

# Frequently asked questions

## Gold Coast Water re-keying update

**Q Why is Gold Coast Water (GCW) re-keying the reservoirs and other assets?**

**A** The aim of the re-keying program is to enhance and tighten security arrangements to ensure our assets are protected and product quality is maintained. This is in line with both regulatory and community expectations.

**Q Who needs a key?**

**A** All contracting companies requiring access to a GCW site will be required to obtain a new CLIQ key. Companies that have telecommunication or electricity infrastructure on GCW sites will also need a key and/or their authorised contractors.

**Q Who approves a contractor's keys?**

**A** The GCW Council Contract Representative or a GCW Project Manager or their deputies will approve all applications providing they meet the application criteria and pay a bond.

**Q Why are contractors required to get a new key?**

**A** We have uncovered a number of deficiencies which will be rectified by installing new padlocks and associated keys. These include accountability for every person who enters our site and to ensure only authorised persons have access and to maintain a better recording system.

**Q Why do contractors need to pay a \$200 deposit?**

**A** The new Cliq key costs GCW \$150 plus administration costs. The Cliq key is electronically controlled and its use can be easily audited, and user functions easily amended. The \$200 covers the cost of the key in case it is stolen or lost and enables us to cancel access to the key holder without the need to replace a whole series of padlocks and keys. The deposit is placed into a Trust account until the key is returned.

**Q What happens if I lose a key or it is stolen?**

**A** Your deposit will be forfeited and you will need to submit a new Key Application together with another \$200 deposit.

**Q How do I get my bond back?**

**A** You can apply to get your bond back when you return the key to the Operational Safety & Security Officer at Nerang who will receipt the key and arrange for the refund of your deposit. Refunds will only be paid by cheque or EFT.

**Q Where can I find a Key Application form?**

**A** The form is available to download from the City of Gold Coast website or by emailing a request to [mail@goldcoast.qld.gov.au](mailto:mail@goldcoast.qld.gov.au) or from [rpak@goldcoast.qld.gov.au](mailto:rpak@goldcoast.qld.gov.au). A flowchart is on the rear of the form.

**Q How long will it take to process an application?**

**A** Once you have paid the deposit and forwarded the completed Key Application form to the Council Contract Representative your key should be ready for uplifting within five working days.

**Q Who do I contact to get more information?**

**A** Contact Rick Pak on 5582 8997 or 0427610435 or send you query to [rpak@goldcoast.qld.gov.au](mailto:rpak@goldcoast.qld.gov.au).

