

Permits and Licensing Customer Service Charter

Department of Environment and Science

This charter covers environmental permit and licence applications managed by the Department of Environment and Science (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 Service.

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 phone us during business hours or email us at any time.

Phone enquiries

Phone calls to 1300 130 372 (option 4) are answered between 8:30am–4:30pm on business days. Most enquiries are answered at the time of the call.

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

Some enquiries that cannot be answered by the Permits and Licensing Team will be referred to the appropriate business area within the department to respond.

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 applications

We recommend you first check if you can apply online at <https://www.business.qld.gov.au/running-business/environment/online-services>.

Applying online means all information required to assess the application is provided and, where relevant, the application fee 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 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.

Postal applications

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

You can enclose a cheque or money order if application fees apply. If you are not able to pay the application fee by cheque or money order we will contact you to organise payment.

Application decision timeframes

For simple applications a decision can generally be made within 10 business days once the application is properly made/complete.

The time taken to decide more complex applications will depend on the complexity of the application type and the completeness of the information provided.