

# Online Services

Department of Environment and Science

## **User Guide – Application for a new Environmental Authority**

- Using Online Services
- How to apply for a new environmental authority
- Where to get help

*The images and screenshots used in this guide are for demonstration purposes only and may differ from the screens and images that you see when using Online Services.*

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# 1. Using Online Services

## *If you are an existing customer and have previously transacted online*

This guide will show you how to navigate through the Environmental Authorities home page to apply for a new Environmental Authority.

For more information on how to navigate around and transact on the Environmental Authorities home page, refer to the [Environmental Authorities Page](#) user guide available from the Business Queensland website.

## *If you have not previously used Online Services*

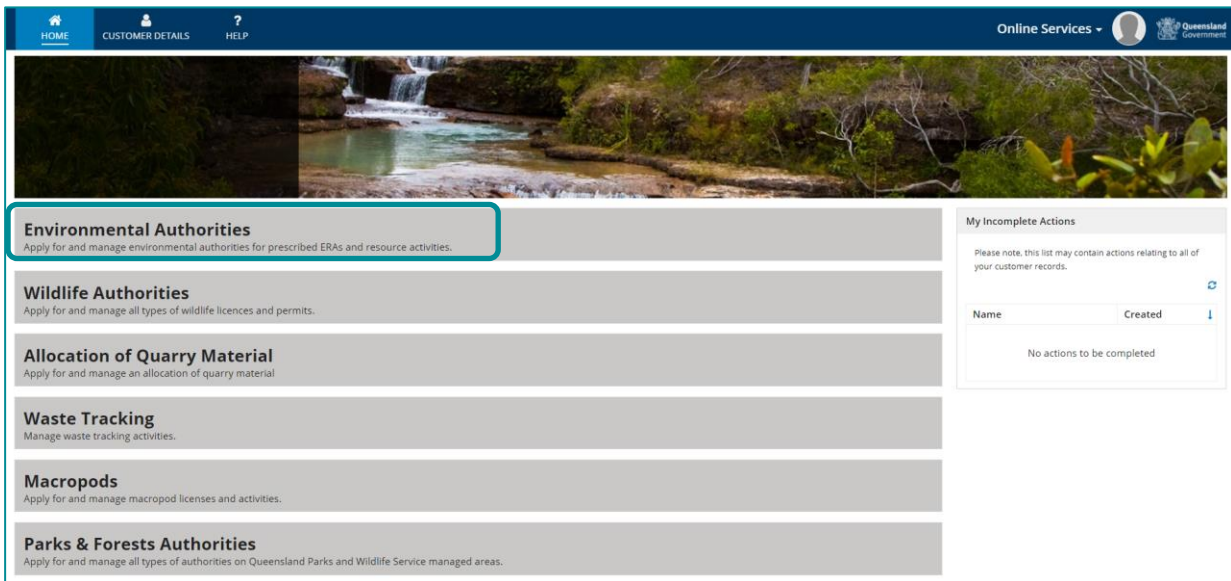
Refer to the [Getting Started](#) user guide for to register, sign in and navigate Online Services.

Link to Online Services: <https://www.business.qld.gov.au/running-business/environment/online-services>.

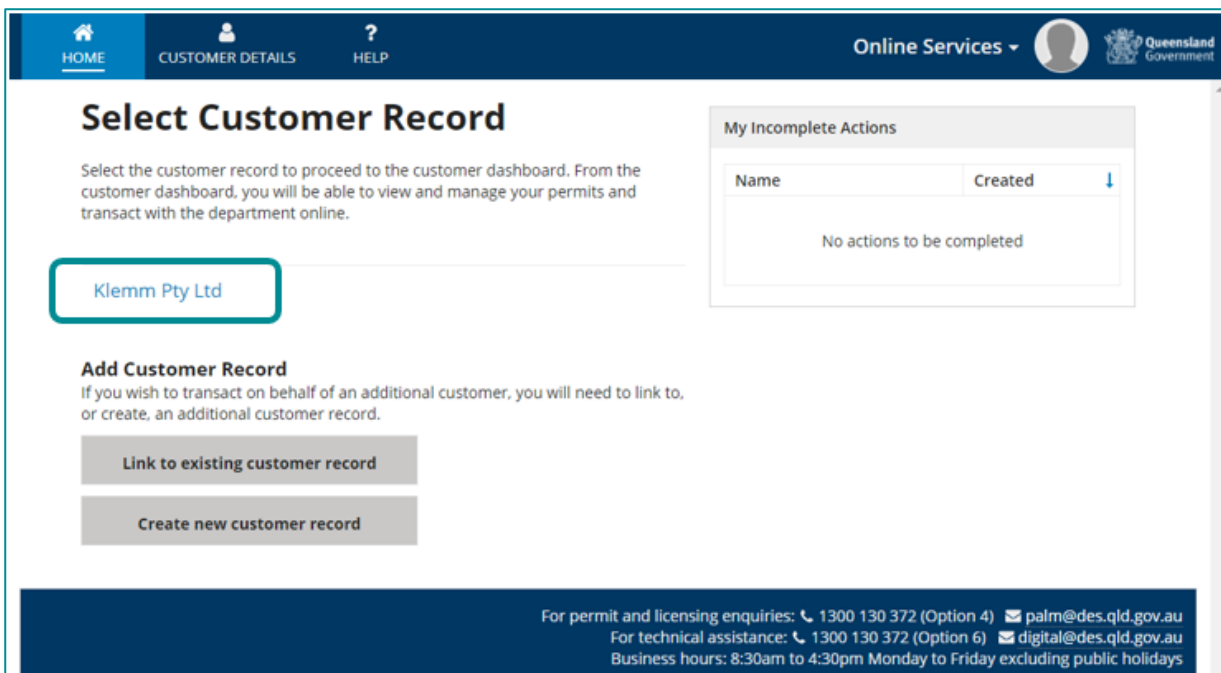
## 2. Apply for a new Environmental Authority

Take the following steps to open the **Environmental Authorities** page:

1. From Online Services home page, click **Environmental Authorities**.



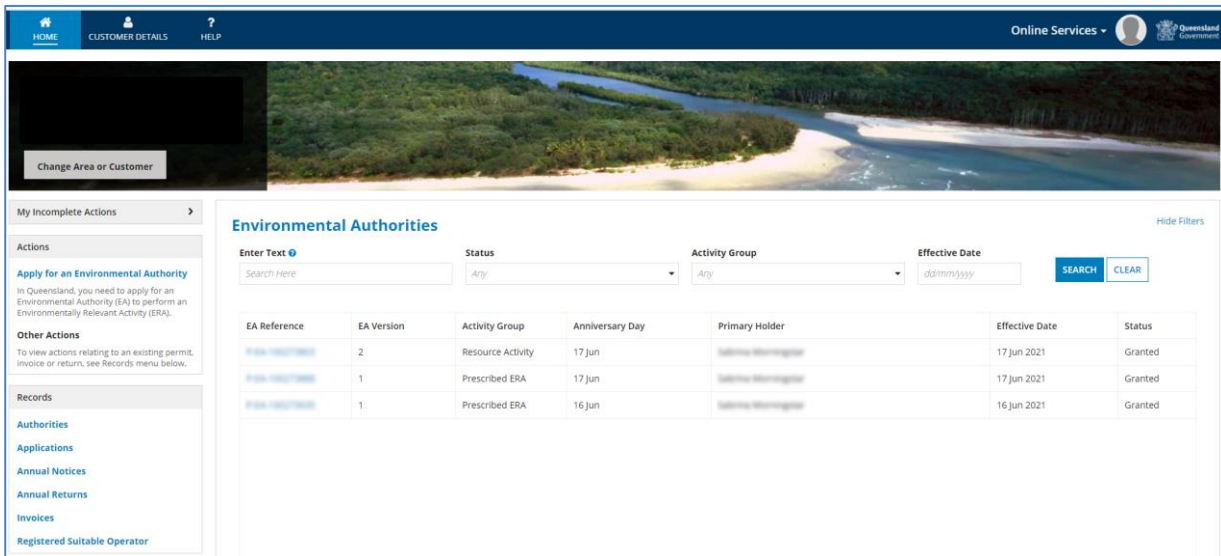
2. Under **Select Customer Record** heading, click the customer record you wish to access.



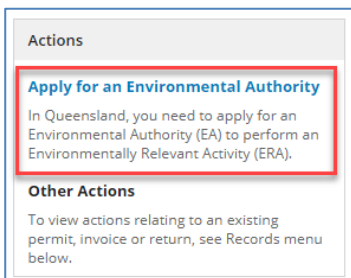
**NOTE:** If your customer record you are looking does not appear in the list, you must link to or create the customer record. Refer to the [Getting Started](#) user guide for instructions.

Online Services: <https://www.business.qld.gov.au/running-business/environment/online-services>

**NOTE:** The **Environmental Authorities** page displays. From this page, you can manage environmental authorities for prescribed ERAs and resource activities.



3. On the left-hand side of the screen, under the heading **Actions**, click **Apply for an Environmental Authority**.



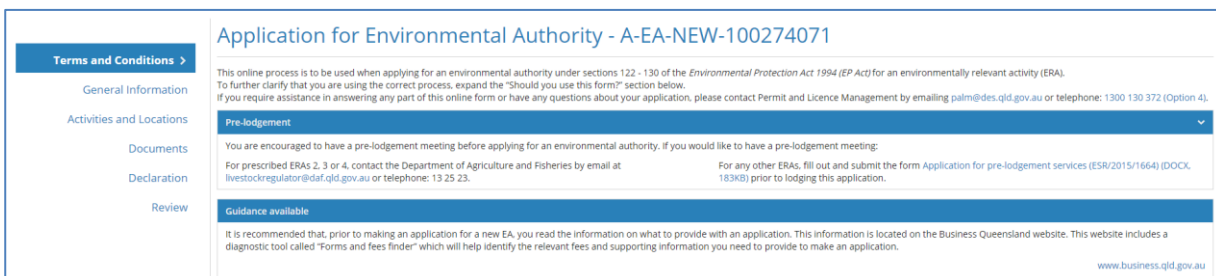
**i** To apply for an Environmental Authority, you must be a Registered Suitable Operator (RSO). If have not applied to become a RSO, your application has not yet been approved or your RSO status has been cancelled, suspended or otherwise de-registered, you will need to contact the Permits and Licensing team on 1300 130 372 (option 4) or email [palm@des.qld.gov.au](mailto:palm@des.qld.gov.au)

### Register as a suitable operator

An applicant must be a registered suitable operator to apply for a new environmental authority. To become a registered suitable operator, request the form "Application to be a registered suitable operator - ESR/2015/1771" by emailing [palm@des.qld.gov.au](mailto:palm@des.qld.gov.au) or telephone: 1300 130 372 (Option 4).

## Terms and Conditions

4. Read through the Terms and Conditions. Click on the down arrow 'v' on the right side of the blue bar to close and reopen the section.



5. Click **ACCEPT** to continue. This will take you to the *General Information* page.

## General Information

This page contains information about your application, including an Application ID and Status

General Information			
Application ID	A-EA-NEW-100270709	Application Action	NEW
Application Type	STANDARD	Application Stage	APPLICATION
Permit Type	N/A	Application Status	DRAFT

## Applicants

The Applicants section confirms the Primary Holder, the RSO Reference, Address and ABN of the Customer record you selected on the Customer Record home page.

### Applicants

<b>WILLERS TRINE SERVICE PTY LTD</b>	<b>PRIMARY HOLDER</b>
RSO Reference	<b>REGISTERED</b>
Address	
ABN	

[Add Link](#) + [Add Another Applicant](#)



*If an applicant is an organisation, you will need to provide the CEO details also. This will appear on the page as required.*

## Adding more applicants

6. To add more applicants to this application, then click the **link** provided.

[Add Link](#) + [Add Another Applicant](#)

7. Search for additional applicants using their customer name, ABN, ACN or RSO reference.

[Add Link](#) + [Add Another Applicant](#)

**Search Customer**

Search Using --Select a Customer field to search on--

Search Value



*Additional applicants must be Registered Suitable Operators and have a registered user for Online Services.*

*Once the application is complete, a copy will be forwarded to the additional applicant for their confirmation and agreement – see Section X for Additional Applicant approval process*

## Contacts

8. Select an **Application Contact** from the drop-down menu. If you need to add a contact, then click on the link provided.

### Application Contact

All departmental correspondence relating to the assessment of this application will be directed to the application contact. However, be sent to the customer contact.

Select from your existing contacts or use the link below to add a new contact: \*

(No Contact Found - Use the link below to add a new Customer Contact)

You can add or manage your Customer Contacts [here](#)

9. If you wish to add a Site Contact, then click on **Yes** and complete the details.

### Site Contact

The site contact is the person the administering authority will contact in relation to site-related matters once the environmental authority has been issued, such as site inspections or compliance matters. Note that this person may be the same as the applicant contact above.

Would you like to nominate a Site Contact?

Yes
  No

Select from your existing contacts or use the link below to add a new contact: \*

--Select a Value--

You can add or manage your Customer Contacts [here](#)



**You can add or update contact details for an Application or Site Contact**

a) To add a Customer Contact, click on the link provided. This will take you to the Customer Details section for the Customer you have selected.



b) Click on **Add Contact** to add a contact.

### Customer Contacts

Current Contacts				
#	Name	Position	Role(s)	Email
No items available				
<a href="#" style="color: #0070c0; text-decoration: none;">+ ADD CONTACT</a>				
<span style="border: 1px solid #ccc; padding: 2px 10px; color: #c00000; font-weight: bold;">CANCEL</span> <span style="float: right; border: 1px solid #ccc; padding: 2px 10px; color: white; font-weight: bold;">SAVE CONTACT</span>				

c) Complete the information (Name, Position, Main Phone number, Preferred Method of Communication and Email address).

### Contact Details

Name *	Position
Fred Bloggs	CEO
Contact Communication Details	
Main Phone *	Preferred Method of Communication *
0732112121	Phone
Phone 2	Email *
Phone 3	fred.bloggs@email.com

d) Add address details by entering the address and click on **Address Look Up**.

- a. Choose the correct address
- b. If the address is not available, then click **Address not available in the look up results** and type the address manually
- c. If the postal address is the same as the physical address, then click on **Postal Address is the same as Physical Address**, or type the address in using the Look up function again.

- e) Click **Save Contact**. This will take you back to the General Information page.
- f) Select the new contact you created from the dropdown list.

10. Click on **Next** to continue.



You can go **Back**, **Cancel** the application or **Save & Close** by clicking on the options at the bottom of the screen

## Activities and Locations

This page contains check boxes, drop down boxes and search functionality to assist with the selection of activities and locations that relate to your application for a new Environmental Authority.

11. Select either **Prescribed ERA** or **Resource Activity**

12. To add an Activity, click on the **Activity** drop-down menu and select the relevant activity. Alternatively you can type the name of activity.



13. You will be prompted to fill in the Threshold. Click on the drop-down menu and select the appropriate response

The screenshot shows the 'Add Activities' form. At the top, there is a header 'Add Activities' with a dropdown arrow. Below it is a grey box with instructions: 'To add an activity to your application, use 'Search by filter' to locate an activity using the drop-down menus. Alternatively, use 'Search by keyword' to type in key words, e.g. 'Extractive' or 'ERA 16'. Once you have located the relevant activity and threshold, click ADD. To remove an activity from your application, click the cross beside the relevant activity.' Below the instructions are two radio buttons: 'Prescribed ERA' (selected) and 'Resource Activity'. To the right, there are two more radio buttons: 'Search by keyword' and 'Search by filter' (selected). Below these are two dropdown menus. The first is labeled 'Activity' and has 'ERA 07 - Chemical manufacturing' selected. The second is labeled 'Threshold' and has '3(a) - Manufacturing, in a year, a total of 200t or more of any of the following - soap, surfactants or cleaning or toiletry products' selected. A red box highlights the 'Threshold' dropdown. At the bottom right, there is a blue 'ADD' button with a red box around it.



If the activity has eligibility criteria and standard conditions, click in the circle to select an answer to each of the questions

The screenshot shows the activity details form. On the left, there is a box with the activity name 'ERA 07 - Chemical manufacturing' and the description '3(a) - Manufacturing, in a year, a total of 200t or more of any of the following - soap, surfactants or cleaning or toiletry products'. On the right, there are two questions with radio buttons for 'Yes' and 'No'. The first question is 'I can comply with the Eligibility Criteria' and the second is 'I can comply with all of the Standard Conditions'. A red box highlights both questions.



Activities with eligibility criteria and standard conditions are listed on the Business Queensland website at [www.business.qld.gov.au](http://www.business.qld.gov.au) using the search term 'eligibility criteria'.

If you selected No to complying with Standard Conditions, '**Conditions**' will appear for you to complete.

14. Click on **Threshold** and select the appropriate option. Then click on **Add**.
15. If the activity has eligibility criteria and standard conditions, you must answer the following questions
- I can comply with Eligibility Criteria – Yes or No
  - I can comply with Standard Conditions – Yes or No

16. Click either **Yes** or **No**.

The screenshot shows the 'Add Activities' form. At the top, there is a header 'Add Activities' with a dropdown arrow. Below it is a grey box with instructions: 'To add an activity to your application, use 'Search by filter' to locate an activity using the drop-down menus. Alternatively, use 'Search by keyword' to type in key words, e.g. 'Extractive' or 'ERA 16'. Once you have located the relevant activity and threshold, click ADD. To remove an activity from your application, click the cross beside the relevant activity.' Below the instructions are two radio buttons: 'Prescribed ERA' (selected) and 'Resource Activity'. To the right, there are two more radio buttons: 'Search by keyword' and 'Search by filter' (selected). Below these are two dropdown menus. The first is labeled 'Activity' and has 'Activity' selected. The second is labeled 'How to change the Permit Type?' and has a question mark icon. Below the dropdowns, there is a section 'Selected Activities (1):' with a link to the Business Queensland website. Below the link, there is a box with the activity name 'ERA 07 - Chemical manufacturing' and the description '3(a) - Manufacturing, in a year, a total of 200t or more of any of the following - soap, surfactants or cleaning or toiletry products'. On the right, there are two questions with radio buttons for 'Yes' and 'No'. The first question is 'I can comply with the Eligibility Criteria' and the second is 'I can comply with all of the Standard Conditions'. A red box highlights both questions.



Activities with eligibility criteria and standard conditions are listed on the Business Queensland website at [www.business.qld.gov.au](http://www.business.qld.gov.au) using the search term 'eligibility criteria'.

If you have selected No to complying with Standard Conditions, an additional page called '**Conditions**' will appear for you to complete.

## Add Locations

In this section, you can add one or many locations.

**Add or Remove Locations**

To add a new location to your EA, select the type of location from the drop-down list, enter your keywords and click the search option. For 'Lot on Plan' or 'Adjacent to Lot on Plan', use the Lot number (e.g. 1) and Plan details (e.g. RP999). For a Physical Street Address, start typing all or part of the address (e.g. 1 Smith Street). Once the relevant location appears, click ADD. To remove a location from your EA, click the cross beside the relevant location.

To edit the locations, please select Amendment Option 'Locations - Add or remove activity locations'

Select Location Type

### 17. To add a location, Select the Location Type and complete the necessary fields

To edit the locations, please select Amendment Option 'Locations - Add or remove activity locations'

Select Location Type

- Physical Street Address
- Lot on Plan
- Mobile and Temporary within the State of Queensland
- Adjacent To Lot on Plan
- GPS Coordinates

**Assign Activity to Location**

#### a. To add a Lot and Plan or Adjacent to Lot on Plan

To edit the locations, please select Amendment Option 'Locations - Add or remove activity locations'

Lot on Plan

1 RP1

Lot	Plan	Lot Plan
1	RP1	1RP1

ADD

#### b. To add a Physical Street address

To edit the locations, please select Amendment Option 'Locations - Add or remove activity locations'

Physical Street Address

5 MACKENZIE ST

Address

5 Mackenzie St, AYR, QLD, 4807	ADD
5 Mackenzie St, BLACKWATER, QLD, 4717	ADD
5 Mackenzie St, BONDI JUNCTION, NSW, 2022	ADD
5 Mackenzie St, BRUNSWICK, VIC, 3056	ADD
5 Mackenzie St, BULAHDELAH, NSW, 2423	ADD

<< 1 - 5 of 26 >>

#### c. To add a GPS coordinates

To edit the locations, please select Amendment Option 'Locations - Add or remove activity locations'

GPS Coordinates

Tailings Pond

Provide a brief description of the location, if required

	Latitude	Longitude
#1	-20.12067	146.8937

ADD COORDINATES

ADD CANCEL

d. To add Mobile and Temporary within the State of Queensland

To edit the locations, please select Amendment Option 'Locations - Add or remove activity locations'

Mobile and Temporary within the State of Queensla...

**i** If you have added ERA 57, threshold 'Transporting regulated waste', add the location type **"Mobile and Temporary within the State of Queensland"**

**Add or Remove Locations**

To add a new location to your EA, select the type of location from the drop-down list, enter your keywords and click the search option. For 'Lot on Plan' or 'Adjacent to Lot on Plan', use the Lot number (e.g. 1) and Plan details (e.g. RP999). For a Physical Street Address, start typing all or part of the address (e.g. 1 Smith Street). Once the relevant location appears, click ADD. To remove a location from your EA, click the cross beside the relevant location.

To edit the locations, please select Amendment Option 'Locations - Add or remove activity locations'

Mobile and Temporary within the State of Queensla...

Selected Locations (1):

### Assign Activities to Locations

18. Select an Activity and select the appropriate location.

**Assign Activity to Location**

Please complete for all activities. To assign a location to an activity, first select an activity from the Activities column. Valid locations will then display in the Locations column. To assign the selected activity to a location, click the button beside the relevant location. You may assign one or many locations to an activity. To select all locations, click 'Add All'. To clear your selection and start again, click 'Remove Selected'.

**Activities:**

- ERA 07 - Chemical manufacturing  
3(a) - Manufacturing, in a year, a total of 200t or more of any of the following - soap, surfactants or cleaning or toiletry products
- ERA 57 - Regulated Waste Transport  
Transporting regulated waste
- ERA 62 - Resource recovery and transfer facility operation  
1(a) - Operating a facility for receiving and sorting, dismantling, baling or temporarily storing scrap metal, non-putrescible waste or green waste only

**Locations:**

- Mobile and Temporary within the State of Queensland

**i** You can also click on **Add All** to assign the selected Activity to all locations.

**Locations:**

- 15 APPLE TREE STREET BRISBANE QLD 4000
- GPS Coordinates - Tailings Pond

### View Activities and Locations

Once you have assigned all activities to the applicable locations, you will be able to view a summary of your changes in the **View Activities and Locations** section.

19. Review changes and ensure all activities have been assigned to at least one location.

**View Activities and Locations**

ERA 16 - Extraction and Screening - 1(a) - Dredging, in a year, the following quantity of material - 1000t to 10,000t

15 APPLE TREE STREET BRISBANE QLD 4000

ERA 63 - Sewage Treatment - 1(a-i) - Operating sewage treatment works, other than no-release works, with a total daily peak design capacity of 21 to 100EP - if treated efflu...

15 APPLE TREE STREET BRISBANE QLD 4000

GPS Coordinates - Tailings Pond



You can sort the results to view them by Activities or by Locations. See above image.

20. Click **Next** to continue.

### Amending Conditions

The **Conditions** page is displayed after the Activities and Locations page and will appear if you selected **No** to complying with Standard Conditions.

21. You will need to provide details on any Conditions that are not being complied with or are changing. Select an upload option for your supporting document and complete the relevant fields.

22. Click **Next** to continue.

### Adding Vehicle Details

The **Vehicles** page is displayed after the Activities and Locations page. If you added activity 'ERA 57 – Regulated Waste Transport' and threshold 'Transporting regulated waste', you will need to provide **Vehicle** details.

23. Add a vehicle by selecting **Add Item**

24. Select the **Vehicle Type** and enter the **Registration Details** (if registration number is not known add in TBA).

25. If you need to add additional vehicles, complete steps above.

26. Click **Next** to continue.

### Adding Vehicle Details

The **Vehicles** page is displayed after the Activities and Locations page. If you added activity 'ERA 57 – Regulated Waste Transport' and threshold 'Transporting regulated waste', you will need to provide **Vehicle** details.

27. Add a vehicle by selecting **Add Item**

28. Select the **Vehicle Type** and enter the **Registration Details** (if registration number is not known add in TBA).

29. If you need to add additional vehicles, complete steps above.

30. Click **Next** to continue.

## Questions

Based on the type of Authority, and the related activities you may be asked for some additional information. Depending on answers you have provided in the application, different questions will be presented.

31. In each section, click on the circle next to the response to answer each question

### Questions

**Details of contaminated land**

Is there a site management plan in effect for contaminated land that relates to the land that is the subject of this application?

Yes  
 No

**Existing environmental authorities (EAs) at the location**

Do you have any existing EAs at this location?

Yes  
 No

**Other related approvals**

To avoid the possibility of your application being invalid, you need to ensure that any other required applications have been made prior to lodging this application. If you are not sure what approvals are required, contact the planning area of your Local Government Authority or, if the area is within a State Development Area, visit the Department of State Development, Infrastructure, Local Government and Planning (DSDILGP) website at: <http://www.statedevelopment.qld.gov.au> (search for 'State Development Area').

Are you required to obtain any of the following approvals to conduct the ERA/s?

A development approval from your Local Government Authority (for ERA/s which may trigger within the local planning scheme the need for an approval under the *Planning Act 2016*)  
 An approval for the use of land under the *State Development and Public Works Organisation Act 1971*



*If you select 'Upload a specific document here' the following option will display to upload a document. Click **UPLOAD** to select a file (or drag and drop a file into the **File** field)*

Upload a specific document here; OR  
 Upload a combined supporting document via the Documents menu.

File	Document Name *	Document Type
<input type="button" value="UPLOAD"/> Drop files here		-----

Upload a specific document here.



*If you select 'Upload a combined supporting document via the Documents menu', nominate where the relevant information appears in the combined document. E.g. Section 12, Page 15 'Waste Management' (you can attach the supporting document on the **Documents page**)*

Upload a specific document here; OR  
 Upload a combined supporting document via the Documents menu.

Identify the sections or pages where the relevant information is located:

32. Click **NEXT** to continue.

## Documents

Any documents you have uploaded in other sections will be listed here.

You can also upload any additional supporting documents, including the combined supporting document (if you selected this option in previous sections)

33. Upload supporting documents by clicking **Upload**, then upload the relevant document(s).

- a. Type in the document name

34. Once all documents are uploaded, click **Next** to continue.

## Declaration

35. Read the Declaration and Privacy Statement.

36. Click into the Signatory fields and type in your name, position and date

37. Select an **Effective Date** for the commencement of the Authority.



*If you select 'Nominated Date', enter the date you require the Authority to take effect.*

Effective Date ?

- Decision Date
- Nominated Date

Nominated Date

dd/mm/yyyy

38. Click **Next** to continue.

## Review

39. Scroll to review the information you entered and the documents you have uploaded.



If information is missing, a notification will appear at the top of the section. Click on the blue link to navigate to in order to complete the application.

40. Once the application is complete click **SUBMIT**.

## Fees

If fees apply to your application, they will be displayed.

41. Click **NEXT** to continue






42. To pay the fee, input your Credit Card details, including the expiry date and CVN number on the back of your card.

Application fee for A-EA-NEW- [redacted]  
 Make payment for invoice reference [redacted]

Quantity	Description	Unit Price (excl GST)	Total (excl GST)	GST	Total
1	Variation/Site-specific application for an environmental authority	[redacted]	[redacted]	[redacted]	[redacted]

**Total Amount Payable**  
 The total price includes GST of: **\$0.00**

We accept all major credit cards: MasterCard, Visa and Amex   

Please enter your card details below to proceed with payment


Card Number

Expiry Date

CVN

[PAY LATER](#) [PAY NOW](#)

43. Once you have entered your details, click **Pay Now**

 You can also select to **PAY LATER**. Your application will be saved and you can return and complete the payment in the future. Click on the application link in your 'My Incomplete Actions' list on the Home page.

44. Once your payment is successful, click **SUBMIT**

Click on **Submit** below, to complete your purchase.


Your Payment was successful


You can also view your invoice online via your Invoice records.

[SUBMIT](#)

## Application Submission

Your application record has been updated, with the status showing SUBMITTED with the lodgement date. Click CLOSE to return to the Environmental Authorities Home page

 **If your Application Type is Standard and the application has met all requirements....**  
 Your application will be automatically assessed, and the permit granted. A Decision Notice and your Authority will be issued in Online Services – refer to the Documents tab of the Application and Authority record

 Your application will now be assessed by the Department.  
 You will be able to monitor the progress of your application online, refer to the application stage and status.

- SUBMITTED
- UNDER ASSESSMENT
- FINALISED

If your application is successful, a Decision Notice and new version of your Authority will be issued in Online Services – refer to the Documents tab of the Application and Authority record.

### 3. Want more information or need help?

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Click [HERE](#) to learn more about Online Services.

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For more information on new licences, contact the Permits and Licensing team:

**General Enquiries:** 1300 130 372 (option 4)

Email: [palm@des.qld.gov.au](mailto:palm@des.qld.gov.au)

**Technical Support:** 1300 130 372 (option 6)

Email: [digital@des.qld.gov.au](mailto:digital@des.qld.gov.au)