

Environment Online

How to submit an Industry Regulation application – New registration

Reference guide

May 2026



Government of **Western Australia**
Department of **Water and Environmental Regulation**

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1 Summary

This guide provides step-by-step instructions for users (or an authorised representative) on how to submit a **new Industry Regulation registration** through the Environment Online (EO) Portal.

This guide covers how to:

- Start a new **Industry Regulation registration application**
- Navigate through the key sections of the online form (including Contact details, Premises details, Prescribed activities, Elements, Other approvals, Lead Agency status, Stakeholders and consultation, and Attachments)
- Review and submit your application

2 Prerequisites

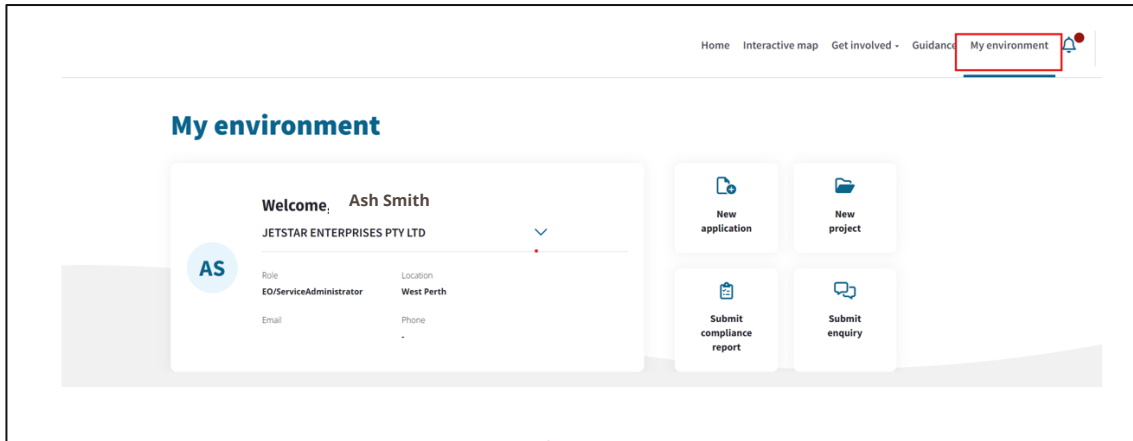
Before submitting a new registration application in EO, ensure the following:

- **EO login account:** You must be a registered EO user and logged into the correct organisation/account profile.
- **Authority to act:** If you are submitting on behalf of an organisation (e.g. as a consultant/agent), you must have delegated access granted by the organisation's Service Administrator in EO.
- **Required form(s):** Download and complete the required form referenced in EO (e.g. the Applicant history and request for exemption form shown on the 'Before you begin' page).
- **Invoice/payment readiness:** Ensure the correct invoice details are available (and have a purchase order number ready if your organisation requires one on invoices).
Supporting documents ready (if applicable): Prepare any supporting evidence relevant to your circumstances (e.g. proof of occupier status, authorisation to act, and any documents referenced in the 'Other approvals' section).

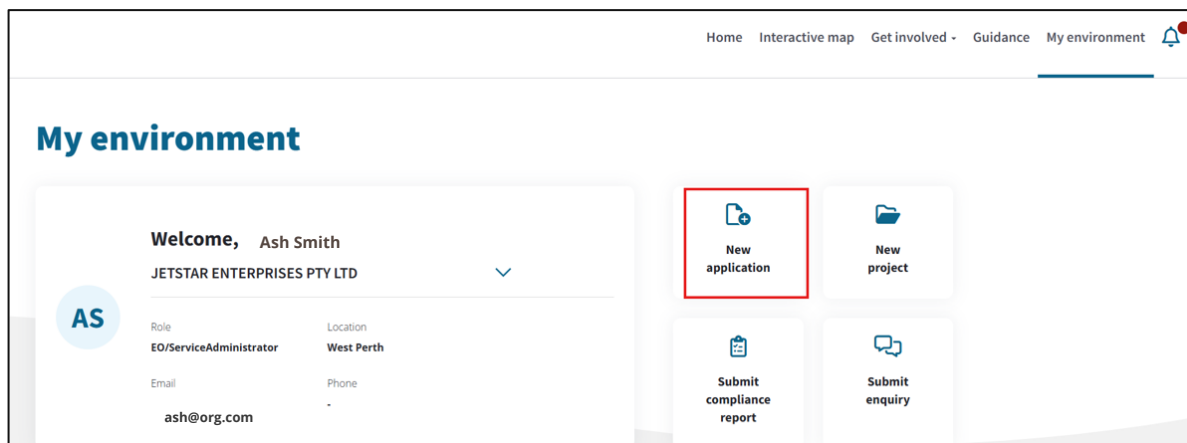
3 Submit an application – New registration

After logging in to the EO Portal:

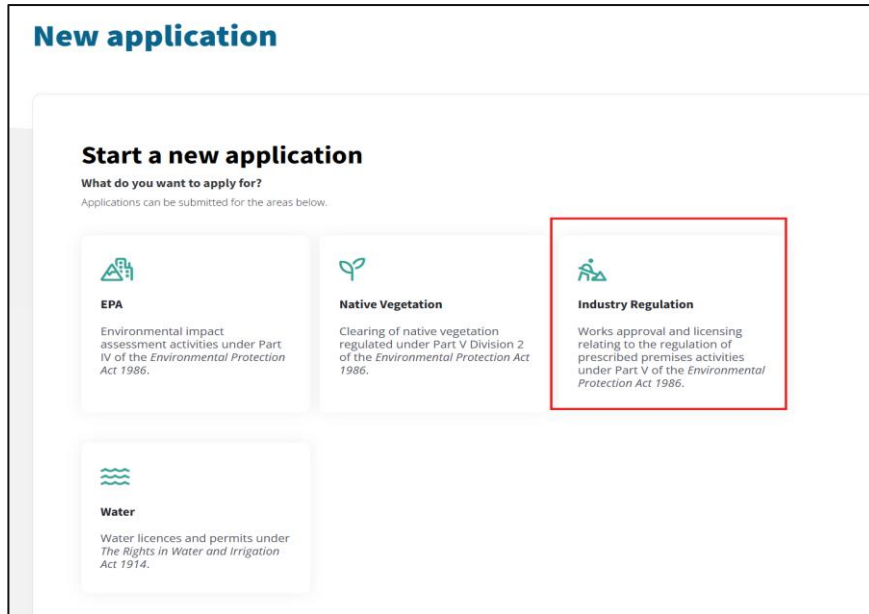
1. Go to the **My environment** dashboard.



2. Select **New application**.



3. On the business area triage screen ('Start a new application'), select **Industry Regulation**.



4. On the **Application type** screen, select the relevant application type:
- **New – New registration**
 - Complete the remaining fields on the page as required (e.g. project, industry sector/industry), then select **Start application**.

New application

Industry Regulation

What type of application do you want to create? *

For information about the different types of applications, please refer to the [licence and works approval applications](#).

New

Select application type *

New registration

Select a project *

Create a new project

Select the relevant project or navigate to the 'All projects' list to request access. If using Default Project, refer to [Understanding Projects](#) for important information.

Default Project

Industry sector *

Select the main industry activity/sector that most closely relates to your application.

Agriculture, Forestry and Fishing

Industry *

Select the main industry that primarily relates to your application.

Agriculture

Start application

3.1 Before you begin – New registration

1. Read the information page to ensure you understand the process, guidelines and key considerations relevant to your application.
2. Review the eligibility and key notes provided (including who should submit the application and when).

Important: As part of this online application, you are required to download and complete the required form: *Application form annex: Applicant history and request for exemption* (link shown on the page). This form needs to be uploaded onto this online application.

3. You may need to download and complete additional forms **if relevant**, to be uploaded onto this online application as part of your submission.
4. Note the fee/payment information shown (fee is required; an invoice/payment request will be issued as part of the process).

When to use this form?

Use this form to apply for a new licence under Part V, Division 3 of the *Environmental Protection Act 1986* (EP Act).

A premises is considered a prescribed premises under Schedule 1 of the *Environmental Protection Regulations 1987* (EP Regulations) if the activities on the premises meet the category description, and the production or design capacity threshold for that activity is met or exceeded. Prescribed premises are regulated by the Department of Water and Environmental Regulation under Part V Division 3 of the EP Act.

If you are the occupier of a premises and intend to carry out any work on or in relation to the premises which causes the premises to become, or to become capable of being a prescribed premises, please apply for a works approval.

About the process

To complete your application, you will need to fill in the required fields in the following stepper pages, as well as download and complete the [Application form annex: Applicant history and request for exemption](#) form, uploading it along with any other supporting documents in the 'Attachments' section of this form. You may also need to download and complete the [Application form annex: Clearing activities](#) if your application includes native vegetation clearing.

Applications for certain categories of prescribed premises may require one or more additional supporting forms to be submitted with the application form. These forms provide clear (although not exhaustive) instructions on the information we require to assess an application involving the categories listed below.

- [Application form annex: Category checklist \(solid waste landfills\)](#)
- [Application form annex: Category checklist \(tailings storage facilities\)](#)
- [Application form annex: Activity checklist \(Better practice organics recycling\)](#)

Furthermore, a report template is optional to assist you as an operator of an organics recycling facility to address supporting information requirements and facilitate efficient processing of your application.

- [Report template: Better practice organics recycling](#)

Once submitted, we will review your application and a decision will be made to either validate or decline to deal with the application in accordance with s.54(2)(a) or s.57(2)(a) of the EP Act. We may request further information prior to making this decision. Once validated, the assessment of your application will commence.

Before you begin

Review our guidelines and instructions

Make sure you have all the background information you need to fill out the form.

[Guideline: Industry regulation guide to licensing](#)

[Procedure: Prescribed premises works approvals and licences](#)

[DWER regulatory documents](#)

[Guideline: Submit an application](#)

Download application forms

Make sure you have the application forms you need to include in submission.

[Application form annex: Applicant history and request for exemption](#)

[Application form annex: Clearing activities](#)

[Application form annex: Category checklist \(solid waste landfills\)](#)

[Application form annex: Category checklist \(tailings storage facilities\)](#)

5. When you are ready, select **Continue**. Clicking this button will start the submission process. Your submission will be automatically saved as a draft if you choose to complete it later.

3.2 Contact details

This section allows you confirm the correct contact details for your **new registration** application. The EO Portal will display the instrument holder's key details and prompt you to confirm information before you continue.

1. Review the **Instrument holder details** to confirm you have the correct information. Details are auto populated and include the organisation information (e.g. ABN, ACN, email, phone, address).

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- Contact details**
- Premises details
- Prescribed activities
- Elements
- Other approvals
- Lead Agency status
- Stakeholders and consultations
- Attachments
- Review and submit

Contact details

Details have been populated from your portal account and the entity you are representing, where available. Please review your details to ensure they are correct and up-to-date. To update your portal account details, please make any edits then save and exit your application. Updating entity details will require service administrator access for that entity.

Instrument holder details

Review your pre-populated details to ensure they are correct and up-to-date.

Instrument holder details		
Organisation	ABN	ACN
Shire of Denmark	24355062623	554433998
IARN	Email	Phone
-	-	-
Address		
Denmark WA 6333 Australia		

Instrument representative

The instrument representative is the person authorised to receive correspondence and Part V documents on behalf of the applicant under the EP Act. Please review your pre-populated details to ensure they are correct and up-to-date or nominate an alternative user as the instrument representative.

Instrument representative *

Ben Smith

Full name *

Ben Smith

Email *

bensmith@org.com

2. Confirm if the contact details are correct.
3. If you need to change the **Primary contact** person for this application, select search button , select the correct record and click **Select**.

Lookup records ✕

Search 🔍

Choose one record and click Select to continue

✓	Full Name ↑	Email	Phone	Parent Party	Sub
<input type="checkbox"/>		@dwerim.onmicrosoft.com		Single Tenant Party 3	
<input type="checkbox"/>		a@dwerim.onmicrosoft.com	56762617712	CITY OF SWAN	Joor
<input type="checkbox"/>		@dwerim.onmicrosoft.com	0450803353	FROTH CRAFT BUNBREWERY	Joor

User account

Cancel Remove value Select

- In the **Payment details** section, review the invoice details and indicate whether a purchase order number is required (No/Yes).
- If you need to select invoice details using a lookup, choose the correct record using the magnifying glass icon.

Payment details

Invoice details *

Please review your pre-populated details to ensure they are correct and up-to-date or nominate an alternative invoice address. To create a new invoice address or remove an existing one, this action must be completed by the service administrator for your entity. Please refer to the [Fees and Payments FAQ](#) for further information.

🔍

Do you need a purchase order number on your invoice?

No Yes

⚠ Attachments

Please provide the following attachments as part of your application:

- A current ASIC Company Extract must be provided for new instrument, registration, renewal and transfer applications. You should also provide this for amendment applications where your previous ASIC details have changed.
- Authorisation to act as representative of the occupier letter.

For more detail on what to include, please look at [knowledge article](#).

Previous Save Next

- Click **Save** and then **Next** to continue or click **Save and Exit** at the top of the page if you want to leave your application and return at a later time.

3.3 Premises details

In this section, define the premises that this application relates to, including (where applicable):

- Premises description
- Premises name
- Street address (if applicable)
- Local Government Authority area
- Suburb
- Postcode
- Occupier status

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Premises details

In this section, define the premises that this application relates to. There is guidance for prescribed premises boundary setting in [Guideline: Industry Regulation Guide to Licensing](#).

Premises description *

Provide the land description or relevant tenure (whole or part to be specified) of all properties covered by the premises boundary, as shown on title details registered with Landgate, as applicable:

- volume and folio number
- lot or location number(s)
- Crown lease or reserve number
- pastoral lease number
- mining tenement number

Where the premises boundary does not entirely align with cadastre(s) (land parcel) or mining tenement(s), spatial coordinates of the boundary must be provided in GDA 2020 (Geocentric Datum of Australia 2020).

Premises name *

This name will be used to refer to your prescribed premises. For amendment applications, a differing name to that used on the existing instrument indicates you are seeking an amendment to the premises name.

Street address

Local Government Authority area *

Select

1. In **Premises description**, provide the land description and/or tenure details for the premises boundary. Include the relevant identifiers as applicable (for example):
 - volume and folio number
 - lot/location number
 - Crown lease or reserve number
 - pastoral lease number
 - mining tenement number
2. If the premises boundary does not fully align with cadastral or mining tenure boundaries, include the required spatial coordinates (GDA2020) as prompted on the page.
3. In **Premises name**, enter the name used to identify the prescribed premises. If the name differs from the existing instrument, this may indicate you are seeking an amendment to the premises name.
4. Complete the location-related fields (LGA, suburb, postcode, and street address if relevant).

5. In **Occupier status**, choose the option that best describes the occupier of the premises.

Available options may include:

- Registered proprietor on certificate of title
- Lease holder
- Public authority that has care, control, or management of the land
- Other

If **Other** is selected, provide any additional details if prompted.

6. Complete the premises screening questions (**No/Yes**) shown on the page, including:
- whether the premises is in a Public Drinking Water Source Area (PDWSA)
 - whether the proposal involves discharge of waste into a designated area
 - whether the premises is within an Environmental Protection Policy (EPP) or State Environmental Policy (SEP) area
 - whether the premises is subject to any EPP/SEP requirements

Use the links provided on the page (where needed) to check guidance before selecting your answer.

- If you need to provide attachments as part of your application, include them in the **Attachments** section.

Attachments

Please provide the following attachments as part of your application:

- Proof of occupier status.
- Premises map/s.
- If available, a shapefile (multi-file format of at least .shp, .shx, .prj and .dbf files) of the proposed premises boundary.
- A coordinates table if the premises boundary does not align entirely with a cadastre(s) (land parcel) or mining tenement(s).

For more detail on what to include, please look at the [knowledge article](#).

- Click **Save** and then **Next** to continue or click **Save and Exit** at the top of the page if you want to leave your application and return at a later time.

3.4 Prescribed activities

In this section, confirm the prescribed premises category.

- Select **+ Add category** to add a prescribed activity/category to the application.

- In the **Add prescribed activities** window, select the relevant category from the drop-down list.

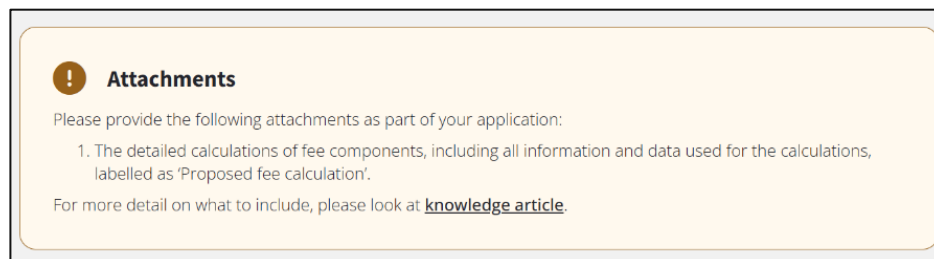
3. After selecting a category, complete the category-specific fields that appear. Depending on the category selected, this may include:
 - Unit type
 - Capacity range
 - Production/design capacity
 - Estimated/actual throughput (or other category-specific values)
4. Enter values carefully, as these details may affect fee components and assessment requirements.

5. Click **+Add sub category**.

Sub category	Production/design capacity	Estimated throughput	Actions
<i>There are no records to display.</i>			

6. Complete the required sub category information.

7. Select **Save** to add the category.
8. Click **+Add category** again if more than one category applies to the application.
9. If you need to include detailed calculations of fee components, attach this to your application in the **Attachments** section.



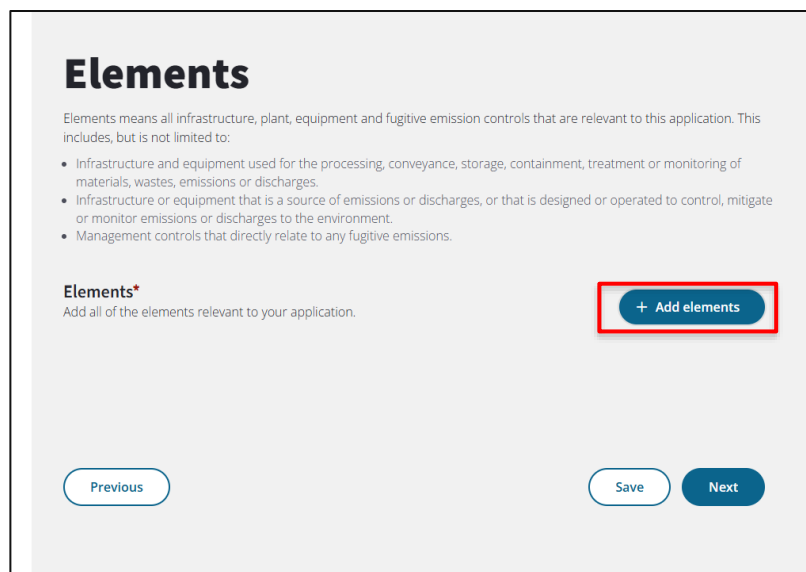
10. Click **Save** and then **Next** to continue or click **Save and Exit** at the top of the page if you want to leave your application and return at a later time.

3.5 Elements

Elements means all infrastructure, plant, equipment and fugitive emission controls that are relevant to this application. This includes, but is not limited to:

- infrastructure and equipment used for the processing, conveyance, storage, containment, treatment or monitoring of materials, wastes, emissions or discharges
- infrastructure or equipment that is a source of emissions or discharges, or that is designed or operated to control, mitigate or monitor emissions or discharges to the environment
- management controls that directly relate to any fugitive emissions.

1. On the **Elements** page, select **+ Add elements**.




2. In the **Add element** screen, either:
 - use **Search element** to select an element from the list, or
 - select **Create custom element** if the required element is not available.

Add element

To add a new element you can either search in our elements catalogue or propose your own.

Search element




+ Create custom element

Cancel

3. If you selected an element from the list, click **Select** to confirm then complete the **Element type/details** fields that appear.

Lookup records

Search



Choose one record and click Select to continue

<input checked="" type="checkbox"/>	Model Element Category Name ↑	Created On	Industry
<input type="checkbox"/>	Abattoir facility	28/05/2025 2:29 PM	
<input type="checkbox"/>	Area for stockpiles	28/05/2025 2:29 PM	
<input type="checkbox"/>	Containment other than pond/dam (e.g. open pit)	28/05/2025 2:29 PM	
<input type="checkbox"/>	Dust Control management	28/05/2025 2:29 PM	
<input type="checkbox"/>	Feedlot	28/05/2025 2:29 PM	

Cancel Select

4. Complete all required fields (marked with *). Depending on the element, fields may include:
- title/name
 - design or construction specifications
 - operational specifications
 - site plan reference
 - reference to supporting documents
 - related prescribed activity (if prompted)
 - whether it is critical containment (if prompted)

Use clear, factual wording and align the details to the premises and prescribed activities in your application.

Element type

To add a new element you can either search in our elements catalogue or propose your own.

Model Element

Stormwater management ✕ 🔍

Title *

Provide a short descriptive title for the element. Pre-populated element titles can be renamed as required.

Stormwater management

Design construction/installation specifications

Provide details of the proposed or as-constructed specifications of the element. This includes the physical extent and properties and any pollution control equipment or treatment systems that are part of the element.

Operational specifications

Provide details of the processes or operational activities undertaken in relation to the element. This includes how the element is operated and any management measures used to control emissions and discharges.

Site plan reference

A site plan showing the location of the element must be provided as an attachment. Provide a reference to the relevant site plan and any labelling on the plan specific to the element or its parts.

5. Save the element and repeat if needed by searching or creating the additional element.
6. Select **Save and close** to return to the **Elements** page.
7. Confirm the element appears in the list. Edit or delete the activities that are not applicable to the element listed.

Elements*
Add all of the elements relevant to your application. + Add elements

Element100 🗑️ ✎

Activities* 4

Element activities are the four phases that may occur during the transition from construction to operation of an element. These activities have been pre-populated and can be removed if not relevant to your application. Use the Edit button to provide the details of commissioning or time limited operations if proposed.

Commissioning 🗑️ ✎

Construction 🗑️

Operational 🗑️

Time limited operations 🗑️ ✎

8. If you need to **create a custom element** select this option on the **add element** page, then provide requested information as shown on the page before you click **Save and close**.

Element details

Title *
Provide a short descriptive title for the element. Pre-populated element titles can be renamed as required.

Design construction/installation specifications
Provide details of the proposed or as-constructed specifications of the element. This includes the physical extent and properties and any pollution control equipment or treatment systems that are part of the element.

Operational specifications
Provide details of the processes or operational activities undertaken in relation to the element. This includes how the element is operated and any management measures used to control emissions and discharges.

Site plan reference
A site plan showing the location of the element must be provided as an attachment. Provide a reference to the relevant site plan and any labelling on the plan specific to the element or its parts.

Related prescribed activity
Select which prescribed premises category the element is related to. If the element is related to multiple categories, leave blank.

Select

Categorised as critical containment?
Information on critical containment infrastructure is contained in the [Guideline: Industry Regulation Guide to Licensing](#).

No

Yes

9. If you need to include attachments that support information about construction, time limited operations or operations of the elements, upload them in the **Attachments** section.

Attachments

Provide the following attachments as part of your application:

1. Supporting documentation containing further detailed information relating to the construction, time limited operations and/or operations of the elements that are part of the application.
2. Site plan(s) showing the location of all elements relevant to the application.
3. If available, a shapefile (multi-file format of at least .shp, .shx, .prj and .dbf files) of the site plan.
4. If commissioning is proposed, an Environmental commissioning plan(s) containing further detailed information on commissioning activities.

For more detail on what to include, please look at [knowledge article](#).

10. Click **Save** and then **Next** to continue or click **Save and Exit** at the top of the page if you want to leave your application and return at a later time.

3.6 Other approvals

On the **Other approvals** page, work through each section and answer the questions shown (Yes/No and drop-down selections). The page may include questions about:

- Major project or State Agreement Act
- mining proposal approvals
- planning or other related approvals
- environmental impact assessment (including EPA referral)
- clearing of native vegetation
- water licences and permits

Other approvals

Major Project and State Agreement Act
 Major Project means a State Development Project, where the Lead Agency is the Department of Energy and Economic Diversification (including projects to which a State Agreement applies), or a Level 2 or 3 proposal, as defined in the Department of Premier and Cabinet's Lead Agency Framework.

Are the proposed activities part of a Major Project?
 No Yes

Is the premises subject to a State Agreement Act?
 No Yes

Mining proposal approvals
 If required, has approval for a Mining proposal been obtained? *
 Refer to Mining proposal for further information.

Please provide relevant details
 Provide Mining proposal number, current status (e.g. approved, pending), and any relevant approval details.

Planning and other approvals
 If required, has the proposal obtained all relevant planning approvals? *

Please provide relevant details
 Provide approval reference numbers, current status (e.g. approved, pending), and any relevant approval details.

1. Provide additional details where required. Where you select **Yes**, additional fields may appear.
2. Complete the additional fields with the required information, such as:
 - approval or referral reference numbers
 - status of the approval/process
 - brief explanatory details relevant to the application

Keep responses clear and concise.

3. If you need to provide attachments to support your application, include this in the **Attachments** section later.

Attachments

Please provide the following attachments as part of your application:

1. Copies of other approvals where relevant.
2. If you are applying for native vegetation clearing as part of this application, complete the clearing activities form. The clearing activities form is available in the Information panel on the side.
3. If clearing is proposed, a map of the proposed area to be cleared.

For more detail on what to include, please look at [knowledge article](#)

4. Click **Save** and then **Next** to continue or click **Save and Exit** at the top of the page if you want to leave your application and return at a later time.

3.7 Lead Agency status

In this section, confirm the lead agency status of the proposed activities.

1. If you answer **No**, continue with this application by clicking **Next**.

Lead Agency status

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Applicants wishing to progress approval applications in Western Australia can benefit from the State's globally recognised Lead Agency Framework which offers a single point of entry and assigns one department to assist and coordinate approvals. Proposed activities within the Lead Agency Framework receive a level of service related to their size, complexity or environmental, economic or social impacts.

For more information on Western Australia's Lead Agency Framework, please refer to: [Western Australia's Lead Agency Framework](#).

Do the proposed activities have Lead Agency status? *

No Yes

2. If you answer **Yes**, fill in all the relevant fields as prompted.

Do the proposed activities have Lead Agency status? *

No Yes

Type of Lead Agency status *
 For details on the type of Lead Agency status to select, please refer to: [Western Australia's Lead Agency Framework](#)

Tier 1: State significant
 Tier 2: State significant (strategic)
 Tier 3: Lead agency (advice and support)

Case manager department *
 Provide the name of the department which is the Lead Agency for the proposed activities.

Full name *
 Provide the name of the case manager at the Lead Agency.

Email *
 Provide the email address of the case manager at the Lead Agency.


Phone *
 Provide the telephone number of the case manager at the Lead Agency.

3. Click **Save** and then **Next** to continue or click **Save and Exit** at the top of the page if you want to leave your application and return at a later time.

3.8 Stakeholders and consultations

In this section, list the stakeholders who are likely to be affected by your proposed activities in your application, including Traditional Owners.

1. Select **+ Add Stakeholder** to add stakeholder records (if applicable).
2. Complete the **Add new Stakeholder** in the pop-up/window.
3. Repeat this step if multiple stakeholders need to be listed.



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- Contact details
- Premises details
- Prescribed activities
- Elements
- Other approvals
- Lead Agency status
- Stakeholders and consultations**
- Attachments
- Review and submit

Stakeholders and consultations

List the stakeholders who are likely to be affected by your proposed activities in your application, including traditional owners. For further guidance refer to [Guideline: Industry regulation guide to licensing](#).

Key stakeholders

[+ Add Stakeholder](#)

Stakeholder Name	Stakeholder Organisation	Stakeholder Role	Actions
There are no records to display.			

Stakeholder identification

Describe how the above list of stakeholders were identified

Consultation summary

Provide a summary of the consultation process. For those stakeholders that were consulted, provide a summary of what was discussed, the key issues raised and whether those issues were resolved or outstanding. For those stakeholders that were not consulted, provide information on why they were not consulted.

4. In **Stakeholder identification**, describe how stakeholders were identified for this application. Keep the response brief and relevant to the application.
5. In **Consultation summary**, summarise any consultation undertaken (or explain why consultation was not undertaken, if applicable). Include key points only (for example, who was consulted and any relevant outcomes/issues).
6. Click **Save** and then **Next** to continue or click **Save and Exit** at the top of the page if you want to leave your application and return at a later time.

3.9 Attachments

Upload any required supporting documentation for your application on this section. This may include evidence needed to support the information in the **Contact details, Premises, Prescribed activities, Elements, Other approvals, Stakeholders and consultations** sections.

1. Select **+ Add files** to upload the supporting documents for the application.
2. Ensure files meet the EO Portal requirements (e.g. attachments should not exceed **1GB**).
3. Use **New folder** if needed to organise files before uploading.
4. Upload all required forms and supporting documents relevant to the application (for example, completed forms, technical reports, plans, or other evidence referenced in the application).
5. If any document contains confidential information, click the **Confidential** folder before clicking **+Add files**.
6. Where requested, upload both:
 - a redacted version (for release/public use where applicable), and
 - a full version (for departmental review)

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- Contact details
- Premises details
- Prescribed activities
- Elements
- Other approvals
- Lead Agency status
- Stakeholders and consultations
- Attachments**
- Review and submit

Attachments

Process

Please upload supporting documentation regarding your application by clicking 'Add files' below. Individual attachments cannot exceed 1GB.

In addition to your own supporting documents, you must download and complete the relevant application form attachments and annexes from the information panel on the right. The [Application form annex: Applicant history and request for exemption](#) form must be provided for all applications. The other forms may be required depending on your proposed activities and categories of prescribed premises.

For more detail on what to include, please look at [knowledge article](#)

Commercially sensitive or confidential information

If you wish to request that the department keep any or all of this information confidential, please save a separate redacted version of this information in the folder marked 'Confidential' and provide information to support your request. Please also include the full version of this confidential information in the same folder for the departments review only.

Please note that a request for confidentiality does not automatically exempt information from disclosure. Where the department agrees that the information is confidential, the department will not publish the confidential information as part of the application form. Please note that all the information you submit may become the subject of an application for release under the Freedom of Information 1992 (WA) (FOI Act).

Attachments *
Please upload your forms and any supporting documentation related to your application.

[New folder](#) [+ Add files](#)

Name ↑	Modified
Confidential	25/03/2026 5:55 PM

[Previous](#) [Save](#) [Next](#)

7. Click **Save** and then **Next** to continue or click **Save and Exit** at the top of the page if you want to leave your application and return at a later time.

3.10 Review and submit

The **Review and submit** page is the final step before you submit your **new registration** application. Use this page to confirm all information is correct and that you have attached the required documents.

1. Click to expand and review each section:

Review and submit

Please review the information you have provided.

- ▶ **Contact details**
- ▶ **Premises details**
- ▶ **Prescribed activities**
- ▶ **Elements**
- ▶ **Other approvals**
- ▶ **Lead Agency status**
- ▶ **Stakeholders and consultations**
- ▶ **Attachments**

2. Select **Edit** (the pencil icon) if you need to make changes. This will take you to the section page.
3. Review any fee summary or fee estimate information shown on the page (if displayed).

A fee of **24 units** applies for an application for registration of premises, unless the occupier of the premises holds a licence in respect of the premises, in accordance with r.5B(2)(c) of the EP Regulations.

Once the department has confirmed that the application submitted meets the relevant requirements of the EP Act, you will be issued an invoice with instructions for paying your application fee.

4. Read the declaration(s) and confirm you are authorised to submit the application by selecting the declaration checkbox(es).
5. Select **Submit**. When prompted, confirm submission (**Important Notice**) to lodge your application.

3.11 Validating application

1. The EO Portal will go through a validation process when you click **Submit**. This might take a few seconds to complete.
2. If the status is marked red, as shown in the example for the **Contact details**, **Prescribed activities** and **Other approvals** fields, add any incomplete information by clicking on the item. This will navigate to a new tab.

Validating application

Warning Notice

After updating any incomplete sections, click 'Save' at the bottom of each edited screen before returning to the validation page.

Status	Validation summary
✘	▶ Contact details
○	Premises details
✘	▶ Prescribed activities
✔	▶ Elements
✘	▶ Other approvals
✔	▶ Lead Agency Status
○	Attachments

← Return to application
Revalidate

3. After filling in the missing information and updating any incomplete sections, click **Save** at the bottom of each edited screen and close the open tab before returning to the validation page.
4. Once done, click **Revalidate** on the validation page.

3.12 Submission confirmation

After you submit your application, a confirmation (success) page will display. This page includes your application reference number. Note this reference number for your records.

The confirmation page may also include information about next steps and indicative assessment timeframes. Timeframes can vary depending on the completeness of the information provided and whether further information is required.

4 Support and troubleshooting

If you encounter any issues or require additional help while using this guide, there are several support options available to assist you.

Account and login

For help with accessing your account, resetting your password, or resolving login error, a self-service guide is available on [Environment Online – Get started](#).

Guidance and help materials

A wide range of related materials, resources and user guides are also available on the [Environment Online website](#). We encourage you to explore these for further guidance.

Contact support

For EO technical or system-related assistance, you can reach out to our support team during business hours 8.30 am – 4.30 pm, Monday to Friday via [Environment Online – Support](#) and select your support type enquiry.

Submit feedback or issues

You can also log issues, suggestions or feedback through the [Environment Online – Issues and feedback](#) by selecting your enquiry type. This helps us improve and address common challenges faced when using the system.

