

# NOTIFIABLE WORK (FORM 4/4A) FAQs

This list of Frequently Asked Questions (FAQs) has been compiled to assist with the relocation of online submissions of Notifiable Work (Form 4/4A) into myQBCC – our online customer portal.

We've covered a broad range of topics from registering for a myQBCC account right through to amending submissions after they're complete.

**Question 1** How do I register for a myQBCC account?

**Answer** Complete the following steps:

1. Open [my.qbcc.qld.gov.au](http://my.qbcc.qld.gov.au)
2. Select 'Login/Sign up'  
(located on the top right of the screen)
3. Select 'Register now'  
(located under heading 'Don't have a myQBCC account?')
4. Enter your Personal Details, including your licence number  
(fields marked with an \* are mandatory)
5. Select the 'Terms, conditions and privacy declaration' checkboxes when you have read the relevant documents
6. Select 'Submit Registration'.

An email will be sent to you for the creation of a password.

**Question 2** How do I login to myQBCC?

**Answer** Complete the following steps:

1. Open [my.qbcc.qld.gov.au](http://my.qbcc.qld.gov.au)
2. Select 'Login/Sign up'  
(located on the top right of the screen)
3. Enter your email address and password
4. Select 'Log in'.

**Question 3** How do I log out of myQBCC?

**Answer** Complete the following steps:

1. From any page of myQBCC select your username  
(located on the top right of the screen)
2. Select 'Logout' from the drop-down menu.

**Question 4** How do I change the login email address for my myQBCC user account?

**Answer** To change your login email address, contact the QBCC on 139 333.

**Question 5** How do I change the password on a myQBCC user account?

**Answer** Complete the following steps:

1. Open [my.qbcc.qld.gov.au](http://my.qbcc.qld.gov.au)
2. Select 'Login/Sign up'  
(located on the top right of the screen)
3. Select 'Forgot your password?'
4. Enter your login email address
5. Select 'Send Password Reset Email'  
A page is displayed advising you to check your email for instructions on how to reset your password
6. Click on the password reset link in the email you receive and follow the instructions on the 'Change Your Password' page.

**Question 6** What option do I have to make payments if I don't have a credit / debit card?

**Answer** When submitting a manual Notifiable Work Form 4 you can make payments with cheques or money orders.

Contact the QBCC to arrange for a manual Form 4 booklet to be sent to you.

**Question 7** Can I search for old Notifiable Work Form 4/4As in myQBCC?

**Answer** Yes, by utilising the search function.

**Question 8** Who can I contact if I'm having trouble with myQBCC?

**Answer** Please contact the QBCC on 139 333 or send a General Enquiry from [my.qbcc.qld.gov.au](http://my.qbcc.qld.gov.au).

**Question 9** I have entered the Notifiable Work (Form 4/4A) details into myQBCC and it is not letting me past the 'Attachments' page. What do I need to do?

**Answer** If you have selected Category 4 or Category 15 work, then you will need to attach an 'As Constructed' diagram. This is a mandatory requirement and must be included before you can complete your submission.

**Question 10** How do I include more than one person as the 'Licensed Person who did the work'?

**Answer** Complete the following steps when logged into myQBCC:

1. Select the search icon to the right of the field to display the Licensed person search pop up window.
2. Search for licensee by either occupational licence number or by first and/or surname and click on the 'Search' button
3. Select the relevant licensee from the results returned by ticking the checkbox next to their name.

**Question 11** Where can I get a Form 9 for Category 8 work?

**Answer** Complete the following steps:

1. Open [www.qbcc.qld.gov.au](http://www.qbcc.qld.gov.au)
2. Under the 'Contractors' heading, select 'Forms, fact sheets and publications'
3. Select 'Forms' and scroll down to the heading 'Forms from other agencies', where you'll find the Form 9.

**Question 12** How do I top up my account?

**Answer** The new solution on myQBCC enables you to submit multiple Notifiable Work Form 4s and pay with a single credit / debit card transaction, so there's no need for a top-up account anymore.

You can also save your credit / debit card details to speed up the process when you return to submit another Notifiable Work Form 4.

**Question 13** Where do I get manual Notifiable Work Form 4/4A booklets from?

**Answer** Please contact the QBCC on 139 333 or send a General Enquiry from [my.qbcc.qld.gov.au](http://my.qbcc.qld.gov.au)

**Question 14** On the 'Details' screen when submitting Notifiable Work (Form 4/4A), what does 'My Reference' refer to?

**Answer** You can add your own description of your work and any relevant details. Completion of this section is optional.

**Question 15** How do I enter a Form 4A Public Sector Entity Notifiable Work?

**Answer** Answering Yes to the question: 'Was this work for either a State Government or Local Authority?' (Form 4A), will identify your submission as a Form 4A.

The question is located in the 'About the work' section on the 'Details' screen.

**Question 16** How do I manage permissions for my administrative person or partner?

**Answer** Complete the following steps when logged into myQBCC:

1. Select the 'My Licences' tab
2. Select 'Manage Representatives' from the 'My Occupational Licence/s Action' drop-down menu
3. Add, delete or amend permissions as required

**Question 17** How do I remove access for my administrative person or partner?

**Answer** Complete the following steps when logged into myQBCC:

1. Select the 'My Licences' tab
2. Select 'Manage Representatives' from the 'My Occupational Licence/s Action' drop-down menu
3. Select 'Remove Access' next to the relevant person.

**Question 18** If I do not want my administrative person or partner using my saved credit card what do I do?

**Answer** Complete the following steps when logged into myQBCC:

1. Select the 'My Licences' tab
2. Select 'Manage Representatives' from the 'My Occupational Licence/s Action' drop-down menu
3. Select 'Manage Permissions' next to the relevant person
4. Select 'Disable' for online payments.

**Question 19** How do I amend Notifiable Work (Form 4/4A) that I've already submitted?

**Answer** Complete the following steps when logged into myQBCC:

1. Select the 'My Licences' tab
2. Select 'Search' from the 'My Occupational Licence/s Action' drop-down menu
3. Search for the relevant Notifiable Work (Form 4/4A)
4. Amend the Notifiable Work (Form 4/4A) as required.

**Question 20** How do I cancel a Form 4 or Form 4A?

- Answer**
1. Send a request to [notifiablework@qbcc.qld.gov.au](mailto:notifiablework@qbcc.qld.gov.au) providing all details.
  2. We will contact you to organise a refund.

### Need more information

Call QBCC on 139 333, check out our website at [www.qbcc.qld.gov.au](http://www.qbcc.qld.gov.au) or visit your local QBCC office.