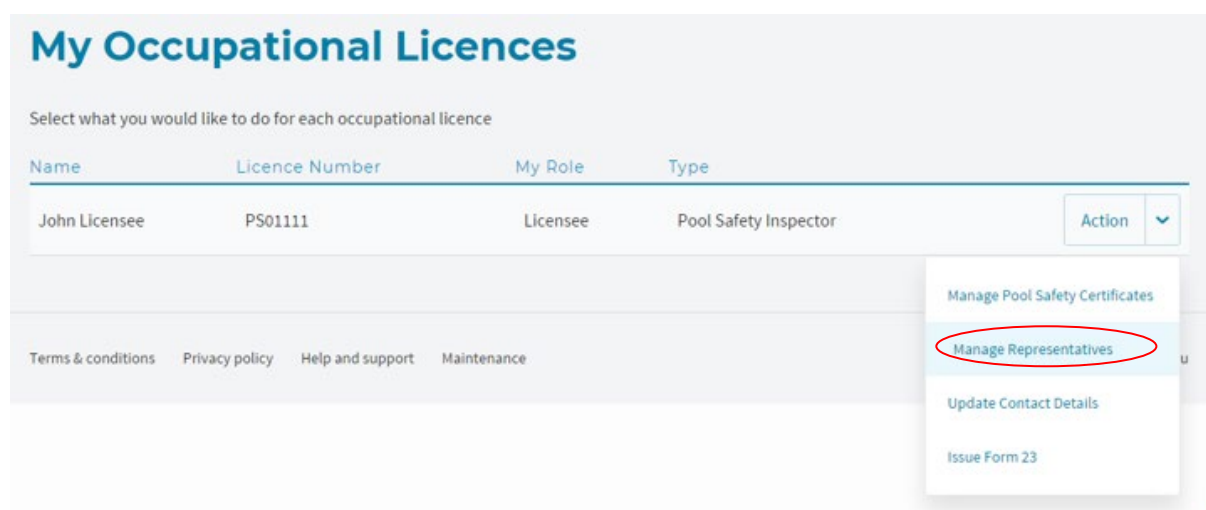
3.3 Managing Nominated Representatives

To access Nominated Representative functionality on myQBCC, complete the following steps:

Select the **My Licences** tab and scroll down to the My Occupational Licences section.

Select **Manage Representatives** from the **Action** drop-down menu.

Relevant section on the My Licences tab:



From the Manage Representatives screen, a number of options can be selected:

- To **Add a new representative**, select the **Add new representative** button and enter the details of your representative. When you select submit, your new representative will receive an email notification with login instructions for myQBCC
- To **Manage permissions** for a Nominated Representative, select the **Manage permissions** button. A page will display with options to customise the permissions of the user selected
- To **Remove access** for a Nominated Representative, select the **Remove access** button and the nominated representative will have their access to the licensee account removed.

Options available for managing Nominated Representatives:

Manage Representatives for John Licensee - Licence PS01111

Add new representative Return to My Licences

Note: Added representatives will receive an email notification with login instructions for myQBCC

Name	Role	Status		
Robert_96884436 PSI	Secretary	Active	Manage permissions	Remove access

3.4 Terms, conditions and privacy declaration

Terms and conditions and the privacy policy for myQBCC can be accessed via the following links:

- [Privacy policy](#)
- [Terms and conditions](#)

4 Searching for a property

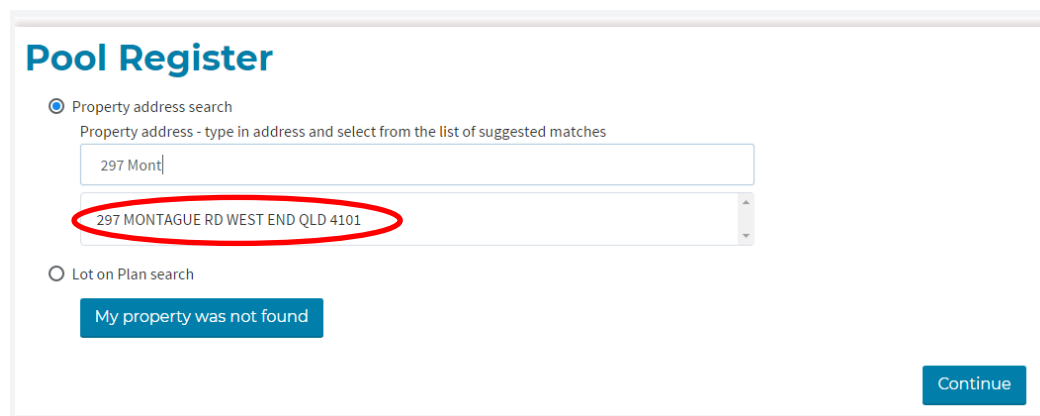
4.1 Search using a property address

We recommend searching for a property using the street address as myQBCC automatically validates your entry against Queensland Government property records.

As you start typing, addresses that closely match your search terms will display. The more detail you enter, the narrower the search results. To broaden your search results, enter fewer details.

Select the listing that matches the correct address from the drop-down.

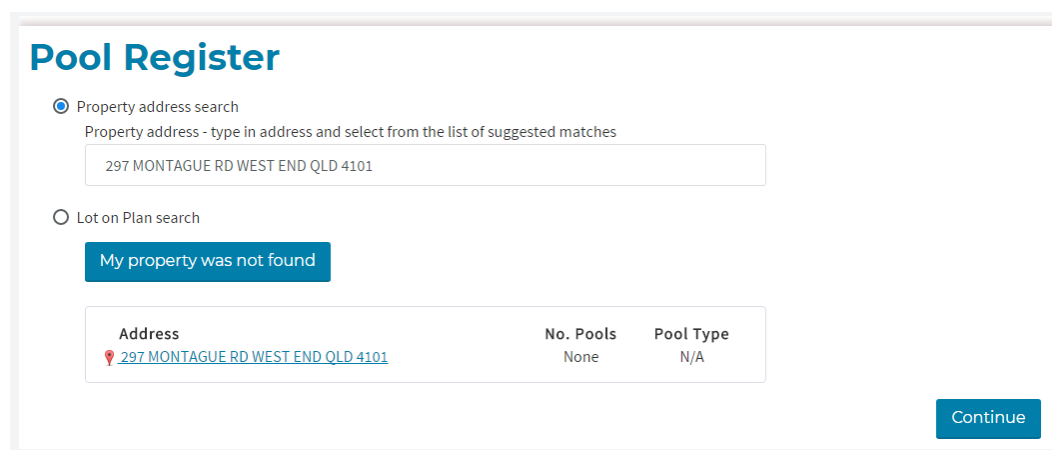
Select the correct address to access Pool Register records for this property



The screenshot shows the 'Pool Register' search interface. Under the 'Property address search' section, there is a text input field containing '297 Mont'. Below it, a dropdown menu is open, and the option '297 MONTAGUE RD WEST END QLD 4101' is highlighted with a red circle. There is also a 'My property was not found' button and a 'Continue' button at the bottom right.

A record will display showing the address, any pools registered and their type (share or non-shared).

Property address, number of pools registered and the pool type are displayed



The screenshot shows the 'Pool Register' search interface with the search results displayed. The search criteria are 'Property address search' and '297 MONTAGUE RD WEST END QLD 4101'. Below the search criteria, there is a table with the following data:

Address	No. Pools	Pool Type
297 MONTAGUE RD WEST END QLD 4101	None	N/A

There is also a 'My property was not found' button and a 'Continue' button at the bottom right.

Click on **Continue** or on the linked **property address link** to proceed.

Details of the lot on plan and local council district will display.

Property record where no pool is registered

Pool Register

Property location Show Map

Address
297 MONTAGUE RD WEST END QLD 4101

Lot on plan (RPD) Council
1/RP/160569 BRISBANE CITY

Details
No pools are registered for this property.

Back Update pool register

Property record where at least one pool is registered

Pool Register

Property location Show Map

Address
297 MONTAGUE RD WEST END QLD 4101

Lot on plan (RPD) Council
1/RP/160569 BRISBANE CITY

Details

Pool Details

Number of pools 1	Impracticality exemption
Shared pool property No	Disability exemption
Building certificate issue date	Alternative solution
Building certificate term	
Description	

Contact the QBCC to change the number of registered pools [click here](#)

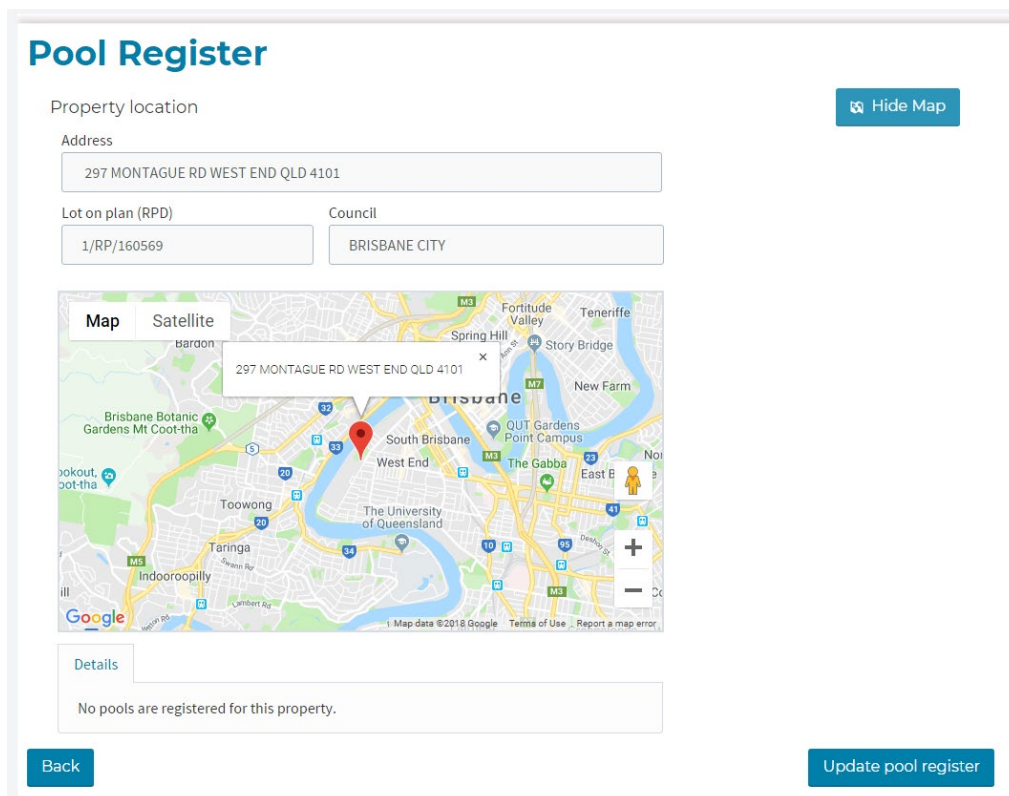
Pool safety certificate

There is no current pool safety certificate.
Note: If you are not selling or leasing your property, a pool safety certificate is not required. Please [click here](#) for more information about when a pool safety certificate is required

Back Issue Form 23

If required, use the **Show Map** button to display the property in Google maps to confirm location details.

Map pin indicates location of selected property using Map setting



Same location displayed using Satellite setting



Zoom in or out on the map using the + and – buttons.

4.2 Search using Lot on Plan details

If you are unable to locate a property using the address search function, you may wish to do a lot on plan search. This information can be accessed from the property owner or local council.

Provided these details are correct, a record will display showing the address, any pools registered and their type (share or non-shared).

Property address, number of pools registered and the pool type are displayed

The screenshot shows the 'Pool Register' search interface. The 'Lot on Plan search' option is selected. The search fields are filled with '1' for Lot number, 'RP' for Plan type, and '160569' for Plan number. A search button is visible. Below the search fields, a message states 'My property was not found'. A table displays the search results:

Address	No. Pools	Pool Type
297 MONTAGUE RD WEST END QLD 4101	1	Non-Shared

A 'Continue' button is located at the bottom right of the search results area.

Some searches may return numerous related addresses. Properties with registered pools will display at the top of the list.

Registered pool records will display at the top of the list

There were related addresses found for your search. Confirm the address you want to proceed with.

Address	No. Pools	Pool Type
5 ISLAND VIEW WAY WHITSUNDAYS QLD 4802	2	Shared
5 MARINA DR WHITSUNDAYS QLD 4802	1	Non-Shared
6 MARINA DR WHITSUNDAYS QLD 4802	None	N/A
4 MARINA DR WHITSUNDAYS QLD 4802	None	N/A
2 MARINA DR WHITSUNDAYS QLD 4802	None	N/A
3 MARINA DR WHITSUNDAYS QLD 4802	None	N/A
1 MARINA DR WHITSUNDAYS QLD 4802	None	N/A
AIRSIDE WHITSUNDAYS QLD 4802	None	N/A
15 MELALEUCA WAY WHITSUNDAYS QLD 4802	None	N/A
2 CYCAD CL WHITSUNDAYS QLD 4802	None	N/A

If your property is not in the list, try using the property search instead.

Select the **address that matches the correct location** from the list to proceed to the next screen.

Details of the lot on plan and local council district will display.

Property location page where no pool is registered

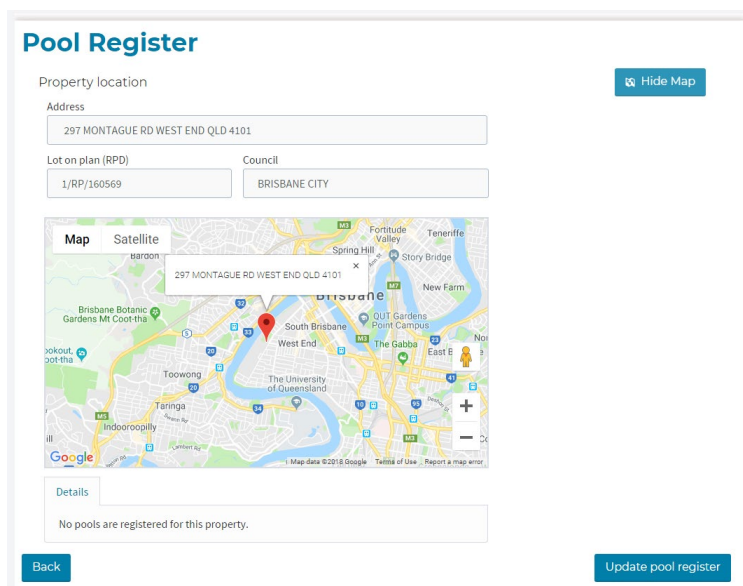
The screenshot shows the 'Pool Register' interface. At the top left is the title 'Pool Register'. Below it is the 'Property location' section with a 'Show Map' button. The 'Address' field contains '297 MONTAGUE RD WEST END QLD 4101'. The 'Lot on plan (RPD)' field contains '1/RP/160569' and the 'Council' field contains 'BRISBANE CITY'. A 'Details' tab is active, showing a message: 'No pools are registered for this property.' At the bottom left is a 'Back' button and at the bottom right is an 'Update pool register' button.

Property location page where at least one pool is registered

The screenshot shows the 'Pool Register' interface. At the top left is the title 'Pool Register'. Below it is the 'Property location' section with a 'Show Map' button. The 'Address' field contains '297 MONTAGUE RD WEST END QLD 4101'. The 'Lot on plan (RPD)' field contains '1/RP/160569' and the 'Council' field contains 'BRISBANE CITY'. A 'Details' tab is active, showing a 'Pool Details' section with several fields: 'Number of pools' (1), 'Impracticality exemption' (empty), 'Shared pool property' (No), 'Disability exemption' (empty), 'Building certificate issue date' (empty), 'Alternative solution' (empty), 'Building certificate term' (empty), and 'Description' (empty). Below this section is a link: 'Contact the QBCC to change the number of registered pools [click here](#)'. Underneath is the 'Pool safety certificate' section, which states: 'There is no current pool safety certificate. Note: If you are not selling or leasing your property, a pool safety certificate is not required. Please [click here](#) for more information about when a pool safety certificate is required'. At the bottom left is a 'Back' button and at the bottom right is an 'Issue Form 23' button.

If required, use the **Show Map** button to display the property in Google maps to confirm location details.

Map pin indicates location of selected property using Map setting



Same location displayed using Satellite setting



Zoom in or out on the map using the + and – buttons.

4.3 If the property is not found

If you have tried using both the property address search and the lot on plan search and you still cannot locate the correct property, you can manually enter the required details by selecting the **My property was not found** button.

You will need to supply the following *mandatory* details:

- Lot number
- Plan type
- Plan number
- Street number
- Street name
- Street type
- Suburb
- Postcode
- Local council area

Add Address

If you would like to notify QBCC of an address to add to the Pool register, enter the property address and click on "Add"

* Lot number: 25 * Plan type: SM * Plan number: 3942

Unit number: * Street number: 43

* Street name: The * Street type: Crescent

* Suburb: Brisbane State: QLD * Postcode: 4002

* Council: BRISBANE CITY

Add

Once you added these address details, you can update the Pool Register with information about the number of pools and their type (shared or non-shared) (refer to sections 5.1 and 5.2).

If the Pool Register already contains a record for a pool registered at the address that you've entered, you will be able to proceed with issuing a Pool Safety Certificate straight away.

If the details you enter do not match a Pool Register record, QBCC must validate this new address before the Pool Register will reflect the details you provided. The QBCC Pool Team will respond to your request within **three business days** and you will receive an email notifying you of the outcome of your submission. You can then proceed with issuing a Pool Safety Certificate (refer to page 18).

5 Updating the Pool Register

5.1 Adding the number of pools

Once you have located a valid property address, you can proceed with adding the number of pools.

Select the **Update pool register** button from the Property Location page.

Select Update pool register to add a pool to a property record

The screenshot shows the 'Pool Register' interface. At the top left is the title 'Pool Register'. Below it is the 'Property location' section with a 'Show Map' button. The 'Address' field contains '59 ORMONDE RD YERONGA QLD 4104'. The 'Lot on plan (RPD)' field contains '18/RP/118196' and the 'Council' field contains 'BRISBANE CITY'. A 'Details' section below shows 'No pools are registered for this property.' At the bottom left is a 'Back' button, and at the bottom right is an 'Update pool register' button, which is circled in red.

Enter the number of pools. **Please note!** You can only add **up to two pools** in the myQBCC platform.

If you need to add more than this, contact the QBCC Pool Team with details of your request via my.qbcc.qld.gov.au/s/contactsupport.

Add up to two pools to a property record

The screenshot shows the 'Information about the property' section. It has a title 'Information about the property'. Below it is the label '* Number of pools' followed by a text input field containing the number '1'. Below that is a checkbox labeled 'Shared pool?' with an information icon to its right.

5.2 Pool type – shared or non-shared

In addition to adding the numbers of pools, you need to record the type of pool.

Tick the **check box** if the pool is a shared pool, or leave blank for a non-shared pool.


Definitions of the two different pool types are:

- Non-shared pool – is only accessible to the residents of one dwelling and is typically associated with houses and units or townhouses with private spas or pools.
- Shared pool – is only accessible to residents of two or more dwellings.

Tick the box to indicate a shared pool, or leave it blank if it's a non-shared

Information about the property

* Number of pools

 Shared pool? 

Click the **Submit** button to complete the update of the Pool Register.

A summary page will show the updated record. From here, you can issue a Form 23 Pool Safety Certificate if required.

Summary page showing updated Pool Register record of one non-shared pool

Pool Register

Property location Show Map

Address

Lot on plan (RPD) Council

Details

Pool Details

Number of pools <input type="text" value="1"/>	Impracticality exemption <input type="text"/>
Shared pool property <input type="text" value="No"/>	Disability exemption <input type="text"/>
Building certificate issue date <input type="text"/>	Alternative solution <input type="text"/>
Building certificate term <input type="text"/>	
Description <input type="text"/>	

Contact the QBCC to change the number of registered pools [click here](#)

Pool safety certificate

There is no current pool safety certificate.
Note: If you are not selling or leasing your property, a pool safety certificate is not required. Please [click here](#) for more information about when a pool safety certificate is required

Back Issue Form 23

6 Issuing a Form 23 Pool Safety Certificate

6.1 Locate the property record in the Pool Register

Use either the property address search (refer to page 9) or the lot on plan search (refer to page 12) to locate the relevant property's Pool Register record.

Pool Register record showing one non-shared pool with no Pool Safety Certificate

The screenshot shows the 'Pool Register' web interface. At the top, there is a 'Property location' section with a 'Show Map' button. Below this, there are input fields for 'Address' (297 MONTAGUE RD WEST END QLD 4101), 'Lot on plan (RPD)' (1/RP/160569), and 'Council' (BRISBANE CITY). A 'Details' tab is active, showing a 'Pool Details' section with the following fields: 'Number of pools' (1), 'Impracticality exemption' (empty), 'Shared pool property' (No), 'Disability exemption' (empty), 'Building certificate issue date' (empty), 'Alternative solution' (empty), and 'Building certificate term' (empty). There is also a 'Description' field. Below the fields, there is a link to 'Contact the QBCC to change the number of registered pools' and a section for 'Pool safety certificate' stating 'There is no current pool safety certificate.' and a note about when a certificate is required. At the bottom, there are 'Back' and 'Issue Form 23' buttons.

Pool Register property records will show one of four scenarios:

- No current Pool Safety Certificate
- An Active Pool Safety Certificate
- An Expired Pool Safety Certificate
- A Form 17 building certificate in place that has the same effect as a Form 23.

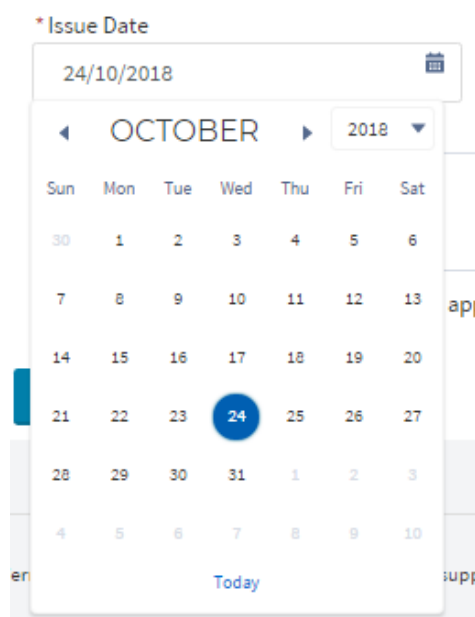
If you wish to proceed with issuing a new Pool Safety Certificate, click on the **Issue Form 23** button.

6.2 Confirm or update the certificate details

The Pool Safety Certificate details will pre-populate based on the Pool Register record and your licence details. You can only alter the **Issue date**, provide a **description** and indicate if an **exemption or alternative solution applies** on this page. All other fields are locked.

Select an **Issue Date** for the certificate using the date-picker function. **Please note!** You can't select a future date, nor a date that's more than 15 days before today's date.

Use the date-picker to select the certificate's date of issue



The image shows a date picker interface. At the top, it displays the selected date '24/10/2018'. Below this is a calendar for the month of 'OCTOBER' in the year '2018'. The days of the week are listed as 'Sun', 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', and 'Sat'. The date '24' is highlighted with a blue circle. The calendar also shows the current date 'Today' at the bottom.

You can type information into the description field if required.

If you select **Yes** for the question '**Does an exemption or alternative solution apply?**' you will be required to confirm this information has been included in the Pool Register information, or provide this information to QBCC before issuing this certificate.

Contact the QBCC Pool Team at my.qbcc.qld.gov.au/s/contactsupport for assistance.

If you select 'Yes', the data you enter in the field will appear on the Pool Safety Certificate

Does an exemption or alternative solution apply? Yes No

* Check the exemption / alternative solution is included in the pools register information for this pool. If not, ask the QBCC to add this information before you issue this certificate. In this field describe the disability exemption, impracticality exemption or alternative solution that applies



A large, empty text input field with a light blue border and a small cursor icon at the bottom right corner.

The data entered into this field will appear on the Pool Safety Certificate.

6.3 Add minor repairs

Select the **Add Minor Repair** button to add any minor repairs that were carried out at the property. If no minor repairs were undertaken, click on **Continue** to proceed.

Select from the drop-down options to describe the minor repair

Any minor repairs added will display in the table. To edit or delete an entry, select the **Action** drop-down and select the relevant option.

Table shows the full list of minor repairs included with the Pool Safety Certificate

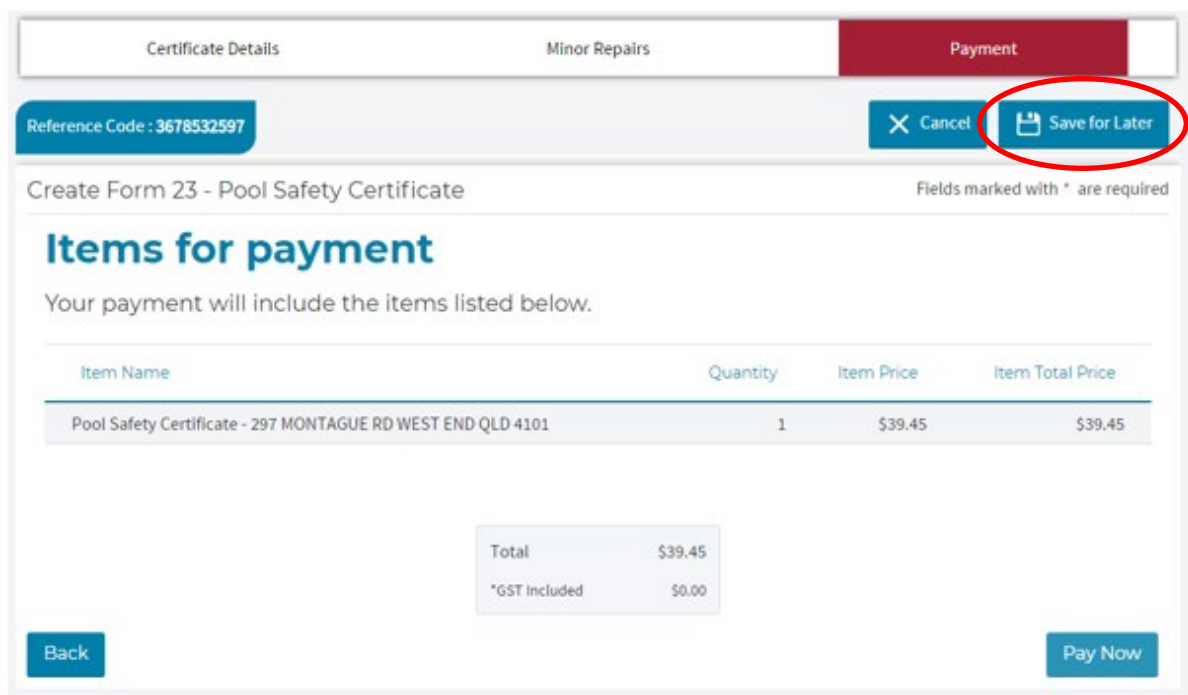
Work Conducted ↑	Type Of Work	Cost	Description	Action
Repairing, replacing, adjusting or installing a gate	Repair	Less than equal to \$500	Installed a new gate.	Action ▼

Click on **Continue** to proceed to the payment screen.

6.4 Using the ‘Save for Later’ function

Once you have started issuing the Pool Safety Certificate, you can save the data you have entered and come back to finalise the transaction later. Simply select the **Save for Later** button.

Select the **Save for Later** button at any stage after starting the Issue Form 23 process



The screenshot shows the 'Payment' tab of the 'Create Form 23 - Pool Safety Certificate' process. A reference code of 3678532597 is displayed. The 'Items for payment' section lists one item: 'Pool Safety Certificate - 297 MONTAGUE RD WEST END QLD 4101' with a quantity of 1, an item price of \$39.45, and an item total price of \$39.45. A summary box shows a total of \$39.45 and *GST included of \$0.00. The 'Save for Later' button is circled in red.

Item Name	Quantity	Item Price	Item Total Price
Pool Safety Certificate - 297 MONTAGUE RD WEST END QLD 4101	1	\$39.45	\$39.45

Total	\$39.45
*GST included	\$0.00

For directions on how to resume the transaction, see Section 7.2 Resume saved Pool Safety Certificate (page 25).

6.5 Pay for the Pool Safety Certificate

Select the **Pay Now** button to proceed to the payment screen for your Pool Safety Certificate.

You can use either a Visa or MasterCard to pay for the certificate (one certificate only per transaction). The myQBCC payment gateway with Commonwealth Bank allows you to save your credit card details for future payments. Commonwealth Bank, not QBCC, securely holds these details.

To save the card details, tick the box **Remember this card for future payment**.

You can remove these card details during any subsequent transactions by selecting the **Remove Card** button.

Tick the box if you'd like to save your card details for future transactions


Reference Code : 3678532597 Cancel Save for Later

Create Form 23 - Pool Safety Certificate Fields marked with * are required

Payment details

While your payment is processing, don't click back in your browser or refresh your page.

Amount (AUD)
\$39.45

VISA  **mastercard**

Card Number

Expiry Date
MM YY

CVN

Cardholder Name

Remember this card for future payment

Secured by CommonwealthBank

Back Process Payment

You can remove your saved cards details during subsequent transactions


Create Form 23 - Pool Safety Certificate Fields marked with * are required

Payment details

While your payment is processing, don't click back in your browser or refresh your page.

Amount (AUD)
\$39.45

My Cards

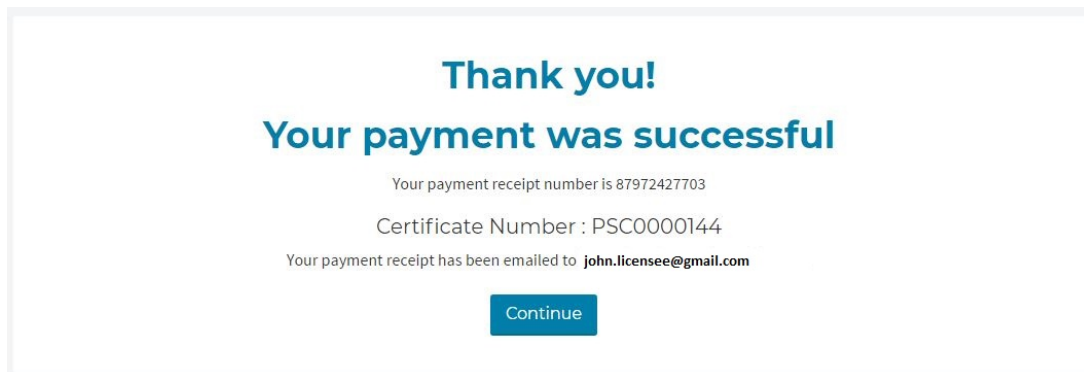
Card Number	Expiry	Card Type	Cardholder Name	
<input type="radio"/> xxxx-xxxx-xxxx-346	01/19	 mastercard	John Licensee	Remove Card
<input type="radio"/> Use another card				

Secured by CommonwealthBank

Back Process Payment


Once your payment is complete, you will receive a payment receipt, with a PDF copy of the Pool Safety Certificate attached, at the email address shown on the screen.

A payment confirmation screen will display when your transaction is complete



Click on **Continue** to take you to the **Manage Pool Safety Certificates** screen where you can view completed certificates or resume partially completed ones.

The Pool Safety Certificate has been updated to reflect QBCC as the issuing body



FORM 23
POOL SAFETY CERTIFICATE

A pool safety certificate is required in Queensland when selling or leasing a property with a regulated pool. This form is to be used for the purposes of sections 246AA and 246AK of the Building Act 1975.

1. Pool safety certificate number Certificate number:

2. Location of the swimming pool
Lot/s on plan details are usually shown on the title documents and rates notices
 Street address:
 Postcode:

Lot and plan details: Local government area:

3. Exemptions or alternative solutions for the swimming pool (if known and applicable)
If it is known that an exemption or alternative solution is applicable to the swimming pool please state this. This will help provide pool owners with a concise and practical explanation of the exemption or alternative solution. It will also help to ensure the ongoing use of the pool and any future modifications do not compromise compliance with the pool safety standard.

4. Shared pool or non-shared pool Shared pool Non-shared pool

5. Pool safety certificate validity
 Effective date: / / Expiry date: / /

6. Certification
This certificate states that the pool safety inspector has inspected the regulated pool and is satisfied that the pool is a complying pool under the Building Act 1975.

I certify that I have inspected the swimming pool and I am reasonably satisfied that, under the Building Act 1975, the pool is a complying pool.

Name:
 Pool safety inspector licence number:
 Signature: Date: / /

Other important information that could help save a young child's life
It is the pool owner's responsibility to ensure that the pool (including the barriers for the pool) is properly maintained at all times to comply with the pool safety standard under the Building Act 1975. Gates and doors giving access to the pool must always be kept securely closed while they are not in use. High penalties apply for non-compliance. It is essential that parents and carers carefully supervise young children around swimming pools at all times. Parents should also consider beginning swimming lessons for their young children from an early age. Please visit www.qbcc.qld.gov.au/home-building-owners/pool-safety for further information about swimming pool safety. This pool safety certificate does not certify that a building development approval has been given for the pool or the barriers for the pool. You can contact your local government to ensure this approval is in place.

Privacy statement
The Queensland Building and Construction Commission is collecting personal information as required under the Building Act 1975. This information may be stored by the QBCC, and will be used for administration, compliance, statistical research and evaluation of pool safety laws. Your personal information will be disclosed to other government agencies, local government authorities and third parties for purposes relating to administering and monitoring compliance with the Building Act 1975. Personal information will otherwise only be disclosed to third parties with your consent or unless authorised or required by law.

RTI: The information collected on this form will be retained as required by the Public Records Act 2002 and other relevant Acts and regulations, and is subject to the Right to Information regime established by the Right to Information Act 2009.
 This is a public document and the information in this form will be made available to the public.

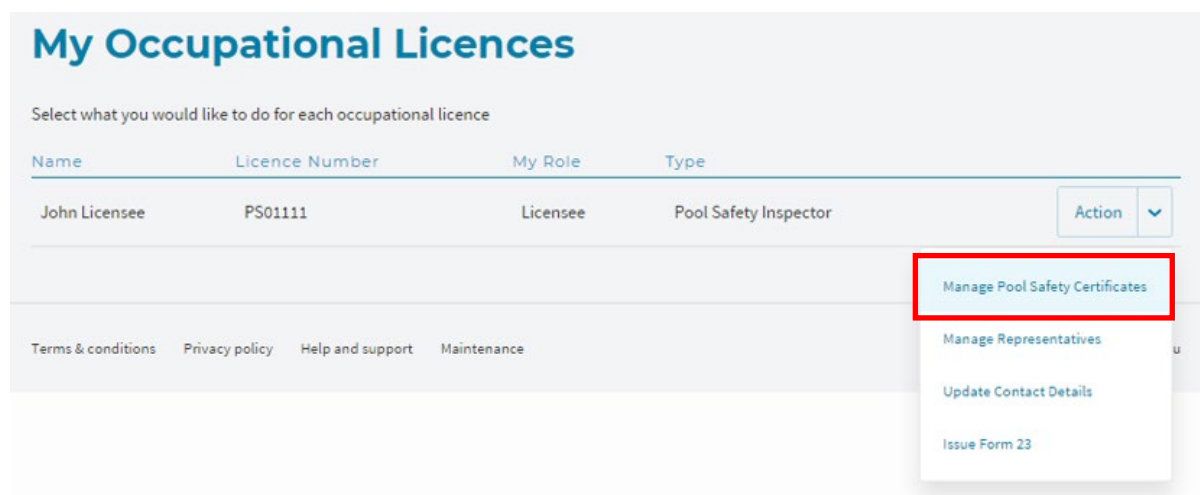
7 Manage Pool Safety Certificates

7.1 Access the Manage Pool Safety Certificates page

The **Manage Pool Safety Certificates** page can be accessed through one of two paths:

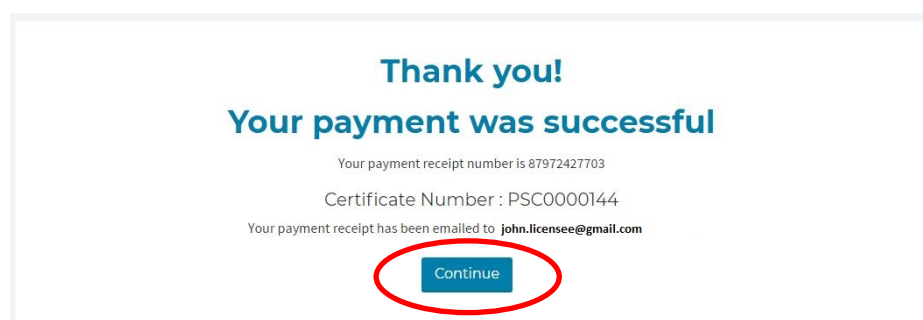
- From the home page of myQBCC, click on the My Licences tab at the top of the page and select **Manage my Pool Safety Certificates** from the Action drop down next to your **Pool Safety Inspector Occupational Licence number**, OR
- Once you have complete issuing a Pool Safety Certificate, click **Continue** on the payment successful screen to proceed to the **Manage my Pool Safety Certificates** page.

1. From the My Licences tab, select the **Action** drop-down and choose **Manage Pool Safety Certificates**



Alternatively, you can:

2. Click on the **Continue** button at the end of a Pool Safety Certificate transaction to access the **Manage Pool Safety Certificates** page.



From the **Manage my Pool Safety Certificates** page, you can:

- Create a new Pool Safety Certificate
- Resume a partially completed Pool Safety Certificate
- Search your Pool Safety Certificate records
- View and print a PDF copy of Pool Safety Certificates from your records

Key button location on the Manage Pool Safety Certificates page

Manage Pool Safety Certificates

Start a new form or resume a form in progress




Create or Resume Form

Issued Date - Start: 25/09/2018

Issued Date - End: 25/10/2018

Items Per Page: 50

Search by Column: --None--

Certificate	Licensee	Certificate Number	Version	Status	Site	Type	Issued Date	Expiry Date
	John Licensee	PSC0000179	0	Active	297 MONTAGUE RD WEST END QLD 4101	Non-shared	25-Oct-2018	25-Oct-2020
	John Licensee	PSC0000180	0	Active	5 KITCHING ST CHAPEL HILL QLD 4069	Non-shared	25-Oct-2018	25-Oct-2020
	John Licensee	PSC0000144	0	Active	19 QUEEN ST ABERCORN QLD 4627	Non-shared	22-Oct-2018	22-Oct-2020

Showing 1 to 3 of 3 records

Previous Next


To create a new Pool Safety Certificate, refer to the steps outlined in Section 6 on page 18.

7.2 Resume a saved Pool Safety Certificate

Select the **Create or Resume Form** button.

Click on the **Resume** button next to the record you want to complete.

Resume the partially completed record

	5039911474	297 MONTAGUE RD WEST END QLD 4101	24-Oct-2018	21-Nov-2018
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The Property location page from the Pool Register will open. Confirm this is the correct property and proceed with issuing the Pool Safety Certificate.

7.3 Cancel a saved Pool Safety Certificate

To cancel a saved, partially completed Pool Safety Certificate, select the **Create or Resume Form** button from the **Manage my Pool Safety Certificates** page.

Click on the **Resume** button next to the record you want to cancel.

Once the record has opened, click on the **Cancel** button.

Select the cancel button to delete the incomplete record

The screenshot shows the 'Minor Repairs' section of a Pool Safety Certificate form. At the top, there are three tabs: 'Certificate Details', 'Minor Repairs' (which is active and highlighted in red), and 'Payment'. Below the tabs, there is a reference code '1228279411' and two buttons: 'Cancel' (circled in red) and 'Save for Later'. The main heading is 'Minor repairs' with a sub-heading 'Add any minor repairs carried out at the property. If no minor repairs were undertaken, click on Continue'. There is an 'Add Minor Repair' button. Below this is a table with columns: 'Work Conducted ↑', 'Type of Work', 'Cost', and 'Description'. The table contains one record: 'Repairing, replacing or adjusting part of existing fencing (to 6 posts or 5m)', 'Repair', 'Less than equal to \$500', and 'Replaced a fence post'. There is an 'Action' dropdown menu for this record. At the bottom of the table, it says 'Showing 1 to 1 of 1 records' and has 'Previous' and 'Next' buttons. There are also 'Back' and 'Continue' buttons at the bottom of the form.

Click on **Yes, Cancel the Form** to confirm that you want to delete the form.

Confirm you wish to cancel the record

The screenshot shows a confirmation dialog box titled 'Cancel Form'. The dialog box has a close button (X) in the top right corner. The main text asks 'Are you sure you want to cancel? This request and all entered information will be deleted'. At the bottom, there are two buttons: 'No, Go Back' and 'Yes, Cancel the Form' (circled in red).

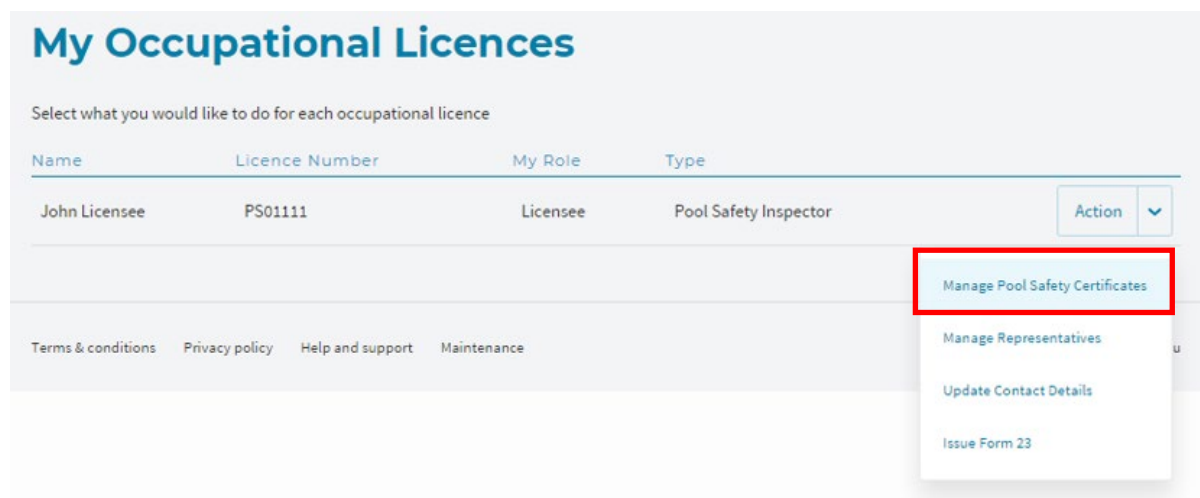
The form will no longer appear in your **Resume form** list.

7.4 Search your Pool Safety Certificate records

You can search your Pool Safety Certificate records from the **Manage Pool Safety Certificates** page.

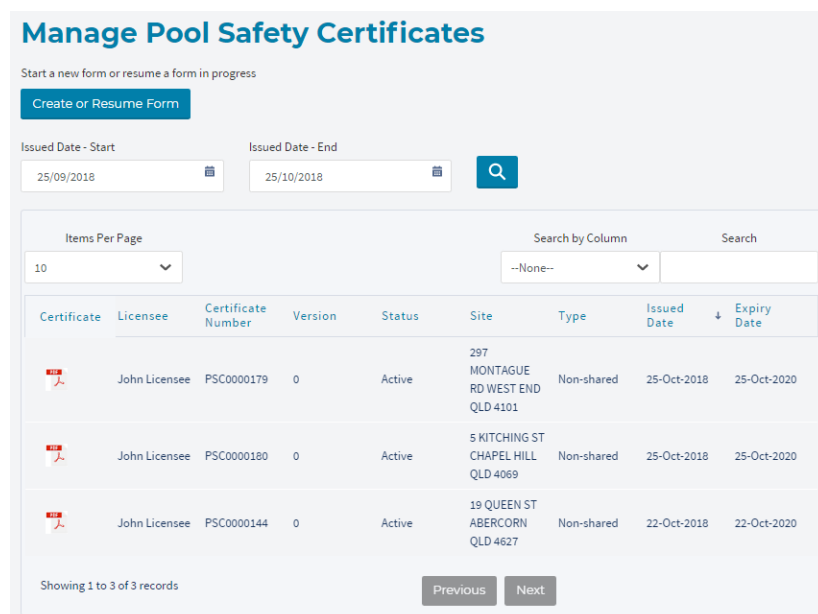
To find this from the home page of myQBCC, click on the My Licences tab at the top of the page and select **Manage my Pool Safety Certificates** from the Action drop down next to your **Pool Safety Inspector Occupational Licence number**.

Navigate to My Occupational Licence/s and select the relevant action button



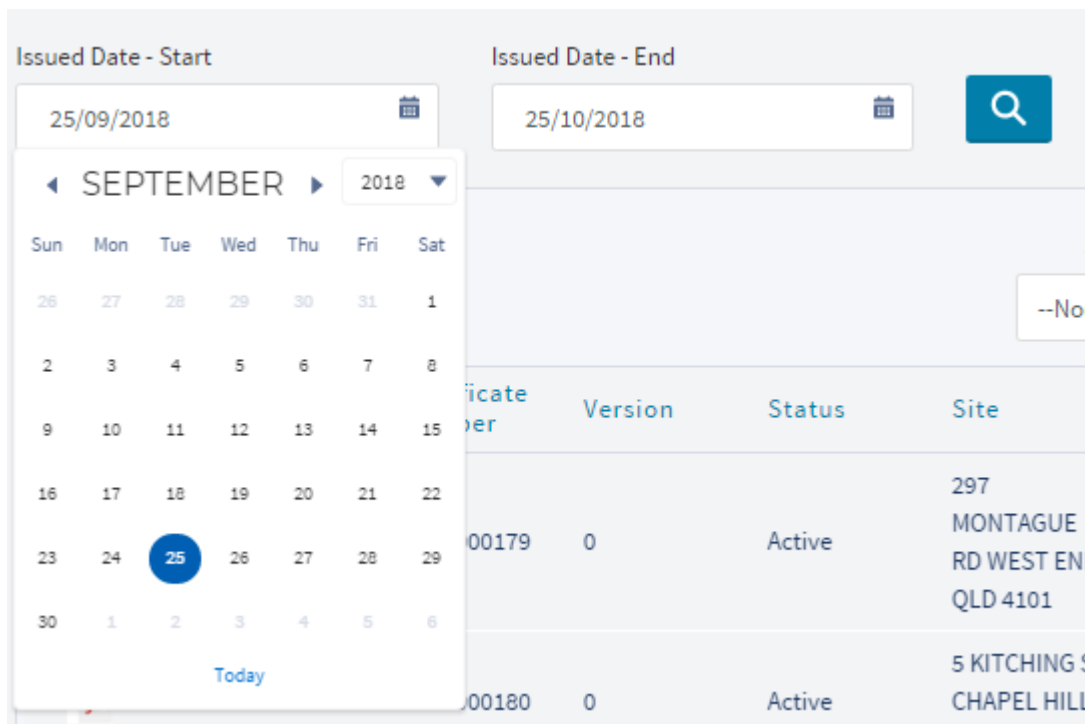
All of your Pool Safety Certificate records will display with the most recent at the top of the list.

Pool Safety Certificates are display with the most recent ones at the top of the list



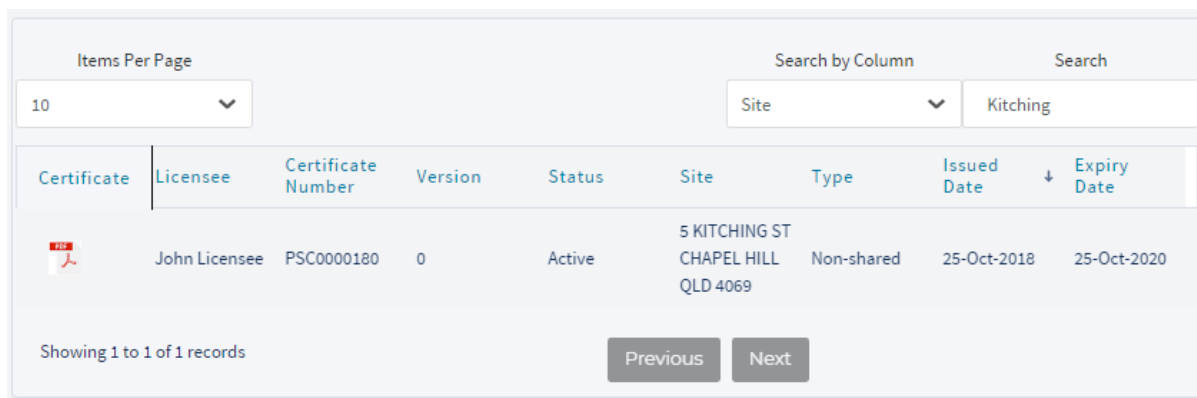
Adjust the number of Pool Safety Certificates displayed by using the date-picker to select the date range required.

Adjust the date range of the display



You can also search on a word by typing it into the **Search** field, or by selecting a combination from the **Search by Column** drop-down and a free text **Search**.

*Search results will start to return when you type into the free text **Search** box*




To stop searching, clear the text from the **Search** field and all results will display again.

7.5 View and print a copy of a Pool Safety Certificate

Each Pool Safety Certificate record has a PDF version of the certificate attached.

You can open and print the PDF if you have a PDF viewer installed on your computer or device. Click on the PDF icon to the left of the relevant Pool Safety Certificate to open it.

Click on the PDF icon to open the Pool Safety Certificate

	John Licensee	PSC0000179	0	Active	297 MONTAGUE RD WEST END QLD 4101	Non-shared	25-Oct-2018	25-Oct-2020
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8 Amend or cancel a completed Pool Safety Certificate

8.1 Amend a Pool Safety Certificate

If you have made an error in a Pool Safety Certificate that you have issued, you will need to notify the QBCC Pool Team to organise the amendment.

Go to my.qbcc.qld.gov.au/s/contactsupport to submit your request and provide the following details:

- Your name
- Your Pool Safety Inspector licence number
- The Pool Safety Certificate number
- Details of the required amendment.

A member of the Pool Team will respond to your request.

8.2 Cancel a Pool Safety Certificate

If you have made an error in a Pool Safety Certificate that you have issued and need to cancel it, notify the QBCC Pool Team to request a cancellation.

Go to my.qbcc.qld.gov.au/s/contactsupport to submit your request and provide the following details:

- Your name
- Your Pool Safety Inspector licence number
- The Pool Safety Certificate number
- Reasons for the cancellation.

A member of the Pool Team will respond to your request.

9 Update your contact details

9.1 Details that can be updated online

The following contact details can be updated through myQBCC:

- Business phone number
- Home phone number
- Mobile phone number
- Fax number
- Postal Address
- Business Address (cannot be a PO Box)
- Registered Address

If you need to change contact details other than those listed above, please contact QBCC on 139 333.

9.2 Update your profile

You can update your contact details using myQBCC through one of two paths:

- Log in to myQBCC at [myQBCC login](#), then
- Select **My Profile** from the drop-down next to your name in the top right-hand corner of myQBCC, OR
- On the **My Licences** tab, select the **Action** drop-down next to your Pool Safety Inspector licence, then **Update Contact Details**.

10 Help

10.1 Assistance and support

For assistance or any queries about updating the Pool Register or issuing a Pool Safety Certificate on myQBCC, please contact QBCC on 139 333.