

Online Services

Department of Environment and Science

User Guide – Environmental Authorities page

- Navigating the Environmental Authorities page
- Sorting, filtering and searching records
- 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. 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 **Environmental Authority** pages, including applying for environmental authorities and accessing records related to existing authorities, such as applications and annual returns.

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. Viewing the Environmental Authorities page

Open the **Environmental Authorities** page from your customer record home page. If your customer record is not set up – or you do not know how to select a customer record – refer to the [Getting Started](#) user guide to register, sign in and navigate Online Services.

Take the following step to open the **Environmental Authorities** page.

- From your customer record home page, click **Environmental Authorities**.

The screenshot shows the 'RA Company' customer record home page. The navigation bar includes 'HOME', 'CUSTOMER DETAILS', and 'HELP'. The main content area features a large image of a waterfall and a list of service categories: 'Environmental Authorities', 'Wildlife Authorities', 'Allocation of Quarry Material', 'Waste Tracking', 'Macropods', and 'Parks and Forests'. The 'Environmental Authorities' link is highlighted with a red box. On the right, there is a 'My Incomplete Actions' section with a table for tracking actions.

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

The screenshot shows the 'Environmental Authorities' management page. It features a search bar with filters for 'Search', 'Status', 'Permit Type', and 'Managed by Agent'. Below the search bar is a table listing various permits with columns for Permit Reference, Primary Holder, Permit Type, Status, Version, Anniversary Date, Granted Date, Effective Date, and Managed by Agent. The table contains 10 rows of data. On the left, there are sections for 'Actions' (Apply for an Environmental Authority, Register to be a Suitable Operator, Other Actions) and 'Records' (Authorities, Applications, Annual Notices, Annual Returns, Invoices, Registered Suitable Operator).

Permit Reference	Primary Holder	Permit Type	Status	Version	Anniversary Date	Granted Date	Effective Date	Managed by Agent
EAD002458	RA Company	Resource Activity	Granted	1	08/09/2021	08/09/2020	08/09/2020	No
EAD002459	RA Company	Resource Activity	Granted	1	08/09/2021	08/09/2020	08/09/2020	No
EAD002460	RA Company	Resource Activity	Granted	1	08/09/2021	08/09/2020	08/09/2020	No
EAD002461	RA Company	Resource Activity	Suspended	1		08/09/2020	08/09/2020	No
EAD002448	RA Company	Resource Activity	Granted	1		07/09/2020	07/09/2020	No
EAD002450	RA Company	Resource Activity	Granted	1	07/09/2021	07/09/2020	07/09/2020	No
EAD002451	RA Company	Resource Activity	Granted	1		07/09/2020	07/09/2020	No
EAD002453	RA Company	Resource Activity	Suspended	1	07/09/2021	07/09/2020	07/09/2020	No
EAD002334	RA Company	Prescribed ERA	Granted	1	11/06/2021	11/06/2020	11/06/2020	No
EAD002335	RA Company	Prescribed ERA	Granted	1	11/06/2021	11/06/2020	11/06/2020	No

Main menu

Home

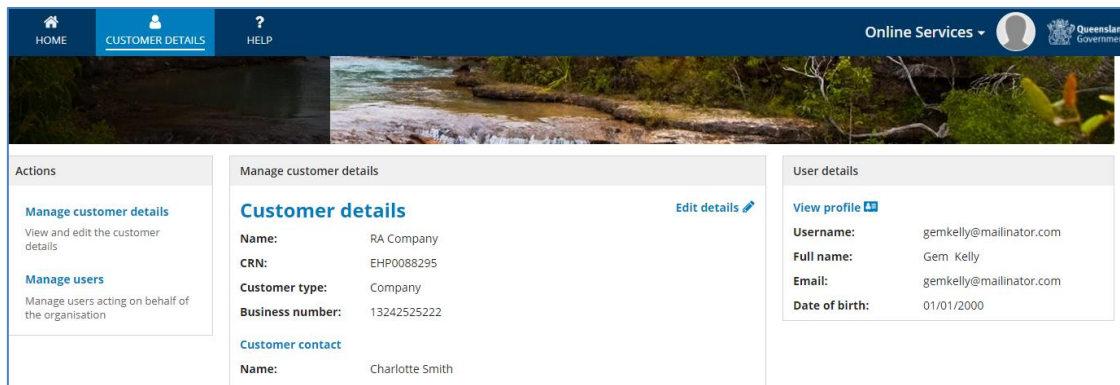


Clicking the **HOME** icon from anywhere within the customer record pages takes you to the **Select Customer Record** home page.

Customer Details



Clicking the **CUSTOMER DETAILS** icon from anywhere within the customer record pages takes you to the **Customer Details** page.



From the **Customer Details** page, all users can:

- View the customer details
- View their user profile

Users with an Administrative role on the customer record can:

- 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 to manage your customer record.

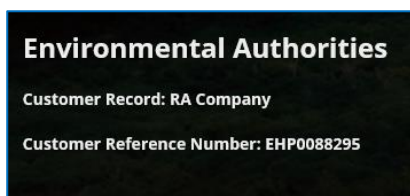
Help



Click the **HELP** icon from anywhere within Online Services to contact Online Services Help, General Enquiries or Technical Support.

Customer Record Name and Reference Number

The top of the customer record page always displays the **Customer Record Name** and **Customer Reference Number**.



User profile and signing out



The user profile icon is located to the right of the main menu. Click on the icon to view your user profile or sign out.

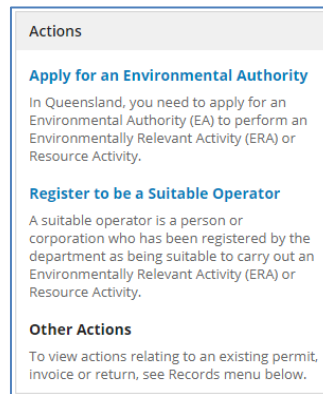
Refer to the [Using Online Services](#) user guide to manage your user profile.

Actions menu (apply and register)

The **Actions** menu contains links to environmental authority actions, such as **Apply for an Environmental Authority**.

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.

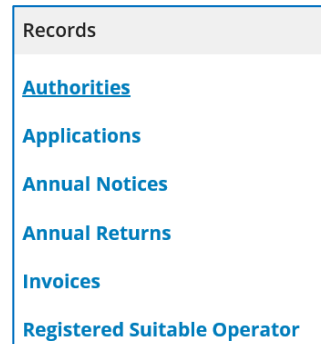


Records menu (search and view)

The **Records** menu contains the environmental authority record types.

Click a record type to view a list of records associated with the customer record. For example, selecting **Authorities** displays a list of all environmental authorities held by the customer.

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



Authorities	Displays all environmental authorities held by the customer.
Applications	Displays the customer's environmental authority applications.
Annual Notices	Displays annual notices issued to the customer.
Annual Returns	Displays annual returns issued to the customer.
Invoices	Displays all invoices issued by the Department to the customer.
Registered Suitable Operator	Displays the customer's registered suitable operator details.

Body section (default display)

The customer's **Environmental Authorities** list is the default display.

Environmental Authorities Hide Filters

Search: Status: Permit Type: Managed by Agent: SEARCH CLEAR

Click the Permit Reference to view the authority details and related actions.

Permit Reference	Primary Holder	Permit Type	Status	Version	Anniversary Date	Granted Date	Effective Date	Managed by Agent
EA0002458	RA Company	Resource Activity	Granted	1	08/09/2021	08/09/2020	08/09/2020	No
EA0002459	RA Company	Resource Activity	Granted	1		08/09/2020	08/09/2020	No
EA0002460	RA Company	Resource Activity	Granted	1	08/09/2021	08/09/2020	08/09/2020	No
EA0002461	RA Company	Resource Activity	Suspended	1		08/09/2020	08/09/2020	No
EA0002448	RA Company	Resource Activity	Granted	1		07/09/2020	07/09/2020	No
EA0002450	RA Company	Resource Activity	Granted	1	07/09/2021	07/09/2020	07/09/2020	No
EA0002451	RA Company	Resource Activity	Granted	1		07/09/2020	07/09/2020	No
EA0002453	RA Company	Resource Activity	Suspended	1	07/09/2021	07/09/2020	07/09/2020	No
EA0002334	RA Company	Prescribed ERA	Granted	1	11/06/2021	11/06/2020	11/06/2020	No
EA0002335	RA Company	Prescribed ERA	Granted	1	11/06/2021	11/06/2020	11/06/2020	No

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

Page footer

The page footer displays on most pages and includes 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 screenshot shows the 'Environmental Applications' interface. At the top right, there is a 'Hide Filters' button. Below it, there are five filter dropdown menus: 'Search' (with 'Any' selected), 'Permit Type' (with 'Any' selected), 'Application Type' (with 'Any' selected), 'Stage' (with 'Any' selected), and 'Managed by Agent' (with 'Any' selected). To the right of these filters are 'SEARCH' and 'CLEAR' buttons. Below the filters, there is a text instruction: 'Click the EA Application Reference to view the application details and related actions.' The main part of the interface is a table with the following columns: 'EA Application Reference', 'Principal Applicant', 'Permit Type', 'Application Type', 'Lodgement Date', 'Stage', and 'Managed by Agent'. The 'Lodgement Date' column has a blue up/down arrow indicating it is sorted. The table contains 10 rows of data. At the bottom right of the table, there is a pagination control showing '<< < 1 - 10 of 21 > >>'. A blue box highlights the 'EA Application Reference' column in the first row, and another blue box highlights the 'Lodgement Date' column header.

EA Application Reference	Principal Applicant	Permit Type	Application Type	Lodgement Date	Stage	Managed by Agent
APP0055130	RA Company	Resource Activity	Standard Application	08/09/2020	Decision	No
APP0055118	RA Company	Resource Activity	Site-specific	01/09/2020	Decision	No
APP0055129	RA Company	Resource Activity	Site-specific	01/09/2020	Decision	No
APP0055136	RA Company	Resource Activity	Site-specific	24/08/2020	Decision	No
APP0055114	RA Company	Resource Activity	Standard Application	24/08/2020	Decision	No
APP0055132	RA Company	Resource Activity	Variation	19/08/2020	Decision	No
APP0055126	RA Company	Resource Activity	Standard Application	10/08/2020	Decision	No
APP0055115	RA Company	Resource Activity	Site-specific	04/08/2020	Decision	No
APP0055117	RA Company	Resource Activity	Variation	10/07/2020	Decision	No
APP0055121	RA Company	Resource Activity	Standard Application	07/07/2020	Decision	No

The **Filter** function is located on the top section of the record view.

Change the default sort order

- Click a column heading. The blue up/down arrow indicates the sort order.

Open a record

- Click the blue text. This is typically the reference number.

Hide or show the filter function

- Click **Hide/Show Filters**, located at the top right of the page.

Apply filters to the list view

- Click a filter field, select an option from the list and then click **SEARCH**.
- **Note:** You can select multiple options.

Remove filter

- Click **CLEAR**.

Search record

- On the search field, type your search criteria – for example, part of a reference number such as 55115 – and click **SEARCH**.

The screenshot shows the 'Environmental Applications' interface after a search. The 'Search' filter dropdown now contains '55115'. The 'SEARCH' button is highlighted. The table below shows only one record: 'APP0055115' by 'RA Company' with 'Resource Activity' permit type, 'Site-specific' application type, and '04/08/2020' lodgement date. The 'Lodgement Date' column is sorted. The 'Hide Filters' button is still present at the top right.

EA Application Reference	Principal Applicant	Permit Type	Application Type	Lodgement Date	Stage	Managed by Agent
APP0055115	RA Company	Resource Activity	Site-specific	04/08/2020	Decision	No

4. Want more information or need help?

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

For more information on new licences, 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