

Overview

This Work Instruction provides guidance on the process for submitting a Gas System Defect Notice (GSDN) for a property in the RSHQ Portal.

Note: **Bold** words in the text refer to field, link, and button names within the Portal.

Prerequisites

Account holders must hold a valid full class Gas Works Licence (GWL).

Account holders must have verified their identity to a strength of 'Standard' or higher. If the account is only a 'Basic' security strength, they will not be able to proceed with the application.

Refer to the *Activating your RSHQ Portal account and verifying your identity Work Instruction* for guidance on checking your security strength.

Procedure

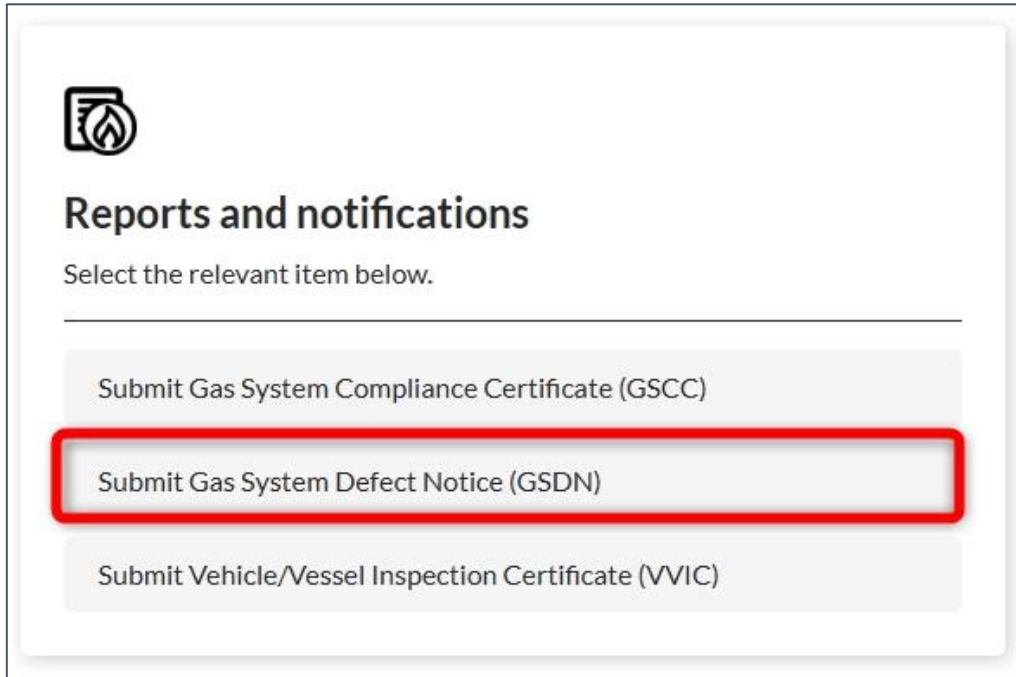
1. Log into the RSHQ Portal.
2. Select **Reporting & notifications** in the top menu toolbar, then **Submit P&G report or notification**.



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3. Select **Submit Gas System Defect Notice (GSDN)**.





Reports and notifications

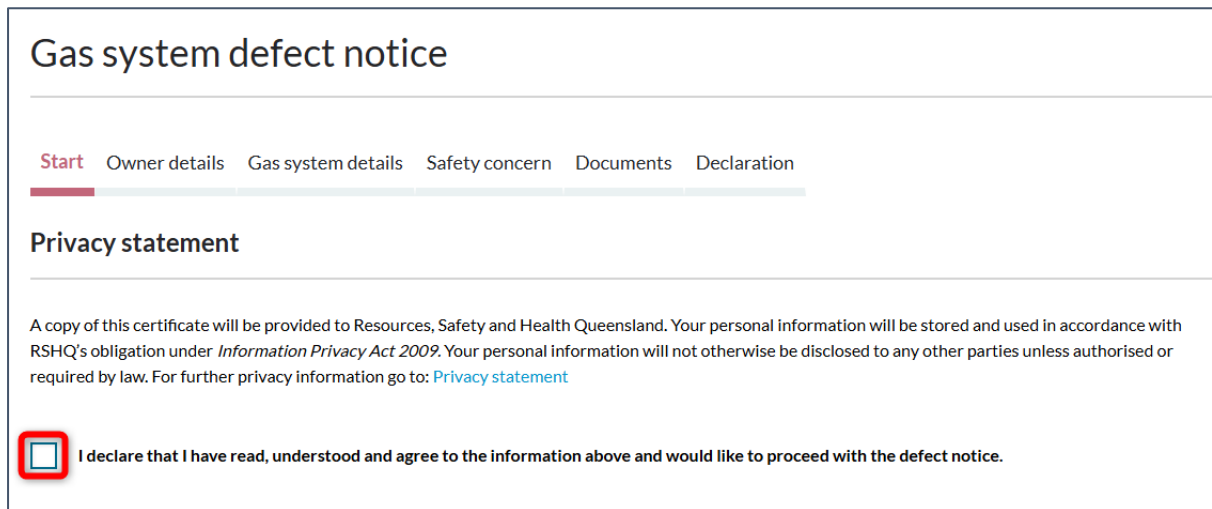
Select the relevant item below.

Submit Gas System Compliance Certificate (GSCC)

Submit Gas System Defect Notice (GSDN)

Submit Vehicle/Vessel Inspection Certificate (VVIC)

4. The **Gas system defect notice** screen will display. Read the Privacy statement, and if you have read, understood and agree to the statement, select the checkbox. Note that you will not be able to proceed unless the checkbox is selected.



Gas system defect notice

Start Owner details Gas system details Safety concern Documents Declaration

Privacy statement

A copy of this certificate will be provided to Resources, Safety and Health Queensland. Your personal information will be stored and used in accordance with RSHQ's obligation under *Information Privacy Act 2009*. Your personal information will not otherwise be disclosed to any other parties unless authorised or required by law. For further privacy information go to: [Privacy statement](#)

☒ I declare that I have read, understood and agree to the information above and would like to proceed with the defect notice.

5. Select the **Gas Work Licence or Authorisation** you are acting on.



Gas Work Licence or Authorisation *

What Gas Work Licence or Authorisation are you acting on?

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6. Select where the gas system was installed.

Where is the gas system installed? *

Select ▼

7. Click **Next**.

Where is the gas system installed? *

Property ▼

Next

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8. The **Owner details** section will display. Mandatory fields are marked by a red asterisk and must be completed in order to continue.

Enter the owner's first and last name, business or company name, email address, and phone number.

Start ✓ **Owner details** Gas system details Safety concern Documents Declaration

Owner details

Owner's given name *

Owner's family name

Owner's business or company name

Owner's email

Owner's phone number

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9. Begin typing the owner's address into the **Search address** field. Select the correct result from the results list or select the **Enter address manually** checkbox if the correct result does not display.

Owner's address

Search address

☐ Enter address manually

10. Click **Next**. Note that you also have the option of saving your submission and returning to it later by selecting the **Save** button.

Owner's address

Search address

275 George Street, BRISBANE CITY QLD 4000

☐ Enter address manually

Previous

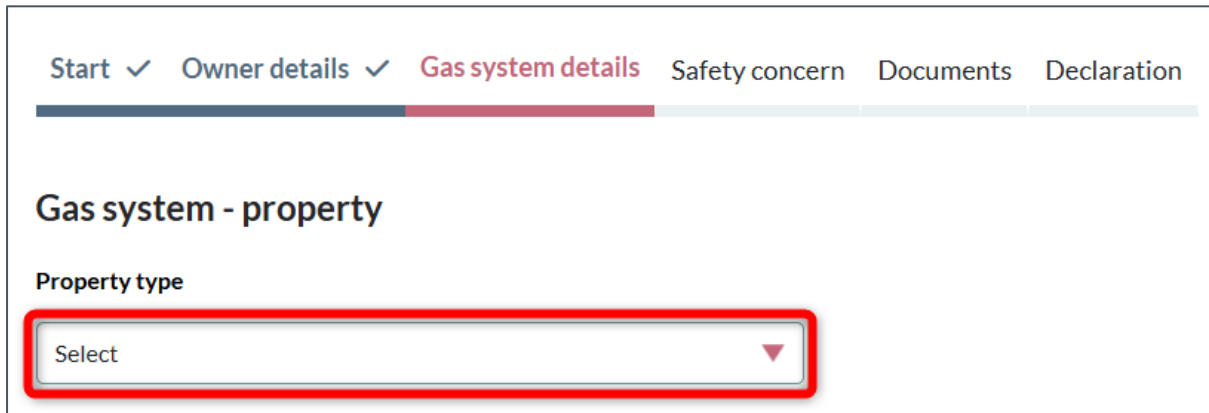
Save

Next

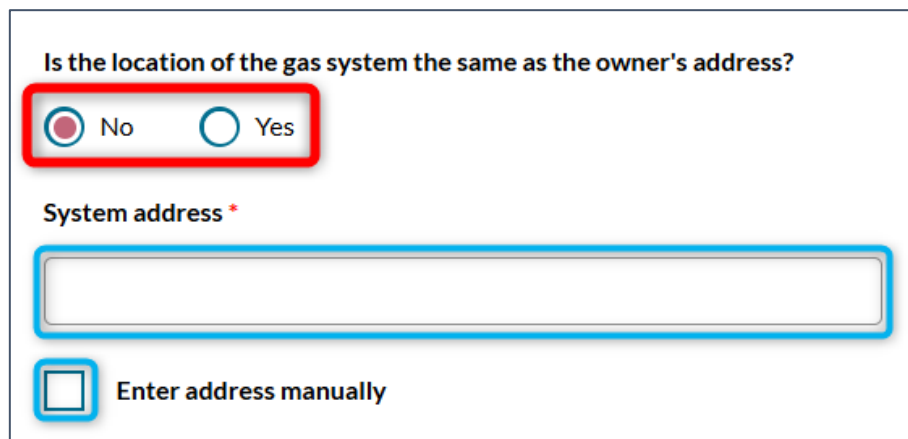
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11. The **Gas system details** section will display. Select the property type.



12. Select whether the location of the gas system is the same location as the owner's address. If you select **No**, enter the address into the **System address** field, and if it does not display, select **Enter address manually** and enter the address manually.



13. Select the gas type and supply pressure. Note that if you select **Other**, an additional field will display for completion.



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14. Add any additional details to the free text field and click **Next**.

Additional Information

Previous

Save

Next

15. The **Safety concern** section will display. Select the concern.

Start ✓ Owner details ✓ Gas system details ✓ **Safety concern** Documents Declaration

Safety concern

Concern *
Please select one of the following to indicate the severity or potential impact of the defect identified:

☒ The gas system does not or may not comply with all relevant safety requirements (Standard)

☐ Imminent risk of material harm to person or property

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16. Additional questions will display based on your previous selection. Respond to the additional questions as required, and then click **Next**.

Safety concern

Concern *

Please select one of the following to indicate the severity or potential impact of the defect identified:

☒ The gas system does not or may not comply with all relevant safety requirements (Standard)

☐ Imminent risk of material harm to person or property

Clauses of non-compliance

Add clause

Regulations document	Clause number	Title	
AS/NZS5601.1 Gas installations Part 1 General installations	4.5.2	Installation of propriety systems	Delete Edit

Previous Save **Next**

17. The **Documents** section will display. Click **Upload** to upload the required documents relevant to your notification. You can also upload photos depicting the primary use of the device. Note that photos and documents must be uploaded one at a time.

Start ✓ Owner details ✓ Gas system details ✓ Safety concern ✓ **Documents** Declaration

Photos

Please upload photos related to the gas system defect(s)

Upload

Name ↑	Document Type	File Type	File Size (mb)	Link
<div> There are no records to display. </div>				

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18. Your uploaded documents will display. Add as many documents as required, and then click **Next**.

Photos

Please upload photos related to the gas system defect(s)

Upload

Name ↑	Document Type	File Type	File Size (mb)	Link
Cooktop.png	Photo	png	0.38	Download Delete

Previous **Next**

19. Read the **Declaration** and if you agree with each statement, select each checkbox. Note that you will not be able to proceed unless each checkbox is selected.

Start ✓ Owner details ✓ Gas system details ✓ Safety concern ✓ Documents ✓ **Declaration**

Declaration

You will be issued a digital copy of this notice after submitting it. It's your responsibility to provide a copy of it to the owner of the gas system and delivery network or gas supplier.

☐ Gas system owner will be notified and provided a copy of this notice. *

☐ The details of the risk and the measures/actions taken to avoid , eliminate or minimise the risk will be reported to the operator of the distribution system or fuel gas delivery network that supplies fuel gas to the gas system. *

20. Click **Submit**.

Declaration

You will be issued a digital copy of this notice after submitting it. It's your responsibility to provide a copy of it to the owner of the gas system and delivery network or gas supplier.

☒ Gas system owner will be notified and provided a copy of this notice. *

☒ The details of the risk and the measures/actions taken to avoid , eliminate or minimise the risk will be reported to the operator of the distribution system or fuel gas delivery network that supplies fuel gas to the gas system. *

Previous **Submit**

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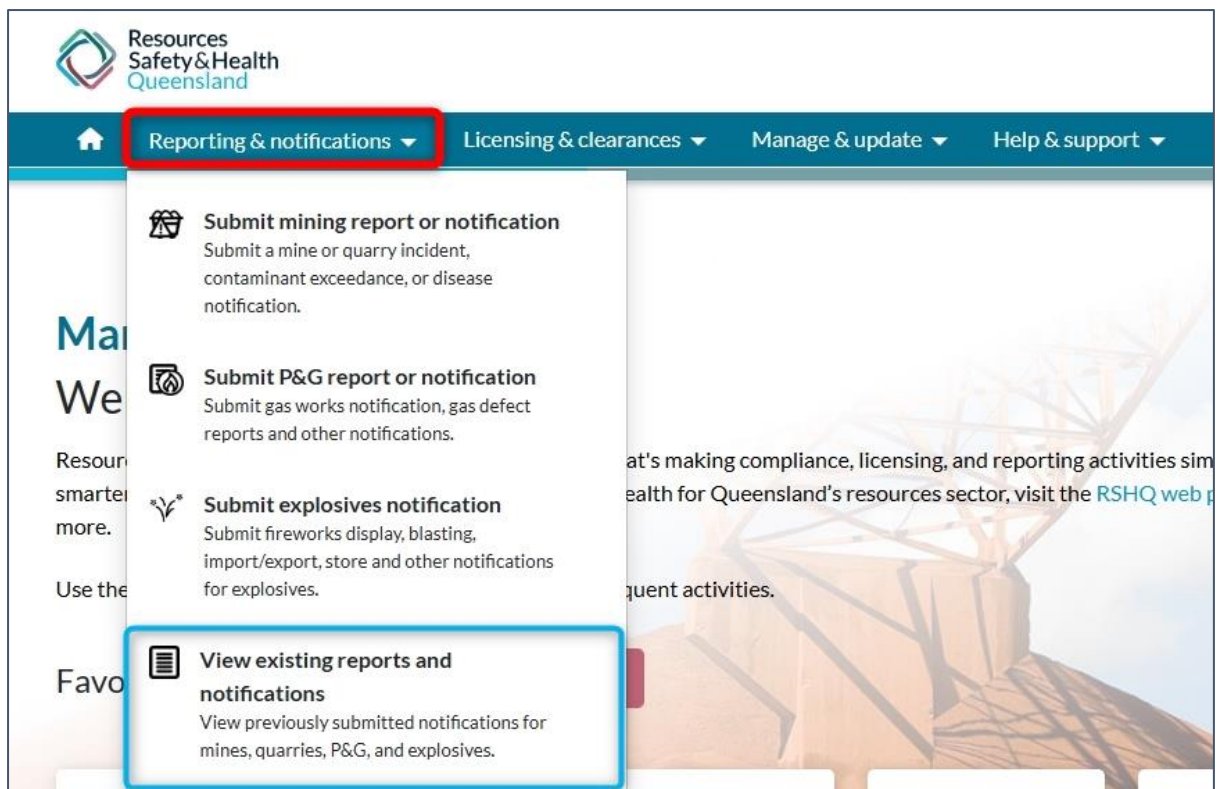
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21. A success message will display.

Gas system defect success

✓ The Gas System Defect Notice GD-00001013 has been submitted and sent to your email [REDACTED].

You can view and download a copy of the certificate by selecting **Reporting & notifications**, then **View existing reports and notifications**, then **View P&G reports and notifications**.



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Existing reports and notifications

Select the relevant category below.

[View incident reports](#)

[View contaminant exceedance reports](#)

[View disease notifications](#)

[View P&G reports and notifications](#)

[View explosives notifications](#)

[View submitted complaints](#)

P&G reports and notifications

[Add new Notification](#) ▼

Search



Reference	Type	Status	Description	Submitted Date ↓	
GD-00001013	Gas System Defect Notice	Submitted	3 Maine Road, CLONTARF QLD 4019	11/09/2025 2:38 PM	Download

Work Instruction

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Gas System Defect Notice

Notice # **GD-00001013**

Issued on: **11/09/2025**

Owner details

Name: **Claire Smith**

Address: **275 George Street, BRISBANE CITY, Queensland, Australia**

Phone: **0444123123**

Email: **csmith@email.com**

Gas system details

Address: **3 Maine Road, CLONTARF, Queensland, Australia**