

Overview

This Work Instruction provides guidance on the process for submitting a Gas System Compliance Certificate (GSCC) 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 already have either a relevant individual or corporate licence (e.g. GWL with Full class, HCR, GWA IA/MF etc).

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

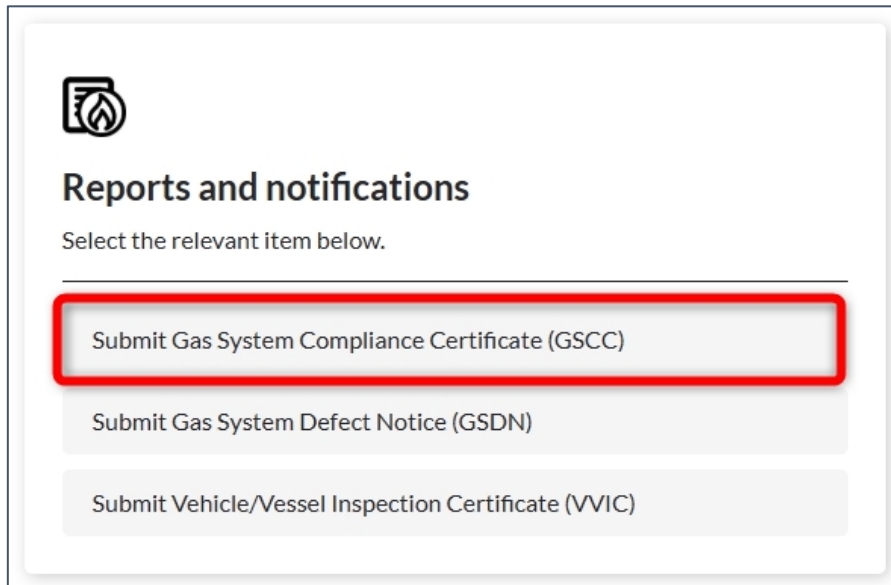
1. Log into the RSHQ Portal.
2. Select **Reporting & notifications** in the top menu toolbar, then **Submit P&G report or notification**.



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Submitting a Gas System Compliance Certificate (GSCC) – Property

3. Select **Submit Gas System Compliance Certificate (GSCC)**.



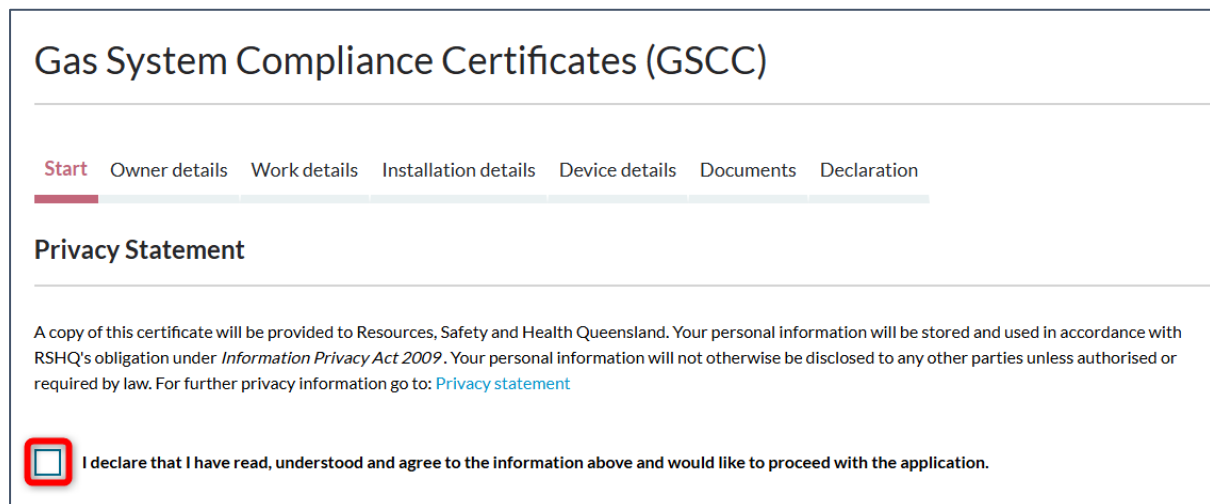


Reports and notifications

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 Compliance Certificates (GSCC)** 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 Compliance Certificates (GSCC)

Start Owner details Work details Installation details Device details 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 application.

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



What Gas Work Licence or Authorisation are you acting on behalf of? *

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6. Click **Next**.

Gas Work Licence or Authorisation *
What Gas Work Licence or Authorisation are you acting on?

LIC-GWA-001138 × Q

Next

7. 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 and email address.

Start ✓ **Owner details** **Work details** **Installation details** **Device details** **Documents** **Declaration**

Owner details

Owner's given name *

Owner's family name

Owner's email

8. If you would like a copy of the certificate emailed to the owner, select the checkbox. If not, leave unchecked.

Owner's email

csmith@email.com

☐ **Send the certificate to the owner's email. Please ensure the email address is correct. RSHQ is not liable for email delivery failures.**

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9. Enter the owner's phone number, and business or company name (if applicable).

Owner's phone number

Owner's business or company name

10. 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**

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

Search address

☐ **Enter address manually**

Previous

Save

Next

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12. The **Work details** section will display. Select the date the work was completed. Note that if the work being reported is older than one month, contact RSHQ.

Start ✓ Owner details ✓ **Work details** Installation details Device details Documents Declaration

Work details

Work completion date *

If the work that is being reported is older than one month [contact](#) RSHQ for its submission.



Where was the gas system installed? *

Select



13. Select where the gas system was installed using the dropdown menu.

Work details

Work completion date *

If the work that is being reported is older than one month [contact](#) RSHQ for its submission.



Where was the gas system installed? *

Select



14. Click **Next**.

Where was the gas system installed? *

Property



Previous

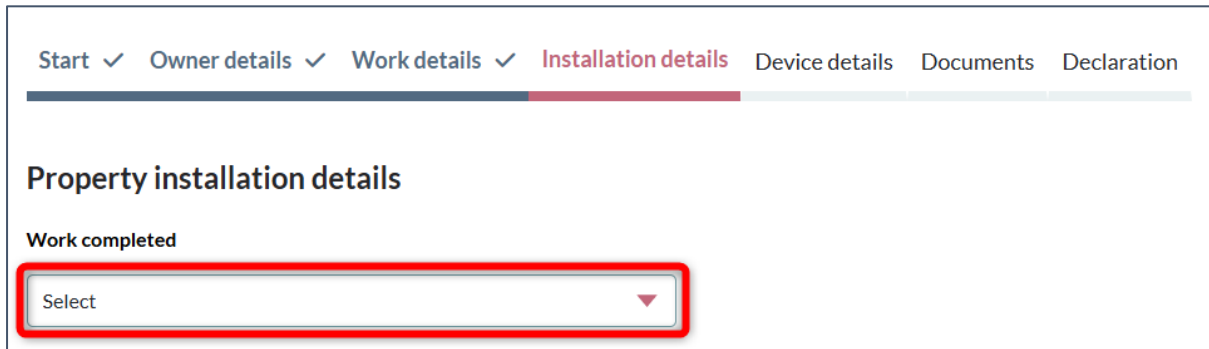
Save

Next

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15. The **Installation details** section will display. Select the type of work completed.



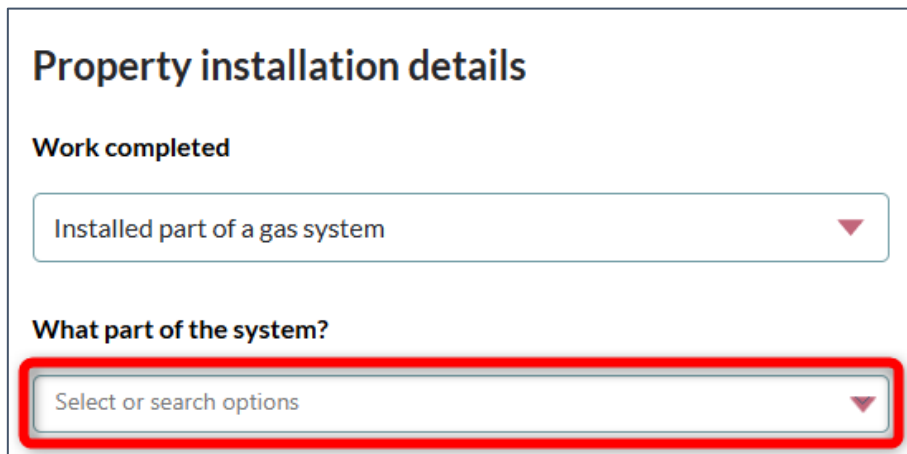
Start ✓ Owner details ✓ Work details ✓ **Installation details** Device details Documents Declaration

Property installation details

Work completed

Select ▼

16. An additional field may display based on your previous selection. Respond to the additional field as required.



Property installation details

Work completed

Installed part of a gas system ▼

What part of the system?

Select or search options ▼

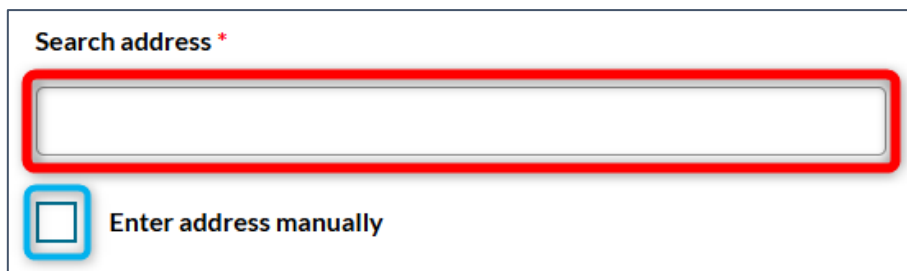
17. Select the property sub type.



Sub type *

Select ▼

18. Begin typing the address where the work was performed 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.



Search address *

Enter address manually

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19. Select the gas and supply type.

Gas type *

☐ Natural gas

☐ LPG

Supply type

☐ Metered

☐ Cylinder

20. An additional question will display based on your previous selections. Respond to the additional question as required.

21. Select the relevant network operator to send them a copy of the certificate. If the network operator is not available on the list, please email the network operator name to RSHQ after you have completed your submission.

Select the network operator to send a copy of the certificate

If your network operator is not present in the list please send certificate from your inbox after submission

22. Select the operating pressure.

Operating pressure *

Select Operating Pressure

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23. Add any additional information relevant to your notification and click **Next**.

Additional Information

Previous

Save

Next

24. The **Device details** section will display. Click **Add device** to add all device details relevant to your notification.

Start ✓ Owner details ✓ Work details ✓ Installation details ✓ **Device details** Documents Declaration

Devices

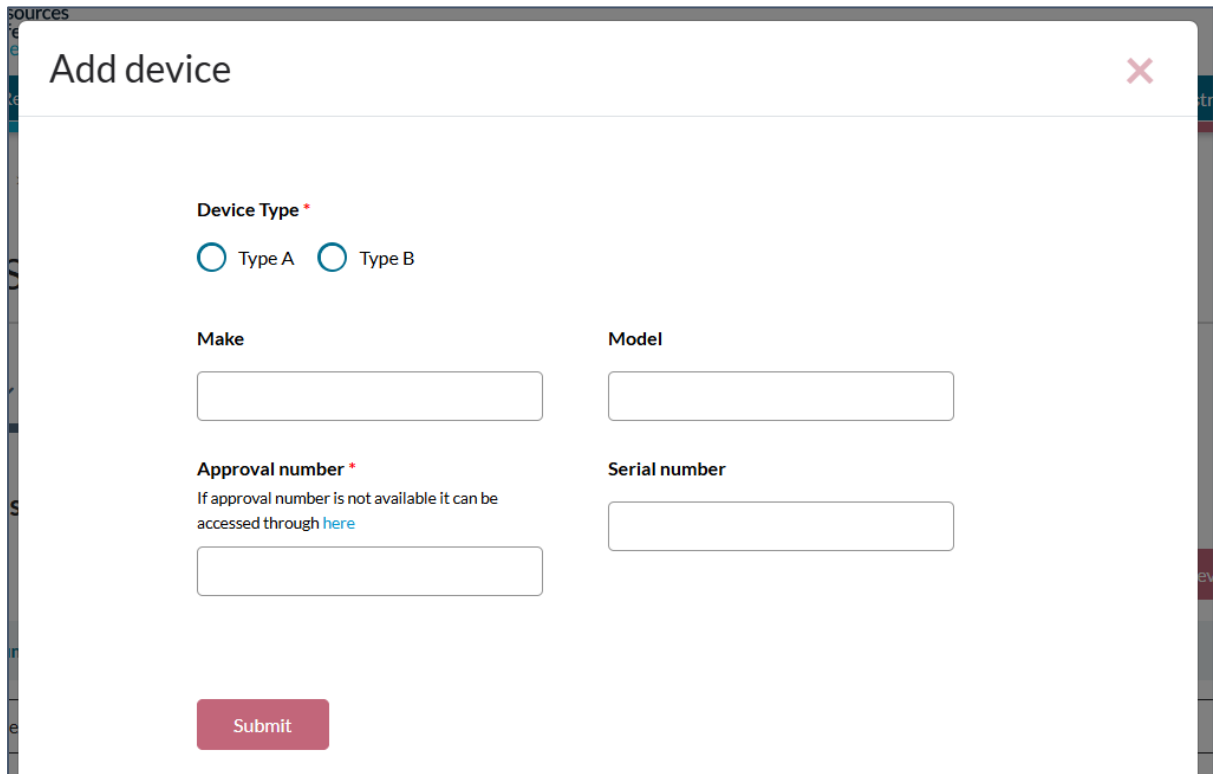
Add device

Serial number	Type	Make	Model	Approval number
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ⓘ There are no records to display.

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25. Select whether the device is **Type A** or **Type B**, and enter the make, model, approval number and serial number of the device, and then click **Submit**. Note that if you do not know the approval number, you can locate it by clicking the link.



Add device

Device Type *

☐ Type A ☐ Type B

Make

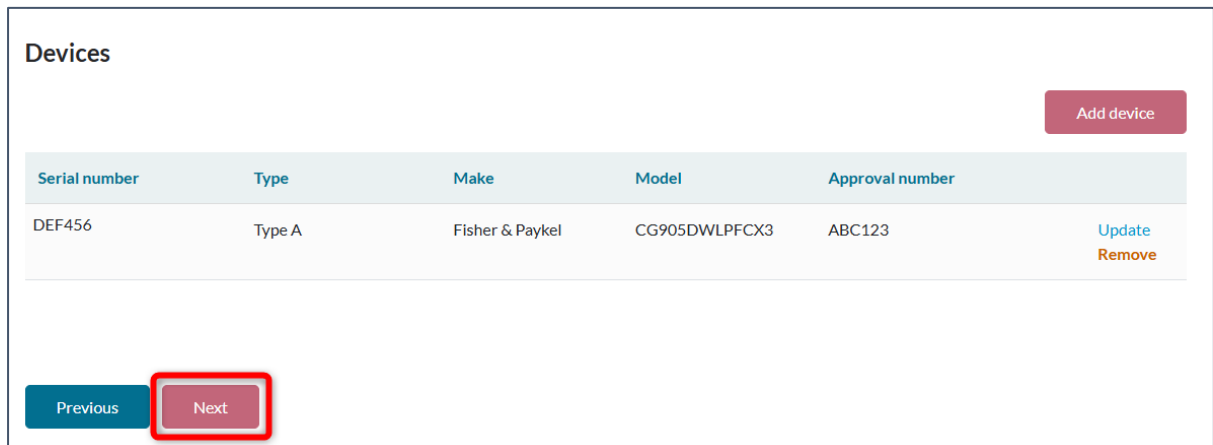
Model

Approval number *
If approval number is not available it can be accessed through [here](#)

Serial number

Submit

26. The device will display. Add as many devices as required. You also have the option of updating and/or removing Devices by selecting the relevant link. Click **Next**.



Devices

Add device

Serial number	Type	Make	Model	Approval number	
DEF456	Type A	Fisher & Paykel	CG905DWLPFCX3	ABC123	Update Remove

Previous **Next**

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27. 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 ✓ Work details ✓ Installation details ✓ Device details ✓ Documents Declaration

Documents

Please upload photos related to the device installations.

Upload

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

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

Documents

Please upload photos related to the device installations.

Upload

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

Previous
Next

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

Start ✓ Owner details ✓ Work details ✓ Installation details ✓ Device details ✓ Documents ✓ Declaration

Declaration

☐ I certify that the gas system and any gas work, as detailed previously, complies with all relevant safety requirements. *

☐ I have advised the owner, operator, in relation to the safe operation of the gas system. *

☐ All devices installed have been commissioned and the instructions provided to the owner. *

Previous

Submit

30. A success message will display, and you will receive an email with the compliance certificate attached. The owner will also receive a copy of the compliance certificate attached if you selected the checkbox at step 7.

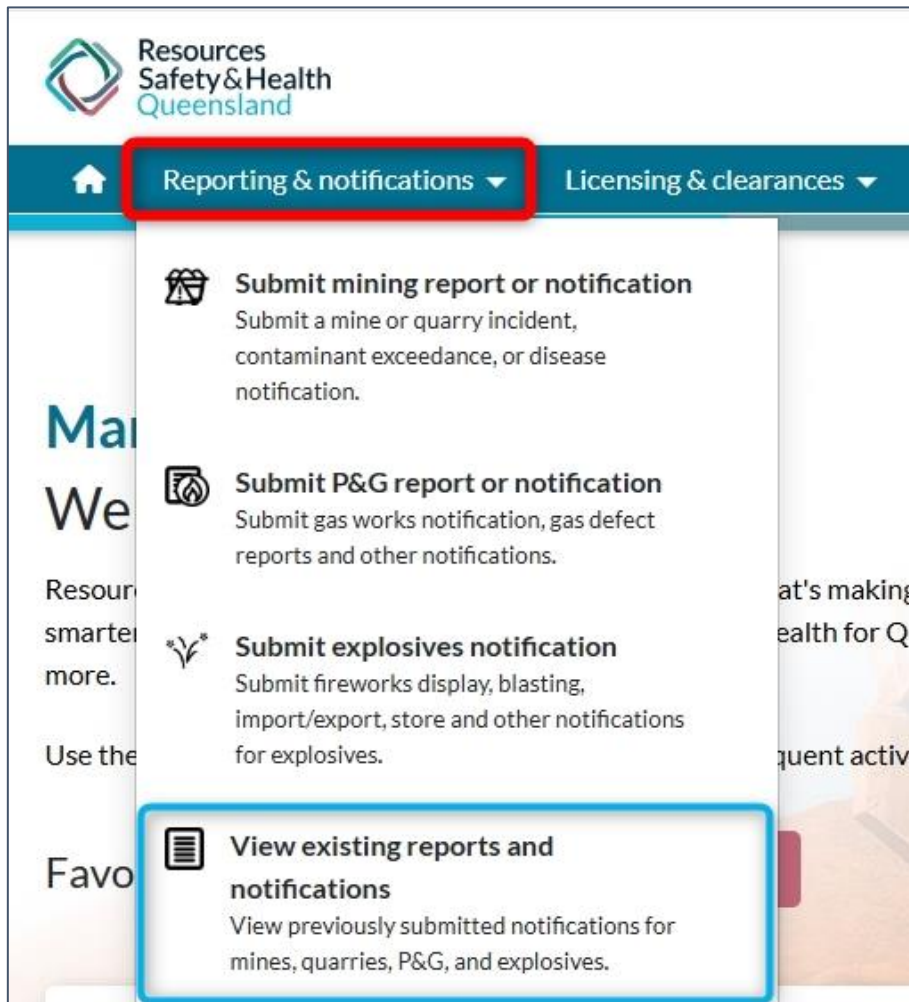
Gas works notification

- ✓ The Gas works compliance certificate #GW-00001038 has been issued and sent to your email [redacted]
You can [issue another gas works compliance certificate here](#).

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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**.





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 ↓	
GW-00001038	Gas System Compliance Certificate	Submitted	275 George Street, BRISBANE CITY QLD 4000	11/09/2025 10:48 AM	Download

Work Instruction

Submitting a Gas System Compliance Certificate (GSCC) – Property



Gas system compliance certificate

Gas system compliance certificate

Notification # **GW-00001038**

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 installation details

Location: **Property**

Property sub type: **High rise**

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

Gas Type: **LPG**

Supply Type: **Metered**

Network operator details: **Origin Energy**

Supply Pressure: **70KPa**

Gas work details