

## FAQ

# New Registration and Licensing Platform portal

The department has migrated the management and administration of Radiation Management Licences to the licensing portal. It is the same licensing portal currently used for Radiation Use Licences that was released in 2019, you will now see a Management Licence tab. You now need to register for a portal account to manage a Radiation Management Licence as a licence holder or authorised contact.

The following online forms are no longer available on the website

- Application for a new management licence
- Application to vary a management licence
- Notification of acquisition, disposal or relocation of a radiation source

## Radiation Management Licences

### How do I register on the portal for the first time?

**Step 1.** Please register on the portal <https://licensing.health.vic.gov.au/>, click 'Sign Up' underneath the 'Sign In' button. You can use either an individual or company email address. Email addresses must be in lower case. You will then be sent a 'Welcome' email to the email address.

**Step 2.** Verify your email address by clicking on the button in the 'Welcome' email

**Step 3.** Log in to the DH licensing portal and complete your profile

**Step 4.** Once your profile is complete, you can email us with your account details (email address) so we can add you as an authorised contact for the management licence.

Please note for security reasons, an individual email address is preferred for each authorised contact as shared or generic company email accounts (e.g. [info@company.com.au](mailto:info@company.com.au)) may allow unauthorised access to the management licence.

### I have a portal account for my use licence; do I need to apply for a management licence portal account?

No, it is the same licensing portal currently used for Radiation Use Licences that was released in 2019. If you intend to use the same email address for both a Radiation Use Licence and a Radiation Management Licence the department can add you as an authorised contact. Send your request to [radiation.safety@health.vic.gov.au](mailto:radiation.safety@health.vic.gov.au) and include your Radiation Use Licence Number, Radiation Management Licence Number and email address. Once approved, the management licence will appear in your portal.

If you want to use a different email address (personal and work email) you will need to have two portal accounts. You will need to contact the department with the preferred email address to be added as an authorised contact on a management licence. See below *How do I become an authorised contact?*

## I have a portal account but cannot access it, how do I reset my password?

From the portal login screen click on the 'Forgot Password?' link. You will be prompted to enter your account email address. You will then receive an email with a link to reset your password.

## What can I do in the portal regarding my Management Licence?

The Management Licence tab in the portal is similar to the Use Licence tab but has different functions for the more complex management licence processes.

The Management Licence tab allows registered Management Licence holders and their authorised contact to:

- Apply for a new management licence.
- Apply to renew a management licence.
- Apply to vary an existing management licence.
- Attach specific documents or answer specific questions relating to the application the user is submitting
- View and download a copy of the management licence certificate.
- Record notifications of the acquisition, disposal, or relocation of a radiation source (excluding disposal of sealed sources). Includes entering the manufacturer and model of equipment to ensure that the user is applying for the appropriate authorisation.
- Update contact details (including adding additional authorised contacts)
- View the status of an application.

## What can't I do in the portal regarding my Management Licence?

The following functions are not currently available to licence holders/authorised contacts, a smartform will still need to be completed from the website via the following link

<https://www.health.vic.gov.au/radiation/radiation-management-licences> and submitted to the department with the relevant documentation.

- Application to transfer a management licence [Application Transfer a Licence](#)
- Notification of disposal of a sealed source or sealed source apparatus <https://survey.forms.health.vic.gov.au/form-response/e7649eb4-66a5-43f1-a1a8-08de2c59437b/1>
- Applications to dispose of a sealed source or sealed source apparatus <https://www.health.vic.gov.au/radiation/disposal-of-radioactive-material-and-x-ray-equipment>
- Surrender a management licence (requested by email only by an authorised contact)

## Authorised Contacts

Authorised contacts play an important role in managing radiation management licences. An authorised contact is a person nominated by the licence holder to act on their behalf. This ensures licence related processes are handled efficiently and securely by trusted representatives. Authorised contacts can discuss matters relating to the radiation management licence with the department.

Please note: for security reasons, an individual email address is preferred for each authorised contact as shared or generic company email accounts (e.g. [info@company.com.au](mailto:info@company.com.au)) may allow unauthorised access to the management licence.

## How do I become an authorised contact?

To become an authorised contact for a Radiation Management Licence, you must:

1. **Have a valid portal account.** Please note for security reasons, an individual email address is preferred for each authorised contact as shared or generic company email accounts (e.g. [info@company.com.au](mailto:info@company.com.au)) may allow unauthorised access to the management licence.
2. **Email the department at [Radiation.Safety@health.vic.gov.au](mailto:Radiation.Safety@health.vic.gov.au)** requesting to be added as an authorised contact to a management licence. Your email must include:
  - The radiation management licence number
  - The licence holder's name
  - Evidence that you have been authorised by the licence holder (see below)

A Radiation Management Licence can have multiple authorised contacts. Once the first authorised contact has been approved in the portal, they can then invite other authorised contacts (subject to approval by the department) to act on the company's behalf and be able to change contact details at any time.

## What evidence do I need to become an authorised contact?

The evidence required depends on the type of licence holder:

1. **Company (legal entity with an ACN issued by ASIC).** Provide:
  - A current **Company Extract** from ASIC showing the ACN and the names of the company directors, **and**
  - If you are **not a company director**, provide a **Letter of Authority** signed by a director listed on the ASIC extract. A template is available at: <https://www.health.vic.gov.au/publications/sample-letter-of-authorisation>
2. **Public or Other Legal Entity** (e.g. public health service or government department without an ACN). Provide:
  - Evidence of the entity's structure and board members (or equivalent), **and**
  - If you are **not a board member (or equivalent)**, provide a **Letter of Authority** signed by a board member or the Chief Executive Officer appointed by the board. A template is available at: <https://www.health.vic.gov.au/publications/sample-letter-of-authorisation>
3. **Individual (natural person).** Provide:
  - Proof of identity (e.g. driver licence or passport) for the licence holder/applicant, **and**
  - If you are **not the licence holder/applicant**, provide a **Letter of Authority** signed by them. A template is available at: <https://www.health.vic.gov.au/publications/sample-letter-of-authorisation>