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## Environment Online – Authorisation to act on behalf of an organisation

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**Environment Online is provided by the State of Western Australia** (also called the **WA Government**) to help people connect online with the Department of Water and Environmental Regulation (the **Department**).

**Completing this form is one of the requirements for setting-up an organisation (entity) to access Environment Online.**

### Authorisations for Environment Online

For a person to act on behalf of an organisation (a business or another entity – for example, a company, a government agency, volunteer organisation or a sole trader) in Environment Online, that person must be authorised by the organisation.

An **authorisation** is permission for a person to act on an organisation's behalf. For example, a person can be authorised to:

- use Environment Online to transact on the organisation's behalf online (for example, making applications and submitting forms); and/or
- receive information from the Department on their organisation's behalf.

Before setting up an authorisation, the organisation should make sure that any required contracts are in place between the organisation and the authorised person. Also note that an authorisation is not (and does not replace) a power of attorney. The Department recommends seeking appropriate legal advice regarding Environment Online authorisations.

### Authorisation systems used by Environment Online

Currently, Environment Online provides two options for organisations to manage their authorisations for Environment Online:

1. using the WA Relationship Authorisation Manager (**WARAM**), a WA Government system used to manage an organisation's authorisations for some WA Government services. This solution is known in Environment Online as logging in representing an entity using a digital identity (such as myGovID); or
2. using the organisation's own Microsoft identification authentication and access management solution (**Microsoft Entra ID**). Users authorised via an organisation's Microsoft Entra ID can log in to Environment Online using the Microsoft Work Account assigned to them by their organisation. This solution is known in Environment Online as logging in representing an entity using a Microsoft Work Account Login.

### Roles in Environment Online

Roles in Environment Online can be assigned using either WARAM or Microsoft Entra ID.

A **Service User** can enter, edit and submit information for projects they have authorisation for. A **Service Administrator** has permission to do everything a Service User can do, and can also **manage permissions** within Environment Online. For example, they can authorise different consultants or staff to access different projects.

## Authorisations for Environment Online

- In **WARAM**, only a Service Administrator can authorise others to act on behalf of the organisation (as Service Users or as additional Service Administrators).
- In **Microsoft Entra ID**, the organisation will have its own persons authorised within Microsoft Entra ID to authorise others to act on its behalf. This is usually facilitated through the organisation's IT administrators.

The approved Service Administrators and nominated IT administrators must comply with:

- the [Environment Online Terms of Use](#); and
- if using WARAM, the [WARAM Terms and Conditions of Use](#).

## Forms to use to apply for authorisations

Use either:

- **Form 1** to authorise a person to act as a Service Administrator using WARAM; or
- **Form 2** to authorise people to act on the organisation's behalf through the organisation's Tenant ID and Group IDs.

An organisation may complete either Form 1 or Form 2, or both.

**For Form 1:** The Form **must be completed** by:

- a person holding a position of, at a minimum, a Director or Company Secretary role (or equivalent) within the organisation or a Duly Authorised Officer (being a person who has been properly authorised in writing by the organisation, in accordance with its governing rules and structures, to act on its behalf; and
- the person being authorised as the Service Administrator.

**For Form 2:** The Form **must be completed** by:

- a person holding a position of, at a minimum, a Director or Company Secretary role (or equivalent) within the organisation or a Duly Authorised Officer.

**Note:** any application for authorisation using either Form 1 or Form 2 will not be effective until it is approved by, and actioned by, the Department. The Department, in its absolute discretion, reserves it right to deny any application.

The Department is **not responsible** for verifying the information contained in either Form 1 or Form 2, or for checking the person's authority to act on behalf of the organisation.

## Verifying individuals' identity

Individuals authorised by an organisation using WARAM will access Environment Online using their WARAM-approved digital identity (such as myGovID).

Individuals authorised by an organisation using Microsoft Entra ID will access Environment Online using their Microsoft Work Account assigned by the organisation. The organisation is responsible for verifying the individual's identity to the same standard as a [myGovID standard identity strength](#).

The Department relies on the verification of the individual's identity by the digital identity provider (for WARAM) or by the organisation (for Microsoft) and **does not** independently check identity.

The Department is **not responsible** for verifying or independently checking:

- the authorisation of any person who the organisation has authorised in writing to complete the authorisations in either Form 1 or Form 2 (the Director or Company Secretary or Duly Authorised Officer); or
- the authorisation of any person authorised by an organisation's Service Administrator (for

WARAM) or by the organisation's Microsoft Entra ID operator (for Microsoft Entra ID).

## **Removing or disabling an authorisation for a person to act on behalf of an organisation**

A person's authorisation can only be cancelled (or removed) by deleting that person's authorisation in either WARAM or by removing them from the groups listed in Form 2 for Microsoft Entra ID.

The organisation **must** immediately report to the Department in writing (giving full details), and comply with the Department's directions, if it becomes aware of any actual or suspected unauthorised access to Environment Online, or any other actual or suspected data security issues, system security issues or suspicious activity in connection with Environment Online.

**When requested** by the Department to do so, the organisation **must**:

- immediately disable, suspend, restrict or remove an authorised user's access to Environment Online; and
- advise the Department in writing that it has complied with the Department's request.

The organisation must do this:

- if using WARAM: through its Service Administrators;
- if using Microsoft Entra ID: through those appropriately authorised within Microsoft Entra ID to manage the authorisations, permissions and access of others.

## **Service Administrators and nominated IT Administrators**

- **For WARAM**

The approved Service Administrator will be responsible for managing all subsequent authorisations for the organisation and will be subject to the:

- [Environment Online Terms of Use](#); and
- the [WARAM Terms and Conditions of Use](#).

- **For Microsoft Entra ID**

The organisation must nominate an IT Administrator as the contact person for Environment Online. The nominated IT Administrator must have access to full details of the organisation's user groups, including those listed on Form 2.

Any communication between the nominated IT Administrator and the Department regarding authorisations and access permissions is deemed to be a communication between the organisation and the Department.

The organisation must notify the Department immediately if the organisation's nominated IT Administrator changes. The organisation will be responsible for managing all its authorisations, and the organisation and all those persons it authorises to act on its behalf will be subject to the Environment Online Terms of Use (as applicable) and any applicable Microsoft terms and conditions.

Current as at 11 March 2024

# FORM 1 – WARAM

ORGANISATION DETAILS	
<b>Organisation Name</b>	
<b>Trading or business name</b>	
<b>Organisation ABN/ACN</b>	
<b>Postal or Registered Address</b>	
ORGANISATION AGREEMENT AND ACKNOWLEDGEMENT	
<p><b>The organisation:</b></p> <ul style="list-style-type: none"> <li>agrees to and accepts the <a href="#">Environment Online Terms of Use</a>, the <a href="#">WARAM Terms and Conditions of Use</a>; and</li> <li>appoints the person named below to act as a Service Administrator for the organisation for Environment Online.</li> </ul> <p><b>Service Administrator.</b> The organisation acknowledges that a Service Administrator can:</p> <ul style="list-style-type: none"> <li>act as a Service User on Environment Online on the organisation's behalf;</li> <li>add (and remove) Service Users and other Service Administrators to act on the organisation's behalf;</li> <li>manage permissions within Environment Online, including whether individuals can view, edit or submit information into the system, and which information individuals can access; and</li> <li>receive, accept and send notices and other information on the organisation's behalf.</li> </ul> <p><b>Authorisations.</b> The organisation acknowledges:</p> <ul style="list-style-type: none"> <li>that a person's authorisation can be cancelled only using WARAM – and that the cancellation does not take effect until it is acknowledged within WARAM;</li> <li>its sole responsibility to ensure that all authorisations to act on its behalf are current, and that those authorised have the capacity to act on its behalf; and</li> <li>that the Department (and the WA Government) is not responsible for:               <ul style="list-style-type: none"> <li>verifying the identity of any person accessing Environment Online;</li> <li>managing or overseeing authorisations (including any authorisation of a Duly Authorised Officer), or for any authorisation or appointment that is not current;</li> <li>the disclosure of information to any unauthorised person; or</li> <li>any unauthorised person carrying out a transaction (including making any applications).</li> </ul> </li> </ul> <p><b>Security.</b> The organisation agrees:</p> <ul style="list-style-type: none"> <li>to notify the Department immediately, and comply with all directions of the Department, if it suspects or becomes aware of any unauthorised access to Environment Online, or any other data security issue, system security issue or suspicious activity in connection with Environment Online; and</li> <li>to immediately, if the Department requests, disable, suspend, restrict or cancel access to Environment Online by any person (including a Service Administrator), and advise the Department it has done so.</li> </ul> <p>Failure by the organisation to comply may result in full suspension of access to Environment Online. In addition, the organisation is liable for any losses or costs of the WA Government arising from that failure.</p> <p><b>Declaration by Director or Company Secretary or Duly Authorised Officer:</b></p> <p>I, _____, declare that:</p> <ul style="list-style-type: none"> <li>I am properly authorised to agree to the above terms and conditions on behalf of the organisation, and to appoint a Service Administrator to act on the organisation's behalf; and</li> <li>the information provided in this form is true and correct.</li> </ul>	
<b>Signature</b>	
<b>Full name</b>	
<b>Position title</b>	
<b>Director ID</b>	
<b>Contact number</b>	
<b>Email</b>	
<b>Witness signature</b>	
<b>Witness name</b>	
<b>Date</b>	

<b>DETAILS OF AUTHORISED WARAM SERVICE ADMINISTRATOR</b>	
<b>Full name</b>	
<b>myGovID registered email address</b>	
<b>Position title</b>	
<b>Organisation Name</b>	
<b>Organisation ABN/ACN</b>	
<b>Postal or Registered Address</b>	
<b>Contact number</b>	
<b>Email</b>	

<b>Declaration by Service Administrator:</b>	
<p>I, _____ declare that:</p> <ul style="list-style-type: none"> <li>• I am capable of accepting an authorisation to act as a Service Administrator for the organisation specified above; and</li> <li>• I accept that authorisation.</li> </ul> <p>(Note that the authorisation will not take effect until it has been actioned through WARAM)</p> <p>I undertake that, as a Service Administrator, I will:</p> <ul style="list-style-type: none"> <li>• carry out only transactions and communications for which I am currently authorised by the organisation;</li> <li>• cease to act as a Service Administrator (and Service User) if I cease holding the position or authority on which my authorisation is based (e.g. if I am no longer an employee of the organisation, or no longer engaged by the organisation as a consultant); and</li> <li>• comply with any request made by the Department or (or any other WA Government agency) to verify my authorisation to act on behalf of the organisation.</li> </ul> <p>I confirm that the information provided in this form is true and correct.</p>	
<b>Signature</b>	
<b>Full name</b>	
<b>Position title</b>	
<b>Witness signature</b>	
<b>Witness name</b>	
<b>Date</b>	

## FORM 2 – MICROSOFT ENTRA ID

ORGANISATION DETAILS				
<b>Organisation Name</b>				
<b>Trading or Business Name</b>				
<b>Organisation ABN/ACN</b>				
<b>Postal or Registered Address</b>				
<b>Tenant ID</b> (in Microsoft Entra ID)				
<b>Service Administrators Group</b>	Group Name		Group ID: (in Microsoft Entra ID)	
	Group Name		Group ID: (in Microsoft Entra ID)	
<b>Service Users Group</b>	Group Name		Group ID: (in Microsoft Entra ID)	
	Group Name		Group ID: (in Microsoft Entra ID)	
ORGANISATION AGREEMENT AND ACKNOWLEDGEMENT				
<p><b>The organisation:</b></p> <ul style="list-style-type: none"> <li>agrees to and accepts the <a href="#">Environment Online Terms of Use</a>; and</li> <li>nominates the person named below as the IT Administrator. The IT Administrator acts as the organisation's contact person for Environment Online.</li> </ul> <p><b>IT Administrator:</b> The organisation warrants and agrees that the IT Administrator:</p> <ul style="list-style-type: none"> <li>has responsibility for, and can change, the above Tenant and Groups (including membership);</li> <li>can receive, accept and send notices and other information on the organisation's behalf;</li> <li>will comply with any request by the Department (or any other WA Government agency) to verify their authorisation to act on the organisation's behalf; and</li> <li>will otherwise comply with the Environment Online Terms of Use. .</li> </ul> <p>The organisation agrees to notify the Department in writing of changes to the nominated IT Administrator.</p> <p><b>Groups:</b> The organisation warrants and agrees that:</p> <ul style="list-style-type: none"> <li>it has verified the Tenant and Groups IDs, and they are correct;</li> <li>each person the organisation allocates to one of the above Groups in Microsoft Entra ID is authorised to act on the organisation's behalf in respect of Environment Online;</li> <li>it is responsible for adding and removing any person in the above Groups; and</li> <li>it is responsible for managing any permissions it grants to any person in the Groups, including whether individuals can view, edit or submit information into the system, and which information individuals can access.</li> </ul> <p><b>Authorisation of individuals.</b></p> <ul style="list-style-type: none"> <li>The organisation acknowledges its sole responsibility to ensure all authorisations (including any authorisation of a Duly Authorised Officer), to act on its behalf are current, and that those authorised have the capacity to act on its behalf.</li> <li>The organisation represents and warrants that: <ul style="list-style-type: none"> <li>it will complete a <b>100-point identity check</b> or equivalent of each authorised individual prior to authorisation; and</li> <li>that it is solely responsible for cancelling a person's authorisation using Microsoft Entra ID.</li> </ul> </li> </ul> <p><b>Security:</b> The organisation agrees:</p> <ul style="list-style-type: none"> <li>to notify the Department immediately, and comply with all directions of the Department, if it suspects or becomes aware of any unauthorised access to Environment Online, or any other data security issue, system security issue or suspicious activity in connection with Environment Online; and</li> <li>to immediately, if the Department requests, disable, suspend, restrict or cancel a person's access to Environment Online, and advise the Department it has done so.</li> </ul> <p>Failure by the organisation to comply may result in full suspension of access to Environment Online. In addition, the organisation is liable for any losses or costs of the WA Government arising from that failure.</p> <p><b>Department not responsible:</b> The organisation acknowledges that the Department (and the WA Government) is not responsible for:</p> <ul style="list-style-type: none"> <li>verifying the identity of any person accessing Environment Online;</li> </ul>				

- managing or overseeing authorisations, or for any authorisation or appointment that is not current;
- the disclosure of information to any unauthorised person; or
- any unauthorised person carrying out a transaction (including making any applications).

**Declaration by Director or Company Secretary or Duly Authorised Officer:**

I, \_\_\_\_\_, declare that:

- I am properly authorised to agree to the above terms and conditions on behalf of the organisation, and to nominate an IT Administrator to act on the organisation's behalf; and
- the information provided in this form is true and correct.

<b>Signature</b>	
<b>Full name</b>	
<b>Position title</b>	
<b>Director ID</b>	
<b>Contact number</b>	
<b>Email</b>	
<b>Witness signature</b>	
<b>Witness name</b>	
<b>Date</b>	

<b>DETAILS OF THE ORGANISATION'S NOMINATED MICROSOFT ENTRA ID IT ADMINISTRATOR</b>	
<b>Full name</b>	
<b>Position title</b>	
<b>Organisation Name</b>	
<b>Postal or Registered Address</b>	
<b>Contact number</b>	
<b>Email</b>	
<b>Support Desk Email</b>	

Please forward a copy of the completed form to the Environment Online Support team at [eosupport@dwer.wa.gov.au](mailto:eosupport@dwer.wa.gov.au)

Note: If you have completed **FORM 2 – MICROSOFT ENTRA ID** please include the Microsoft Tenant ID and Group IDs in your email for verification.