



# Smart eDA Plumbing Application Service

## Quick 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 and delivering now**—integrated planning, strong local government and development for a growing state.

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# Contents

<b>Plumbing Application Service .....</b>	<b>4</b>
Why use Smart eDA for plumbing applications? .....	4
Before you start.....	4
<b>Preparing an application .....</b>	<b>5</b>
Applications page .....	5
Application type .....	6
Add location.....	7
Forms .....	8
Invite user to collaborate .....	9
Responsible person.....	9
Notifications.....	10
Uploading documents.....	10
Review application .....	11
Payment .....	12
Responding to tasks.....	17
Email notifications .....	18
Council to review application .....	19
Additional tools.....	19
<b>Decision process .....</b>	<b>20</b>
<b>Backup .....</b>	<b>20</b>
<b>Feedback .....</b>	<b>20</b>
<b>Helpdesk.....</b>	<b>20</b>



# Plumbing Application Service

## Why use Smart eDA for plumbing applications?

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.

Councils currently accepting electronic lodgement are listed on the Department of Local Government and Planning at <http://www.dlgp.qld.gov.au/plumbing/plumbing-application-and-notification-service.html>.

## Before you start

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 can go back to any page by clicking on 'go back'.

## 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](http://www.adobe.com).



# Preparing an application

## Applications page

The applications page is 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	DFD3994161704	Backflow prevention	2 Grant St, Cleveland 4163	Redland City Council	Thomas Bridgebuilder (TESTCITY)	22/08/2011
1	23993847767	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. Tasks—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 your own unique identifier when you create the application).
3. Type—whether the application is for notifiable minor work, compliance assessment or backflow prevention.
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

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



## Searching for an application

10

Current Archived All offices & users

You have 2 pending invoices

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

## Application type

To start a new application, click on 'New application' 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**).

Application: New application Thomas Bridgebuilder (TESTCITY) My account Logout

This is an External a... Please use <https://www.smarteda.qld.gov.au/> for development and integration testing.

Current

You have 2 pending invoices

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) coordinate.
2. The lot can be identified by using GovNet 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

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.sibf.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

[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 Smart eDA Plumbing Application Service—Quick user guide for applicants - 7 -



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:**

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

You can [search again](#) or [enter the address manually](#) **4**

< [Search again](#)

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:** **4**

Lot:

Number:  Units use: unit/number

Street name:

Type:  Suffix:

Suburb:

Shop #:

Level #:

Council:

< [Search again](#)

[Accept and add another](#) [Accept and continue](#)

[Copy](#)

- Please select
- Aurukun Shire Council
- Belonne Shire Council
- Banana Shire Council
- Barcardine Regional Council
- Barcoo Shire Council
- Blackall-Tambo Regional Council
- Boulia Shire Council
- Brisbane City Council
- Bulloo Shire Council
- Bundaberg Regional Council
- Burdekin Shire Council
- Burke Shire Council

## 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.

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 either by mail or email.

**Owner Details**

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

Owner's name if not the applicant:  \*

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

Postal address of owner:   \*

Email address of owner:   \*

[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 to 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', the 'Invite user to collaborate' link is highlighted with a red circle containing the number 1. The 'Manage application settings' link below it is also highlighted with a red circle containing the number 2. The main content area shows a progress bar with 'Complete form(s)' as the current step. Below the progress bar, it states 'The following forms may need to be completed to form part of your application:' and lists 'Plumbing Form 1' with a green checkmark. There are links for 'View printable PDF version' and 'Edit form'. At the bottom, there are 'Go back', 'Save and return to applications list', and 'Continue' buttons.

## 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. The responsible person clicks on the link contained in the email to complete the form. Please note they will not require a PAS login to complete the form. Once the form has been completed, an email notification will be received.

The screenshot shows the 'Plumbing application' page. The 'Manage responsible people' section is active, displaying the message 'No responsible person(s) supplied.' and a '+ Add new responsible person' button. The progress bar shows 'Complete form(s)' as the current step. The 'Actions' list on the left is visible, including 'Delete application', 'Invite user to collaborate', and 'Manage application settings'. At the bottom, there are 'Go back', 'Save and return to applications list', and 'Continue' buttons.



## 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 in a 'Plumbing application' process. The breadcrumb trail is: Select location(s) > Complete form(s) > **Notifications** > Upload docs > Review application > Pay and lodge. The application details on the left include: PAS ID: DFC5083251618, Type: Compliance assessment, Address: 2RP815011, 2 Grant St, Cleveland 4163, Assessor: Redland City 0733330000. The 'Provide notification settings' section contains a message: '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, it 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'. A blue circle highlights the 'Email to SW@super.com.au' option. At the bottom, there are links for '< Go back' and '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 in the application process. The breadcrumb trail is: Select location(s) > Complete form(s) > Notifications > **Upload docs** > Review application > Pay and lodge. The main heading is 'Please upload any supporting information to form part of your application:'. Below this, there is a box with a paperclip icon and the text 'No documents attached'. A blue circle highlights a green '+ Add attachment' button. At the bottom, there are links for '< Go back' and '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 to choose the document you want to upload.

The screenshot shows the document upload interface. At the top, it says 'No documents attached'. Below this, there are three main sections: 'Document type:', 'Send via:', and 'Select file:'. The 'Document type:' dropdown menu is open, showing options: Design plan (selected), Floor plan, Site plan, Drainage report, Elevation report, Expansion allowance report, and Other. To the right of the dropdown is a link for 'Add custom description'. 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'.



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 council 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 ID 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:	 <a href="#">Plumbing Form 1</a>	<i>Tery Tate</i>	11 May 2011 02:07 PM
Attachments:	 <a href="#">Site plan</a>		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. Payment through this system can only be made via credit card. The three credit card payment methods available are:

- 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.

If you are unsure whether a fee is required or of the fee amount, please contact the relevant council before proceeding.



### 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' link (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)
<b>Total:</b>	<b>\$411.00</b> <b>(incl. \$1.00 GST)</b>

[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
<b>Total</b>				<b>\$411.00</b>

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
<b>Receipt</b>	<a href="#">PDF (35 KB)</a>	<a href="#">Email receipt</a>
<b>Tax invoice</b>	<a href="#">PDF (50 KB)</a>	—

2



## 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)

[< 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
	1029000088	Bundaberg - May 2011			\$442.00	<a href="#">Review and pay now</a>
	1029000092	Ipswich - May 2011			\$717.00	<a href="#">Review and pay now</a>
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: [Assion](#)

### Please select the payment method:

Here is what you will be charged:

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

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
- responding to and sending 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. You will not have to complete tasks immediately; you can click 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:

- > [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](#) *Terry Tate* 09 May 2011 03:05 PM

Attachments: [Site plan](#) 09 May 2011 03:05 PM

Payments:

Receipt #	Amount	Paid on
BP1029000090	\$231.00	12 May 2011

### 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

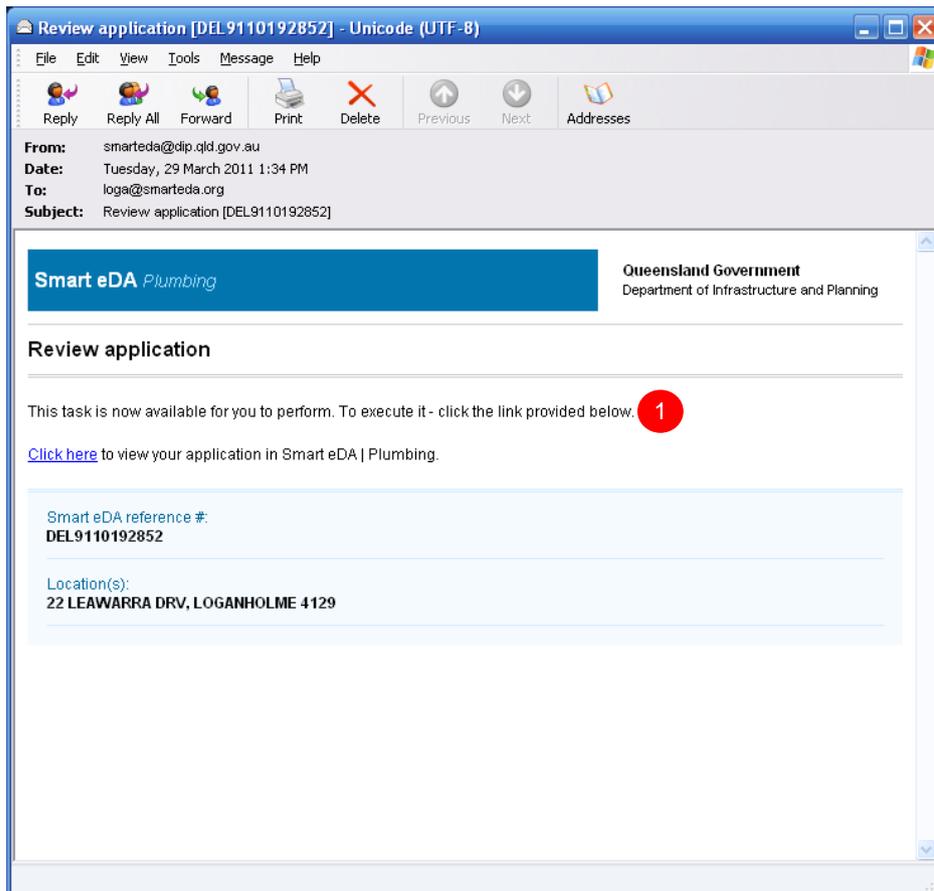
< [Do this task later](#) **2** [Continue](#)



## 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.





## 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.

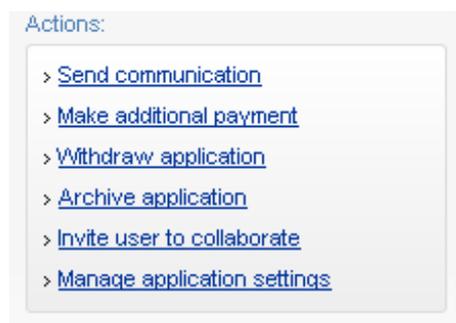
## Defect notice

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 after the application is lodged:

- 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 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 from the 'Overview' tab and the 'History' tab.

## 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 'Contact us' at the top right corner of the page.

## Helpdesk

For help with a matter regarding your application, please contact your applicable council.

For assistance or any queries about the PAS site, please contact Building Codes Queensland on 1800 534 972 or [BuildingCodes@dlgp.qld.gov.au](mailto: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.