

Online Services

Department of Environment and Science

User Guide – Wildlife Authorities page

- Navigating the Wildlife Authorities page
- Sorting, filtering and searching records
- Where to get help

The images and screenshots used in this guide are for demonstration purposes only and may differ from the screens and images that you see when using Online Services.

Table of Contents

1.	Getting ready for Online Services	2
	<i>If you are an existing customer and have previously transacted online</i>	2
	<i>If you haven't previously used Online Services</i>	2
2.	Viewing the Wildlife Authorities page	3
	<i>Main menu</i>	4
	<i>Customer record number and reference number</i>	4
	<i>User profile and signing out</i>	5
	<i>Actions menu (apply and register)</i>	5
	<i>Records menu (search and view)</i>	5
	<i>Body section (default display)</i>	6
	<i>Page footer</i>	6
3.	About Movement Advice	7
	<i>Do I need a movement advice?</i>	7
	<i>What is a Digital Credit book?</i>	8
4.	Sorting, filtering and searching records	9
	<i>Change the default sort order</i>	9
	<i>Open a record</i>	9
	<i>Hide or show the filter function</i>	9
	<i>Apply filters to the list view</i>	9
	<i>Remove filter</i>	9
	<i>Search record</i>	9
5.	Want more information or Need Help?	10

1. Getting ready for Online Services

If you are an existing customer and have previously transacted online

This guide will show you how to navigate the Wildlife Authorities pages and apply for authorities, as well as how to view and open existing Wildlife Authority related records, such as applications and permits.

If you have not previously used Online Services

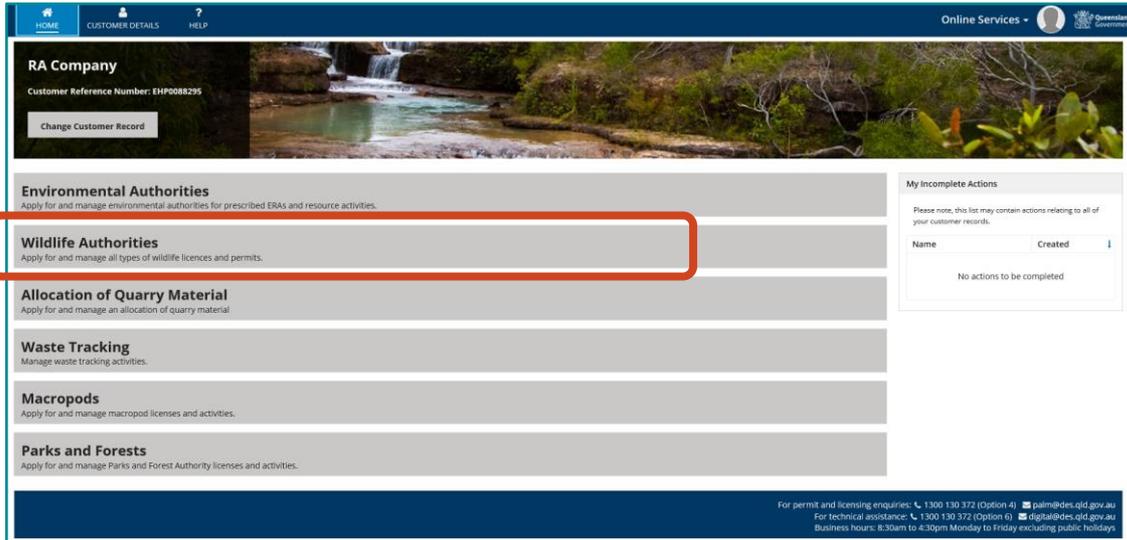
Refer to the [Getting Started](#) user guide for information and links to registering, signing in and navigating Online Services: <https://www.business.qld.gov.au/running-business/environment/online-services>.

2. Viewing the Wildlife Authorities page

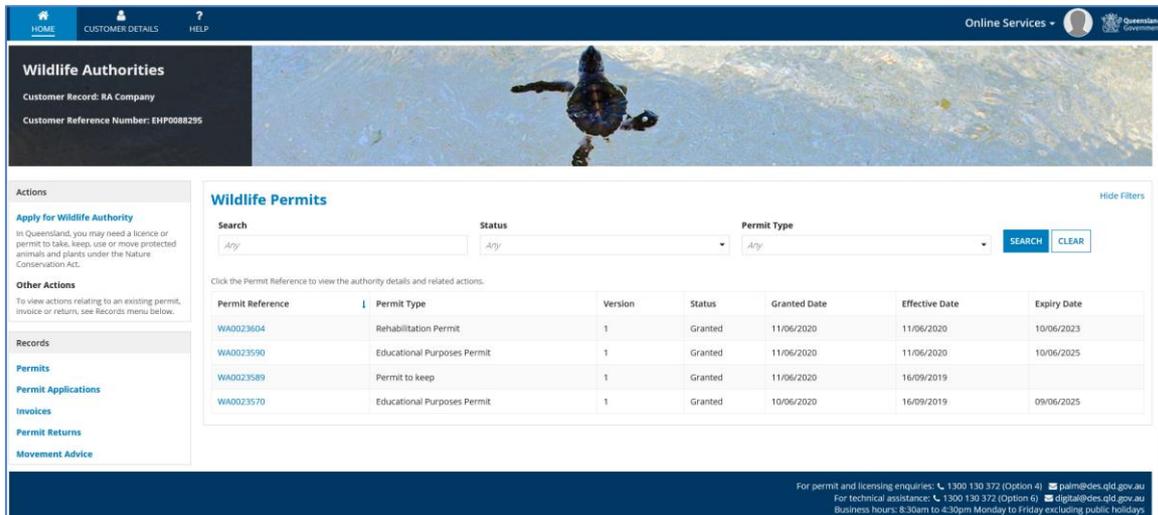
Open the **Wildlife Authorities** page from your customer record home page. If you have not set up your customer record or do not know how to select a customer record, refer to the [Getting Started](#) user guide for information and links to registering, signing in and navigating Online Services.

Take the following step to open the **Wildlife Authorities** page.

- From your customer record home page, click **Wildlife Authorities**.



The Wildlife Authorities page is displayed. From this page, you can apply for and manage all types of Parks and Forest licences and permits.



Main menu

Home

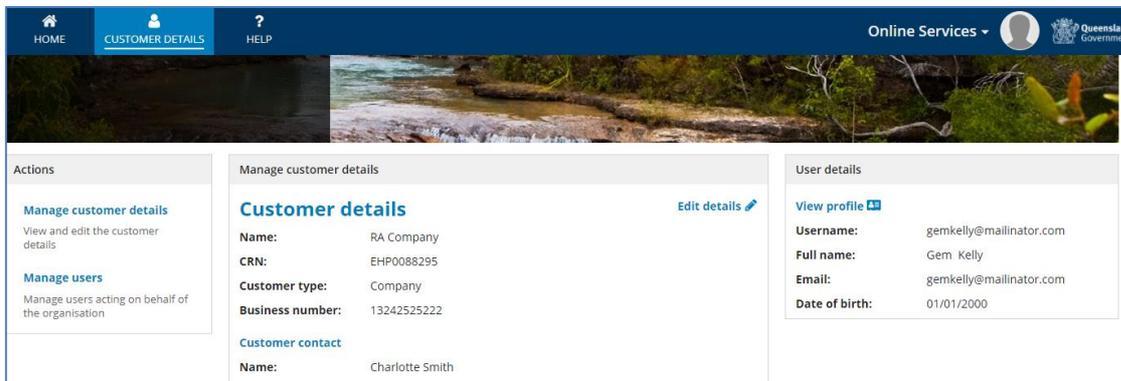


Clicking the **HOME** icon from anywhere within the customer record pages takes you to the **Customer Record** home page.

Customer Details



Clicking the **CUSTOMER DETAILS** icon from anywhere within the customer record pages takes you to the **Customer Details** page.



From this page, all users can:

- View the customer details
- View their user profile

Users with an Administrative role on the customer record can:

- View and edit the customer details
- View and edit their user profile
- View and manage other users who have access to the customer record.

Refer to the [Using Online Services](#) user guide to manage your customer record.

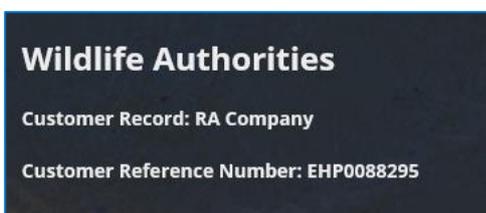
Help



Clicking the **HELP** icon from anywhere within the Online Services system will link further information and contact details for General Enquiries and Technical Support.

Customer Record Number and Reference Number

The top of the Customer Record page always displays the **Customer Record** name and **Customer Reference** number.



User profile and signing out



The user profile icon sits to the right of the main menu. Click the icon to view your user profile or sign out.

Refer to the [Using Online Services](#) user guide to manage your user profile.

Actions menu (apply and register)

The **Actions** menu contains links to Wildlife Authority actions, such as **Apply for a Wildlife Authority**.

Click the blue text to initiate the process.

Note: To view or initiate actions relating to an existing record (eg. permit, invoice or return), search for the particular record by clicking a record type from the **Records** menu.

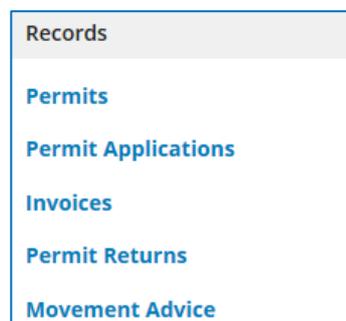


Records menu (search and view)

The **Records** menu contains the Wildlife Authority records.

Click a record type to view a list of records associated with the customer record. For example, the **Permits** records displays a list of all Wildlife permits held by the customer.

Refer to [Sorting, filtering and searching records](#) for information on how to use the list views.



Permits	Displays all Wildlife permits held by the customer.
Permit Applications	Displays the customer's Wildlife permit applications.
Invoices	Displays all invoices issued by the Department to the customer.
Permit Returns	Displays permit returns that have been issued to the customer.
Movement Advice	Displays options for movement advice. From this page, you can: <ul style="list-style-type: none"> - Read more information about Movement Advice; - Create a Movement Advice; - Complete a Movement Advice; and/or - Create a Digital Credit Book.

Refer to [About Movement Advice](#) in this document for more information.

Body section (default display)

If you have Wildlife permits, the system displays the permits in the body section of the **Wildlife Permits** page.

Wildlife Permits
Hide Filters

Search

Status

Permit Type

Click the Permit Reference to view the authority details and related actions.

Permit Reference	Permit Type	Version	Status	Granted Date	Effective Date	Expiry Date
WA0023604	Rehabilitation Permit	1	Granted	11/06/2020	11/06/2020	10/06/2023
WA0023590	Educational Purposes Permit	1	Granted	11/06/2020	11/06/2020	10/06/2025
WA0023589	Permit to keep	1	Granted	11/06/2020	16/09/2019	
WA0023570	Educational Purposes Permit	1	Granted	10/06/2020	16/09/2019	09/06/2025

- Click the blue text to open and view the record.

If you do not have any Wildlife permits, the body section displays a message instructing you to **Click Apply for a Wildlife Authority on the Actions menu to the left.**

Page footer

The page footer displays on most pages and provides contact details for further assistance.

For permit and licensing enquiries: ☎ 1300 130 372 (Option 4) ✉ palm@des.qld.gov.au
 For technical assistance: ☎ 1300 130 372 (Option 6) ✉ digital@des.qld.gov.au
 Business hours: 8:30am to 4:30pm Monday to Friday excluding public holidays

3. Movement Advice

A movement advice is a self-issued document and may be required when moving recreational animals under your authority.

Note: Both the seller and buyer must hold a current Recreational Wildlife Licence (RWL) or Commercial Wildlife Licence (CWL) and be registered for Online Services.

Movement Advice

- A movement advice is a self-issue document and may be required when moving recreational animals under your authority. Note: both the seller and buyer must hold either a current Recreational Wildlife Licence (RWL) or Commercial Wildlife Licence (CWL) and be registered for Online Services.
- Complete the movement advice after a transaction and movement has taken place. Note: the receiver must be the holder of an RWL or CWL and be registered for Online Services.



Create Movement Advice



Complete Movement Advice



Create Digital Credit Book

+ Important Information
What type of movement advice do I need? See here for other combinations of licence types.

Movement Advice Hide Filters

Search: Status: Movement Start Date From: Movement Start Date To:

Click Reference to view the movement related actions.

Reference	Seller Name	Buyer Name	Movement Start Date	Status
WMA00377	Corey Salter	Brock Seitz-Gardner	19/08/2019	Part 1 submitted (seller)
WMA00178	Grohn Associates Pty Ltd (t/a Fur'n'Fins)	Nadine Louise Sharp	07/02/2019	Part 1 submitted (seller)

You need to complete the movement advice after a transaction and movement has taken place.

Note: The receiver must be the holder of an RWL or CWL and be registered for Online Services.

Do I need a Movement Advice?

The following information will help you to determine if you need a movement advice.

- If both the seller and the buyer hold either a RWL or a CWL and both are registered users of Online Services, use Online Services to submit the movement advice. A paper copy is not required. Click on **Create Movement Advice** above.
- If both the seller and the buyer hold new Standard, Specialised or Advanced licences, a movement advice is not required. Enter the transaction records into the relevant Online Services record book or paper record book of the buyer and seller.
- If both parties to the Wildlife movement hold a RWL or a CWL, but only one or neither are registered Online Services users, the seller must complete a full paper copy of the movement advice (Part 1). The movement advice must be printed and signed, with the seller keeping Parts 1 and 4 and buyer retaining Parts 2 and 3. The various Parts must be distributed as directed within the form.
- If the seller/sender of the Wildlife movement holds a RWL or a CWL and the animal is being moved to someone who holds a new Standard, Specialised or Advanced Licence, the seller must complete Part 1. The seller must then print and sign Parts 1 and 4 of the form, keep Part 1 for their own records and provide Part 4 to the Department. The buyer/receiver will record the movement using their Online Services record book.
- If the buyer/receiver of the Wildlife movement holds a RWL or a CWL and an animal is

received from someone who holds a new Standard, Specialised or Advanced Licence, the buyer must complete Part 1 of the form. The buyer must print and sign Parts 2 and 3 of the form, keep Part 2 for their records and provide Part 3 to the Department. The seller/sender will record the movement in their Online Services record book.

What is a Digital Credit book?

Digital Credit books allow you to purchase bulk credits, which may be used when trading Wildlife under your authority.

In signing up for digital credits:

- Your customer account will be authorised to use digital credits for any Wildlife movement advice.
- All users associated with your customer account will be able to use the digital credits when completing a Wildlife movement advice.
- Once you have completed the process of purchasing digital credits, the default option for payment will be using your purchased digital credits.
- If your digital book balance is not sufficient to complete your transaction, you will be prompted to purchase additional digital credits to complete your transaction.
- At your digital book dashboard, you may view all credits, payments and purchases associated with your digital book.
- You and any users associated with your customer account may purchase more digital credits via the digital book dashboard.

4. Sorting, filtering and searching records

The screenshot shows the 'Permit Applications' interface. At the top, there are filter fields for 'Search' (containing 'Any'), 'Permit Type' (dropdown), 'Stage' (dropdown), and 'Status' (dropdown). There are 'SEARCH' and 'CLEAR' buttons. Below the filters is a table with columns: Application Ref, Permit Type, Application Type, Lodgement Date, Stage, and Status. The 'Lodgement Date' column has a blue up/down arrow indicating it is sorted. The table contains 7 rows of data. A 'Hide Filters' button is in the top right, and a '7 items' indicator is in the bottom right.

Application Ref	Permit Type	Application Type	Lodgement Date	Stage	Status
APP0053591	Farming Licence	Standard Application	26/05/2020	Pre-submission	Awaiting Allocation
APP0053560	Damage Mitigation Permit	Standard Application	12/06/2020	Pre-submission	Awaiting Allocation
APP0053534	Damage Mitigation Permit	Standard Application	11/06/2020	Pre-submission	Awaiting Allocation
APP0053533	Rehabilitation Permit	Standard Application	11/06/2020	Decision	Permit Issued
APP0053481	Educational Purposes Permit	Standard Application	11/06/2020	Decision	Permit Issued
APP0053480	Permit to keep	Standard Application	11/06/2020	Decision	Permit Issued
APP0053382		Standard Application	26/05/2020	Decision	Permit Issued

The **Filter** function is located on the top section of the **Record** view.

Change the default sort order

- Click a column heading. The blue up/down arrow indicates the sort order.

Open a record

- Click the blue text. This is typically the reference number.

Hide or show the filter function

- Click **Hide/Show Filters**, located on the top right of the list section.

Apply filters to the list view

- Click a filter field, select an option from the list and then click **SEARCH**.
- **Note:** You can select multiple options.

Remove filter

- Click **CLEAR**.

Search record

- In the search field, type your search criteria – for example, part of a reference number, such as **23604** – and click **SEARCH**.

The screenshot shows the 'Wildlife Permits' interface. At the top, there are filter fields for 'Search' (containing '23604'), 'Status' (dropdown), and 'Permit Type' (dropdown). There are 'SEARCH' and 'CLEAR' buttons. Below the filters is a table with columns: Permit Reference, Permit Type, Version, Status, Granted Date, Effective Date, and Expiry Date. The table contains one row of data.

Permit Reference	Permit Type	Version	Status	Granted Date	Effective Date	Expiry Date
WAO23604	Rehabilitation Permit	1	Granted	11/06/2020	11/06/2020	10/06/2023

5. Want more information or need help?

Click [HERE](#) to learn more about Online Services.

For more information on new licences, please contact the Permits and Licensing team:

General Enquiries: 1300 130 372 (option 4)

Email: palm@des.qld.gov.au

Technical Support: 1300 130 372 (option 6)

Email: digital@des.qld.gov.au