

Permits and Licensing Customer Service Charter

Department of Environment, Science and Innovation

Our purpose

The Permit and Licensing Team manages environmental permit and licence applications administered by the department.

This includes environmental authorities, wildlife permits, heritage permits, contaminated land and coastal approvals. It does not cover parks and forests permit and licence applications managed by Queensland Parks and Wildlife.

How to contact us

You can contact the Permit and Licensing team by:

- Phone: 1300 130 372 (option 4)
- Email: palm@des.qld.gov.au

Phone enquiries

Your call to 1300 130 372 (option 4) will be directed to the Permit and Licensing team between 8:30am-4:30pm (AEST) on business days. Most enquiries are answered at the time of the call.

More complex enquiries may require further investigation; most will be answered within two business days.

Enquiries that cannot be answered by the Permits and Licensing Team will be referred to one of the department's business areas to respond.

For phone calls about matters that are not managed by the department, we aim to immediately transfer you to the correct area of the responsible organisation.

Email enquiries

Email enquiries can be sent to palm@des.qld.gov.au at any time.

In most instances a response is provided between 2–5 business days, subject to the complexity of the enquiry.

Online information

Departmental permits and licensing information is published across a number of departmental and Queensland Government websites. You can search for information at:

- www.des.qld.gov.au
- www.qld.gov.au/environment
- www.business.qld.gov.au

If you cannot find the information you require online, you can contact us during business hours for assistance.



Online applications

The department offers multiple channels to handle different application types.

Pre-lodgement applications can be completed via a digital form:

<https://www.qld.gov.au/environment/management/licences-permits/application-for-pre-lodgement-services>

Temporary Emissions Licence applications can also be completed via a digital form:

<https://www.qld.gov.au/environment/management/licences-permits/application-for-a-temporary-emissions-licence>

A range of other high-volume applications can be completed online; we recommend you first check if you can apply online at <https://www.business.qld.gov.au/running-business/environment/online-services> (e.g. Environment authority – new or amendment application and estimated rehabilitation cost decisions; annual returns for an environmental authority; wildlife and parks and forests authorities).

Applying online ensures that relevant information is captured and, where relevant, the application fee is paid. Some simple licences are issued automatically at the time of application.

For more complex applications, completing the application online will expedite the assessment of your application.

Email applications

If the application type is not available online, or you are not able to use Online Services, email your application to the email address specified within each form.

The business unit assessing the application will contact you if further information is required and to organise payment of any application fees.

Postal applications

If you are not able to apply online or email your application, post it to the address specified in the application form.

The business unit assessing the application will contact you if further information is required and to organise payment of any application fees.

Application decision timeframes

Simple decisions can generally be made within 10 business days once the application is complete and properly made. For complex applications, the decision timeframe will depend on the application type and the completeness of the information provided.

Debt Recovery

Annual fees for environmental authorities are payable by the due date on the issued invoice. A reminder letter with enclosed late fee invoice will be posted to you if the fee has not been paid in full seven days after the due date. If the fee remains unpaid, we will contact you to discuss payment of the overdue fee.

Confidentiality

We have systems in place to ensure that we protect your confidential information and handle your details in accordance with the *Information Privacy Act 2009*.

Improvement

The Permit and Licensing Team is committed to improving our service, so we welcome your feedback. Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

We invite you to provide feedback through the department's contact form <https://www.des.qld.gov.au/contactus>.

You may also be asked at the end of the call to reflect on the service you received.

Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it.