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## Renewal applications now to be lodged at Department of Commerce

Based on industry feedback and after its own internal investigations, the Department of Commerce has decided to discontinue the use of Australia Post for the lodgement of renewal applications.

There will be no change to the requirements for renewal, just the method of lodgement. Essentially, renewal lodgement will now be the same as lodgement for new applications – either by post or in person to Consumer Protection.

It is anticipated this will result in reduced turn-around times, but only when complete renewal applications are lodged. Any applicants who lodge an incomplete application will be sent a request for the missing information and/or documents. Failure to complete the application within the timeframe specified (usually 21 days) will result in the lapsing of the application.

**Remember: Real Estate Agent renewals must be approved by the Commissioner before the previous certificate expires otherwise fidelity fund coverage does not apply! Get your application in at least a month before the expiry date.**

New (manual) forms will replace the online Australia Post lodgement forms for anyone who has a triennial certificate/registration expiring from November 2012 onward.

Applicants who have already completed applications on the Australia Post website can continue to submit their applications with Australia Post until 31 October 2012. Alternatively, applicants can elect to start using the new forms for renewal and lodging them with the Department. **Australia Post forms cannot be lodged directly with the Department.**

In order to make this change a success, Consumer Protection provides the following reminders:

- All sections of the form should be completed before lodgement.
- Applicants are encouraged to check their National Police Certificate (NPC) before lodgement – sometimes police certificates are issued with errors on them. Incorrect NPCs cannot be accepted by Consumer Protection. The WA Police reissue incorrect NPCs for free within 3 months of the original certificate being provided.
- All applicants are encouraged to understand the **statutory declaration requirements** (see [recent newsletter article](#) about incorrectly completed statutory declarations) and to ensure that they are completed and witnessed correctly prior to lodgement.

The renewal application forms can be downloaded from the Department of Commerce [website](#).

For assistance in completing the forms, please contact 1300 30 40 64.