



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

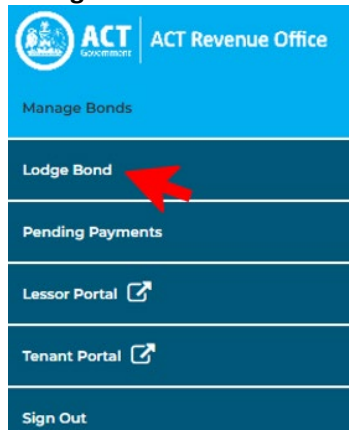
Agent user guide for how to
lodge a bond

ACT Revenue Office
October 2026

Lodge a Bond

Agents can use the process to lodge a bond.

- To lodge a new bond, click on **Lodge Bond** from the Main Menu.



- The Bond Lodgement Form screen will display. Enter the rented premises details into the form, ensuring that all mandatory fields are complete.

Bond Lodgement Form

← BACK TO BONDS

Premises
Parties
Summary

Rented Premises Details

Unit

Select property from list, start typing to search: *

Dwelling Type *

Select Dwelling Type

No. of Bedrooms *

0

Type *

Please select

Note: The property address field is a search field, which will search for existing ACT addresses as you start typing. When selected the address block key, section and block number will display underneath.

- Under the **Type** drop-down list, select '**Residential**' or '**Occupancy**'. For a definition of an Occupancy Agreement see Section 71C of the [Residential Tenancies Act 1997](#).

Type *

Residential
Please select
Occupancy
Residential



2. Enter the Bond and Tenancy details ensuring that all mandatory fields are complete. Then click **Next**.

Bond and Tenancy Details

Weekly Rent Amount * Whole Bond Amount *

Tenancy Commencement Date *

3. On the **Parties** page, enter the **Tenant Details**. To add multiple tenants, click **+ Add Tenant**.

Bond Lodgement Form

[← BACK TO BONDS](#)

Premises ☒ **Parties** ☐ Summary

Tenant 1 Details

Please only list one tenant per field

Tenant 1 First Name * Tenant 1 Last Name *

ACT Digital ID Email * ACT Digital ID Phone *

4. Enter the **Principal Lessor Details**. To add multiple lessors, click **+ Add Lessor**

Principal Lessor Details

Please only list one lessor per field

Email Address *

Principal Lessor First Name * Principal Lessor Last Name *

Phone Number *

Postal Address *

[ENTER MANUAL ADDRESS](#)

5. Once all mandatory fields are completed, click **Next**.



6. The Bond Lodgement Form page will appear with a summary of the bond details.

Bond Lodgement Form

[← BACK TO BONDS](#)

Premises
Parties
Summary

Bond Lodgement Summary

Rented Premises Details

Rented Premises Address	111 LONDON CIRCUIT, CITY ACT 2601
Section	48
Block	31
Dwelling Type	Separated House
Occupancy Type	Residential
Number of Bedrooms	4

Bond and Tenancy Details

Weekly Rent Amount	\$ 450.00
Whole Bond Amount	\$ 1,800.00
Bond Amount Paid	\$ 0.00
Tenancy Commencement Date	09/07/2026

Tenant 1 Details

Tenant 1 First Name:	Tenant
Tenant 1 Last Name:	One
ACT Digital ID Email:	TenantOne@guide.com.au
ACT Digital ID Phone:	04 1111 2222

Managing Agency Details

Agency	Agents R US
Agency Licence Number	90000200
Email	lt@email.com
Contact Phone	04 1234 1515

Principal Lessor Details

Principal Lessor First Name	Lessor
Principal Lessor Last Name	One
Email Address	Lessor@pond.com
Contact Phone	02 8888 8888
Postal Address	Katoomba Street 1000, BELCONNEN ACT 2914

☐ I confirm that these details are correct at the time of lodgement.

BACK

SUBMIT

7. Once all details have been reviewed, tick the confirmation checkbox and click **Submit**.

☒ I confirm that these details are correct at the time of lodgement

BACK

SUBMIT

8. The following confirmation message will display. Click **View Payment Details**.

Note If you need to lodge multiple bonds and would like them to have one set of payment details, please click on **Back to Bonds** and repeat steps 1-8 for all additional bonds that need to be made. Once the bonds have been raised, please refer to the **bulk payment** section found later in this document.

Bond Raised

[← BACK TO BONDS](#)

You have successfully raised Bond #1039099. The status will change to Lodged once payment has been received and reconciled. You can view your payment details by clicking the button below or by going to [view your bond](#).

[VIEW PAYMENT DETAILS](#)

9. The Bond Payment screen will display. Click **Submit**.

Bond Payment

[← BACK TO BONDS](#)

Once the payment has been received and reconciled the bond/s will be marked as **Lodged**.
A receipt for each bond will then be emailed to the responsible party and the tenant/s.

When paying the bond ensure the direct deposit details below are used. Please note these details change for each payment. To help us process your payment, the bond number is to be used as the transaction description.

The first bond number should be used as the transaction description for a bulk payment. This payment will be declined if the amount is not equal to the total amount due for all bonds.

Please note ALL bonds in a multiple bond payment will not be processed if an incorrect Amount or Account Details are entered.

Amount to be paid

BOND	TENANT/S	PREMISES	BOND AMOUNT
1039105	Tenant One	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,800.00
Amount to be paid			\$ 1,800.00

You must click **Submit** in order to view direct deposit details for the bond.
Upon submission, bond/s not already Lodged will be marked as **Raised - Payment Pending**.

CANCEL

SUBMIT

10. Unique direct deposit payment details for the bond will display. Payment of the bond should be made through your financial institution's banking service.

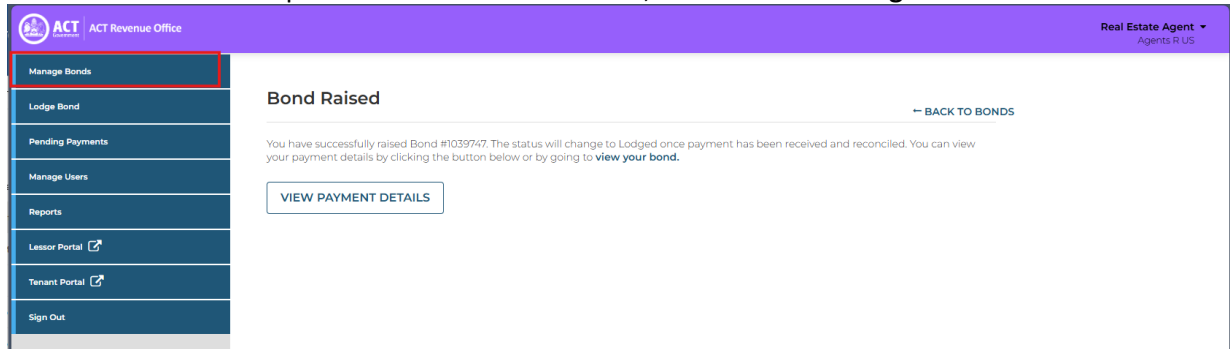
Direct Deposit

Account Name ACT Rental Bonds
BSB 123-456
Account Number 599 193 135

Bulk Payment

This process allows agents to use the same payment details to pay multiple bonds. To make payments for multiple bonds, please follow the procedure outlined below.

- Once all the required bonds have been raised, return to the **Manage Bonds** screen.

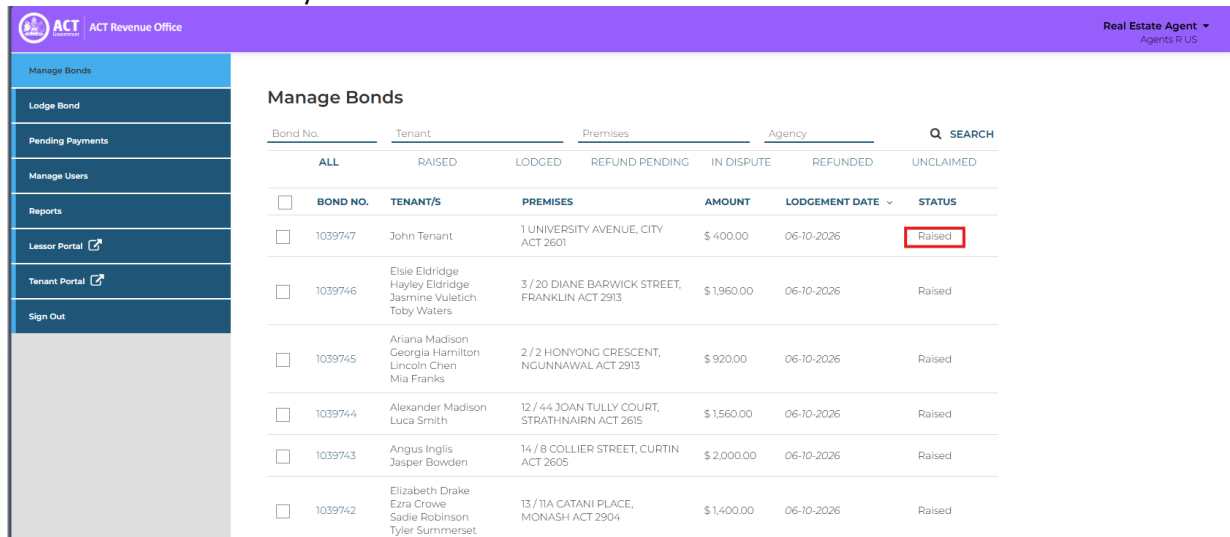


Bond Raised [← BACK TO BONDS](#)

You have successfully raised Bond #1039747. The status will change to Lodged once payment has been received and reconciled. You can view your payment details by clicking the button below or by going to [view your bond](#).

[VIEW PAYMENT DETAILS](#)

- All of the recently raised bonds will now show in a raised status.



Manage Bonds

[BOND NO.](#) [TENANT](#) [PREMISES](#) [AGENCY](#) [Q SEARCH](#)

	ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE	REFUNDED	UNCLAIMED
☐	BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS	
☐	1039747	John Tenant	1 UNIVERSITY AVENUE, CITY ACT 2601	\$ 400.00	06-10-2026	Raised	
☐	1039746	Elsie Eldridge Hayley Eldridge Jasmine Vulelich Toby Waters	3 / 20 DIANE BARWICK STREET, FRANKLIN ACT 2913	\$ 1,960.00	06-10-2026	Raised	
☐	1039745	Ariana Madison Georgia Hamilton Lincoln Chen Mia Franks	2 / 2 HONYONG CRESCENT, NGUNNAWAL ACT 2913	\$ 920.00	06-10-2026	Raised	
☐	1039744	Alexander Madison Luca Smith	12 / 44 JOAN TULLY COURT, STRATHNAIRN ACT 2615	\$ 1,560.00	06-10-2026	Raised	
☐	1039743	Angus Inglis Jasper Bowden	14 / 8 COLLIER STREET, CURTIN ACT 2605	\$ 2,000.00	06-10-2026	Raised	
☐	1039742	Elizabeth Drake Ezra Crowe Sadie Robinson Tyler Summerset	13 / 11A CATANI PLACE, MONASH ACT 2904	\$ 1,400.00	06-10-2026	Raised	



3. Select the checkboxes next to each bond in 'Raised' status that will be paid using the same payment details.

ACT Revenue Office

Real Estate Agent
Agents R US

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

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Sign Out

Manage Bonds

Bond No.

Tenant

Premises

Agency

Q SEARCH

ALL

RAISED

LODGED

REFUND PENDING

IN DISPUTE

REFUNDED

UNCLAIMED

☐	BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS
☒	1039747	John Tenant	1 UNIVERSITY AVENUE, CITY ACT 2601	\$ 400.00	06-10-2026	Raised
☒	1039746	Elsie Eldridge Hayley Eldridge Jasmine Vuletich Toby Waters	3 / 20 DIANE BARWICK STREET, FRANKLIN ACT 2913	\$ 1,960.00	06-10-2026	Raised
☒	1039745	Ariana Madison Georgia Hamilton Lincoln Chen Mia Franks	2 / 2 HONYONG CRESCENT, NGUNNAWAL ACT 2913	\$ 920.00	06-10-2026	Raised
☒	1039744	Alexander Madison Luca Smith	12 / 44 JOAN TULLY COURT, STRATHNAIRN ACT 2615	\$ 1,560.00	06-10-2026	Raised
☒	1039743	Angus Inglis Jasper Bowden	14 / 8 COLLIER STREET, CURTIN ACT 2605	\$ 2,000.00	06-10-2026	Raised
☒	1039742	Elizabeth Drake Ezra Crowe Sadie Robinson Tyler Summerset	13 / 11A CATANI PLACE, MONASH ACT 2904	\$ 1,400.00	06-10-2026	Raised

4. Once the bonds have been selected, click on **View Payment Info**

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Agents R US

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Bond No.

Tenant

Premises

Agency

Q SEARCH

ALL

RAISED

LODGED

REFUND PENDING

IN DISPUTE

REFUNDED

UNCLAIMED

☐	BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS
☒	1039747	John Tenant	1 UNIVERSITY AVENUE, CITY ACT 2601	\$ 400.00	06-10-2026	Raised
☒	1039746	Elsie Eldridge Hayley Eldridge Jasmine Vuletich Toby Waters	3 / 20 DIANE BARWICK STREET, FRANKLIN ACT 2913	\$ 1,960.00	06-10-2026	Raised
☒	1039745	Ariana Madison Georgia Hamilton Lincoln Chen Mia Franks	2 / 2 HONYONG CRESCENT, NGUNNAWAL ACT 2913	\$ 920.00	06-10-2026	Raised
☒	1039744	Alexander Madison Luca Smith	12 / 44 JOAN TULLY COURT, STRATHNAIRN ACT 2615	\$ 1,560.00	06-10-2026	Raised
☒	1039743	Angus Inglis Jasper Bowden	14 / 8 COLLIER STREET, CURTIN ACT 2605	\$ 2,000.00	06-10-2026	Raised
☒	1039742	Elizabeth Drake Ezra Crowe Sadie Robinson Tyler Summerset	13 / 11A CATANI PLACE, MONASH ACT 2904	\$ 1,400.00	06-10-2026	Raised
	1039105	Tenant One	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,800.00	09-07-2026	Raised - Payment Pending
☐	1039083	Jane Doe	9999 / 220 LONDON CIRCUIT, CITY ACT 2601	\$ 500.00	03-07-2026	Raised
	1037804	Tony Stark	19 ANCHORAGE STREET, HARRISON ACT 2914	\$ 300.00	25-06-2026	Refund Pending
	1038211	Albert Einstein Cathy Pacheco Marie Curie James Maxwell	1 / 71 DEXTER STREET, COOK ACT 2614	\$ 400.00	02-06-2026	In Dispute

1 2 3 4 > >>

10 rows per page

VIEW PAYMENT INFO (6)

5. A confirmation screen will then be displayed. If all bonds in the payment are correct, click on **Submit**.

Note ALL bonds in a multiple bond payment will not be processed if an incorrect Amount or



Account Details are entered.

ACT Revenue Office

Real Estate Agent
Agents R US

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Bond Payment

← BACK TO BONDS

Once the payment has been received and reconciled the bond/s will be marked as **Lodged**.
A receipt for each bond will then be emailed to the responsible party and the tenant/s.

When paying the bond ensure the direct deposit details below are used. Please note these details change for each payment. To help us process your payment, the bond number is to be used as the transaction description.

The first bond number should be used as the transaction description for a bulk payment. This payment will be declined if the amount is not equal to the total amount due for all bonds.

Please note ALL bonds in a multiple bond payment will not be processed if an incorrect Amount or Account Details are entered.

Amount to be paid

BOND	TENANT/S	PREMISES	BOND AMOUNT
1039742	Elizabeth Drake Ezra Crowe Sadie Robinson Tyler Summerset	13 / 11A CATANI PLACE, MONASH ACT 2904	\$ 1,400.00
1039743	Angus Inglis Jasper Bowden	14 / 8 COLLIER STREET, CURTIN ACT 2605	\$ 2,000.00
1039744	Alexander Madison Luca Smith	12 / 44 JOAN TULLY COURT, STRATHNAIRN ACT 2615	\$ 1,560.00
1039745	Ariana Madison Georgia Hamilton Lincoln Chen Mia Franks	2 / 2 HONYONG CRESCENT, NGUNNAWAL ACT 2913	\$ 920.00
1039746	Elsie Eldridge Hayley Eldridge Jasmine Vulelich Toby Waters	3 / 20 DIANE BARWICK STREET, FRANKLIN ACT 2913	\$ 1,960.00
1039747	John Tenant	1 UNIVERSITY AVENUE, CITY ACT 2601	\$ 400.00
Amount to be paid			\$ 8,240.00

You must click **Submit** in order to view direct deposit details for the bond.
Upon submission, bond/s not already Lodged will be marked as **Raised - Payment Pending**.

CANCEL

SUBMIT

6. Once submitted, you will be presented with a confirmation that the bonds have been moved to “Raised – Payment Pending” status as well as the payment details to make payment.

ACT Revenue Office

Real Estate Agent
Agents R US

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✓ The status of your Bond/s has been changed to 'Raised-Pending Payment'.

Bond Payment

← BACK TO BONDS

Once the payment has been received and reconciled the bond/s will be marked as **Lodged**.
A receipt for each bond will then be emailed to the responsible party and the tenant/s.

When paying the bond ensure the direct deposit details below are used. Please note these details change for each payment. To help us process your payment, the bond number is to be used as the transaction description.

The first bond number should be used as the transaction description for a bulk payment. This payment will be declined if the amount is not equal to the total amount due for all bonds.

Please note ALL bonds in a multiple bond payment will not be processed if an incorrect Amount or Account Details are entered.

Tenant/s amount to be paid

BOND	TENANT/S	PREMISES	BOND AMOUNT
1039742	Elizabeth Drake Ezra Crowe Sadie Robinson Tyler Summerset	13 / 11A CATANI PLACE, MONASH ACT 2904	\$ 1,400.00
1039743	Angus Inglis Jasper Bowden	14 / 8 COLLIER STREET, CURTIN ACT 2605	\$ 2,000.00
1039744	Alexander Madison Luca Smith	12 / 44 JOAN TULLY COURT, STRATHNAIRN ACT 2615	\$ 1,560.00
1039745	Ariana Madison Georgia Hamilton Lincoln Chen Mia Franks	2 / 2 HONYONG CRESCENT, NGUNNAWAL ACT 2913	\$ 920.00
1039746	Elsie Eldridge Hayley Eldridge Jasmine Vulelich Toby Waters	3 / 20 DIANE BARWICK STREET, FRANKLIN ACT 2913	\$ 1,960.00
1039747	John Tenant	1 UNIVERSITY AVENUE, CITY ACT 2601	\$ 400.00
Tenant/s amount to be paid			\$ 8,240.00

Direct Deposit

Account Name

BSB

Account Number

ACT Rental Bonds

123-456

149 390 739



On the **Manage Bonds** page, the bond will have a '**Raised – payment pending**' status.

Manage Bonds

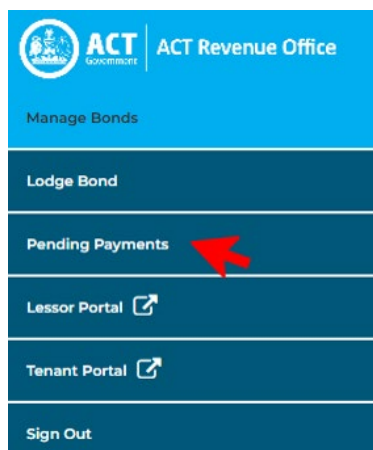
Bond No.	Tenant	Premises	Agency	SEARCH		
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE	REFUNDED	UNCLAIMED
☐	BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS
1039099	Sam Smith	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,800.00	07-07-2026	Raised - Payment Pending	\$

Once payment is received and reconciled by the Rental Bonds Team, a receipt will be emailed to the property manager/lessor and tenant/s. The bond status will move to a '**Lodged**' status.

Payment reference details can be viewed by clicking on the \$ icon or through the **Pending Payments** menu item.

Manage Bonds

Bond No.	Tenant	Premises	Agency	SEARCH		
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE	REFUNDED	UNCLAIMED
☐	BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS
1039099	Sam Smith	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,800.00	07-07-2026	Raised - Payment Pending	\$



Disclaimer

All identity information used in this document depicts fictitious operations with sample data used to develop sample processes for the Rental Bonds Portal. Any resemblance to actual names, addresses, contact numbers, rental values or bond amounts is coincidental.