



Premier & Cabinet
Division of Local Government

Division of Local Government
Department of Premier and Cabinet

SWIMMING POOL REGISTER USER GUIDE

SWIMMING POOLS ACT 1992



NOVEMBER 2013

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1 INTRODUCTION

1.1 Purpose of user guide

The purpose of this user guide is to assist general purpose councils in understanding and using the Swimming Pool Register (the Register).

The Register user should note that many of the screens appear similar. Many Register functions can be accessed from several menu items. An example would be where the records of a pool registration can be changed from the Edit pool, Inspect pool, and Search pool, functions. This user guide does not necessarily cover all possible methods of accessing a Register function.

1.2 User guide, legislation and standards

The user guide should be read in conjunction with the provisions of the *Swimming Pools Act 1992* (the Act), the *Swimming Pools Regulations 2008* (the Regulations), and the relevant Australian Standard AS1926.1 (the Standard).

The Division of Local Government, Department of Premier and Cabinet, is available to assist councils with queries in relation to councils' obligations or responsibilities under the Act or the Regulation or the content of this user guide.

1.3 Review of Swimming Pools Act

In 2012, a comprehensive review of the *Swimming Pools Act 1992* was finalised. The review identified a number of amendments designed to enhance the safety of children under the age of five years around private (backyard) swimming pools in NSW.

The *Swimming Pools Amendment Act 2012* became operational on 29 October 2012 and made a number of amendments to the *Swimming Pools Act 1992*, including the following:

- Owners of pools are to register their swimming pools on an on-line register provided by the NSW State Government
- Owners of a pool are to self-assess that their pool complies with the applicable standard. The standard to be applied is based on information provided by the person registering the pool or spa
- A valid swimming pool compliance certificate will be required before a property with a swimming pool can be sold or leased (from the 29 April 2014)
- A valid swimming pool compliance certificate will be required for all tourist and visitor accommodation sites, or where there is more than two dwellings (from 29 April 2014)

1.4 Role of local government authorities in relation to this user guide

Councils must make sure that all staff and council contractors accessing the Register or dealing with swimming pool issues are familiar with this user guide and that this guide is used in conjunction with internal council policies and procedures.

Councils must take such steps as are appropriate to ensure they are notified of the existence of all swimming pools to which the Act applies that are located within their local area.

Councils must promote awareness within their local area of the requirements of the Act in relation to swimming pools.

Councils must investigate complaints about breaches of the Act in accordance with section 29A.

1.5 What is this user guide about?

This first edition of the Swimming Pool Register User Guide provides detail on how to use the Register including:

- Adding a swimming pool to the Register
- Editing swimming pool details
- Adding swimming pool inspection details
- Editing swimming pool inspection details
- Deleting swimming pool records
- Issuing swimming pool compliance certificates
- Revoking swimming pool compliance certificates
- Adding a Register user
- Accessing Register reports

1.6 Definitions

The following is a list of definitions of terms used in this user guide:

Authorised officer - An authorised officer appointed under section 27 of the *Swimming Pools Act 1992*

Accredited certifier - An accredited certifier within the meaning of the *Building Professionals Act 2005*

Barrier - A fence or wall, and includes any gate or door set in a fence or wall, or any other structure or thing declared by the regulations to be a barrier for the purposes of the *Swimming Pools Act 1992*

Certificate of compliance - A certificate issued under section 22D of the *Swimming Pools Act 1992*

Council - The council of an area within the meaning of the *Local Government Act 1993*

Public authority - A public authority constituted by or under an Act, a local authority, a Government Department or a statutory body representing the Crown

Register - The Register of Swimming Pools under section 30A of the *Swimming Pools Act 1992*

Relevant occupation certificate - In respect of a swimming pool means an occupation certificate issued under the *Environmental Planning and Assessment Act 1979* that is less than 3 years old and that authorises the use of the swimming pool

Residential building - A building (such as a dwelling-house, residential flat building or boarding house) that is solely or principally used for residential purposes, and includes any structure (such as a garage or shed) that is ancillary to any such building. It does not include a movable dwelling or a tourist and visitor accommodation

Tourist and visitor accommodation - Includes motels, hotels, caravan parks, resorts etc.

More than two dwellings/multi occupancy dwellings – Usually refers to a block of units or villas

Spa pool - includes any excavation, structure or vessel in the nature of a spa pool, flotation tank, tub or the like. Excludes a spa bath located within a bathroom which is not regarded as a swimming pool and is therefore exempt from the swimming pool requirements

Swimming pool - an excavation, structure or vessel:

- That is capable of being filled with water to a depth greater than 300 millimetres, and
- That is solely or principally used or that is designed, manufactured or adapted to be solely or principally used, for the purpose of swimming, wading, paddling or any other human aquatic activity
- For the purposes of this guideline, a spa pool is classified as a swimming pool
- Excludes a spa bath located within a bathroom which is not regarded as a swimming pool and is therefore exempt from the swimming pool requirements

2 THE SWIMMING POOL REGISTER

From the 29 April 2013, all property owners of residential, multi occupancy and tourist and visitor accommodation, on which a swimming pool is located, are required to register their swimming pool on a new on-line, state-wide register. Failure to do so may attract a fine of \$220.

The Swimming Pool Register is designed to be a record of pools at an address, whether compliant with the relevant Standard, or not. The Register is not intended to operate as a compliance management system.

The Swimming Pool Register:

- Has provision for councils to record inspections
- Is accessible in the field via mobile devices (smart phone, ipads etc.) to record inspections
- Will generate a registration certificate
- Will generate a standard Swimming Pool Compliance Certificate after a pool has been inspected and certified compliant and finalisation of the inspection record in the Register
- Provides date-specific and type-specific pool inspection checklists

2.1 Who can register a swimming pool?

The following is a list of examples of who may register a swimming pool:

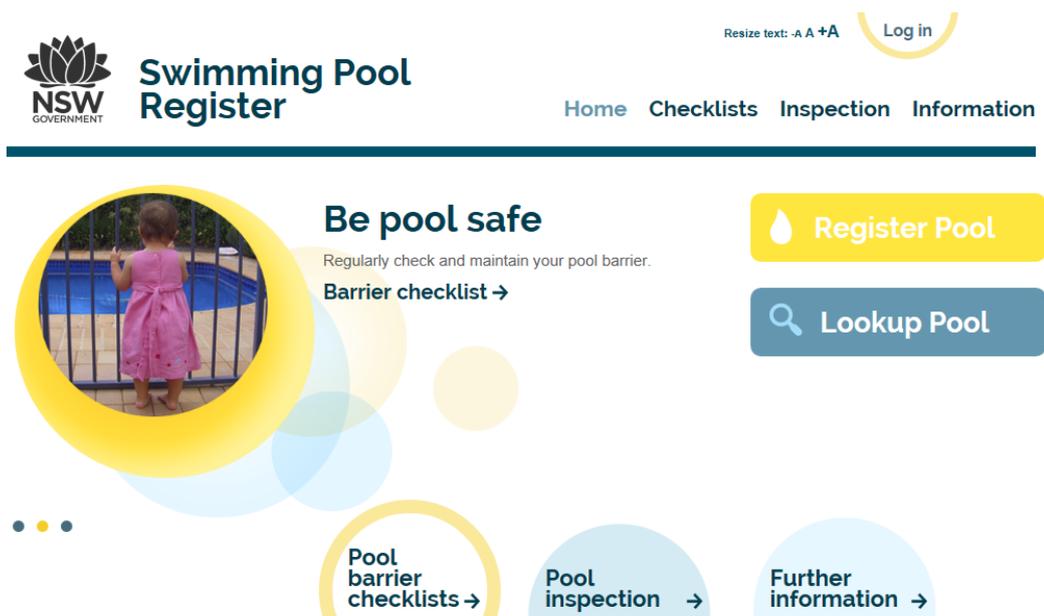
- The owner/s of a swimming pool
- The owner/s' agent (real estate agency or property manager)
- A local authority on behalf of an owner. A small fee may be charged by a council
- Any Government agency that manages a property on behalf of a client
- A strata manager or owners' corporate that manages a block of units that has a swimming pool

2.2 Accessing the Register

The Register supports commonly used web browsers, such as Internet Explorer, Mozilla Firefox, Apple Safari and Google Chrome.

To access the Register, enter the following web site address into your web browser:
www.swimmingpoolregister.nsw.gov.au.

2.3 Register homepage menu



The menu options available from the homepage include:

- Pool barrier checklists
- Pool inspection
- Further information
- Register pool
- Lookup pool
- Log in

The **Pool barrier checklists** menu item allows the public to view the various inspection self-assessment checklists for the different types of swimming pools. The appropriate checklist for a pool owner will depend on the location of the pool, type of pool and when it was built (or altered). The checklists include:

- Indoor pools
- Spas
- Various outdoor pools
- Portable or inflatable pools
- Pools located on waterfront properties
- Outdoor pools that are on properties greater than 2 hectares
- Outdoor pools on properties less than 230 square metres.
- Outdoor pools built before 1 September 2008
- Outdoor pools built between 1 July 2010 and 30 April 2013
- Outdoor pools built after 1 May 2013

The **Pool inspection** menu item provides public access to information on pool inspections. Pools can be inspected for the following reasons:

- When an inspection is compulsory (i.e. multi occupancy or tourist and visitor accommodation)
- As part of a council's locally adopted inspection program
- Before a property can be sold or leased (after 29 April 2014)
- At a pool owners' request
- When a council receives a complaint

The **Information** and **Further information** menu items provide public access to the Act and Regulations, together with information about safety issues provided by three NSW councils. Also, users can view a 'Frequently Asked Questions' document that provides further information about swimming pools.

The **Register pool** menu item is intended to be used by the owner of a swimming pool (or their agent) to register a swimming pool. This option would not normally be used by a local authority.

The **Lookup pool** menu item allows a member of the public to search for a property address on the Register to see whether a compliance certificate has been issued for that property. For privacy reasons, no other details will be made available to the public.

Log in is to be used by authorised users of the Register, such as council employees and accredited certifiers to access the secure sections of the Register.

3 AUTHORISED USERS

3.1 Council staff

Each council has nominated at least one 'super-user' who has full access to the Register. The super-user is responsible for approving access to the Register by appropriate council staff (in their local government area). Each staff member will have their own Register password allocated to them.

3.2 Accredited Certifiers

Private certifiers have limited access to the secure sections of the Register. Their access allows them to add, modify and delete pool records, look up a single address for property and pool details, enter swimming pool inspection details and issue Compliance Certificates. They are unable to access reports and other management section of the Register.

3.3 Accessing the Register – authorised users

Authorised users (both council employee and accredited certifier) access the secure sections of the Register by selecting the **Log in** option. The following screen will display:

The screenshot shows the 'Swimming Pool Register' website. At the top left is the NSW Government logo. To its right is the text 'Swimming Pool Register'. Further right is a 'Log in' button with a yellow smiley face icon. Below the logo and title is a navigation menu with links for 'Home', 'Checklists', 'Inspection', and 'Information'. A horizontal line separates the header from the main content area. The main content area has the heading 'Private certifiers and Council officers portal'. Below this heading is the text 'Registered users log in here.' followed by two input fields: 'E-mail' (yellow) and 'Password' (light blue). Below the input fields is a dark blue 'Log in' button. At the bottom of the form area is the text 'Forgot your password?' followed by a link: 'If you have forgotten your password, we can send you a new one.'

Enter your email address, followed by your password (only if your access to the Register has already been approved by an authorised person).

3.4 Password reset

If you have forgotten your password, click on the 'we can send you a new one' which is underneath the 'Log in' button. Refer to the 'Password reset' instructions of this guideline for further detail.

After selecting '**Log in**', the following screen will be displayed:



Welcome to the NSW Swimming Pool Register

Please select which action you would like to take

Property Actions

Search pool

Add pool

Edit pool

Inspect pool

Issue compliance certificate

Print certificate

User Management

Add user

Approve user

Password reset

Reporting

Manage Reports

This is the main menu for authorised users of the Register.

4 AUTHORISED USERS MAIN MENU

Resize text: - A +A Ross Bailey ▼

NSW GOVERNMENT **Swimming Pool Register**

Home Register **Checklists** Inspection Information

Welcome to the NSW Swimming Pool Register

Please select which action you would like to take

Property Actions

Search pool Add pool Edit pool Inspect pool Issue compliance certificate

Print certificate

User Management

Add user Approve user Password reset

Reporting

Manage Reports

The following briefly describes each menu option.

Property Actions options allow the operator to:

- Search pool – Allows an authorised user to search for pools at a given property
- Add pool – Allows an authorised user to add pools for a given property
- Edit pool - Allows an authorised user to change the details of a pool or remove a record
- Inspect pool – Allows an authorised user to record details of a pool inspection, or view details of any previous inspection
- Issue compliance certificate – Allows an authorised user to change or view inspection details including whether the pool is compliant
- Print certificate – Allows the issuing and printing of registration and compliance certificates

User Management option allows a council to:

- Add user – Allows an authorised user of a council to request the creation of a council user account
- Approve user - Allows a council super-user to approve a request for a new council user
- Password reset - Allows a council user to reset their password

Reporting - Allows a council user to download information from the Register on swimming pools and spa for the local area. The download file is in comma separated (CSV) format to facilitate opening in Excel. Using Excel allows councils to filter and adapt the information in the report for its own purpose.

4.1 Using Functions (Property Search)

All property actions in the register require you to first search for the property.

The screenshot shows the 'Property Search' page of the NSW Swimming Pool Register. At the top left is the NSW Government logo. To its right is the text 'Swimming Pool Register'. Further right are navigation links: 'Home', 'Register', 'Checklists', 'Inspection', and 'Information'. Below this is a dark blue horizontal bar. The main heading is 'Property Search', with a link 'Return to main menu' underneath. The section is titled 'Look up property by address'. It contains three input fields: 'Suburb:' with 'Nowra', 'Street name:' with 'o'keeffe', and 'Street number:' with '5'. A note next to the street name field says '(do not enter identifiers such as Road, Crescent, Avenue etc.)'. Below the inputs is a section titled 'Please select the correct address.' with a search result list. The first result is '5 O'KEEFFE AVENUE NOWRA, SHOALHAVEN', which has a checked checkbox to its left. Below the list is the text '5 O'KEEFFE AVENUE NOWRA' and a note: 'If you are searching for a unit / townhouse etc, select the returned address and a subset of unit addresses will be displayed.' At the bottom is a dark blue button labeled 'Search register'.

To search for a property, the user registering a pool must enter:

- The suburb name
- The street name
- The street number

Please note, when entering the street name, do not include the type of street e.g. street, road, avenue, close, grove etc. The Register property search accesses property data provided by Land and Property Information (LPI). The search will fail if street types are entered along with the street name.

Once the address has been entered, select Find Property. The register will then search the LPI database and return a list of addresses that match the address entered. In most cases, there will only be one match. Possible exceptions include multiple addresses, e.g. a unit complex.

If the address of the property cannot be found, please contact the LPI helpdesk at AddressHelp@lpi.nsw.gov.au. If the address is found on the LPI database, select it by clicking on the check box to the left of the address. A tick will be displayed to confirm that that address has been selected.

If there has only been one registration record for the property the **'Pools registered for this property'** page will be displayed. (Where multiple registrations have been entered for the one property, an authorised user will be required to select a primary record from the list of registration entries for that property. See 4.7)

Swimming Pool Register Home Register Checklists Inspection Information

Pools registered for this property

[Return to main menu](#)
Thank you for registering the pool(s).

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these
Verified by:	Grant Astill (DLG Admin)

[Edit owner and property details](#) [View Property History](#) [View other registrations](#)

Click on the pool number to view, edit or inspect the pool.
You can click on "Registration certificate" to view, save and print the registration certificate. You can click on the "Checklist" to view, save or print the checklist relevant to this record.

Pool number and details	Downloads	Status
aebd54cb In ground pool and spa An outdoor pool that is not portable or inflatable 26 November 2013 01:42 PM	Checklist: Outdoor Pool 1 Certificate: Registration certificate	Registered

[Add New Pool](#)

This page details pools registered for a particular address. The name of the property owner and email address will be displayed (if provided), the address and date of registration.

Each pool and spa registered at the property is listed along with their unique pool number. The registration certificate can be accessed by clicking on the registration certificate link.

The status of the pools and spas is also displayed. The range of values for pool status is as follows:

- **Registered** - the pool or spa has been registered. No further action has been taken
- **Compliant** - the pool or spa has been registered, inspected and marked as compliant
- **Compliant but Edited** - the pool or spa has been registered, inspected and marked as compliant but details have since been changed
- **Non-compliant** - the pool or spa has been registered, inspected and determined to be non-compliant

From the **Pools registered for this property page** a user can access the following options:

- **Register** - return to the main menu for authorised users
- **Home** – go to the Register public home page
- **Edit the owner and property details** – update the name of the property owner and the email address of the owner or their agent
- **View property history** – view details of transactions on the Register for a particular property
- **View other registrations** – view registrations entered for the property that were not marked as primary records
- **Add New Pool** – allows an authorised user to add additional pools and spas for a property

4.2 Edit owner and property details

To edit the details of a property including the owner’s name, select Edit owner and property details.

You can also edit owner and property details through the **Edit Pool** option on the **Register** main menu.

Resize text: A A T A M B L E C O M M I T



Swimming Pool Register

[Home](#)
[Register](#)
[Checklists](#)
[Inspection](#)
[Information](#)

Edit owner and property details

[Back to Property Details](#)

Owner details

Email of owner / agent (not mandatory):

Name of property owner (not mandatory):

Type of property:

Address

O'KEEFFE AVENUE NOWRA

Pool and spa details

Pool number and details	Downloads	Status
aebd54cb In ground pool and spa An outdoor pool that is not portable or inflatable 26 November 2013 01:42 PM	Checklist: Outdoor Pool 1 Certificate: Registration certificate	Registered

Change note

Type reason for change.

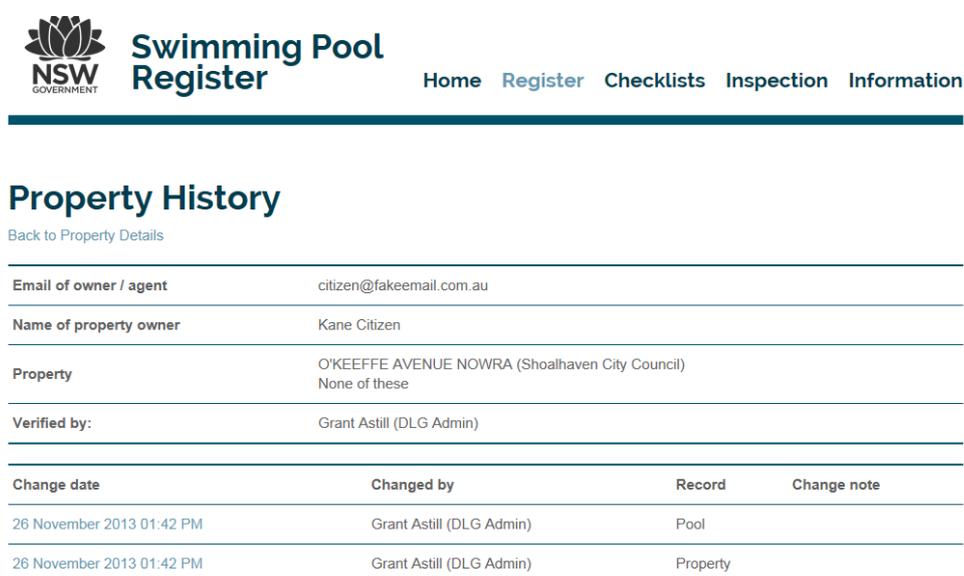
From the **Edit owner and property details** page an authorised user can edit any of the information on the screen. Please note that an explanation should be provided for any changes made in 'Change note'.

To exit this page, select **Back to Property Details** to return to the property or Register to go to the main menu for authorised users.

4.3 View property history

To view property history, select **View Property History** from the Pools registered for this property page. The following page will be displayed:

The **Property History** page will list all changes made to pools and spas at a given property.



The screenshot shows the NSW Government Swimming Pool Register interface. At the top left is the NSW Government logo. To its right is the text 'Swimming Pool Register'. Further right are navigation links: 'Home', 'Register', 'Checklists', 'Inspection', and 'Information'. Below this is a horizontal line. The main heading is 'Property History', with a link 'Back to Property Details' underneath. The page contains two tables. The first table lists property details: 'Email of owner / agent' (citizen@fakeemail.com.au), 'Name of property owner' (Kane Citizen), 'Property' (O'KEEFE AVENUE NOWRA (Shoalhaven City Council) None of these), and 'Verified by:' (Grant Astill (DLG Admin)). The second table is a history table with columns: 'Change date', 'Changed by', 'Record', and 'Change note'. It lists two entries from 26 November 2013 01:42 PM, both by Grant Astill (DLG Admin), one for 'Pool' and one for 'Property'.

Email of owner / agent	citizen@fakeemail.com.au		
Name of property owner	Kane Citizen		
Property	O'KEEFE AVENUE NOWRA (Shoalhaven City Council) None of these		
Verified by:	Grant Astill (DLG Admin)		

Change date	Changed by	Record	Change note
26 November 2013 01:42 PM	Grant Astill (DLG Admin)	Pool	
26 November 2013 01:42 PM	Grant Astill (DLG Admin)	Property	

The history of changes is listed in reverse date order, with the name of the authorised user who made the change, the record type and the change note.

To access further details on the change, click on the change date. The **Historical record** page will then be displayed.

the creation of new records for a given property previously selected via the **Pools registered for this property** page.

The **Add New Pools** option on the **Pools registered for this property** page takes the user to the Register pool or spa for owner.

If a pool or spa has already been registered at the selected property the **Pool** page is displayed. Property details were recorded when previous registrations were entered for the property.

Resize text: - A A +A Grant Astill ▼



Swimming Pool Register

[Home](#) [Register](#) [Checklists](#) [Inspection](#) [Information](#)

Pool

[Back to Property Details](#)

Pool Number	
Description	<input type="text"/>
Type	<input type="text" value="Please select"/>
Construction year	<input type="text" value="Please select"/>
Modification year	<input type="text" value="Please select"/>
Checklist	N/A
Certificates	N/A
Compliant Date	
Certification Date	
Certification Expiry Date	
Registered	N/A
Registered Date	N/A

Enter a Description of the pool in the Description field, and select the pool type, construction year and modification year. Refer to the following section Register pool or spa for owner for a description of these fields and their options.

Click on **Save pool** to complete the pool registration or click **Cancel** to return to the **Pools Registered at this Property** page. On completion of the registration the **Pool details** page will be displayed.

If a pool or spa has not been registered previously at the property, the **Register pool or spa for owner** page will be displayed.



Register pool or spa for owner

[Return to home](#)

Owner details

Email of owner / agent (not mandatory):

Name of property owner (not mandatory):

Type of property:

Address

4 TREVISO PLACE NORTH NOWRA

Pool and spa details

Please enter the details of pools and spas to be registered on the property

[Add details of a pool or spa](#)

Please check the following details are correct.

Description	Pool type	Construction date	Recent modification year
-------------	-----------	-------------------	--------------------------

No data available in table

[Save Pool Registration](#)

To register a pool or spa:

- Enter the email address of the owner (not mandatory)
- Enter the name of the property owner/s of the swimming pool (not mandatory) type of property

The **Email of owner/agent** is not mandatory. If the swimming pool owner has an email address, the relevant checklist and the Registration Certificate will be emailed to this address. If the owner of the pool does not have an email address, leave the email address blank.

The **Name of property owner** field is also optional.

The **Type of property** field, along with a series of questions about the property and swimming pool, is used to determine the appropriate checklist applicable to a property.

The options that can be selected for Type of property include:

- A waterfront property of any size
- A property of 2 hectares or more in size
- A property of 230square metres or less in size
- None of these (most properties)

Pools on waterfront properties, properties greater than 2 hectares and properties less than 230 square metres that were built/installed before 1 July 2010 had exemptions from some fencing requirements. The majority of pools (residential block) would be the fourth option – ‘none of these’.

Select the appropriate option.

Once the **Type of property** has been selected and the page completed select **Add details of a pool or spa**. The **Pool details** pop up will be displayed.

Pool details ✕

You must answer each question below.

Which of the following answers best describes when your pool was built?

Which of the following answers best describes when your pool barrier or means of access to your pool was substantially altered or rebuilt?*
* Note - a 'pool barrier' and 'means of access' include a pool fence, child-proof locks, child proof doors, child proof windows and the boundary fence.

Which of the following answers best describes your pool?

Describe your pool e.g., in ground, above ground etc.

Save

The options for **Which of the following answers best describes when the pool was built?** are:

- Before 1 September 2008
- Between 1 September 2008 and 29 April 2013
- After 29 April 2013

These questions are a continuation of the process of establishing the applicable checklist for the pool being registered. In some cases, the pool owner will be uncertain when their pool was installed or built. An estimate (by the owner of the pool) is sufficient. Possibly their local council could assist.

The option **Which of the following answers best describes when the pool barrier or means of access to the pool was substantially altered or rebuilt?** has the following options:

- Never altered or rebuilt
- On or before 1 July 2010
- After 1 July 2010

This option is important, as it establishes if a pool that had exemptions (pool built before 1990) has been significantly altered. If so, any exemption no longer applies and pool fencing standards must comply with the requirements that applied when alterations were completed.

The option **Which of the following answers best describes the pool?** has the following options:

- An indoor pool
- A spa pool
- A portable or inflatable pool
- An outdoor pool that is not portable or inflatable. This includes in the ground and above the ground pools.

The majority of pools would be the fourth option.

The option **Describe the pool** is asking the person registering the pool to enter a brief description of the pool. Examples would include: in the ground fibre glass pool; a spa; an above the ground pool; or on common property etc.

When all selections have been made on the **Pool details** pop up, select **Save** option.

The **Register pool or spa for owner** page will be displayed:

[Resize text: - A A +A](#) [Ross Bailey](#) ▼



Swimming Pool Register

[Home](#) [Register](#) [Checklists](#) [Inspection](#) [Information](#)

Register pool or spa for owner

[Return to home](#)

Owner details

Email of owner / agent (not mandatory):

Name of property owner (not mandatory):

Type of property: ▼

Address

4 TREVISO PLACE NORTH NOWRA

Pool and spa details

Please enter the details of pools and spas to be registered on the property

Add details of a pool or spa

Please check the following details are correct.

Description	Pool type	Construction date	Recent modification year
Inground pool	An outdoor pool that is not portable or inflatable	Before 1 September 2008	Never altered or rebuilt

Edit

Delete

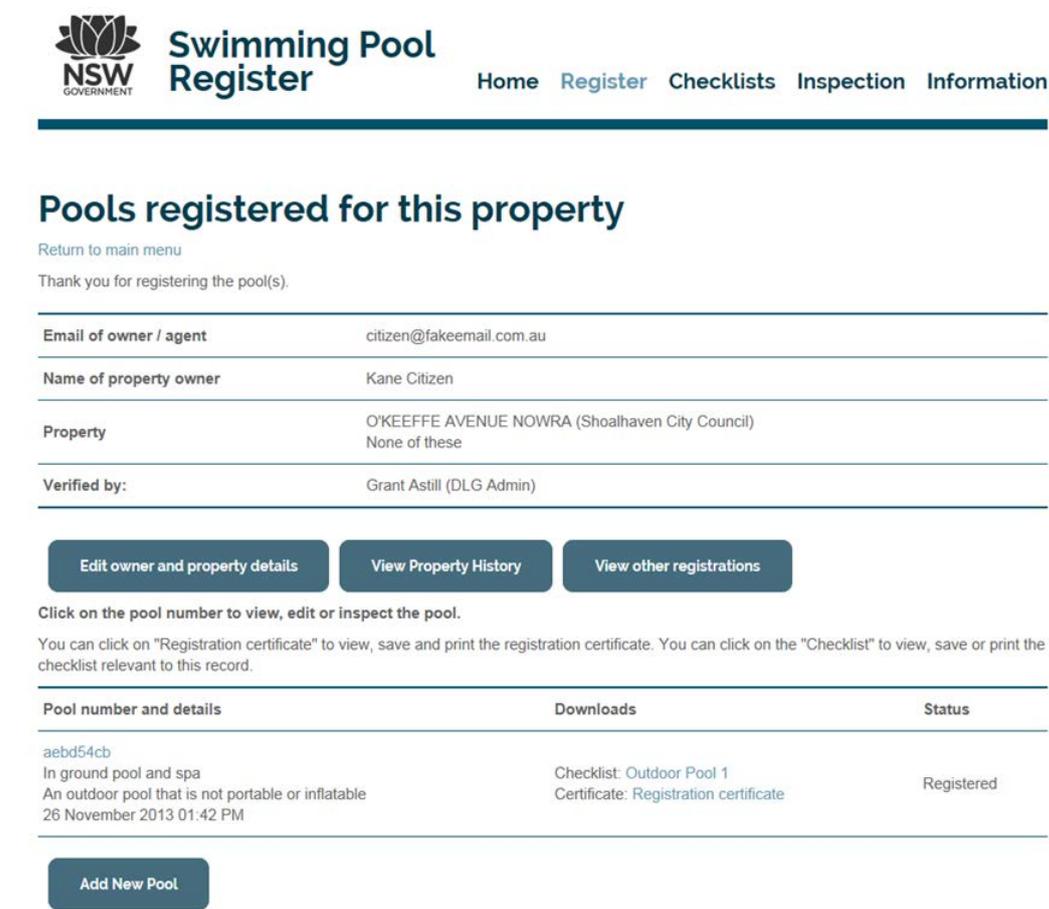
Save Pool Registration

This page summarises the information that has been entered about a pool.

If the information is incorrect, the user can either edit the information (**Edit**), or delete the pool details (**Delete**).

When registration details for a pool are confirmed, the record is saved to the Register by selecting **Save Pool Registration**.

The **Pools registered for this property** page is displayed when registrations are saved.



The screenshot shows the 'Swimming Pool Register' website. The header includes the NSW Government logo and navigation links: Home, Register, Checklists, Inspection, Information. The main heading is 'Pools registered for this property'. Below this is a 'Return to main menu' link and a thank you message. A table displays registration details: Email of owner / agent (citizen@fakeemail.com.au), Name of property owner (Kane Citizen), Property (O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these), and Verified by (Grant Astill (DLG Admin)). Three buttons are present: 'Edit owner and property details', 'View Property History', and 'View other registrations'. A note instructs users to click on the pool number to view, edit, or inspect the pool. Another note explains that clicking on 'Registration certificate' or 'Checklist' links in the table allows users to view, save, or print the respective document. The table below has three columns: 'Pool number and details', 'Downloads', and 'Status'. One row is visible with pool number 'aebd54cb', description 'In ground pool and spa', and status 'Registered'. The 'Downloads' column contains links for 'Checklist: Outdoor Pool 1' and 'Certificate: Registration certificate'. An 'Add New Pool' button is at the bottom.

Pool number and details	Downloads	Status
aebd54cb In ground pool and spa An outdoor pool that is not portable or inflatable 26 November 2013 01:42 PM	Checklist: Outdoor Pool 1 Certificate: Registration certificate	Registered

The registration process is now complete - the pool or spa is registered. An email confirming registration will be sent to the email address nominated of the owner or owner's agent, if provided. The email includes a copy of the registration certificate and the relevant checklist to be used to self-assess the property.

From the **Pools registered for this property** page, the user is able to access and print the Registration Certificate and the relevant checklist by clicking on the appropriate links (in blue text) in the Downloads column.

4.6 Editing pool details on the Register

For various reasons, details of pools and spas on the Register may need to be changed. Various reasons include:

- The property has been sold
- A pool has been decommissioned
- Changes have been made to a pool area
- Pool details have been incorrectly entered
- A pool has been registered more than once

To edit a pool's details, select **Edit pool** from the main menu. The Property Search page will be displayed. Instructions for using the property search can be found in section

4.7 Adding new pools and spas

After searching and selecting the relevant property, the **Pools registered for this property** page will be displayed.

The screenshot shows the NSW Government Swimming Pool Register interface. At the top, there is a navigation menu with links for Home, Register, Checklists, Inspection, and Information. The main heading is 'Pools registered for this property'. Below this, there is a 'Return to main menu' link and a thank you message. A table displays registration details for a pool, including the owner's email (citizen@fakeemail.com.au), the owner's name (Kane Citizen), the property address (O'KEEFE AVENUE NOWRA, Shoalhaven City Council), and the verifier (Grant Astill). Below the table are three buttons: 'Edit owner and property details', 'View Property History', and 'View other registrations'. A note instructs users to click on the pool number to view, edit, or inspect the pool. Another note explains that users can click on 'Registration certificate' to view, save, and print the certificate, or on 'Checklist' to view, save, or print the checklist. A table at the bottom shows the pool number and details (aebd54cb, In ground pool and spa, An outdoor pool that is not portable or inflatable, 26 November 2013 01:42 PM), the available downloads (Checklist: Outdoor Pool 1, Certificate: Registration certificate), and the status (Registered). An 'Add New Pool' button is located at the bottom left of the page.

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFE AVENUE NOWRA (Shoalhaven City Council) None of these
Verified by:	Grant Astill (DLG Admin)

[Edit owner and property details](#) [View Property History](#) [View other registrations](#)

Click on the pool number to view, edit or inspect the pool.

You can click on "Registration certificate" to view, save and print the registration certificate. You can click on the "Checklist" to view, save or print the checklist relevant to this record.

Pool number and details	Downloads	Status
aebd54cb In ground pool and spa An outdoor pool that is not portable or inflatable 26 November 2013 01:42 PM	Checklist: Outdoor Pool 1 Certificate: Registration certificate	Registered

[Add New Pool](#)

From this page the user can view the details of pools at a given address, or take one of the following actions:

- Return to the main menu
- Edit the owner and property details.
- View property history

- View other registrations
- Add a new pool

View **Property History** and **View other registrations** are explained elsewhere in the guidelines.

To edit the owner or property details, select **Edit owner** and **property details**.

Swimming Pool Register Home Register Checklists Inspection Information

Edit owner and property details

[Back to Property Details](#)

Owner details

Email of owner / agent (not mandatory): citizen@fakeemail.com.au

Name of property owner (not mandatory): Kane Citizen

Type of property: None of these

Address
O'KEEFFE AVENUE NOWRA

Pool and spa details

Pool number and details	Downloads	Status
aebd54cb In ground pool and spa An outdoor pool that is not portable or inflatable 26 November 2013 01:42 PM	Checklist: Outdoor Pool 1 Certificate: Registration certificate	Registered

Change note

Type reason for change.

From this page, an authorised user can edit any of the displayed owner and property details.

Please note that the operator should provide reasons for any changes made in the **Change note** text box.

By clicking on the **pool number** (ID in blue in **Pool number and details** column) the **Pool details** page is displayed. This page provides further details about a pool.

Pool details

[Back to Property Details](#)

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these
Pool Number	aebd54cb
Description	In ground pool and spa
Type	An outdoor pool that is not portable or inflatable
Construction year	Before 1 September 2008
Modification year	Never altered or rebuilt
Checklist	Outdoor Pool 1
Certificates	Registration certificate
Compliant Date	
Certification Date	
Certification Expiry Date	
Registered	26 November 2013 01:42 PM
Verified by	Grant Astill (DLG Admin)
Last modified	26 November 2013 01:42 PM
Last modified by	
Status	Registered
Inspections	
Last Inspection Date	

[Edit Pool](#)
[Remove Pool](#)
[Inspect pool](#)

4.8 Review registrations

Property owners or their agents are able to register properties multiple times and to enter multiple pools and spas for each registration. The Register has been designed to ensure that pool owners have every opportunity to complete a registration.

When reviewing a property, a council user must first select the primary registration record prior to taking any further action with registrations for the property.

The **Review registrations** page is displayed when a property search is completed.

**Swimming Pool Register**[Home](#) [Register](#) [Checklists](#) [Inspection](#) [Information](#)

Review registrations

[Back to Pools Register](#)

Primary Registration

Email of owner / agent	citizen@fakeemail.com.au	
Name of property owner	Kane Citizen	
Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these	
Verified by:	Grant Astill (DLG Admin)	
Pool number and details	Downloads	Status
aebd54cb In ground pool and spa An outdoor pool that is not portable or inflatable 26 November 2013 01:42 PM	Checklist: 7(a). Swimming pools built/installed before 1/9/2008 Certificate: Registration certificate	Registered
Open		

New Registrations

The following registrations have been submitted by members of the public since council last reviewed this property's primary registration. Please review the new registrations to ensure the primary registration is still valid. You can then edit the primary registration to reflect any changes.

Email of owner / agent	grant.astill@dlg.nsw.gov.au	
Name of property owner	Mary Citizen	
Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these	
Verified by:		
Pool number and details	Downloads	Status
3bc9ef20 Spa pool A spa pool 26 November 2013 02:27 PM	Checklist: 2. Checklist for spas Certificate: Registration certificate	Registered
Open		

I have reviewed the new registration information and will update the primary registration if necessary.

[Finish review](#)

Where multiple registrations have been entered for a property, an authorised user from the relevant local council is required to review each of the registrations and select the registration that best describes the property and pools and spas.

The selected registration is regarded as the 'primary registration' and should be marked on the Register as such. Click on the tick box next to **Select as primary registration** to identify the primary registration. All other registrations will continue to be accessible in view-only mode by clicking on **View other registrations** on the **Pools registered for this property** page.

The screenshot shows the NSW Swimming Pool Register interface. At the top, there is a navigation menu with links for Home, Register, Checklists, Inspection, and Information. Below the navigation is a yellow information bar stating "Info Primary property is selected". The main heading is "Pools registered for this property", with a "Return to main menu" link. Below this is a table of property details:

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these
Verified by:	Grant Astill (DLG Admin)

Below the table are three buttons: "Edit owner and property details", "View Property History", and "View other registrations". A note states: "Click on the pool number to view, edit or inspect the pool. You can click on 'Registration certificate' to view, save and print the registration certificate. You can click on the 'Checklist' to view, save or print the checklist relevant to this record." Below this is a table of pool registrations:

Pool number and details	Downloads	Status
aebd54cb In ground pool and spa An outdoor pool that is not portable or inflatable 26 November 2013 01:42 PM	Checklist: Outdoor Pool 1 Certificate: Registration certificate	Registered

At the bottom of the page is an "Add New Pool" button.

4.9 Removing registrations and pools from the Register

At this time, Registrations can only be completely removed from the Register during initial data entry from the **Register pool or spa for owner** page.

Register pool or spa for owner

[Return to home](#)

Owner details

Email of owner / agent (not mandatory):

Name of property owner (not mandatory):

Test Owner

Type of property:

Property of 230sqm or less in

Address

3 ARTHUR STREET WORRIGEE

Pool and spa details

Please enter the details of pools and spas to be registered on the property

[Add details of a pool or spa](#)

Please check the following details are correct.

Description	Pool type	Construction date	Recent modification year
Spa pool	A spa pool	After 29 April 2013	Never altered or rebuilt

[Edit](#)

[Delete](#)

[Save Pool Registration](#)

Individual pools can be removed from a property registration from the **Pool details** page, which can be accessed either from the **Property history** page and the **Pools registered for this property** page.



Pool details

[Back to Property Details](#)

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these
Pool Number	aebd54cb
Description	In ground pool and spa
Type	An outdoor pool that is not portable or inflatable
Construction year	Before 1 September 2008
Modification year	Never altered or rebuilt
Checklist	Outdoor Pool 1
Certificates	Registration certificate
Compliant Date	
Certification Date	
Certification Expiry Date	
Registered	26 November 2013 01:42 PM
Verified by	Grant Astill (DLG Admin)
Last modified	26 November 2013 01:42 PM
Last modified by	
Status	Registered
Inspections	
Last Inspection Date	

[Edit Pool](#)[Remove Pool](#)[Inspect pool](#)

To remove a pool from the Register, select **Remove Pool**. The user must confirm the deletion of a pool on the **Delete Pool** page.



Delete Pool

Are you sure you want to delete this pool?

[Yes](#)[No](#)

4.10 Pool inspections

To record a pool inspection, select **Inspect pool** from **Property Actions** on the Register main menu.



Welcome to the NSW Swimming Pool Register

Please select which action you would like to take

Property Actions

[Search pool](#)
[Add pool](#)
[Edit pool](#)
[Inspect pool](#)
[Issue compliance certificate](#)

[Print certificate](#)

User Management

[Add user](#)
[Approve user](#)
[Password reset](#)

Reporting

[Manage Reports](#)

The Property Search page will be displayed. Instructions for using the property search can be found in section **3.1 Adding new pools and spas**.

After searching and selecting the relevant property, the **Pools registered for this property** page will be displayed.



Pools registered for this property

[Return to main menu](#)

Thank you for registering the pool(s).

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFE AVENUE NOWRA (Shoalhaven City Council) None of these
Verified by:	Grant Astill (DLG Admin)

[Edit owner and property details](#)
[View Property History](#)
[View other registrations](#)

Click on the pool number to view, edit or inspect the pool.

You can click on "Registration certificate" to view, save and print the registration certificate. You can click on the "Checklist" to view, save or print the checklist relevant to this record.

Pool number and details	Downloads	Status
aebd54cb In ground pool and spa An outdoor pool that is not portable or inflatable 26 November 2013 01:42 PM	Checklist: Outdoor Pool 1 Certificate: Registration certificate	Registered

[Add New Pool](#)

This page details pools registered for a particular address. The name of the property owner and email address will be displayed (if provided), the address and date of registration.

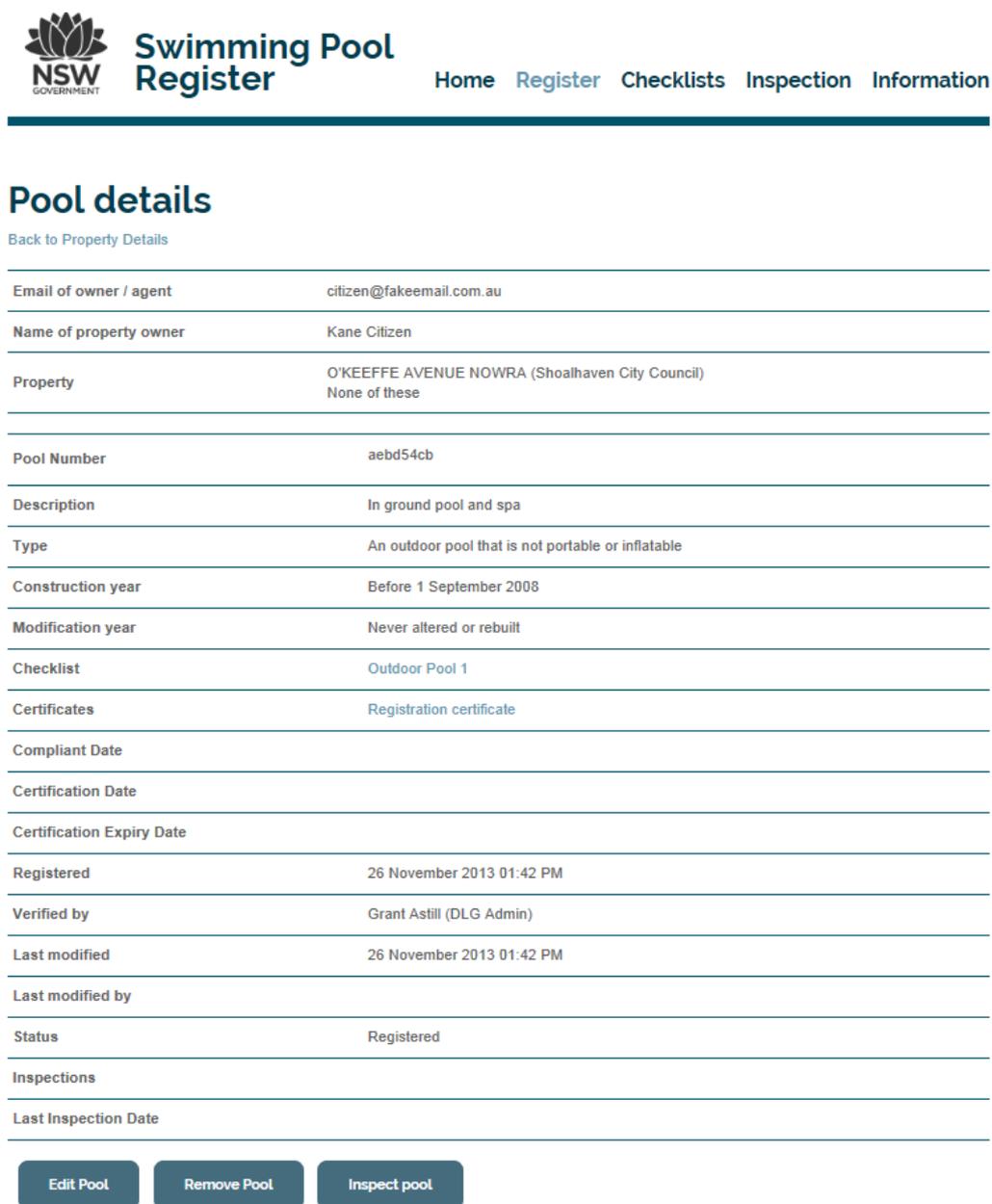
Each pool and spa registered at the property is listed along with their unique pool number. The registration certificate can be accessed by clicking on the registration certificate link.

This screen page shows the details of the pool for this address, and allows the operator to either:

- Return back to the main menu
- Edit the owner and property details.
- View property history
- View other registrations
- Add a new pool

4.11 Entering details of an inspection

To add a new inspection for a property, click on the pool registration number (in blue text in the 'Pool number and details' column). For example, the spa pool registration number in the above screen capture is aebd54cb. The **Pool details** page will then be displayed.



 **Swimming Pool Register** [Home](#) [Register](#) [Checklists](#) [Inspection](#) [Information](#)

Pool details

[Back to Property Details](#)

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFE AVENUE NOWRA (Shoalhaven City Council) None of these
Pool Number	aebd54cb
Description	In ground pool and spa
Type	An outdoor pool that is not portable or inflatable
Construction year	Before 1 September 2008
Modification year	Never altered or rebuilt
Checklist	Outdoor Pool 1
Certificates	Registration certificate
Compliant Date	
Certification Date	
Certification Expiry Date	
Registered	26 November 2013 01:42 PM
Verified by	Grant Astill (DLG Admin)
Last modified	26 November 2013 01:42 PM
Last modified by	
Status	Registered
Inspections	
Last Inspection Date	

[Edit Pool](#) [Remove Pool](#) [Inspect pool](#)

Click on **Inspect pool** from the Pool details screen to enter details of a pool or spa inspection.

The **Pool Inspection** page will be displayed.

Pool Inspection

[Back to Pool Details](#)

Property	O'KEEFE AVENUE NOWRA (Shoalhaven City Council) None of these
Description	In ground pool and spa
Type	outdoor
Construction year	Before 1 September 2008
Modification year	Never altered or rebuilt
Date / time of inspection (required)	<input type="text" value="2013"/> / <input type="text" value="November"/> / <input type="text" value="26"/> <input type="text" value="02"/> : <input type="text" value="45"/> <input type="text" value="PM"/>
External reference number	<input type="text"/>
Compliance (required)	<input type="radio"/> Compliant <input checked="" type="radio"/> Non-compliant
Reasons for non-compliance (required)	<input type="checkbox"/> Gate <input type="checkbox"/> Fence <input type="checkbox"/> Window <input type="checkbox"/> Door <input type="checkbox"/> Sign <input type="checkbox"/> Other
Comments, special considerations (explanation of any non-compliance required)	<input type="text"/>

The user is requested to enter the date of the inspection (year, month and date) followed by the time (hour, minutes and am or pm). A council or accredited certifier reference number can then be added.

The user should next indicate whether the pool is compliant, or non-compliant by selecting the appropriate option. If non-compliant, the operator should select the reason to pool has been assessed as non-compliant (gate, fence, window, door, sign, other). Comments and actions regarding non-compliance should be then entered in the comments text box. When finished, select **Complete inspection**.

The pool inspection details will then be added to the history of the pool.

If the pool is compliant, select the option **Compliant** and then add any comments. Once finished, select **Complete inspection**. A page showing the inspection results for the pool will be displayed.



Swimming Pool Register

Home Register Checklists Inspection Information

Inspection for pool number aebd54cb

[Back to Pool Details](#)

Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council)	
	None of these	
Description	In ground pool and spa	
Type	outdoor	
Construction year	Before 1 September 2008	
Modification year	Never altered or rebuilt	
Date / time of inspection (required)	26 November 2013 02:43 PM	
External reference number		
Compliance (required)	Compliant	
Comments, special considerations (explanation of any non-compliance required)		
26 November 2013	Grant Astill	DLG test

The inspection results page displays details entered on the Register for an inspection.

To exit this page, select **Back to pool details** to enter further actions relating to a pool or **Register** to return to the main menu.

4.12 Issuing a compliance certificate

The issuing of a compliance certificate is a two-step process. This two-step process allows an authorised officer to inspect a pool and authorise the issuing of a certificate of compliance.

The certificate can then be generated and printed at a later date, for example, once the appropriate inspection fee has been paid. The two-step process is as follows:

Step 1 - select **Issue compliance certificate** from the main menu.



Welcome to the NSW Swimming Pool Register

Please select which action you would like to take

Property Actions

Search pool

Add pool

Edit pool

Inspect pool

Issue compliance certificate

Print certificate

User Management

Add user

Approve user

Password reset

Reporting

Manage Reports

The Property Search page will be displayed. Instructions for using the property search can be found in section **3.2 Adding new pools and spas**.

After searching and selecting the relevant property, the **Pools registered for this property** page will be displayed.



Pools registered for this property

[Return to main menu](#)

Thank you for registering the pool(s).

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these
Verified by:	Grant Astill (DLG Admin)

Edit owner and property details

View Property History

View other registrations

Click on the pool number to view, edit or inspect the pool.

You can click on "Registration certificate" to view, save and print the registration certificate. You can click on the "Checklist" to view, save or print the checklist relevant to this record.

Pool number and details	Downloads	Status
aebd54cb In ground pool and spa An outdoor pool that is not portable or inflatable 26 November 2013 01:42 PM	Checklist: Outdoor Pool 1 Certificate: Registration certificate	Registered

Add New Pool

To authorise the issuing of a Compliance Certificate, select the **Pool number** from the **Pools registered for this property** page (the pool number is in blue text in the Pool number and details column). In the example above, the pool number is 013b7735. Once the pool has been selected, the **Pool details** page is displayed.



Swimming Pool Register

[Home](#) [Register](#) [Checklists](#) [Inspection](#) [Information](#)

Pool details

[Back to Property Details](#)

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these
Pool Number	aebd54cb
Description	In ground pool and spa
Type	An outdoor pool that is not portable or inflatable
Construction year	Before 1 September 2008
Modification year	Never altered or rebuilt
Checklist	Outdoor Pool 1
Certificates	Registration certificate
Compliant Date	
Certification Date	
Certification Expiry Date	
Registered	26 November 2013 01:42 PM
Verified by	Grant Astill (DLG Admin)
Last modified	26 November 2013 01:42 PM
Last modified by	
Status	Registered
Inspections	
Last Inspection Date	

[Edit Pool](#) [Remove Pool](#) [Inspect pool](#)

From the **Pool details** page select **Issue certificate**. The user must confirm the issuing of a compliance certificate.

Issue Certificate

Are you sure you want to issue compliance certificate?

[Yes](#) [No](#)

The Certificates section of the **Pool details** page is updated to include a reference to the certificates issued for the pool.



Pool details

[Back to Property Details](#)

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFE AVENUE NOWRA (Shoalhaven City Council) None of these
Pool Number	aebd54cb
Description	In ground pool and spa
Type	An outdoor pool that is not portable or inflatable
Construction year	Before 1 September 2008
Modification year	Never altered or rebuilt
Checklist	Outdoor Pool 1
Certificates	Registration certificate Compliance certificate
Compliant Date	26 November 2013 02:43 PM
Certification Date	26 November 2013 02:48 PM
Certification Expiry Date	26 November 2016
Registered	26 November 2013 01:42 PM
Verified by	Grant Astill (DLG Admin)
Last modified	26 November 2013 02:48 PM
Last modified by	Grant Astill (DLG Admin)
Status	Certified
Inspections	26 November 2013 by Grant Astill (Compliant)
Last Inspection Date	26 November 2013 02:43 PM

Edit Pool

Remove Pool

Inspect pool

Invalidate compliance certificate

Copies of certificates can be obtained by clicking on the Registration certificate and Compliance certificate links on the **Pools detail** page.

Alternatively, certificates can be accessed through the **Print certificate** menu item on the Register main menu.

Property Actions

Search pool

Add pool

Edit pool

Inspect pool

Issue compliance certificate

Print certificate

4.13 Invalidate Compliance Certificate

There will be times when a further inspection on a previously compliant pool may be required. This could result in a pool being determined as non-compliant.

A council user can invalidate a compliance certificate. To do this, select **Invalidate compliance certificate** from the **Pool details** page.

NSW GOVERNMENT **Swimming Pool Register** Home Register Checklists Inspection Information

Pool details

[Back to Property Details](#)

Email of owner / agent	citizen@fakeemail.com.au
Name of property owner	Kane Citizen
Property	O'KEEFE AVENUE NOWRA (Shoalhaven City Council) None of these
Pool Number	aebd54cb
Description	In ground pool and spa
Type	An outdoor pool that is not portable or inflatable
Construction year	Before 1 September 2008
Modification year	Never altered or rebuilt
Checklist	Outdoor Pool 1
Certificates	Registration certificate Compliance certificate
Compliant Date	26 November 2013 02:43 PM
Certification Date	26 November 2013 02:48 PM
Certification Expiry Date	26 November 2016
Registered	26 November 2013 01:42 PM
Verified by	Grant Astill (DLG Admin)
Last modified	26 November 2013 02:48 PM
Last modified by	Grant Astill (DLG Admin)
Status	Certified
Inspections	26 November 2013 by Grant Astill (Compliant)
Last Inspection Date	26 November 2013 02:43 PM

Edit Pool Remove Pool Inspect pool Invalidate compliance certificate

The **Pool Inspection** page is then displayed.

Pool Inspection

[Back to Pool Details](#)

Property	O'KEEFFE AVENUE NOWRA (Shoalhaven City Council) None of these
Description	In ground pool and spa
Type	outdoor
Construction year	Before 1 September 2008
Modification year	Never altered or rebuilt
Date / time of inspection (required)	2013 / November / 26 02 : 45 PM
External reference number	<input type="text"/>
Compliance (required)	<input type="radio"/> Compliant <input checked="" type="radio"/> Non-compliant
Reasons for non-compliance (required)	<input type="checkbox"/> Gate <input type="checkbox"/> Fence <input type="checkbox"/> Window <input type="checkbox"/> Door <input type="checkbox"/> Sign <input type="checkbox"/> Other
Comments, special considerations (explanation of any non-compliance required)	<input type="text"/>
<input type="button" value="Complete inspection"/> <input type="button" value="Cancel"/>	

On the **Pool Inspection** page mark the pool as **Non-compliant** and complete **Reasons for non-compliance** section.

In the **Comment, special considerations** text box provide reasons for the non-compliance and any actions required. You must also check at least one of the reasons for non-compliance. Click 'complete inspection' to record the result.



Inspection for pool number aebd54cb

[Back to Pool Details](#)

Property	O'KEEFE AVENUE NOWRA (Shoalhaven City Council)	
	None of these	
Description	In ground pool and spa	
Type	outdoor	
Construction year	Before 1 September 2008	
Modification year	Never altered or rebuilt	
Date / time of inspection (required)	26 November 2013 03:44 PM	
External reference number		
Compliance (required)	Non-compliant	
Comments, special considerations (explanation of any non-compliance required)		
26 November 2013	Grant Astill	DLG test non compliance invalidation

The compliance section now shows that the pool status is 'non-compliant'

5 USER MANAGEMENT

Council super-users are responsible for managing Register user accounts for their council users.

This involves determining the appropriate levels of access for their council's users and reviewing and approving requests for Register access.

Individual users are responsible for password management.

Register users are provided access to appropriate Register functions for the lawful exercise of functions under the Act. An authorised person must not allow another person to access, change or use confidential information. Register users are assigned their own password. Passwords must be kept confidential and cannot be shared.

5.1 Add user

The Register has defined levels of access depending on the functions to be performed. For council users the levels are:

- Super-user
- Council manager
- Customer service
- Inspector

5.2 Super-User

A council super-user has full access to the Register for their local government area and must be nominated by the council's general manager. The super-user adds and approves council users, as well as allocating rights to the users.

To add a new user, the super-user should select Add user from the Register main menu.

User Management



The **Register Access** page will be displayed.

5.3 Register Access

Resize text: - A +A Ross Bailey ▼

 **Swimming Pool Register** [Home](#) [Register](#) [Checklists](#) [Inspection](#) [Information](#)

Register Access

Levels of access should be based on the following classifications and functions.

Customer service - functions include registering a pool, editing pool registration, viewing/printing certificates, deactivating registrations.

Inspector - functions include pool inspection process, register report functions, registering a pool, editing pool registration, viewing/printing certificates, deactivating registrations.

Council Manager - functions include adding council users, editing council users, removing council users, pool inspection process, register report functions, registering a pool, editing pool registration, viewing/printing certificates, deactivating registrations.

Please complete the fields below to register a new user. Please note: You will need to approve the new user from the previous screen.

Full Name

Email Address

Council ▼

Albury City Council ▼

Level of Access ▼

See descriptions above to select the correct level of access

Customer Service ▼

Submit

On the **Register Access** page, the super-user must enter:

- The full name of the intended user
- The email address of the intended user
- The super-user's council from the drop down box
- The level of access from the drop down box

Select **Submit** when the register access details have been completed. An email will be sent to the nominated email address confirming the application.

5.4 Approve user

To approve a council Register user, the council super-user must select Approve user from the main menu.

The **Approve Users** page will be displayed.



View Edit Sharing Actions

[Return to main menu](#)

Approve Users

Show 10 entries Search:

User Name	Full Name	Group	Email	Approve	Reject
poolowner2@dlg.nsw.gov.au	Jane Smith	Albury City Council (superuser)	poolowner2@dlg.nsw.gov.au	Approve	Reject

Showing 1 to 1 of 1 entries

Previous Next

The **Approve Users** page displays the details of Register user applications waiting for approval. The super-user can either approve or reject applications.

The applicant receives an email notification when their application is approved or rejected.

5.5 Password reset

There are two options available to users who need their password reset.

The user can request a password reset from the Register main menu.



Private certifiers and Council officers portal

Registered users log in here.

E-mail

Password

Log in

Forgot your password?
If you have forgotten your password, we can send you a new one.

The second option is for a council super-user select **Password reset** from the Register main menu.

User Management

Add user

Approve user

Password reset

Both options launch the **Lost Password** page.

The screenshot shows the 'Lost Password' page. At the top left is the NSW Government logo and the 'Swimming Pool Register' title. To the right is a navigation menu with links for 'Home', 'Register', 'Checklists', 'Inspection', and 'Information'. A 'Resize text' option is visible in the top right corner. The main heading is 'Lost Password'. Below it, a paragraph explains that passwords are encrypted and cannot be mailed, and that users should fill out a form to reset their password. The form includes a text input field labeled 'My email address is' and a 'Start password reset' button. A note at the bottom states: 'If this will not work for you (for example, if your email address has changed), contact the site administration.'

The Register will confirm that a request for password reset has been initiated.

The screenshot shows the 'Password reset confirmation sent' page. It features the same NSW Government logo and 'Swimming Pool Register' title at the top left, and the same navigation menu at the top right. The main heading is 'Password reset confirmation sent'. Below the heading, a paragraph states: 'Your password reset request has been mailed. It should arrive in your mailbox shortly. When you receive the message, visit the address it contains to reset your password.'

The user who has requested a password reset will be sent an email with a link to the **Set your password** page on the Register.

The user will need to enter their email address and new password, and confirm the new password.



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Set your password

Please fill out the form below to set your password.

New Password

My email address is

Enter your email address for verification.

New password

Enter your new password. Minimum 5 characters.

Confirm password

Re-enter the password. Make sure the passwords are identical.

Set my password

6 REGISTER REPORTS

The Register provides two reports for councils. The council super-user can access reports from the **Manage Reports** option on the Register main menu.

Reporting

Manage Reports

6.1 Pool Stats

The two reports available are the **Pool Stats** report and a comma separated value **CSV** file that can be downloaded into Excel.

The **Pool Stats** report provides the number of pools registered by local government area. Stats are available for all councils in New South Wales.

Pool Statistics

[Return to reporting](#)

Shoalhaven	1317
All properties	105187

Count properties for council

Count properties for council(s)

Search

6.2 CSV

The **CSV** file provides councils with full details of pools within the LGA. The council CSV file must first be generated prior to being downloaded. Click on **Update CSV** to generate the download report. An email message will be sent to the council super-user with a link to the download report.

Info An email will be sent once the update is ready.

Manage Reports

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Pool Stats

The **Pool Stats** button provides a handy quick download of the amount of pools registered within your LGA.

Pool Stats

Update CSV

The **Update CSV** function provides Council with a list of all registered pools records within its Local Government Area.

- Click on the "Update CSV" button to request a download of all registered pools.
- You will receive an email with a 'Download CSV' link
- Click the link to automatically open an up to date CSV (comma separated value) file in an Excel spread sheet.

Report	Date
<p>Update CSV</p>	

Click on the link in the email message to access the **Manage Reports** page which will now contain a link to the report .zip file. (Shown below in the table as [council_shoalhaven_20131122- 112927.zip](#).) Click the link in the table to open the file in Excel.

Manage Reports

[Return to main menu](#)

Pool Stats

The **Pool Stats** button provides a handy quick download of the amount of pools registered within your LGA.

[Pool Stats](#)

Update CSV

The **Update CSV** function provides Council with a list of all registered pools records within its Local Government Area.

- Click on the "Update CSV" button to request a download of all registered pools.
- You will receive an email with a 'Download CSV' link
- Click the link to automatically open an up to date CSV (comma separated value) file in an Excel spread sheet.

Report	Date
council_shoalhaven_20131122-113927.zip	22 November 2013 11:39 AM

The file will open in Microsoft Excel allowing users to sort and filter as required.