

Environment Online

How to submit an Industry Regulation application – Surrender

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 **surrender application** through the Environment Online (EO) Portal.

This guide covers how to:

- Start a new **surrender** application
- Navigate through the key sections of the online form (including Instrument details, Application details and Attachments)
- Review and submit your application

2 Prerequisites

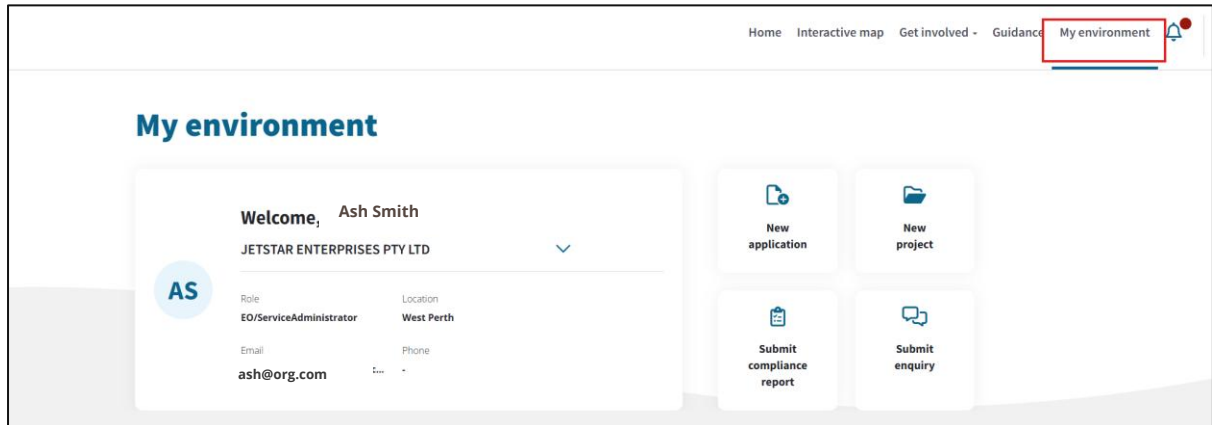
Before submitting a surrender application in EO, ensure the following:

- **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.
- **Instrument details:** You will need to select the correct licence or works approval instrument you intend to surrender.
- **Supporting documents ready (if applicable):** Prepare any supporting evidence that may be required for your circumstances (e.g. authorisation to act, site contamination reports, notices, remediation documentation, audits or other relevant evidence).

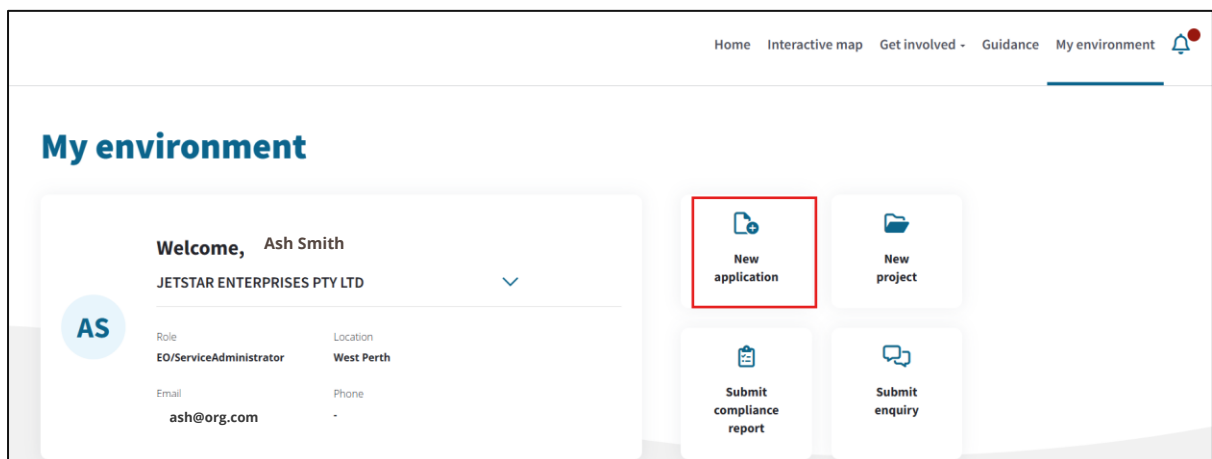
3 Start a new surrender application

After logging in to the EO Portal:

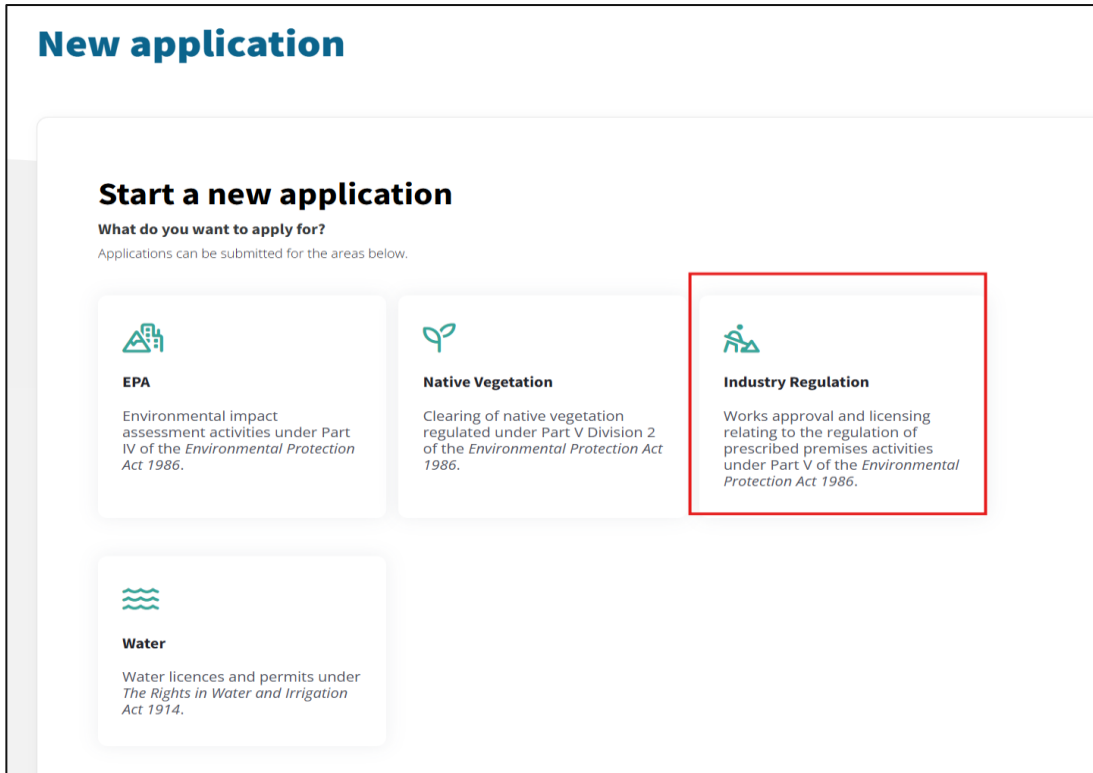
1. Go to the **My environment** dashboard.



2. Select **New application**.



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



- On the **Application type** screen, select the relevant application type:
 - Terminate - Surrender**
 - Complete the remaining fields on the page as required (e.g. activity, project, industry sector/industry), then select **Start 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](#).

Terminate

Select application type *
Surrender

Select application activity *
Select

Select a project * Create a new project
Select the project that this application relates to. Create a new project if it does not relate to an existing project.
Please select

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

Industry *
Select the main Industry that primarily relates to your application.
Please Select a value...

Start application

3.1 Before you begin – Surrender

1. Read the information page to ensure you understand the process, guidelines and key considerations relevant to your application.
2. 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.

Licence surrender

When to use this form?

Use this form to apply to surrender a licence or works approval under Part V, Division 3 of the Environmental Protection Act 1986 (EP Act), when an instrument is no longer required.

About the process

Once submitted we will review your application and a decision will be made to either validate or return the application. We may request further information prior to making this decision. Once validated, the assessment of your application will commence.

There is no fee required for this application.

Prior to granting or refusing an application to surrender a licence or works approval, the department will assess any ongoing risks to public health or the environment as a result of the activities undertaken on the premises. If identified, the most appropriate way for these to be managed will be determined. This may include ongoing management of the site under the Contaminated Sites Act 2003, the issuance of a closure notice under section 68A of the EP Act, or other enforcement actions as appropriate.

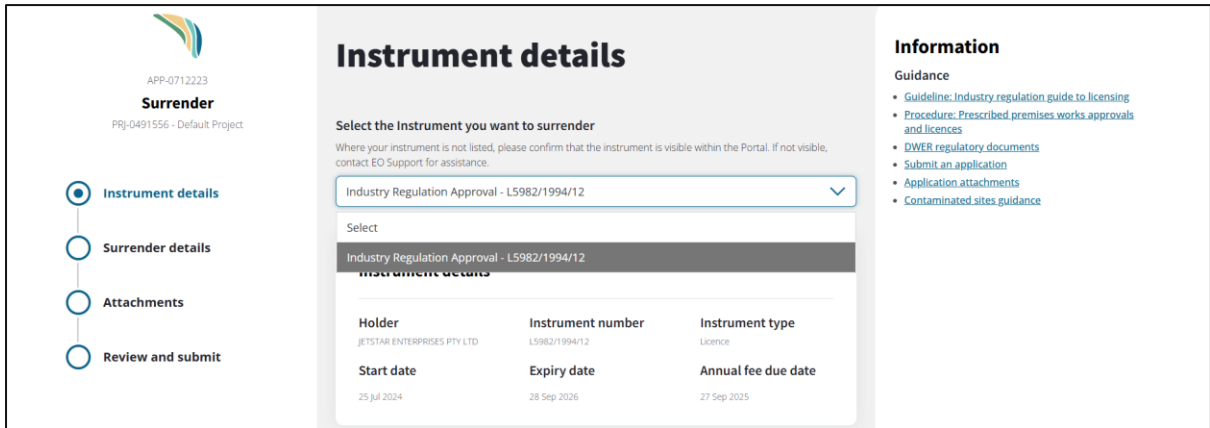
Before you begin

- 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](#)
[Contaminated sites guidance](#)
[Guideline: Submit an application](#)
- Consider booking a scoping meeting**
 You may want to request a scoping meeting with one of our officers before submitting an application. Please refer to [industry regulation guide to licensing](#) for further information when a scoping meeting is recommended. This meeting will allow you to discuss your plans and receive early advice, ensuring the best possible outcome for your application. Scoping meetings are not a statutory requirement and will be accepted at the discretion of the Department. A scoping meeting is not a substitute for applicants obtaining professional assistance for the preparation of an application, supporting documentation, environmental studies, and/or the interpretation of legal matters.
 Please submit an Industry Regulation pre-application meeting request enquiry through Environment Online to [organise a meeting](#)

3.2 Instrument details

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


1. In **Select the instrument you want to surrender**, choose the correct instrument.
2. Review the **Instrument details** to confirm you have selected the correct instrument. Details are auto populated and include the holder name, instrument number/type, and relevant dates (e.g. start/expiry date, annual fee due date).




3. Complete the **Reasons for surrender** in the text box.

Reasons for surrender

Provide reasons for the surrender of the instrument, details of any residual environmental risks that remain and the actions proposed to mitigate this risk. If you have detailed information contained in supporting documentation, provide a brief summary here and attach the supporting documents along with your application.

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

Lookup records ✕



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		Joor
<input type="checkbox"/>		@dwerim.onmicrosoft.com		FROTH CRAFT BUNBREWERY	Joor

Cancel
Remove value
Select

Important: Primary contact is a required field.

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.

3.3 Surrender details

In this section, you may be asked a series of questions relating to site contamination. These questions help the Department of Water and Environmental Regulation understand whether any contamination-related activities or requirements apply to the site/instrument being surrendered.

1. Complete the questions (No/Yes) as applicable.

Surrender
APP-0197820
PRJ-0097369 - Project230625a

Surrender details

Have potentially contaminating activities been undertaken on the premises or are there any reasons to suspect the premises may be contaminated? *

A non-exhaustive list of potentially contaminating activities, land uses and their associated potential contaminants, is provided in Appendix B of the [Guideline: Assessment and management of contaminated sites](#).

No Yes

Has there been any investigations to determine if the premises is contaminated? *

For example, preliminary or detailed site investigations, targeted soil sampling, etc.

No Yes

Specify details of investigations *

The documents related to the investigations should be provided as attachments.

Has the premises been reported as a contaminated site? *

No Yes

Has the premises been classified under the CS Act? *

No Yes

Attachments

Please provide the following attachments as part of your application:

1. Where you have indicated that the premises has been investigated, reported, classified or remediated due to site contamination, please provide any related reports, notices, remediation plans and/or audits as an attachment to this application.
2. A copy of the documentation authorising the applicant to act on the occupier's behalf as their authorised agent/representative has been provided, if required.

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

2. Where you answer **Yes**, additional fields may appear to capture more details. Provide clear, factual information and ensure any relevant supporting evidence is uploaded in the **Attachments** section.
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.

3.4 Attachments

1. If you answered **Yes** to any site contamination questions, prepare the relevant documents before you start uploading. This can include **contamination-related documents** (e.g. investigation reports, notices, remediation plans, audits).
2. Ensure files meet the EO Portal requirements (e.g. attachments should not exceed 1GB).
3. To upload supporting documentation, select **Add files**.
4. Use **New folder** if needed to organise files before uploading.
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.

APP-0712223
Surrender
PRJ-0491556 - Default Project

- Instrument details
- Surrender details
- Attachments**
- Review and submit

Attachments

Process

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

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	20 minutes ago

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

3.5 Review and submit

The **Review and submit** section is the final step before you submit your **surrender** 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: **Instrument details**, **Surrender details** and **Attachments**.
2. Select **Edit** if you need to make changes.
3. Read the declaration(s) and confirm you are authorised to submit the application by selecting the declaration checkbox(es).
4. Select **Submit**. When prompted, confirm submission (**Important Notice**) to lodge your application.

APP-0712223
Surrender
PRJ-0491556 - Default Project

- Instrument details
- Surrender details
- Attachments
- Review and submit**

Review and submit

Please review the information you have provided.

- ▶ Instrument details
- ▶ Surrender details
- ▶ Attachments

Confirmation
Please check the box to confirm delegated authority and proceed with your application.

I confirm that I am authorised and have delegated authority to submit this application and engage in communication with the department regarding this application.

Previous Save **Submit**

3.6 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 **Instrument details** and **Attachments** 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
✖	Instrument Details 1. Instrument details • Reasons for surrender - Required field
✔	Surrender Details
✖	Attachments 1. Attachments • Attachments - Please upload a minimum of 1 attachment.

Return to application Revalidate

3. After filling in any 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.

3.7 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.

