Resources Safety & Health Queensland

Work Instruction
Applying for a Gas Work Licence (Hydrocarbon Refrigerants)

Overview

This Work Instruction provides guidance on the process for applying for a Gas Work Licence (Hydrocarbon Refrigerants) in the RSHQ Portal.

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

Prerequisites

Refer to the Business Queensland website for guidance on the required qualifications and experience you need to hold a Gas Work Licence or Gas Work Authorisation in Queensland.

Account holders must have a digital copy of a passport sized photo and a digital copy of one of the following forms of identification in order to complete the application:

- Australian Passport
- Foreign Passport
- Australian Drivers Licence or Learner's Permit
- ImmiCard.

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.

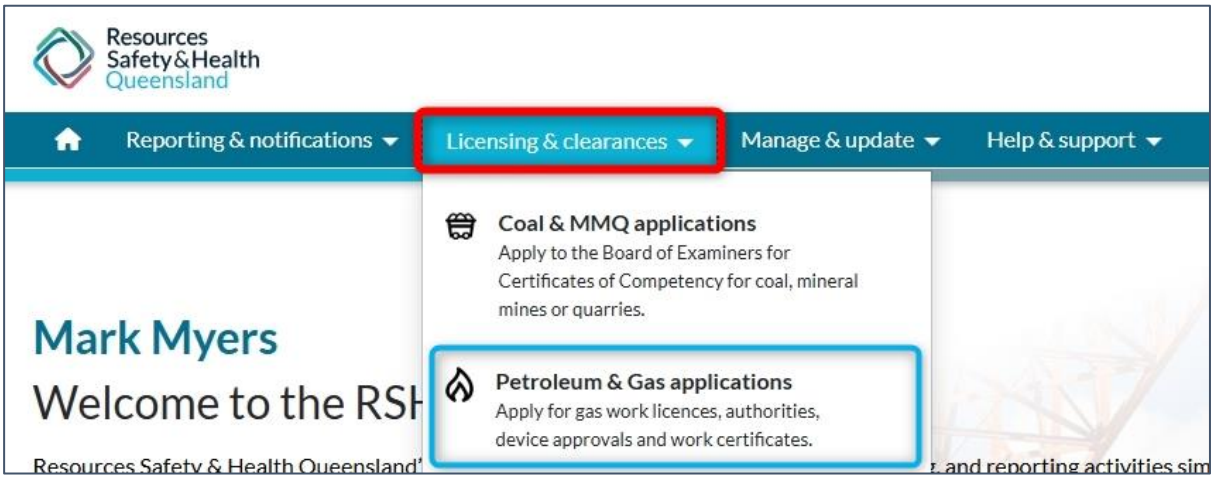
Refer to the *Activating your RSHQ Portal account and verifying your identity Work Instruction* for guidance on checking your security strength.

It's important to note that the application fee is not refundable in the event of an unsuccessful application outcome.

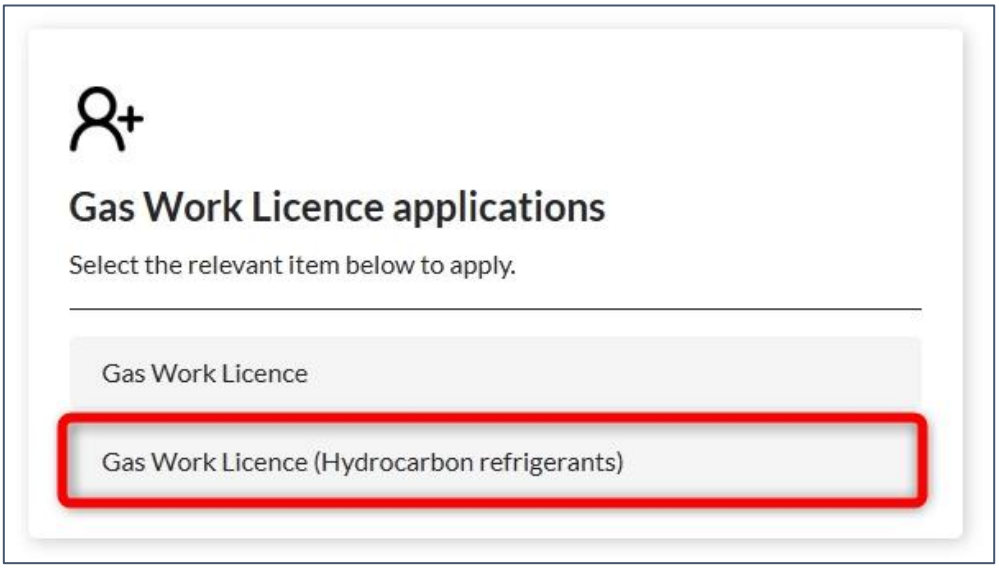
Procedure

1. Log into the RSHQ Portal.

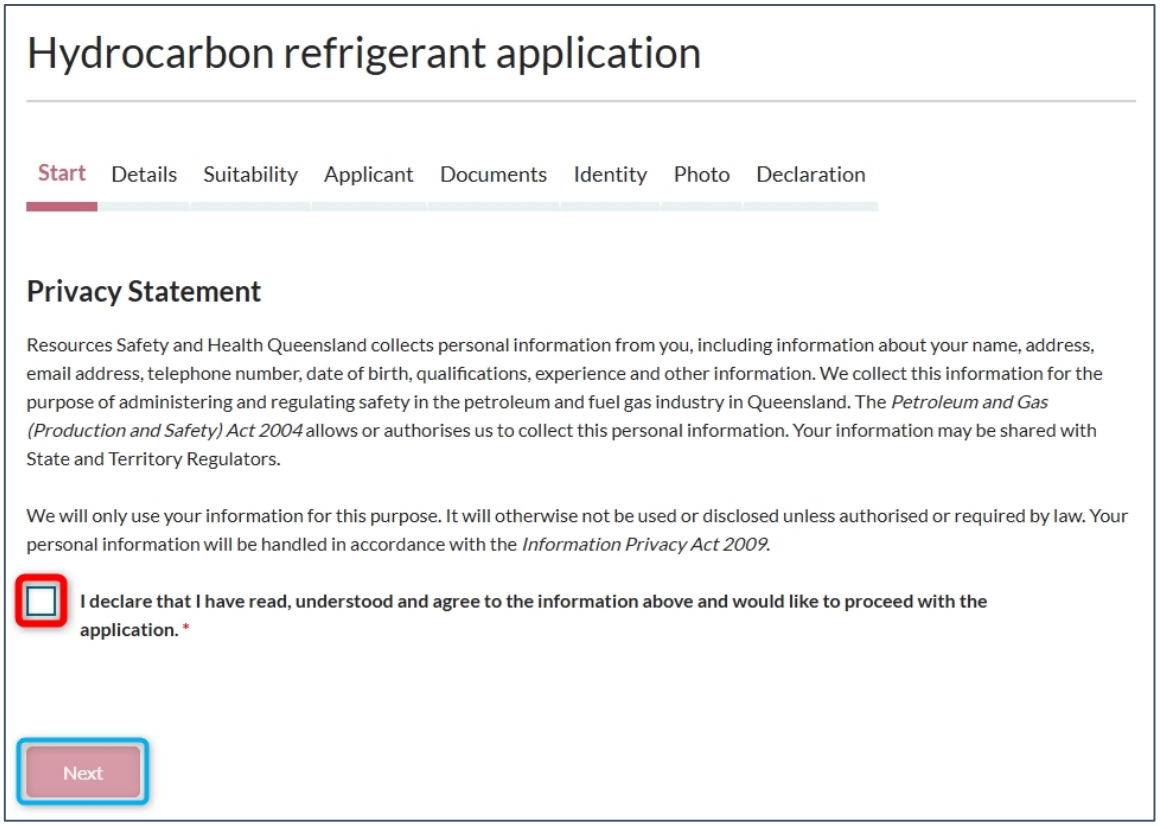
2. Select **Licensing & clearances** in the top menu toolbar, then **Petroleum & Gas applications.**



3. Select **Gas Work Licence (Hydrocarbon refrigerants)**.

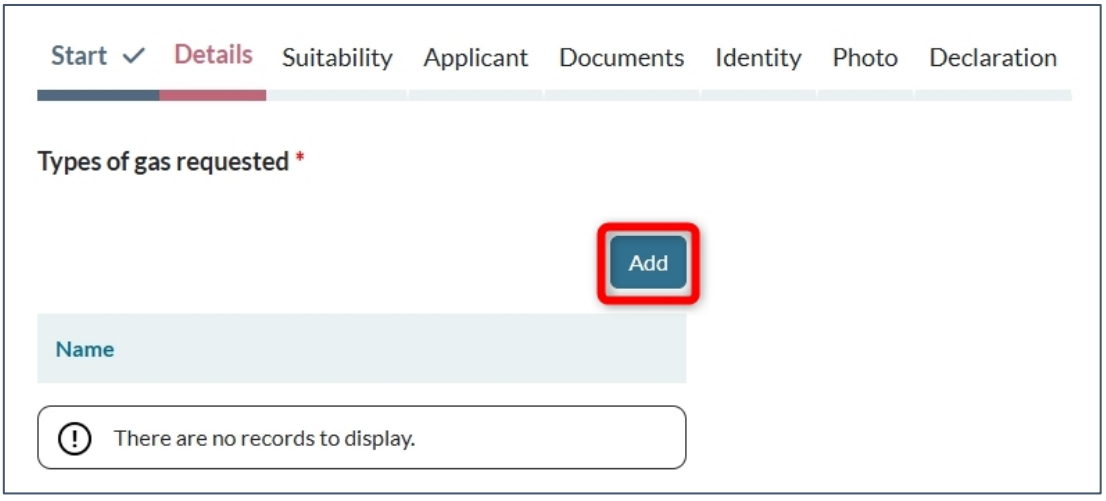


4. The **Hydrocarbon refrigerant application** screen will display. Read the **Privacy Statement**, and if you have read, understood and agree to the statement, select the checkbox and click **Next**. Note that you will not be able to proceed unless the checkbox is selected.

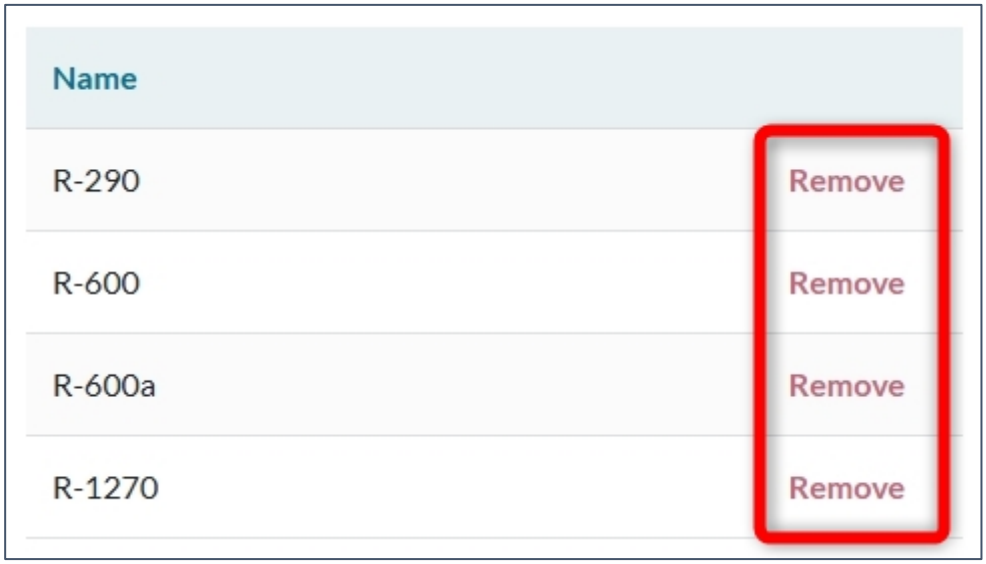


5. The **Details** section will display. Mandatory fields are marked by a red asterisk and must be completed in order to continue.

   Click **Add** to select the type(s) of gas you are requesting.

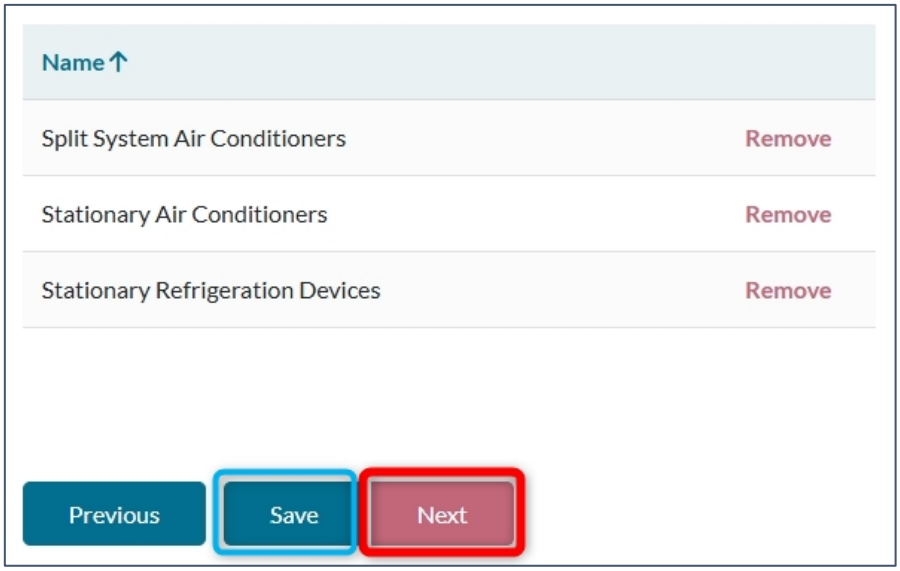


6. The selected gas types will display. To remove a selection, click **Remove** next to the relevant gas type.



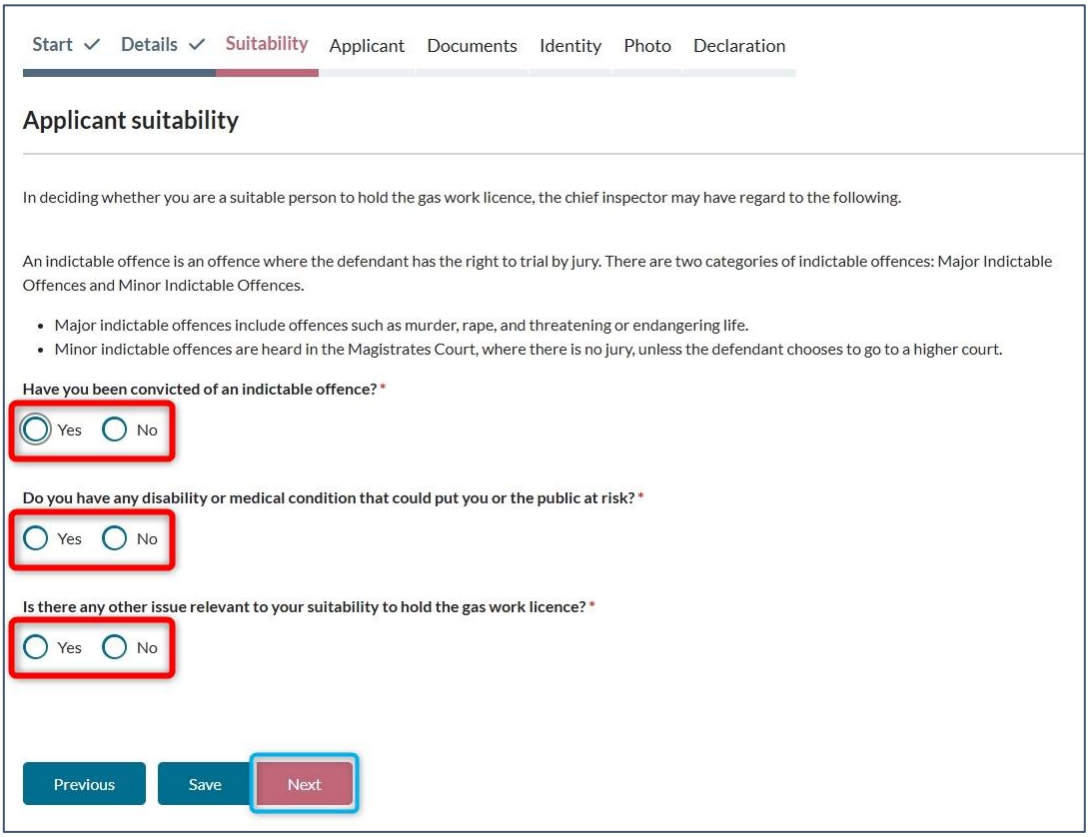
7. Click **Add** to select the type(s) of gas devices you are requesting.

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

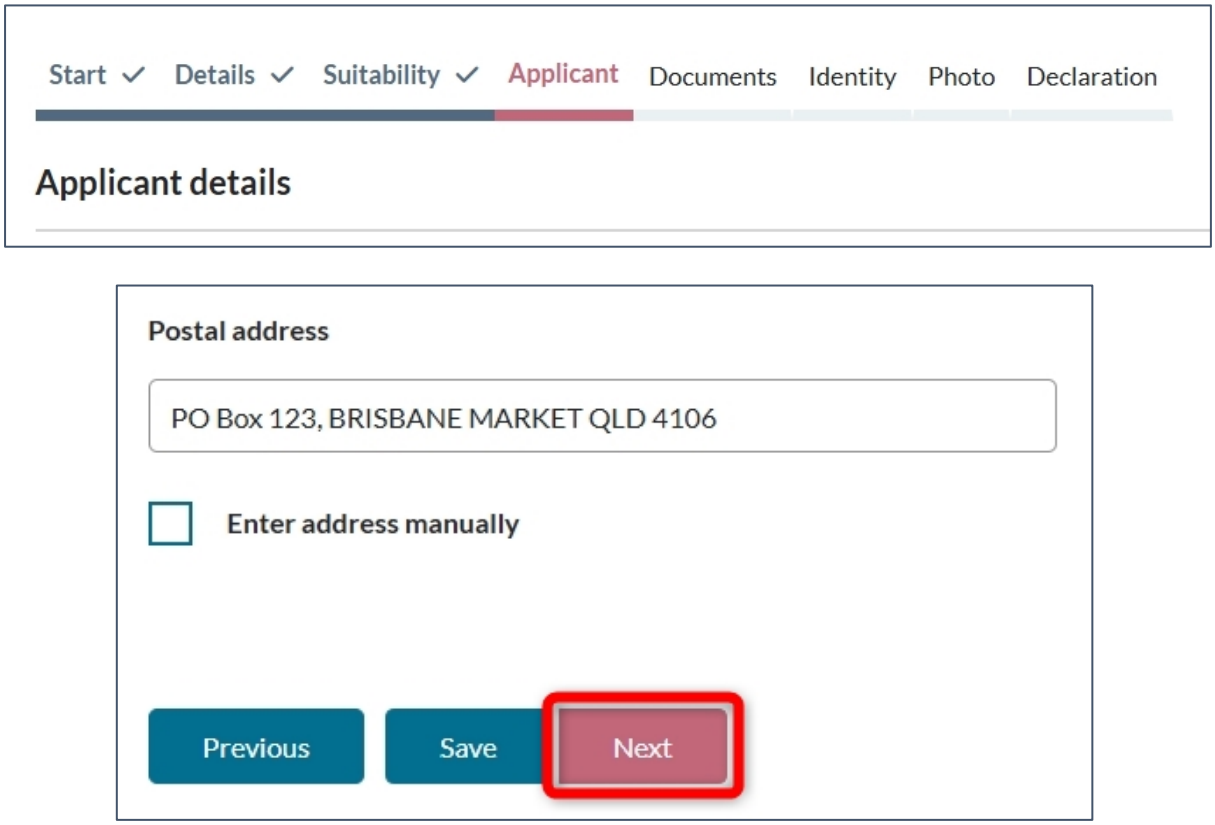


9. The Suitability section will display. Read each **Applicant suitability** question and respond by selecting the relevant radio buttons and click **Next**.

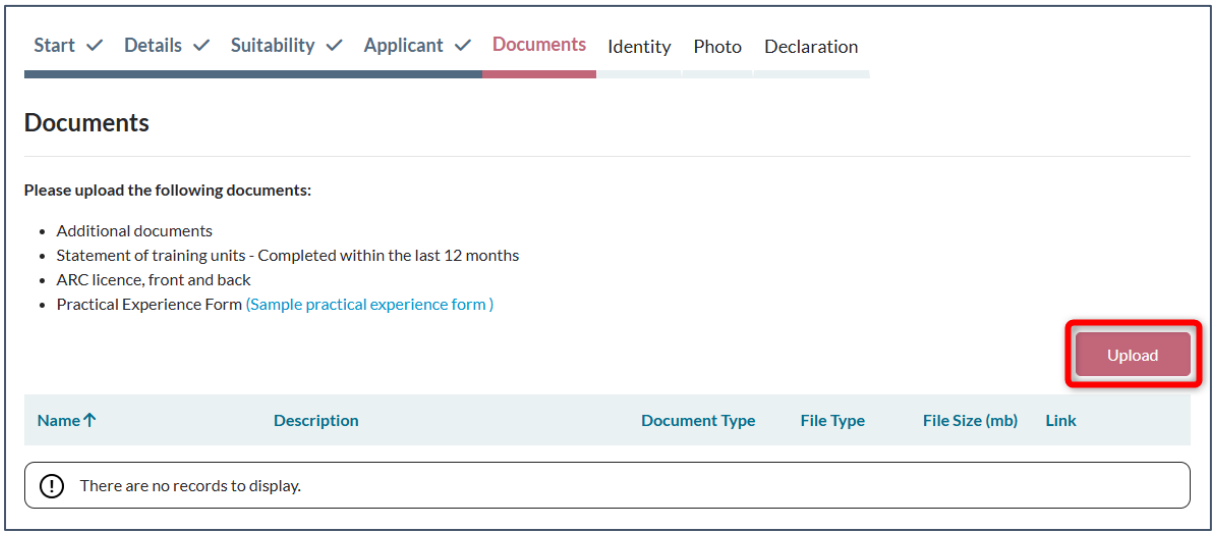
   Note that if you select **Yes**, a **Provide details** free text field will display for you to enter additional details.



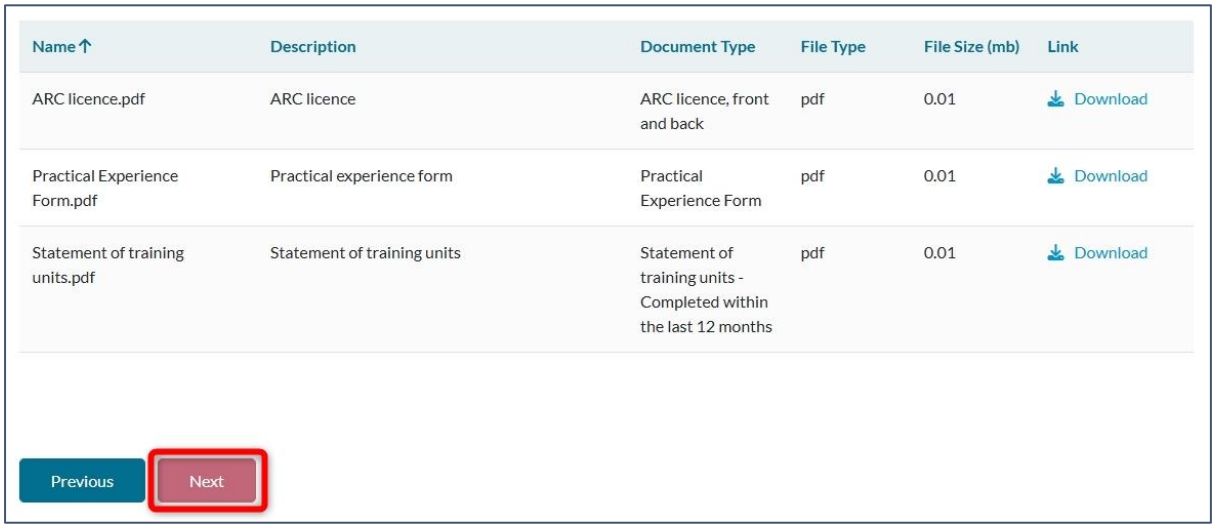
10. The **Applicant section** will be prepopulated using your profile information. Make any required updates to your **correspondence email** address, **preferred contact number**, **residential address** and **postal address** and click **Next**.



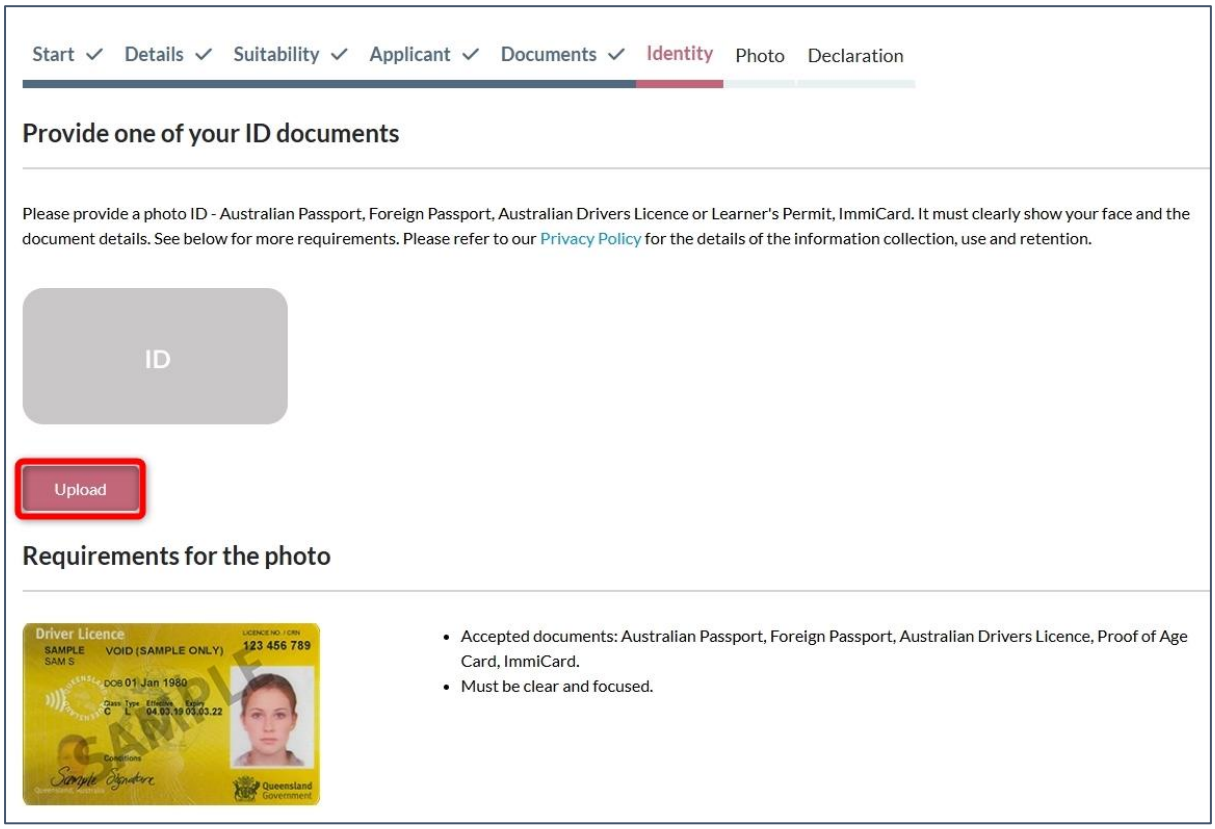
11. The **Documents** section will display. Click **Upload** to upload the required documents relevant to your application. Note that documents must be uploaded individually.



12. Your uploaded documents will display. Click **Next**.

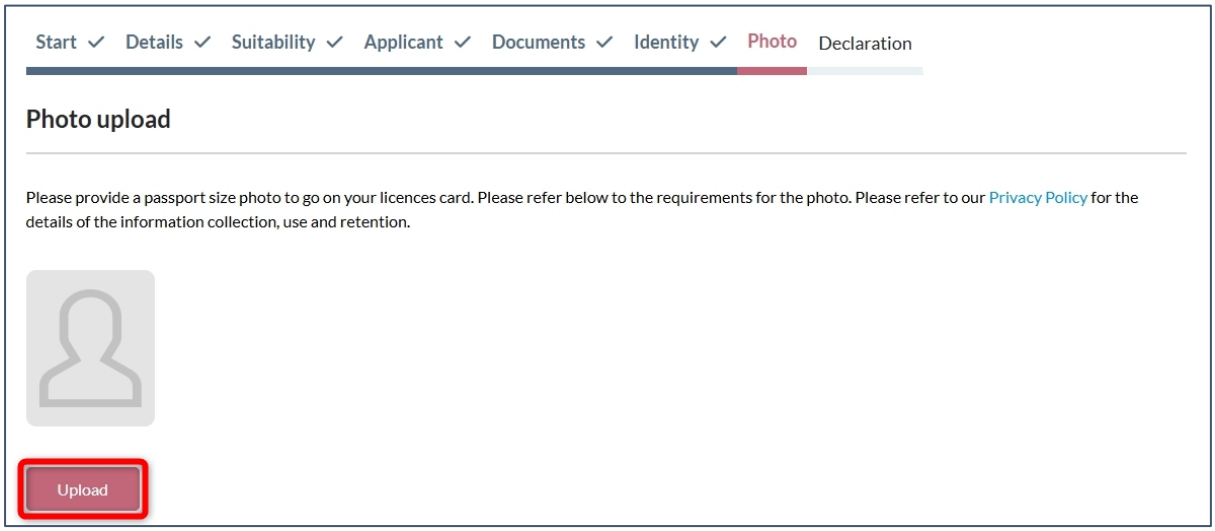


13. Read through the instructions relating to providing ID documents (including the **Requirements for the photo** section), then click **Upload** to upload your identity documents.

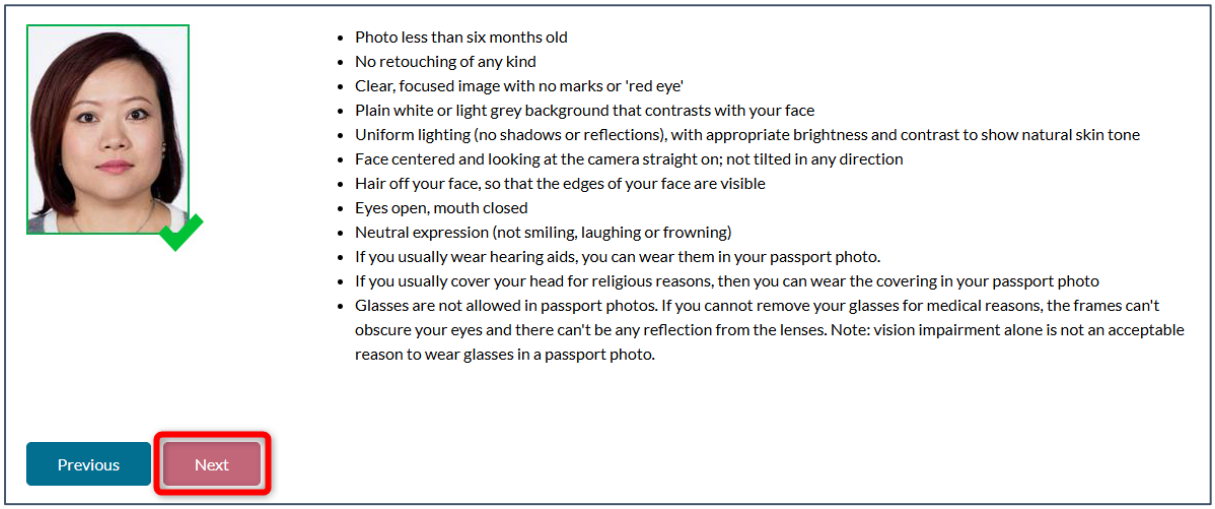


14. Your uploaded file will display. Click **Next**.

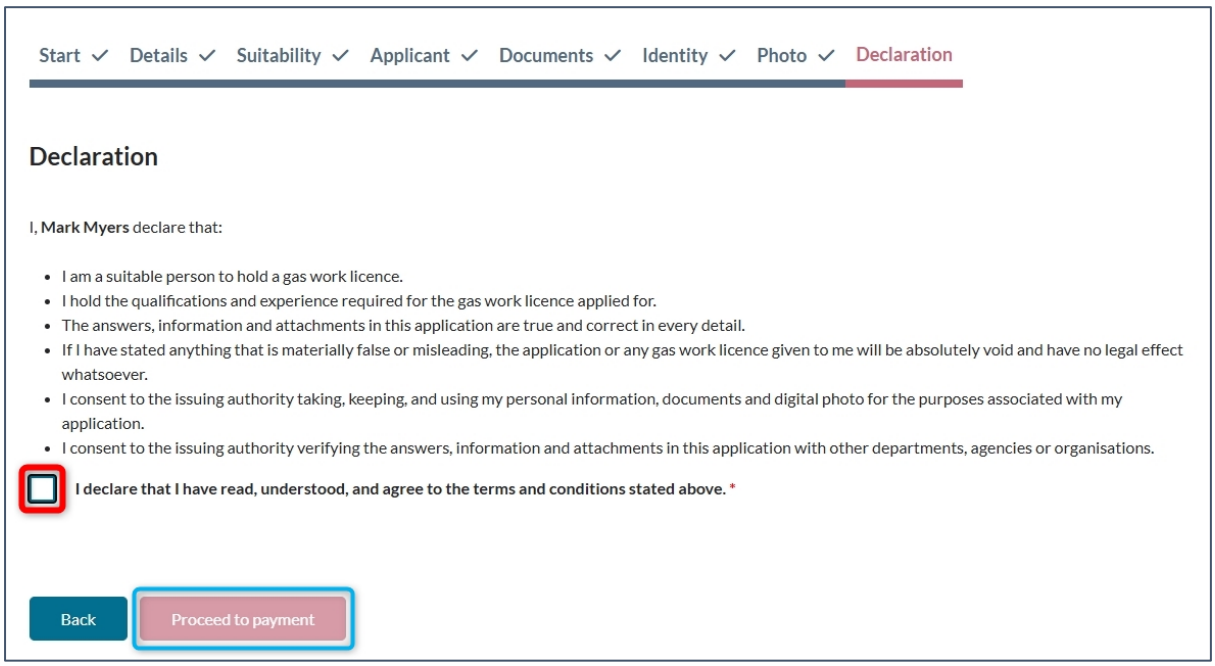
15. Read through the instructions relating to providing a photo (including the **Requirements for the photo** section), then click **Upload** to upload your photo.



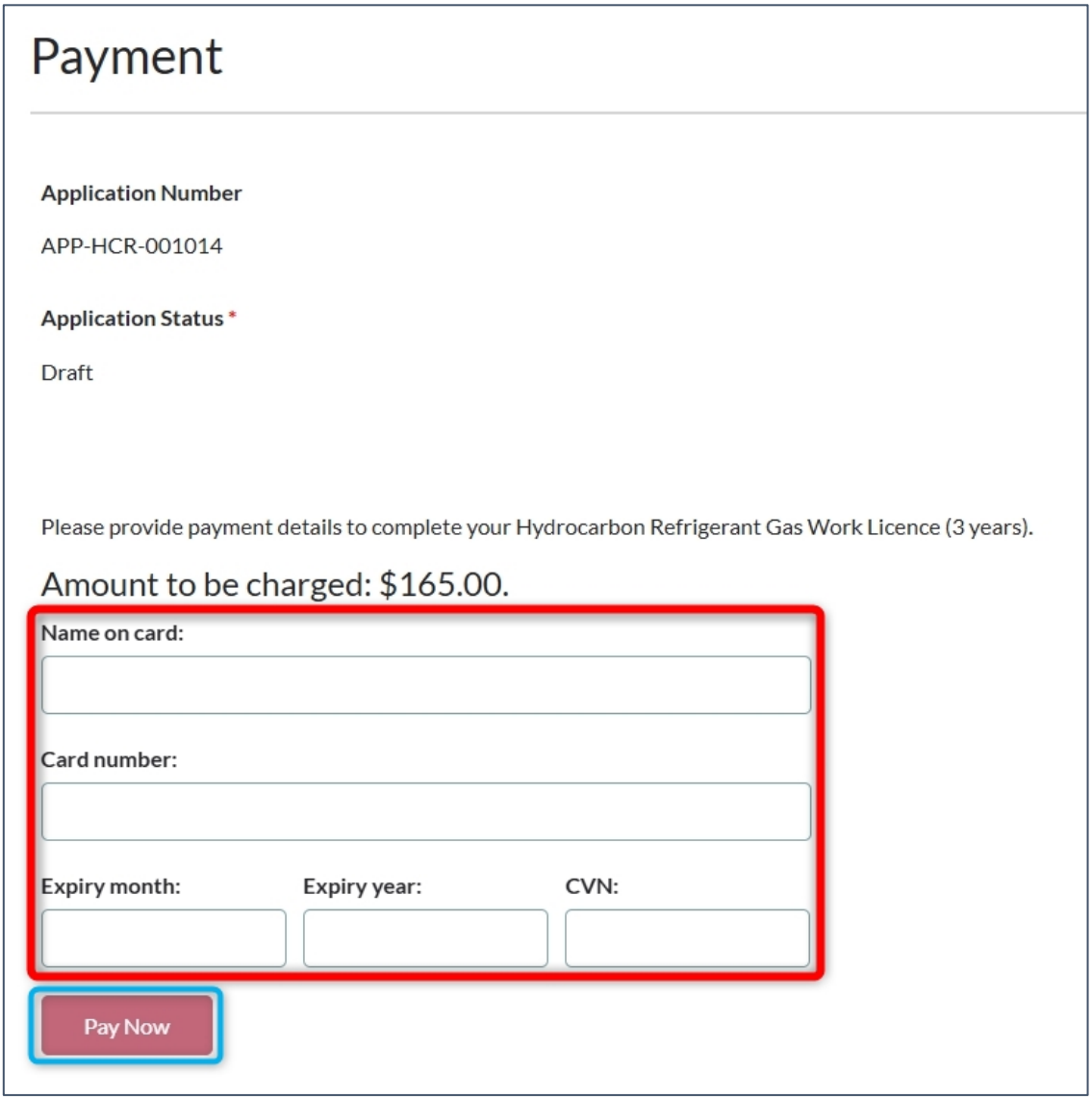
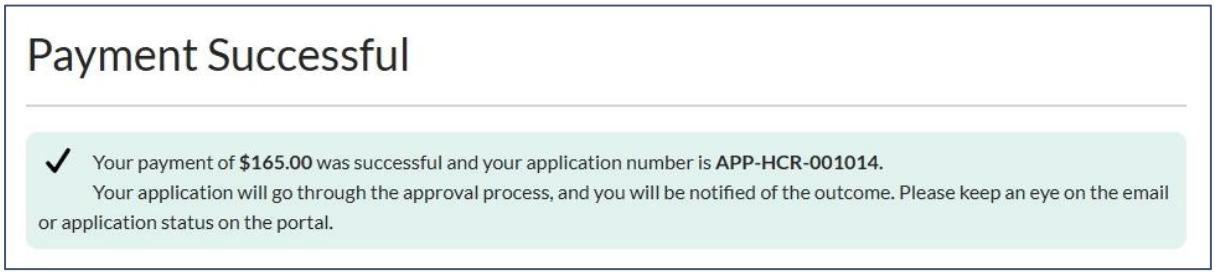
16. Your uploaded file will display. Click **Next**.



17. Read the **Declaration** and if you have read, understood and agree to the terms and conditions, select the checkbox and click **Proceed to Payment**. Note that you will not be able to proceed unless the checkbox is selected.



18. Enter your payment details and select **Pay now**.



19. If your payment is processed successfully, a **Payment Successful** message display and you will receive an email containing receipt of your payment. If the payment is unsuccessful, you will be notified on-screen and have the opportunity to check and amend your entered payment details. If the issue persists, contact the Program team for assistance.