

## COMPLETING THIS FORM

1. This is an interactive PDF that you may complete in your web browser. Save this PDF form to your personal records and print a hard copy to submit by post or in person.
2. If you choose to fill out with a pen, use BLACK pen only – print clearly in BLOCK LETTERS – DO NOT use correction fluid. Cross out mistakes and initial any amendments.

## SUBMITTING YOUR FORM



**In person:** At any QBCC Customer Service Centre



**Post:** GPO Box 5099, Brisbane Qld 4001



**Email:** [info@qbcc.qld.gov.au](mailto:info@qbcc.qld.gov.au)

### PRIVACY NOTICE – PLEASE READ

The QBCC is collecting information about you to process your request to update or change your licence details and/or process your request for a replacement licence card. This is authorised by the *Plumbing and Drainage Act 2018*. The QBCC will not be able to process the request if all or some of the information is not provided.

We may also use your email address to contact you about research and engagement activities for the purpose of improving our services (which you will be able to opt-out of receiving), as well as educational activities.

The QBCC will update your licence information in our online registers, including the Plumbing and Drainage Licensee Register on the QBCC website ([qbcc.build/occ-pd-search](http://qbcc.build/occ-pd-search)). The QBCC may also be required by law to share your updated licensee details with other interstate or New Zealand licensing bodies. Your personal information will only otherwise be disclosed with your consent or as required or authorised by law.

Visit the QBCC Privacy Policy at [qbcc.build/privacy-info](http://qbcc.build/privacy-info) for more information.



### PLEASE READ BEFORE YOU COMPLETE THIS FORM

- Start by providing your **licence number and your name as it appears on your licence card** so the QBCC can update the right licence profile. Then complete the relevant sections of this form to advise of changes in your licence particulars.
- If you are advising of a **change of address, changes to a licence from another state or New Zealand, or any relevant convictions**, you must advise the QBCC within 20 business days after the event happened. Failure to do so may result in a fine.
- A **fee is payable** for a **replacement licence card**. This fee will only be waived if you **did not receive** your licence card, and you **return this form** to the QBCC **within 60 days** of the original card being issued.

## 1. LICENSEE DETAILS

Provide your name as it appears on your licence card.

Licensee name

QBCC licence  
number

## 2. DECLARATION



**WARNING: Providing false or misleading information may lead to compliance and enforcement action.**

I declare that:

- the information I am providing in this form, and any attached documentation, is true and correct
- I have read and understood the Privacy Notice and Warning included above.

I understand that by signing this form below, I am declaring that I have read and agree to the statements above.

Licensee's  
signature

Date 

D	D	/	M	M	/	Y	Y	Y	Y

This form must be signed by hand. Digital signatures are not accepted.

OFFICE	CRN		Receipt amount	\$		Reference no.	
USE ONLY	Receipt no.		Received by				

### 3. CHANGE OF CONTACT DETAILS

Business phone

Home phone

Mobile phone

Email

### 4. CHANGE OF ADDRESS

#### BUSINESS ADDRESS UPDATE

- Your business address must be a physical address.
- PO Box or post office addresses are not acceptable for business addresses.

Business address

Suburb

State

Postcode

#### POSTAL ADDRESS UPDATE

Postal address

Suburb

State

Postcode

#### HOME ADDRESS UPDATE

Home address

Suburb

State

Postcode

### 5. CHANGE OF NAME

Existing name

New name



Attach a copy of your amended birth or marriage certificate etc..

## 6. UPDATE TO INTERSTATE OR NEW ZEALAND LICENCE

Provide details of the update to your interstate or New Zealand licence for plumbing or drainage work.

NSW

ACT

VIC

TAS

SA

WA

NT

NZ

Licence number

Expiry date

D	D			M	M	Y	Y	Y	Y
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Which of the following took place:

Licence condition imposed

Licence suspension


Licence cancellation

When did the change take place?

D	D			M	M	Y	Y	Y	Y
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If this licence is subject to any conditions, please provide details in the space below.

Conditions  
of licence

 Please attach:

- copies of all documentation relating to your **licence condition, suspension or cancellation** (e.g. documentation from an interstate or New Zealand licensing body)
- reasons why your licence was **suspended or cancelled** (where applicable).

I have attached a **copy of all relevant documentation relating to my licence condition, suspension or cancellation.**

**Reasons the licence had a condition imposed or was suspended or cancelled.**

## 7. RELEVANT OFFENCE CONVICTIONS

Do you have a new conviction for an offence under the *Plumbing and Drainage Act 2018*, not previously disclosed to QBCC?


**As a guide**, a conviction is usually disclosable if:

- a conviction was recorded for an offence heard in the **Supreme Court or District Court in the past 10 years** (or longer if the sentence is not completed in that time)
- a conviction was recorded for an offence heard in the **Magistrates Court in the past 5 years** (or longer if the sentence is not completed in that time).

You are not required to disclose spent convictions.

**No – Go to question 8.**

**Yes** – Provide details of the conviction and attach a copy of any relevant documentation.

 I have attached a **copy of all relevant documentation relating to my conviction.**

**Reasons for the conviction**

## 8. REQUEST FOR REPLACEMENT LICENCE CARD

Tell us why you are requesting a replacement card.

Lost*	Damaged*	Not received – I declare I have not received my licence card. I understand the QBCC needs to receive this form within 60 days of when my card/certificate was issued to be entitled to a free replacement.
Stolen*	Destroyed*	

\*A fee applies to replace the licence card in these scenarios. **The next question will help you calculate the right fee.**

**Have you already paid the annual administration fee of \$78.25 to the QBCC this financial year?**

This only needs to be paid **once per financial year per licensee**. If you have already paid for a licence application or renewal, or another licence-related transaction within this financial year, you do not need to pay it again.

**Yes – I have already paid the annual administration fee.** The fee for your replacement licence card is **\$32.39**.

**No – I have not yet paid the annual administration fee.** The fee for your replacement licence card, including the annual administration fee, is **\$110.64**.

## PHOTO FOR INCLUSION ON LICENCE CARD

Would you like to include a passport-size photo on your licence card?

**No** – Your licence card will be issued with a blank silhouette.

**Yes** – **Complete section 10.**

## 9. LICENCE CARD FEE PAYMENT



Your replacement licence card fee (if applicable) must be **paid in full** before the QBCC will start to process your request.

**Pay in person** – visit a QBCC Customer Service Centre and use either bank keycard, Mastercard or Visa card to make a payment at the front counter.

**Pay by mail** – if you are posting your notice to us, you **must complete the credit card details section below**.

**NOTE: QBCC does not accept payment by cash or cheque.**

### PAYMENT OPTIONS

I will pay by card **in person** at the Customer Service Centre.

**OR**

I will pay by credit card by filling out the card details below and **sending this form by post**.



Name of cardholder

Credit card number

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Expiry

M	M	Y	Y

Total Amount \$

## RETURN YOUR COMPLETED FORM AND ALL DOCUMENTS

Submit your application either in person or via post.



**In person:** A full list of QBCC Customer Service Centres can be found on the QBCC website at [qbcc.build/contact-us](http://qbcc.build/contact-us).



**Post:** GPO Box 5099, Brisbane Qld 4001



**For security purposes, do NOT send QBCC forms that include payment details by email.**

## 10. OPTIONAL - CERTIFIED PASSPORT-SIZE PHOTOS

Occupational plumbers and drainers have the **option** to include a passport-size photo on their licence card.

Does the QBCC have a passport-size photo of you **that was taken within the last 10 years** that you consent to reuse for this application?

**YES** - You are not required to complete this section.

**NO OR UNSURE?** - Please complete all sections on this page.

**PLEASE NOTE:** Any passport-size photos you provide may be used on other QBCC licences you hold, and you may be required to provide photos for other licences in the future.

- Provide **two (2) identical, certified passport-size photos of yourself that are less than 6 months old** with this application and have a qualified witness complete the declaration below.
- The qualified witness can be a Lawyer, Justice of the Peace, Notary Public, Commissioner for Declarations or a QBCC staff member.
- The photos need to be suitable for **inclusion in a QBCC licence**.
- Your photos will be **valid for 10 years** once they have been received by the QBCC.

ATTACH TWO (2) PHOTOS HERE WITH A PAPER CLIP



FRONT OF THE PHOTOS	BACK OF THE PHOTOS
	<p>This is a true likeness of <b>JOHN PETER CITIZEN</b> (full name of licensee)</p> <p><i>J. Smith</i> Signature of qualified witness</p>
IMAGE HEIGHT: 45-50mm IMAGE WIDTH: 35-40mm	QUALIFIED WITNESS MUST CERTIFY THE PHOTOS

## CERTIFYING YOUR PASSPORT-SIZE PHOTOS

- Go to a recognised **passport-size photo provider** (such as Australia Post, a professional photographer or a store with printing facilities) and have **two (2) passport-size photos** taken. You may also use passport-size photos that you already have.
- Your passport-size photos must be **high resolution, in colour, meet our photo requirements** and be **less than 6 months old**.
- Take this **form and your two (2) passport-size photos to a qualified witness** and ask them to **certify that the photos are a true likeness of you**, the licensee. The qualified witness must:
  - write the words "This is a true likeness of [insert licensee's full name]" and sign the back of both of the passport-size photos (see example above) **AND**
  - complete and sign the qualified witness declaration below.
- Using a paper clip, **attach the signed photos to this form** in the space provided above. **DO NOT STAPLE PHOTOS TO THIS FORM.**

## QUALIFIED WITNESS DECLARATION

I, [ insert full name of qualified witness ]

certify the passport-size photos attached to this form are a true likeness of [ insert full name of licensee].

I am a:      Lawyer      Justice of the Peace      Notary Public      QBCC staff member      Commissioner for Declarations

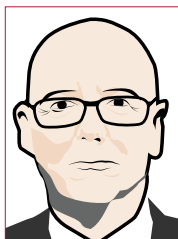
Witness  
signature

Date    D    D    /    M    M    /    Y    Y    Y    Y

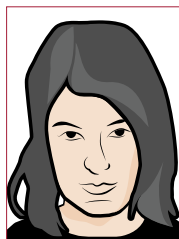
This form must be signed by hand. Digital signatures are not accepted.



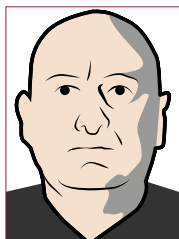
More information about photo requirements and certifying your passport-size photos can be found on the QBCC website at [qbcc.build/passport-size-photos](http://qbcc.build/passport-size-photos).



No glasses.



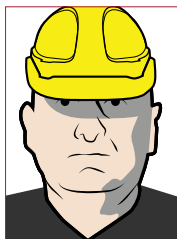
Head/chin must be up and directly looking into the camera.



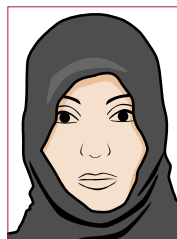
Face and background must be shadow free.



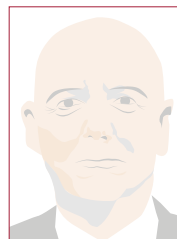
No side profiles. Image should be taken front on.



No hats or objects obstructing a clear view of the face.



Head coverings must not obscure eyes or edges of the face.



Do not overexpose the image. Features must be clear and distinguishable at a glance.