

# Registration Process Information

## Fact Sheet for Service Providers

### What is Registration?

- Under the *Residential Services (Accreditation) Act 2002*, all residential services must apply for registration and accreditation.
- All residential services are required to be registered prior to the commencement of trading.
- Registration is a once only process and does not need to be renewed.

### How to register a residential service

To register a residential service, you will need to provide:

- a completed Application for Registration of a Residential Service (Form 1);
- a compliant Building Compliance Notice for the premises issued within the last 12 months by your local government, stating the premises comply with MP 5.7 of the *Queensland Development Code* (QDC);
- a copy of the Fire Safety Management Plan for the premises;
- the registration fee;
- a certified copy of the birth certificate, birth extract, passport or drivers licence for all service providers and associates involved in the operation of the residential service;
- criminal history check fee (an additional fee that must be paid for each service provider, including company directors and any associates listed on the application).

### How is the application for registration assessed?

Once your application for registration has been received, your application will be assessed and a decision will be made about whether your service can be registered.

This decision will be based on:

- the suitability of the service provider and any associates
- the standard of the premises.

### About the suitability of the service provider and associates

The assessment of suitability for service providers and any associates (people who take part in the management of the residential service on behalf of the service provider) will include:

- age - must be aged 18 years or over
- bankruptcy status
- a criminal history check which will be performed by the Queensland Police Service.

### About the premises

To determine whether the premises are safe and the facilities are suitable, you will need to provide:

- a Building Compliance Notice issued by your local government and;
- a proposed Fire Safety Management Plan

## How long will the application process take?

A decision regarding registration of your service will be made within 60 days of your complete application being received by the department.

## What happens if the application is approved?

If the application is approved, a Certificate of Registration will be sent to you.

You will be required to apply for accreditation within 3 months of the registration being approved

## What happens if the application is not successful?

If the application is not successful, you will receive written notification of the reasons why the service was not able to be registered.

You will also be advised of the review and appeal process.

## The Public Register

Under Section 179 of the *Residential Services (Accreditation) Act 2002* the department maintains a register of all registered residential services, containing details of the service, including the address, names of service providers, dates of registration and accreditation etc.

View the public register of residential services including registration and accreditation details at the [Queensland Government](#) website.

## For more information

You can contact Regulatory Services on (07) 3013 2666



or email [RegulatoryServices@chde.qld.gov.au](mailto:RegulatoryServices@chde.qld.gov.au)



The *Residential Services (Accreditation) Act 2002* and the *Residential Services (Accreditation) Regulation 2018* are available at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)