

The purpose of this lodgement guide is to provide guidance for individuals on how to apply to renew their existing Approved Managers Card.

The licensee of a liquor licensed premises is required to have an Approved Manager on their premises at all times when business is conducted.

This lodgement guide should be read in conjunction with the [Approved Manager Lodgement Guide](#), [Mandatory Training Policy](#) and the [Managers at Licensed Premises Policy](#).

WHEN DO I APPLY FOR MY RENEWAL?

The Approved Managers Card lasts for a period of five years, unless otherwise indicated on the card. The expiry date is listed on the front of the card.

The Department will notify you three months prior to the expiry of your approval via the contact details currently listed on your online account. However, the onus is on you to renew your approval when it is nearing expiration.

The renewal application will be automatically created when your approval is nearing expiry, and will require you to simply log into your account, generate your renewal application and complete the application to renew. This application will be located on the *My Account* page and will only be accessible until the expiry of the current approval.

The renewal application must be completed and paid for BEFORE the expiry date of your current approval.

Once payment has been made it will take at least 2-3 business days for the fee to register on the Department's system. Paying by post will take longer. Please take this into account when organising your preferred method of payment. **If posting your payment make the cheque payable to the Department of Local Government, Sport and Cultural Industries.**

Failure to complete the renewal application will result in the approval lapsing. In this case, a new Approved Manager application will need to be submitted if you wish to continue working as an Approved Manager.

HOW DO I RENEW MY ID CARD?

To renew your Approved Managers Card you will need access to your online account and complete the Approved Manager Renewal Application.

Required documentation:

1. National Police Clearance (NPC).

Additional documentation that *may* be applicable:

1. Bankruptcy Discharge Papers.
2. Conflict of Interest Letter.
3. Details of Infringements, Company Offences, Receivership, etc.

Step 1: Log into your online account

1. Go to our [Portal Homepage](#).
2. Click on [Log In](#).
3. Input your username and password into the fields located in the top-right corner of the page.
4. Click on [Log In](#).

If you cannot remember your account or have forgotten your password please refer to page 3 for further information.

Step 2: Update your contact details

On your *My Account* page there is an option to update your contact information.

1. Click on the [Edit](#) button.
2. Follow the prompts to update the personal details form where necessary.
 - Make sure to update to the address currently displayed on your identification.
 - The renewed cards will be sent out to your postal address indicated on your account rather than your residential address.
3. Click on [Submit](#) to finish the form.
4. Click on [Continue](#) to return to the My Account page.

Disclaimer

This factsheet is designed to provide authoritative information in regard to the subject matter covered, and with the understanding that the Director of Liquor Licensing is not passing legal opinion or interpretation or other professional advice. The information is provided on the understanding that all persons undertake responsibility for assessing the relevance and accuracy of its contents.

Step 3: Generate the Renewal Application

To generate the renewal application:

1. Locate and expand the [Pending Applications](#) section using the '+' buttons.
2. Find the renewal application that has been created for you and click on the '+' button to open the available options.
3. Click on [Approved Manager Renewal Application](#).
4. Follow the prompts and answer all questions.
5. Attach any supporting documentation as indicated.
6. Click on [Submit](#) to finish the form.
7. Click on [Continue](#) to proceed to the payment section.

Step 4: Making Payment to Complete the Lodgement

Your application is not deemed lodged until payment has been received by this Department. This will affect your ability to renew your Approved Managers Card if you attempt to make payment a day before it expires.

After completing the application form you will be directed to the payment section. Alternatively you can make payment via the *My Account* page under [Outstanding Fees](#).

1. Locate and expand the [Outstanding Fees](#) section using the '+' buttons.
2. Locate your outstanding fee and click the '+' button to open the available payment options.
3. Select either [Pay Online](#) or [View Quote](#):
 - [Pay Online](#) will allow you to pay immediately via credit/debit card.
 - [View Quote](#) will instruct you on how to pay via BPay, Cheque, Money Order or Cash and will provide you with a quote to print and post with any non-electronic payments.
4. Follow the instructions provided to complete your payment. Remember if mailing a cheque through to the Department the cheque must be made payable to the Department of Local Government, Sport and Cultural Industries.

There are two different fees for this application depending on whether it is completed online or requires attendance at an Australia Post Office. Please refer to the fees and charges on the Department's website.

Please note that if you are unable to submit your NPC certificate and any other documents required online via your account you will need to print off the *Application Summary* from your online application and take it to an Australia Post Office together with ID to prove your identity; payment and any documents specified on the *Application Summary*. Please note a new photograph will also be taken.

FEES & CHARGES

Details of the application fees can be found under [Liquor>Applications>Fees and Charges](#) on our website.

FURTHER INFORMATION

If you need help with this application you can contact the Department on (08) 6551 4999. Alternatively please read through the common issues below for further assistance.

What if I have forgotten my username or password?

Username

If you have forgotten your username please contact the Department on the above number to locate your previous user accounts.

Password

If you remember your username, but have forgotten your password, please use the [Forgotten Password](#) button on the portal homepage.

If you have attempted to use this option, and the confirmation email did not come through to your email account, please contact the Department for further assistance.

Do I need to update my photograph?

The Department requires your photograph to be updated every ten years. Your renewal application will automatically indicate if a new photograph is required.

If you wish to update your photograph earlier than ten years, you can select this option when completing the renewal application.

Please note that photographs can only be taken at an Australia Post Office and will result in a higher fee. When attending an Australia Post Office you will need to print the *Application Summary* from your online application and bring it with you together with ID to prove your identity; payment and any documents specified on the *Application Summary*.

Do I need to redo any of my training?

You are not required to re-sit any of the training to complete your renewal application.

What if I miss the deadline for the expiry?

If your Approved Managers Card expires before you are able to complete the renewal application you are no longer considered to be an Approved Manager.

To become an Approved Manager again you must complete a new application and resubmit your training certificate, NPC and have your photo re-taken at an Australia Post Office. The new application fee will also apply in this instance, instead of the reduced renewal fee.

You can find information on how to submit a new Approved Manager application via our Approved Manager Lodgement Guide available under [Liquor>Application Kits>Applications](#) on our website.