Use this template when contacting clients to confirm whether the listed Administrative Users have left the organisation, ensuring their account records remain accurate and up to date.

Have any of your Admin Users left your organisation?

If any of the Administrative Users on your Online Services account are no longer with your organisation, please complete a Letter of Authorisation form.

https://environment.des.qld.gov.au/__data/assets/pdf_file/0024/92391/authority-letter.pdf

If you would like more than one Administrative User changed, please complete multiple forms. Once completed, the Digital Team at DETSI via digital@detsi.qld.gov.au. They will manually add the nominated person as an Administrative User to your Customer Record.

- **Page 1** – Needs to be the name and details of the person applying for Administrative User access
- **Page 2** – The Company details need to match what is on ASIC / ABN Lookup
- **Page 3** – A Signature from the Director or Company Secretary in the upper half of Page 3
- **Page 4** – Needs to be first signed by the person applying for Administrative User access, and secondly by a witness

Once completed, email the pdf form to the Digital Team at DETSI and cc in Resource Hub.

Any questions, please reach out to RH for assistance. See next page for simple, step by step instructions.

resource**hub**

This guide will show you how to apply to DETSI to become an Online Services Administrator for your organisation. This will allow you to set up other users to access services such as QWDS

STEP 1
Download the **Administrative User Representative Authorisation** form from DETSI

STEP 2
Fill out your name, date of birth and email address. Your email address will be used to log in to the portal.

Details of authorised administrative user representative (must be over 18)	
Full Name	Date of birth
Email (will be used as username)	

STEP 3
Fill out the organisation name, the ABN, business phone number, registered address, and business email address.

Details and signature of customer giving this authorisation (all fields must be completed)	
Organisation name	
Organisation number (e.g. ACN/ARBN etc.)	Phone
Registered business address	
Postal address (if different from above)	Email

STEP 4
Define if your organisation is a corportation, or not.
If it **is a corporation, follow step 4a** to sign the document in accordance with section 127 Corporations Act 2001
If it **is not a corporation, follow step 4b**

STEP 4a
Only required if the organisation is a corportation.

Fill out the top section only of the Authorisation page (page 5).
This section requires two Directors to sign. If there is only a sole director, the second signature can be applied by the Secretary.

Signed in accordance with section 127 *Corporations Act 2001* (Cth):	
Name of Director/Sole Director:	Date
Signature of Director/Sole Director:	
Name of Director/Secretary:	Date
Signature of Director/Secretary:	

STEP 4b
Required if the organisation is <u>not</u> a corportation.

Fill out the secont section only of the Authorisation page (page 5).
This section requires a signature from an authorised person.

Signed for and on behalf of the organisation by:	
Full name of authorised person:	
Position of authorised person:	
Who warrants that they are duly authorised to act in that behalf	
Signature of authorised person:	Date
Signed in the presence of:	Full name of Witness:
Signature of Witness:	

Who is an authorised person?

An authorised person is member of the organisation who is allowed to act on behalf of the organisation. *ie Chief Executive Officer*

STEP 5
Important: DETSI will only allow administrative access via this form if there is no current Administrative users linked to the organisation. If you are applying to replace the current administrator, check the box on the form to notify.

Replacing an inactive administrative user representative

If the current administrative user representative is no longer related to the customer organisation and/or cannot access the Department's Online Services, please confirm their replacement by ticking the box below.

☐ I authorise DETSI to replace the current administrative user representative details with the details outlined above.

STEP 6

Required if the organisation is <u>not</u> a corportation.

Fill out the secont section only of the Authorisation page (page 5).

This section requires a signature from an authorised person.

Signed for and on behalf of the organisation by:	
Full name of authorised person:	
Position of authorised person:	
Who warrants that they are duly authorised to act in that behalf	
Signature of authorised person:	Date
Signed in the presence of: Signature of Witness:	Full name of Witness:

Who can my witness be?

A witness can be any person over the age of 18 who can observe you signing the form.

STEP 7

Email the form Digital Team at DETSI via digital@detsi.qld.gov.au

Make sure to include Resource Hub via support@resourcehub.com.au so we can jump in and help you along the way.

STEP 8

Once the Digital Team at DETSI have made you an Admin User for your organisation, take the hard work out of the rest of your set up.

Follow our Quick Reference Guide to set up Resource Hub (QWDS@resourcehub.com.au as your secondary Admin user.

Quick Reference Guide
Add RH as Admin User in Online Services

We'll work with you to get the rest of your team access to Online Services and QWDS and we'll set our support team up as Data Entry so we can assist your waste levy administration seamlessly.