

FAQ: Pool Safety Systems improvements

Why is the Pool Register moving?

The current system has come to the end of its lifecycle. The new system is more stable and reliable and has some great enhancements to improve information quality and make life easier

Enhancements include:

- **Autocomplete address search** – as you start to enter a pool location, the system will use Titles Office data to match and verify the address.
- **New map function** – allows you to use Google satellite view to zoom in and confirm pool locations. Perfect for corner properties.
- **Certificates paid by credit card** – pay from one or multiple credit cards saving details securely with BPOINT.
- **Flexible searches** – find issued certificates by date of issue or expiry, certificate number or location.
- **Save functionality** – start, pause and resume the creation of certificates to suit the way you work.

What is BPOINT?

BPOINT is a secure card payment collection portal provided by the Commonwealth Bank. This service is compliant with the Payment Card Industry Data Security Standard.

When is the new system up and running?

Go-live is scheduled for Monday 29 October 2018.

To allow updates to occur the Pool Register will be unavailable from 5pm Friday 26 October to 7am Monday 29 October.

I don't have a myQBCC account do I need to register for one?

No.

You don't need to do anything. There is no need to register. Our technical team are creating accounts for all PSIs who don't currently have a myQBCC account. We'll send you a link and further instructions over the Go-Live weekend (i.e. Saturday 27 October and Sunday 28 October).

How will I know how to use the new system?

We think you'll find the new Register easy to use but we understand some people like the option of a visual aid, so we've created a User Guide.

We'll email you a link to this User Guide on Monday 29 October 2018, which is Go-Live for the new system. This guide steps you through the Register's functions and covers a range of useful myQBCC tips, including how to add and manage nominated representatives on your myQBCC account.

What other changes are happening?

You should check out the information page we prepared. It outlines all the changes that are happening. <https://www.qbcc.qld.gov.au/new-system-changes-pool-safety-inspectors>

Changes include:

- Top-up facility discontinued (in the new system, you can pay for Pool Safety Certificates using a credit card or multiple cards using secure payment portal, BPOINT)
- nominated representatives – a safe option for added users
- a new designs and features for
 - Pool Safety Certificates
 - licence renewal notice
 - licence cards.

When will I get my new licence card?

New cards will be issued when renewals are processed. When your licence is next renewed, your new card will be provided with the new design.

Your card may take up to two weeks to arrive.

Will 'old' certificates be obsolete? Should/can I change old certificates?

No.

The new design Pool Safety Certificates don't make the old ones obsolete. Certificates issued from the old system are legal records and do not need to be amended.

Why are top up accounts going?

Top-up services were created because credit card payment wasn't supported on the old system. Top-up facilities weren't considered a permanent solution and have always been earmarked for replacement when more convenience payment options became available.

The new system on myQBCC uses BPOINT (a payment collection portal provided by the Commonwealth Bank) to provide simple and secure online payment using your credit card.

How long before I get my money back when the top-up closes?

Refunds can take up to 28 days to process.

If I want to donate my remaining top-up balance , can I get a tax receipt?

Yes.

You can get a tax receipt but you will need to get this from Hannah's Foundation directly. QBCC doesn't have the status required to issue tax receipts for donations but Hannah's Foundation is very happy to do this if you donate an amount over \$2.

QBCC will send all funds donated to Hannah's Foundation as a lump sum. PSIs who want to get a tax receipt will need to contact Hannah's Foundation directly.