



Smart eDA Plumbing Application Service

User guide for applicants

A guide to assist an applicant in preparing, lodging and tracking plumbing applications electronically under the *Plumbing and Drainage Act 2002*.



Looking forward. Delivering now. The Department of Local Government and Planning leads a coordinated Queensland Government approach to planning, infrastructure and development across the state.

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Overview

Plumbing Application Service

The Plumbing Application Service (PAS) is an online service that supports the preparation, lodgement and processing of plumbing applications.

PAS provides the workflow to guide applicants through the assessment process by bringing together multiple sources of information and the relevant assessing authorities for processing plumbing applications.

It is a single access point for applicants across the state and is available for use 24 hours a day, seven days a week.

PAS, through Growth Management Queensland, represents a strong and effective collaboration with councils to get the right services in the right place at the right time.

The plumbing application process in Queensland is governed under the *Plumbing and Drainage Act 2002*.

Services provided by PAS

Through PAS applicants can:

- prepare forms online
- pay fees electronically
- lodge an application electronically
- forward Form 7 electronically to the responsible person to complete
- receive notifications electronically
- upload documentation
- communicate electronically with relevant stakeholders and authorities from the lodgement through to the final decision stages.

Getting started

Before you start

Council participation

All councils are being encouraged to participate in PAS. A full list of participating councils is regularly updated and is available on the department's website at www.dlqp.qld.gov.au/plumbing/plumbing-application-and-notification-service.html.

Make sure you have the correct software tools

To use PAS you will need:

- Internet Explorer Version 7 or later, Firefox Version 3 or later, Safari Version 4 or later, or Chrome Version 4 or later
- Adobe Reader Version 9 or later (this is required to enable functionality of e-Forms). Adobe Reader can be downloaded for free from www.adobe.com.



Where to start

PAS supports two types of users

1. Registered single users
2. Registered businesses (provides options for multiple offices and users)

Registration for PAS is free.

PAS requires an email address in order to lodge, refer and track an application electronically, manage tasks and communicate electronically.

The registration process differs slightly depending on whether you are registering as an individual or an organisation. To register, visit <http://dlgp.qld.gov.au/plumbing/plumbing-application-and-notification-service.html>.

The screenshot shows the 'Register for a free account' section of the Smart eDA website. It features a header for the 'Department of Local Government and Planning' and a 'Login' link. The main content area is titled 'Smart eDA accounts' and includes a description of the service and a list of access permissions. The registration form asks the user to select an account type, with 'Single user' selected and circled in blue, and 'Business (manage multiple users, sharing of applications)' as an alternative option. A 'Continue' button is visible at the bottom right of the form.

1. Registering as a single user

As a single user, you can create an account under one name to prepare and manage your applications. All correspondence will be directed to your registered email address.

Once you have submitted your details, an email will be automatically sent to your registered email address asking for your confirmation.

If you do not receive this email, please check your junk mail. If you require assistance, please contact the PAS team on 07 3405 6167.

2. Registering as a business

Registering as a business is beneficial when there is more than one person preparing applications within the same business. This allows users to keep track of various offices and staff across the business, which increases transparency and makes managing multiple applications a much simpler task.

Businesses are required to nominate an administrator to register and manage applications. The administrator can then register office locations/business units and staff within the business.

An example of an organisation setup

A general email inbox will be required for receiving all correspondence from PAS. This should be listed as the main email address on the registration form. From here you can set up several users under one office or several offices using individual email addresses.

All applications will be made under the name of the registered user and all returned correspondence will go to the general email inbox. The assigned user will be identified in the subject line of any returning email correspondence.

From the main email inbox you will be able to manually distribute emails or automate this by setting up email distribution rules within the inbox. The email distribution rules can be set up to



automatically forward incoming emails to the assigned user as identified in the subject line of the email. The main inbox can then be monitored if someone is away from the office.

The administrator of the organisation can create new offices and users. To create a new office, please follow the steps below:

How to add an office

This is a test environment. To prepare real applications, please use <http://www.smarteda.qld.gov.au>

Manage organisation

Organisation details

Offices and users:

- Default Office
- Brisbane
- Sunshine Coast
- bccadmin
- plumbing
- Users not in an office
 - Integration User

+ Add user

+ Add office

Organisation preferences:

Grants application

New office

Office code:*

Name:*

Email:*

You will receive alerts to this address for applications assigned to a user within this office.

Phone:

Street Address:

Suburb:

State:

Postcode:

[Delete this office](#)

- 1) Select the 'Manage organisation' tab—once your organisation has been registered, your organisation details will be added into the default office.
- 2) If you have various locations, you will be able to add them as a separate office by selecting 'Add office'.
- 3) Office details should be entered under 'New office'. The Office code, Name and Email fields are mandatory.



How to add users

- 1) Select 'Manage organisation' tab—once your organisation has been registered, your organisation details will be shown on the left side of the page.
- 2) Click on 'Add user'—users can be added to the default office or any other office you have registered for your organisation.
- 3) Enter 'New user' details—the email address entered will be the new user's login.

If you require any assistance in setting up an organisation structure to suit your needs, please contact the PAS team via email: sedafeedback@dlgp.qld.gov.au

Forgotten password

If at any stage you have forgotten your password to login, visit the <http://dlgp.qld.gov.au/plumbing/plumbing-application-and-notification-service.html>, enter your email address and click on 'forgot password' next to the 'login' button.



Preparing an application

Applications page

The applications page will be the first page you will see after logging into PAS. A summary of all your applications will be listed, with recently updated applications displayed at the top of the list.

Tasks	Reference	Type	Location	Assessor	Assigned	Updated at
	DFD4151044110	Compliance assessment	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	24/08/2011
	SNS230811	Backflow prevention	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	23/08/2011
2	DFD4060491509	Compliance assessment	1 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	23/08/2011
1	3994161704	Backflow prevention	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	23/08/2011
1	DFD3993847767	Backflow prevention	3 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	22/08/2011
	123	Backflow prevention	2 Grant St, Cleveland 4163 1 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	22/08/2011

1. Task—numbered blue squares alert users to the number of tasks to be completed.
2. Reference—the PAS reference number or your own reference number (if you choose to add in your own unique identifier when you create the application).
3. Type—whether the application is for notifiable minor work or compliance assessment.
4. Location—address where the work is to take place.
5. Assessor—details of the relevant council for the application.
6. Assigned—name of the user and office location. This allows businesses to view who is managing which applications within their business (for individual users, only their name will appear).
7. Pending invoices—outstanding invoices yet to be paid.
8. Updated at—the most recent date the application was amended.



Applications can be filtered by assignee.

Current Archived All offices & users 9

Display applications for

All User Office OK

You have 2 pending invoices

1028000171	Test batch					\$150.00	Review and pay now
1028000173	John's Applic					\$10.00	Review and pay now

Tasks	Reference	Type	Location	Assessor	Assigned	Updated at
1	DFD4154093219	Compliance assessment			Thomas Bridgebuilder (TESTCITY)	24/08/2011
	DFD4151044110	Compliance assessment	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	24/08/2011
	SNS230811	Backflow prevention	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	23/08/2011
2	DFD4060491509	Compliance assessment	1 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	23/08/2011

9. Offices & users—allows you to filter the applications shown by selecting between All, User or Office.

Searching for an application.

Current Archived All offices & users 10

Reference Applicant LotPlan

You have 2 pending invoices

1028000171	Test batch						Review and pay now
1028000173	John's Applications						Review and pay now

Tasks	Reference	Type	Location	Assessor	Assigned	Updated at
1	DFD4154093219	Compliance assessment			Thomas Bridgebuilder (TESTCITY)	24/08/2011
	DFD4151044110	Compliance assessment	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	24/08/2011
	SNS230811	Backflow prevention	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	23/08/2011

10. Reference—allows you to search for an application by:
 - a. Reference—the PAS reference number or your unique ID number
 - b. Applicant—first name, last name or user name
 - c. LotPlan—the lot on plan number



PAS wizard

Before you get started

PAS is designed to work through a wizard process to assist you with the preparation of your application. You will be guided by the 'next' or 'continue' buttons at the bottom of each page to take you to the next step in the process. All of the relevant steps in the process are listed at the top of the screen. At any stage you will be able to go back to any page by clicking on 'go back'.

Application type

To start a new application, click on 'new' from the second tab menu and choose the type of application you want to create (plumbing compliance assessment, notifiable minor work or backflow prevention devices).

The screenshot shows the PAS application wizard interface. At the top, there is a navigation bar with 'Application' and 'New application' tabs. The 'New application' tab is selected and circled in red. Below the navigation bar, there is a yellow warning box with a triangle icon and the text 'This is an External a...'. To the right of the warning box, there is a red box with the text 'Plumbing compliance assessment under the Plumbing and Drainage Act 2002'. Below this, there is a red box with the text 'Notifiable Minor Work under the Plumbing and Drainage Act 2002'. Below that, there is a red box with the text 'Backflow Prevention Devices under the Plumbing and Drainage Act 2002'. To the right of these boxes, there is a search bar with the text 'Reference' and a 'Go' button. Below the search bar, there is a table with two rows of pending applications. The first row has a reference number of 1028000171, a type of 'Test batch', a value of \$150.00, and a 'Review and pay now' button. The second row has a reference number of 1028000173, a type of 'John's Applications', a value of \$10.00, and a 'Review and pay now' button. Below the pending applications table, there is a main table with columns for 'Tasks', 'Reference', 'Type', 'Location', 'Assessor', 'Assigned', and 'Updated at'. The table contains four rows of tasks. The first row has a reference number of DFD4151044110, a type of 'Compliance assessment', a location of '2 Grant St, Cleveland 4163', an assessor of 'Redland City Council', an assigned person of 'Thomas Bridgebuilder (TESTCITY)', and an updated at date of '24/08/2011'. The second row has a reference number of SNS230811, a type of 'Backflow prevention', a location of '2 Grant St, Cleveland 4163', an assessor of 'Redland City Council', an assigned person of 'Thomas Bridgebuilder (TESTCITY)', and an updated at date of '23/08/2011'. The third row has a reference number of DFD4060491509, a type of 'Compliance assessment', a location of '1 Grant St, Cleveland 4163', an assessor of 'Redland City Council', an assigned person of 'Thomas Bridgebuilder (TESTCITY)', and an updated at date of '23/08/2011'. The fourth row has a reference number of DFD3994161704, a type of 'Backflow prevention', a location of '2 Grant St, Cleveland 4163', an assessor of 'Redland City Council', an assigned person of 'Thomas Bridgebuilder (TESTCITY)', and an updated at date of '22/08/2011'.

Tasks	Reference	Type	Location	Assessor	Assigned	Updated at
	DFD4151044110	Compliance assessment	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	24/08/2011
	SNS230811	Backflow prevention	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	23/08/2011
2	DFD4060491509	Compliance assessment	1 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	23/08/2011
1	DFD3994161704	Backflow prevention	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	22/08/2011



Add location

The first step in preparing a new application will be to add a location. There are four ways to select and identify a lot:

1. Enter data—a location can be identified and added using the lot number, street address or Global Positioning System (GPS) coordinates.
2. The lot can be identified by using either Gov Net Maps or Google Maps. You can search by postcode or use 'zoom' tools and the 'identify property' tool to click on the desired lot and select 'search'.

Plumbing application

PAS ID: DFC4919102045
[set your ref id](#)

Type: **Compliance assessment**

Actions:

- > [Delete application](#)
- > [Invite user to collaborate](#)
- > [Manage application settings](#)

Select location(s) Complete form(s) Notifications Upload docs Review application Pay and lodge

Search for your property via:

- Lot on plan
- Street address
- GPS
- Map

Map Options

- Identify Property
- Reset Map

Zoom by Postcode

Postcode: Go

Google Maps Gov Net Map

3. Add location—once the location is identified you will need to select the 'Accept and continue' button. Multiple lots can be selected for one application by clicking 'Accept and add another' and repeating the process.

Applications New application Terry Tate (Brisbane) My account Manage organisation Logout

This is a test environment. To prepare real applications, please use <http://www.smarteda.qld.gov.au>

Plumbing application

PAS ID: DFC4920855928
[set your ref id](#)

Type: **Compliance assessment**

Actions:

- > [Invite user to collaborate](#)
- > [Manage application settings](#)

Select location(s) Complete form(s) Notifications Upload docs Review application Pay and lodge

Do you wish to add this property to your application?

Lot: 2RP815011
Address: 2 Grant St
Cleveland 4163
Council: Redland City
Shop #:
Level #:

[Manually edit the address](#)

Map Options

- Identify Property
- Reset Map

Zoom by Postcode

Postcode: Go

Google Maps Gov Net Map

< [Search again](#) [Accept and add another](#) [Accept and continue](#)



4. If you are unable to identify a lot by using these three searches, the search may be returned with an unconfirmed location warning. It is possible to continue with an unconfirmed location by clicking 'enter the address manually' and selecting the relevant council from the drop down options.

Applications | New application | Terry Tate (Brisbane) | My account | Manage organisation | Logout

This is a test environment. To prepare real applications, please use <http://www.smarteda.qld.gov.au>

Plumbing application

PAS ID: DFC4921075254
[set your ref id](#)

Type: Compliance assessment

Actions:
> [Invite user to collaborate](#)
> [Manage application settings](#)

Select location(s) | Complete form(s) | Notifications | Upload docs | Review application | Pay and lodge

Search results:

Warning: Sorry, we could not find a match for that property.

You can [search again](#) or [enter the address manually](#)

< [Search again](#)

4

Applications | New application | Terry Tate (Brisbane) | My account | Manage organisation | Logout

This is a test environment. To prepare real applications, please use <http://www.smarteda.qld.gov.au>

Plumbing application

PAS ID: DFC5093755782
[set your ref id](#)

Type: Compliance assessment

Actions:
> [Invite user to collaborate](#)
> [Manage application settings](#)

Select location(s) | Complete form(s) | Notifications | Upload docs | Review application | Pay and lodge

Please enter the property address:

Lot:

Number: Units use: unit/number

Street name:

Type: Suffix:

Suburb:

Shop #:

Level #:

Council:

- Please select
- Aurukun Shire Council
- Balonne Shire Council
- Banana Shire Council
- Beraldine Regional Council
- Bercoo Shire Council
- Blackall-Tambo Regional Council
- Boulia Shire Council
- Brisbane City Council
- Bulloo Shire Council
- Bundaberg Regional Council
- Burdekin Shire Council
- Burke Shire Council
- Caits Regional Council
- Carpentaria Shire Council
- Cassowary Coast Regional Council
- Central Highlands Regional Council
- Charters Towers Regional Council
- Cherbourg Aboriginal Shire Council
- Cloncurry Shire Council

< [Search again](#)

[Copy](#)

Accept and add another | Accept and continue



Forms

The plumbing forms in PAS are electronic representations of the paper based forms. The forms are to be completed in an 'interview format' where only relevant questions will be generated, dependent on the answers provided.

Once you have completed the forms, PAS will automatically populate and save these details to the application. Prior to submission, the populated form can be viewed under the 'Complete form(s)' tab on the summary screen. After submission, the form can be viewed and downloaded from the summary screen.

Plumbing application

PAS ID: DFC4921746620
[set your ref id](#)

Type: **Compliance assessment**

Address: 2RP815011
2 Grant St
Cleveland 4163

Assessor: Redland City
0733330000

Actions:
> [Invite user to collaborate](#)
> [Manage application settings](#)

Select location(s) **Complete form(s)** Notifications Upload docs Review application Pay and lodge

Compliance Assessment - Proposed plumbing, drainage and on-site sewerage work

Applicant and owner details

Identify who is making the application. The applicant need not be the owner of the land. In ticking the declaration below and lodging this application, the applicant is responsible for ensuring the information provided is true. The local government will rely on this information when assessing the application.

Applicant Details

Applicant's Declaration

By making this application, I hereby state that the information provided in this form is a true and accurate record. *

Name: Helen Meo *

Date: 05/05/2011

Contact person: Helen Meo

Phone number: 3201 1245

Mobile number: 0438 678 915

Fax:

Email address: Helen.Meo@bigpond.com

Postal address: 23 Worthington Street
Brisbane Qld 4000 *

Owner Details

Is the applicant the owner of the land? Yes No *

[Restart](#) [Previous](#) [Save and resume later](#) [Next >](#)

If you are not the owner of the land – select 'No' for the question 'Is the applicant the owner of the land?' and complete the details for the owner. PAS allows the owner to be contacted by mail or email.

Owner Details

Is the applicant the owner of the land? Yes No *

Owner's name if not the applicant: Bertie Angel *

Please provide at least one method of contact for the owner below

Postal address of owner:
225 Ostrich Avenue
Petrie QLD 4152 *

Email address of owner:
Bertie.Buildings@email.com.au *

[Restart](#) [Previous](#) [Save and resume later](#) [Next >](#)



Invite user to collaborate

1. Invite user to collaborate—you may extend an invitation for another user to work with you on this application by selecting 'Invite user to collaborate' and completing the details. If the user does not have an account with any of the Smart eDA services they will be sent an invitation to register along with your invitation.
A collaborating user will be able to perform the same actions as you on this application and receive email notifications, but will not be able to extend invitations of their own, or manage any application settings.
2. Manage application settings—allows you to remove any invited users from this application.

The screenshot shows the 'Plumbing application' page. On the left, under 'Actions', there is a red circle with the number '1' next to the 'Invite user to collaborate' link. On the right, there is a red circle with the number '2' next to the 'Continue' button. The main content area shows a progress bar with 'Complete form(s)' highlighted, and a list of forms to be completed, including 'Plumbing Form 1' with links to 'View printable PDF version' and 'Edit form'.

Responsible person

The responsible person for regulated work is a person who is licensed to perform the work and either performs or directs the performance of the work. If the responsible person for the work is not known, ticking the declaration in this part is not required. However, if the declaration for this section has not been ticked, Form 7 must be completed by the responsible person and provided to the local government prior to requesting an assessment of the work. If this form is used for a solar hot water pump installation, a Form 4 is not required.

After completing the plumbing form, the responsible person for the work will need to be identified. If the applicant is not the responsible person, Form 7 can be forwarded to the responsible person via email. Please note they will need a PAS login to complete the form.

The screenshot shows the 'Manage responsible people' section of the 'Plumbing application' page. The 'Add new responsible person' link is circled in blue. The main content area shows a progress bar with 'Complete form(s)' highlighted, and a message stating 'No responsible person(s) supplied.' with a '+ Add new responsible person' link below it.



Notifications

If the applicant is not the owner you will need to select the notification style in which the owner wishes to receive correspondence (e.g. compliance permit). Email notification is strongly recommended.

The screenshot shows the 'Notifications' step of a 'Plumbing application' process. The breadcrumb trail is: Select location(s) > Complete form(s) > Notifications > Upload docs > Review application > Pay and lodge. The 'Notifications' step is highlighted in green. On the left, application details are shown: PAS ID: DFC5083251618, Type: Compliance assessment, Address: 2RP815011, 2 Grant St, Cleveland 4163, Assessor: Redland City, 0733330000. The main content area is titled 'Provide notification settings' and contains a blue information box stating: 'You have indicated that you are not the owner of the property, therefore please indicate how the owner should be notified of correspondence.' Below this, a question asks: 'How would the owner (Samantha J Winchester) like to receive the required correspondence. (eg: compliance certificate)'. Two radio buttons are present: 'Email to SW@super.com.au' (selected) and 'Via mail'. At the bottom, there are links for '< Go back', 'Save and return to applications list', and a 'Continue' button.

Uploading documents

The 'Upload docs' tab is where all documentation and reports are uploaded. This is a browse and upload function similar to attaching documents in an email. Files up to 50MB are supported and PDF documents are recommended.

The screenshot shows the 'Upload docs' step of the 'Plumbing application' process. The breadcrumb trail is: Select location(s) > Complete form(s) > Notifications > Upload docs > Review application > Pay and lodge. The 'Upload docs' step is highlighted in green. Below the breadcrumb trail, the text reads: 'Please upload any supporting information to form part of your application:'. A light blue box contains a paperclip icon and the text 'No documents attached'. Below this box is a green plus icon and the text 'Add attachment', which is circled in blue. At the bottom, there are links for '< Go back', 'Save and return to applications list', and a 'Continue' button.

Classify the type of document you will be uploading by either selecting an option from the drop down list or selecting 'Add custom description', give the document a description and then browse your folders for the document you want to upload.

The screenshot shows the document upload interface. At the top, it says 'No documents attached'. Below this, there is a 'Document type:' dropdown menu with 'Design plan' selected. To the right of the dropdown is a link 'Add custom description'. Below the dropdown, there is a 'Send via:' field with a dropdown menu showing options: 'Design plan', 'Floor plan', 'Site plan', 'Drainage report', 'Elevation report', 'Expansion allowance report', and 'Other'. To the right of this field is a 'Select file:' label. At the bottom right, there is a 'Cancel' button.

Repeat the above steps for additional files. When all document uploads are completed, select 'Continue' or 'Save and return to applications list'.



Incorrect document—to delete an incorrect document that has been uploaded and saved to the application, select the red 'x' located next to the incorrect document to delete. **Note:** once an application has been lodged with the assessor, you cannot remove any documents.



Please upload any supporting information to form part of your application:

[Site plan](#)

[+ Add attachment](#)

[Go back](#) • [Save and return to applications list](#) [Continue](#)

Review application

This provides an overview of the application prior to submission and will include all forms and documentation attached to the application. Before lodgement, you will need to check that all the required forms have been completed and all documentation has been uploaded as required by the assessment manager.

Every PAS application will be given a unique PAS identification number (ID). The applicant and council can also set their own identification by selecting 'set your ref ID', entering in an 'identity code' and clicking 'save'. All reference numbers can then be viewed by choosing 'Show all'.

If changes are required, you will need to select 'Go back' and make the necessary changes. If no changes are required, select 'Continue'.

Plumbing application

PAS ID: **DFC5083251618**
[set your ref id](#)

Type: **Compliance assessment**

Address: 2RP815011
2 Grant St
Cleveland 4163

Assessor: Redland City
0733330000

Actions:
> [Delete application](#)
> [Invite user to collaborate](#)
> [Manage application settings](#)

Select location(s) Complete form(s) Notifications Upload docs **Review application** Pay and lodge

Here's what will be lodged to Redland City.

Application type:	Compliance assessment		
Address:	2RP815011 2 Grant St Cleveland 4163		
Assessor:	Redland City		
Forms:	Plumbing Form 1	<i>Terry Tate</i>	11 May 2011 02:07 PM
Attachments:	Site plan		11 May 2011 02:25 PM

[Go back](#) • [Save and return to applications list](#) [Continue](#)



Payment

You will be directed to the 'Pay and lodge' tab and will be required to answer payment details for your application. An \$11 (including GST) processing fee for PAS will be paid to the Department of Local Government and Planning.

Payment of fees to participating councils can be processed electronically through the Smart Service Queensland payment gateway, available through PAS. There are three payment methods available:

- pay by credit card (Visa or MasterCard only)
- allow someone else to pay via credit card
- pay later as part of a batch payment via credit card.



Please provide payment information for your application

Are you required to pay a fee?

- Yes
 No

Please specify the fee:

\$ 2000

Select your payment method:

- I want to pay via credit card (Visa, Mastercard)
 I want to allow someone else to pay via credit card
 I want to pay later as a part of a batch payment

[Go back](#) | [Save and return to applications list](#)

[Continue](#)

Payment methods

Credit card

Payment can be made via credit card (1) directly to the assessment manager through PAS using the secure Smart Service Queensland payment gateway. Once payment has been successfully made, Smart Service Queensland will generate a PDF tax invoice and receipt (2). To return to PAS, please click the 'click here to return to PAS' (3).

You have chosen to pay via credit card.

Here is what you will be charged:

Application fee	\$400.00
Processing fee	\$11.00 (incl. \$1.00 GST)
Total:	\$411.00 (incl. \$1.00 GST)

[Go back](#)

[Continue to payment gateway](#)



Once you have paid, [click here to return to PAS](#) **3**

[Return to online service](#) > Notice to pay

Notice to pay

To: Terry Tate
ACME

Issue date: 11 May 2011
Reference: 1000830990
Amount due: \$411.00

Item description	Reference	Amount (excl. GST)	GST	Amount (incl. GST)
Application fee - DFC5084175903 Redland City	AMFEE/DFC5084175903000003V	\$400.00	\$0.00	\$400.00
Processing fee - DFC5084175903 Smart eDA	SMOP/DFC5084175903000003U	\$10.00	\$1.00	\$11.00
Total				\$411.00

Total (excl. GST) \$410.00

Total GST amount payable \$1.00

Total amount payable (incl. GST) \$411.00

How to pay

Payments are processed by Smart Service Queensland (SSQ) on behalf of the Queensland Government.

Online



1

Pay by credit card

✓ Payment successful

Your receipt number is **1722910**.

↓ Download your receipt

Please save a copy of this receipt for your records. ([Help](#))

Item description	Download	Email
Receipt 2	PDE (35 KB)	Email receipt
Tax invoice	PDE (50 KB)	—



Send 'payment notice' email

A 'notice to pay' email notifies either the owner or a third party that payment is required. The email will contain details and a link to the same Smart Service Queensland payment gateway for online payment via credit card.


a) If the payee is the property owner

Select your payment method:

- I want to pay via credit card (visa, Mastercard)
- I want to allow someone else to pay via credit card
- I want to pay later as a part of a batch payment.

Provide payer details:

- The payer will be the owner of the property

 Email will be sent to SW@super.com.au

- Other

Enter a message: (optional)

[< Go back](#) | [Save and return to applications list](#)

[Continue](#)

b) If the payee is someone other than yourself or the property owner

Select your payment method:

- I want to pay via credit card (visa, Mastercard)
- I want to allow someone else to pay via credit card
- I want to pay later as a part of a batch payment.

Provide payer details:

- The payer will be the owner of the property
- Other

Provide contact details:

Name:

Email:

Enter a message: (optional)

Please make payment with regards to your plumbing application

[< Go back](#) | [Save and return to applications list](#)

[Continue](#)



Batch payment

This allows the user to pay multiple invoices at once at a later date by adding the payment to an existing batch or creating a new one. If you are registered as a business, you can also allow others to add or edit this invoice.



Please provide payment information for your application

Are you required to pay a fee?

- Yes
- No

Please specify the fee:

\$ 450

Select your payment method:

- I want to pay via credit card (Visa, Mastercard)
- I want to allow someone else to pay via credit card
- I want to pay later as a part of a batch payment.

Provide batch payment information:

- Add to an existing batch payment
- Create new batch payment

Provide new batch payment details:

Description: Ipswich - May 2011

- Type:
- Personal (only I can see this invoice)
 - Organisation (allow others in my company to add or edit this invoice)

[Go back](#) | [Save and return to applications list](#)

Continue

Payment of batch invoices

From the application screen select the batch invoices that you wish to pay by clicking on 'review and pay now'. The bulk payment screen will appear which will then allow you to choose whether you wish to pay via credit card or forward to someone else for them to pay via credit card.

Tasks	Reference	Type	Location	Assessor	Assigned	Updated at
You have 2 pending invoices						
	1029000088	Bundaberg - May 2011			\$442.00	Review and pay now
	1029000092	Ipswich - May 2011			\$717.00	Review and pay now
1	DFC5093974607	Compliance assessment	1 Grant St, Cleveland 4163	Redland City	Terry Tate (Brisbane)	11/05/2011
1	DFC4921746620	Compliance assessment	2 Grant St, Cleveland 4163	Redland City	Terry Tate (Brisbane)	09/05/2011
1	DFC4917289833	Compliance assessment	2 Grant St, Cleveland 4163	Redland City	Terry Tate (Brisbane)	09/05/2011
1	DFC5093636721	Compliance assessment	1 Grant St, Cleveland 4163	Redland City	Terry Tate (Brisbane)	11/05/2011
1	DFC5093755782	Compliance assessment			Terry Tate (Brisbane)	11/05/2011



Bulk payment

PAS ID: [DFC5156181497](#)
[set your ref id](#)

Type: [Bulk invoice](#)

Assigned: [Assign](#)

Please select the payment method:

Here is what you will be charged:

Invoice #1029000091	
Compliance assessment - DFC4921746620	
Application fee	\$450.00
Processing fee	\$11.00 (incl. \$1.00 GST)
Total:	\$461.00 (incl. \$1.00 GST)
Invoice #1029000093	
Compliance assessment - DFC5093974607	
Application fee	\$245.00
Processing fee	\$11.00 (incl. \$1.00 GST)
Total:	\$256.00 (incl. \$1.00 GST)
Total payment due:	\$717.00 (incl. \$2.00 GST)

Select your payment method:

- I want to pay via credit card (Visa, Mastercard)
- I want to allow someone else to pay via credit card

[Continue](#)

Responding to tasks

Your application will now be lodged to council. This means there will now be another party able to view and assess the application, perform transactions and communicate electronically with you. There are some electronic tasks that you may need to perform during the entire process, some of which will include:

- acknowledging tasks
- receiving and responding to information requests
- sending and responding to communications.

Completing one task will trigger another task to be completed by either you or another party involved in the application. For most tasks you will be able to upload documentation and add comments in the free text field.

Compulsory tasks will be listed in the task area of the PAS summary page and will be represented by blue links (1). When you click on a blue link you will be taken to the related page to perform your next action.

Plumbing application

PAS ID: [DFC4917289833](#)
[set your ref id](#)

Type: [Compliance assessment](#)

Address: 2RP815011
2 Grant St
Cleveland 4163

Assessor: Redland City
0733330000

Assigned: [Terry Tate \(Brisbane\)](#)
[reassign](#)

Actions:

- > [Send communication](#)
- > [Make additional payment](#)
- > [Withdraw application](#)
- > [Archive application](#)
- > [Invite user to collaborate](#)
- > [Manage application settings](#)

Summary:

My next task: [Respond to information request](#) **1**
Council is: *Assessing permit*
Other: *Curious George is completing Plumbing Form 7*

[Overview](#) [History](#) [Manage responsible person\(s\) and forms](#) [Download forms and attachments](#)

Application type:	Compliance assessment								
Address:	2RP815011 2 Grant St Cleveland 4163								
Assessor:	Redland City								
Forms:	Plumbing Form 1	<i>Terry Tate</i>	09 May 2011 03:05 PM						
Attachments:	Site plan		09 May 2011 03:05 PM						
Payments:	<table border="1"> <thead> <tr><th>Receipt #</th><th>Amount</th><th>Paid on</th></tr> </thead> <tbody> <tr><td>BP1029000090</td><td>\$231.00</td><td>12 May 2011</td></tr> </tbody> </table>			Receipt #	Amount	Paid on	BP1029000090	\$231.00	12 May 2011
Receipt #	Amount	Paid on							
BP1029000090	\$231.00	12 May 2011							



You will not have to complete tasks immediately; you can click on the link and look at the task, then back out of the task by clicking on 'Do this task later' at the bottom of the summary screen (2).

Plumbing application
PAS ID: DFC4917289833
[set your ref id](#)
Type: **Compliance assessment**
Address: 2RP815011
2 Grant St
Cleveland 4163
Assessor: Redland City
0733330000
Assigned: Terry Tate (Brisbane)
[reassign](#)
Actions:
> [Invite user to collaborate](#)
> [Manage application settings](#)

Respond to information request
Message: Please provide copy of site plan
Respond to this information request by selecting one of the options below:
 Respond with requested information
 Extend time period deadline
< [Do this task](#) **2** Continue

Email notifications

An email notification will be sent to your registered email address when a new task is available for you to view or complete. This email will contain a link (1) directing you to the PAS login page and then directly to the relevant summary page. Email notifications will be sent to the next appropriate party upon completion of each task.

You do not always have to wait for an email to log in and view your application. You can log in to PAS and click on any of your applications on your application page. A numbered blue box next to your application indicates that the application is waiting for tasks to be completed.

Review application [DEL9110192852] - Unicode (UTF-8)

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

From: smarteda@dip.qld.gov.au
Date: Tuesday, 29 March 2011 1:34 PM
To: loga@smarteda.org
Subject: Review application [DEL9110192852]

Smart eDA Plumbing Queensland Government
Department of Infrastructure and Planning

Review application

This task is now available for you to perform. To execute it - click the link provided below.

1 [Click here](#) to view your application in Smart eDA | Plumbing.

Smart eDA reference #:
DEL9110192852

Location(s):
22 LEAWARRA DRV, LOGANHOLME 4129



Council to review application

Council will check payment details are correct and ensure all correct documentation has been received.

Council will assess the application and issue the permits and certificates.

Information request

If required, council has the ability to initiate the optional task of an information request. If this occurs you will receive a task to respond to the information request. The response required may include sending further documents which can be uploaded directly into the task.

Time period extension

You will have the ability to initiate the optional task of a time period extension for the information request.

Inspections

Inspections are to be booked and performed outside of the system. Council may issue a defect notice or compliance certificate. A defect notice will trigger a few additional tasks for you as the applicant.

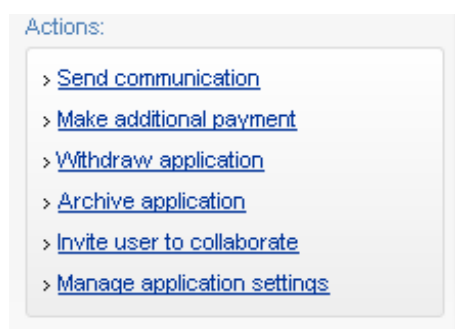
Defect notice

If the assessor issues a defect notice, a task will be generated for your review. The applicant reviews the defect notice and when the required work has been completed, the applicant will receive a task to 'notify assessor of rectified work'. The assessor will receive a task to 'review the rectified work'. The assessor then provides their response.

Additional tools

The following additional tools will be available to you once you have lodged the application:

- Send communication—use this function to communicate with parties involved in the application, including sending uploaded documents, if necessary. Any communications and documents sent will be captured in history. Please do not use this task in place of an official task in PAS as it may affect future steps in the application.
- Make additional payment—pay additional fees to council involved in the application.
- Withdraw application—an application may be withdrawn once lodged, however, once withdrawn it will cancel the application and no further action can be applied. The withdrawal of an application is a permanent action and cannot be revoked.
- Archive application—after an application has been finalised or if long periods of time are expected before an application can be completed, you may wish to archive the application. Applications can be retrieved from the 'Archive' tab.





Decision process

Council will issue a decision (e.g. compliance certificate) and you will receive a task to view it.

Backup

Once an application has been decided it is good practice to back-up all the documentation and the history for each application on your own records systems. Download all documentation under the tabs 'IDAS forms', 'Other information', 'History' and 'Payments'. You can use the 'retire application' tool which will move the application into the retired applications menu. The application will still be available under this menu.

Feedback

Please let us know if you have experienced any difficulties while using this service. We would also like to hear any recommendations for improvement that you may have. You can make these recommendations by selecting the 'contact us' at the top right corner of the page.

Helpdesk

For help with a matter regarding your application, please contact your local assessment manager or applicable referral agency.

For assistance or any queries about the PAS site, please contact Building Codes Queensland on telephone 1800 534 972 or email BuildingCodes@dlgp.qld.gov.au.

The Department of Local Government and Planning regularly updates this service; therefore, please check for version updates as processes listed in this document may change over time.