

Online Services

Department of Environment and Science

User Guide – Parks and Forests Authorities page

- Getting ready for Online Services
- Navigating the Parks and Forests Authorities page
- Sorting, filtering and searching records
- Apply for a new Authority
- Apply to transfer an existing Authority
- Amend, Renew and Surrender an Authority
- Returns / Reports
- Tours
- Invoices
- Where to get help and more information

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.



Queensland
Government

Table of Contents

| | | |
|------------|--|-----------|
| 1. | Getting ready for Online Services | 2 |
| | <i>If you are an existing customer and have previously transacted online</i> | 2 |
| | <i>If you haven't previously used Online Services</i> | 2 |
| 2. | Navigating the Parks and Forests Authorities page | 3 |
| | <i>Customer record number and reference number</i> | 5 |
| | <i>User profile and signing out</i> | 6 |
| | <i>Actions menu (apply and register)</i> | 6 |
| | <i>Records menu (search and view)</i> | 6 |
| | <i>Body section (default display)</i> | 7 |
| | <i>Page footer</i> | 7 |
| 3. | Sorting, filtering and searching records | 8 |
| | <i>Change the default sort order</i> | 8 |
| | <i>Open a record</i> | 8 |
| | <i>Hide or show the filter function</i> | 8 |
| | <i>Apply filters to the list view</i> | 8 |
| | <i>Remove filter</i> | 8 |
| | <i>Search record</i> | 8 |
| 4. | Applying for a new Authority | 9 |
| | <i>Getting Started</i> | 10 |
| | <i>General Information Page</i> | 11 |
| | <i>Project General Details Page</i> | 12 |
| | <i>Customer Contacts</i> | 12 |
| | <i>Activities and Locations Details Page</i> | 14 |
| | <i>Other Details Page</i> | 15 |
| | <i>Documents Page</i> | 16 |
| | <i>Review Page</i> | 17 |
| | <i>Declaration Page</i> | 18 |
| | <i>Fees</i> | 18 |
| | <i>Application Submission</i> | 19 |
| 5. | Apply to transfer an existing Authority | 21 |
| 6. | Amend, Renew and Surrender | 23 |
| | <i>Amend an Authority</i> | 23 |
| | <i>Renew an Authority</i> | 24 |
| | <i>Surrender an Authority</i> | 27 |
| 7. | Returns / Reports | 30 |
| 8. | Tours | 33 |
| 9. | Invoices | 36 |
| 10. | Want more information or Need Help? | 38 |

1. Getting ready for Online Services

If you are an existing customer and have previously transacted online

This guide will show you how to navigate the Parks and Forests Authorities pages and start applying for authorities and related actions as well as how to view and open existing Parks and Forests Authorities related records, such as applications and Authorities.

If you haven't previously used Online Services

Refer to the [Getting Started](#) user guide for information and links to registering, signing in and navigating Online Services. (<https://www.business.qld.gov.au/running-business/environment/online-services>)

For more information on the new licences please contact the Authorities and Licensing team:

General Enquiries: 1300 130 372 (option 4)

Email: palm@des.qld.gov.au

Technical Support: 1300 130 372 (option 6)

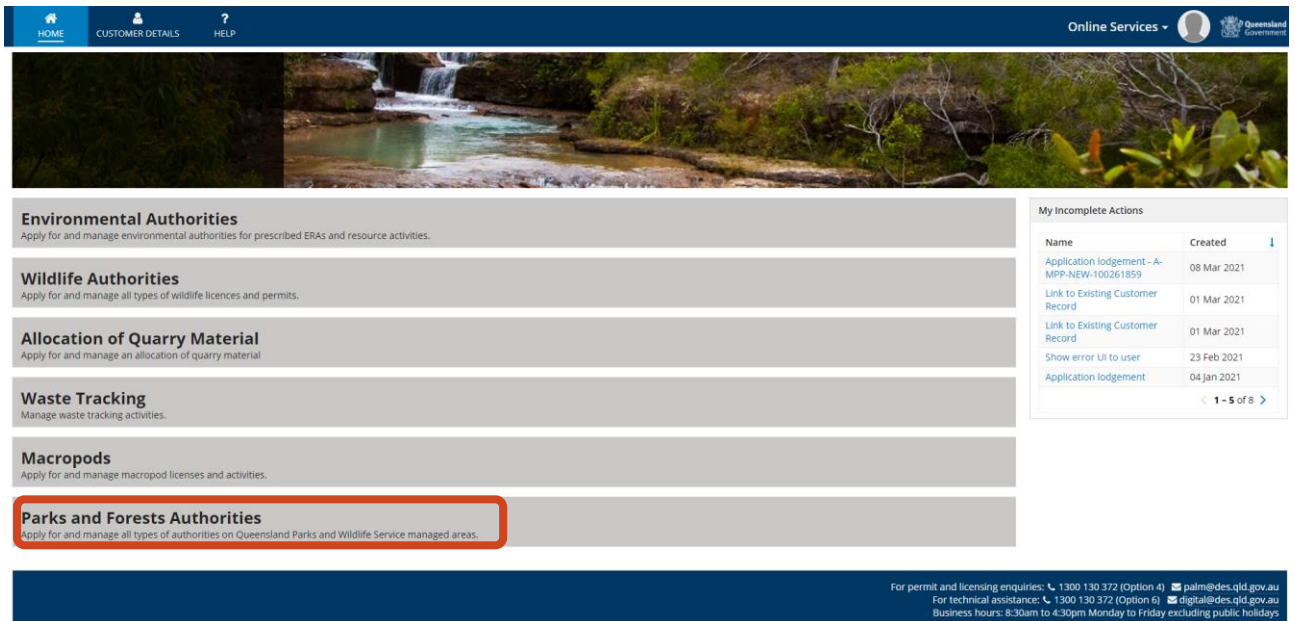
Email: digital@des.qld.gov.au

2. Navigating the Parks and Forests Authorities page

After you log into Online Services, you will see the home page. The Parks and Forests Authorities page is accessed from there.

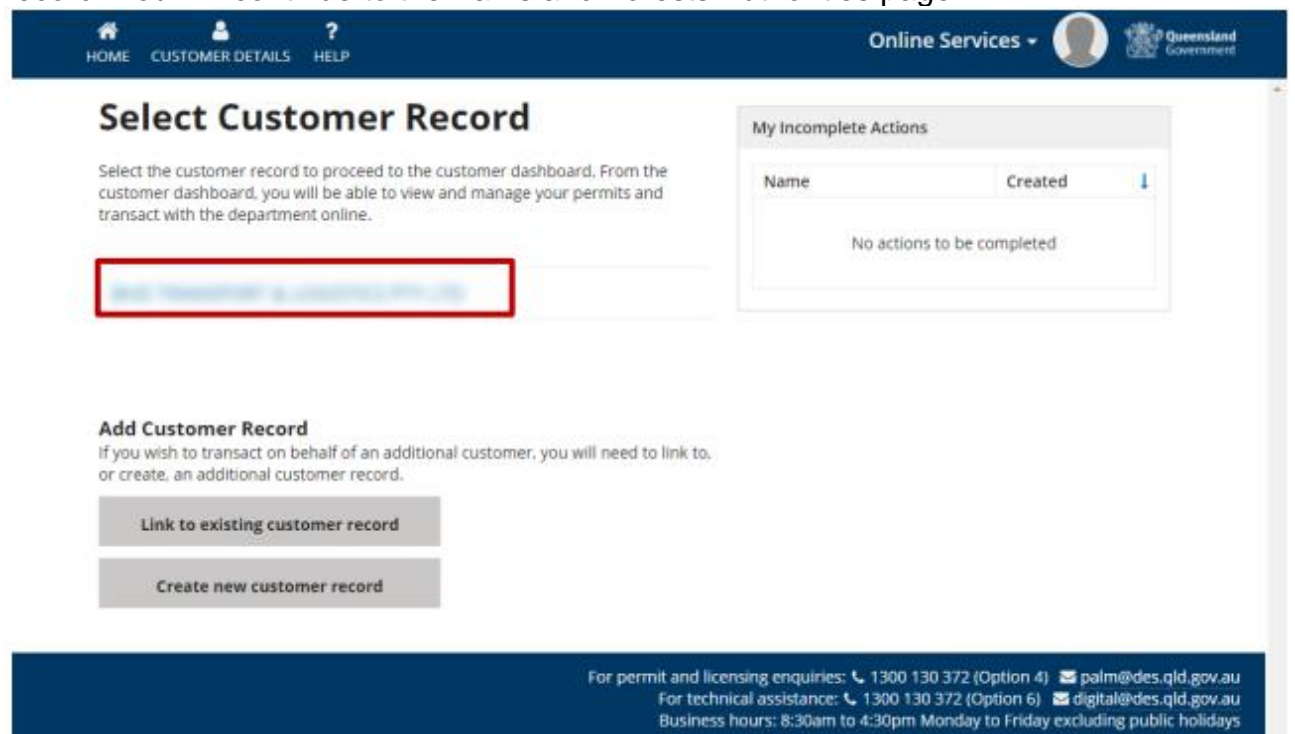
Take the following steps to open the Parks and Forests Authorities page.

1. Click on the tile named **Parks and Forests Authorities**



If you have previously transacted online with the Department, the **Select Customer Record** page is displayed.

Under the heading Select Customer Record, click on the Name of your customer record. You will continue to the Parks and Forests Authorities page.



NOTE:

- If you have not set up your customer record or do not know how to select a customer record, refer to the [Getting Started](#) user guide for information and links to registering and signing in.
- If you wish to transact on behalf of another customer, that you do not have available for you to select, you will need to link to the existing customer record or create a new customer record. Select the appropriate **Add Customer Record** action and follow the prompts (refer to the user guide in Note 1, for further instruction on how to link to an existing customer record and create a new customer record)
- If you have previously started but not finished the linking process, you can click on the link in the **My Incomplete Actions** table (in the left hand column) and you will be directed to the relevant action that is incomplete/in progress.

| My Incomplete Actions | |
|--|-------------|
| Name | Created |
| Link to Existing Customer Record | 01 Mar 2021 |
| Link to Existing Customer Record | 01 Mar 2021 |
| Show error UI to user | 23 Feb 2021 |
| Application fee for A-APRY-NEW-100260153 | 23 Feb 2021 |
| Application lodgement | 04 Jan 2021 |

Once you have selected your Customer Record, the Parks and Forests Authorities page is displayed.

From this page, you can apply for and manage all types of Parks and Forests licences and Authorities.

The screenshot shows the 'Parks and Forests Authorities' page. At the top, there are navigation tabs: HOME, CUSTOMER DETAILS, and HELP. The main header displays the customer record: 'Customer Record: Nigel T Org' and 'Customer Reference Number: 100245692'. Below this is a large image of a forest path. The main content area is titled 'Applications' and includes a search filter with dropdowns for Search, Status, Authority Type, Application Type, and Outcome. A table below the search filter shows one application entry with the reference 'A-APRY-NEW-100245694', applicant 'Aplary Permit', and status 'Draft'. On the left side, there are sections for 'Actions' (Apply for a new Authority, Apply to Transfer an Existing Authority, Other Actions) and 'Records' (Authorities, Applications, Returns, Tours). At the bottom right, contact information for permit and licensing enquiries is provided.

Main menu

Home



Clicking the **HOME** icon from anywhere within the customer record pages takes you to the Parks and Forests Authorities home page.

Customer Details



Clicking the **CUSTOMER DETAILS** icon from anywhere within the Parks and Forests

Authorities page takes you to the manage customer details page.

The screenshot shows the 'Manage customer details' page for 'Nigel T Org'. The page is divided into three main sections: 'Actions', 'Customer details', and 'User details'. The 'Customer details' section includes fields for Customer Number (CRN), Name, Legal Entity, and Communication Details (Main Phone, Phone 2, Phone 3, Email Address, Email Address 2, Email Address 3). The 'User details' section includes fields for Username, Full name, Email, and Date of birth.

| Customer details | | Legal Entity | |
|-----------------------|-------------|------------------|-------------|
| Customer Number (CRN) | 100246756 | An individual or | Sole trader |
| Name | Nigel T Org | | |

| Communication Details | | |
|-----------------------|-----------------|-----------------|
| Main Phone | Phone 2 | Phone 3 |
| 0733333333 | NA | NA |
| Email Address | Email Address 2 | Email Address 3 |
| NigelT@mailinator.com | NA | NA |

| | |
|----------------|-----------------------|
| Username: | NigelT@mailinator.com |
| Full name: | Nigel Thomas |
| Email: | NigelT@mailinator.com |
| Date of birth: | 01/01/1999 |

From this page all users can:

- View the customer details
- View their user profile

Users with Administrative role on the customer record can also:

- View and edit the customer details
- View and edit their user profile
- View and manage other users who have access to the customer record.

Refer to the [Using Online Services](#) user guide for information and links for Managing your customer record.

Help



Click the **HELP** icon from anywhere within the Online Services system for links to further information and contact details for General Enquiries and Technical Support.

Customer record number and reference number

The top left hand corner of the customer record page always displays the customer record name and customer reference number.

The screenshot shows the top left corner of the customer record page. It displays the text 'Parks and Forests Authorities' in large white font. Below this, it shows 'Customer Record: Nigel T Org' and 'Customer Reference Number: 100245692'. At the bottom, there is a button labeled 'Change Area or Customer'.

User profile and signing out



On the right of the main menu is the user profile icon, click the icon to view your user profile or sign out.

Refer to the [Using Online Services](#) user guide for information and links for managing your user profile.

Actions menu (apply and register)

The actions menu contains links to Parks and Forests Authorities actions, such as Apply for a Parks and Forests Authorities.

Click the blue text to initiate the process.

NOTE: to view or initiate actions relating to an existing record (eg. permit, invoice or return), search for the particular record by clicking a record type from the Records menu.

Actions

[Apply for a new Authority](#)
You may need to apply for an Authority to conduct a specific activity within Queensland Parks and Wildlife Service managed areas.

[Apply to Transfer an Existing Authority](#)
You need to apply to transfer an existing Authority from the current holder. (e.g. when purchasing a business.) There is no guarantee the application will be successful.

Other Actions
To view actions relating to an existing Authority, invoice or return, see Records menu below.

Records menu (search and view)

The Records menu contains the Parks and Forests Authorities record types.

Click a record type to view a list of records associated with the customer record. For example, the [Authorities](#) records displays a list of all Parks and Forests permits held by the customer.

Refer to [Sorting, filtering and searching records](#) for information on how to use the list views.

Records

[Authorities](#)

[Applications](#)

[Returns](#)

[Tours](#)

[Invoices](#)

- | | |
|---------------------|--|
| Authorities | Displays all Parks and Forests Authorities held by the customer. |
| Applications | Displays the customer’s Parks and Forests permit applications. |
| Returns | Displays permit returns that have been issued to the customer. |
| Tours | Displays regular Tours created by the customer. |
| Invoices | Displays all invoices issued by the Department to the customer. |

Body section (default display)

The customer's Parks and Forests Applications list is the default display.

Applications Hide Filters

Search: Status: Authority Type: Application Type: Outcome:

| Application Reference | Applicant | Authority Type | Application Type | Lodgement Date | Status | Outcome |
|--------------------------------------|-----------|----------------------------------|------------------|----------------|--------|---------|
| A-APRY-NEW-100260153 | | Apiary Permit | New | | Draft | |
| A-AFA-NEW-100259357 | | Authority Under the Forestry Act | New | | Draft | |
| A-OP-NEW-100259138 | | Occupation Permit | New | | Draft | |
| A-S34-NEW-100259077 | | Section 34 Authority | New | | Draft | |
| A-APRY-NEW-100259032 | | Apiary Permit | New | | Draft | |

- Click the blue text to open and view the record.

NOTE:

- If you do not have any Parks and Forests Applications, the body section displays a message instructing you to “Click Apply for a Parks and Forests Authorities on the Actions menu to the left”.

Page footer

The page footer is displayed on most pages and provides contact details for further assistance.

For permit and licensing enquiries: ☎ 1300 130 372 (Option 4) ✉ palm@des.qld.gov.au
 For technical assistance: ☎ 1300 130 372 (Option 6) ✉ digital@des.qld.gov.au
 Business hours: 8:30am to 4:30pm Monday to Friday excluding public holidays

3. Sorting, filtering and searching records

The filter and search function is located on the top section of the record view.

Permit Applications Hide Filters

Search: Permit Type: Stage: Status: SEARCH CLEAR

Click the Application Reference to view the application details and related actions.

| Application Ref | Permit Type | Application Type | Lodgement Date | Stage | Status |
|-----------------|-----------------------------|----------------------|----------------|----------------|---------------------|
| APP0053591 | Farming Licence | Standard Application | 26/05/2020 | Pre-submission | Awaiting Allocation |
| APP0053560 | Damage Mitigation Permit | Standard Application | 12/06/2020 | Pre-submission | Awaiting Allocation |
| APP0053534 | Damage Mitigation Permit | Standard Application | 11/06/2020 | Pre-submission | Awaiting Allocation |
| APP0053533 | Rehabilitation Permit | Standard Application | 11/06/2020 | Decision | Permit Issued |
| APP0053481 | Educational Purposes Permit | Standard Application | 11/06/2020 | Decision | Permit Issued |
| APP0053480 | Permit to keep | Standard Application | 11/06/2020 | Decision | Permit Issued |
| APP0053382 | | Standard Application | 26/05/2020 | Decision | Permit Issued |

7 items

Change the default sort order

- Click a column heading. The sort order is indicated by the blue up/down arrow.

Open a record

- Click the blue text, this is typically the reference number.

Hide or show the filter function

- Click Hide/Show Filters, located on the top right of the list section.

Apply filters to the list view

- Click a filter field and select an option from the list (you can select multiple options), then click **SEARCH**.

Remove filter

- Click **CLEAR**.

Search record

- On the search field, type your search criteria, for example, part of a reference number such as 282822, and click **SEARCH**.

Authorities Hide Filters

Search: Application Reference: Status: Authority Type: SEARCH CLEAR

| Authority Reference | Application Reference | Person In Charge | Authority Type | Status | Deactivation Reason | Start Date | Expiry Date | Granted Date |
|---------------------|-----------------------|--------------------|----------------|--------------------|---------------------|------------|-------------|--------------|
| P-APRY-100252822 | A-APRY-NEW-100252645 | Applicant UAT User | Aplyary Permit | Under Continuation | | 19/01/2021 | 19/01/2021 | 19/01/2021 |

4. Applying for a new Authority

On the left-hand side of the screen, under the heading **Actions**, click **Apply for a new Authority**. This will take you to the Parks and Forests Authority Application page

The screenshot shows the 'Parks and Forests Authorities' page. On the left, under the 'Actions' heading, the option 'Apply for a new Authority' is highlighted with a red box. Below this, there are instructions for applying for a new authority and a link for 'Apply to Transfer an Existing Authority'. Further down, there are 'Other Actions' and an 'Invoices' link. The main area is titled 'Authorities' and features a search filter with dropdown menus for 'Search', 'Application Reference', 'Status', and 'Authority Type', along with 'SEARCH' and 'CLEAR' buttons. Below the filters is a table with the following columns: Authority Reference, Application Reference, Person in Charge, Authority Type, Status, Deactivation Reason, Start Date, Expiry Date, and Granted Date. The table lists 9 items, with various statuses such as 'Under Consideration', 'Granted', and 'Suspended'.

The application includes several pages:

- [Getting started](#)
- [General Information](#)
- [Project General Details](#)
- [Activities/Locations Details](#)
- [Other Details](#)
- [Documents](#)
- [Review](#)
- [Declaration](#)

As you complete each page, click **Next** to continue to or at any time, you can use the left navigation menu to move between pages.

Click **Save & Close** anytime to save the information you've entered and close the application record. You can return at another time and continue completing the remaining sections of the application form.

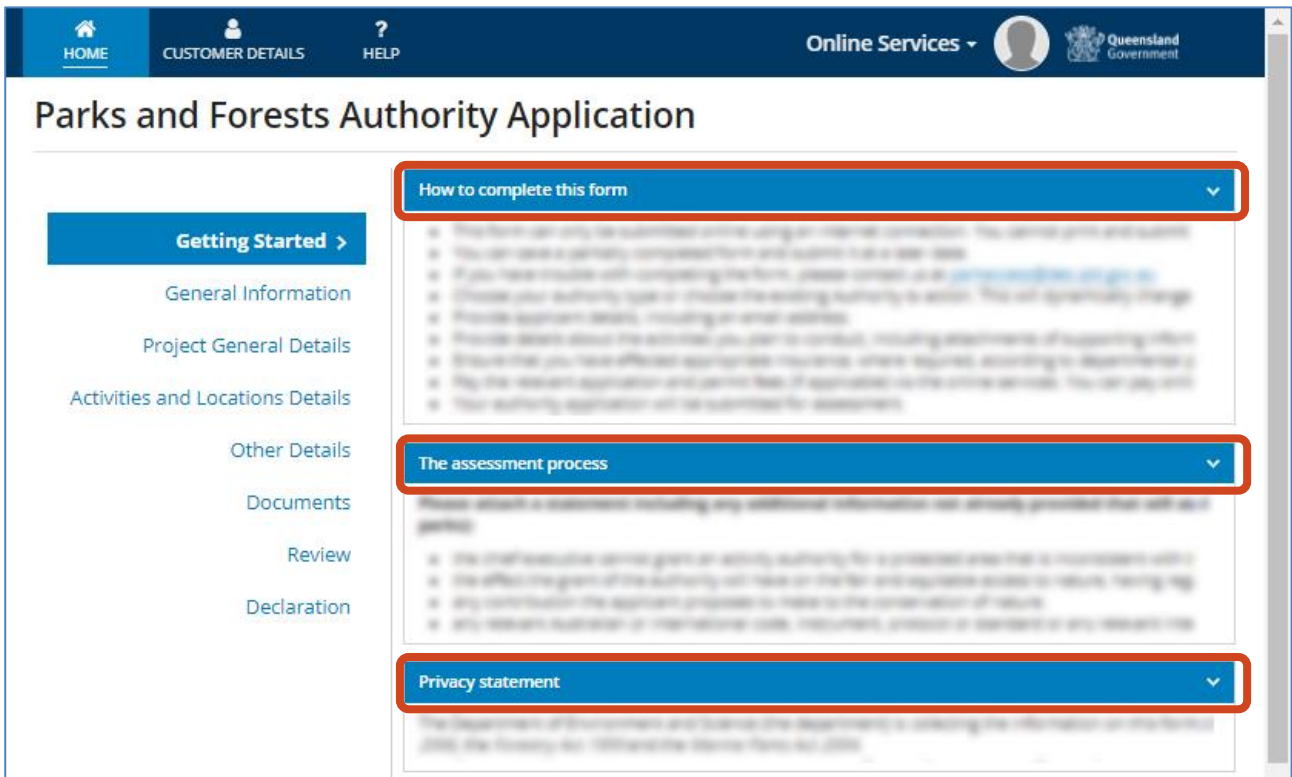


Need more information?

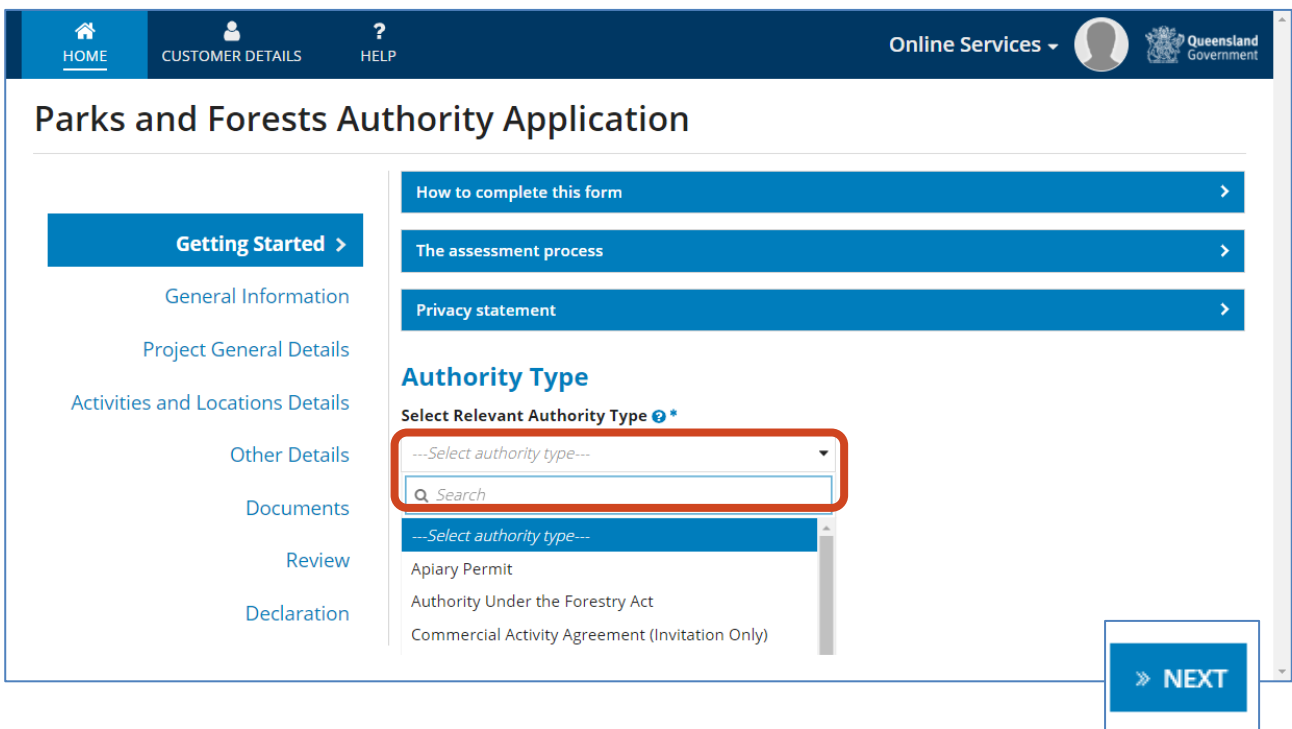
Click on the blue question marks to view additional instructions.

Getting Started

Information on how to complete this form, the assessment process and our privacy statement can be accessed at the top of the page, by clicking on the blue tabs on this page.



1. To edit and enter information into your application, under the heading **Authority Type** click on the drop down menu and select the relevant Authority name
2. Click **Next** or click **General Information** in the left navigation menu.



General Information Page

1. On the General Information page, you will see an application reference number, the status of the application, the name of the legal entity, confirmation of the Authority Type, the application type and the date the application was created.
2. You will be asked a series of multiple-choice questions to determine your suitability to hold a relevant authority. Review each question and click in the circle next to select the appropriate response.

In the last 3 years have you or an associate:

Held or been a party to any of the following permits or authorities which has been suspended or cancelled: *

- a commercial activity agreement or similar agreement in Queensland or another state or country
- a protected area authority (including a commercial activity permit)
- a wildlife authority
- a similar or relevant authority in another state or country

Yes

No

Accumulated 10 or more demerit points under either of the following: *

- Nature Conservation Act 1992
- Recreation Areas Management Act 2006

Yes

No

Owed any amount payable under the Marine Parks Act 2004 that is still outstanding *

Yes

No

Been convicted of an offence against any of the following: *

- Nature Conservation Act 1992
- Recreation Areas Management Act 2006
- Forestry Act 1959
- Marine Parks Act 2004
- Animal Care and Protection Act 2001
- an offence relating to wildlife under another Act
- an equivalent offence in another State or country?

Yes

No

If you answer **YES** to any of the questions, then please provide relevant details in the text box provided.

Provide any relevant details:

TIP: You can Save & Close or Delete Application by clicking on the options at the bottom of the screen

Project General Details Page

On this page you will be asked to provide information relating to contact you've had with the department regarding your application, and specific information that relates to those for associated with the application you're submitting.

Pre-lodgement

Enter details of a Pre-lodgement meeting in the text box provided, if you had one. It is recommended that you discuss your proposed activity with departmental staff prior to lodging your application.

Term of the Authority

Enter the proposed start date and proposed end date of the Authority. Specify the term of the proposed authority by clicking in the drop down menu

Proposed Start Date

Proposed End Date

Specify the term of the proposed authority *

Application Contacts

Additional Authority Holders

Select the Applicants details, Additional Applicants, Authorised signatory, Financial Contact, and Site Contact.

Simply choose from the drop down menus provided.

You can add or manage your customer contacts by clicking on the links provided

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

Customer Contacts

1. Click on **Add Contact** to add a contact

Customer Contacts

Current Contacts

| # | Name | Position | Role(s) | Email |
|--------------------|------|----------|---------|-------|
| No items available | | | | |

[+ ADD CONTACT](#)

[CANCEL](#) [SAVE CONTACT](#)

- Then complete the information, inputting a name, position, main phone number, preferred method of communication and email address

Contact Details

Name: Fred Bloggs Position: CEO

Contact Communication Details

Main Phone*: 0732112121 Preferred Method Of Communication*: Phone

Phone 2: Phone 3:

Email*: fred.bloggs@email.com

- Type in the physical address and click on Address Look Up.
- Then choose the correct address
- If the address is not available then click on the Address not available in the look up results box, and type the address manually
- If the postal address is the same as the Physical address then please click on the box that says **Postal Address is the same as Physical Address**, otherwise type the address in using the Look up function again.

Physical Address

Type to search then select address

Address not available in the look-up results

400, George St, BRISBANE CITY
QLD, 4000, Australia

Postal Address

Postal Address is same as Physical Address

400, George St, BRISBANE CITY
QLD, 4000, Australia

- Once all the information has been inputted click on Save Contact

[SAVE CONTACT](#)

Activities and Locations Details Page

This page contains drop down boxes and search functionality so that you can include all relevant activities and locations that relate to your authority

1. Click on the drop down box to select the activity relevant to your selected Authority

Activity Selection *

Activity

2. Then click on Location type and choose the type of Location from the drop down menu. Then type the location in the Location Search bar, and click on the **Search** icon

Location Selection *

Location Type

Location Search

Select a value ▼

| <input type="checkbox"/> | Name | Location type |
|--------------------------|------|---------------|
| No items available | | |

3. Choose the correct Location from the list provided, by clicking into the box next to the Location name

Location Selection *

Location Type

Location Search

Apiary Site ▼

| <input type="checkbox"/> | Name | Location type |
|--------------------------|----------------------------------|---------------|
| <input type="checkbox"/> | Cordalba National Park - AS0034 | Apiary Site |
| <input type="checkbox"/> | Nour Nour National Park - AS0038 | Apiary Site |
| <input type="checkbox"/> | Nour Nour National Park - AS0041 | Apiary Site |
| <input type="checkbox"/> | Nour Nour National Park - AS0042 | Apiary Site |
| <input type="checkbox"/> | Grongah National Park - AS0049 | Apiary Site |

« < 1 - 5 of 745 > »

4. Type any relevant Additional Activity Details and/or Additional Location Details that need to be included

| Other Details | |
|-----------------------------|-----------------------------|
| Additional Activity Details | Additional Location Details |
| <input type="text"/> | <input type="text"/> |

5. Once you have chosen the Activity, Activity Location type, Activity Location and written comments in the Additional Activity Details and Additional Location Details boxes, then click on **Add to Selection**

ADD TO SELECTION

6. If you need to add additional activities to the Authority, then repeat the steps outlined
7. If not, then click on **Next**

» NEXT

Other Details Page

This page will ask you for some additional information that is relevant to the authority that you have selected. Depending on the type of authority you have selected, different headings will be presented.

Other Details

- > Structure and Equipment Details**
- > Transport Details**

1. Simply click on the heading that you wish to complete, and additional fields will appear

▼ Structure and Equipment Details

List style and size of structures and equipment to be used in conjunction with the activity.

| Activity Date | Access Required | Description | Remove |
|---|-----------------|-------------|--------|
| Add new item by clicking on 'Add Structure / Equipment' | | | |
| + Add Structure / Equipment | | | |

2. Click on the link to add to this section



3. You will now be able to enter the relevant information in the space provided

▼ Structure and Equipment Details

List style and size of structures and equipment to be used in conjunction with the activity.

| Activity Date | Access Required | Description | Remove |
|---|--|----------------------|----------------------------------|
| <input type="text" value="dd/mm/yyyy"/> | <input type="radio"/> Yes <input type="radio"/> No | <input type="text"/> | <input type="button" value="X"/> |
| + Add Structure / Equipment | | | |

4. Once you have completed all relevant information, then click on **Next**



Documents Page

This Page allows you to upload relevant documents that are relevant to the authority that you have selected. Depending on what Authority you are applying for will determine which documents are required


If required, or indicated, you may need to submit supporting documentation with your authority.

Documents

Please note:

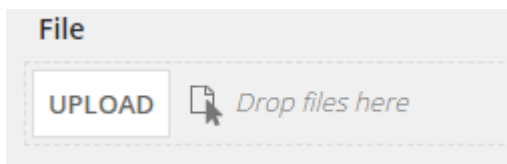
- maximum upload file size is 50 MB
- a maximum of 13 documents can be uploaded across all the sections.

Additional Supporting Information

| File | Document Name | Document Type |
|--|---------------|---------------|
| UPLOAD  Drop files here | | |

> SAVE & CLOSE > NEXT

1. Click on the Upload icon to upload a document



2. Select the document you wish to upload from your files/computer
3. Type the name of the document in the space provided
4. If you need to upload another document, then repeat steps 1, 2 and 3.
5. If not, then click on **Next**

> NEXT

Review Page

This Page allows you to review the information that you have inputted and the documents that you have uploaded.

If there is information missing, or you have not answered certain questions, you will be informed what is missing and the page you need to return to in order to complete the application.

Here is an example of what that might look like

Following question/s have not been answered in the section/s:

Applicant Suitability:

- Held or been a party to any of the following permits or authorities which has been suspended or cancelled
- Accumulated 10 or more demerit points under either of the following
- Owed any amount payable under the Marine Parks Act 2004 that is still outstanding
- Been convicted of an offence against any of the following

To complete the details, please go to: [General Information menu](#).

Term of the Authority:

- Specify the term of the proposed authority

Application Contacts and Parties:

- Applicant Details
- Authorised Signatory
- Financial Contact

To complete the details, please go to: [Project General Details menu](#).

Select Activity and Location:

- Select Activity and Location

To complete the details, please go to: [Activities and Locations Details menu](#).

As soon as you have completed all the required information and you are satisfied that all the information is correct, then click on **Next**. If the Next button does not allow you to click on it, then there is some information missing on the application.

Declaration Page

1. Please read the Declaration notes carefully, and tick the box if you are satisfied with your application, remembering that you may be liable for prosecution under the relevant Acts or Regulations if you have not told the truth or attempted to be misleading
2. Then click on **Submit**



Fees

If fees are applicable, you will be notified at this point of the outstanding amount

Fee details for - A-APRY-NEW-100260153

| Invoice Item Details | | | | | |
|----------------------------------|---|-----------------------|------------------|-----|-----------------|
| Quantity | Description | Unit Price (incl GST) | Total (excl GST) | GST | Total |
| 1 | Aplary Permit Up to 1 year Authority Fee - Number of sites: 1 | 145.90 | 145.90 | | \$145.90 |
| Total Amount Payable | | | | | \$145.90 |
| The total price includes GST of: | | | | | \$0.00 |

« GO BACK
NEXT

Click on Next

To pay the outstanding fee, simply input your Credit card details, including the expiry date and CVN number on the back of your card

| Invoice Item Details | | | | | |
|----------------------------------|---|-----------------------|------------------|-----|-----------------|
| Quantity | Description | Unit Price (incl GST) | Total (excl GST) | GST | Total |
| 1 | Aplary Permit Up to 1 year Authority Fee - Number of sites: 1 | 145.90 | 145.90 | | \$145.90 |
| Total Amount Payable | | | | | \$145.90 |
| 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 MM YY

CVN

Once you have entered your details and clicked on Pay Now, you will be asked to review the payment and then Submit

HOME CUSTOMER DETAILS HELP Online Services Queensland Government

Application fee for A-APRY-NEW-100260153
Make payment for invoice reference 7000195

| Invoice Item Details | | | | | |
|----------------------------------|---|-----------------------|------------------|-----|-----------------|
| Quantity | Description | Unit Price (incl GST) | Total (excl GST) | GST | Total |
| 1 | Aplary Permit Up to 1 year Authority Fee - Number of sites: 1 | 145.90 | 145.90 | | \$145.90 |
| Total Amount Payable | | | | | \$145.90 |
| The total price includes GST of: | | | | | \$0.00 |

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

Your Payment was successful
A copy of your invoice will be sent to your email address.
You can also view your invoice online via your transaction history

If you wish to pay later, then click on the Pay later button on the left-hand side

You will be asked to confirm this by clicking on **Yes**. You will be able to return to your purchase from your Task list

Pay later

Selecting Pay Later will allow you to return to your purchase from your Task list, and make payment at a later time. Do you wish to Pay Later?

Application Submission

If the payment has been successful you will be presented with the Application Submission Page

Application Submission

Your authority application A-APRY-NEW-100260153 has been successfully submitted for assessment. The assessment of your application can take at least 28 days for a transfer, 40 to 60 business days for a Commercial Activity Permit and Marine Park Authority. Depending on complexity and location type other authority types will take longer. If we need to request further information, a further 20 business days may apply. Within these timeframes, we are unable to estimate further on a likely decision.

[FINISH](#)

5. Apply to transfer an existing Authority

When applying to transfer, please ensure that the new owner is the person applying for the authority to be transferred.

To apply to transfer an existing Authority click on the link in the Actions box

Apply to Transfer an Existing Authority

You need to apply to transfer an existing Authority from the current holder. (e.g. when purchasing a business.) There is no guarantee the application will be successful.

This will take you to the Parks and Forests Authority Application Page

Parks and Forests Authority Application


The screenshot shows the 'Parks and Forests Authority Application' page. On the left is a navigation menu with 'Getting Started >' highlighted. The main content area has three blue tabs: 'How to complete this form', 'The assessment process', and 'Privacy statement'. Below these is a section titled 'Authority Number to be Transferred' with a text input field labeled 'Previous Authority' and a red 'CANCEL' button on the left and a blue 'NEXT' button on the right.

1. You can read additional information on how to complete this form, the assessment process and our privacy statement by clicking on the blue tabs on this page.

This screenshot shows the same page as above but with red boxes highlighting the three blue tabs: 'How to complete this form', 'The assessment process', and 'Privacy statement'. The 'How to complete this form' tab is expanded, showing a list of instructions for transferring an authority. The 'The assessment process' tab is also expanded, showing information about the assessment process. The 'Privacy statement' tab is expanded, showing the privacy policy text.

2. Type in the Authority number to be transferred in the box provided. Please enter the full authority number, including any prefix eg. P-CAP, P-MPP and the current version number, if there is one

Authority Number to be Transferred

Previous Authority  *

3. After you have typed in the Authority number you wish to transfer, then click on **Next**

» NEXT

From here it is the same process as applying for an Authority.

Please refer to [pages 12-20](#) of this document to complete the Surrender application

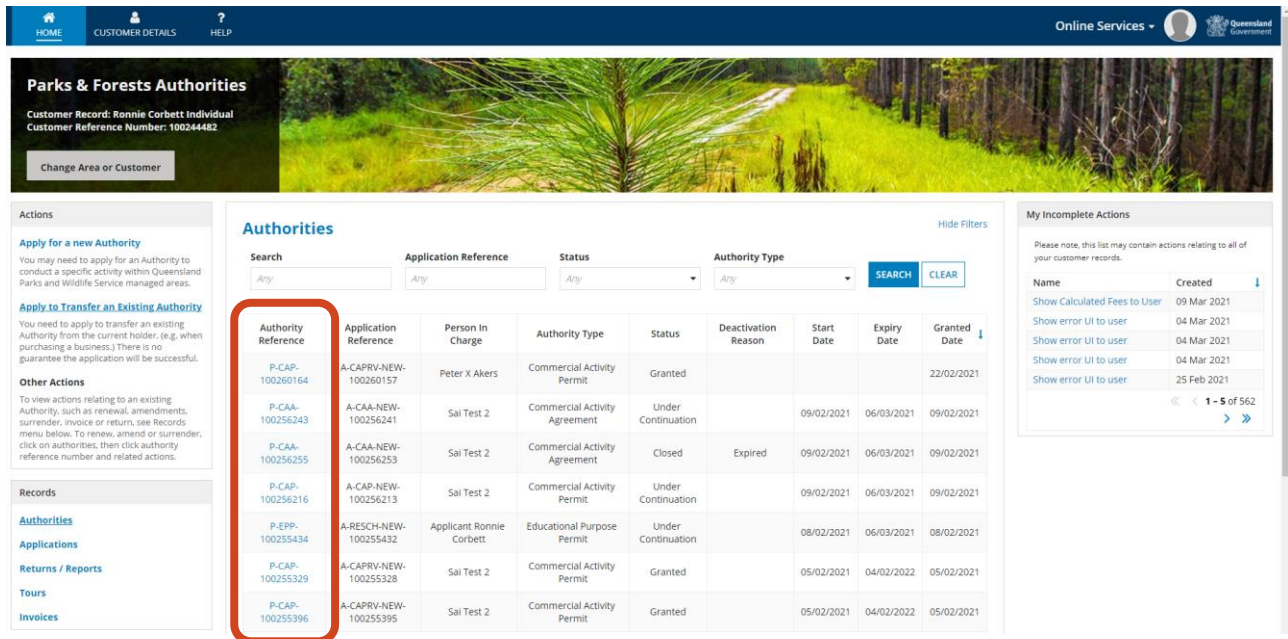
6. Amend, Renew and Surrender

Amend an Authority

1. Click on the Authorities tab in the Records box on the left side of the screen



2. Select the Authority that you wish to Amend from the Authorities page, by clicking on the Reference number






3. Once your authority appears, click on the related actions tab next to the summary tab



Authority Reference: P-CAP-100255329

Summary

Related Actions

-  **Start Amendment**
Amend the Authority.
-  **Start Renewal**
Renew the Authority.
-  **Start Surrender**
Surrender the Authority.

4. Select the Start Amendment action
5. Select the activity for the authority using the drop-down menu provided



Authority Reference: P-CAP-100255329

Summary Related Actions

Parks and Forests Authority Application

Getting Started >

- General Information
- Project General Details
- Activities and Locations Details
- Other Details
- Documents
- Review
- Declaration

How to complete this form >

The assessment process >

Privacy statement >

Commercial Activity Type

Please select the primary activity *

Filming / Photography

CANCEL NEXT

Please refer to [pages 12-20](#) of this document to complete the Surrender application

Renew an Authority

1. Click on the **Authorities** tab in the Records box on the left side of the screen



2. Select the Authority that you wish to renew from the Authorities page, by clicking on the Authority Reference number

The screenshot shows the 'Parks & Forests Authorities' page. At the top, there is a navigation bar with 'HOME', 'CUSTOMER DETAILS', and 'HELP' buttons, and a 'Online Services' dropdown. Below the navigation bar is a header section with the title 'Parks & Forests Authorities' and a 'Change Area or Customer' button. The main content area is divided into three sections: 'Actions', 'Authorities', and 'My Incomplete Actions'.

The 'Authorities' section contains a table with the following columns: Authority Reference, Application Reference, Person In Charge, Authority Type, Status, Deactivation Reason, Start Date, Expiry Date, and Granted Date. The table contains 10 rows of data.

| Authority Reference | Application Reference | Person In Charge | Authority Type | Status | Deactivation Reason | Start Date | Expiry Date | Granted Date |
|---------------------|-----------------------|--------------------------|-------------------------------|--------------------|---------------------|------------|-------------|--------------|
| P-CAP-100260164 | A-CAPRV-NEW-100260157 | Peter X Akers | Commercial Activity Permit | Granted | | | | 22/02/2021 |
| P-CAA-100256243 | A-CAA-NEW-100256241 | Sai Test 2 | Commercial Activity Agreement | Under Continuation | | 09/02/2021 | 06/03/2021 | 09/02/2021 |
| P-CAA-100256255 | A-CAA-NEW-100256253 | Sai Test 2 | Commercial Activity Agreement | Closed | Expired | 09/02/2021 | 06/03/2021 | 09/02/2021 |
| P-CAP-100256216 | A-CAP-NEW-100256213 | Sai Test 2 | Commercial Activity Permit | Under Continuation | | 09/02/2021 | 06/03/2021 | 09/02/2021 |
| P-EPP-100255434 | A-RESCH-NEW-100255432 | Applicant Ronnie Corbett | Educational Purpose Permit | Under Continuation | | 08/02/2021 | 06/03/2021 | 08/02/2021 |
| P-CAP-100255329 | A-CAPRV-NEW-100255328 | Sai Test 2 | Commercial Activity Permit | Granted | | 05/02/2021 | 04/02/2022 | 05/02/2021 |
| P-CAP-100255396 | A-CAPRV-NEW-100255395 | Sai Test 2 | Commercial Activity Permit | Granted | | 05/02/2021 | 04/02/2022 | 05/02/2021 |




The 'My Incomplete Actions' section on the right contains a table with columns 'Name' and 'Created'. It lists several error messages and their creation dates.

| Name | Created |
|------------------------------|-------------|
| Show Calculated Fees to User | 09 Mar 2021 |
| Show error UI to user | 04 Mar 2021 |
| Show error UI to user | 04 Mar 2021 |
| Show error UI to user | 04 Mar 2021 |
| Show error UI to user | 25 Feb 2021 |

3. Once your authority appears, click on the related actions tab next to the summary tab

Authority Reference: P-CAP-100255329

Summary **Related Actions**

-  **Start Amendment**
Amend the Authority.
-  **Start Renewal**
Renew the Authority.
-  **Start Surrender**
Surrender the Authority.

4. Select the **Start Renewal** action

Authority Reference: P-CAP-100255329

Summary **Related Actions**

Parks and Forests Authority Application

Getting Started >

- General Information
- Project General Details
- Activities and Locations Details
- Other Details
- Documents
- Review
- Declaration

How to complete this form

- The assessment process
- Privacy statement

Changes to your proposal *

- Like-for-like renewal
- Renewal with amendment

Commercial Activity Type

Please select the primary activity *

--select--

CANCEL NEXT

5. Select whether it is a **Like for like renewal or a renewal with an amendment**
6. Select the primary activity using the drop-down menu. (If it is a like for like renewal, this will be automatically filled in.)

Getting Started >

- General Information
- Project General Details
- Activities and Locations Details
- Other Details
- Documents
- Review
- Declaration

How to complete this form

- The assessment process
- Privacy statement

Changes to your proposal *

- Like-for-like renewal
- Renewal with amendment

Please refer to [pages 12-20](#) of this document to complete the Surrender application

Surrender an Authority

1. Click on the Authorities tab in the Records box on the left side of the screen



2. Select the Authority that you wish to Surrender from the Authorities page, by clicking on the Reference number

The screenshot shows the 'Parks & Forests Authorities' page. At the top, there is a navigation bar with 'HOME', 'CUSTOMER DETAILS', and 'HELP'. Below this is a header for 'Parks & Forests Authorities' with a customer record for 'Ronnie Corbett Individual' and a reference number '100244482'. A 'Change Area or Customer' button is visible.

The main content area is titled 'Authorities' and features a search filter with dropdowns for 'Application Reference', 'Status', and 'Authority Type', along with 'SEARCH' and 'CLEAR' buttons. Below the filters is a table of authority records:

| Authority Reference | Application Reference | Person In Charge | Authority Type | Status | Deactivation Reason | Start Date | Expiry Date | Granted Date |
|---------------------|-----------------------|--------------------------|-------------------------------|--------------------|---------------------|------------|-------------|--------------|
| P-CAP-100260164 | A-CAPRV-NEW-100260157 | Peter X Akers | Commercial Activity Permit | Granted | | | | 22/02/2021 |
| P-CAA-100256243 | A-CAA-NEW-100256241 | Sai Test 2 | Commercial Activity Agreement | Under Continuation | | 09/02/2021 | 06/03/2021 | 09/02/2021 |
| P-CAA-100256255 | A-CAA-NEW-100256253 | Sai Test 2 | Commercial Activity Agreement | Closed | Expired | 09/02/2021 | 06/03/2021 | 09/02/2021 |
| P-CAP-100256216 | A-CAP-NEW-100256213 | Sai Test 2 | Commercial Activity Permit | Under Continuation | | 09/02/2021 | 06/03/2021 | 09/02/2021 |
| P-EPP-100255434 | A-RESCH-NEW-100255432 | Applicant Ronnie Corbett | Educational Purpose Permit | Under Continuation | | 08/02/2021 | 06/03/2021 | 08/02/2021 |
| P-CAP-100255329 | A-CAPRV-NEW-100255328 | Sai Test 2 | Commercial Activity Permit | Granted | | 05/02/2021 | 04/02/2022 | 05/02/2021 |
| P-CAP-100255396 | A-CAPRV-NEW-100255395 | Sai Test 2 | Commercial Activity Permit | Granted | | 05/02/2021 | 04/02/2022 | 05/02/2021 |

On the right side of the page, there is a 'My Incomplete Actions' section with a table of actions:

| Name | Created |
|------------------------------|-------------|
| Show Calculated Fees to User | 09 Mar 2021 |
| Show error UI to user | 04 Mar 2021 |
| Show error UI to user | 04 Mar 2021 |
| Show error UI to user | 04 Mar 2021 |
| Show error UI to user | 25 Feb 2021 |

3. Once your authority appears, click on the related actions tab next to the summary tab



Authority Reference: P-CAP-100255329

Summary

Related Actions



Start Amendment
Amend the Authority.



Start Renewal
Renew the Authority.



Start Surrender
Surrender the Authority.

4. Select Start Surrender Action
5. The Parks and Forests Authority Application page will appear. Click on **Next** to continue.



Authority Reference: P-CAP-100260164

Summary

Related Actions

Parks and Forests Authority Application

| | |
|-----------------------------|---------------------------------------|
| Getting Started > | How to complete this form > |
| General Information | The assessment process > |
| Project General Details | Privacy statement > |
| Documents | |
| Review | |
| Declaration | |

CANCEL **NEXT**

6. On the General Information Page, answer the multiple-choice question and insert the date of the expected Surrender. Then click on **Next**.

If applicable, have all returns and associated fees been completed and submitted? *

- Yes
- No

Expected Surrender Date *

dd/mm/yyyy

Please refer to [pages 12-20](#) of this document to complete the Surrender application

7. Returns / Reports

1. To access Returns / Reports, click on the Returns/Report link pictured below



2. This will take you to the Returns/Reports page.
3. Select the Return/Report that you wish to access by clicking on the reference number

The screenshot shows the 'Returns / Reports' page. At the top, there is a navigation bar with 'HOME', 'CUSTOMER DETAILS', and 'HELP' on the left, and 'Online Services' and the Queensland Government logo on the right. Below the navigation bar, there is a 'Parks & Forests Authorities' section with customer details: 'Customer Record: Ronnie Corbett' and 'Customer Reference Number: EHP0089075'. A 'Change Area or Customer' button is also present. The main content area is titled 'Returns / Reports' and features a search filter section with fields for 'Search', 'Authority Reference', 'Authority Type', and 'Status', along with 'SEARCH' and 'CLEAR' buttons. Below the filters is a table of return/report records:

| Return / Report Reference | Status | Received Date | Start Date | End Date | Authority Reference | Authority Type |
|---------------------------|--------|---------------|------------|------------|---------------------|----------------------------|
| RET-100250016 | Draft | | 01/04/2021 | 30/06/2021 | P-MPP-100249912 | Marine Park Permit |
| RET-100255420 | Draft | | 01/04/2021 | 30/06/2021 | P-CAP-100255396 | Commercial Activity Permit |
| RET-100255235 | Draft | | 01/04/2021 | 30/06/2021 | P-CAP-100255154 | Commercial Activity Permit |

To the right of the table is a 'My Incomplete Actions' section with a list of actions and their creation dates. At the bottom of the page, there is a 'Records' sidebar.

4. This will take you through to the Return/Reports where there are instructions on how to complete this form. Then click on **Next**.

Returns / Report Reference: RET-100250016

How to complete this form

This return form is submitted online using an internet connection and where applicable, pay any fees due for the authorised activity under your authority. You can save a partially completed form and submit at a later date. This form cannot be submitted by post or email.

Commercial activity authorities
A return of operations must be received from the Authorised Holder within 20 business days of the end of each prescribed period. The options for the prescribed periods are:

- Quarterly - cycles end on the last day of March, June, September and December each year
- Monthly - cycles fall at the end of each calendar month.

Research activity authorities
Authorities, which have an annual return cycle, must submit the return within 20 business days of the anniversary date. The Authorised Holder must comply with all return and reporting conditions of their authority.

Buttons: CANCEL, SAVE & CLOSE, NEXT

5. This will take you to the Returns/Reports Details Page. If applicable, answer the multiple-choice question(s). Different authorities may ask different questions.

Returns / Report Reference: RET-100255420

Returns / Report Details

General Information

| | | | |
|----------------------------|---------------|-------------------|----------------------------|
| Returns / Report Reference | RET-100255420 | Holder | Ronnie Corbett |
| Status | Draft | Related Authority | P-CAP-100255396 |
| Start Date | 1 Apr 2021 | Authority Type | Commercial Activity Permit |
| End Date | 30 Jun 2021 | | |

Have you conducted any tours/activities during the return/report period? *

Yes

No

Buttons: BACK, CANCEL, SAVE & CLOSE, NEXT

6. Depending on your answer, and the authority, you may be asked some additional questions to complete.

Have you conducted any tours/activities during the return/report period? *

Yes

No

Did the activity involve an educational excursion/tour/activity? * [Policy terms and definitions](#)

Yes

No

Return Details *

It is mandatory to enter at least one row in the table below. Please note that providing details in all the columns is mandatory except the "Comments" column.

| Tour Name/ID - Reference | View Details | Date | Number of Paying People | Number of Exempted People | Comments | Remove |
|--|--------------|------|-------------------------|---------------------------|----------|--------|
| Add and new item by clicking on Add Return Details (below) | | | | | | |

[+ Add Return Details](#)

Buttons: SAVE & CLOSE, NEXT

Complete the remaining questions. Click on Add Return Details to add Return details.

7. On the Documents page upload relevant documents by clicking on Upload and providing a document name and document type. Then click on **Next**.

HOME CUSTOMER DETAILS HELP Online Services Queensland Government

Returns / Report Reference: RET-100255420

Getting Started
Returns / Report Details
Documents >
Review
Declaration

Documents

Please note:

- maximum upload file size for a single file is 50 MB
- a maximum of 13 documents can be uploaded across all the sections.

Additional Supporting Information

| File | Document Name | Document Type |
|-------------------------|---------------|---------------|
| UPLOAD Drop files here | | |

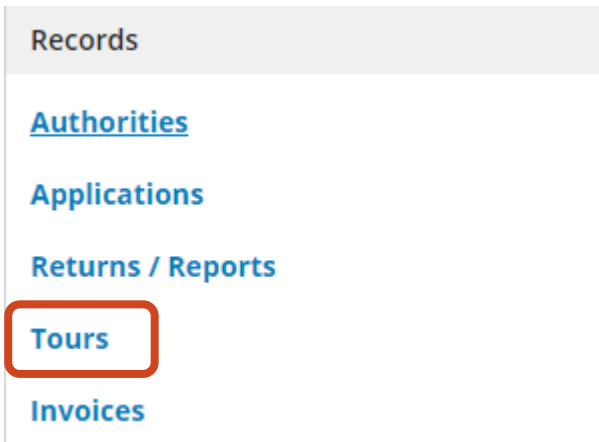
< BACK CANCEL > SAVE & CLOSE **NEXT**

8. Then review your Return, adding any additional information that is missing or required. Then click on Next.
9. Then complete the Declaration and **Submit** the Return/Report.

Note: To add a new Tour, find and open the relevant Authority in the Authority records list and go to the 'Related Tours' page

8. Tours

To access the Tours Page, click on Tours in the Records box on the left side of the page.



This will take you to the Tours Page

The screenshot shows the 'Tours' page. On the left, the 'Tours' link in the sidebar is highlighted with a red box. The main content area has a 'Tours' heading and a 'Hide Filters' link. Below this is a search filter with three input fields: 'Search' (containing 'Any'), 'Authority Reference' (containing 'Any'), and 'Authority Type' (containing 'Any'). There are 'SEARCH' and 'CLEAR' buttons. Below the search filter is a table of tours:

| Tour Name/ID | Tour Reference | Authority Reference |
|--------------|----------------|---------------------|
| Tour 1 | T-100261006 | P-CAP-100260164 |
| Test | T-100255302 | P-MPP-100255201 |

On the right side of the page, there is a 'My Incomplete Actions' section with a table of actions:

| Name | Created |
|---|-------------|
| Parks and Forests Return/Report - RET-100255420 | 01 Apr 2021 |
| Parks and Forests Return/Report - RET-100255420 | 01 Apr 2021 |
| Parks and Forests Return/Report - RET-100250016 | 01 Apr 2021 |
| Parks and Forests Return/Report - RET-100250016 | 01 Apr 2021 |
| Message - Parks and Forests system error | 31 Mar 2021 |

To view a tour, click on the Tour Name/ID

Tour Reference: T-100261006

Summary | Related Actions

Tour Details

| | |
|------------------------------|-------------|
| Tour Reference Number | T-100261006 |
| Tour Name/ ID | Tour 1 |
| Duration | Multi Day |
| Number of Days | 4 |

Selected Locations

- Cockatoo Beach Day Use Area - North Molle Island - Molle Islands National Park
- Chalkie's Beach Walking Track - Haslewood Island - Whitsunday Islands National Park
- George Island - Broad Sound Islands National Park

New tours can only be added from the Authority record.

Parks & Forests Authorities

Customer Record: Ronnie Corbett
Customer Reference Number: EHP0089075

Change Area or Customer

Tours

New tours can only be added from the Authority record. To add a new Tour, find and open the relevant Authority in the Authority records list and go to the 'Related Tours' page. Note that Tours cannot be altered once they have been used in a Return of Operations. If the tour location or duration subsequently changes, you will need to add a new tour record to represent the changed details.

Search: Authority Reference: Authority Type:

| Tour Name/ID | Tour Reference | Authority Reference |
|--------------|----------------|---------------------|
| Tour 1 | T-100261006 | P-CAP-100260164 |
| Test | T-100255302 | P-MPP-100255201 |

My Incomplete Actions

Please note, this list may contain actions relating to all of your customer records.

| Name | Created |
|---|-------------|
| Parks and Forests Return/Report - RET-100255420 | 01 Apr 2021 |
| Parks and Forests Return/Report - RET-100255420 | 01 Apr 2021 |
| Parks and Forests Return/Report - RET-100250016 | 01 Apr 2021 |
| Parks and Forests Return/Report - RET-100250016 | 01 Apr 2021 |
| Message - Parks and Forests system error | 31 Mar 2021 |

To add a new Tour, find and open the relevant Authority in the Authority records list and go to the 'Related Tours' page.

[HOME](#)
[CUSTOMER DETAILS](#)
[HELP](#)

[Online Services](#)

Authority Reference: P-CAP-100260164

Summary
Related Actions

[General Information](#)

[Activities and Location Details](#)

[Documents](#)

[Related Tours >](#)

[Related Returns / Reports](#)

Related Tours

Add Tour

Tour Name/ ID *

Location *

Select Location
▼

Duration *

Select Duration
▼

ADD TO SAVED TOURS

Saved Tours

| Tour Reference Number | Tour Name/ ID | Duration | Number of Days | Submitted Return Available | Edit | Remove |
|-----------------------------|---------------|-----------|----------------|----------------------------|-------------------|-------------------|
| T-100261006 | Tour 1 | Multi Day | 4 | x | ✎ | ✖ |

Note: Tours cannot be altered once they have been used in a Return of Operations. If the tour location or duration subsequently changes, you will need to add a new tour record to represent the changed details.

9. Invoices

To view invoices and related actions, click on the Invoices link in the Records box

Records

- [Authorities](#)
- [Applications](#)
- [Returns / Reports](#)
- [Tours](#)
- [Invoices](#)

HOME CUSTOMER DETAILS HELP Online Services

Parks & Forests Authorities

Customer Record: Ronnie Corbett
Customer Reference Number: EHP0089075

Change Area or Customer

Actions

Apply for a new Authority
You may need to apply for an Authority to conduct a specific activity within Queensland Parks and Wildlife Service managed areas.

Apply to Transfer an Existing Authority
You need to apply to transfer an existing Authority from the current holder. (e.g. when purchasing a business.) There is no guarantee the application will be successful.

Other Actions
To view actions relating to an existing Authority, such as renewal, amendments, surrender, invoice or return, see Records menu below. To renew, amend or surrender, click on authorities, then click authority reference number and related actions.

Invoices Hide Filters

Search Issued From Issued To Type Paid

Click the invoice number to view the invoice details and related actions.

| Invoice # | Type | Description | Issued Date | Due Date | Paid | Amount |
|-----------|---------|---|-------------|------------|------|----------|
| 7000516 | Invoice | Apiary Permit Up to 1 year Authority Fee - Number of sites: 1 | 16/03/2021 | 17/03/2021 | | \$145.90 |
| 7000169 | Invoice | Commercial Activity Permit Up to 1 year Authority Fee | 01/01/2001 | 23/02/2021 | | \$646.20 |
| 7000117 | Invoice | Commercial Activity Permit Up to 1 year Authority Fee | 16/02/2021 | 17/02/2021 | | \$646.20 |

My Incomplete Actions

Please note, this list may contain actions relating to all of your customer records.

| Name | Created |
|---|-------------|
| Parks and Forests Return/Report - RET-100255420 | 01 Apr 2021 |
| Parks and Forests Return/Report - RET-100255420 | 01 Apr 2021 |
| Parks and Forests Return/Report - RET-100250016 | 01 Apr 2021 |
| Parks and Forests Return/Report - RET-100250016 | 01 Apr 2021 |
| Message - Parks and Forests system error | 31 Mar 2021 |

Click the Invoice number to view the invoice details and related actions.

Invoice Reference: 7000169

[Summary](#) [Related Actions](#)

Invoice

Reference 7000169
Amount \$646.20
Type Invoice

Date Issued 01/01/2001
Date Due 23/02/2021
Issued To

Related Records

| Date Issued | Type | Reference | Amount |
|--------------------|------|-----------|--------|
| No items available | | | |

Receipts

| Date | Reference | Amount | Payment Method | Payment Gateway | LAIS Transaction Ref |
|------------|------------|----------|----------------|-----------------|----------------------|
| 22/02/2021 | RCT0048975 | \$646.20 | Credit Card | BPOINT | |

Documents

| Name | Type | Version | Date Created |
|--|---------|---------|---------------------|
| <input type="checkbox"/> Receipt - 7000169.pdf | Receipt | 1 | 22/02/2021 10:18 AM |

Here you can view a summary of the invoice and download a receipt, if applicable.

10. Want more information or Need Help?

If you need additional information regarding your application or authority, then please contact the Parks Access Team

- Email: parkaccess@des.qld.gov.au