Online Services

Department of Environment and Science

User Guide - How to view and complete Environmental Authority (EA) Annual Returns online

- How to view and select an environmental authority (EA) annual return
- How to complete and submit annual returns

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

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1. About your EA Annual Return

As part of the Queensland Government's commitment to support economic recovery across all industries, the Department of Environment and Science (the department) has revised the annual return requirements for Environmental Authority (EA) holders, removing unnecessary and duplicated reporting. This will reduce reporting requirements for more than 3000 authority holders.

As the environmental regulator, we require authority holders to advise us of any non-compliance and undertake certain monitoring. We also require information on the area of disturbance and rehabilitation. This will not change.

The key changes to the annual return process are:

- Holders of a resource activity EA without an approved PRCP schedule must submit an annual return describing only the disturbance area and rehabilitation area.

- Holders of a resource activity EA with an approved PRCP schedule must submit an annual return describing how the operation is progressing against the PRCP schedule.

- Holders of a prescribed activity EA will <u>not</u> receive an annual return from the department, and therefore will not be required to submit an annual return.

This guide will show you how to complete your annual return online using the streamlined questionnaire and process.

2. Accessing your annual return online

Annual Return records are accessed through Online Services, through Environmental Authorities page for the customer record you have selected. If you haven't registered for Online Services or you don't have access to customer record, refer to the Getting Started with Online Services user guide for information and links to registering, signing in and linking to your customer record/s.

# 3. Signing in to Online Services and selecting a customer record

1. Open a web browser enter https://www.business.qld.gov.au/running-business/environment/online-services

2. Click on the **Log in to Online Services button**. The Online Services Terms of Use and Privacy statement page is displayed.

3. Read the terms of use and privacy statement and click **I AGREE** to continue.

4. Enter your Username and Password and Click **LOG IN**.
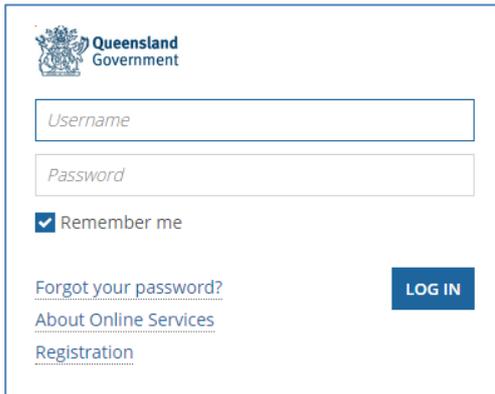
- If you have forgotten your password, click **Forgot your password?** and follow the screen prompts

- Click the **Remember me** checkbox if you want Online Services to remember your username and password each time you go to the Online Services site.

Note: If this is your first time signing in, and you are entering your temporary password, the system will prompt you to change your password. Follow the screen prompts or refer to the Getting Started with Online Services user guide for more information on how to register and set up your password.

Existing/Returning Online Services customers

If you have previously transacted online with the Department, the **Select Customer Record** page is displayed.
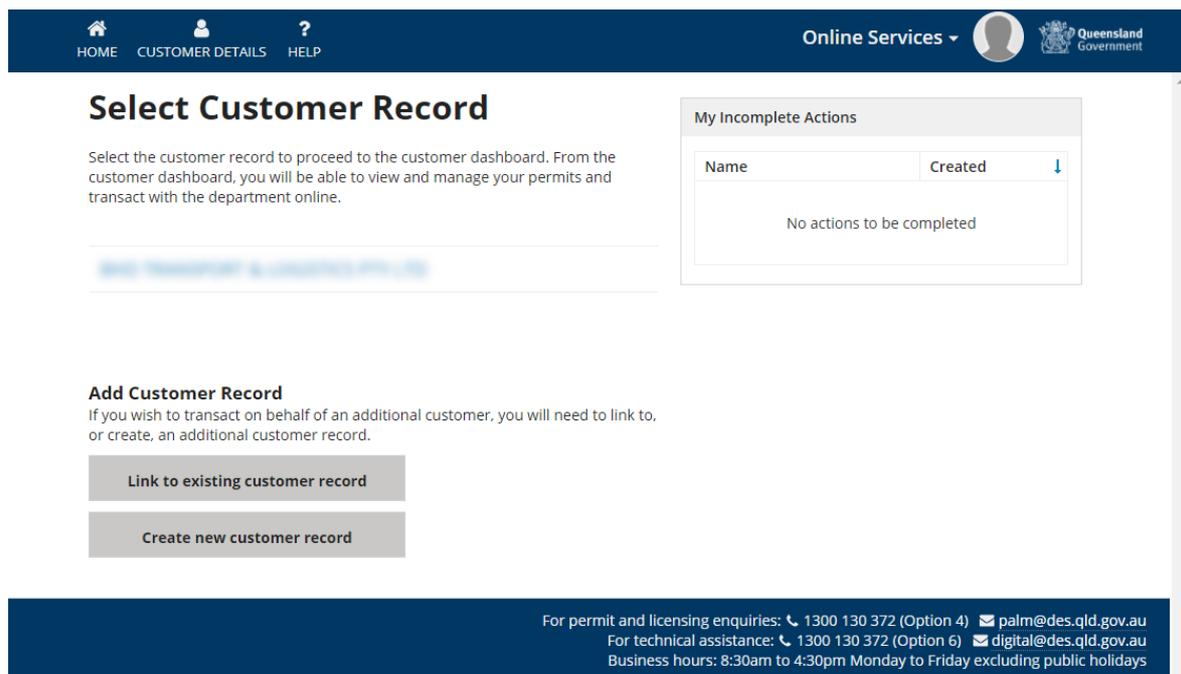
*Note: If you also hold a Macropods license and sign in to Online Services, you will be directed to the Macropods Online home page. Click **Non Macropod Actions** to navigate to the **Select Customer Record** home page (displayed above).*

5. Under the heading **Select Customer Record**, click on the **Name** of your customer record. The customer record home page is displayed.

Note: If the customer record you are looking for is not listed, you will need to either *Link to an existing customer record* or *Create new customer record* – refer to the **Adding Customer Records** section in the **Using Online Services** user guide on the BQ website

4. Viewing and selecting an Annual Return

1. From the customer record home page, click **Environmental Authorities**. The Environmental Authorities page is displayed.
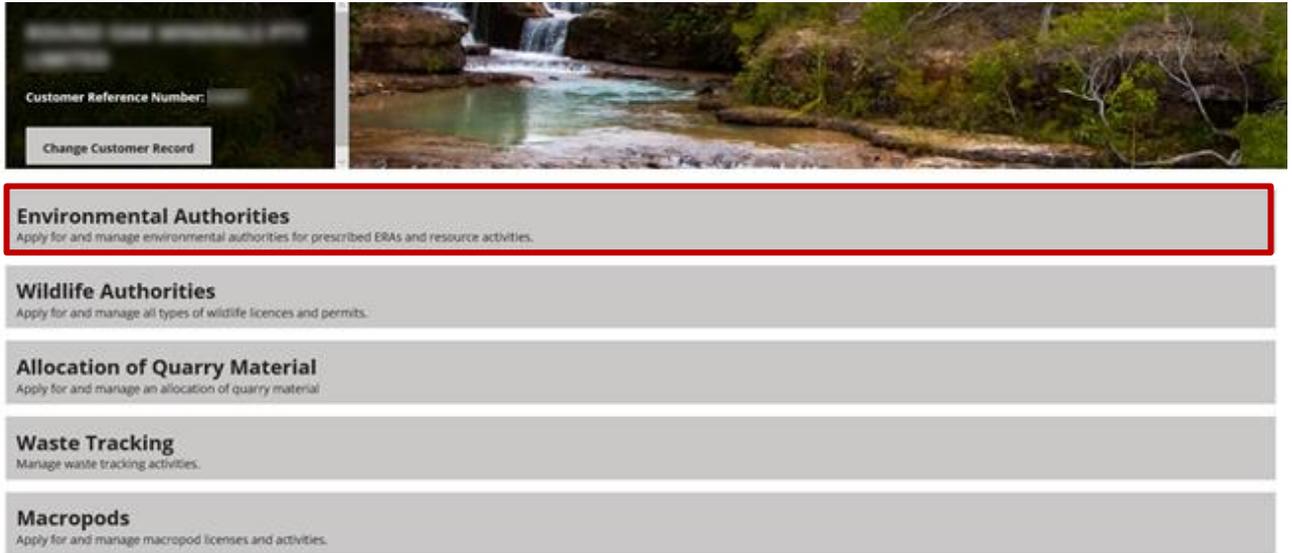
2. On the left-hand side of the screen, under the heading **Records**, click on **Annual Returns**. A list of all current and prior year Annual Returns will be shown in the centre of the screen.
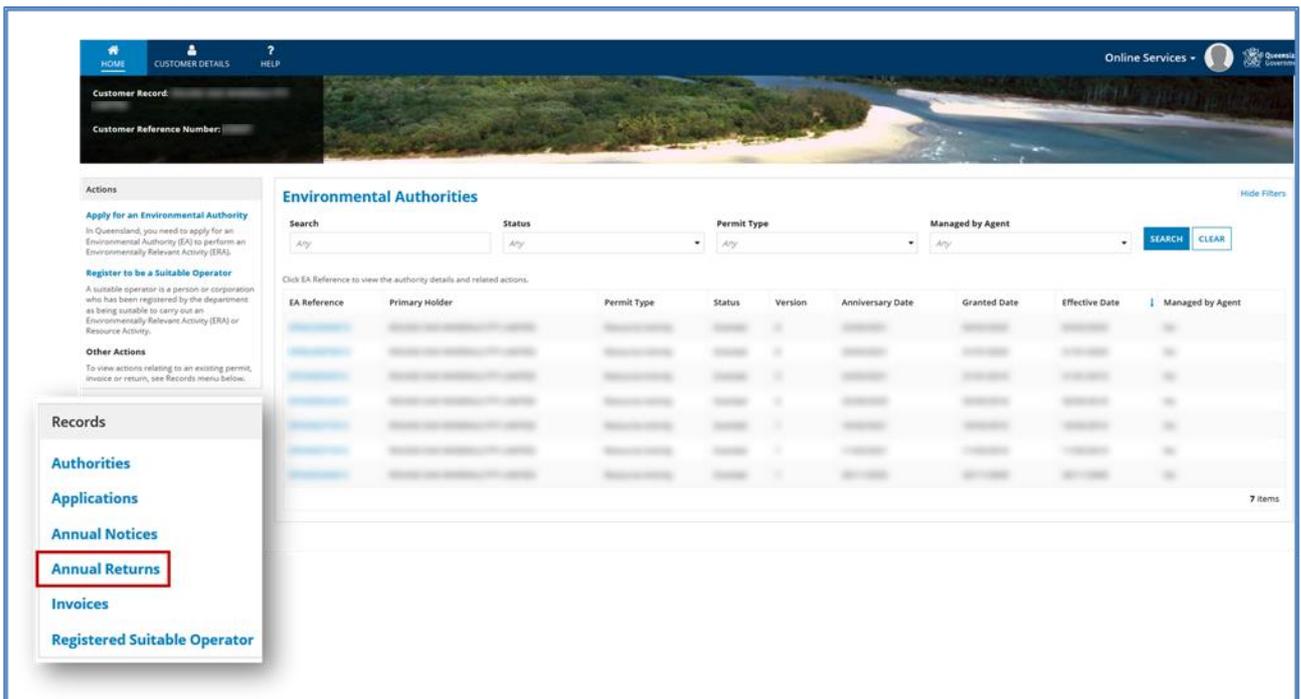
3. Scroll through or use the **Search and Filter** fields to view an annual return from the list shown.

   NOTE:
   - *To use the Search function, click in the Search field and type in your search criteria i.e. part of the permit reference number and click Search*
   - *To use the filter function, click in the Status field and select:*
       - *Issued – an annual return has been generated and issued to the primary holder*
       - *Submitted – the annual return has been completed and submitted for assessment by DES*
       - *Completed – the annual return has been received by DES and is assessed as being compliant*
       - *Draft – the annual return has been partially completed online and has not been submitted for assessment by DES*
       - *Incomplete – the annual return has been completed and submitted in hard-copy to DES for assessment and requires additional information to be provided*
       - *Non – Compliant – the annual return has been completed and received by DES and is assessed as being non-compliant*
       - *Non-Compliant - Incomplete – the annual return has been completed in hard copy and received by DES and is assessed as being non-compliant due to insufficient information being provided*
       - *Non-Compliant – Overdue – the completed annual return has not been received by DES and therefore is assessed as being non-compliant*

4. Open the Annual Return by clicking on the return reference number (blue text).
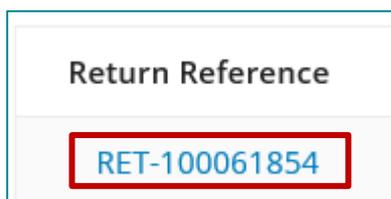
5. Completing your annual return

The annual return includes several pages:

- General Information
- Questionnaire
- Documents
- Declaration
- Review

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 annual return record. When you return at another time, you can continue with completing the remaining fields.

Need more information?

Click on the blue question marks to view additional instructions.

General Information

This page provides a summary of information relating to the EA permit and associated annual return, including the date the annual return is due to be submitted by.

1. To edit and enter information into your annual return, in the top-right corner of the page click **Edit Annual Return**.

2. Scroll to the bottom of the screen and click **Next** or click **Questionnaire** in the left navigation menu.

Questionnaire

1. On the Environmental Authorities Details screen, select <u>one</u> of the options available:

- If you select the first option (**without** an approved PRCP schedule), follow the steps listed in **Section 1, Table 1 and the Declaration** to complete your annual return

- If you select the second option (*<u>with</u> an approved PRCP schedule),* follow the steps listed in **Section 2, Table 2 and the Declaration**

2. Click **Next** to move to the next screen.

Section 1

- **If you have an approved PRCP,** you don't need to complete Section 1 or Table 1. The option to select responses has be disabled.

- Click Next, or use the left navigation bar and navigate to **Section 2**

If you **don't** have an approved PRCP, follow the instructions to complete this section and Table 1.

1. Review each question and **click in the circle** next to select the appropriate response.

- Depending on your response, additional information may appear to the right of the question. Review the message and where required, **click in the box** to select the appropriate response/s.

2. Scroll to the bottom of the page and click **Next**.

Table 1

1. Review each question and:

    - enter relevant information into the Area (ha) fields (use numbers only, enter 0 if no activity)

    - click on the drop-down arrow and select Y or N/A for the Spatial data submitted)

Table 1 – Area of Disturbance / Rehabilitation ⓘ

Total site reporting¹ at 31 December 2020	Area (ha)	Spatial data submitted (Y or NA)
1. Total/tenure area covered by the EA		Please select a value
2. Total area of disturbance² on site (must not include areas captured within items 3, 4 or 5)		Please select a value
3. Total area of certified rehabilitation (for which progressive certification³ has been approved in accordance with the EP Act)		Please select a value
4. Total area of completed rehabilitation⁴ on site for which progressive certification has not yet been approved (must not include areas captured within items 3 or 5)		Please select a value
5. Total area of rehabilitation commenced⁵ on site (must not include areas captured within items 3 or 4)		Please select a value

Completed works – 1 January to 31 December 2020	Area (ha)	Spatial data submitted (Y or NA)
6. Area disturbed² during the period (must not include areas captured within items 7, 8 or 9)		Please select a value
7. Area of rehabilitation for which progressive certification³ has been approved in accordance with the EP Act during the period (must not include areas captured within items 8 or 9)		Please select a value
8. Area of completed rehabilitation⁴ (for which progressive certification has not yet been approved)		Please select a value
9. Area of rehabilitation commenced⁵ on site (must not include areas captured within items 7 or 8)		Please select a value

Proposed works – 1 January to 31 December 2021 ⓘ	Area (ha)	Spatial data submitted (Y or NA)
10. Area of additional disturbance² proposed during the period (must not include areas captured within items 11, 12 or 13)		Please select a value
11. Area of additional rehabilitation for which progressive certification³ is proposed to be applied for under the EP Act during the period (data must not include areas captured within items 12 or 13)		Please select a value
12. Area of completed rehabilitation⁴ (for which progressive certification is not proposed to be sought)		Please select a value
13. Area of rehabilitation to be commenced⁵ on site		Please select a value

💾 SAVE & CLOSE   » NEXT

NOTE: You must enter information into **ALL** the Area (ha) and Spatial data fields for each of the questions.

2. Click Next, or use the left navigation bar and navigate to **Documents.**

Section 2

- **If you don't have an approved PRCP,** you don't need to complete Section 2 (or Table 2). The option to select responses has be disabled.

- Click Next, or use the left navigation bar and navigate to **Documents**

1. Review each question and **Click in the circle** next to select the appropriate response.

- Depending on your response, additional information may appear to the right of the question. Review the message and where required, **click in the box** to select the appropriate response/s.

2. Scroll to the bottom of the page and click **Next**.

Table 2

1. Review each question and:

   - enter relevant information into the Area (ha) fields (use numbers only, enter 0 if no activity)

   - click on the drop-down arrow and select Y or N/A for the Spatial data submitted)

Table 2 - Area of disturbance / rehabilitation / improvement (PRCP) ⊙

Total site reporting[1] at 31 December 2020	Area (ha)	Spatial data submitted (Y or NA)
1. Total/tenure area covered by the EA		Please select a value ▾
2. Total area of disturbance[2] on site (must not include areas captured within items 3, 4 or 5)		Please select a value ▾
3. Total area of certified rehabilitation (for which progressive certification[3] has been approved in accordance with the EP Act)		Please select a value ▾
4. Total area of completed rehabilitation[4] on site for which progressive certification has not yet been approved (must not include areas captured within items 3 or 5)		Please select a value ▾
5. Total area of rehabilitation commenced[5] on site (must not include areas captured within items 3 or 4)		Please select a value ▾
6. Total area of land achieving sufficient improvement[6] ⊙		Please select a value ▾
7. Total area of improvement commenced[7] on site (must not include areas captured within items 6) ⊙		Please select a value ▾

Completed works – 1 January to 31 December 2020	Area (ha)	Spatial data submitted (Y or NA)
8. Area disturbed[2] during the period (must not include areas captured within items 9, 10 or 11)		Please select a value ▾
9. Area of rehabilitation for which progressive certification[3] has been approved in accordance with the EP Act during the period (must not include areas captured within items 10 or 11)		Please select a value ▾
10. Area of completed rehabilitation[4] for which progressive certification has not yet been approved (must not include areas captured within items 9 or 11)		Please select a value ▾
11. Area of rehabilitation commenced[5] on site (must not include areas captured within items 9 or 10)		Please select a value ▾
12. Area of land that has achieved sufficient improvement[6] on site (must not include areas captured within items 13) ⊙		Please select a value ▾
13. Area of improvement commenced[7] on site (must not include areas captured within item 12) ⊙		Please select a value ▾

Proposed works – 1 January to 31 December 2021	Area (ha)	Spatial data submitted (Y or NA)
14. Area of additional disturbance[2] proposed during the period (must not include areas captured within items 15, 16 or 17)		Please select a value ▾
15. Area of additional rehabilitation for which progressive certification[3] is proposed to be applied for under the EP Act during the period (must not include areas captured within items 16 or 17)		Please select a value ▾
16. Area of completed rehabilitation[4] for which progressive certification is not proposed to be sought (must not include areas captured within items 15 or 17)		Please select a value ▾
17. Area of rehabilitation to be commenced[5] on site (must not include areas captured within items 15 or 16)		Please select a value ▾
18. Area of additional land that is proposed to achieve sufficient improvement[6] on site (must not include areas captured within item 19) ⊙		Please select a value ▾
19. Area of additional improvement to be commenced[7] on site (must not include areas captured within item 18) ⊙		Please select a value ▾

🖫 SAVE & CLOSE   » NEXT

NOTE: You must enter information into **ALL** the Area (ha) and Spatial data fields for each of the questions.

2. Click Next, or use the left navigation bar and navigate to **Documents.**

Uploading Documents

- **If required, or indicated, you may need to submit supporting documentation with your annual return.**

1. Click the **Upload** button.

Upload Documents

General Information		
Questionnaire		
Documents >		

File   **Document Name**   **Document Type**

UPLOAD   Drop files here

2. In the pop-up menu, choose a document from your computer to upload and click **Open.**

3. Type in a name for your document and, in the Document Type field, it will automatically add Annual Return supporting document.

Upload Documents

File   **Document Name**   **Document Type**

Test
DOCX – 13.55 KB   Test   Annual Return supporting document ▼   ✖

UPLOAD   Drop files here

▣ SAVE & CLOSE   » NEXT

4. Click **Next** to move to the next screen

NOTE: You can add 1 or more supporting documents to your annual return by using the Upload Documents feature.

Completing your Declaration

1. Read the declaration.

2. Type in your First name and Last name, your position/role and the date you completed the form.

Declaration

Note: If you have not told the truth in this annual return you may be prosecuted.

- I/We, being the holders identified above acknowledge that all information supplied on or with this annual return may be made available upon request, subject to the provisions of the *Right to Information Act 2009* and the *Evidence Act 1977*.

- I am an authorised representative of the holder of this authority, and I am authorised to submit this annual return.ⓘ

- I am aware that, under section 480 of the *Environmental Protection Act 1994*, it is an offence to knowingly give information that I know is false, misleading or incomplete in any material particular.

- I have supplied all the required information.

Name of Signatory:	**Position of Signatory:**	**Signing Date:**
Enter Signatory Name	Enter Signatory Position	dd/mm/yyyy

3. Click **Next** to move to the next screen.

Review your annual return

1. Scroll through and review your responses to each section of the annual return.

    - If you need to amend or update anything, an error message will be displayed just under the **Review Details** heading.

Review Details

Please review your answers.
If an answer is incomplete, an error message will display at the top of the corresponding section with a hyperlink to complete an answer. You can also click the Back button or use the Left Navigation Menu to select the relevant section.

Environmental Authority Details

Is your environmental authority for: ⑦

- ✔ A resource activity **without** an approved Progressive Rehabilitation and Closure Plan (PRCP) schedule – Only complete section 1 and the Declaration of this return.

- ○ A resource activity **with** an approved (PRCP) schedule – Only complete section 2 and the Declaration of this return.

NOTE: To finalise any outstanding revisions, click on the blue link to return and enter the required information into the question. When you made your updates, use the Next button to navigate to the end or click **Review** on the left navigation pane to do a final check of the information you have supplied.

Section 1 - Resource activity without an approved PRC plan

To finalise your questionnaire, go to Questionnaire > Section 1:-
• **Question 2 - Please review and select all checkboxes.**

2. Scroll to the bottom of the screen and click **Save & Close** to save your responses, close the annual return (to return at a later time) or click **Submit (**to send for review by DES).

3. You will receive confirmation that your annual return has been submitted. Click OK to close and return to the Annual Returns page.

Thank you. Annual Return RET-100083722 is now submitted.
You can edit this annual return up until the Due Date if changes are required.

OK

Want more information or Need Help?

Click HERE to learn more about Using Online Services.

For more information or assistance with completing your annual return please contact the Permits 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