



Guide for using the Building Commission NSW MyInspections Gateway (Plumbing & Drainage Edition)

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Table of Contents

1	Overview	3
1.1	Introduction	3
1.2	Scope	3
1.3	How to access MyInspections	4
1.4	Information Box	4
1.5	Registering Your Details	4
1.6	My Details	6
1.7	Change Your Password	7
1.8	Log in.	8
1.9	Reset Forgotten Password	9
2	Audit Inspection Fee	10
2.1	Pay an Audit Inspection Fee	10
2.1.1	Property details not appearing or are incomplete	14
3	Notice of Work	15
3.1	Submit a Notice of Work	15
4	Certificate of Compliance	18
4.1	Submit a Certificate of Compliance.	18
5	Sewer Service Diagrams	21
5.1	Upload a Sewer Service Diagram.	21
6	MyInspections Search Function	24
7	Alternate (Performance) Solutions	26
7.1	Submit an Alternative (Performance) Solution Application.	26

1 Overview

1.1 Introduction

The [MyInspections Gateway](#) has been developed and implemented by the Building Commission NSW to allow an easy way for users to make payments and submit applications and documents in relation to functions regulated by the Building Commission NSW.

1.2 Scope

This user guide relates to the plumbing and drainage audit inspection functions of the MyInspections website only, for instructions on MyInspections functions related to gas and Autogas, see MyInspections user guide (Gas Edition).

MyInspections is used for functions where the Building Commission NSW are the inspection authority for plumbing and drainage; which is Sydney, the Illawarra, Blue Mountains and Newcastle regions where the service is connected to Sydney Water, Hunter Water, or Altogether Group infrastructure.

The plumbing and drainage functions of MyInspections consist of:

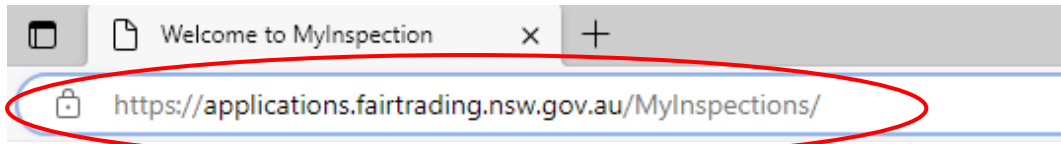
- Pay Audit Fees
- Submit a Notice of Work
- Submit a Certificate of Compliance
- Upload a Sewer Service Diagram
- Submit an Alternative (Performance) Solution Application

If you are working in a regional area or an area outside the Building Commission NSW's area of operations, you are required to contact your local authority. However, you will still use MyInspections for the following limited functions only.

- Submit an Alternative (Performance) Solution Application

1.3 How to access MyInspections

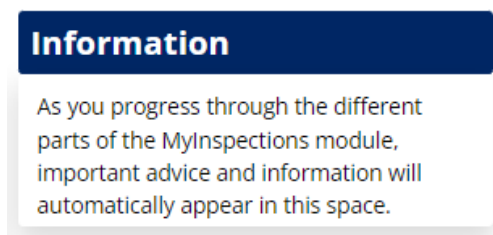
To access MyInspections, open your preferred web browsing program and enter <https://applications.fairtrading.nsw.gov.au/MyInspections/> into the address bar. Then press enter (↵ on the keyboard). Or click on the link above.



1.4 Information Box

Located on the top right corner of the MyInspections screen, is an information box.

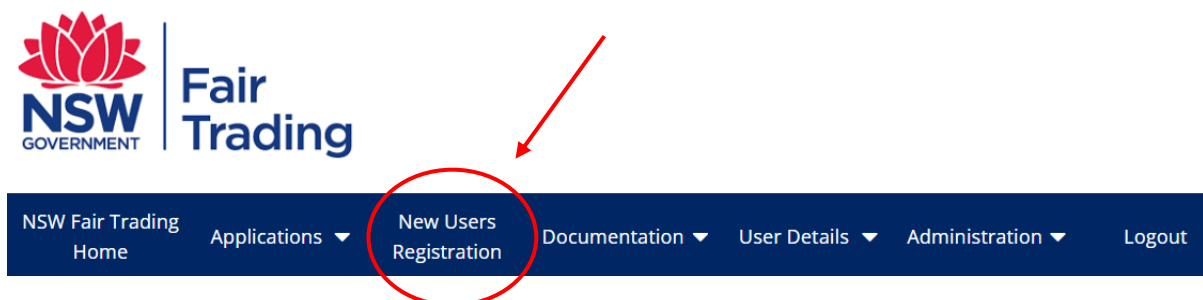
This box contains text that changes as you select different fields throughout the application process to help guide you through each process.



1.5 Registering Your Details

New users must register their details on the MyInspections website when using it for the first time. Registering makes future applications quicker and easier by retaining your details and pre-populating them on some of the application forms.

To register, click on the **New Users Registration** tab located at the top of the MyInspections.



Enter your details into the registration form as per the example below. If you are a licensed plumber and/or Drainer, you should enter **either** your individual contractor's licence number and expiry date **or** qualified supervisors number and expiry date. Only one of these licence fields can be filled out and must relate to an individual licence, not a company licence. When you have finished, click on **Register**.

Welcome to the Registration Page

All fields shaded in Yellow are mandatory.

Registration

Type of User:
☐ Autogas Installer ☐ Licenced Gasfitter ☒ Licenced Plumber / Drainer ☐ Other User

First Name: Surname:

Plumbers/Drainers/Gasfitters Licence No: Expiry Date:

Qualified Supervisor No: Expiry Date:

Unit Number: Street Number: Street Name: Street Type:

Suburb: State: Postcode: Mobile: Home/Office Phone:

Email Address (username): Password: Confirm Password:

A phone number in one or both of the relevant fields is mandatory.

When typing the SUBURB, a list of pre-populated matching options will appear in a drop-down list. Select the most appropriate SUBURB from this list.

Select a strong password which you will use to log in to your account.

Once done, select 'Register'.

Note: Usernames and Passwords are case sensitive. Passwords must be a minimum of 6 characters.

When you log-in, your details must be the same as when you registered.

Example:

User name: (account email address)

Password:

1.6 My Details

Once you have registered, or after logging on to the system, your details will be displayed in the MyDetails screen. This screen can also be accessed by clicking on the **MyDetails** button located under the User Details tab once logged in. If you need to change or update your details, you can do so by editing the fields that require changing on the MyDetails page and then clicking on **Update Details**.

MyDetails – You are currently logged in under the below user details.

MyDetails

☐ Disable Account

Type of User:
☐ Autogas Installer ☐ Licenced Gasfitter ☒ Licenced Plumber / Drainer ☐ Other User

First Name: Surname:

Plumbers/Drainers/Gasfitters Licence No: Licence Expiry Date:

Qualified Supervisor No: Expiry Date:

Tradespersons Certificate No: Expiry Date:

Unit Number: Street Number: Street Name: Street Type:

Suburb: State: Postcode: Mobile: Home/Office Phone:

Email Address (username):

NOTE:

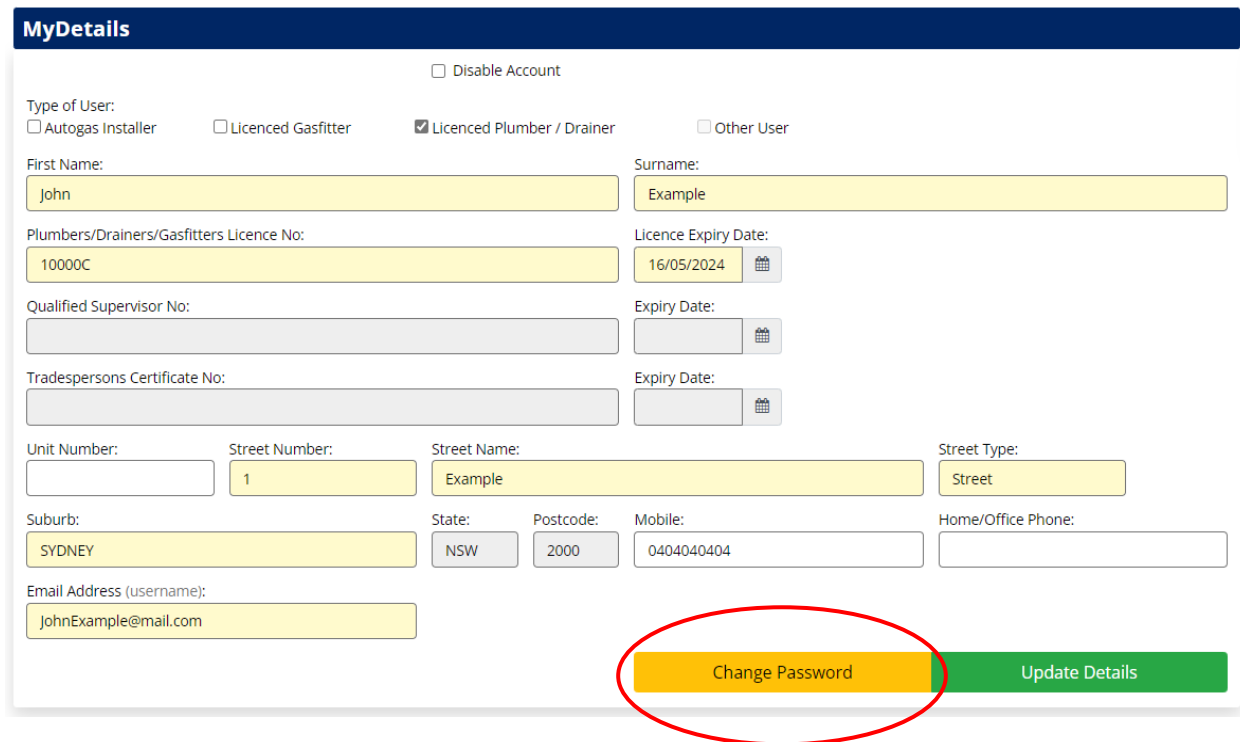
If you change your username (your email), you will lose access to all previous jobs you submitted applications for.

You will be unable to pay additional fees or submit documentation on existing jobs.

Edit the field you wish to update, then select 'Update Details'

1.7 Change Your Password

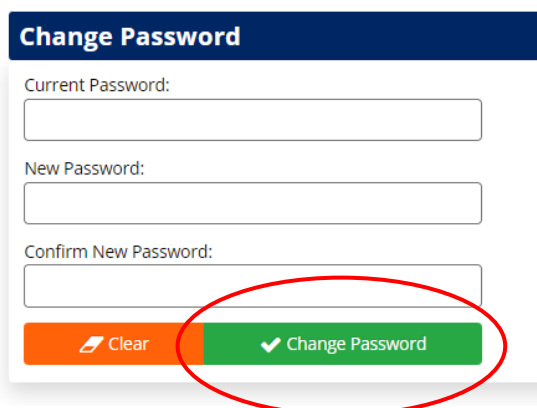
To maintain the best security, it is advisable to change your password from time to time. If you want to change your password, click on the text that says “**Change Password**” on the MyDetails page.



The screenshot shows the 'MyDetails' page with a dark blue header. Below the header, there is a 'Disable Account' checkbox. The 'Type of User' section includes checkboxes for 'Autogas Installer', 'Licenced Gasfitter', 'Licenced Plumber / Drainer' (which is checked), and 'Other User'. The form contains several input fields: 'First Name' (John), 'Surname' (Example), 'Plumbers/Drainers/Gasfitters Licence No.' (10000C), 'Licence Expiry Date' (16/05/2024), 'Qualified Supervisor No.' (empty), 'Expiry Date' (empty), 'Tradespersons Certificate No.' (empty), 'Expiry Date' (empty), 'Unit Number' (empty), 'Street Number' (1), 'Street Name' (Example), 'Street Type' (Street), 'Suburb' (SYDNEY), 'State' (NSW), 'Postcode' (2000), 'Mobile' (0404040404), 'Home/Office Phone' (empty), and 'Email Address (username)' (JohnExample@mail.com). At the bottom right, there are two buttons: 'Change Password' (yellow) and 'Update Details' (green). The 'Change Password' button is circled in red.

The Change Password window will open as shown below. To change your password, enter your current password and your new password in the fields required and then confirm your new password. When complete, click on **Change Password**.

Change Password



The screenshot shows the 'Change Password' window with a dark blue header. Below the header, there are three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. At the bottom, there are two buttons: 'Clear' (orange) and 'Change Password' (green). The 'Change Password' button is circled in red.

1.8 Log In

To log into MyInspections, enter your email address and password into the login fields where required and click **Login**.

NSW Plumbing Inspections

Important Information

Please be aware that Fair Trading Plumbing Inspection Booking Line will be closed between the periods of 25th December 2023 until the 27th December 2023 inclusive, and January 1st, 2024. No inspection bookings will be accepted for these dates. Normal bookings and audit inspection services will resume outside of these date.

My Inspections Plumbing Assistance

For information on how to operate the MyInspections Gateway please consult https://www.fairtrading.nsw.gov.au/_data/assets/pdf_file/0020/371432/MyInspections_user_guide.pdf. If you have any issues using the system after consulting the user guide you can send an email to piasadmin@customerservice.nsw.gov.au. Your inquiry will be actioned within two business days.

My Inspections Gas Assistance

https://www.fairtrading.nsw.gov.au/_data/assets/pdf_file/0005/1044482/guide-to-MyInspections-gateway-gas.pdf

<https://www.fairtrading.nsw.gov.au/contact-us>

No Final Inspections will be accepted if a COC and SSD has not been uploaded to MyInspections.

On completion of the drainage works ensure the Sewer Service Diagram is uploaded to MyInspections. Before booking a Final or Unattended Final Inspection ensure the Certificate of Compliance has been submitted to My Inspections.

☐ Please confirm that you have read and understood this important information.

After reading the 'Important Information', check the box next to 'Please confirm that you have read and understood this important information.'

MyInspections Login

To log into MyInspections you must be a Registered User.


If you are a new user and would like to become a Registered User please select the New Users Registration menu and enter your details.

If you are an existing Registered User please enter your Username and Password.

User name: (account email address)

Password:

☐ I'm not a robot


reCAPTCHA
[Privacy](#) [Terms](#)

Before pressing 'Login', ensure you have ticked the reCAPTCHA 'I'm not a robot' box, and follow prompts which follow to complete.

[Reset Password](#)

Login

After clicking login, you will be taken to the MyDetails page ([see 1.6](#)). To continue, select the action you wish to complete.

1.9 Reset Forgotten Password

If you have forgotten your password and cannot log in to your MyInspections account, start on the MyInspections log in page. Type in your email in the 'Username' field. Ensure this is the email you have registered to your MyInspections account.

Select 'Reset Password'. A temporary password will be sent to your email, which you can use to log on. Once logged on, proceed to change your password ([see 1.7](#))

The screenshot shows the 'MyInspections Login' page. It includes instructions for new and existing users, a 'User name' field with the example 'JohnExample@mail.com', a 'Password' field, a reCAPTCHA 'I'm not a robot' checkbox, and a 'Login' button. A red arrow points from a callout box to the 'Reset Password' link. The callout box contains the following text:

Pressing 'Reset Password' will send an email to the registered account with a temporary password. Log in with this password.

Important: Temporary password must be changed after you log in. [See 1.7](#) for how to change password.

If you have forgotten your email, or did not receive a temporary password, email PIASAdmin@customerservice.nsw.gov.au for further assistance.

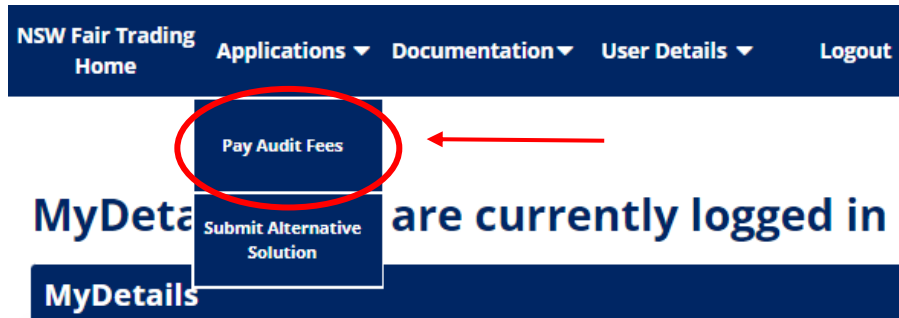
In your email to PIAS Admin, ensure you provide your full name, license number and the email you believe is associated to your account.

Note: PIAS Admin will only be able to change an email on a MyInspections account if the request is sent by the account holder themselves.

2. Audit Inspection Fee

2.1 Pay an Audit Inspection Fee

1. To pay an audit inspection fee for plumbing and/or drainage, click on the **Pay Audit Fees** Button located under the Applications tab on the top of the MyInspections screen.



2. On the next screen, read the Terms and Conditions. You can print a copy of the Terms and Conditions for your records by clicking the “**Print**” button. To continue, click the check box next to “**The applicant has read the conditions**”, then select “**Yes all requirements have been satisfied**”

Requirements for Plumbing and Drainage Audit Inspection Application

In order for this application to proceed you should ensure that the following requirements have been met. Please check the appropriate boxes.

Conditions

All fees paid on this application are limited to use on the property identified in the application and cannot be transferred to any other property.

1. Any Plumbing or Drainage work **MUST BE** carried out by or under the immediate Supervision of an Authorised Licencee who **MUST** lodge a Notice of Work prior to the commencement of work.
2. This Application will lapse if the relevant work shown hereon has not commenced within 36 months of the date shown on the receipt.
3. Owner's please note: You should receive a 'Certificate of Compliance' from your Plumber or Drainer on completion of a final audit inspection.
4. Owner's please note: Where the works involve drainage, you should receive a 'Sewer Service Diagram' from your Plumber or Drainer on completion of the works.
5. From 1/7/2022 - Fee Application as per below

Inspection of plumbing and drainage work (base fee) \$123

Inspection of plumbing and drainage work involving alternative or recycled water installations \$123

Additional inspection of plumbing and drainage work \$123

Additional inspection of an alternative solution (performance solution) \$180

Fee for after-hours inspection of plumbing and drainage work (on weekends, public holidays and weekdays before 8am or after 4pm) per inspection \$1018

PLUMBERS PLEASE NOTE:

Fees are per inspection type and not per site visit. E.g. an internal and external drainage inspection conducted during the same site visit are deemed as two inspections. For further information about the base inspection fee and mandatory inspections go to Fair Trading web site.

Please ensure the correct property details are submitted on your application. Corrections can be completed via the drop-down options available. Please be aware only the original applicant user can correct an application. Failure to comply with this requirement will require the payment of a new fee.

Your registered email will be used for the following correspondence, confirmation of booking and issue of Written Direct

☒ The applicant has read the conditions

Yes all requirements have been satisfied

Print

3. Proceed to fill in the required details in the application form as per the below. All areas shaded light yellow are mandatory.

Plumbing and Drainage Audit Inspection Application

Application Details

Given Name(s): Surname:
Contact Number: Contact Email Address:

The Application Details will pre-populate with your name, contact number, and contact email address filled in. If this is incorrect, change/update user details ([see 1.6](#)), then restart process for [2.1](#) Pay an Audit Inspection fee.

Owner Details

Owner's Full Name:
Address:
Suburb: State: Postcode:

Enter the property owners name and address details.

When typing the Suburb, this MUST be selected from the dropdown list which appears.

Property Details

Lot Number: Deposited Plan Number / Proposed Deposited Plan Number: Master Strata Plan Number:
Unit Number: Enter Street Address: Street Type:
Suburb: 12 DARCY ST, CASULA NSW 2170
12 DARCY ST, MARSFIELD NSW 2122
12 DARCY ST, PARRAMATTA NSW 2150
12 DARCY ST, STANHOPE GARDENS NSW 2768
Nearest Cross Street:
☐ The property address does not have a Street Number or the property address cannot be found when searched

Begin to type the property details where you are conducting work in the 'Enter Street Address' Field. Select the correct address from the address options which appear in the drop-down. Once selected, the DP or SP and Lot will auto-populate with the correct details relevant to the address you selected.

Note: If your address does not appear, or the auto-populated details are incorrect or incomplete, see [2.1.1](#)

Proposed Property Location

Proposed Property Location:

Add any additional property details in the 'Proposed Property Location' field. This box can be used to specify any other address you believe the property may fall under, Super Lot subdivision you are conducting work on, Unit Numbers etc.

Inspection Details

Inspection Details:
Type of Work: ☐ Plumbing ☐ Drainage ☒ Plumbing & Drainage
Building Category:
Original inspection reference number:
No of Additional Inspections:

Select the Inspection type you wish to pay for from the 'Inspection Details' drop down. If you require a Performance Solution fee (PS), select 'Additional Inspection – Alternative Solution (Performance Solution)'.

Select which 'Type of work' will be undertaken.

If you are paying for an additional fee for a Reinspection of a non-compliance, you are required to enter the reference number used to book the first inspection. You will need to enter this reference number in the 'Original Inspection Reference Number' Field which will become available once you select the 'Re-Inspection – Non-Compliance' option.

Note: Only one fee will appear in the payment amount when you first select the Inspection Details and Building Category options. To ensure you have enough fees to book all your required inspections, enter the number of additional inspections you require in the below field.

E.g. If you require an Internal, External and Final Inspection booking, enter in '2' additional inspections. This will add 2 EXTRA fees to your application and will charge you a total of 3 inspection fees.

Comments

Proceed to Select the Building Category of the property you are conducting work on from the drop-down options which appear.

Payment Details

Confirm the 'Total Number of Inspections' field correctly reflects the number of inspections you wish to conduct on the property. If not, amend the number of additional inspections in the 'No of Additional Inspections' field.

Total Number of Inspections:
Payment Amount:

Add any relevant or additional comments into the 'Comments' field before submitting.

Once satisfied, select 'Next'.

Next

4. Once you select 'Next', the Payment Screen appears. Fill in the below.

Note: MyInspections gateway will accept payment using a valid MasterCard or Visa only. No Credit Card details are kept or viewed by the Building Commission NSW.

Fee Details

PI Application Number
AA202300153

Fee Name
Plumbing / Drainage - Non Recycled Water Fee

Total Amount
\$369.00

The 'Fee Details' will pre-populate with the Total Amount Payable.

Payment Details

Cardholder Name
PLUMBER JOHN

Credit card number
100200300400500

Expiry date
01 / 2024

CVN ?
123

Return to NSWFT MyInspections


Process Payment

Enter in your payment details where prompted, then press 'Process Payment.'

Note: If you need to make changes at this stage, select 'Return to NSWFT MyInspections'.

You will need to resubmit the 'Pay Audit Fee' application from start ([See 2.1](#))

5. The final screen shows the reference number required when booking an inspection, as well as information related to plumbing inspections.



IMPORTANT: Make a note of the AA reference number which appears at the top of the confirmation page.

Thank you for completing your online application. It is allocated the reference number **AA202300157**

If you would like to View/Print a Report of Your submitted Application please click here.

Submit Notice of Work Application.

Return to MyInspections Home Page.

Once your application is completed, you can view/print a report of the submitted application, go straight to the Submit Notice of Work function, or return to the MyInspections home page if you wish to submit another application or use another function.

You must contact NSW Fair Trading on 1300 889 099 at least 2 working days prior to the inspection time to advise of any changes to the application.

Properties in recycled water areas are required to pay for additional inspections, as inspections are required for these areas. These fees will generally be charged upon payment of the Plumbing and Drainage Audit Inspection application.

Recycled water areas require full inspections for all water and sewer drainage installations and a final inspection before occupation. If you have any further inquiries or need to organise the inspection please call NSW Fair Trading on 1300 889 099.

Re-use and greywater (eg: washing machine) or blackwater (eg: treated sewage) requires the installation/s to be inspected by NSW Fair Trading, and a testable backflow prevention device fitted to the water service at the meter installation. The application must be supported by written approval from the local council and also include details of the changes to the house drainage/sanitary plumbing.

Conditions

1. All fees are NON REFUNDABLE and NON TRANSFERABLE.
2. Any Plumbing or Drainage work MUST BE carried out by or under the immediate Supervision of an Authorised Licencee who MUST lodge a separate Application to commence the work.
3. This Application will lapse if the relevant work shown hereon has not commenced within 12 months of the date shown on the receipt.
4. Where the Sewer is not available, neither the local utility nor NSW Fair Trading accept any responsibility for the location, lines and levels of the Supervised work for connection to the Sewer when it becomes available.
5. Owner's please note: You should obtain a 'Certificate of Compliance' from your Plumber or Drainer. This is your warranty for the work done.

This is a TEST payment only. It will not be processed by the banking network. It will not appear on the cardholder's statement or settle to the merchants account.

Payment Receipt

PI Application Number:	AA202300157
Total Amount:	AUD 369.00 Sale
Status:	Approved - Honour with Identification (08)
Receipt Number:	1116103502
Payment Date/Time:	19 Dec 2023 11:57:23 AM
Settlement Date:	19 Dec 2023
Customer Details	
Inspection Type:	Plumbing / Drainage - Non Recycled Water Fee
Property Address:	12 DARCY STREET PARRAMATTA NSW 2150
Merchant Details	
Merchant Name:	NSW Department of Customer Services
Merchant Id:	26240051 - NSW FAIR TRADING
ABN:	81 913 830 179
Address:	4 Parramatta Square Parramatta NSW 2150
Email Address:	pladmin@customerservice.nsw.gov.au
Phone:	13 32 20
Fax:	02 9895 0929

Select 'Print' at the bottom of the page to print a receipt for your own records.

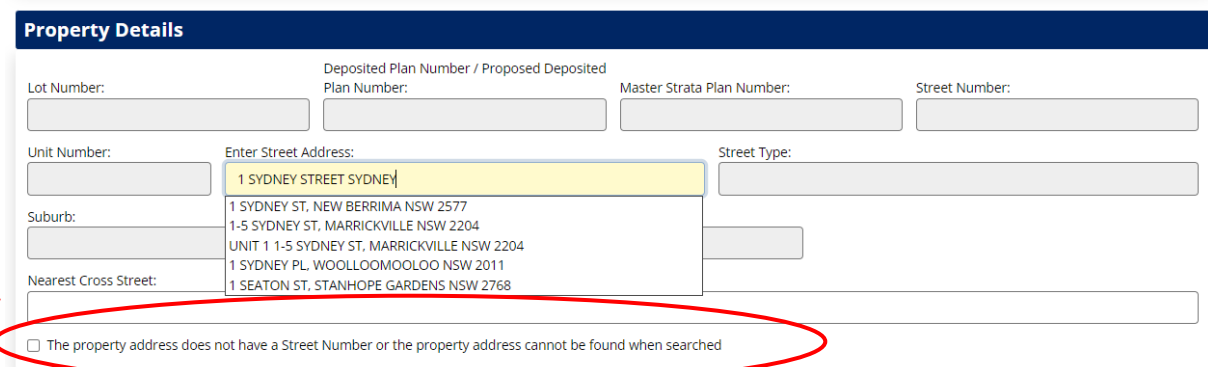
Print

2.1.1 Property Details not appearing or are Incomplete.

If the Address details do not appear in the drop-down options:

If the address you are conducting work on does not appear as an option in the drop-down menu, or there is no Street Number for that address, select the checkbox “The property address does not have a Street Number, or the property address cannot be found when searched”.

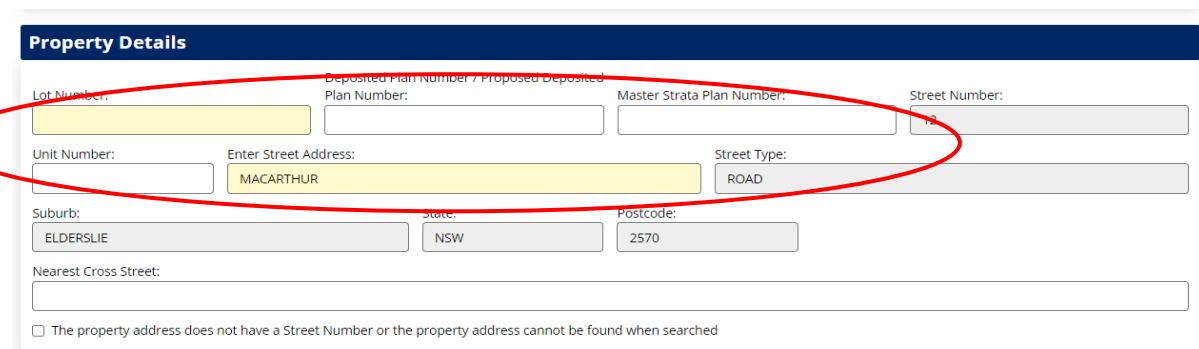
This will clear and open all the fields for you to edit. Proceed to confirm the property details you are conducting work at on [SIX Maps](#), and fill in the required fields correctly. To view how to find your property details in SIX Maps, navigate to [‘Using SIX Maps’](#) on the Fair Trading Website.



The screenshot shows the 'Property Details' form. A red arrow points to a checkbox at the bottom of the form, which is circled in red. The checkbox is labeled: ☐ The property address does not have a Street Number or the property address cannot be found when searched. The form fields include: Lot Number, Deposited Plan Number / Proposed Deposited Plan Number, Master Strata Plan Number, Street Number, Unit Number, Enter Street Address (with a dropdown menu showing '1 SYDNEY STREET SYDNEY'), Street Type, Suburb, Nearest Cross Street, and a checkbox at the bottom.

If the Auto-populated details are Incomplete:

In some instances, the address you selected may not provide all the results in the DP/SP fields and/or a Lot number or Address fields, you will need to manually fill in these details yourself using the property details from [SIX Maps](#). The required fields with missing information will open automatically to allow you to fill in these missing fields.



The screenshot shows the 'Property Details' form. A red circle highlights the auto-populated fields: Lot Number, Deposited Plan Number / Proposed Deposited Plan Number, Master Strata Plan Number, Street Number, Unit Number, Enter Street Address (with a dropdown menu showing 'MACARTHUR'), Street Type (with a dropdown menu showing 'ROAD'), Suburb (with a dropdown menu showing 'ELDESLIE'), State (with a dropdown menu showing 'NSW'), and Postcode (with a dropdown menu showing '2570'). The checkbox at the bottom is also visible.

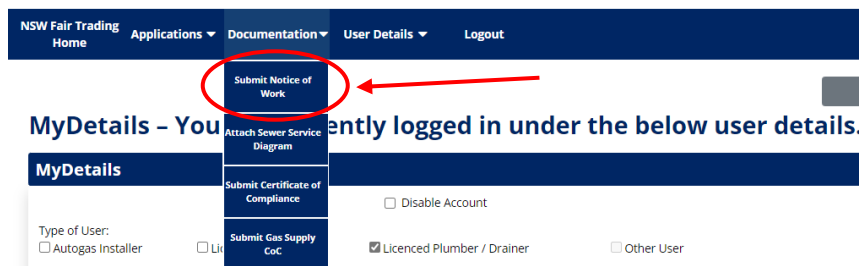
Note: If details provided are incorrect, a new application will be required. A refund for the incorrect application can be requested.

3. Notice of Work

3.1 Submit a Notice of Work

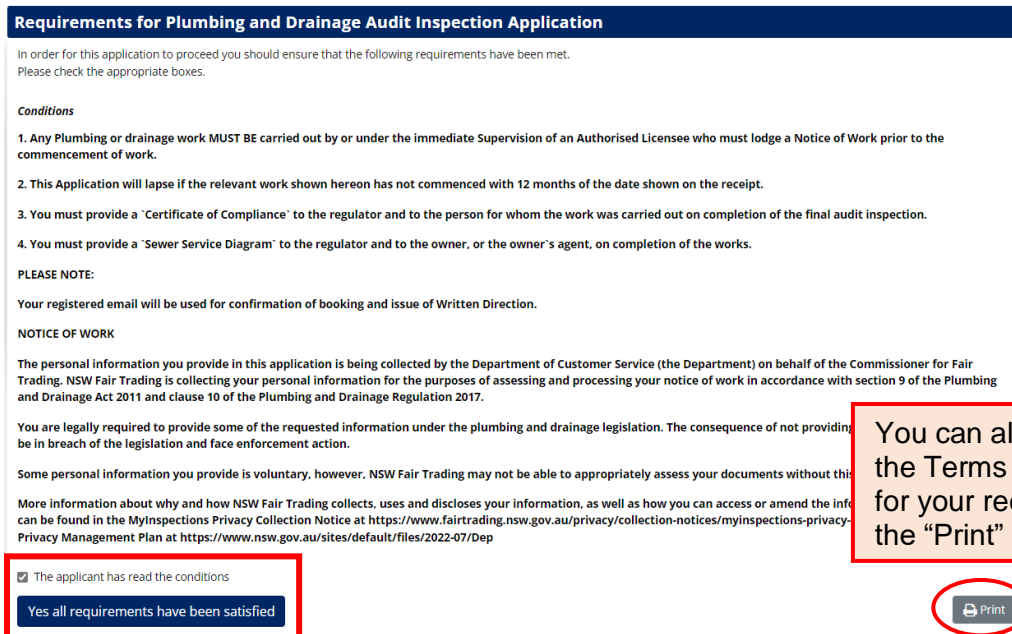
To Submit a Notice of Work, you must be licensed for the work stated on the Notice of Work and logged in to the MyInspections gateway with your registered details.

1. To Submit a Notice of Work, click on the Submit Notice of Work button located under the documentation tab.



2. On the next screen, read the Terms and Conditions and when finished, click the box next to “The applicant has read the conditions”, then click the button that says “Yes all requirements have been satisfied” once all requirements have been satisfied.

Notice of Work - Terms & Conditions



Requirements for Plumbing and Drainage Audit Inspection Application

In order for this application to proceed you should ensure that the following requirements have been met. Please check the appropriate boxes.

Conditions

1. Any Plumbing or drainage work **MUST BE** carried out by or under the immediate Supervision of an Authorised Licensee who must lodge a Notice of Work prior to the commencement of work.
2. This Application will lapse if the relevant work shown hereon has not commenced within 12 months of the date shown on the receipt.
3. You must provide a 'Certificate of Compliance' to the regulator and to the person for whom the work was carried out on completion of the final audit inspection.
4. You must provide a 'Sewer Service Diagram' to the regulator and to the owner, or the owner's agent, on completion of the works.

PLEASE NOTE:

Your registered email will be used for confirmation of booking and issue of Written Direction.

NOTICE OF WORK

The personal information you provide in this application is being collected by the Department of Customer Service (the Department) on behalf of the Commissioner for Fair Trading. NSW Fair Trading is collecting your personal information for the purposes of assessing and processing your notice of work in accordance with section 9 of the Plumbing and Drainage Act 2011 and clause 10 of the Plumbing and Drainage Regulation 2017.

You are legally required to provide some of the requested information under the plumbing and drainage legislation. The consequence of not providing this information may be in breach of the legislation and face enforcement action.

Some personal information you provide is voluntary, however, NSW Fair Trading may not be able to appropriately assess your documents without this information.

More information about why and how NSW Fair Trading collects, uses and discloses your information, as well as how you can access or amend the information, can be found in the MyInspections Privacy Collection Notice at <https://www.fairtrading.nsw.gov.au/privacy/collection-notices/myinspections-privacy-collection-notice> and the Privacy Management Plan at <https://www.nsw.gov.au/sites/default/files/2022-07/Dep>

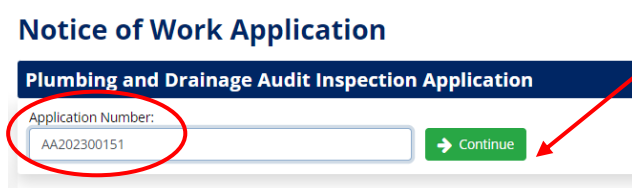
☒ The applicant has read the conditions

Yes all requirements have been satisfied

Print

You can also print a copy of the Terms and Conditions for your records by clicking the “Print” button.

3. Enter the Application (reference) number found on the inspection payment receipt, then press enter or click Continue.



Notice of Work Application

Plumbing and Drainage Audit Inspection Application

Application Number: AA202300151

Continue

Once you have entered the valid application number, and selected 'continue', the remainder of the Notice of Work form will appear as shown below.

Notice of Work Application

Plumbing and Drainage Audit Inspection Application

Application Number:
AA202300151 Continue

Property and Owner Details
Lot Number: 84 Deposited Plan Number / Proposed Deposited Plan Number: 1271742 Master Strata Plan Number:
Unit Number: Street Number: 12 Street Name: DARCY Street Type: STREET
Suburb: PARRAMATTA State: NSW Postcode: 2150
Nearest Cross Street: Owner's Full Name: John E Depp
Owner's Full Address: 21 Jump Street PARRAMATTA NSW 2150

Licensees Details
Given Name(s): John Surname: Example
Unit Number: Street Number: 1 Street Name: Example Street Type: Street
Suburb: SYDNEY State: NSW Postcode: 2000
Contact Number: 0404040404 Contact Email Address: JohnExample@mail.com
Qualified Supervisor Number: Qualified Supervisor Expiry Date:
Licence - Number: 10000C Licence Expiry Date: 16/05/2024

Inspection Details
Original inspection reference number:
Type of Work:
☐ Plumbing ☐ Drainage ☒ Plumbing & Drainage
Building Category: Residential - Single Dwelling Recycled Water Area: ☐ Yes ☒ No
Date of Commencement of Work: 01/12/2023 Estimated Date of Completion: 31/12/2023 Next

The Property and Owner Details, and Licensees Details fields will pre-populate. Confirm all these details are correct. If you notice an error, resubmit another fee application, and apply for a refund on the incorrect AA by emailing PIASAdmin@customerservice.nsw.gov.au

'Type of Work' and 'Building Category' fields will auto-populate from the AA application. You can change these fields.

In the Inspection Details field, select 'Yes' or 'No' in the 'Recycled Water Area' field depending on whether the property is in a Recycled Water Area

Input the Date of Commencement and the Estimated Date of Completion, then select 'Next.'

4. In the following form, tick the box's next to the relevant fields and enter a description of the work you intend to carry out at the property in the available text field.

NoW - Description of Work

Work of Water Supply

Give full description of Work carried out

<input checked="" type="checkbox"/> Install Water Supply	Install new hot and cold services to new Cottage
<input type="checkbox"/> Install Irrigation System	
<input type="checkbox"/> On-site Alternative Water Services	
<input type="checkbox"/> Install/Commission/Maintenance of Thermostatic Mixing Valve	
<input type="checkbox"/> Connection to water supply	
<input type="checkbox"/> Install, alter, disconnect or remove a backflow prevention device	
<input type="checkbox"/> Other	

Plumbing work to comply with ☒ PCA DTS ☐ Performance Solution ☐ Combined

Where there is not enough space in the relevant field, the 'other' field can be used to give more detail. Ticking this box will open the field.

Work of Sanitary Plumbing/Drainage and Supply Drainage Plan

Give full description of Work carried out

<input checked="" type="checkbox"/> Carry out work of sanitary plumbing/drainage	Install new sewer service to new Cottage
<input type="checkbox"/> Connection to Sewer	
<input type="checkbox"/> Sewer Disconnection	
<input type="checkbox"/> Carry out Trade Waste Drainage	
<input type="checkbox"/> Other	

Drainage work to comply with ☒ PCA DTS ☐ Performance Solution ☐ Combined

☒ By ticking this box, I certify that I am the responsible person as nominated in the 'LICENSEE'S DETAILS' section of this Notice of Work and all information is true and correct.




Submit Application

Under the section "Plumbing work to comply with" and "Drainage work to comply with", the user must select whether the work will be installed to meet the requirements of the Plumbing Code of Australia Deemed-to-Satisfy (AS/NZS 3500), be submitted as an Alternate (Performance) Solution or a combination of both.

When all required details are entered, tick the box that states, "By ticking this box, I certify that I am the responsible person as nominated in the 'LICENSEE'S DETAILS' section of this Notice of Work and all information is true and correct", and then, click on 'Submit Application'.

5. The final screen gives the user a reference number for the Notice of Work as well as the option to view and print the Notice of Work for your own records and the copies of the Certificate of Compliance for the owner, regulator, and licensee. Alternatively, you can select 'Return to the MyInspections home page' if you wish to submit another application or use another function.

Thank you for completing your online application. It is allocated the reference number: **PA202300025**

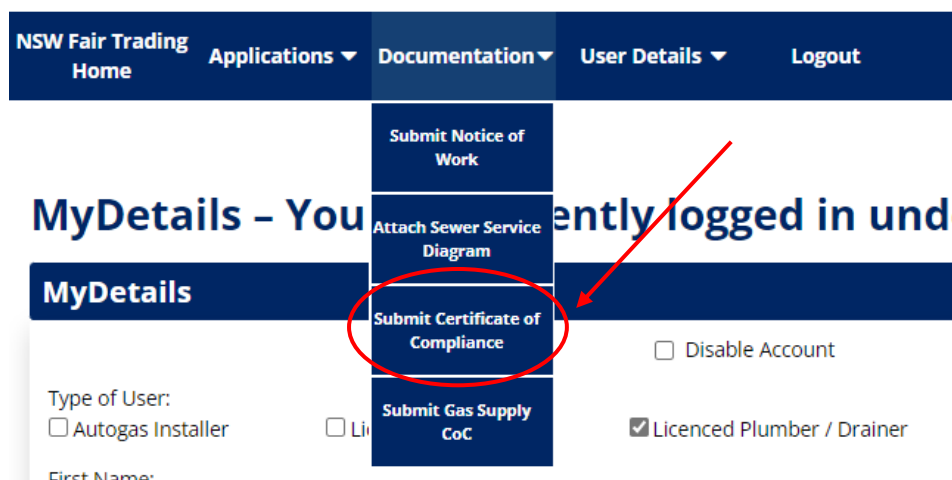
-  View/Print your Certificate of Compliance and submit at the completion of your works.
-  If you would like to View/Print the Notice of Work for Your submitted Application please click here.
-  Return to MyInspections Home Page.

If the Scope of Work changes after work commences, you can submit a new Notice of Work (NoW) to reflect these changes ([see 3.1](#))

4. Certificate of Compliance

4.1 Submit a Certificate of Compliance

1. To submit a Certificate of Compliance (CoC), click on the Submit Certificate of Compliance button located under the Documentation tab.



2. On the next screen, read the Terms and Conditions and click the box next to “The applicant has read the conditions”, then click the button that states “Yes all requirements have been satisfied”. You can also print a copy of the Terms and Conditions for your records by clicking the “Print” button.

Submit Certificate of Compliance - Terms & Conditions

Requirements for Plumbing and Drainage Audit Inspection, Uploading a Certificate of Compliance(CoC)

In order for this application to proceed you should ensure that the following requirements have been met.
Please check the appropriate boxes.

Conditions

1. The attached Certificate of Compliance relates to the property as indicated and is reflective of the work undertaken. All Plumbing or Drainage work has been carried out by or under the immediate Supervision of an Authorised Licencee.
2. You must provide a 'Certificate of Compliance' to the person for whom the work was carried out on completion of the final audit inspection.
3. A Sewer Service Diagram has been issued to Fair Trading and the owner or owner's agent for drainage work.
4. All fees have been paid and required inspections requested.

The personal information you provide in this application is being collected by the Department of Customer Service (the Department) on behalf of the Commissioner for Fair Trading. NSW Fair Trading is collecting your personal information for the purposes of assessing and processing your certificate of compliance for works conducted, in accordance with section 15 of the Plumbing and Drainage Act 2011 and clause 8 of the Plumbing and Drainage Regulation 2017.

You are legally required to provide some of the requested information under the plumbing and drainage legislation. The consequence of not providing this information is you may be in breach of the legislation and face enforcement action.

Some personal information you provide is voluntary, however, NSW Fair Trading may not be able to appropriately assess your documents without this information.

More information about why and how NSW Fair Trading collects, uses and discloses your information, as well as how you can access or amend the information we hold about you, can be found in the MyInspections Privacy Collection Notice at <https://www.fairtrading.nsw.gov.au/privacy/collection-notices/myinspections-privacy-collection-notice> and on our Privacy Management Plan at <https://www.nsw.gov.au/sites/default/files/2022-07/Department%20of%20Customer%20Service%20Privacy%20managemnet%20plan.pdf>

☒ The applicant has read the conditions

Yes all requirements have been satisfied

Print

3. To Submit a CoC, you must enter the related reference number from either a previous audit fee payment (either an AA or PS reference number) or an application for a notice of work (a PA reference number only) into the relevant field below, then press ‘Continue’.

Submit Certificate of Compliance

Related Inspection Audit Number

MyInspection Audit Inspection Fee Reference Number:

AA202300151

OR

MyInspection Notice of Work Reference Number:

Continue

Only one field is required to be filled out. Once you have entered the reference number, press enter on the keyboard or press Continue.

4. After pressing enter or continue, the remainder of the CoC appears.

Related Inspection Audit Number

MyInspection Audit Inspection Fee Reference Number: OR MyInspection Notice of Work Reference Number:

Licensees Details

Given Name(s): Surname:

Unit Number: Street Number: Street Name: Street Type:

Suburb: State: Postcode:

Contact Number: Contact Email Address:

Licence - Number: Licence Expiry Date:

The Licensees Details and Property Details will pre-populate from the related application.

Property Details

Lot Number: Deposited Plan Number / Proposed Deposited Plan Number: Master Strata Plan Number: Unit Number:

Street Number: Street Name: Street Type:

Suburb: State: Postcode:

Proposed Property Location

Proposed Property Location:

Work Undertaken

Work Details:

Type of Work:
☐ Plumbing ☐ Drainage ☒ Plumbing & Drainage ☐ Irrigation

Description of Building: Recycled Water Area? ☐ Yes ☒ No

Where required by section 11 of the Plumbing and Drainage Act 2011, I have given written notice of any identified pre-existing defective plumbing and/or drainage work.
☐ Yes ☐ N/A

Date Completed:

Owner's Email Address:

Select an option from the 'Work Details' dropdown regarding which work was undertaken.

Answer the question regarding identified pre-existing defective work.

Date completed must reflect the date of the final inspection.

If you have the email address of the person for whom you carried out the work and you wish to send owners copy of the Certificate of Compliance to them at the same time as submitting it to the regulator, you can enter the email address in the 'Owners Email Address:' field. If you do not want to send the owners copy via email or do not know the relevant email address, you can leave this field blank and click 'Next'.

5. If you leave the email address field blank, a pop-up box will be displayed after you have clicked submit asking you to confirm you do not wish to enter an email for the owner.
If you select 'Yes', the pop-up message will disappear and allow you to fill in the owner's application then press 'Next'. If you select 'No', you will proceed to the next stage.

Message from webpage


?


If you wish to send the owner the Owner's copy of the Certificate of Compliance on submission of this application you must enter a valid email address in the 'Owner's Email Address' field.


Do you wish to now enter this email address?

6. The final screen is a confirmation of a successful application and displays a Reference number for the CoC application. You may also view or print a copy of your application, or if you are finished, you may return to the MyInspections home page to submit another application or log out of MyInspections.

Thank you for completing your online application. It is allocated the reference number: UC202300010

 If you would like to View/Print the Certificate of Compliance for Your submitted Application please click here.

 If you would like to View/Print a Report of Your submitted Application please click here.

 Return to MyInspections Home Page.

5. Sewer Service Diagram

5.1 Submit a Sewer Service Diagram

To upload a Sewer Service Diagram, the user must first have completed the SSD in AutoCAD or equivalent program or draw the SSD to meet the regulators requirements on the approved template, then scan the signed SSD into your computer. Photographs are not accepted.

1. To upload a sewer service diagram (SSD), click on the Attach Sewer Service Diagram button under the Documentation tab.

NSW Fair Trading Home Applications Documentation User Details Logout

MyDetails – You are currently logged in under

MyDetails

Submit Notice of Work

Attach Sewer Service Diagram

Submit Certificate of Compliance

Submit Gas Supply CoC

Type of User:
☐ Autogas Installer ☐ Licenced Plumber / Drainer

☐ Disable Account ☒ Licenced Plumber / Drainer

2. On the next screen, read the Terms and Conditions and click the box next to “The applicant has read the conditions”, then click the button that says, “Yes all requirements have been satisfied”. You can also print a copy of the Terms and Conditions for your records by clicking the “Print” button.

Attach Sewer Service Diagram - Terms & Conditions

Requirements for Plumbing and Drainage Audit Inspection, Uploading a Sewer Service Diagram(SSD)

In order for this application to proceed you should ensure that the following requirements have been met. Please check the appropriate boxes.

Conditions

1. The attached Sewer Service Diagram relates to the property as indicated and is reflective of the installation of work. All Plumbing or Drainage work has been carried out by or under the immediate Supervision of an Authorised Licencee.
2. You must provide a 'Certificate of Compliance' to the regulator and to the person for whom the work was carried out on completion of the final audit inspection.
3. You must provide a 'Sewer Service Diagram' to the owner, or the owner's agent, on completion of the works.
4. All fees have been paid and the required inspections requested.
5. Only the licensee responsible for this work is permitted to perform this function. If you are not the licensee you have breached the Terms and Conditions and action will be taken accordingly.

The personal information you provide in this application is being collected by the Department of Customer Service (the Department) on behalf of the Commissioner for Fair Trading. NSW Fair Trading is collecting your personal information for the purposes of assessing and processing your sewer service diagram in accordance with section 16 of the Plumbing and Drainage Act 2011 and clause 9 of the Plumbing and Drainage Regulation 2017.

You are legally required to provide the requested information under the plumbing and drainage legislation. The consequence of not providing this information is you may be in breach of the legislation and face enforcement action.

More information about why and how NSW Fair Trading collects, uses and discloses your information, as well as how you can access or amend the information we hold about you, can be found in the MyInspections Privacy Collection Notice at <https://www.fairtrading.nsw.gov.au/privacy/collection-notices/myinspections-privacy-collection-notice> and on our Privacy Management Plan at <https://www.nsw.gov.au/sites/default/files/2022-07/Department%20of%20Customer%20Service%20Privacy%20managemnet%20plan.pdf>

☒ The applicant has read the conditions

Yes all requirements have been satisfied

Print

3. To upload an SSD, you must enter the related reference number from either a previous audit inspection fee payment or application for a notice of work into the relevant field below. Only one field is required to be filled out. Once you have entered the reference number, press enter on the keyboard or click Continue.

Attach Sewer Service Diagram

Related Inspection Audit Number

MyInspection Audit Inspection Fee Reference Number:

AA202300151

MyInspection Notice of Work Reference Number:

OR

Continue

4. After pressing enter or continue, the remainder of the SSD form appears.

Related Inspection Audit Number

MyInspection Audit Inspection Fee Reference Number: OR MyInspection Notice of Work Reference Number: [Continue](#)

Licensees Details

Given Name(s): Surname:

Unit Number: Street Number: Street Name: Street Type:

Suburb: State: Postcode:

Contact Number: Contact Email Address:

Licence - Number: Licence Expiry Date:

The Licensees Details and Property Details will pre-populate from the related application.

Property Details

Lot Number: Deposited Plan Number / Proposed Deposited Plan Number: Master Strata Plan Number: Unit Number:

Street Number: Street Name: Street Type:

Suburb: State: Postcode:

Proposed Property Location

Proposed Property Location:

Work Undertaken

Work Details:

Type of Work:
☐ Plumbing ☐ Drainage ☒ Plumbing & Drainage ☐ Irrigation

Description of Building: Recycled Water Area? ☐ Yes ☒ No

To upload the SSD, click 'Choose File' to select the signed SSD file saved on your computer. Browse to the file on your computer and press to Open.

Once done, press 'Add', and the file will be uploaded to the MyInspections Gateway.

Upload Sewer Service Diagram/ Certificate of Compliance

Attach File: No file chosen [+ Add](#) [Information](#)



File Name	Description	View	Remove
SSD.pdf	<input type="text" value="Example Description"/>		

When you press 'Add', an option to add a description, view and remove your upload will become available.

Press 'Next' to submit the SSD.

[Next](#)

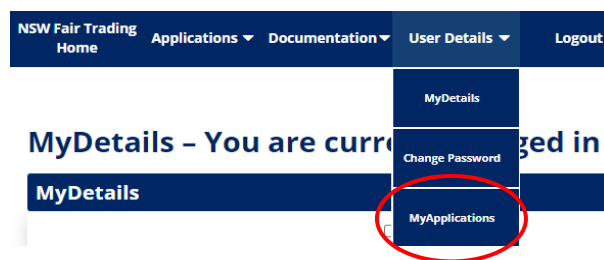
5. The final screen is a confirmation of a successful application and displays a Reference number for the SSD application. You may also view or print a copy of your application, or if you are finished, you may return to the MyInspections home page to submit another application or log out of MyInspections.

Thank you for completing your online application. It is allocated the reference number
US202300011
 If you would like to View/Print a Report of Your submitted Application please click here.
 Return to MyInspections Home Page.

6. MyInspections Search Function

A user can search MyInspections for past applications and submissions they have made.

1. To use the search function, click on the MyApplications button located under the User Details tab.



2. When the search window opens, enter the search criteria into the relevant field, then click on Search. Relevant documents should appear in the 'Search Results'.

MyInspection Search

Search Criteria

Inspection Type:

MyInspection Application Number:

Licensee/Property Details

Licensee First Name: Licensee Surname:

Property Deposited Plan Number/ Proposed Deposited Plan Number: Property Lot Number: Property Unit Number: Property Street Number:

Property Street Name: Property Street Type: Property Suburb:

Licence / Certificate Number: Licence / Certificate Expiry Date:

Email Address (username): Application Lodged From: Application Lodged To:

If you know the Application number, type that in the 'MyInspections Application Number' field and press 'Search'.

You can also enter relevant PA, US, and UC numbers in this field to search specific documents.

Note: You do not need to fill in every field, and sometimes less information can provide a better result.

3. To search all documents, you have submitted to a particular job, search using the address, Lot, or Plan numbers.

Note: When searching, using less information in the search fields will reveal more results. For example, searching the 'Property Street Name' only will reveal all the documents you have submitted for any property on that street.

Licensee/Property Details

Licensee First Name:

Licensee Surname:

Property Master Strata Plan Number:

Property Deposited Plan Number/
Proposed Deposited Plan Number:

1271742

Property Lot Number:

84

Property Unit Number:

Property Street Number:

Property Street Name:

Property Street Type:

Property Suburb:

Licence / Certificate Number :

Licence / Certificate Expiry Date:

Email Address (username):

Application Lodged From:

Application Lodged To:

Clear

Search

4. A wild card may be used where all details for search field are not known. A wildcard is the % symbol and may be used in place of a word or part of a word, eg. %mont will search the relevant field for any word ending in "mont".

Licensee/Property Details

Licensee First Name:

Licensee Surname:

Property Master Strata Plan Number:

Property Deposited Plan Number/
Proposed Deposited Plan Number:

Property Lot Number:

Property Unit Number:

Property Street Number:

Property Street Name:

%mont

Property Street Type:

Property Suburb:

Licence / Certificate Number :

Licence / Certificate Expiry Date:

Email Address (username):



Application Lodged From:

Application Lodged To:

Clear

Search

- When the search is complete, the results will be displayed at the bottom of the page. The user can click on the links in the MyInspections No column to view the report for that application/submission, click on the 'view' link in the Attachments column to view the files that were attached to the submission or click on the file in the Certificate column to view attachments associated to the application.

MyInspections No.	Lodgement Date	Inspection Details	Licencee Name	Property Details	Attachments	Certificates
US202300011	06/12/2023		John Example	12 DARCY STREET PARRAMATTA NSW 2150	View	
US202300010	06/12/2023		John Example	12 DARCY STREET PARRAMATTA NSW 2150	View	
UC202300010	05/12/2023		John Example	12 DARCY STREET PARRAMATTA NSW 2150		
PA202300024	28/11/2023		John Example	12 DARCY STREET PARRAMATTA NSW 2150		
AA202300151	28/11/2023	Plumbing and/or Drainage - Non Recycled Water		12 DARCY STREET PARRAMATTA NSW 2150		

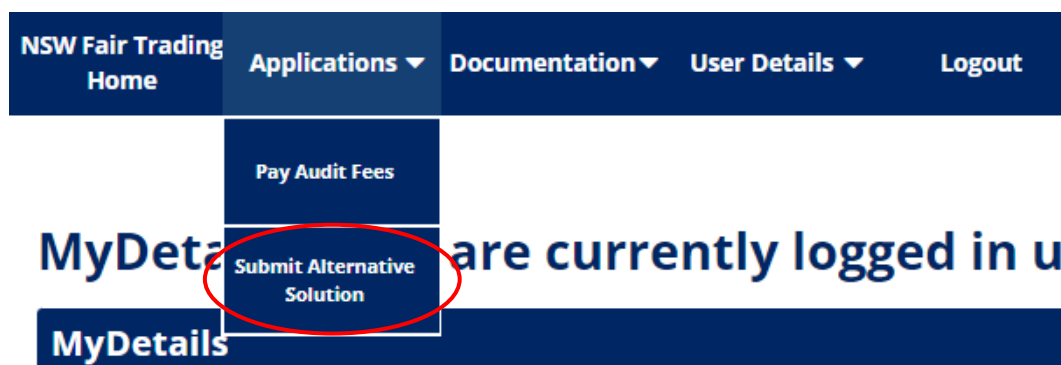
Note: the information box displays a legend of the prefix associated to the MyInspections Number which is shown below:

Information
UC = Submit Certificate of Compliance
US = Upload Sewer Service Diagram
PA = Notice of Work application
AA = Audit Inspections application
GAS = Gas Supply Certificate of Compliance

7. Alternate (Performance) Solution

7.1 Submit an Alternate (Performance) Solution Application

- To submit an Alternative (Performance) Solution Application, click on the Submit Alternative Solution Application button located under the Applications tab.



2. Proceed to fill in the required details in the application form as per the below. All areas shaded light yellow are mandatory.

Plumbing and Drainage Audit Inspection Application

Application Details

Given Name(s):
John

Surname:
Example

Contact Number:
0404040404

Contact Email Address:
JohnExample@mail.com

The Application Details will pre-populate with your name, contact number, and contact email address filled in. If this is incorrect, go to change/update user details, then restart process for [7.1](#) Pay an Audit Inspection fee.

Property Details

Lot Number:

Deposited Plan Number / Proposed Deposited Plan Number:

Master Strata Plan Number:

Unit Number:

Enter Street Address:
12 Darcy Street

Street Type:

Suburb:
12 DARCY ST, CASULA NSW 2170
12 DARCY ST, MARSFIELD NSW 2122
12 DARCY ST, PARRAMATTA NSW 2150
12 DARCY ST, STANHOPE GARDENS NSW 2768

Nearest Cross Street:

Begin to type the property details where you are conducting work in the 'Enter Street Address' Field. Select the correct address from the address options which appear in the drop-down. Once selected, the DP or SP and Lot will auto-populate with the correct details relevant to the address you selected.

Note: If your address does not appear, or the auto-populated details are incorrect or incomplete, [see 2.1.1](#)

☐ The property address does not have a Street Number or the property address cannot be found when searched

Proposed Property Location

Proposed Property Location:

Add any additional property details in the 'Proposed Property Location' field. This box can be used to specify any other address you believe the property may fall under, Super Lot subdivision you are conducting work on, Unit Numbers etc.

Inspection Details

Inspection Details:
Alternative Solution Submission

Type of Work:
☐ Plumbing ☐ Drainage ☒ Plumbing & Drainage

Building Category:
Commercial - Office, Cafes

Recycled Water Area:
☐ Yes ☒ No

All required plans and approvals attached (refer PCA):
☒ Yes ☐ No

The Inspection Details field will pre-populate with 'Alternative Solution Submission'.

Select which 'Type of work' you are contracted to undertake.

Proceed to Select the Building Category of the property you are conducting work on from the drop-down options which appear.

Tick 'Yes' or 'No' to whether the address is a Recycled Water Area and if all required plans and approvals are attached.

Comments

Add a description of the work to be undertaken here. If you are not attaching any documentation, then this field is mandatory.

Documentation

Attach File:
Choose File No file chosen

+ Add

Information

Click 'Choose File' to select one or more documents relevant to the performance solution inspection. Browse to the file on your computer and press to Open.

Once done, the file name appears next to the 'Choose file' button. Press 'Add' and the file will be uploaded to the server.

File Name	Description	View	Remove
Performance Solution.pdf	Performance Solution Document 1		

The uploaded file is listed along with a description field should you wish to add a short description of the file.

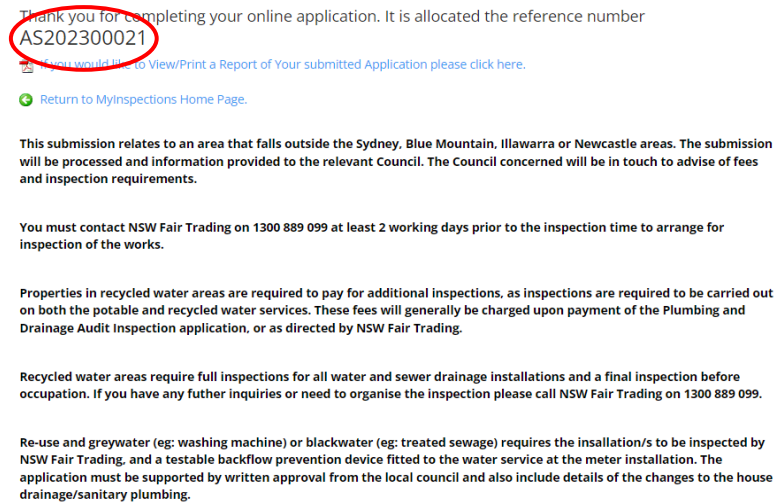
You can also click the View icon to view the attached document or click the Remove icon to remove the attached document.

When the upload is complete, a new 'File Name' section appears.

When you have confirmed all details are correct, click 'Next' to Submit Application and complete Plumbing and Drainage Submission for an Alternate Solution.

Next

3. A confirmation message as shown below will be displayed with information relating to the process and time frames of the Alternative (Performance) Solution submission. When you have read the confirmation message, click on 'Return to MyInspections Home Page' or you can view/Print a report of your Submitted application.



Note: Once submitted, you can proceed to pay Audit Inspection fees, [See 2.1](#).

To pay a Performance Solution Fee (PS fee), ensure you select 'Additional Inspection – Alternative Solution (Performance Solution)' from the 'Inspection Type' drop down in the 'Inspection Details' section.