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1 About MyInspections

1.1 What is MyInspections?

MyInspections gateway allows users to pay fees and submit documents related to plumbing and drainage work, and applies to all on-site plumbing and drainage work in the areas where Fair Trading conduct inspections in the Sydney and Newcastle regions only. In addition to paying fees, the Licensee can complete and submit the required Notice of Work (NoW), Sewer Service Diagrams (SSD) and Certificate of Compliance (CoC).

1.2 When will MyInspections be available online?

Newcastle area

MyInspections has been available for the payment of inspection fees from 1st July 2012, as of 1st July 2014 licensee can now also submit documentation

Sydney, Illawarra and Blue Mountains area

MyInspections has been implemented and is available for all to use in full as of 1st July 2014

1.3 Are there other options to pay inspection fees or do I have to use MyInspections?

MyInspections is now the only way to pay an audit inspection fee for audit plumbing inspections conducted by Fair Trading. In the Sydney, Illawarra and Blue Mountains area there was a transition period up to the 31st December 2014 which allowed a user to either use MyInspections or continue to go to a Quick Check agent, the transition period has now expired.

1.4 Can I use MyInspections for all plumbing and drainage work across NSW?

No, MyInspections can only be used for plumbing and drainage work carried out where Fair Trading conducts inspections. Fair Trading's area of operation is Sydney, Illawarra, Blue Mountains and Newcastle region. If Fair Trading does not conduct inspections where you are undertaking work it is business as usual, you are required to contact the local authority (Council/County Council) for their requirements on paying fees and submitting documentations.

For more details in relation to who conducts plumbing inspection see below link

http://www.fairtrading.nsw.gov.au/biz_res/ftweb/pdfs/Tradespeople/Local_plumbing_regulators_in_NSW.pdf

1.5 Is there a merchant fee on MyInspections for using a credit card?

No, there is presently no merchant fee added for the use of a credit card when paying audit application fees in MyInspections.

1.6 What if I don't have a Credit Card?

MyInspection payments can only be made with Visa or MasterCard. This can either be a credit or debit card as long as it displays the Visa or MasterCard logo.

1.7 Can MyInspections be used on a tablet or smartphone?

Although MyInspections works on most smartphones and tablets, Fair Trading does not guarantee that all functions will work on a tablet or smartphone.

1.8 What if I don't have a computer?

If you don't have a computer, you could access the MyInspections site from a public computer, for example, the public library or you could ask a family member to borrow their computer if they have one.

1.9 Is there an instruction on how to use MyInspections?

Yes, a user guide has been developed to give users a simple step by step guide, for more information see web link/address below

http://www.fairtrading.nsw.gov.au/biz_res/ftweb/pdfs/Tradespeople/MyInspections_user_guide.pdf

2 Using MyInspections

2.1 Does the email address that I use for registration have to be real?

It is essential that the email address entered as the user name in the registration process must be the same as your real email address. The user name and password are case sensitive, so if you enter the wrong details and then forget your password in the future, the password will be sent to the wrong email address

2.2 I have forgotten my password, what do I do?

If you have previously registered with MyInspections, but cannot remember your password, you can click on the 'forgotten Password' link on the login page, or type your password in wrong three times. An email with your password will automatically be sent to your registered email address.

Ensure when checking your emails for the password, you check your spam/junk folder to see if your email program has put the message in there.

2.3 Can I have multiple users against one license number?

No, only one user can register against a license number. This restricts a person using another person's license details without their knowledge.

2.4 If multiple users in my office lodge documents via MyInspections with their own registered details can another person see the application in their history?

Only the logged in users history will be displayed. If you wish for multiple people in your office to have access to the history, you could set up a default login for all your companies' employees to utilise to pay fees.

2.5 Does my administration staff need my credit/debit card details?

To make a payment through MyInspections, valid Visa or MasterCard is required to be entered in the payment page. The person that is entering the details will require the card details to enter them.

2.6 What happens if my computer freezes while I'm paying the audit application fee?

If your computer freezes or has other problems during the payment process and the process doesn't complete, call 1300 889 099 and press option 3, between 8am and 2pm; or email myinspections@finance.nsw.gov.au and confirm if the payment was received.

2.7 Who can I contact if I need help?

If you require help with using the MyInspections site, call the MyInspections assistance line on 1300 889 099 press option 3, between 8am and 2pm; or email myinspections@finance.nsw.gov.au

3 Paying Audit Inspection Fees

3.1 When paying for an additional audit inspection application? MyInspections says a different amount for the additional audit inspection application to the fee structure on your website?

When paying for an additional application, ensure you select 'additional application' from the drop down box, and ensure you *do not* put anything in the 'No. of Additional Inspections' text field. Selecting additional application includes 1 audit inspection.

3.2 How do I pay an additional fee when the initial fee was paid at Quickcheck?

If you require an additional inspection fee on a property, and the initial fee was paid through a Quickcheck agent, you will be required to pay a standard audit inspection fee through MyInspections then send an email to myinspections@finance.nsw.gov.au with a request for a refund of the difference.

3.3 The amount on the payment details screen is not correct.

If during the payment process, you realise that the amount listed next to 'Payment Amount' on the credit card payment screen is different to what you expected and you realise that you selected the wrong Inspection Type on the previous screen, you will have to click on the 'Return to NSWFT MyInspections' button to return to the home page and start the application again. Due to the security of the payment process, there is no option to return to the previous screen or modify the application at this stage.

3.4 Why do I pay an audit application fee which includes up to 2 inspections but I only need 1?

The current fee structure is listed in the Plumbing and Drainage Regulation 2012 and therefore cannot be changed without a change to legislation.

3.5 The property address is not on the payment receipt, where can I find it?

At the completion of the plumbing and drainage application, you have the option to view/print the report for the application. The report lists the property address along with the reference number for your records. This report can also be located by searching the MyApplications search function.

3.6 Why does the receipt generated in MyInspections not identify it as a Tax Invoice?

As there is no GST included in the audit inspection fee, No GST input credits are able to be claimed back by the person that paid the fee. As such "Tax Invoice" is not required to be written on the receipt.

3.7 What if I pay an audit application fee and the job is cancelled?

Call the MyInspections System Administrator on 1300 889 099 press option 3, between 8am and 2pm; or email myinspections@finance.nsw.gov.au. The request will be assessed and a refund of the fee may be provided.

3.8 What if I pay an audit application fee and another plumber starts the job?

Call the MyInspections System Administrator on 1300 889 099 press option 3, between 8am and 2pm; or email myinspections@finance.nsw.gov.au.

The request will be assessed and a refund of the fee may be provided.

3.9 What happens if my audit application fee has not registered when I call to book an inspection?

It is best to keep a copy of your receipt when you pay for an audit inspection application. If there is a discrepancy with the fee payment, you may be required to send a copy of the receipt to the MyInspections System Administrator.

4 Completing and Submitting Documents

4.1 I made my payment for an inspection through a third party, do I still need to submit a Notice of Work (NoW).

A third party can make a payment through MyInspections on your behalf, however you still have to submit the NOW and other documentation yourself. This cannot be done by a third party as they will not have your user name or password to login with your details. For security, you must not give your username or password to a third party.

4.2 Can we email our documents to Fair Trading?

If the initial audit application fee for that property was paid at QuickCheck, you will be able to submit any related NoW, Certificate of Compliance (CoC) & Sewer Service Diagram (SSD) by email.

4.3 If I have submitted my NoW via email, can I correct it through MyInspections?

Only a NoW that was created through MyInspections can be corrected.

4.4 I have submitted my NoW via MyInspections, Do I still need to email or give it to an inspector onsite?

Once you complete the submit NoW process through MyInspections, the NoW is automatically sent to Fair Trading, there is no need to email a copy to Fair Trading or supply to the inspector at the inspection.

4.5 Will the Notice of Work have a unique serial number?

Yes. Each Notice of Work created through MyInspections will have its own unique serial number.

4.6 Can I use an electronic signature on the Certificate of Compliance?

Currently there is no electronic signature setup on the Certificate of Compliance. Fair Trading is presently developing an electronic signature; more information will be made available.

4.7 Can I retain electronic copies of my documents or do I need to print hard copies?

Whether you retain electronic or print hard copies of your records is up to you and your own procedures.

4.8 Where do we get the Lot/DP/SP details from?

These details can be obtained from a council rates notice, or there may be a property identification reference on plans or drawings related to council DA approvals or building plans. In the case of a sub-division the proposed lot details will be provided by the Developer.

4.9 After I have submitted the Notice of Work and Certificate of Compliance through MyInspections, do I still have to give the customer a copy?

Yes, Submitting a Notice of Work through MyInspections automatically sends a copy of the NoW to Fair Trading (you are not required to provide a NoW to the owner), however it is still your responsibility to give your customer a copy of the Certificate of Compliance, whether in electronic or printed form.

4.10 What happens if I put in the wrong property address?

If you enter the wrong property details when paying for an audit application fee, you have 14 days to use the 'Correct an audit inspection application' to correct the details. After 14 days, a new audit inspection application will be required.

4.11 Is there a size limit on the documents submitted through MyInspection?

There is a size limit of 5mb per application in MyInspections. If you need to send Fair Trading a file that is larger than 5mb, then you can email the file to myinspections@finance.nsw.gov.au

4.12 Can I still use existing books of Permit to Work and Certificate of Compliance?

No, all Notice to Works and Certificates of Compliance are required to be submitted to Fair Trading in the approved form.

If the initial audit application fee was paid at QuickCheck, you must use the NoW and CoC found on the Fair Trading website, and submit by email.

In all other circumstances you will be required to utilise the MyInspection service.

5 General Questions

5.1 Can I purchase a Sewer Service Diagram through MyInspections?

Quickcheck will continue to sell Sewer Service Diagrams on behalf of Sydney Water. Fair Trading has no plan to sell Sewer Service Diagrams. However, you may access any Sewer Service diagrams that you have submitted through MyInspections.

5.2 Where do I get the sewer special conditions from now?

The sewer special conditions are conditions that are set by the Network Utility Operator. In Sydney Waters area of operations, you can find the sewer special conditions on any building approval that was paid through a Quickcheck agent.

5.3 Where do I get the property number required for the Sydney Water Meter Request?

When requesting a water meter from Sydney Water, a property number is required. This property number is set by Sydney Water for their use only. Fair Trading does not supply the property number. The property number is displayed on the receipt of any building approval that was paid through a Quickcheck agent.