

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.

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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 not 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.

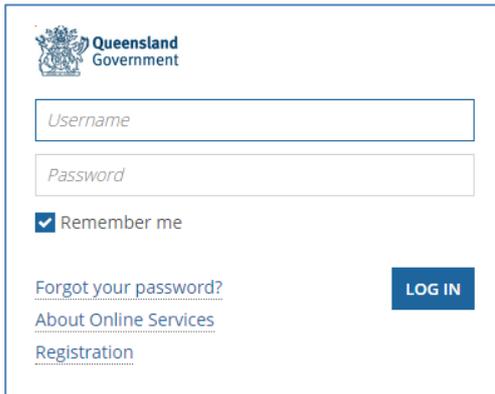


The screenshot shows the 'Online Services' portal interface. At the top, there is a navigation bar with 'HOME', 'CUSTOMER DETAILS', and 'HELP' links, along with 'Online Services' and a user profile icon. Below the navigation bar is a banner image of a waterfall in a natural setting. On the left side, there is a 'Customer Reference Number' field with a 'Change Customer Record' button. The main content area features a list of service categories: 'Environmental Authorities' (highlighted with a red box), 'Wildlife Authorities', 'Allocation of Quarry Material', 'Waste Tracking', and 'Macropods'. On the right side, there is a 'My Incomplete Actions' section with a table listing actions.

Name	Created
Annual Returns Dashboard	05 Nov 2020

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**.

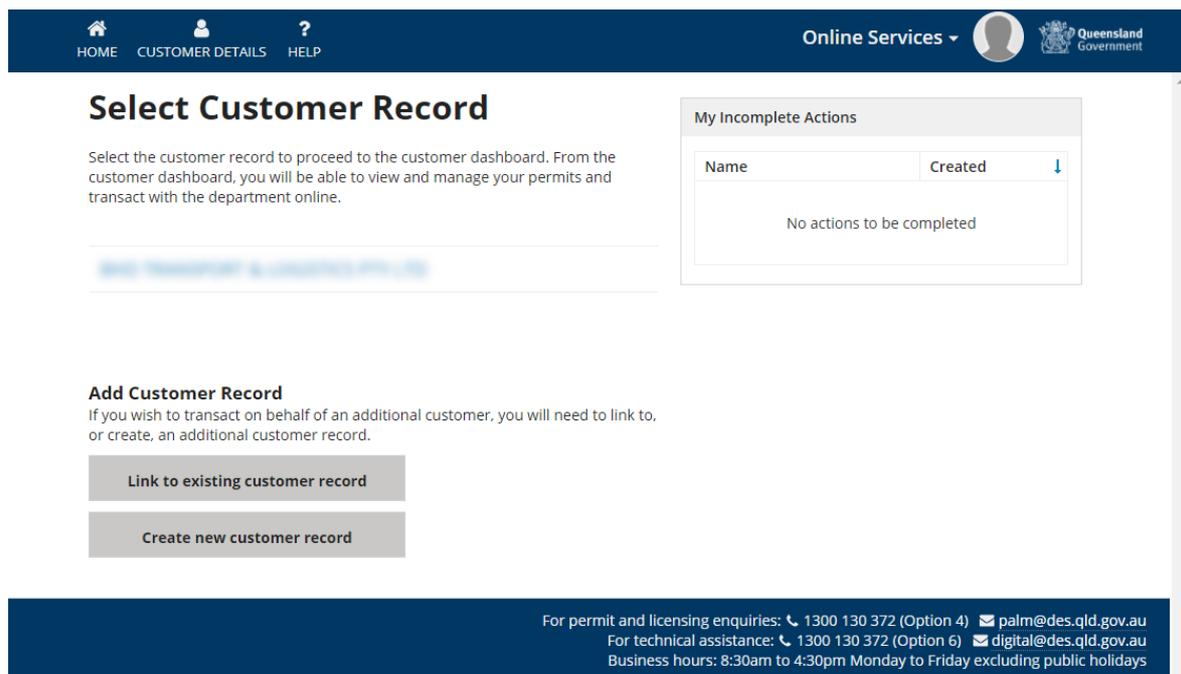


- If you have forgotten your password, click **Forgot your password?** and follow the screen prompts
- Click the **Remember me** checkbox if you want Online Services to remember your username and password each time you go to the Online Services site.

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.

HOME CUSTOMER DETAILS HELP Online Services

Select Customer Record

Select the customer record to proceed to the customer dashboard. From the customer dashboard, you will be able to view and manage your permits and transact with the department online.

[Link to existing customer record](#)

Name	Created
No actions to be completed	

Add Customer Record

If you wish to transact on behalf of an additional customer, you will need to link to, or create, an additional customer record.

[Link to existing customer record](#)

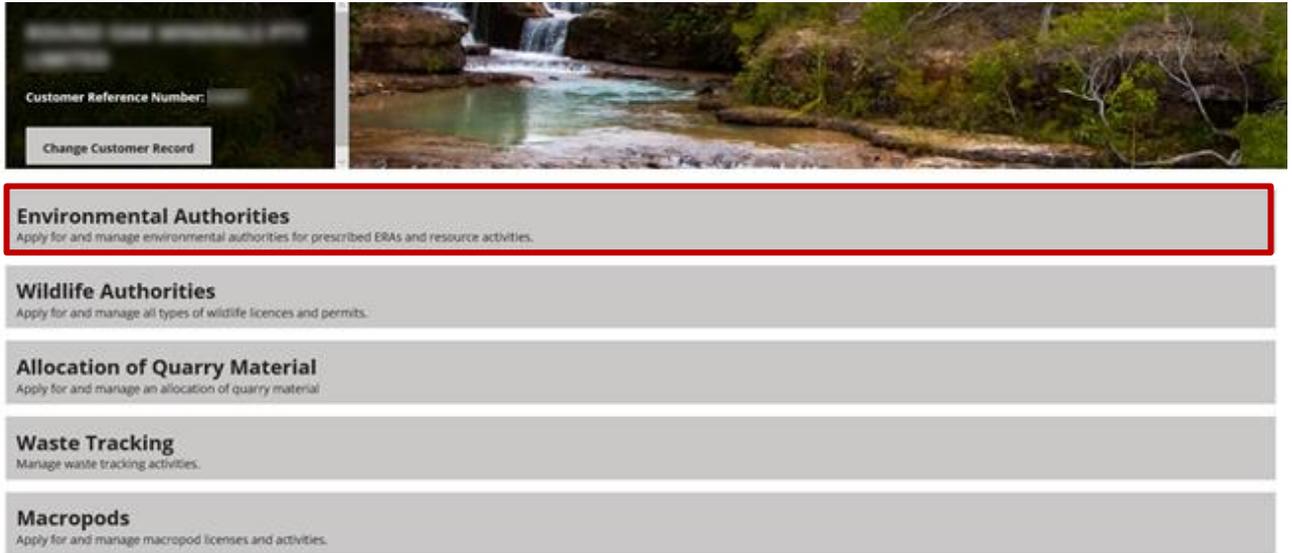
[Create new customer record](#)

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

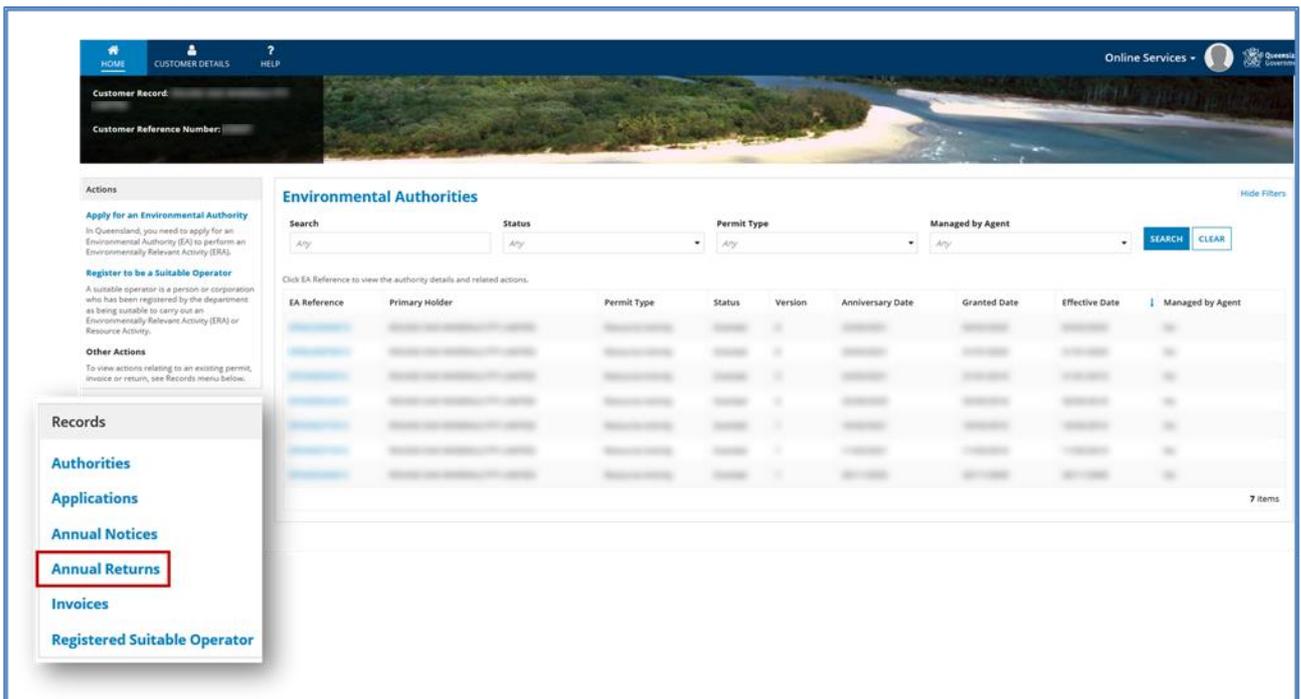
Note: If the customer record you are looking for is not listed, you will need to either [Link to an existing customer record](#) or [Create new customer record](#) – refer to the **Adding Customer Records** section in the **Using Online Services** user guide on the BQ website

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.

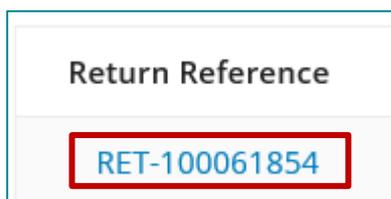
The screenshot shows a table titled "Annual Returns" with the following columns: Return Reference, Permit Reference, Issued To, Due Date, Reporting Period Start Date, Reporting Period End Date, and Status. The Permit Reference column is highlighted with a red box. The table contains 10 rows of data, with the first row having a Return Reference of RET-100061854 and a Status of Submitted.

Return Reference	Permit Reference	Issued To	Due Date	Reporting Period Start Date	Reporting Period End Date	Status
RET-100061854	100061854	100061854	01 Apr 2021	01 Jan 2020	31 Dec 2020	Submitted
RET-100062305	100062305	100062305	01 Apr 2021	01 Jan 2020	31 Dec 2020	Incomplete
RET-100060663	100060663	100060663	01 Apr 2021	01 Jan 2020	31 Dec 2020	Issued
RET036901	036901	036901	01 Mar 2020	01 Jan 2019	31 Dec 2019	Completed
RET036087	036087	036087	01 Mar 2020	01 Jan 2019	31 Dec 2019	Issued
RET036058	036058	036058	01 Mar 2020	01 Jan 2019	31 Dec 2019	Issued
RET036053	036053	036053	01 Mar 2020	01 Jan 2019	31 Dec 2019	Completed
RET036039	036039	036039	01 Mar 2020	01 Jan 2019	31 Dec 2019	Completed
RET035958	035958	035958	01 Mar 2020	01 Jan 2019	31 Dec 2019	Completed
RET035961	035961	035961	01 Mar 2020	01 Jan 2019	31 Dec 2019	Completed

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**.

Return Reference	RET-100060663	Reporting Start Date	01 Jan 2020
EA Reference		Reporting End Date	31 Dec 2020
Permit Type	Resource Activity		
Issued To			

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 one 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 (**with** an approved PRCP schedule), follow the steps listed in **Section 2, Table 2 and the Declaration**

Environmental Authority Details

Is your environmental authority for: ?

- 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.

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 been 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.

Section 1 - Resource activity without an approved PRC plan

1. Has there been a change to the carrying out of the resource activity that may affect the estimated rehabilitation cost (ERC) decision for the activity? ?

- Yes
- No

2. Is the environmental authority for an eligible resource activity? ?

Yes

No - Go to Question 3

Please complete:

Mandatory

- I/We have provided a summary of the onsite disturbance and rehabilitation within Table 1.

Optional

- I/We have submitted the onsite disturbance and rehabilitation information provided within Table 1 as a static map
AND
- The map has been submitted via the department's spatial information submission inbox - spatialsbmit@des.qld.gov.au
AND
- The map has been prepared in accordance with the department's Guideline - Spatial Information Submission (ESR/2018/4337), specifically Attachment 1 - Annual returns – map requirements.

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	
1. Total/tenure area covered by the EA	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
2. Total area of disturbance ² on site (must not include areas captured within items 3, 4 or 5)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
3. Total area of certified rehabilitation (for which progressive certification ³ has been approved in accordance with the EP Act)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
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)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
5. Total area of rehabilitation commenced ⁵ on site (must not include areas captured within items 3 or 4)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
Completed works – 1 January to 31 December 2020	
6. Area disturbed ² during the period (must not include areas captured within items 7, 8 or 9)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
7. 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 8 or 9)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
8. Area of completed rehabilitation ⁴ (for which progressive certification has not yet been approved)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
9. Area of rehabilitation commenced ⁵ on site (must not include areas captured within items 7 or 8)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
Proposed works – 1 January to 31 December 2021 ⓘ	
10. Area of additional disturbance ² proposed during the period (must not include areas captured within items 11, 12 or 13)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
11. Area of additional rehabilitation for which progressive certification ³ is proposed to be applied for under the EP Act during the period (data must not include areas captured within items 12 or 13)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
12. Area of completed rehabilitation ⁴ (for which progressive certification is not proposed to be sought)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
13. Area of rehabilitation to be commenced ⁵ on site	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>

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 been 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.

Section 2 - Resource activity with an approved PRC plan

5. Has there been a change to the carrying out of the resource activity that may affect the estimated rehabilitation cost (ERC) decision for the activity?

Yes

No

6. Has the required GIS Spatial information been submitted in accordance with an approved PRC Plan?

Yes

No

Please complete:

I/We have provided a summary of the onsite disturbance and rehabilitation within Table 2
AND

I/We have submitted GIS spatial information, which represents the onsite disturbance, rehabilitation and improvement within Table 2
AND

Spatial information has been submitted via the department's spatial information submission inbox - spatialsubmit@des.qld.gov.au
AND

GIS spatial information has been prepared in accordance with the department's Guideline - Spatial Information Submission (ESR/2018/4337), specifically Attachment 2 - Annual returns - shapefile attributes and submission requirements.

SAVE & CLOSE **» NEXT**

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 reporting¹ at 31 December 2020	
1. Total/tenure area covered by the EA	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
2. Total area of disturbance ² on site (must not include areas captured within items 3, 4 or 5)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
3. Total area of certified rehabilitation (for which progressive certification ³ has been approved in accordance with the EP Act)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
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)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
5. Total area of rehabilitation commenced ⁵ on site (must not include areas captured within items 3 or 4)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
6. Total area of land achieving sufficient improvement ⁶ ⓘ	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
7. Total area of improvement commenced ⁷ on site (must not include areas captured within items 6) ⓘ	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
Completed works – 1 January to 31 December 2020	
8. Area disturbed ² during the period (must not include areas captured within items 9, 10 or 11)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
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)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
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)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
11. Area of rehabilitation commenced ⁵ on site (must not include areas captured within items 9 or 10)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
12. Area of land that has achieved sufficient improvement ⁶ on site (must not include areas captured within items 13) ⓘ	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
13. Area of improvement commenced ⁷ on site (must not include areas captured within item 12) ⓘ	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
Proposed works – 1 January to 31 December 2021	
14. Area of additional disturbance ² proposed during the period (must not include areas captured within items 15, 16 or 17)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
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)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
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)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
17. Area of rehabilitation to be commenced ⁵ on site (must not include areas captured within items 15 or 16)	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
18. Area of additional land that is proposed to achieve sufficient improvement ⁶ on site (must not include areas captured within item 19) ⓘ	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>
19. Area of additional improvement to be commenced ⁷ on site (must not include areas captured within item 18) ⓘ	Area (ha) <input type="text"/> Spatial data submitted (Y or NA) <input type="text"/>

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.

The screenshot shows a navigation menu on the left with 'Documents >' selected. The main area is titled 'Upload Documents' and contains three input fields: 'File', 'Document Name', and 'Document Type'. The 'File' field has an 'UPLOAD' button highlighted with a red box and a 'Drop files here' prompt.

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.

The screenshot shows the document upload process. A file named 'Test' (DOCX - 13.55 KB) is shown. The 'Document Name' field contains 'Test' and is highlighted with a red box. The 'Document Type' dropdown is set to 'Annual Return supporting document'. At the bottom right, there are 'SAVE & CLOSE' and '> NEXT' buttons.

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.

The screenshot shows the 'Declaration' section. A light blue box contains a note: 'Note: If you have not told the truth in this annual return you may be prosecuted.' Below this are four bullet points of declaration text. At the bottom, three input fields are highlighted with a red box: 'Name of Signatory:', 'Position of Signatory:', and 'Signing Date:'.

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: ?

- 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