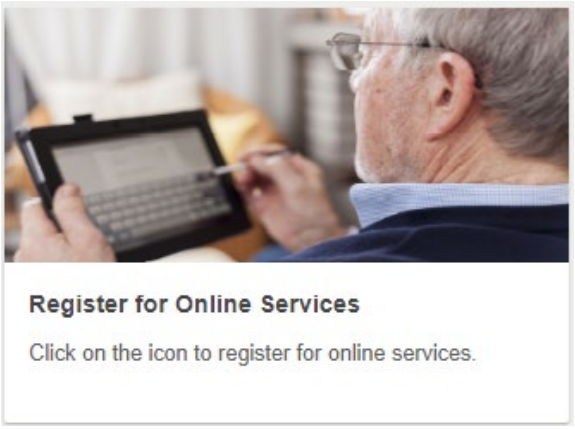
Gladstone Regional Council
Customer User Guide to Online Services

Contents

Registering for Online Services 3
Completing New User Registration details 5
Signing in as a registered user for Online Services 6
Forgotten password - Registered User Online Services 6
Changing password - Registered User Online Services 7
Viewing Rates information as a Registered User 7
Viewing Rates Notices Online - Registered User 9
Viewing Accounts - Registered User 10
Making Online Payments 12
Applications Online 18
Application Fee Enquiry 19
Select the application type then select the 'Next' button. Use the arrow to the right of each heading to expand and see the applicable applications available 19
Lodging an Application 22
What happens if my application won't submit due to large attachment files? 29
Enquiring on Applications Online 32
Application Enquiry 33
My Applications 34
New Animal Registration Online 36
Lodging a Customer Service Request Online 44
Enquiring on CSR progress using My Requests 47
Searching Bin Collection Day 49
Licences Online 54
Licence Fee Enquiry 54
Select the licence type then select the 'Next' button. Use the arrow to the right of each heading to expand and see the applicable applications available 54
Lodging a Licence 56
What happens if my licence won't submit due to large attachment files? 64
Enquiring on Licenses Online 67
Licensing Enquiry 68
My Licences 69



Registering for Online Services

Most services available online can be accessed by a public user and does not require customers to sign in as a registered user.

Some of the benefits of becoming a registered user are;

- View rates and water payment history, rates and water charges and access copies of notices
- View accounts including outstanding accounts and account history
- Use "My Applications" to view applications lodged with Council and the current status
- Use "My Requests" to view Customer Service requests lodged and the current status

To register for online services visit www.gladstone.qld.gov.au/OnlineServices then select the register for online services Icon and follow the prompts. As pictured below;

Update Animal Details

Click on the icon to edit your partially entered online registration or update Animal details such as;
- Changed address;
- Moved council location;
- Passed away;
- Changed ownership;
- Update desexing/microchip details;
- Request for replacement registration tag.

Bin Collection Day

Search for a Property and view the garbage bin collection day on Council's mapping system.

Applications

Click on the icon to lodge an application. There are many Application types available, such as;

- Lilley's beach vehicle permits,
- Building and plumbing,
- Development applications,
- Driveways, Works on Roads,
- Water Services Applications,
- Cemetery Applications,
- Council Searches (Registered Users Only)

Application Enquiry

Click on the icon to make an application enquiry.

Registered Users can monitor the progress of their applications by clicking here, signing in and going to 'My Applications'.
For development applications please use the following link to view your applications
Planning/Miscellaneous Applications -
Click Here

Licensing

Click on the icon to lodge a licence application. There are many Application types available, such as;

- Food Licence,
- Temporary Food Stalls,
- Transfer of Licence,
- Amendment of Licence,
- Commercial Activity,
- Skin Penetration
- Health Compliance Searches(Registered Users Only)

Licensing Enquiry

Click on the icon to make a licensing enquiry.

Registered Users can monitor the progress of their licences by clicking here, signing in and going to 'My Licences'.

Register for Online Services

Click on the icon to register for online services.

Sign In

Click on the icon to sign in.

Property Enquiry

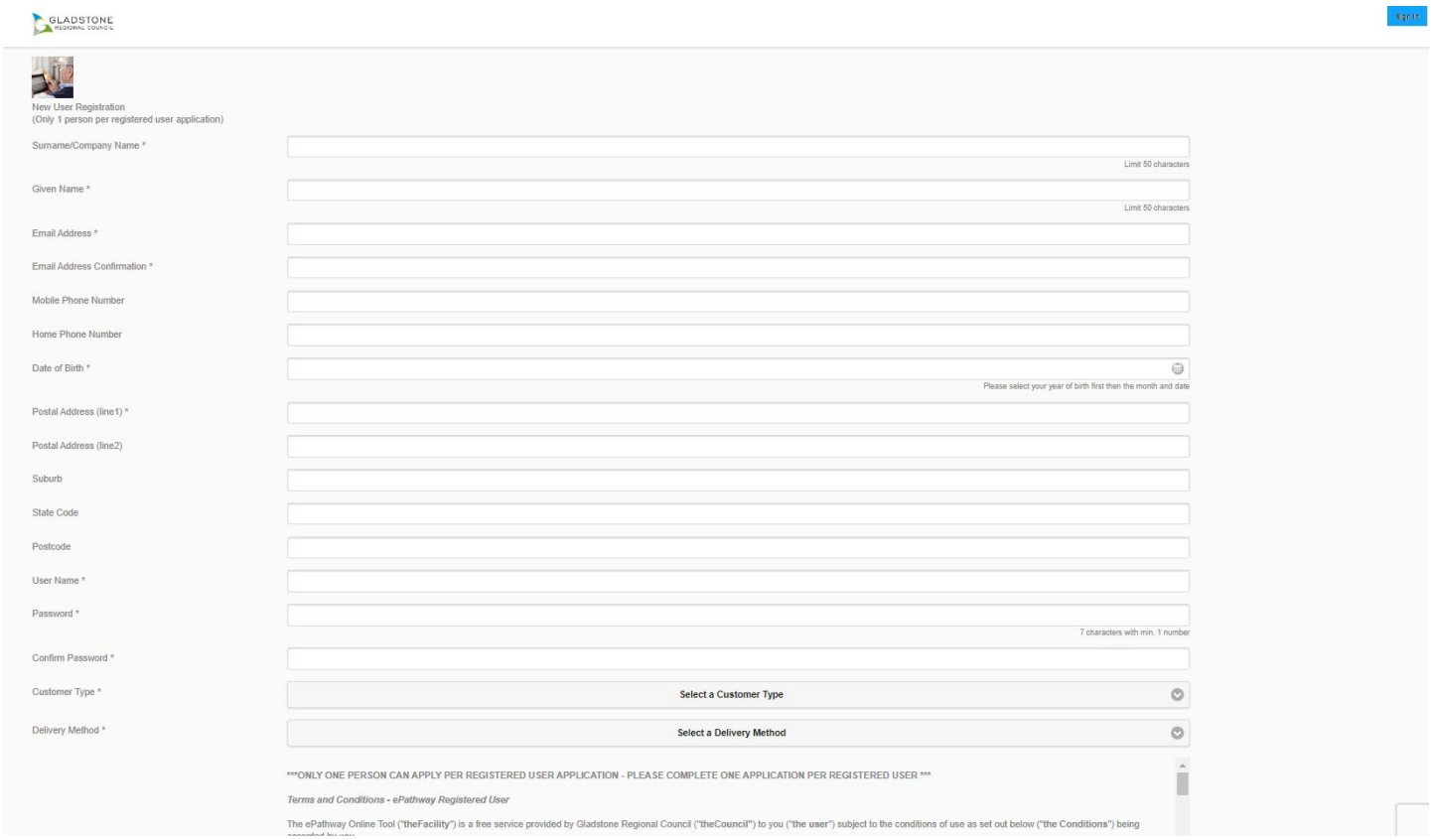
Search for properties and view the real property description (lot on plan) and area.

Completing New User Registration details

The fields with a * means they are mandatory and your application to become a registered user will not be submitted until they are completed.

Applications to become a registered user are verified by Council officers before being approved therefore registered users cannot sign in until details have been matched and verified. Once this is completed you will be advised by email.

In order to become a registered user, applicants must provide the correct information that matches Council records. A registered user application is per person, you cannot register as multiple persons.

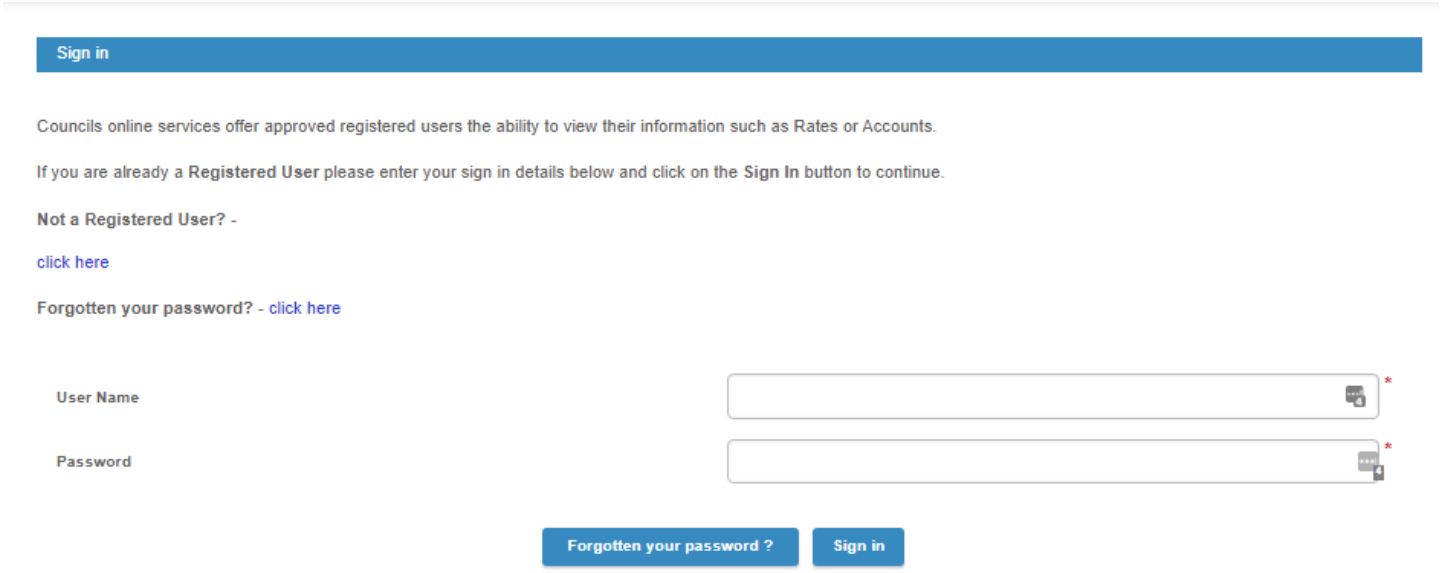


Once the application has been submitted, you will receive an email confirming your application has been lodged. The email will also advise you that you will be unable to sign in until a Council officer matches your details in our system. This can generally take up to 2 working days.

Once you receive an email advising your application is successful, you can sign in.

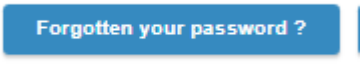
Signing in as a registered user for Online Services

Go to online services - www.gladstone.qld.gov.au/OnlineServices click on the 'Sign In' Icon or go to top right hand corner of page and select Sign in. Enter your username and password. If you have forgotten your Username, please contact Council on (07) 4970 0700.

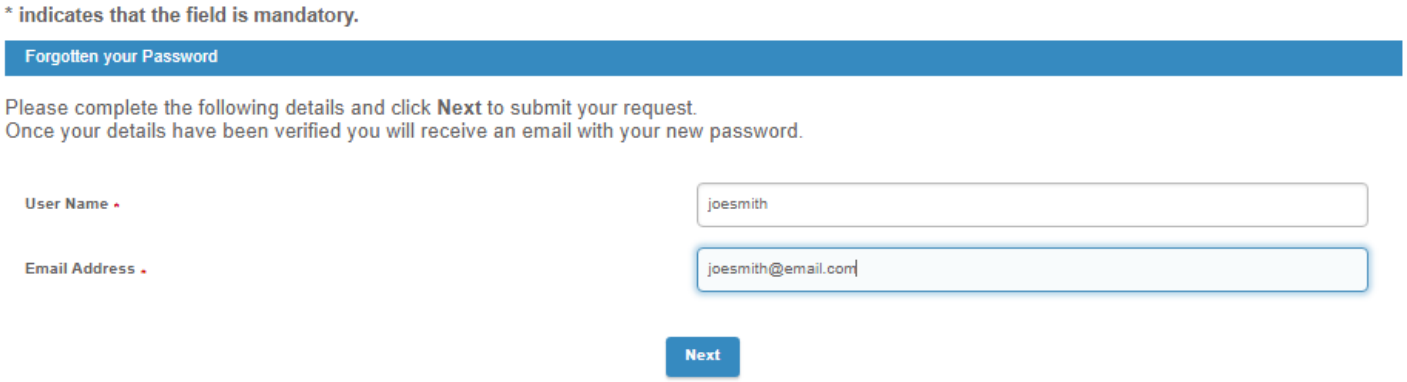


Forgotten password - Registered User Online Services

Go to the Sign in page for online services and select the 'Forgotten your password?' red link at the bottom right hand side of the page.



Complete the User Name and email address - a new password will be emailed to you. If you have forgotten your username please contact Council on (07) 4970 0700.

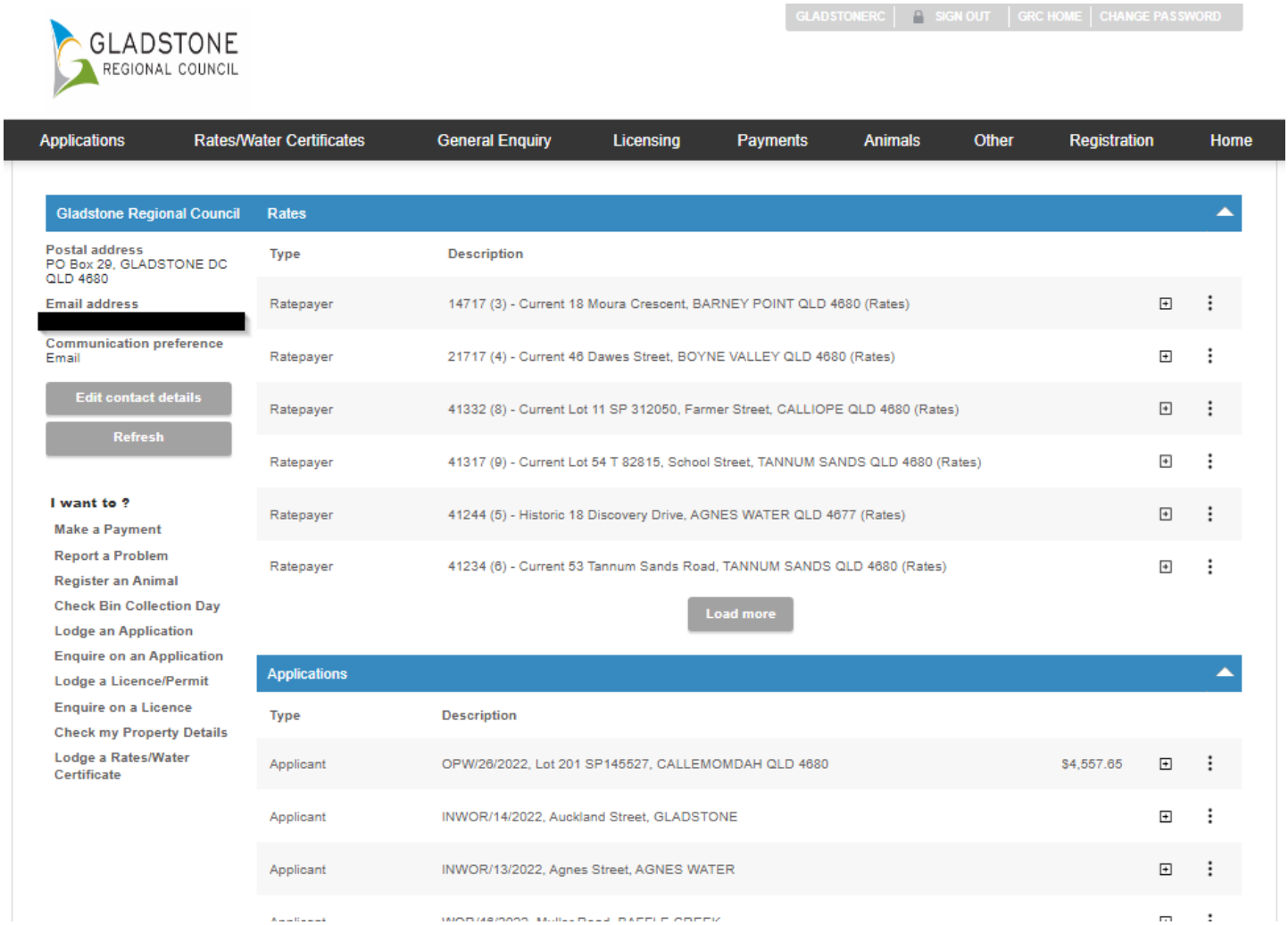


Changing password - Registered User Online Services
Sign in as normal using your current password. Once you are successfully signed in you will see 'Change Password' at the top right hand corner of your screen. If on a mobile device it may appear in your menu options under 'Other'.

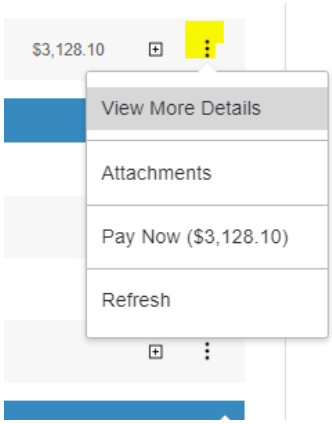
Complete the current password, new password and confirm new password then select the next button and your password will be changed.

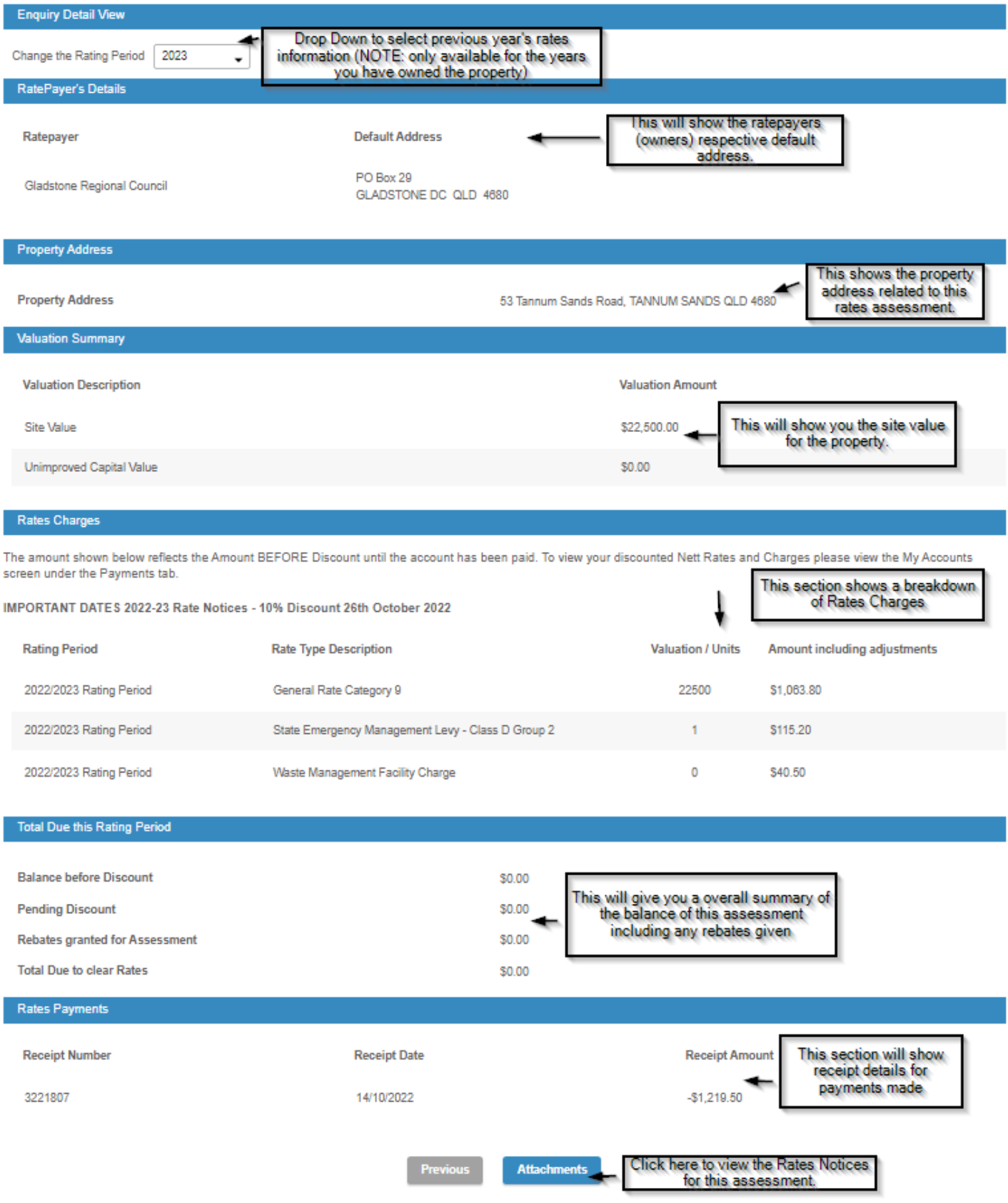
Viewing Rates information as a Registered User

Go to online services - www.gladstone.qld.gov.au/OnlineServices and sign in. You will be presented with your HOME page. This is a overview of your dealings with Council both former and present. It will show you items like your current and formal property addresses in the region; associated Rates, any Applications or Licences lodged and any outstanding balances you may have



From this screen you can use the drill out options to view more information, attachments, make payment and other items depending on the type you select



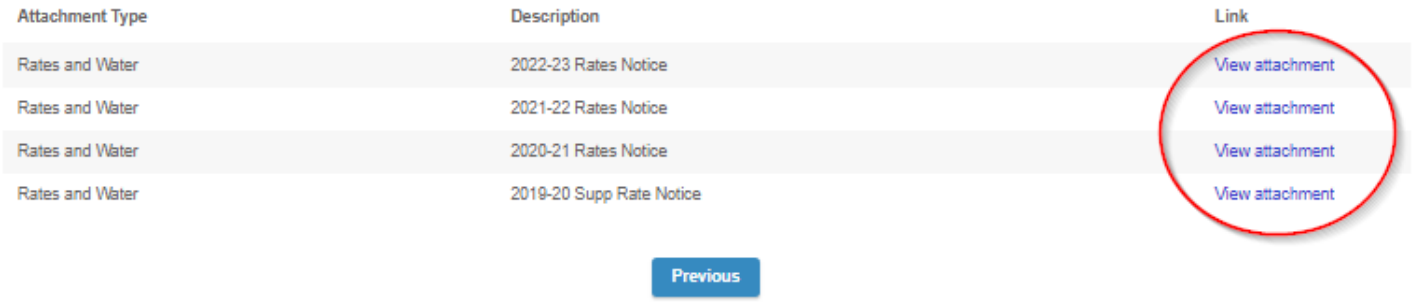


Viewing Rates Notices Online - Registered User

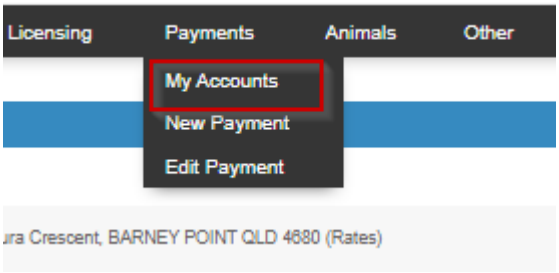
Sign in and go to Rates Enquiry. Select the property you wish to view the Rates Notice for (Registered Users can only view Rates Notices for properties they currently own).

Click in the Attachments button at the bottom of the page

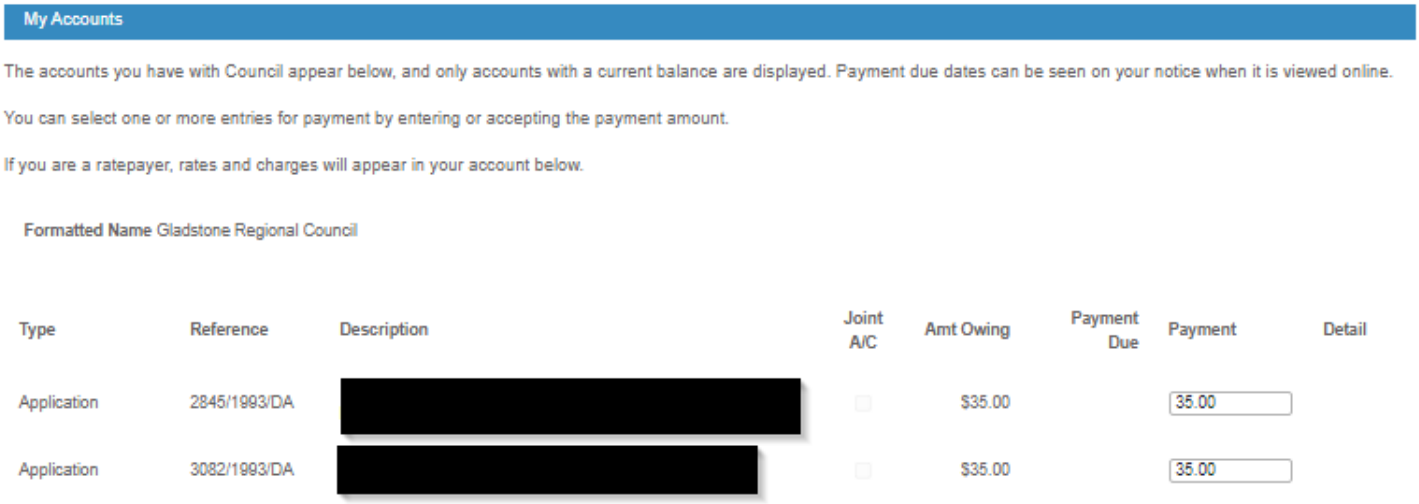
You can see all rates notices for that property since Rates Cycle 2009-10. Click on the link to view, save or print your Rates Notice.



Viewing Accounts - Registered User
Sign in and go to the Payments Tab across the top, drop down and select My Accounts.

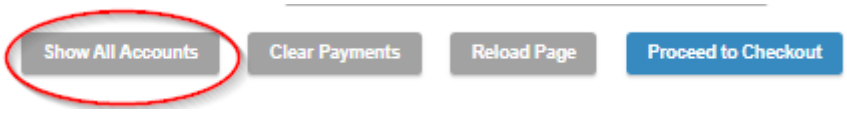


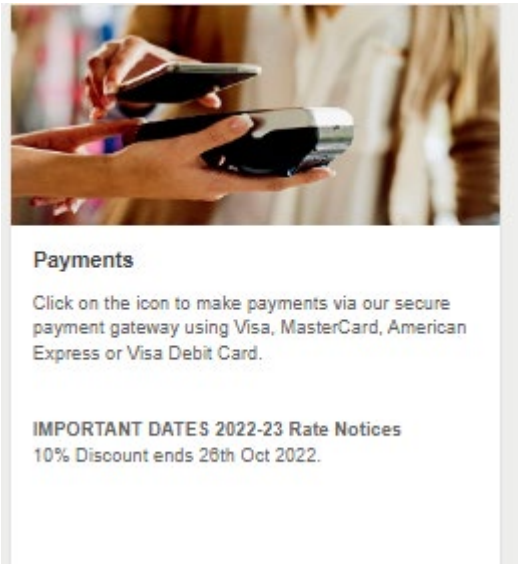
A balance of your outstanding accounts will show here



To pay the accounts select the Proceed to checkout button located at the bottom of the screen. This will take you straight to checkout to make payment.

If you have no accounts outstanding your screen will show 0 accounts found. To view accounts in credit or previous accounts, select the 'Show All' accounts button.





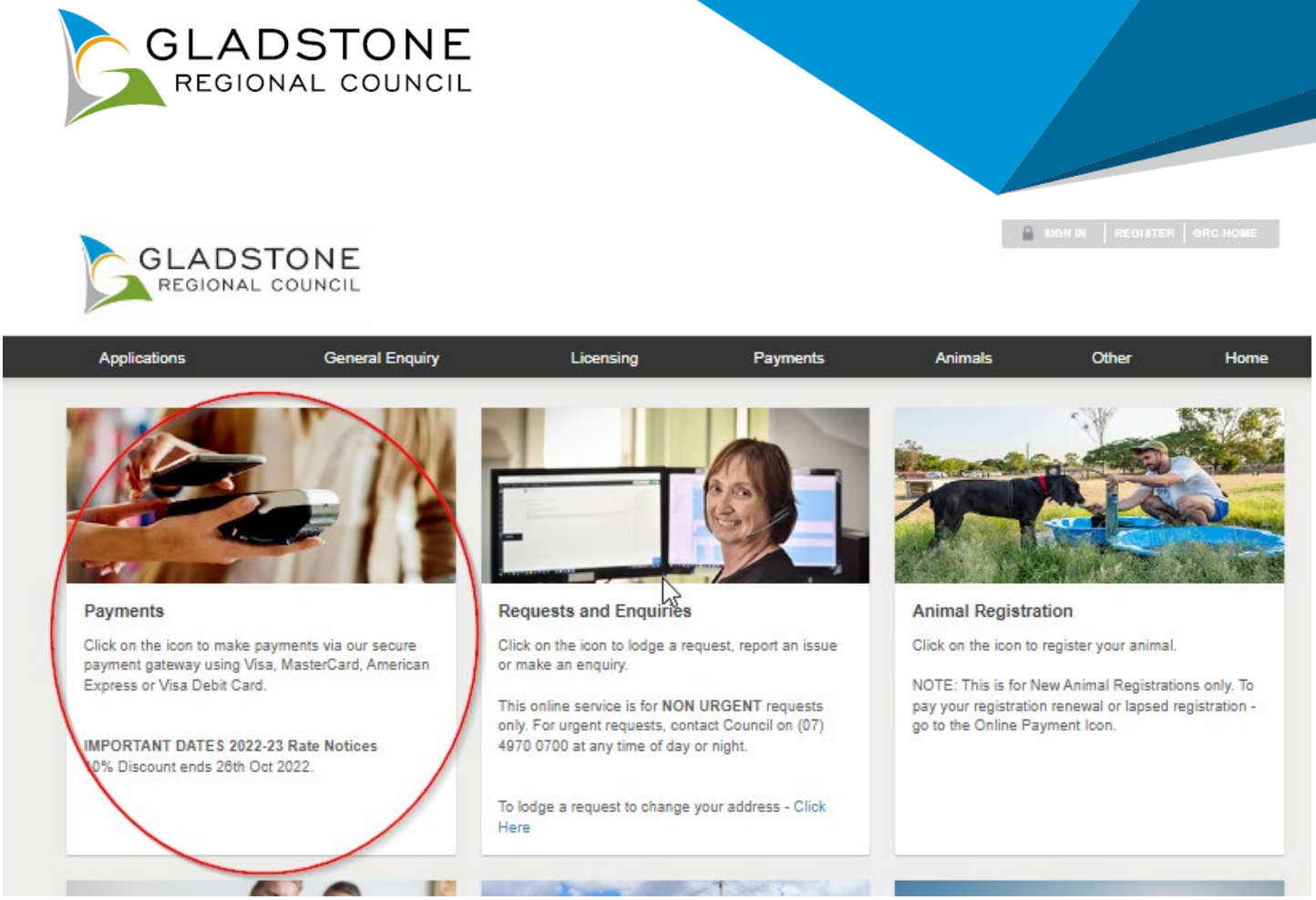
Making Online Payments

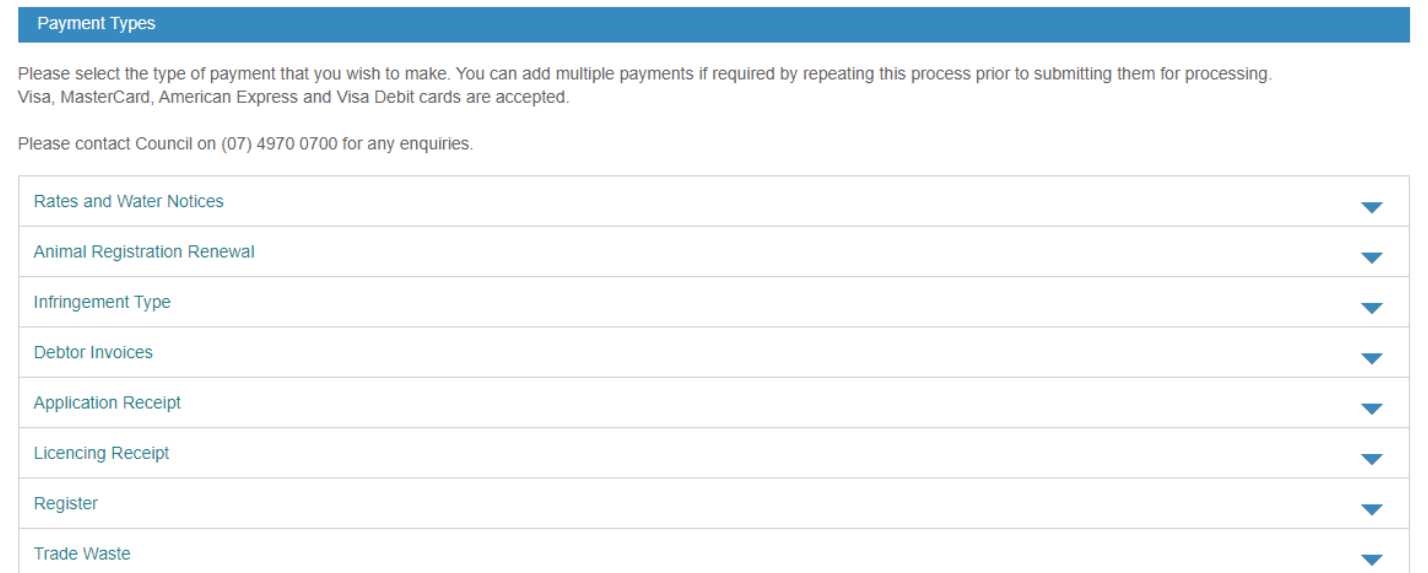
Customers can make the following secure online payments using almost any device at any time;

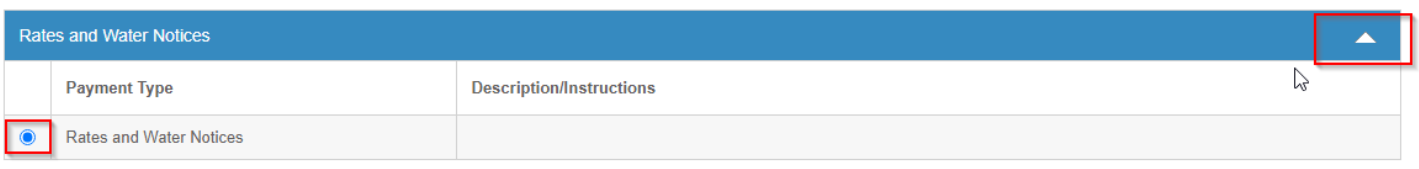
- Rates and Water
- Animal Registration Renewal/Lapsed Registration
- Trade Waste Consumption
- Infringements
- Licences
- Sundry Invoices and More

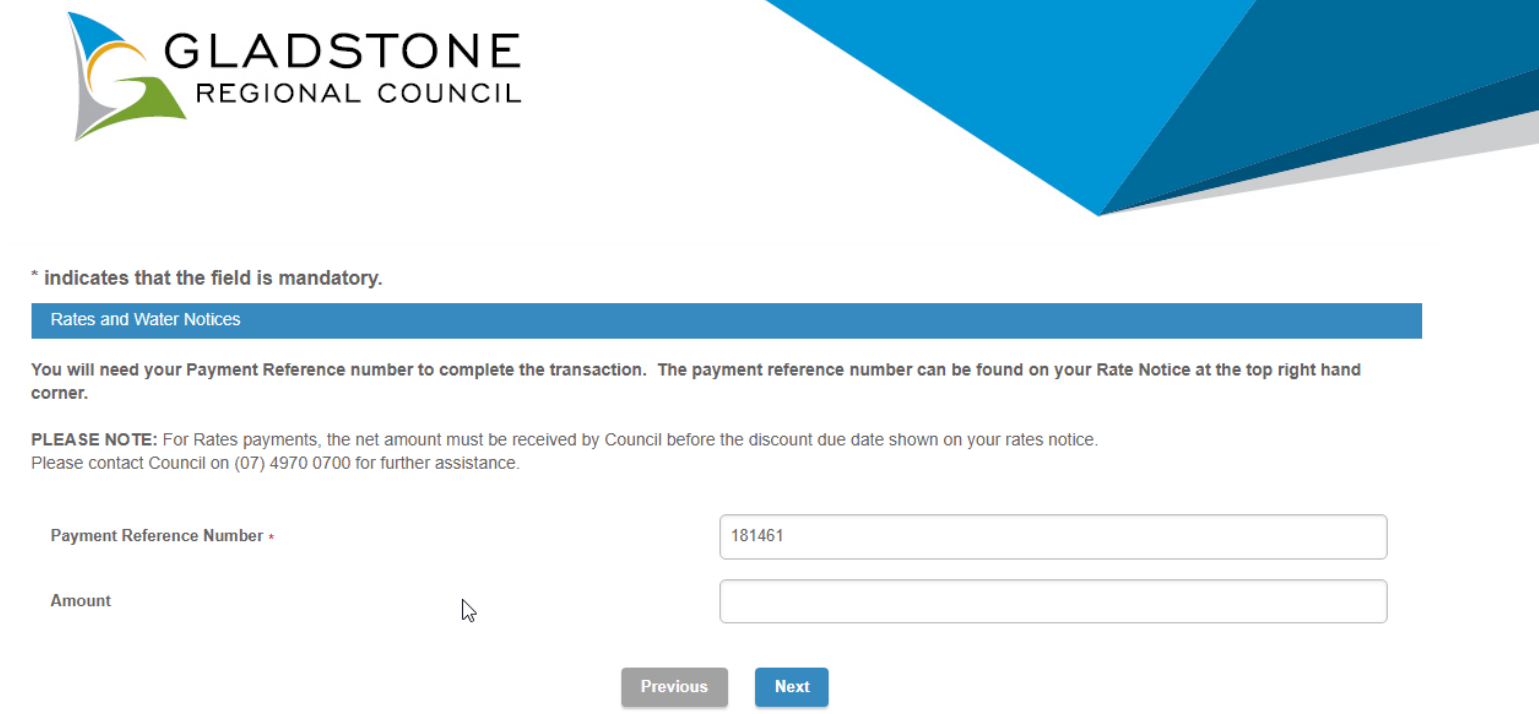
A customer can make any of the above payments as a public user of the website and does not need to sign in as or become a registered user.

To make a payment visit www.gladstone.qld.gov.au/OnlineServices then select the online payments Icon and follow the prompts. As pictured below


GLADSTONE
REGIONAL COUNCIL
SIGN IN
REGISTER
GRC HOME
GLADSTONE
REGIONAL COUNCIL
Applications
General Enquiry
Licensing
Payments
Animals
Other
Home
Payments
Click on the icon to make payments via our secure payment gateway using Visa, MasterCard, American Express or Visa Debit Card.
IMPORTANT DATES 2022-23 Rate Notices
10% Discount ends 26th Oct 2022.
Requests and Enquiries
Click on the icon to lodge a request, report an issue or make an enquiry.
This online service is for NON URGENT requests only. For urgent requests, contact Council on (07) 4970 0700 at any time of day or night.
To lodge a request to change your address - Click Here
Animal Registration
Click on the icon to register your animal.
NOTE: This is for New Animal Registrations only. To pay your registration renewal or lapsed registration - go to the Online Payment Icon.

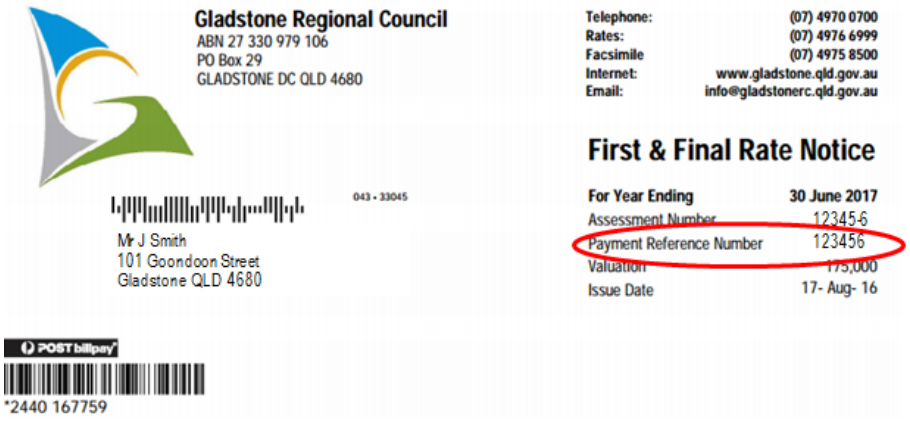

Payment Types
Please select the type of payment that you wish to make. You can add multiple payments if required by repeating this process prior to submitting them for processing.
Visa, MasterCard, American Express and Visa Debit cards are accepted.
Please contact Council on (07) 4970 0700 for any enquiries.
Rates and Water Notices
Animal Registration Renewal
Infringement Type
Debtor Invoices
Application Receipt
Licencing Receipt
Register
Trade Waste
Next


Rates and Water Notices
Payment Type
Description/Instructions
Rates and Water Notices



If you wish to pay the full outstanding amount on your Rates leave the Amount field blank and select Next.

Customers will need a payment reference number to make a payment. The payment reference number is entered without a space or a dash. The payment reference number is usually found on your invoice/notice from Council, however should you require assistance with your payment reference number you can contact Council on (07) 4970 0700.



Gladstone Regional Council
ABN 27 330 979 106
PO Box 29
GLADSTONE DC QLD 4680

043 • 33045

Mr J Smith
101 Goondoon Street
Gladstone QLD 4680

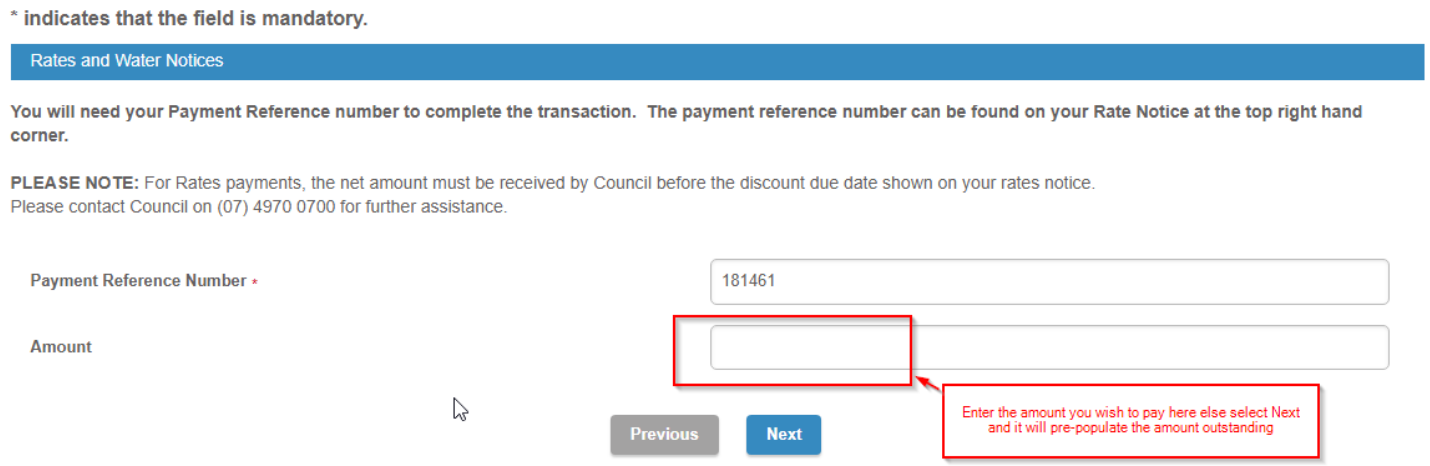
Telephone:	(07) 4970 0700
Rates:	(07) 4976 6999
Facsimile	(07) 4975 8500
Internet:	www.gladstone.qld.gov.au
Email:	info@gladstonerc.qld.gov.au

First & Final Rate Notice

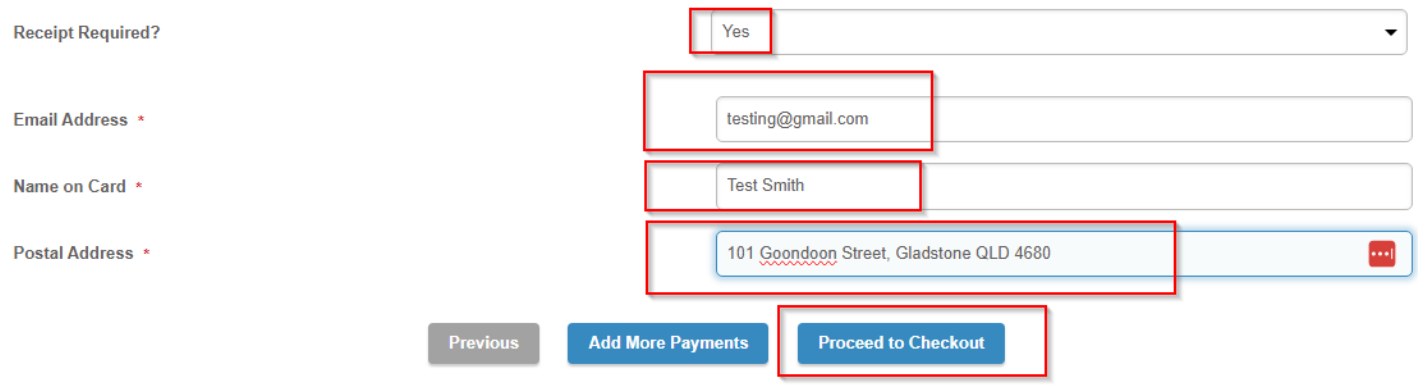
For Year Ending	30 June 2017
Assessment Number	12345-6
Payment Reference Number	123456
Valuation	175,000
Issue Date	17- Aug- 16

POST billpay
*2440 167759

Some payment types such as rates and water, will allow instalments or part payments, ratepayers can also make payments in advance. Due dates still apply. Enter the amount without a dollar ($) sign or any characters. Most payment types require the amount outstanding to be paid in full. To pay the full amount, leave the Amount field blank and select Next. It will pre-populate the amount owing..

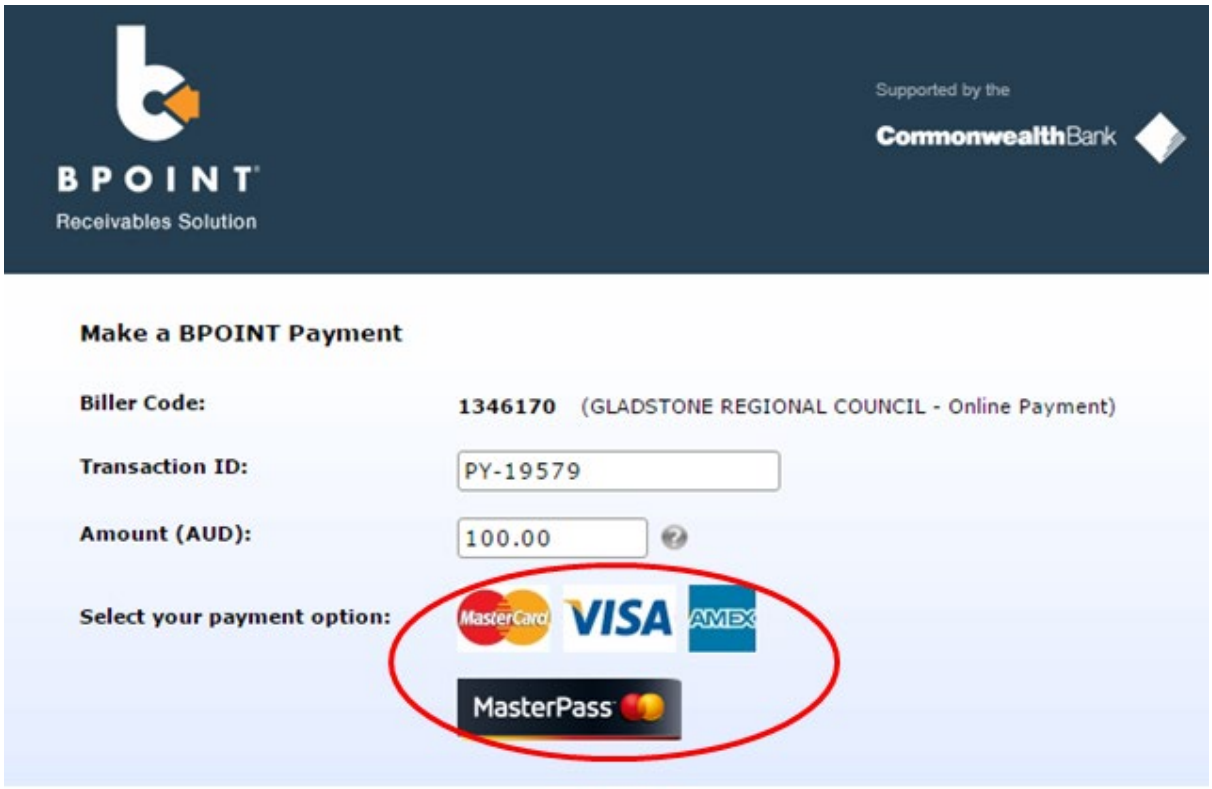


The customer can select yes or no for receipt required. If yes, complete the required details and a receipt will be emailed to the address provided.

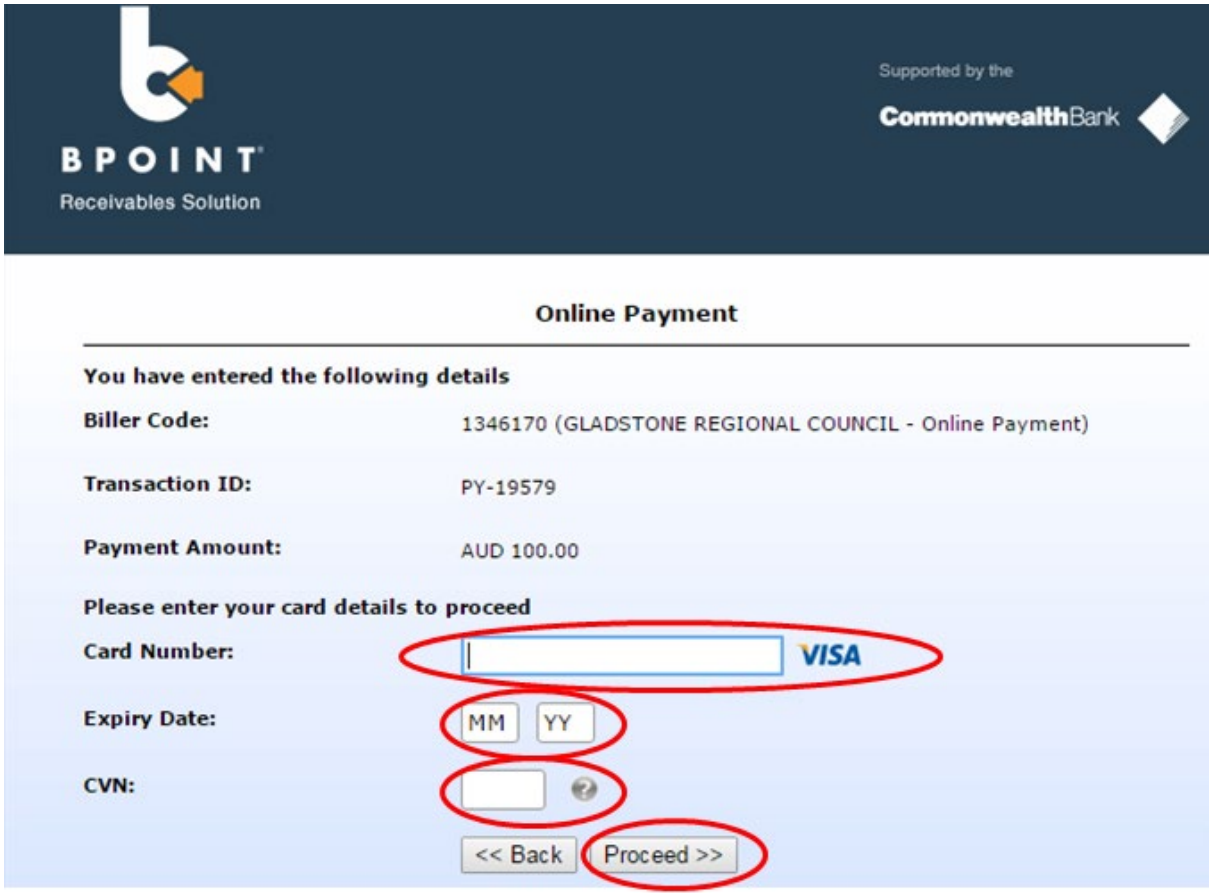


At this point another payment can be added by selecting "Add another payment" and following the same steps. Once submitted this will take the customer to the payment gateway - Commonwealth Bank BPOINT.
NOTE: Commonwealth bank requires it's users to have cookies enabled. For users that have high security settings, payments using this site may not be processed and result in an error message.

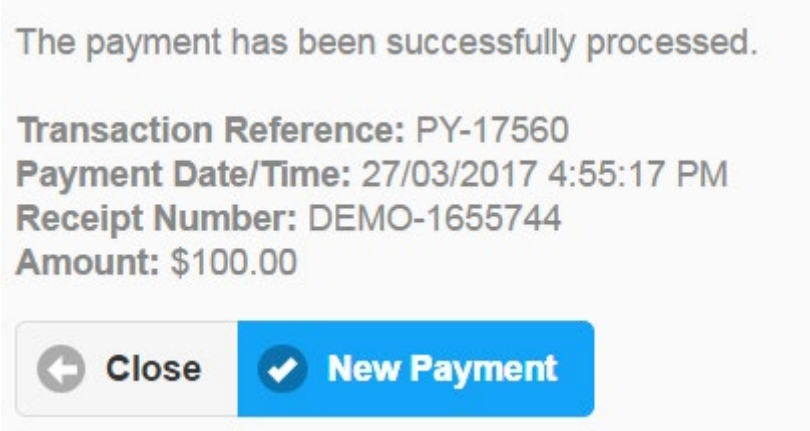
Select the payment option

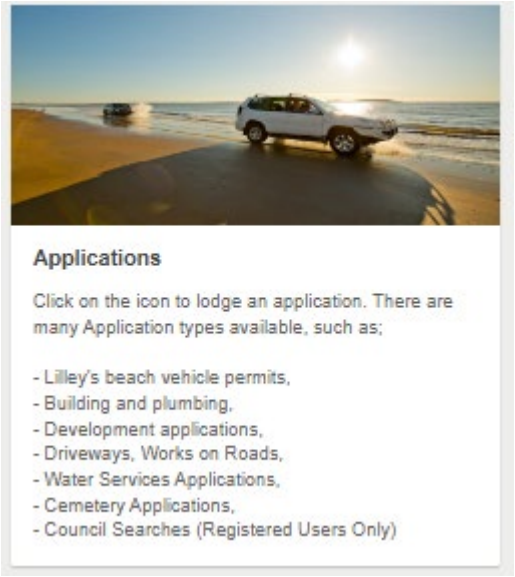


Enter the Credit Card number, Expiry Date, CVN then proceed.
NOTE: Do not exit out of payment until the successful payment message shows. Exiting out of payment while processing will result in a payment error message and payment will not be made.



The successful payment message will show a transaction and receipt number for reference.





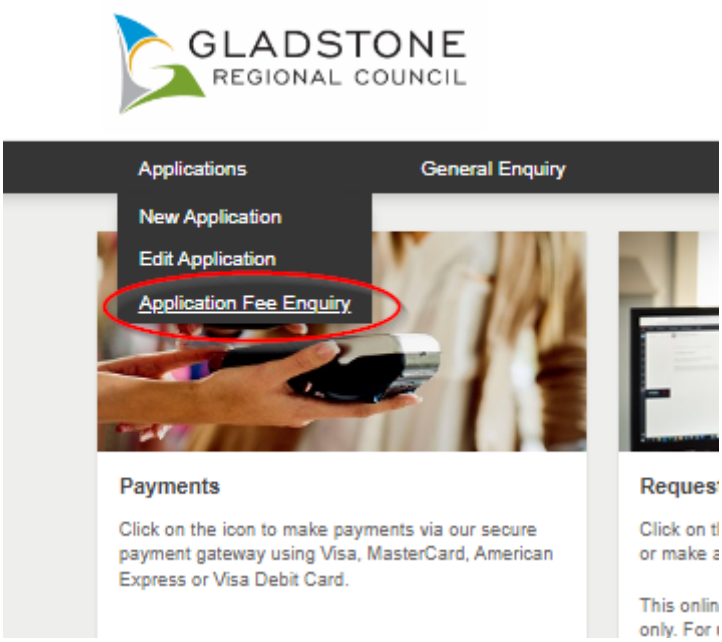
Applications Online

Customers can lodge the following applications online with Council;

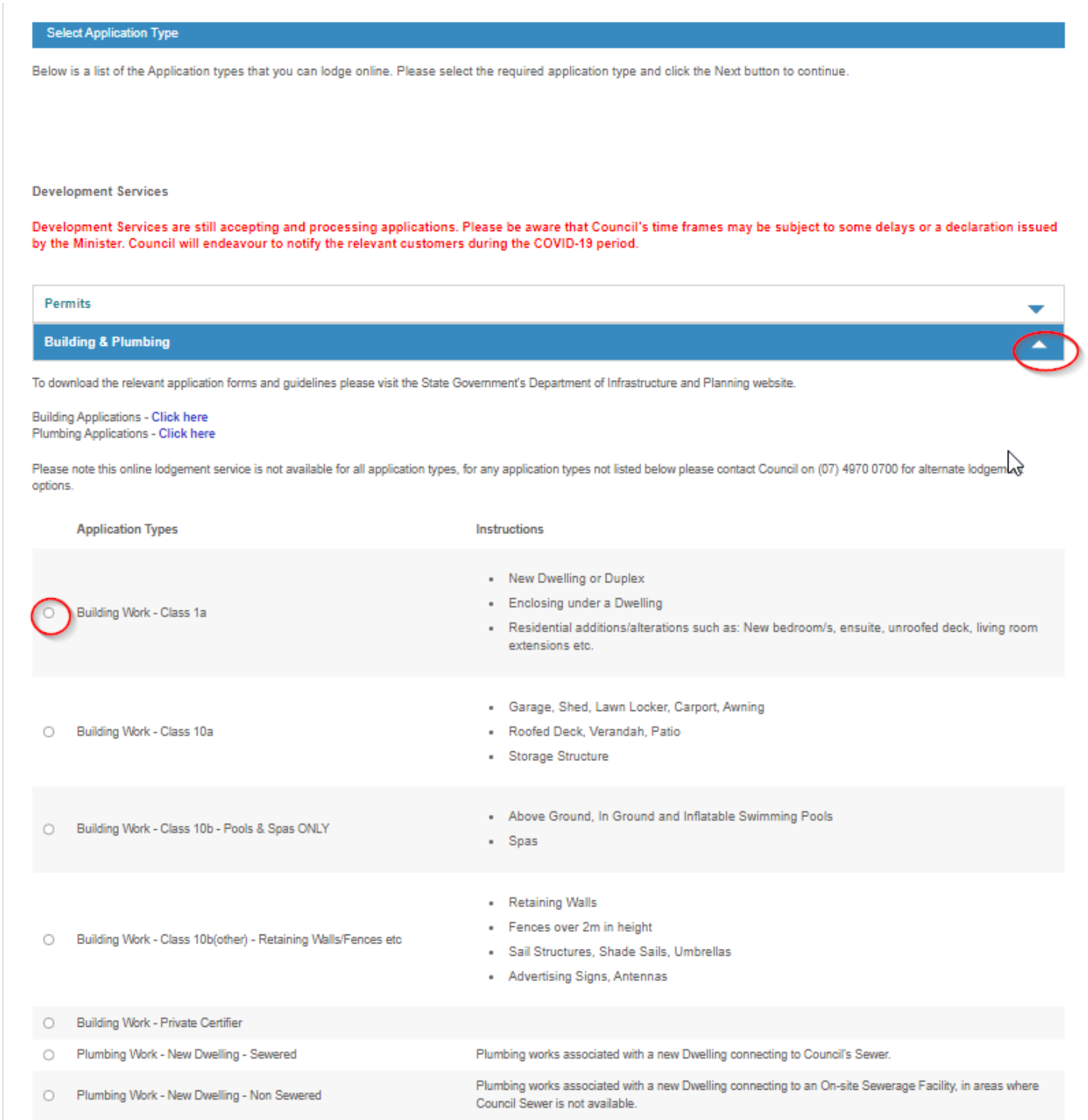
- Lilley's Beach Vehicle Permits
- Building and Plumbing
- Planning
- Miscellaneous Development Services Applications
- Driveway
- Works on Roads
- Water/sewerage
- Sub Meters
- Mobile standpipe and Standpipe key hire

A customer can lodge any of the above applications as a public user of the website and does not need to become a registered user. However it is easier to track the progress of your application if you are a registered user.

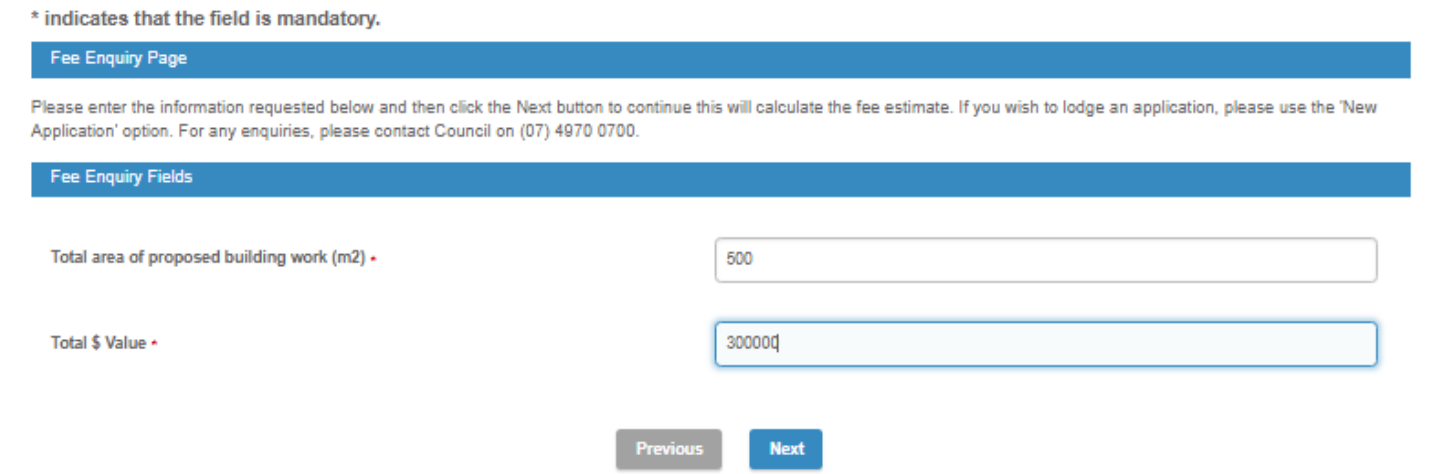
Application Fee Enquiry
Applicants can enquire on fees by going to the Application Fee Enquiry menu option.



Select the application type then select the 'Next' button. Use the arrow to the right of each heading to expand and see the applicable applications available

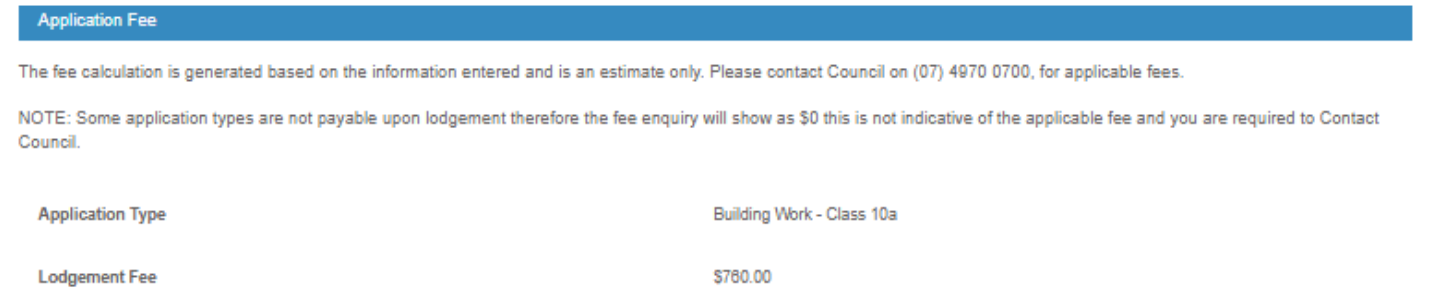


Enter the details requested then select the 'Next' button



A fee estimate will show on the screen.

IMPORTANT NOTE: The fee calculation is generated based on the information entered and is an estimate only. Some application types are not payable upon lodgement therefore the fee enquiry will show as $0, this is not indicative of the applicable fee and you are required to Contact Council.

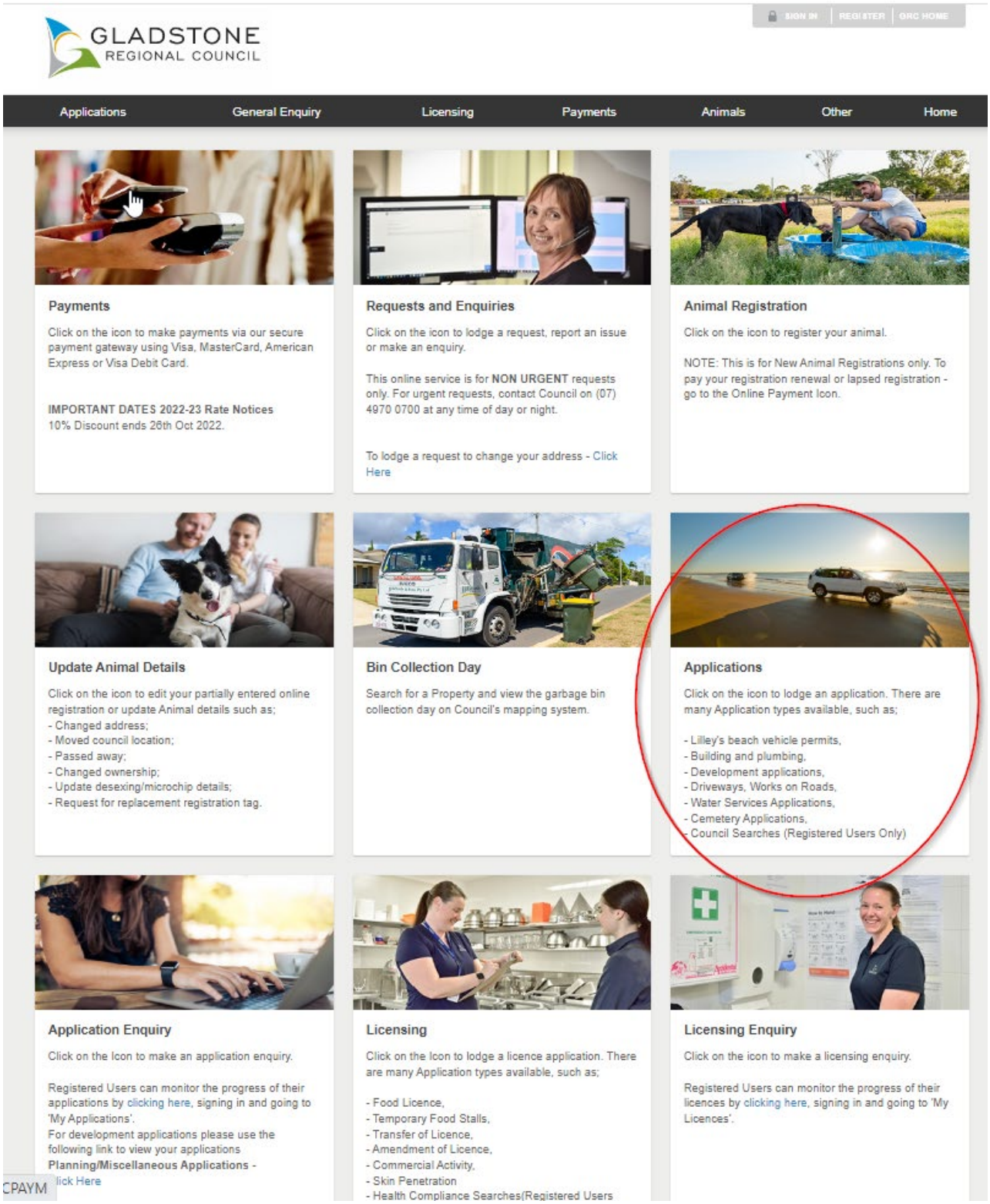


Lodging an Application

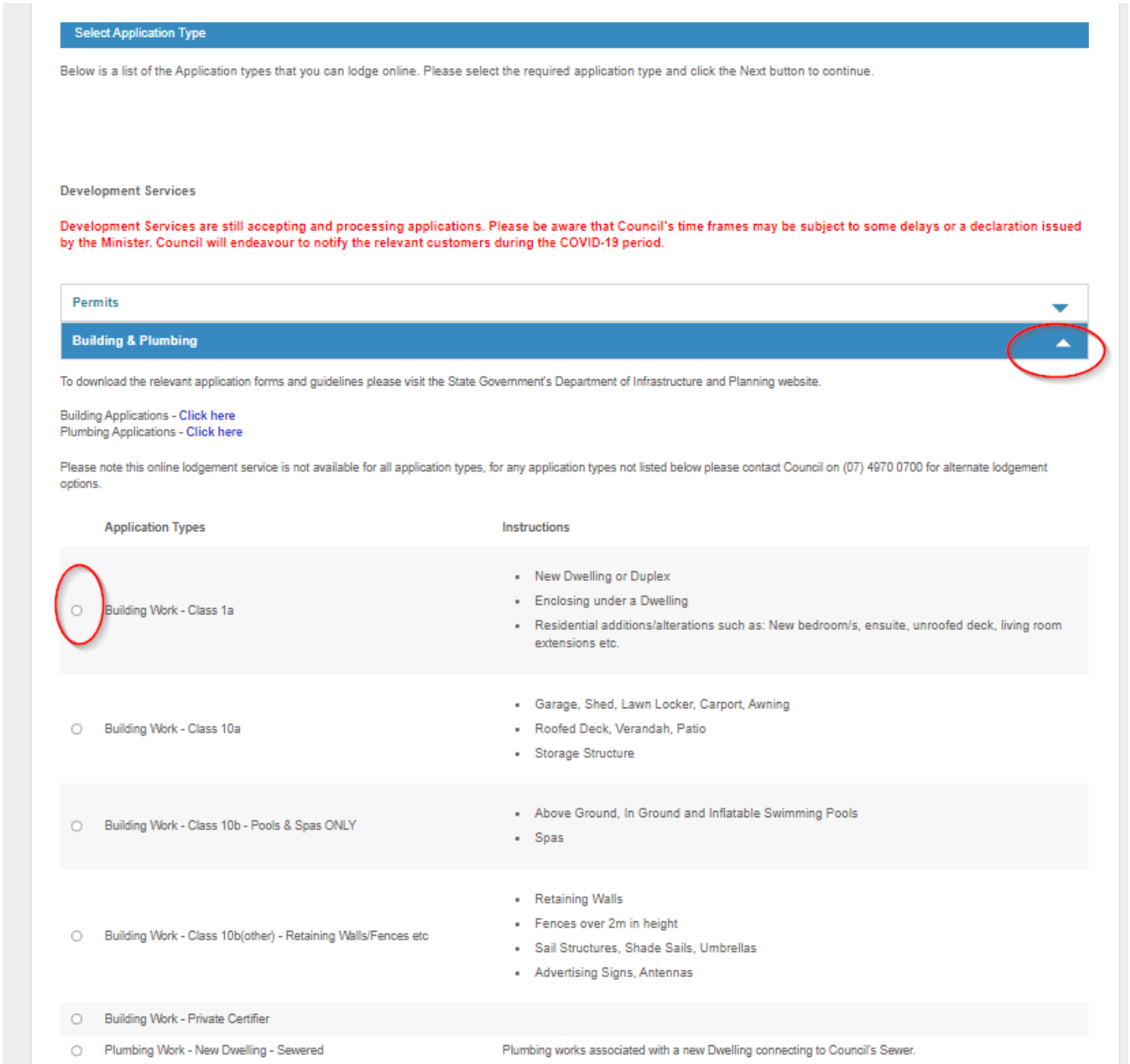
To lodge an application visit www.gladstone.qld.gov.au/OnlineServices.

NOTE: Before commencing your online application lodgement;
Most applications require mandatory attachments (PDF) to be submitted with the application. Your application will not be accepted online without these attachments.

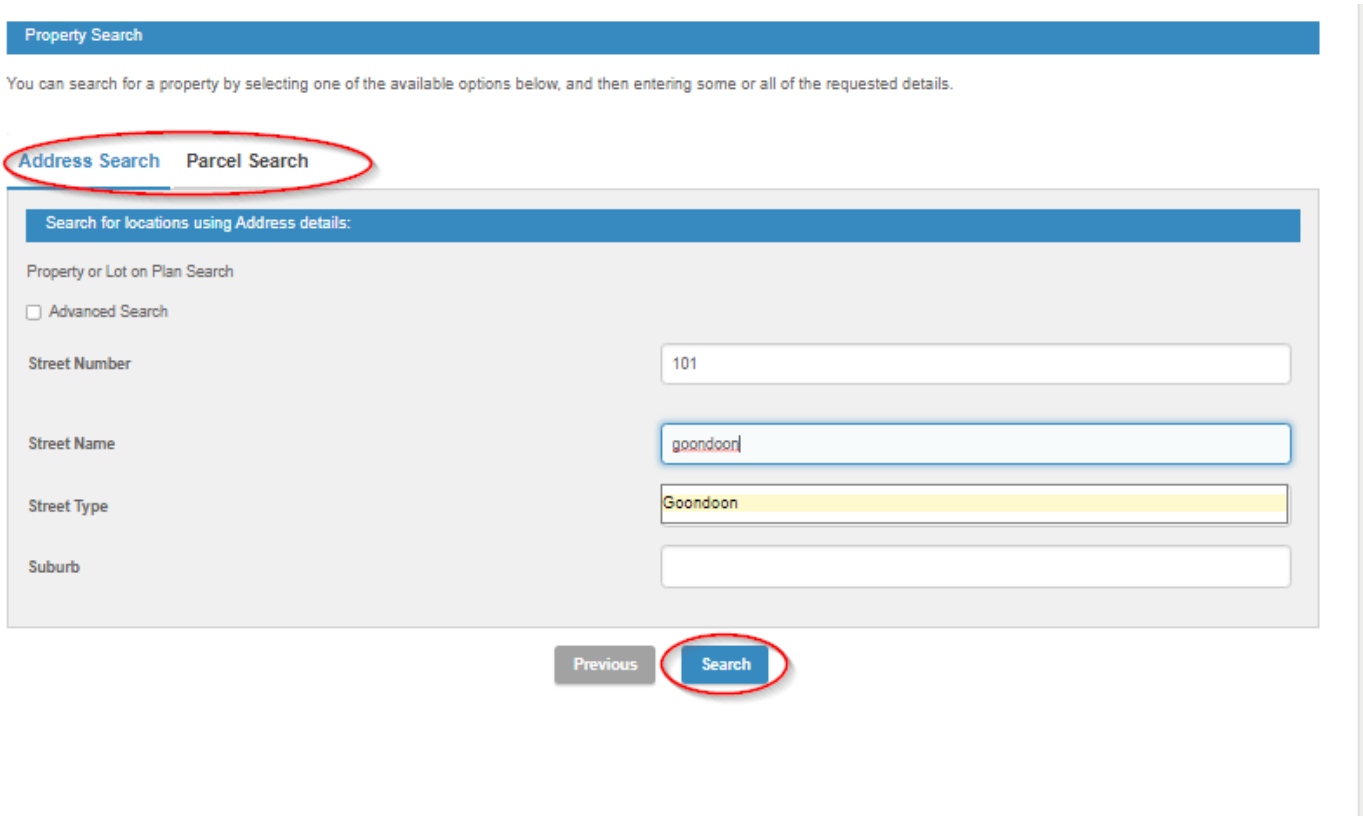
Select the Applications Icon or tab and follow the prompts.



Choose application type by using the arrow to the right of each respective heading then clicking in the circle and answer questions. Refer to instructions throughout the application for assistance.

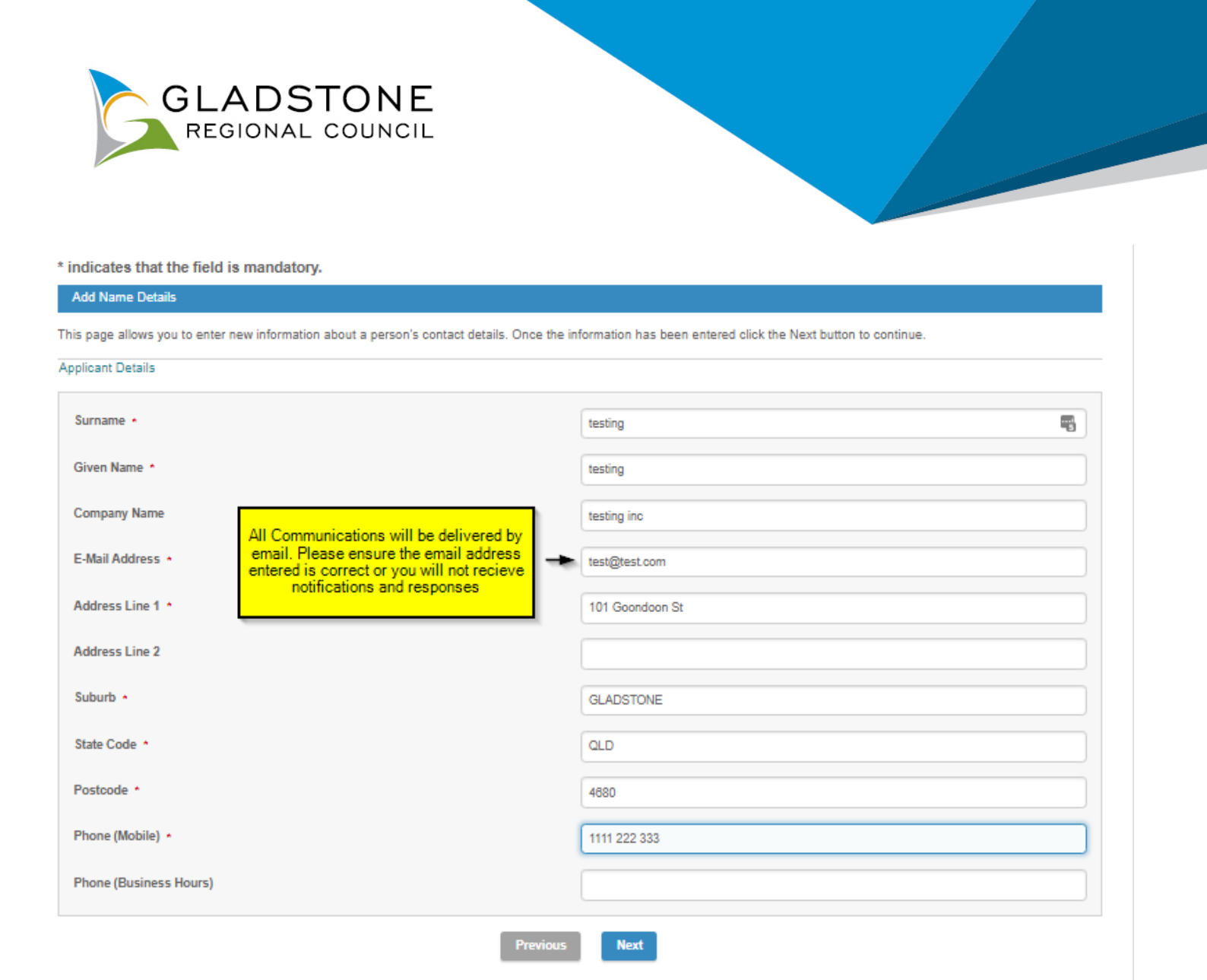


Select Property (address) or Parcel (lot on plan) at the top then enter the Address or Lot on Plan details for the property where the proposed work will be undertaken then select the 'Search' button.

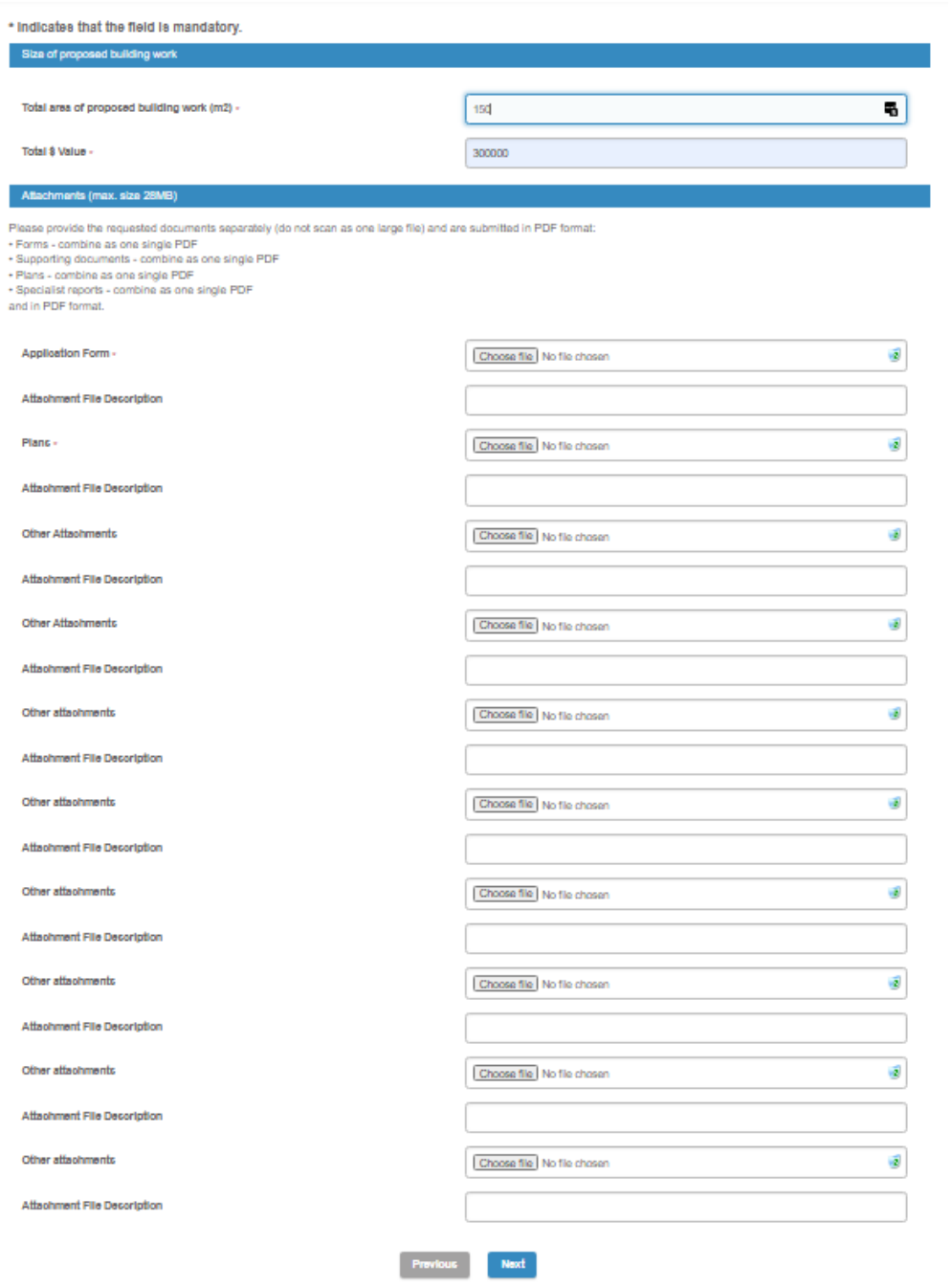


Choose the relevant property then select the 'Next' button

Complete the applicant details then select the 'Next' button.
NOTE: All of the fields marked with * are mandatory and you will be unable to proceed until these fields are completed.


GLADSTONE
REGIONAL COUNCIL
* indicates that the field is mandatory.
Add Name Details
This page allows you to enter new information about a person's contact details. Once the information has been entered click the Next button to continue.
Applicant Details
Surname *
testing
Given Name *
testing
Company Name
testing inc
E-Mail Address *
test@test.com
Address Line 1 *
101 Goondoon St
Address Line 2
Suburb *
GLADSTONE
State Code *
QLD
Postcode *
4680
Phone (Mobile) *
1111 222 333
Phone (Business Hours)
All Communications will be delivered by email. Please ensure the email address entered is correct or you will not recieve notifications and responses
Previous
Next

Answer the fields on the form. The fields are relevant to each application type.
NOTE: All of the fields marked with * are mandatory and you will be unable to proceed until these fields are completed.
Example

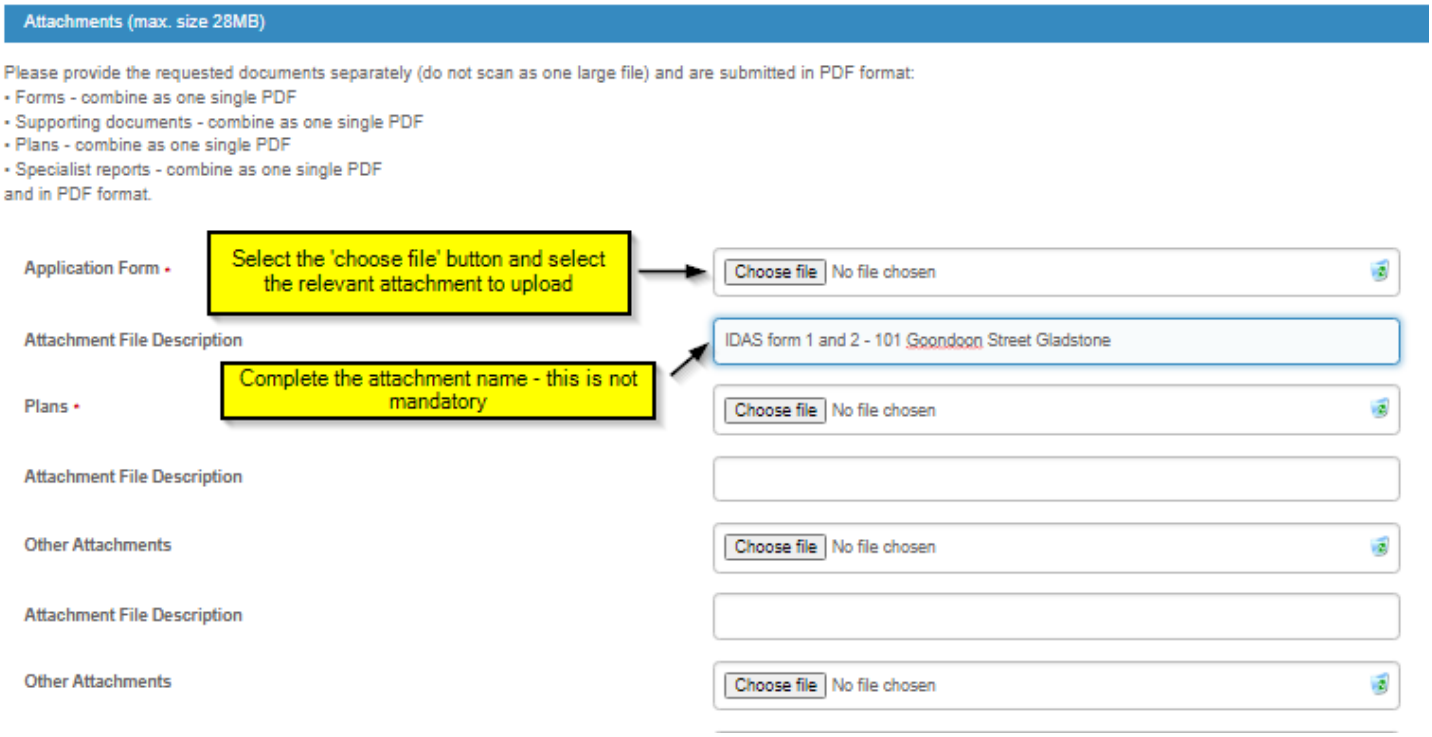


Attachments

Attachments max size is 28MB, they are accepted only in PDF format and applicants are required to upload the requested documents separately (do not scan as one large file) a suggestion as follows;

- Forms - combine as one single PDF
- Supporting documents - combine as one single PDF
- Plans - combine as one single PDF

An application is not considered properly made until required information is provided and correct payment is made.

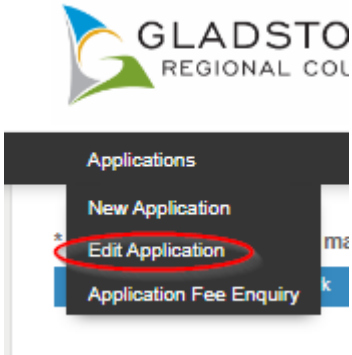


NOTE: Larger attachments may take a little while to upload. If the attachments are very large or your internet connection is poor, the system may 'timeout' and your application will not submit.

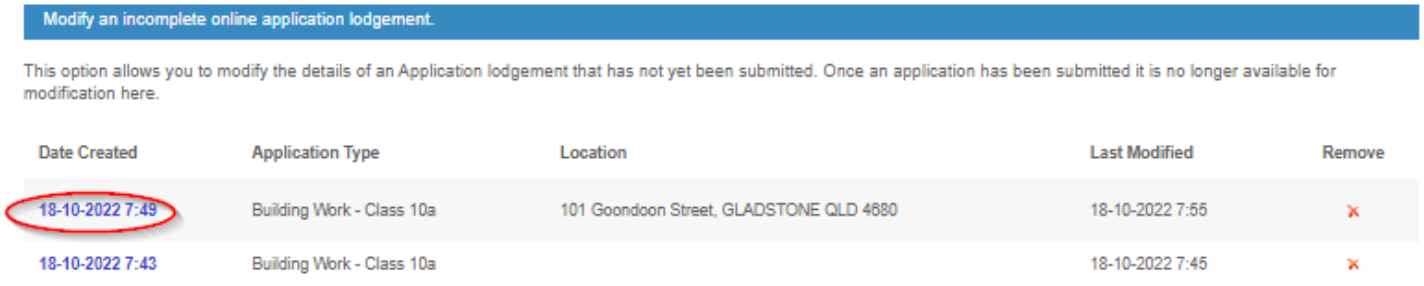
Once all mandatory fields are completed select the 'Next' button to continue.

What happens if my application won't submit due to large attachment files?

Applicants with large attachments or poor internet service may find their online application lodgement will timeout and an error message occurs. If this happens you can go back to your application by going to the online services home screen and selecting the Applications tab and Edit Application.



Select the relevant blue Date created link to reopen your application.

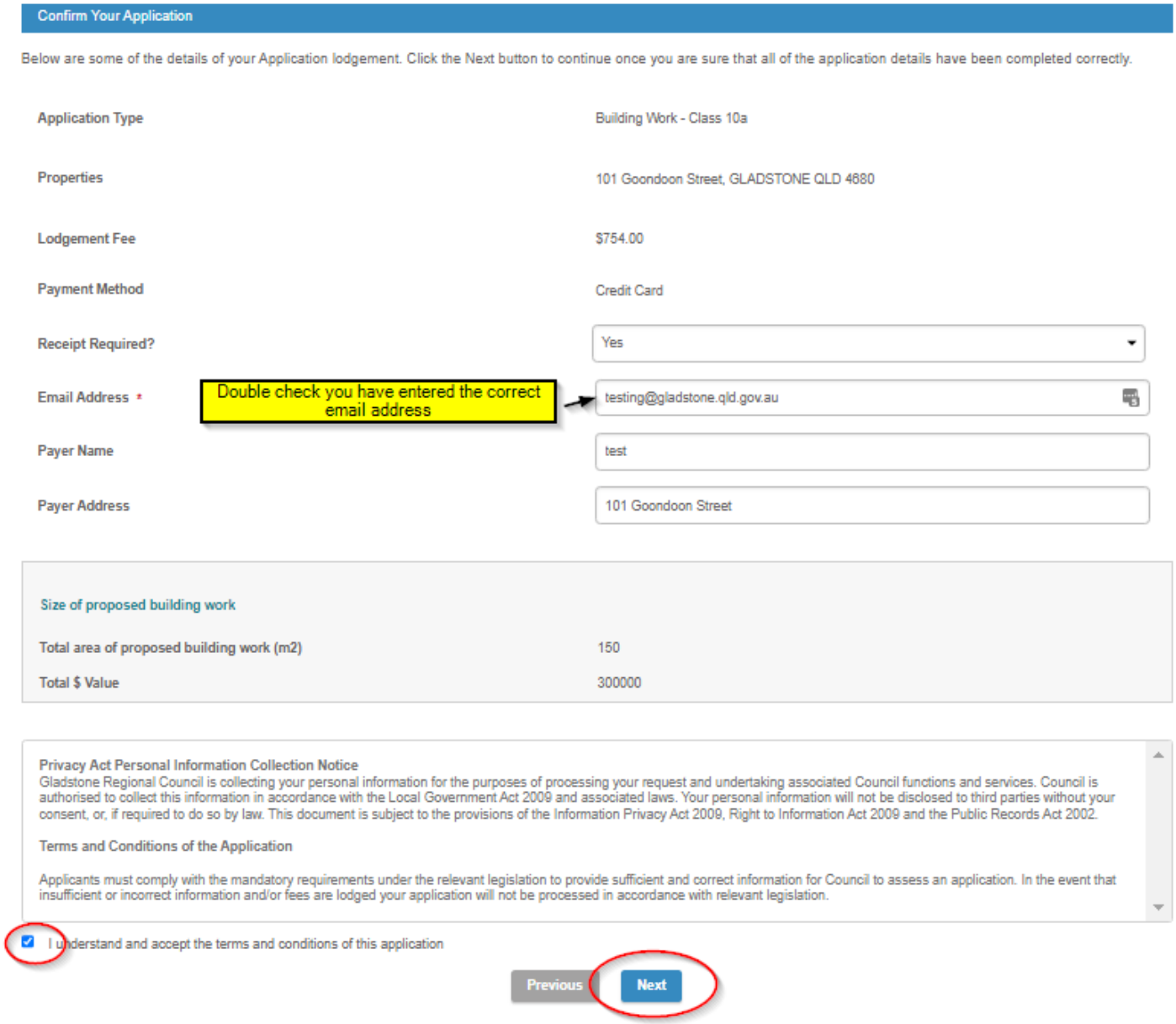


This takes you back to the last page you worked on, if the data was saved.

Upload each attachment one at a time. You can do this by uploading one document then select the 'next button, then arrow back to the attachment section and keep doing the same thing until all attachments are uploaded.

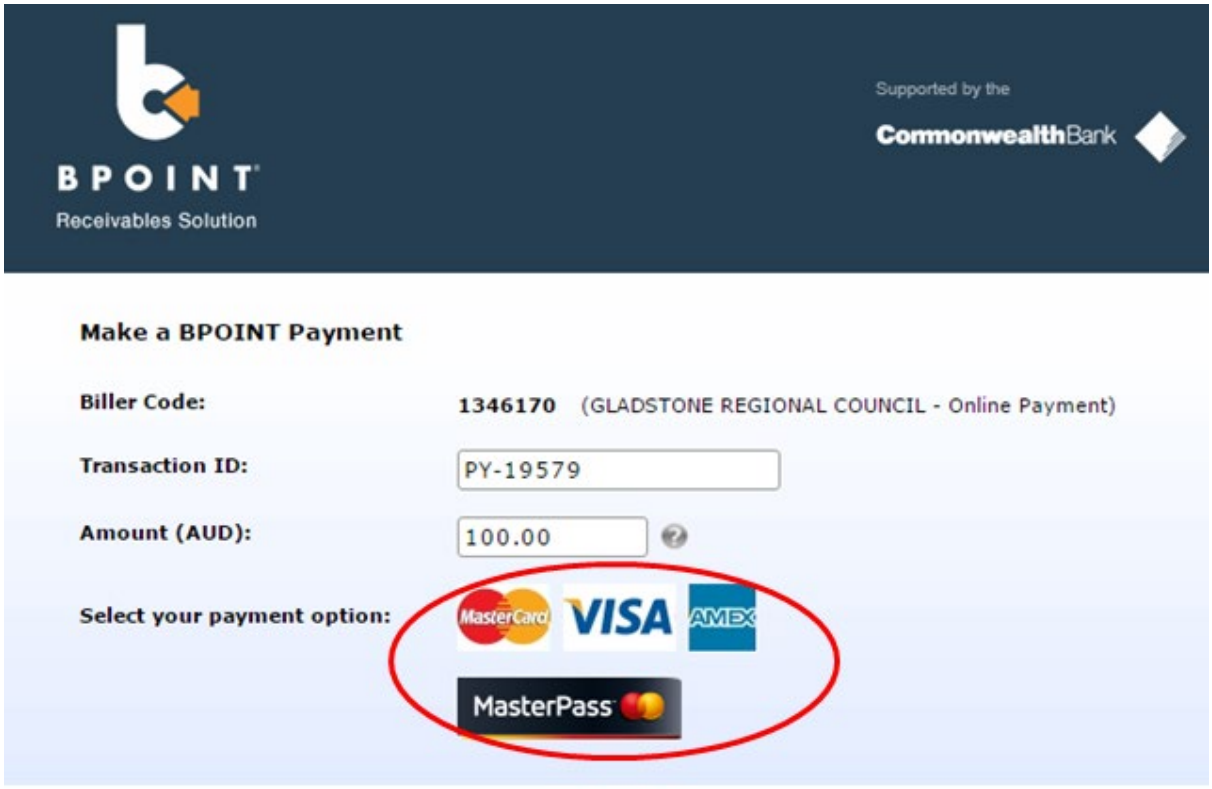
Once you have finished uploading attachments select the 'Next' Button, this will take you to a summary screen where you can review your application details and see the applicable lodgement fee.

You are also prompted to read, understand and accept the terms and conditions of the application. This is done by ticking the small box under the terms and conditions then select the 'Next' button.

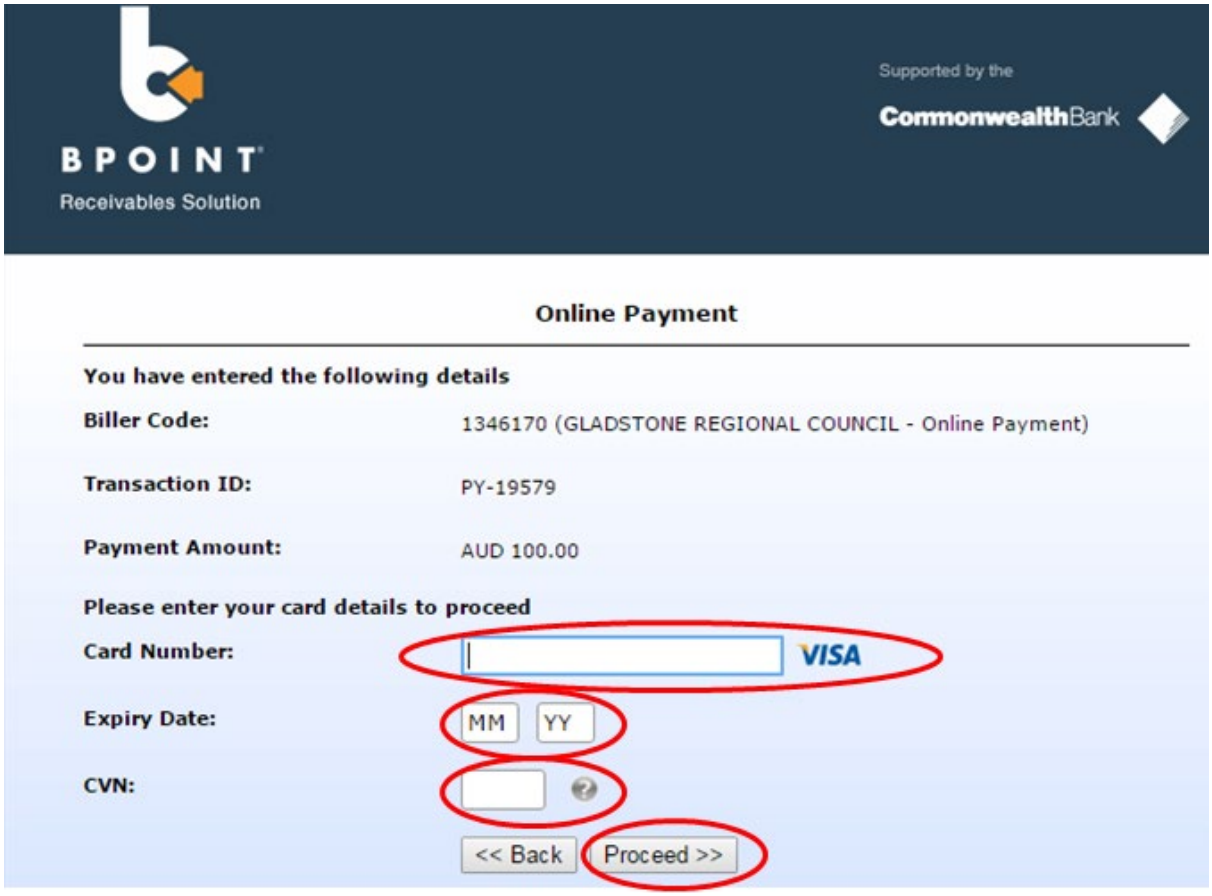


Once submitted this will take you to the payment gateway - Commonwealth Bank BPOINT.
NOTE: Commonwealth bank requires it's users to have cookies enabled. For users that have high security settings, payments using this site may not be processed and result in an error message and your application will not process.

Select your payment option.



Enter the Credit Card number, Expiry Date, CVN then select the 'proceed' button.
NOTE: Do not exit out of payment until the successful payment message shows. Exiting out of payment while processing will result in an payment error message and the application will not submit.



A successful payment message will show a transaction and receipt number for reference, you will also receive a confirmation email.

Council will process your application as normal. For further assistance, Please contact Council on (07) 4970 0700.

Enquiring on Applications Online

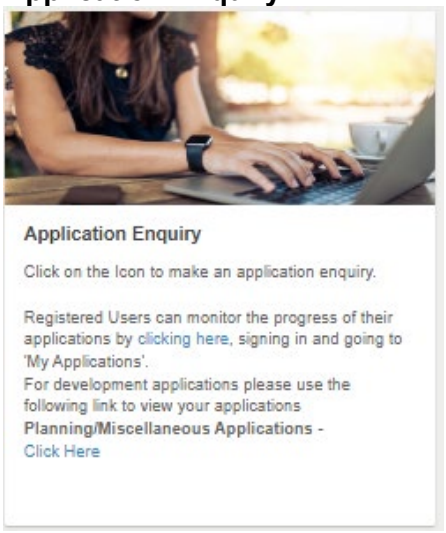
There are 2 ways applicants can enquire on applications;

- Application Enquiry
- My Applications

Applicants or any public customer can search for an application using application enquiry however under the Privacy Act, there is very little information about the application that is made public.

If the applicant is a registered user with online services and they are the applicant linked to the application, they will be able to sign in and click on the 'My Applications' button and view almost all information about their application.

Application Enquiry

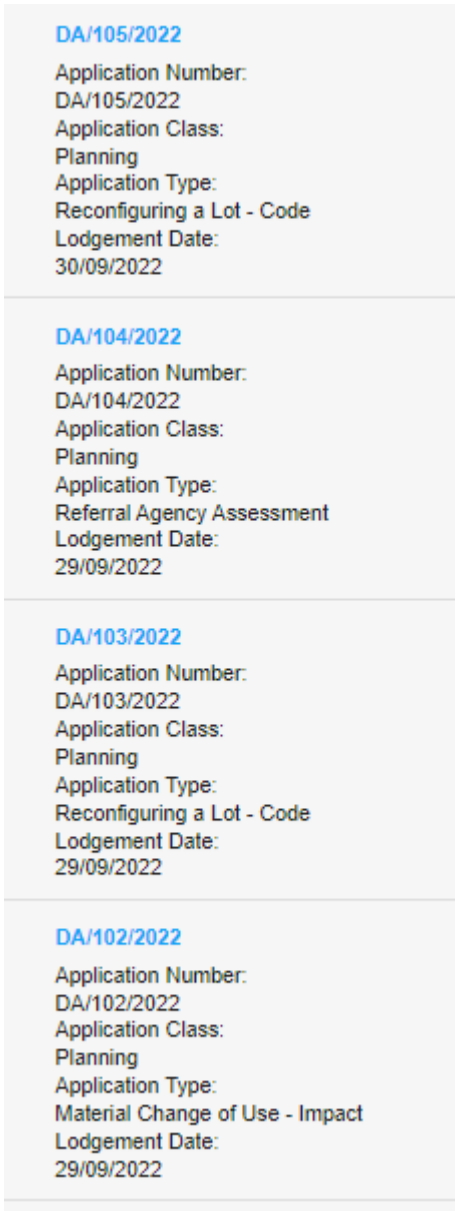


Customers can enquire on applications by going to online services homepage and selecting the Application Enquiry icon.

This will take you to a search screen with search fields

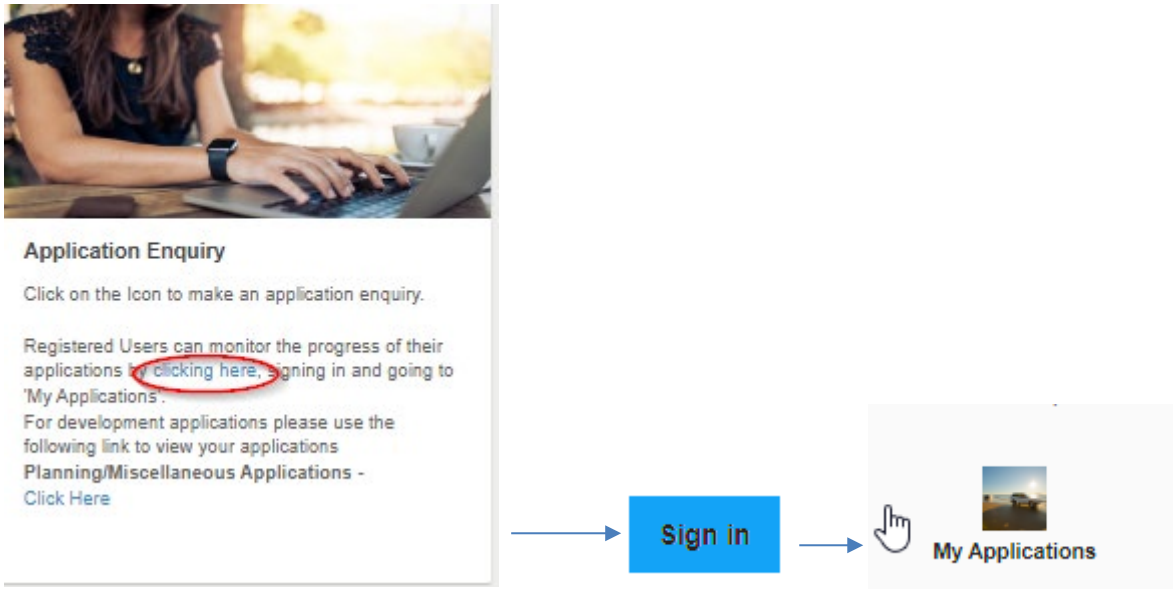
Enter the details of the application you wish search and select the 'Search' button.

The results will show the application number, the application class and type and the date it was lodged.

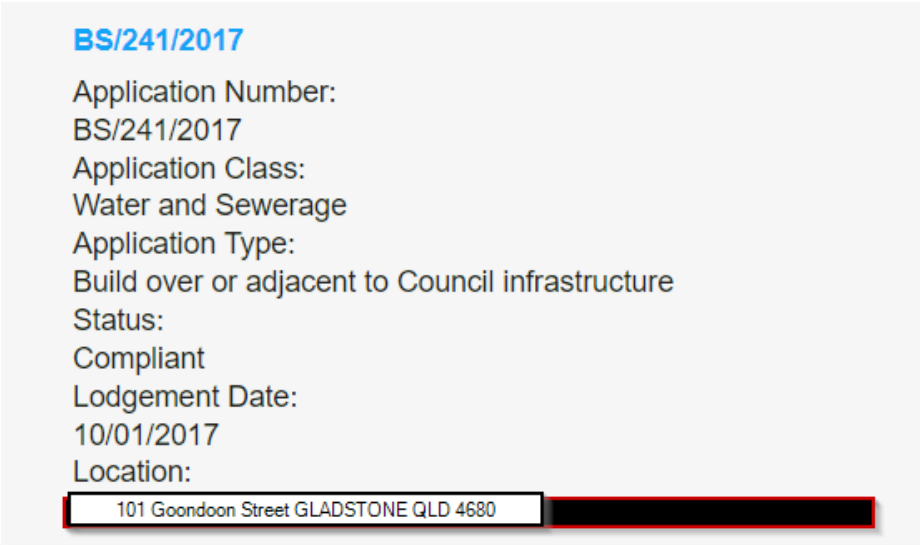


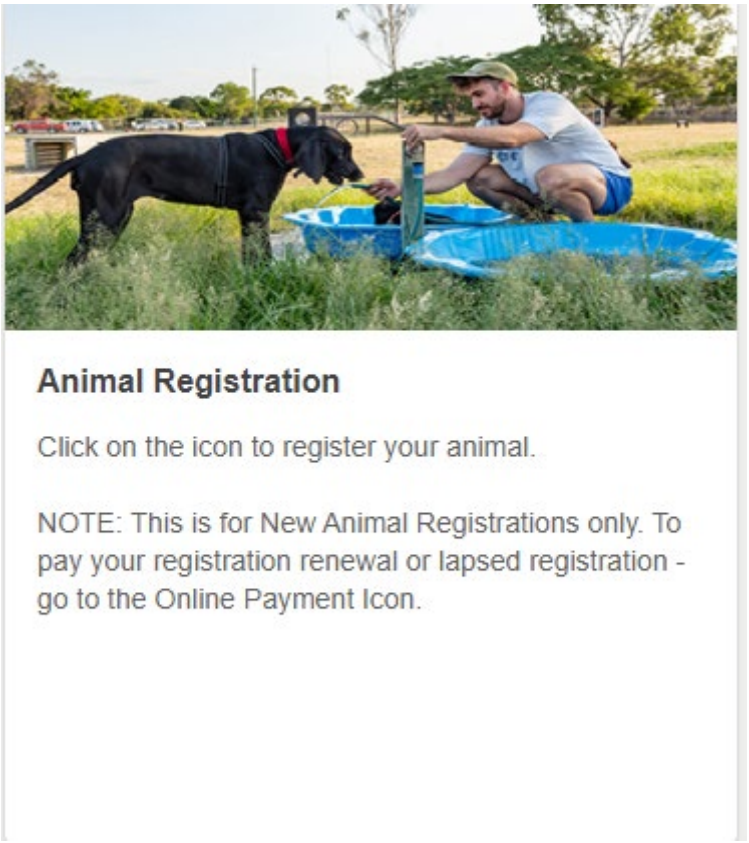
My Applications

For applicants that are a registered user, they can go to online services homepage, Application Enquiry, click on the link provided, sign in and click on the 'My Applications' Icon.



This page will show you all applications where you are the applicant.





New Animal Registration Online

Gladstone Region pet owners can register their animals online as a public user of the website and do not need to sign in or become a registered user to use this service.

NOTE: If the animal has been previously registered with Council, it should not be registered again. Simply update the animal details such as; new owner, new address etc by going to online services and click on the 'Update Animal Details' Icon. Council will contact you to advise you if the animal registration needs to be renewed.

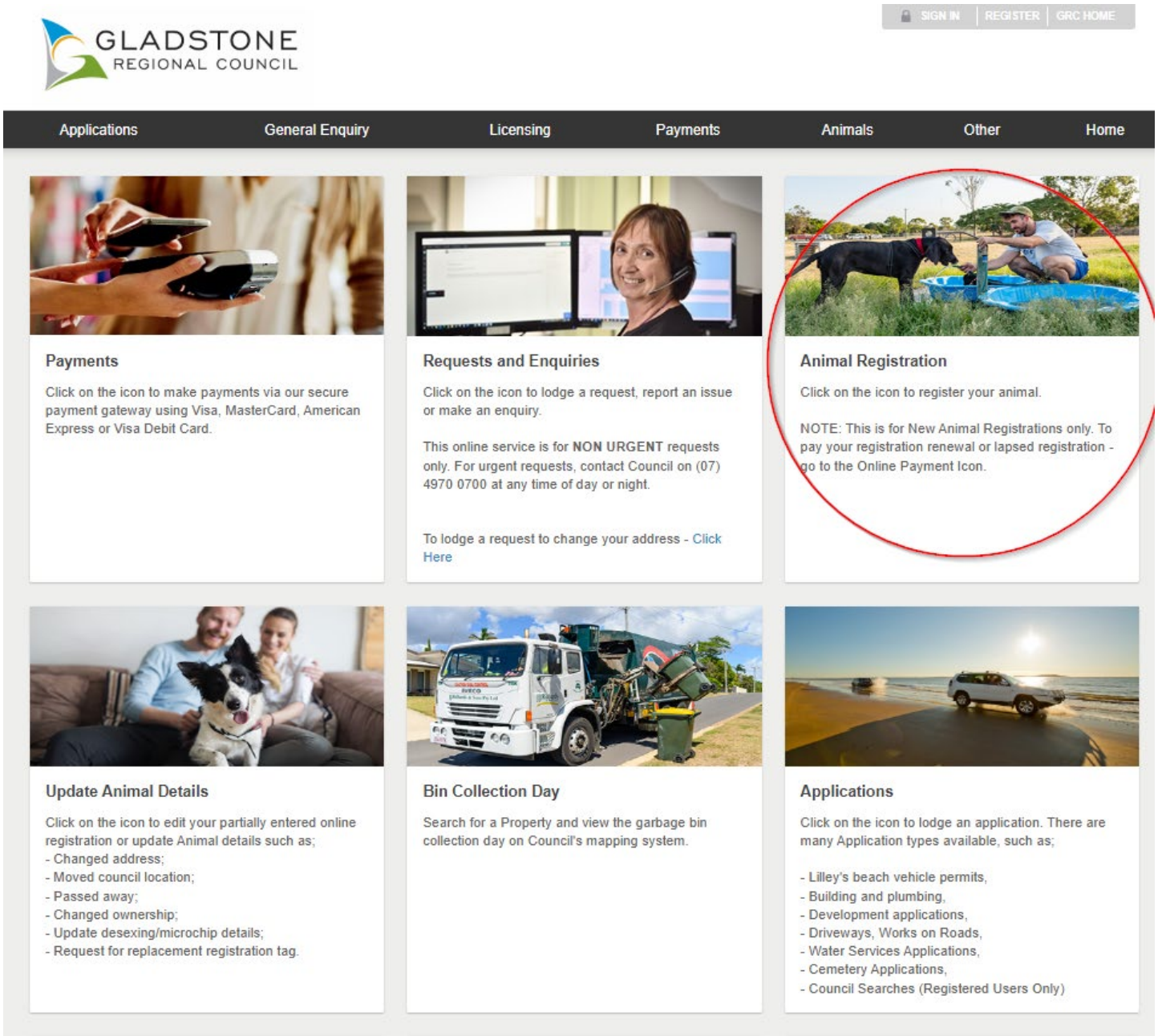
For Animal registration renewals or lapsed registrations, go to payments select Animal Registration Renewal and enter the Animal reference number (this is on your animal registration renewal notice), contact Council on (07) 4970 0700, if you need assistance finding your animals reference number.

Customers will be asked to attach evidence of Desexing if they choose the desexed animal class when completing the online registration form. If evidence is not attached the animal registration will be put on hold until proof is provided.

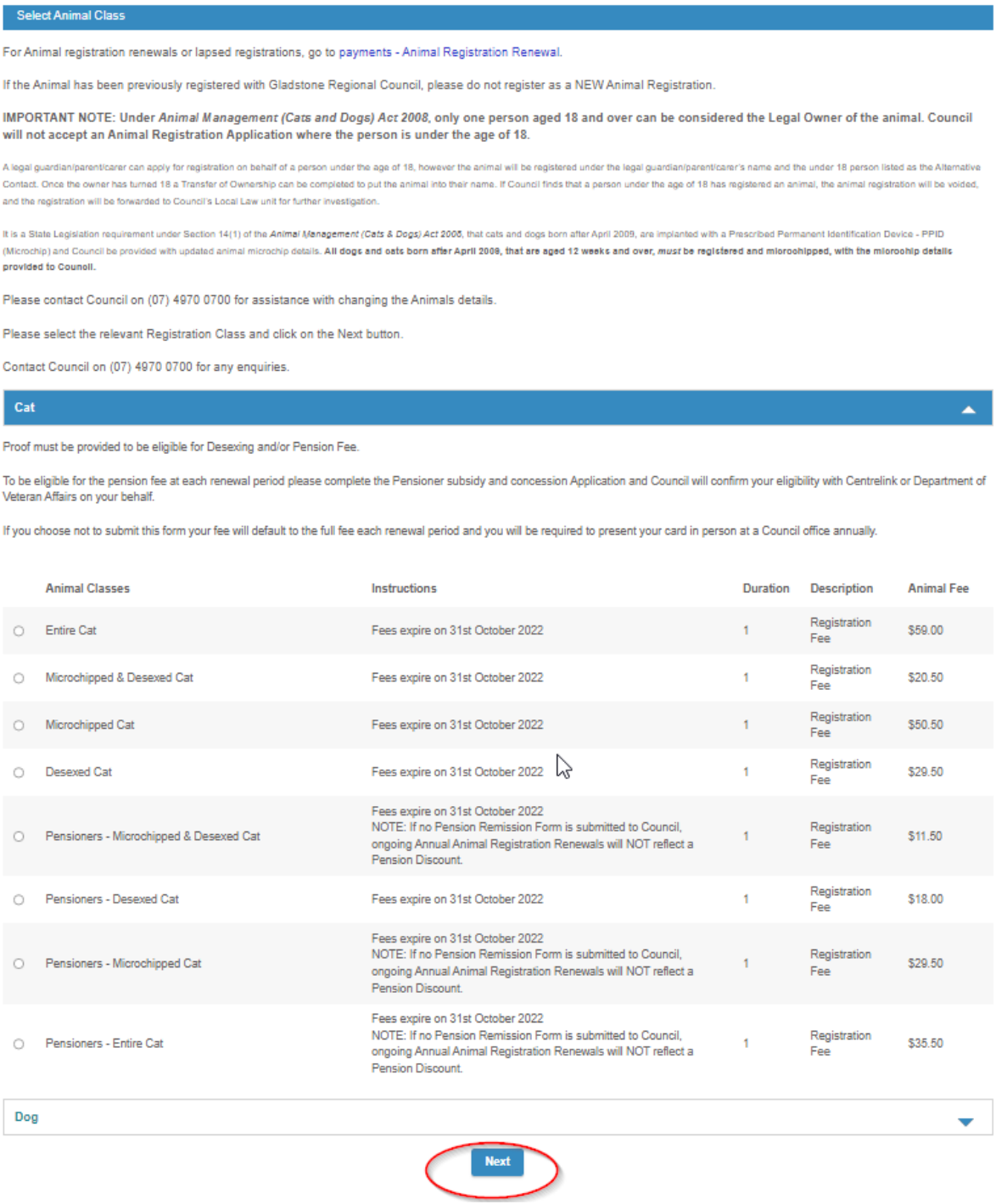
Once an Animal registration is submitted to Council, an officer will process the application and the customer will be provided a registration confirmation and registration tag in the mail. Registration is not approved until the application for registration is properly made.

To register your animal online visit www.gladstone.qld.gov.au/OnlineServices.

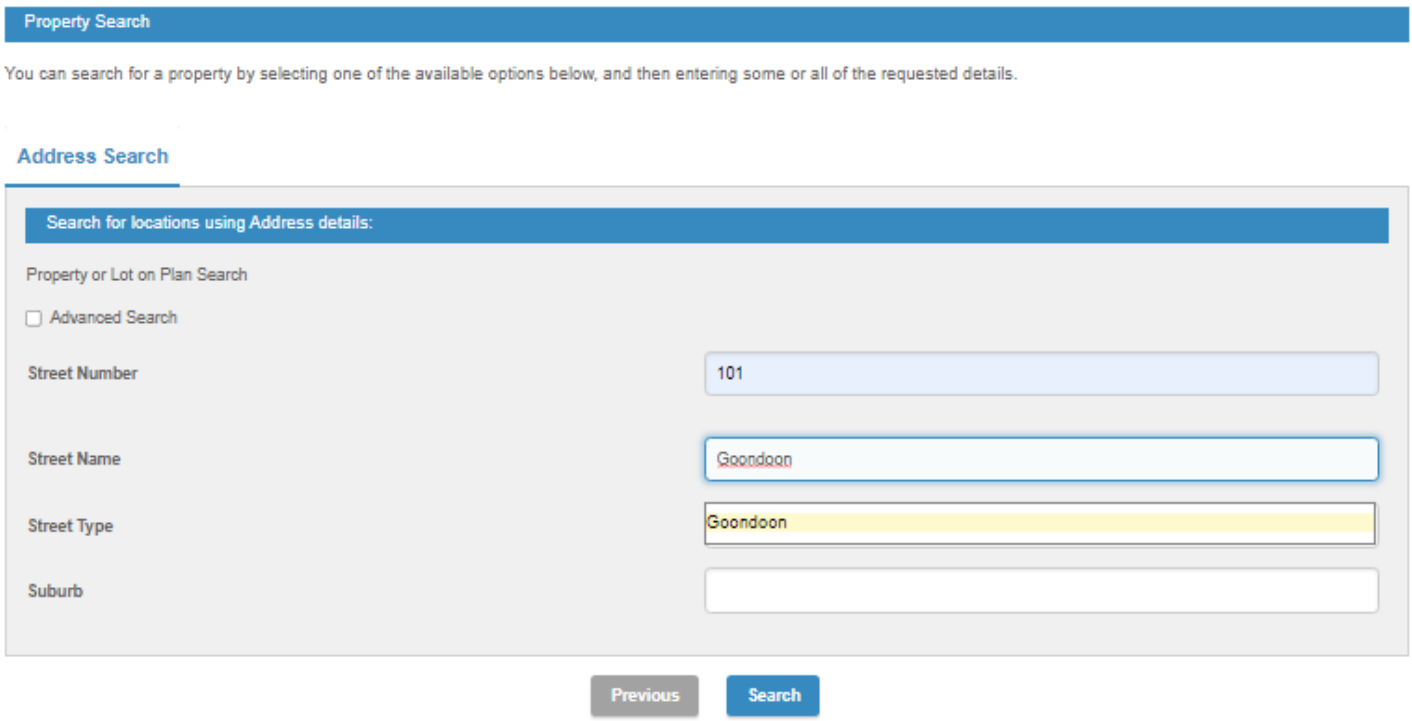
Select the 'Animal Registration' Icon



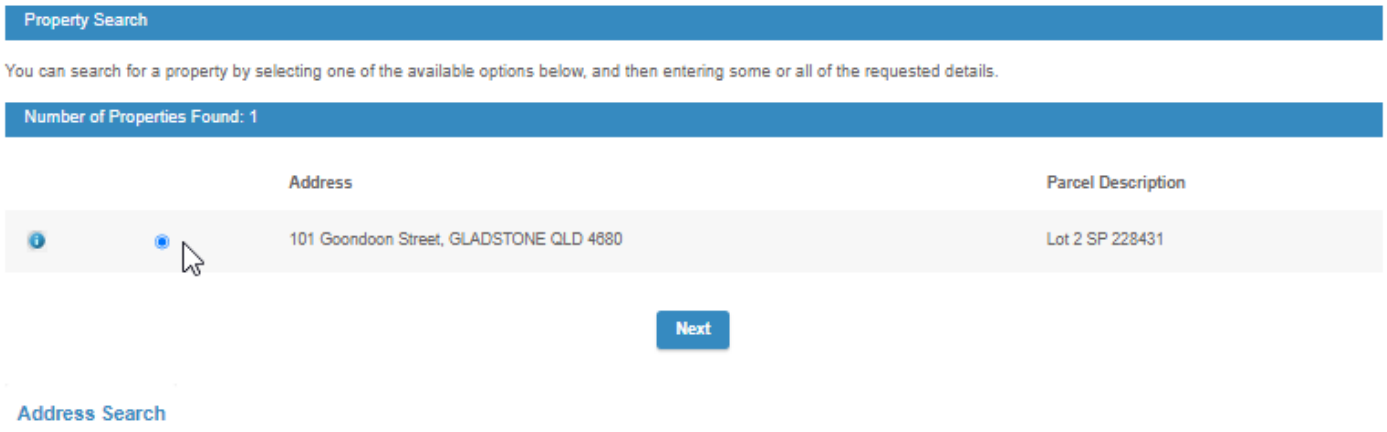
Select the relevant animal type (dog, cat) to expand the class list to select then select the 'next' button.
NOTE: If selecting Pension class, you will be requested to provide Pension details. If selecting the Microchip class you will be asked to provide the Microchip number and if selecting the Desexing class you will be requested to attach evidence of Desexing.



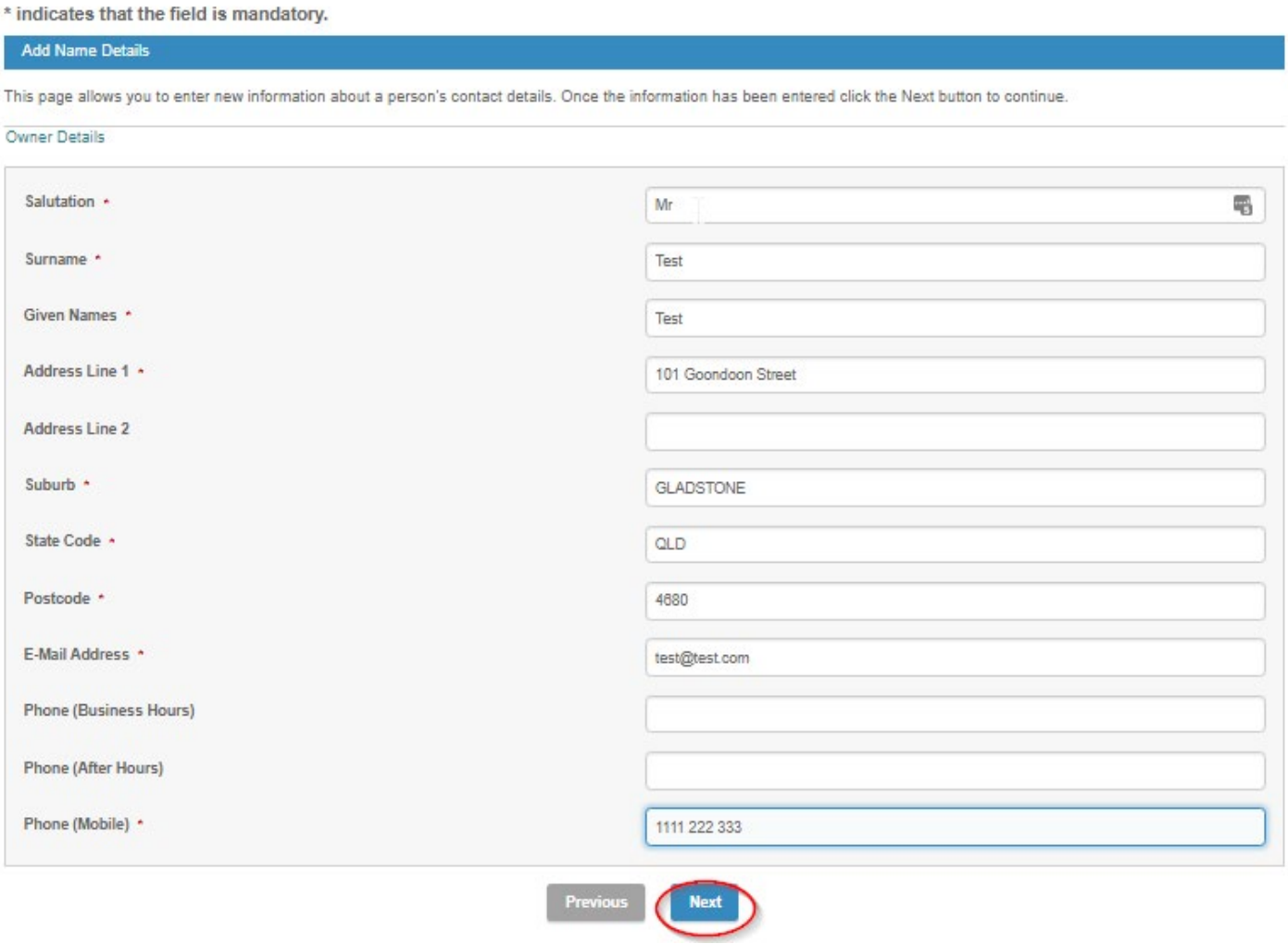
Enter the address of where the animal is being registered to. (Sometimes this is different to the address of the owner). Select the 'Search' button.



Select the relevant address then select the 'Next' button.

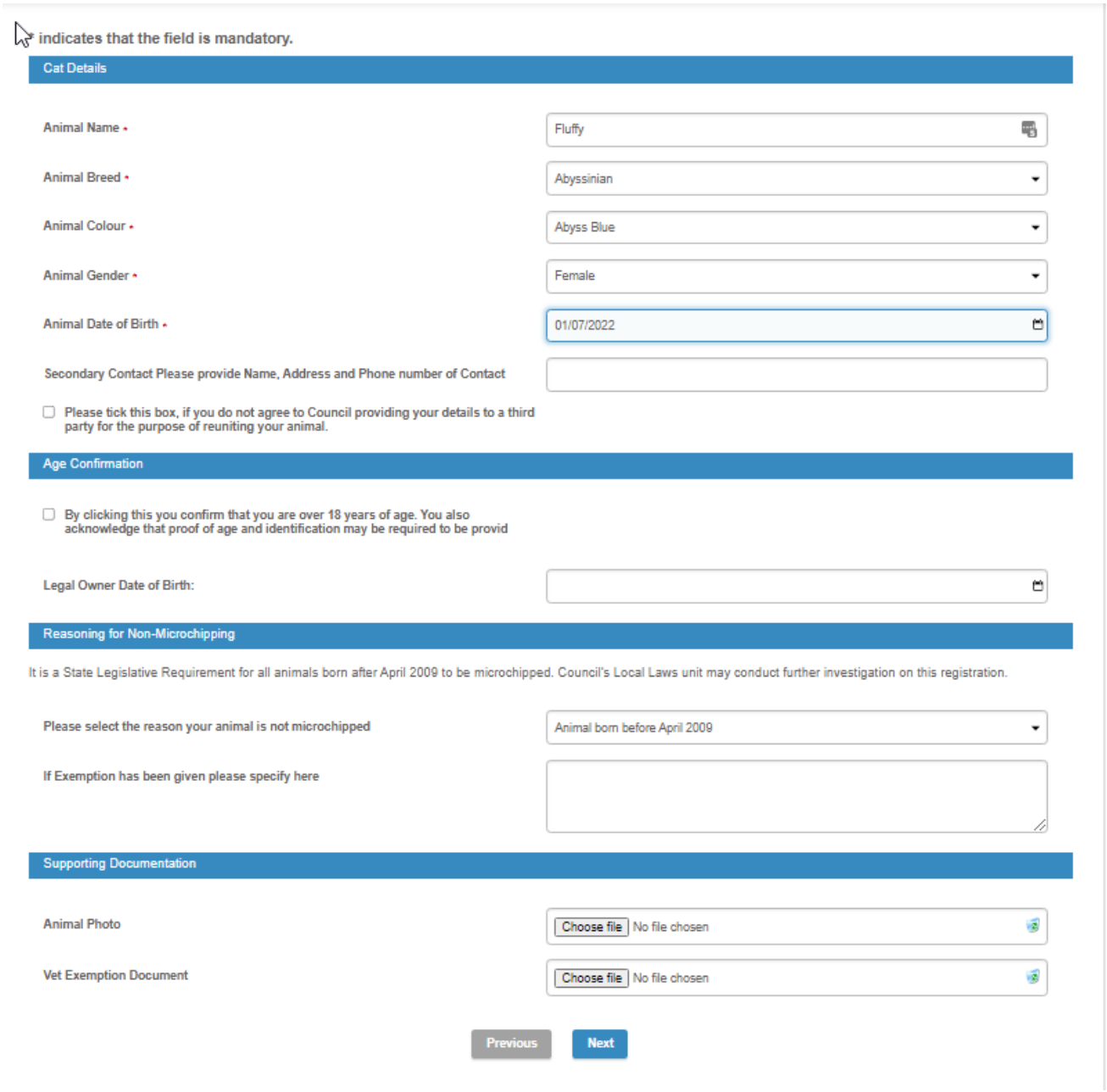


Enter the animal owner details then select the 'Next' button.

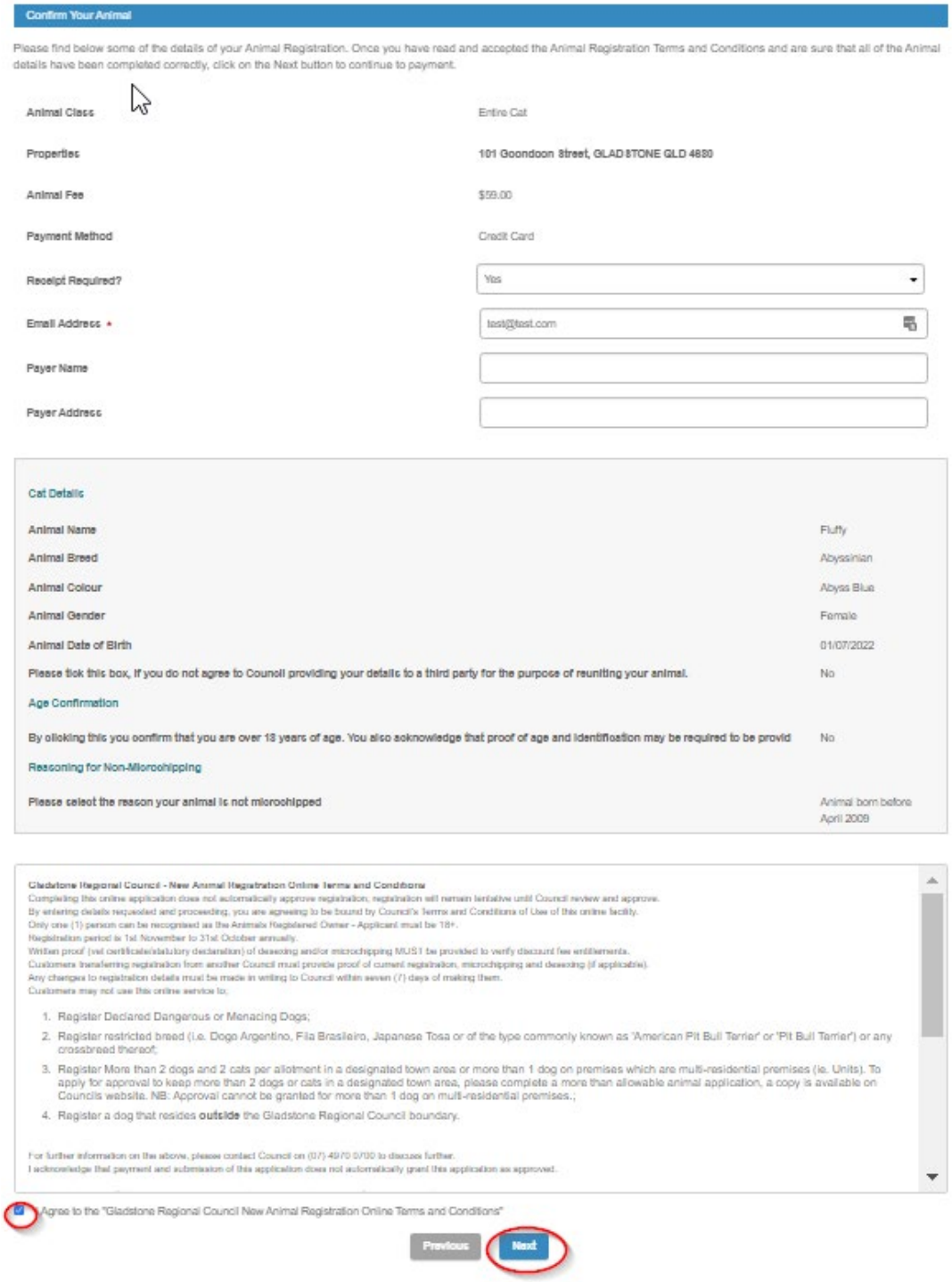


NOTE: It is important to ensure the email address provided is correct. This is where email notifications from Council about your Animal registration will be sent.

Complete the animal details. Any field with an * next to them are mandatory and must be completed in order for the application to be submitted successfully. Attach the required documentation and select the 'Next' button once details are complete.

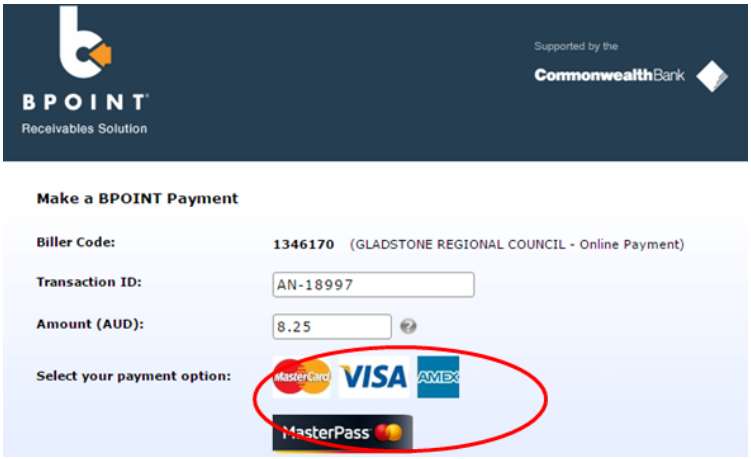


This is a summary page of the animal registration. Also there are Terms and Conditions that are important to read and understand. Once you have read and understood the Terms and Conditions tick the small box at the bottom of the page then select the 'Next' button.

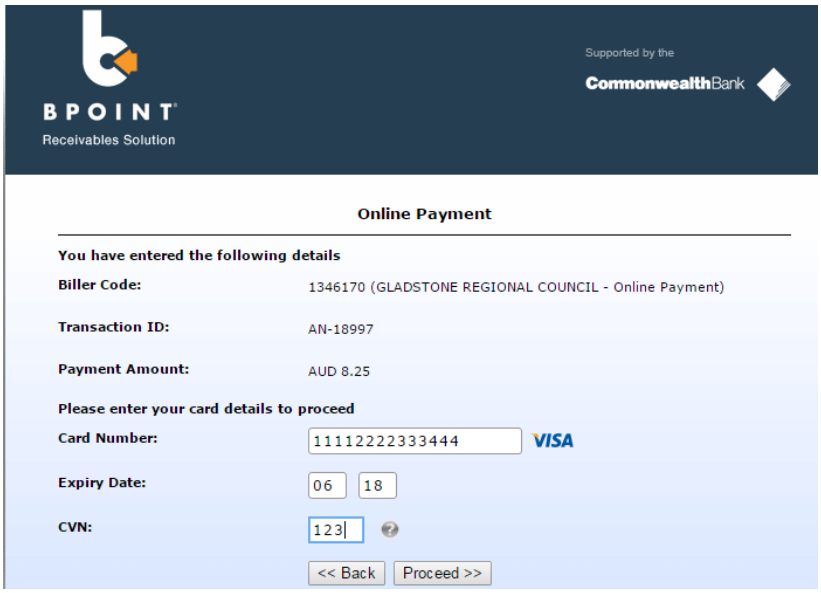


Once submitted this will take you to the payment gateway - Commonwealth Bank BPOINT.
NOTE: Commonwealth bank requires it's users to have cookies enabled. For users that have high security settings, payments using this site may not be processed and result in an error message and your application will not process.

Select your payment option.

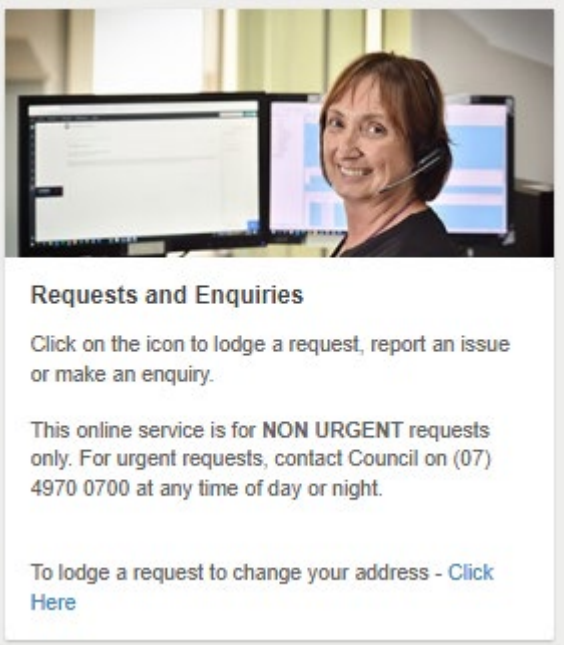


Enter the Credit Card number, Expiry Date, CVN then select the 'proceed' button.
NOTE: Do not exit out of payment until the successful payment message shows. Exiting out of payment while processing will result in a payment error message and the application will not submit.



A successful payment message will show a transaction and receipt number for reference, you will also receive a confirmation email.

Council will process your animal registration as normal and you will receive a registration confirmation letter and registration tag in the mail. For further assistance, Please contact Council on (07) 4970 0700.



Lodging a Customer Service Request Online

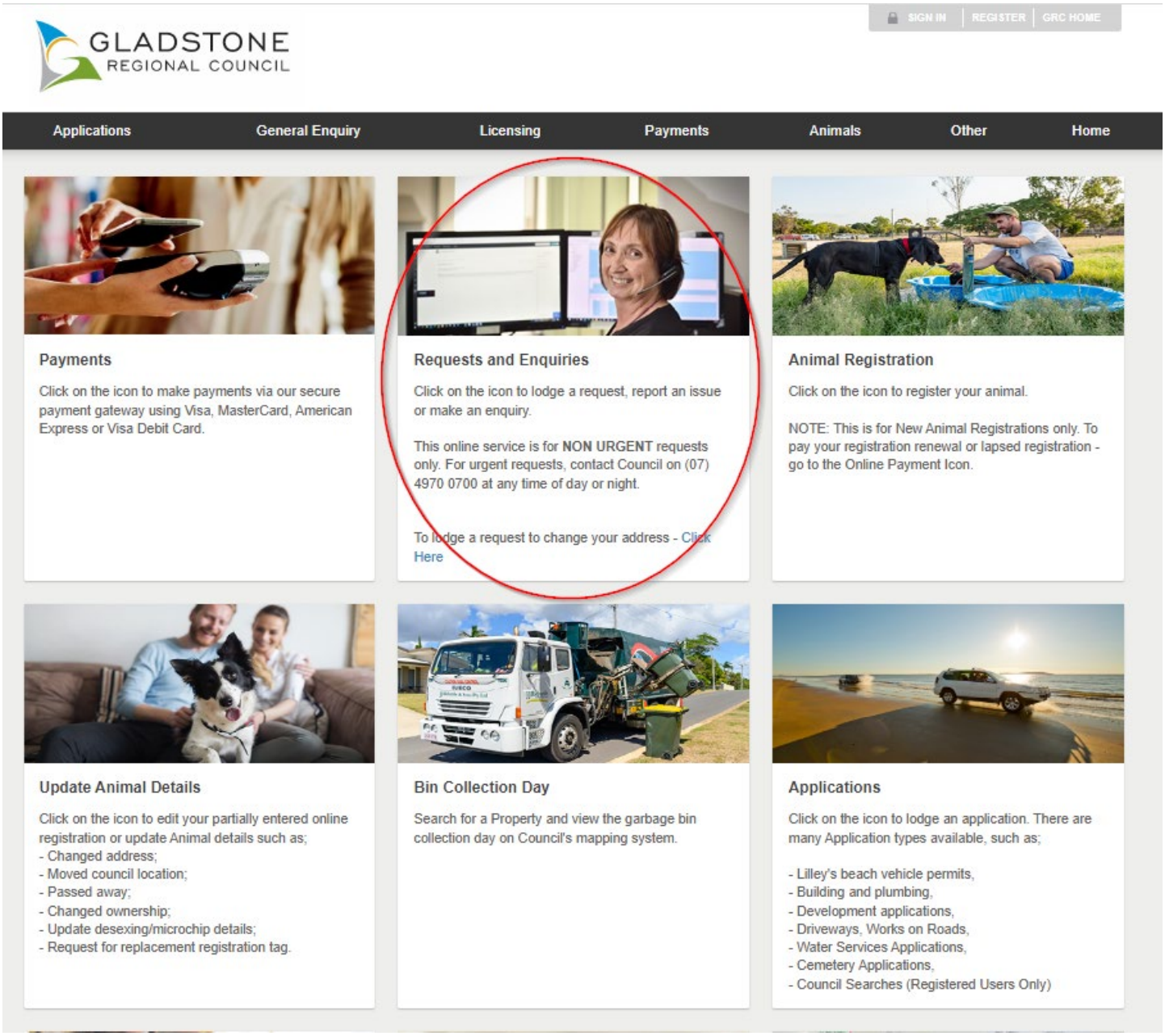
Customers can use this online service to lodge a request, report an issue or make an enquiry.

This online service is for **NON URGENT** requests only. For urgent requests, contact Council on (07) 4970 0700 at any time of day or night.

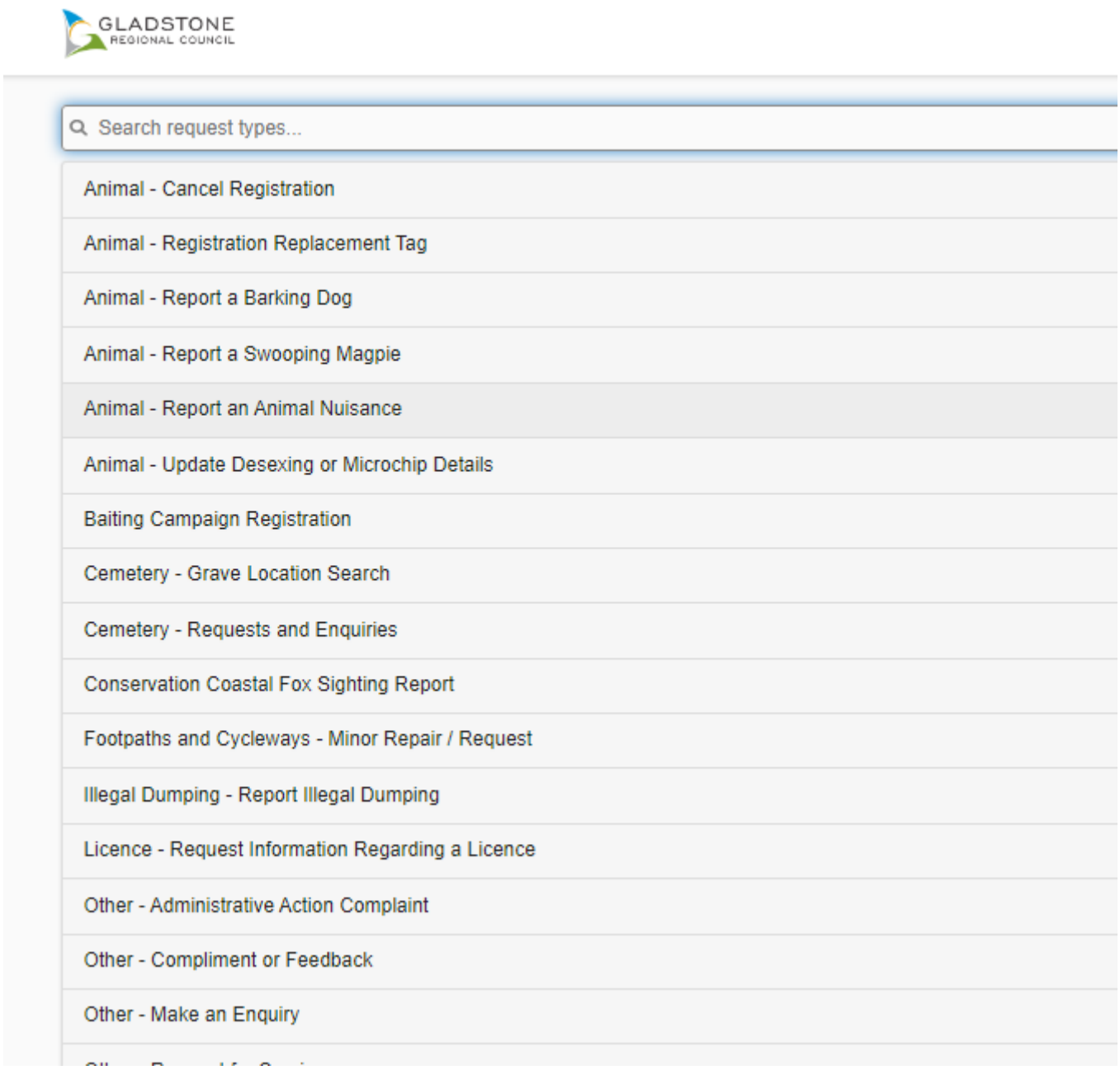
Customer can lodge a request online as a public user of the website and do not need to sign in or become a registered user to use this service. However registered users can sign in and monitor the progress of their customer service requests (CSR).

To lodge a Customer Service request online visit www.gladstone.qld.gov.au/OnlineServices.

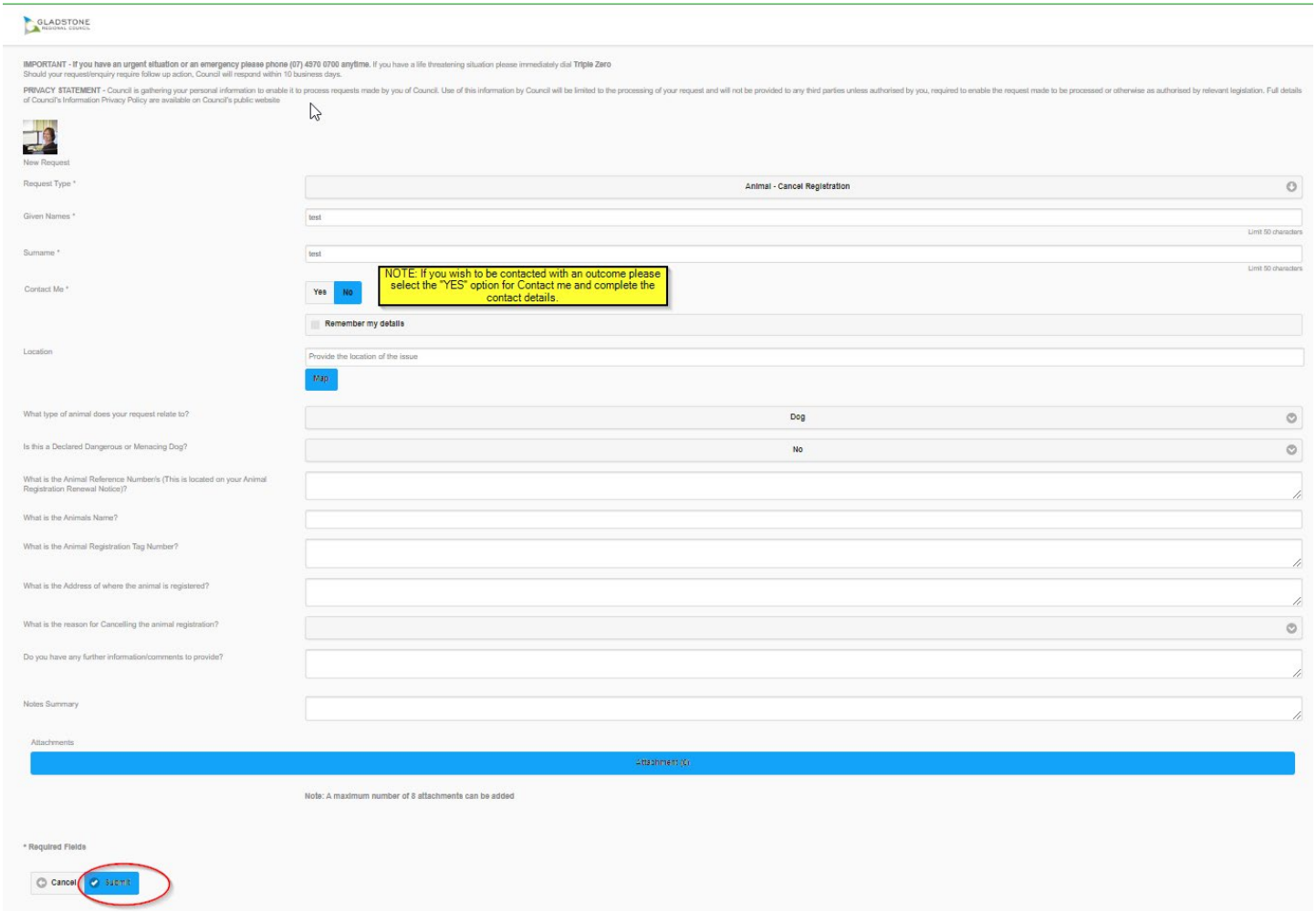
Click on the 'Requests and Enquiries' Icon. *There will be a small wait while the page loads.*



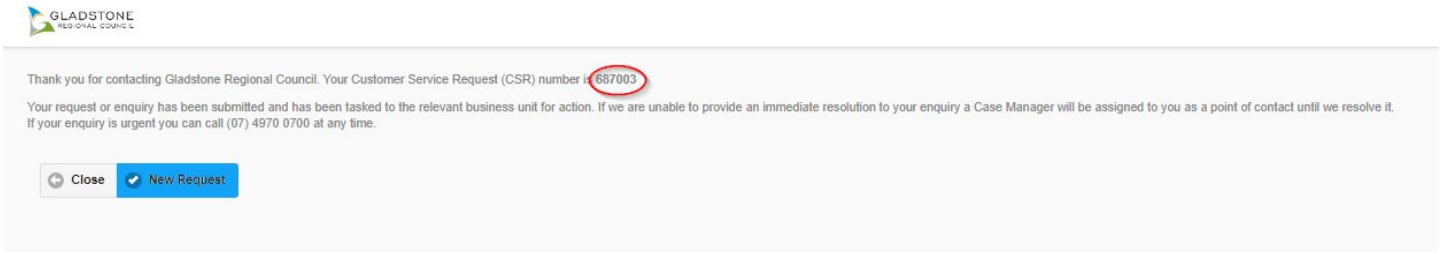
Select the request type that best matches your request/enquiry.
NOTE: Please take care not to select the Administrative Action Complaint if you are making an enquiry or a request. An Administrative Action Complaint is not a request for service or information. It is a complaint about an action or decision of Council.



Complete the questions. The questions with an * are mandatory.
Please be mindful that for customers that don't provide name and address details, Council will not be able to contact you to get further information. Further to this, if sufficient information has not been provided, Council will be unable to proceed with the enquiry/request.



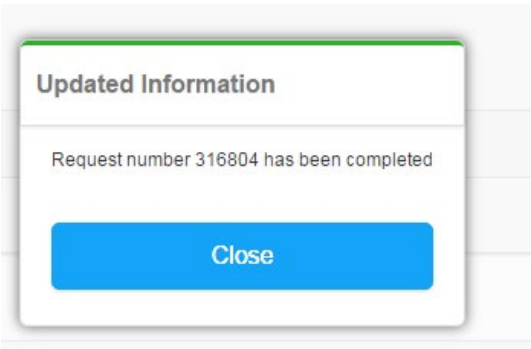
Once submitted a confirmation screen with the allocated CSR number displayed. Keep this number as your reference.



Enquiring on CSR progress using My Requests

Customers can check the status of their request anytime by clicking on the “My Requests” button on the City Watch homepage.
Once a CSR has been completed, a pop up screen will come up when the customer goes to City Watch homepage.

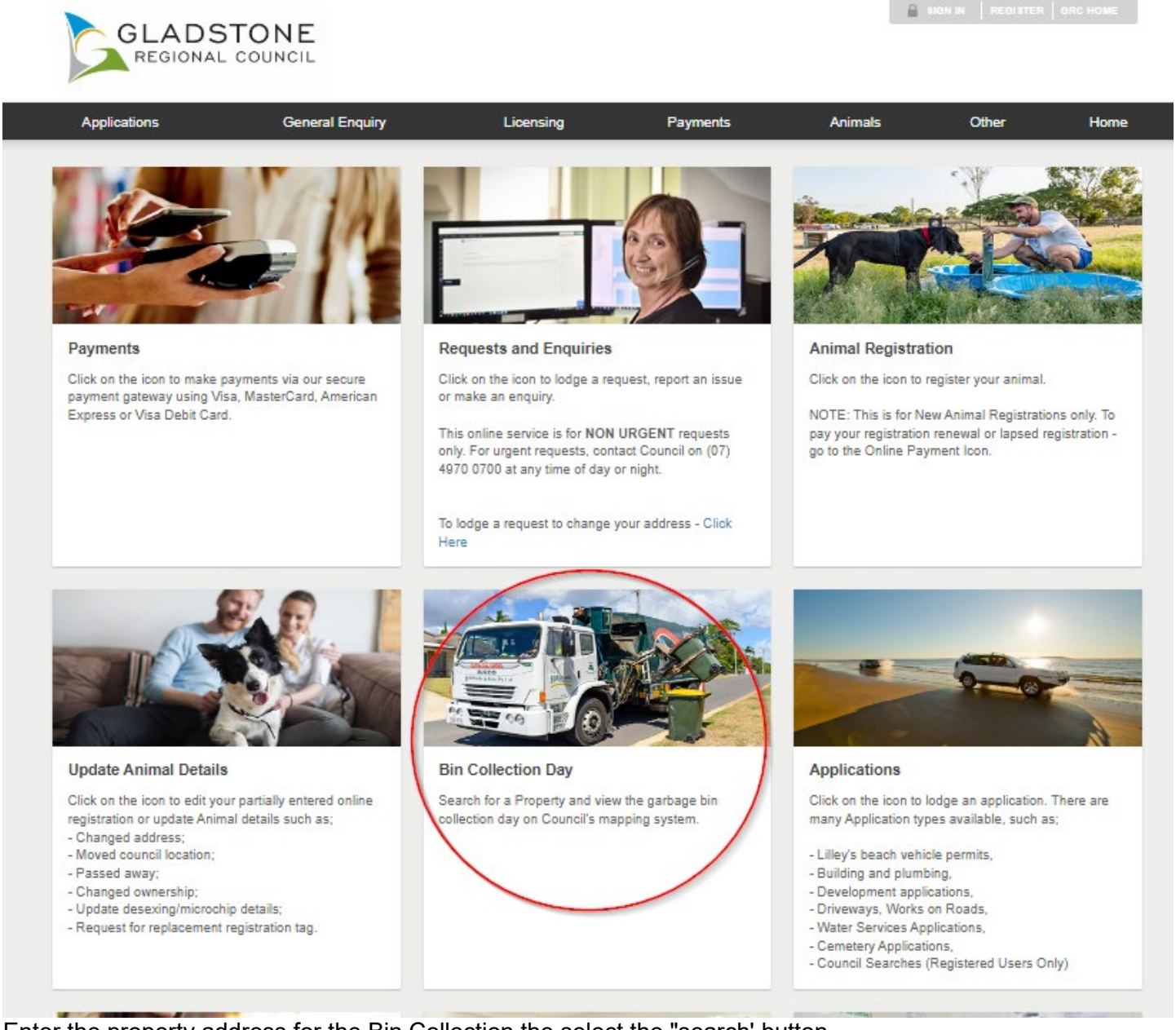
This information is cached in your internet browsing history. If you have cleared your browser history your CSR will not show. If this occurs, you can sign if (if you are a registered user) and view your CSR progress as a registered user. Alternatively contact Council on (07) 4970 0700 and quote your CSR number.


Updated Information
Request number 316804 has been completed
Close

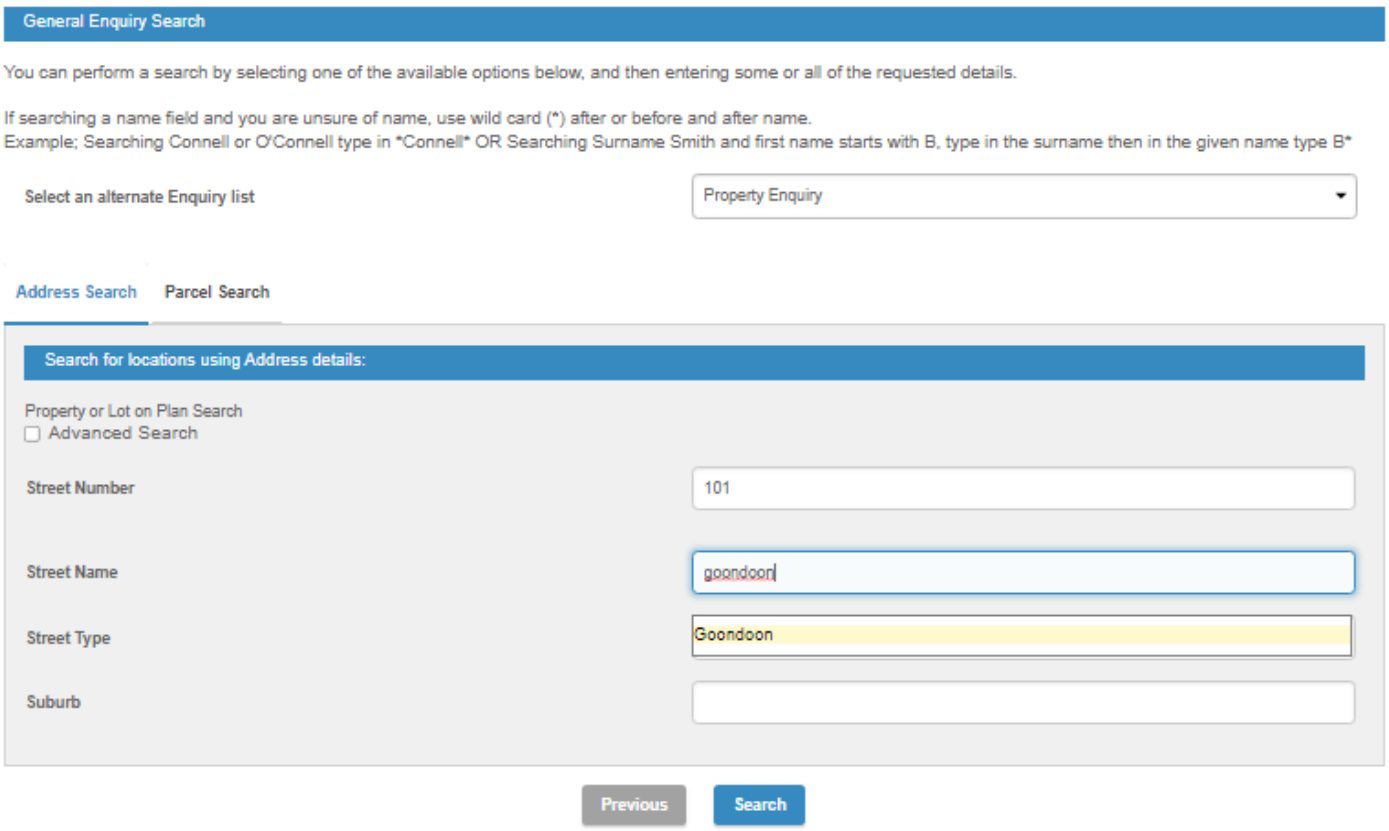
Searching Bin Collection Day

To search your Bin Collection Day visit www.gladstone.qld.gov.au/OnlineServices.

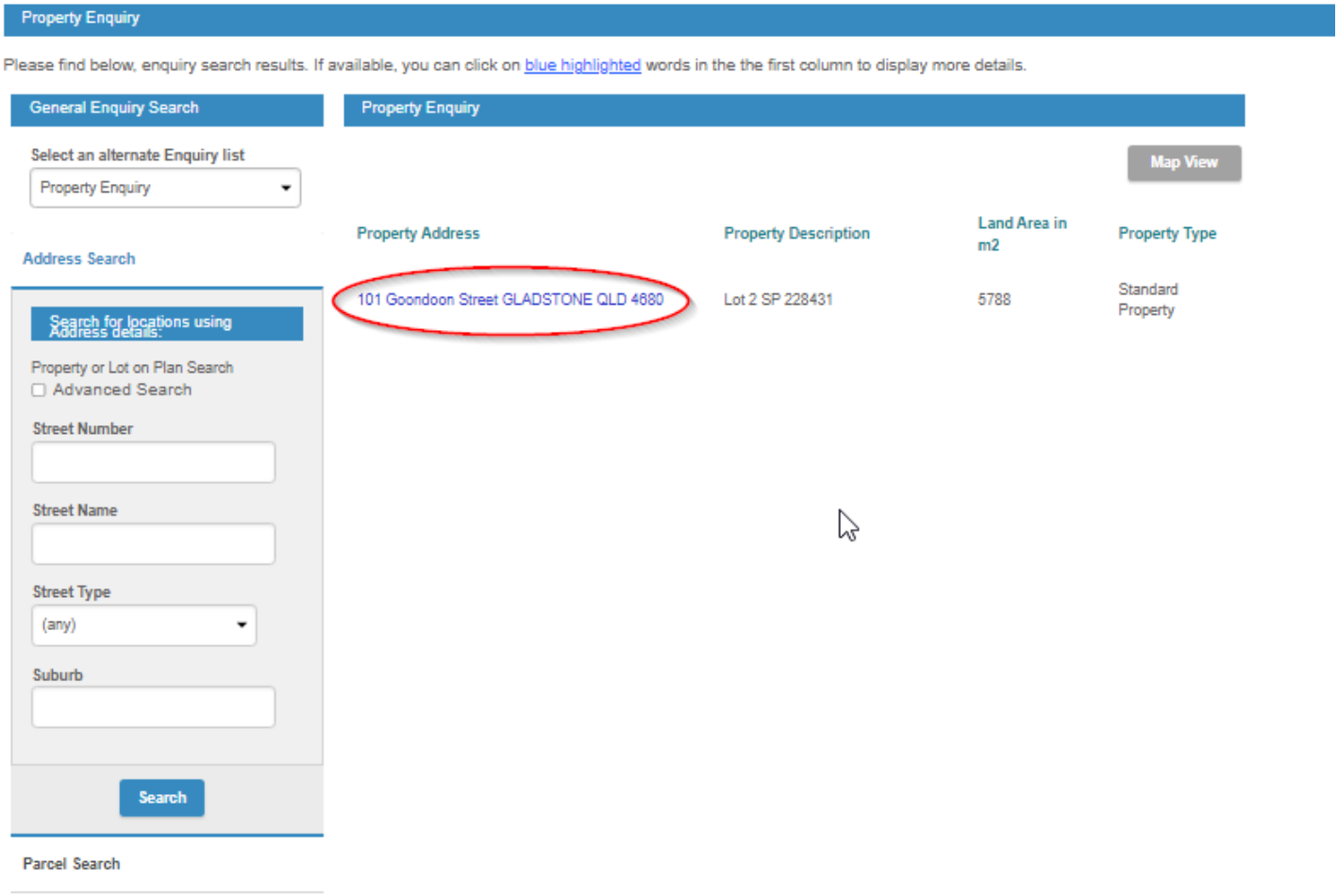
Select the 'Bin Collection Day' Icon.



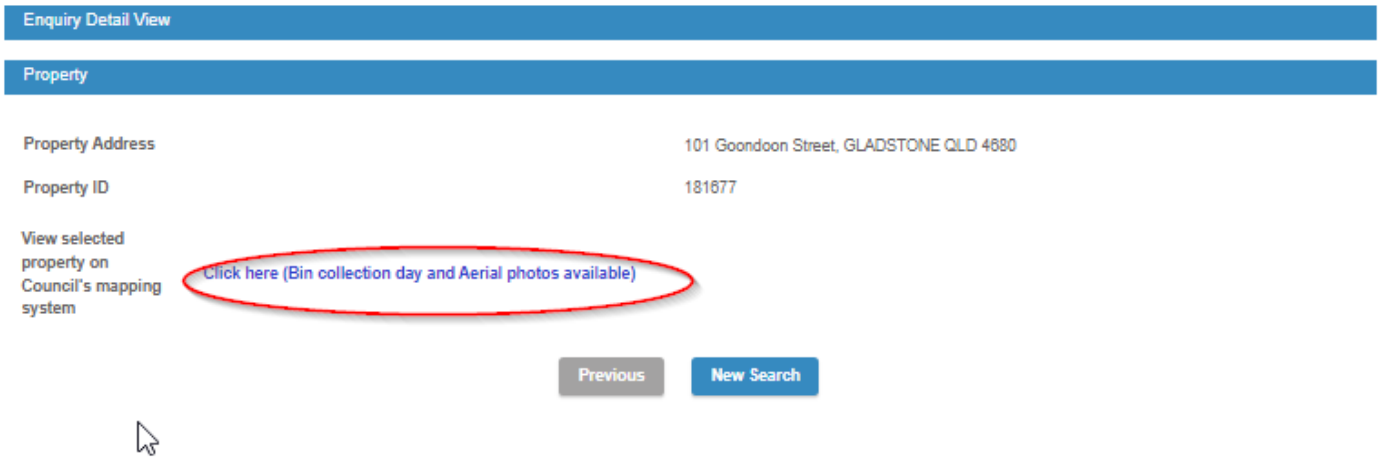
Enter the property address for the Bin Collection the select the "search' button



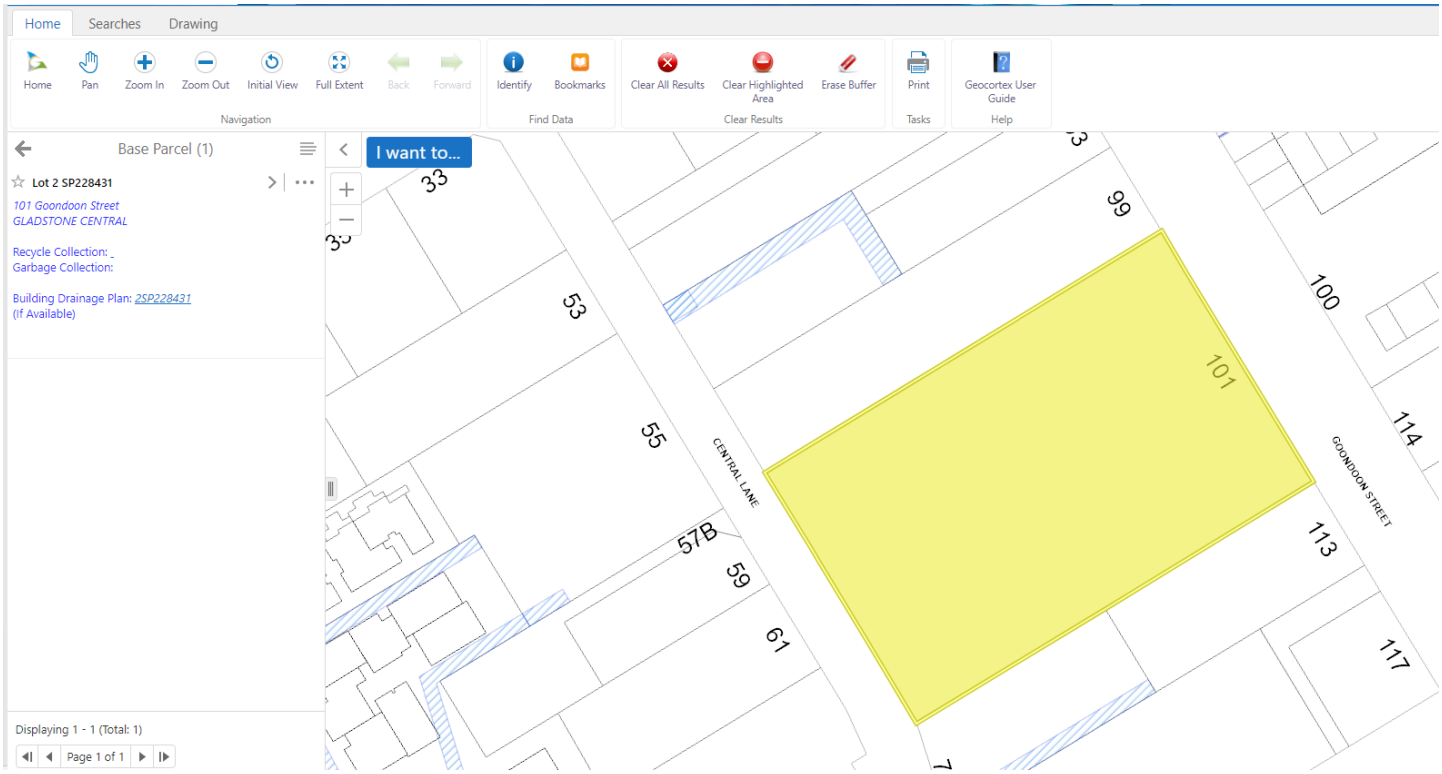
Click on the property address with the blue link



Click on the blue link



Your property will show in Councils mapping system with links on the left hand side to your collection day and which week the recycle bin service is. Click on the Garbage service link for dates


Home
Searches
Drawing
Home
Pan
Zoom In
Zoom Out
Initial View
Full Extent
Back
Forward
Navigation
Identify
Bookmarks
Find Data
Clear All Results
Clear Highlighted Area
Erase Buffer
Clear Results
Print
Tasks
Geocortex User Guide
Help
Base Parcel (1)
Lot 2 SP228431
101 Goondoon Street
GLADSTONE CENTRAL
Recycle Collection:
Garbage Collection:
Building Drainage Plan: 2SP228431
(If Available)
I want to...
Displaying 1 - 1 (Total: 1)
Page 1 of 1
33
53
55
57B
59
61
99
100
101
113
114
117
CENTRAL LANE
GOONDOON STREET

RECYCLING CALENDAR 2017/2018
WEEK TWO
July 2017
August 2017
September 2017
October 2017
November 2017
December 2017
January 2018
February 2018
March 2018
April 2018
May 2018
June 2018

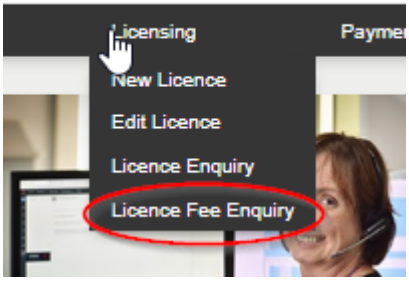
Licences Online

Customers can lodge the following licences online with Council;

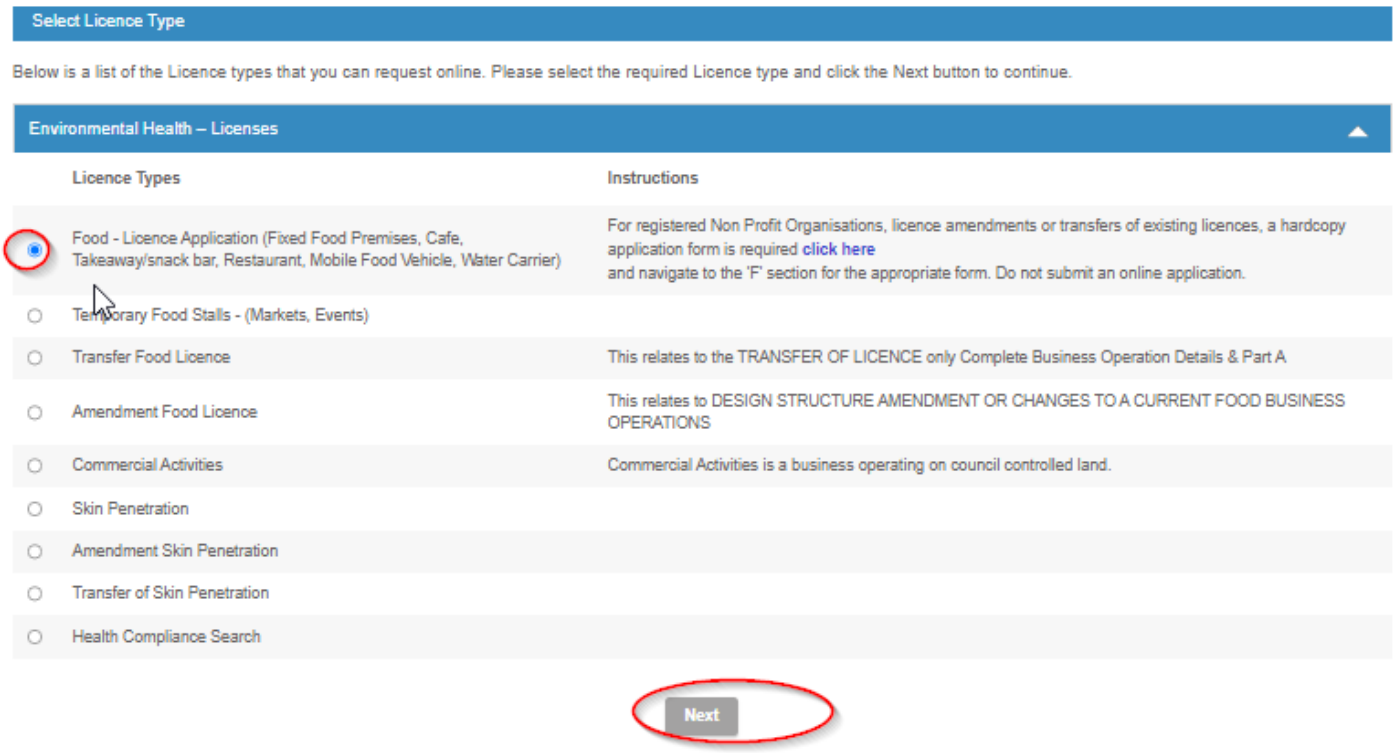
- Food Licence
- Temporary Food Stalls
- Transfer of Licence
- Amendment of Licence
- Commercial Activity
- Skin Penetration
- Water/sewerage
- Health Compliance Searches (Registered Users Only)

A customer can lodge any of the above applications as a public user of the website and does not need to become a registered user. However it is easier to track the progress of your licence if you are a registered user.

Licence Fee Enquiry
Applicants can enquire on fees by going to the Licence Fee Enquiry menu option.



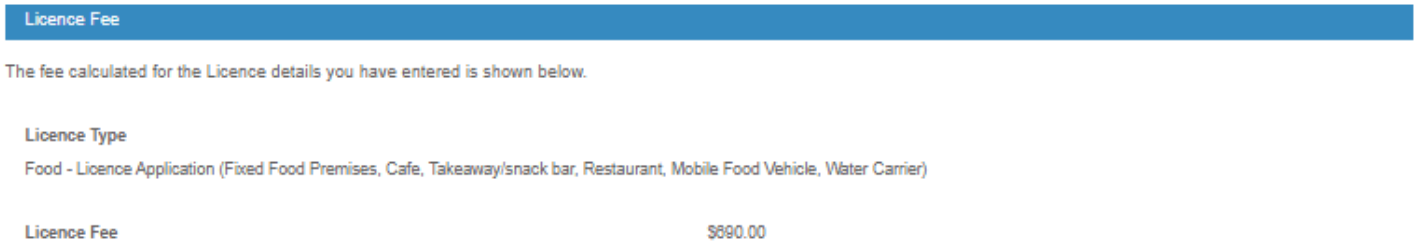
Select the licence type then select the 'Next' button. Use the arrow to the right of each heading to expand and see the applicable applications available



Enter the details requested then select the 'Next' button

A fee estimate will show on the screen.

IMPORTANT NOTE: The fee calculation is generated based on the information entered and is an estimate only. Some licence types are not payable upon lodgement therefore the fee enquiry will show as $0, this is not indicative of the licence fee and you are required to Contact Council.

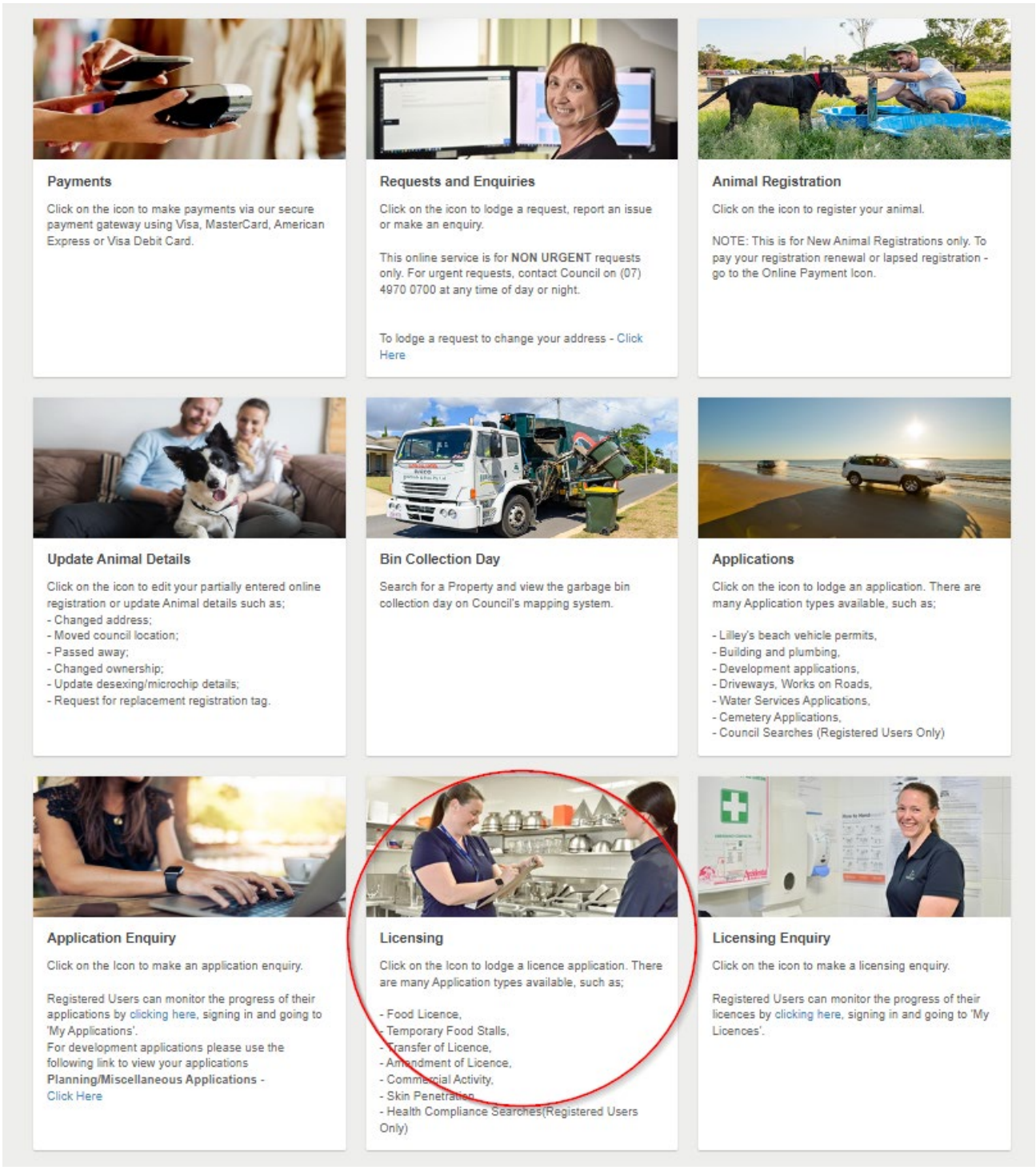


Lodging a Licence

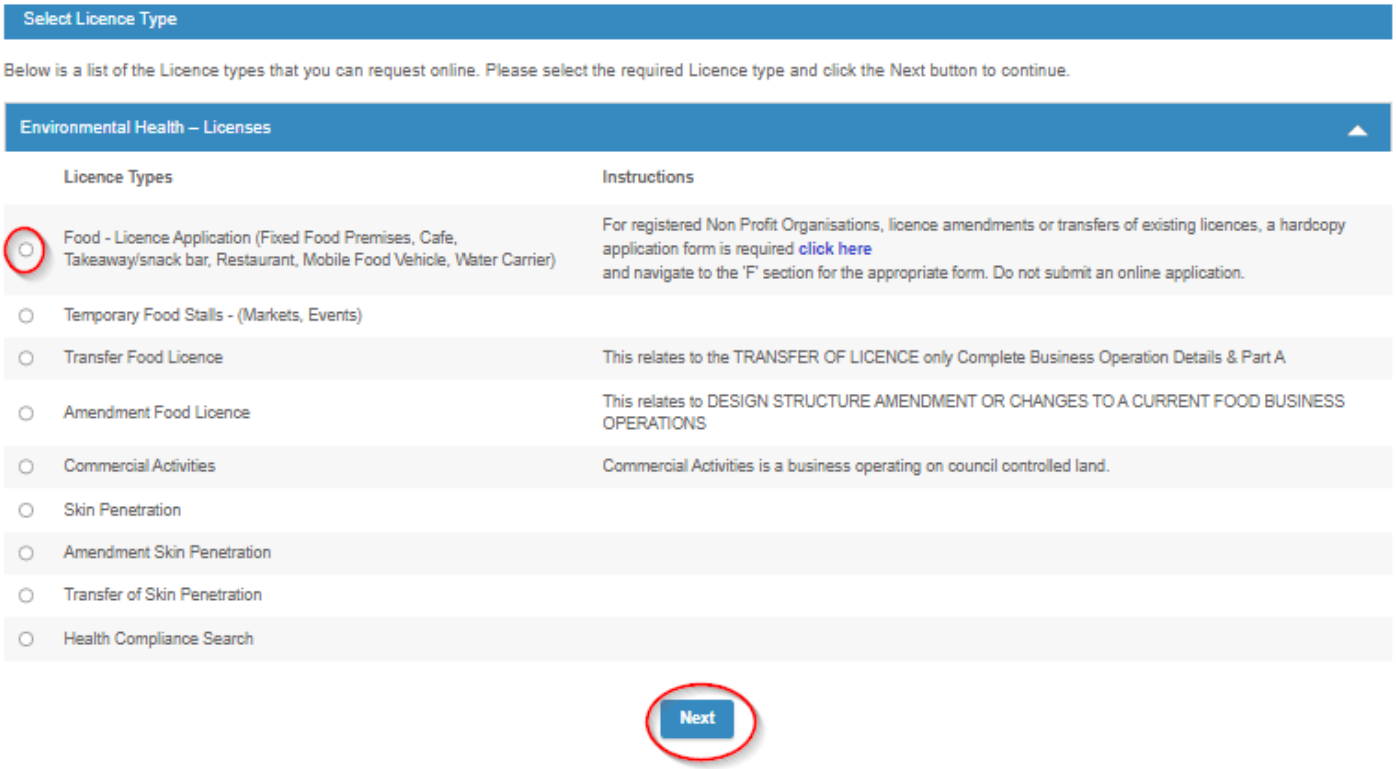
To lodge an application visit www.gladstone.qld.gov.au/OnlineServices.

NOTE: Before commencing your online licence lodgement;
Most licences require mandatory attachments (PDF) to be submitted with the licence. Your licence will not be accepted online without these attachments.

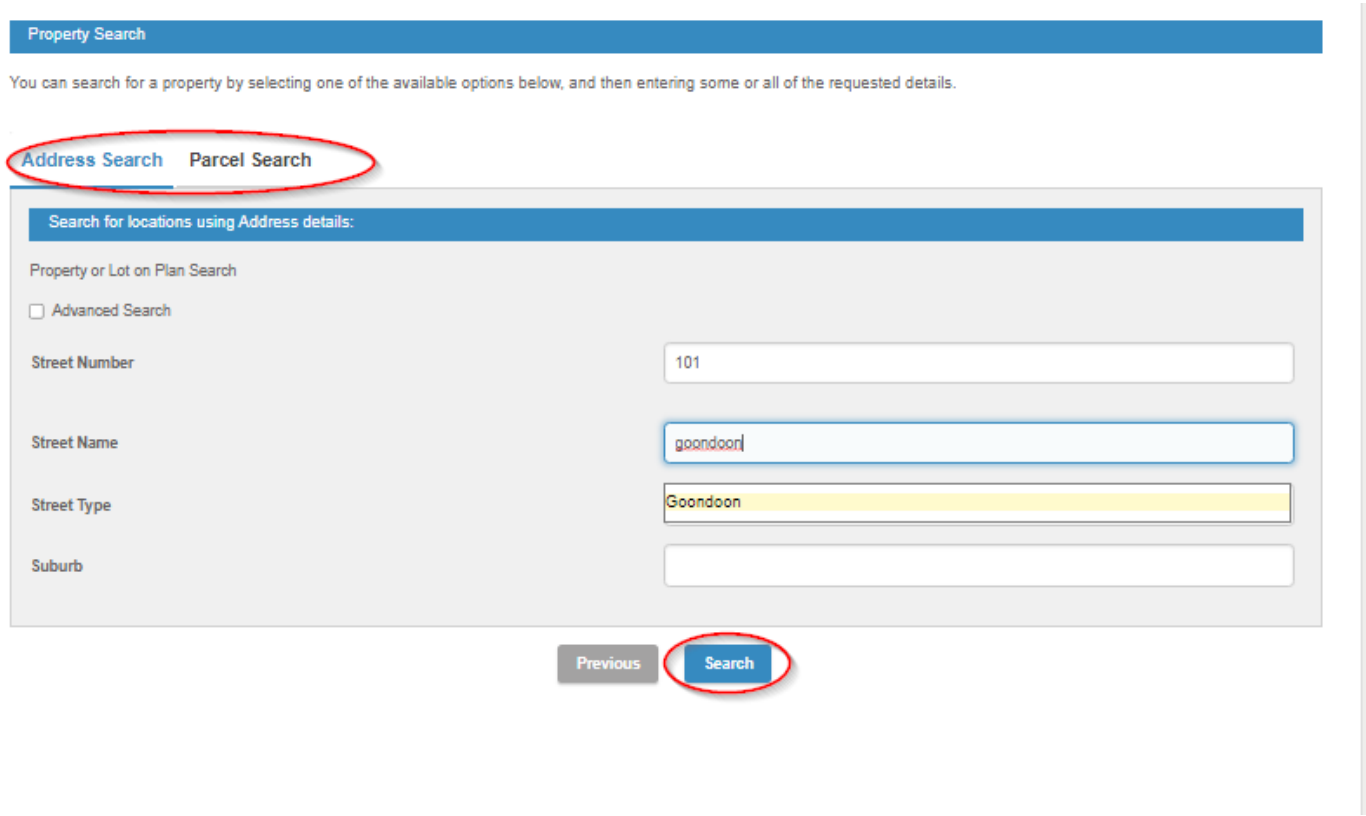
Select the Licensing Icon or tab and follow the prompts.



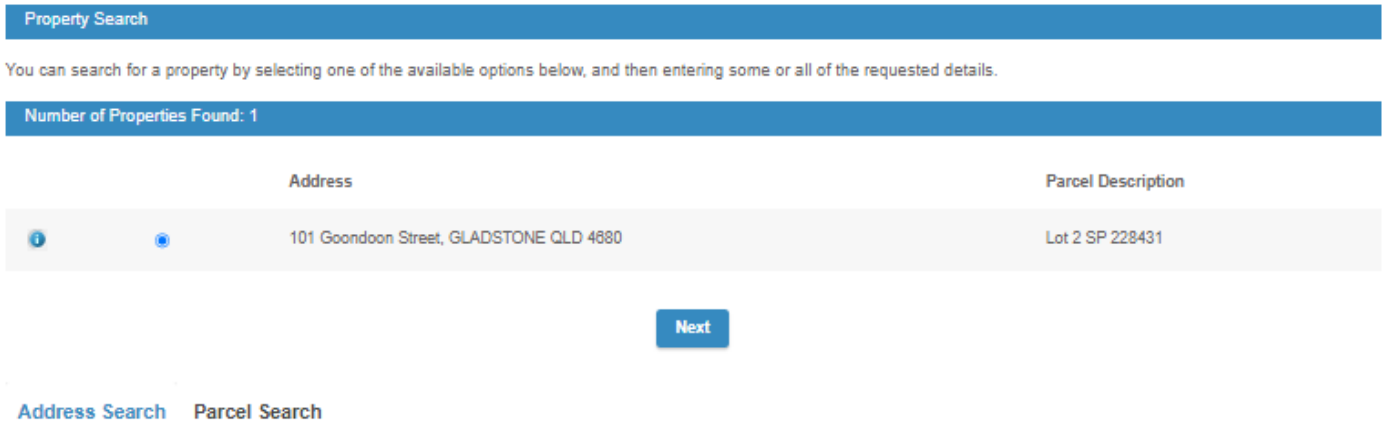
Choose licence type by using the arrow to the right of each respective heading then clicking in the circle and answer questions. Refer to instructions throughout the licence for assistance.



Select Property (address) or Parcel (lot on plan) at the top then enter the Address or Lot on Plan details for the property where the proposed work will be undertaken then select the 'Search' button.

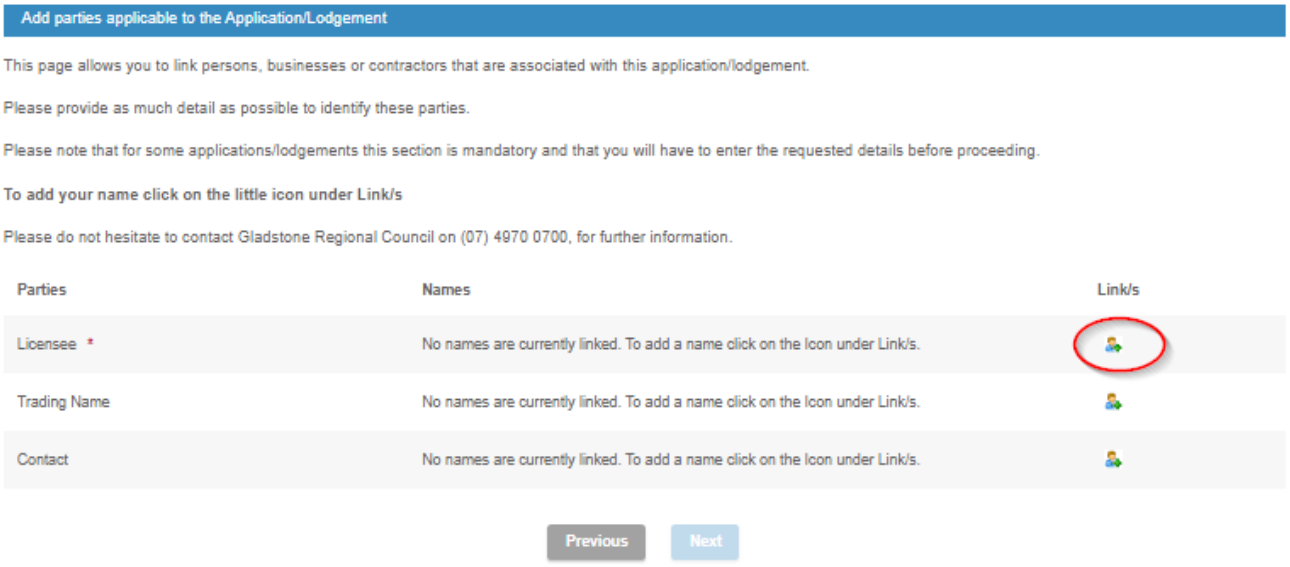


Choose the relevant property then select the 'Next' button

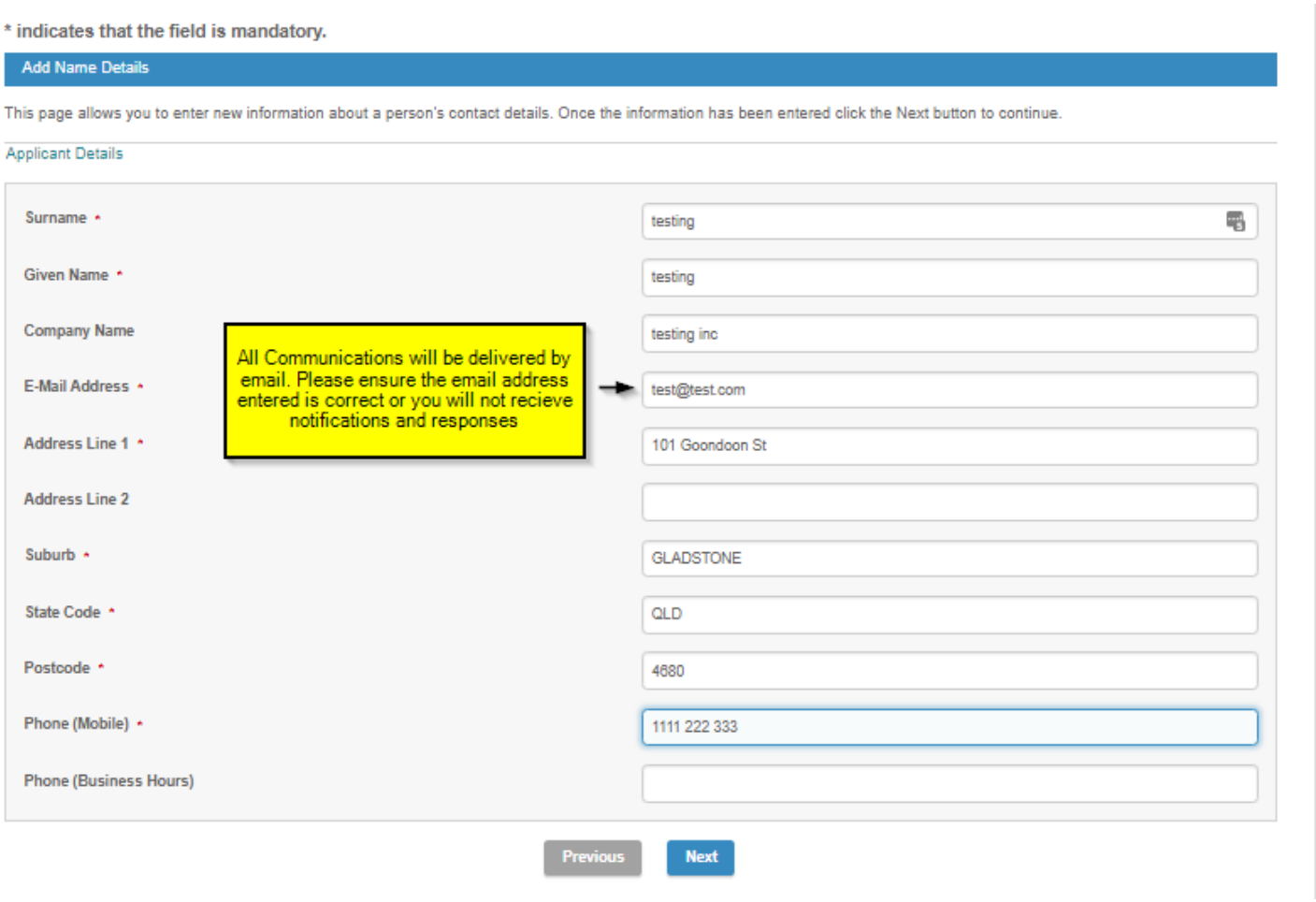


Complete the licensee details then select the 'Next' button.

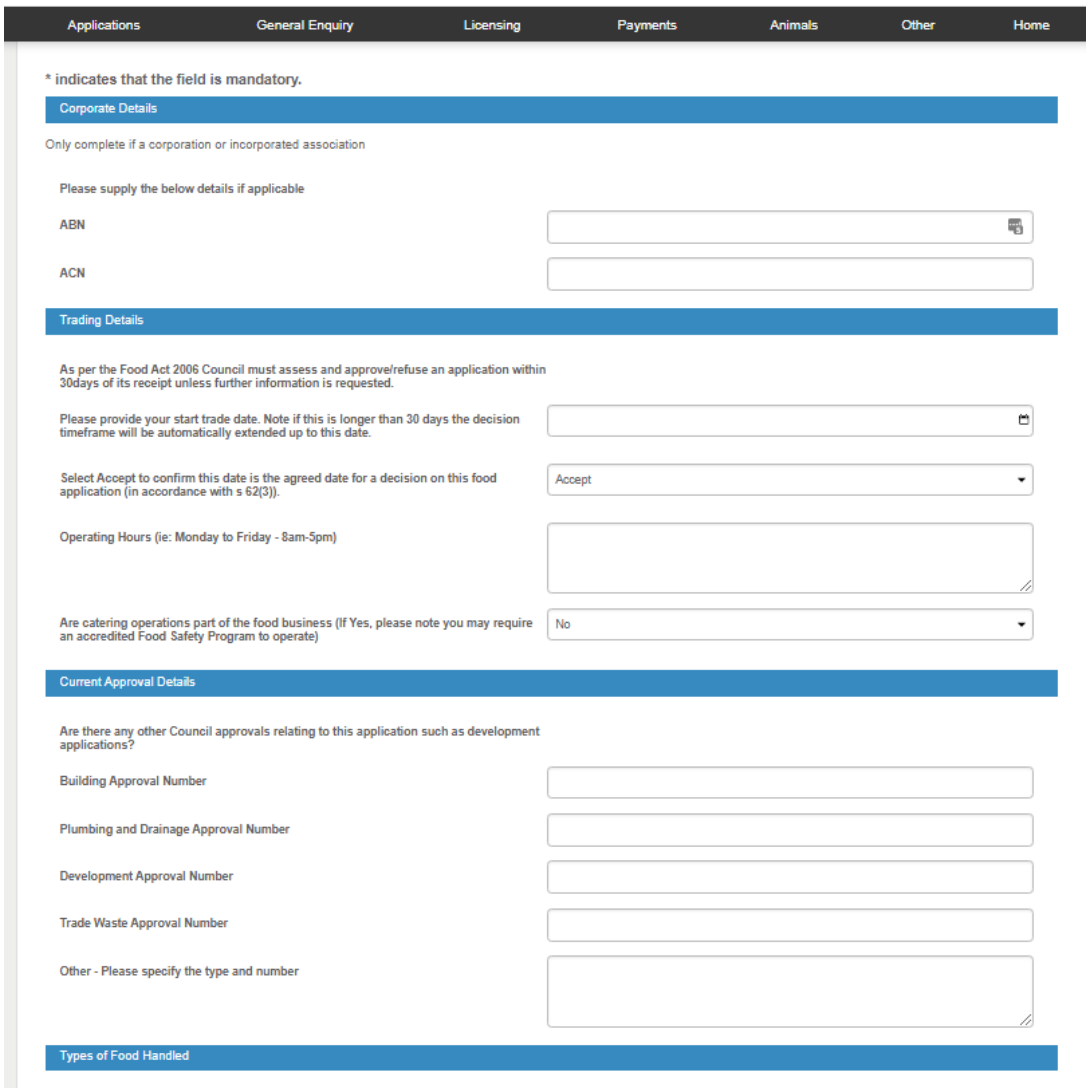
Pick the Link/s button beside the respective name to enter the details

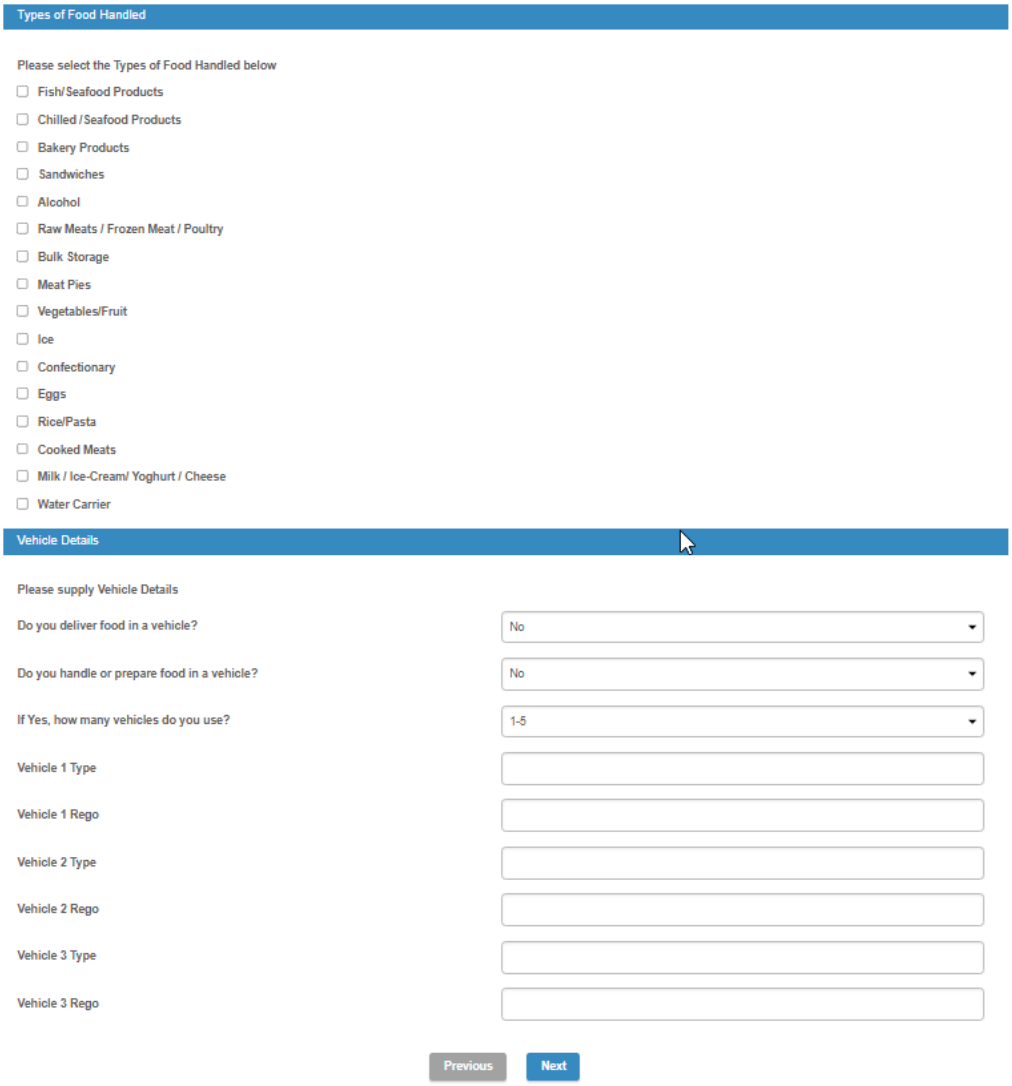


NOTE: All of the fields marked with * are mandatory and you will be unable to proceed until these fields are completed.



Answer the fields on the form. The fields are relevant to each application type.
NOTE: All of the fields marked with * are mandatory and you will be unable to proceed until these fields are completed.
Example


Applications
General Enquiry
Licensing
Payments
Animals
Other
Home
* indicates that the field is mandatory.
Corporate Details
Only complete if a corporation or incorporated association
Please supply the below details if applicable
ABN
ACN
Trading Details
As per the Food Act 2006 Council must assess and approve/refuse an application within 30days of its receipt unless further information is requested.
Please provide your start trade date. Note if this is longer than 30 days the decision timeframe will be automatically extended up to this date.
Select Accept to confirm this date is the agreed date for a decision on this food application (in accordance with s 62(3)).
Accept
Operating Hours (ie: Monday to Friday - 8am-5pm)
Are catering operations part of the food business (If Yes, please note you may require an accredited Food Safety Program to operate)
No
Current Approval Details
Are there any other Council approvals relating to this application such as development applications?
Building Approval Number
Plumbing and Drainage Approval Number
Development Approval Number
Trade Waste Approval Number
Other - Please specify the type and number
Types of Food Handled

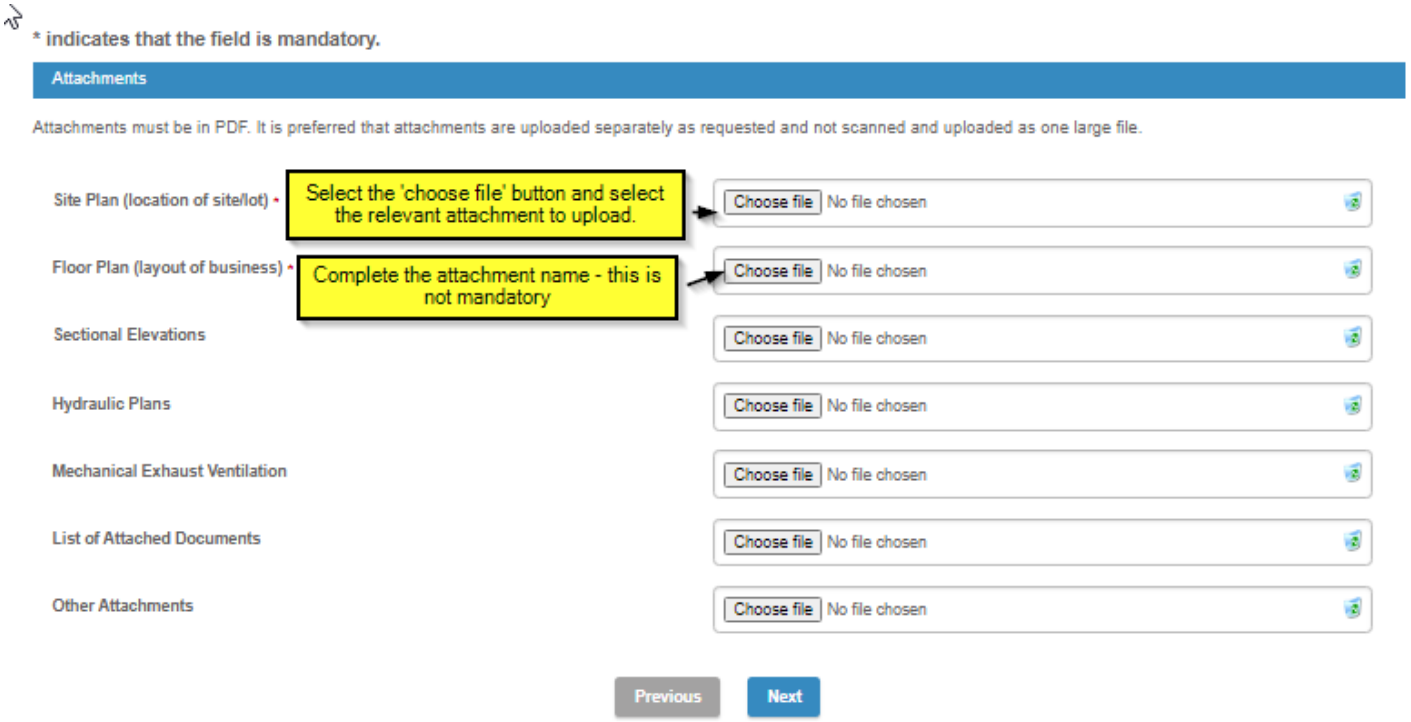


Attachments

Attachments max size is 28MB, they are accepted only in PDF format and applicants are required to upload the requested documents separately (do not scan as one large file) a suggestion as follows;

- Forms - combine as one single PDF
- Supporting documents - combine as one single PDF
- Plans - combine as one single PDF

A licence is not considered properly made until required information is provided and correct payment is made.

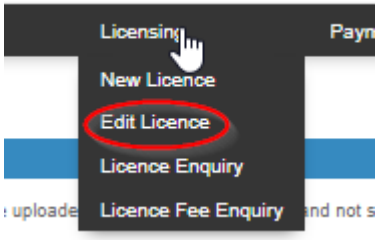


NOTE: Larger attachments may take a little while to upload. If the attachments are very large or your internet connection is poor, the system may 'timeout' and your application will not submit.

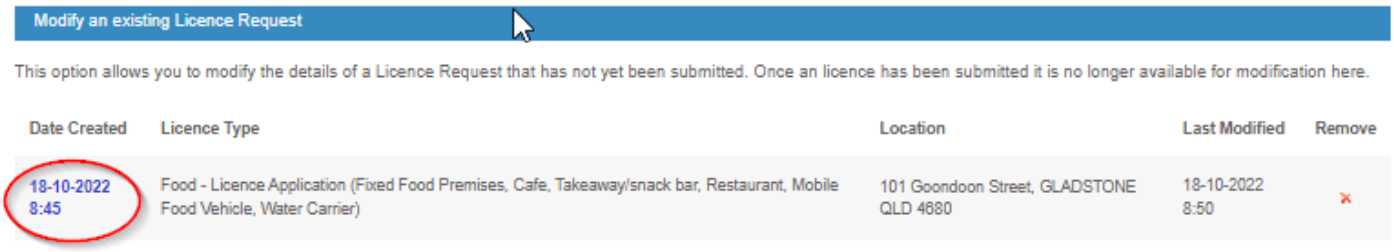
Once all mandatory fields are completed select the 'Next' button to continue.

What happens if my licence won't submit due to large attachment files?

Licences with large attachments or poor internet service may find their online application lodgement will timeout and an error message occurs. If this happens you can go back to your application by going to the online services home screen and selecting the Licensing tab and Edit Licence.



Select the relevant blue Date created link to reopen your licence.

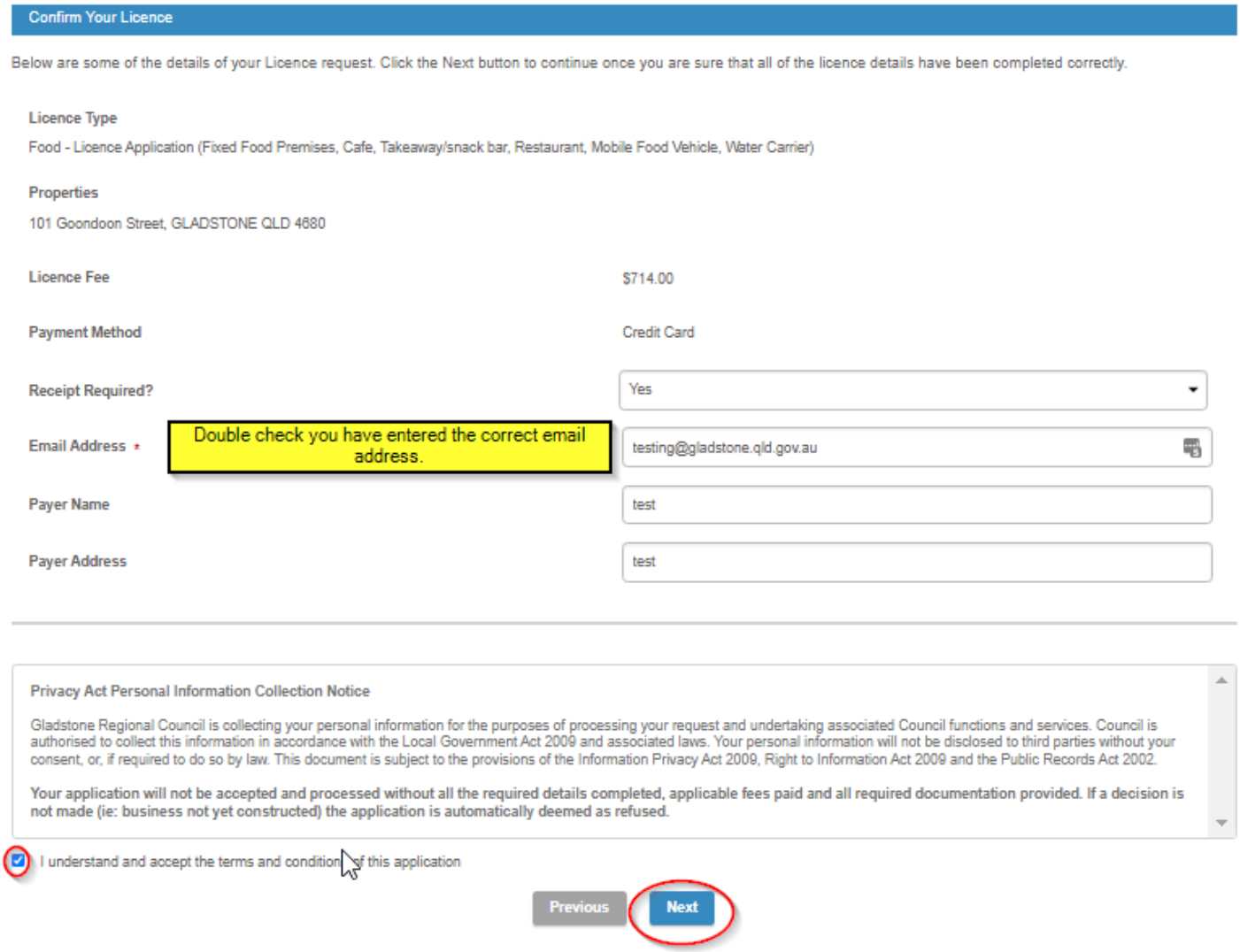


This takes you back to the last page you worked on, if the data was saved.

Upload each attachment one at a time. You can do this by uploading one document then select the 'next button, then arrow back to the attachment section and keep doing the same thing until all attachments are uploaded.

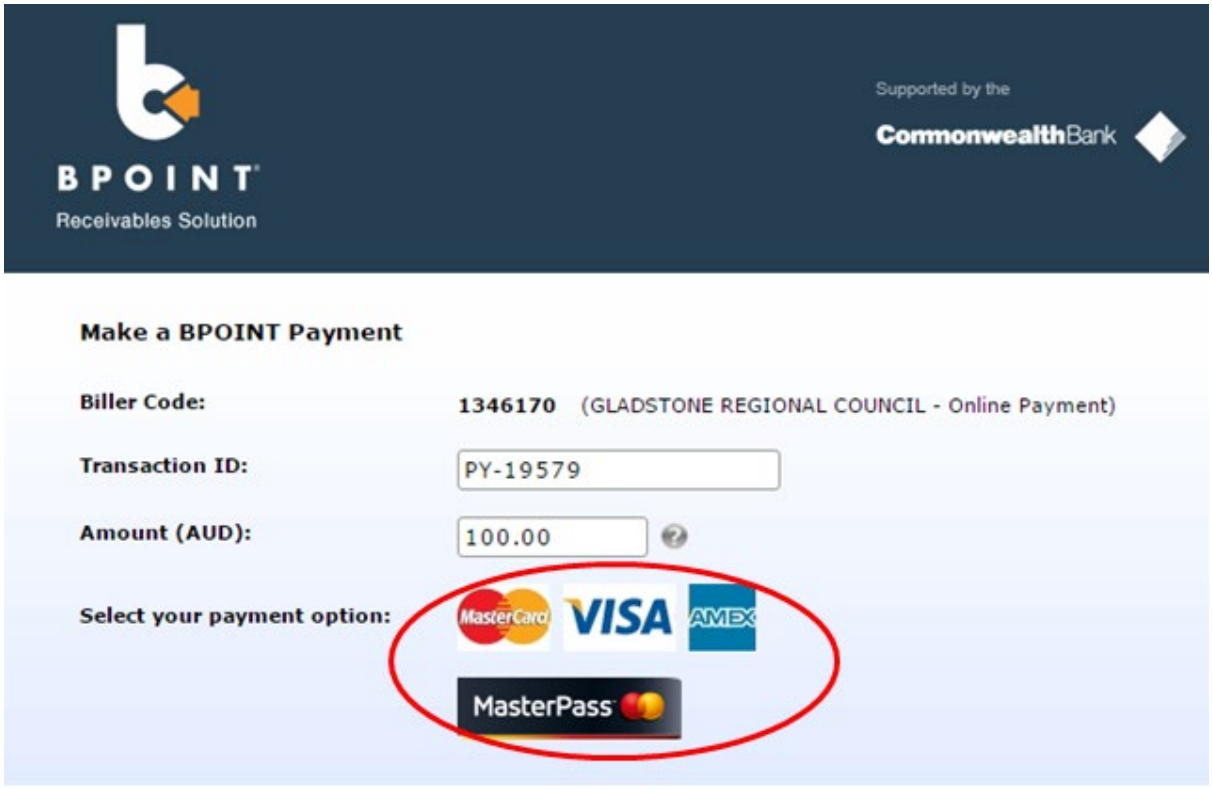
Once you have finished uploading attachments select the 'Next' Button, this will take you to a summary screen where you can review your application details and see the applicable lodgement fee.

You are also prompted to read, understand and accept the terms and conditions of the application. This is done by ticking the small box under the terms and conditions then select the 'Next' button.

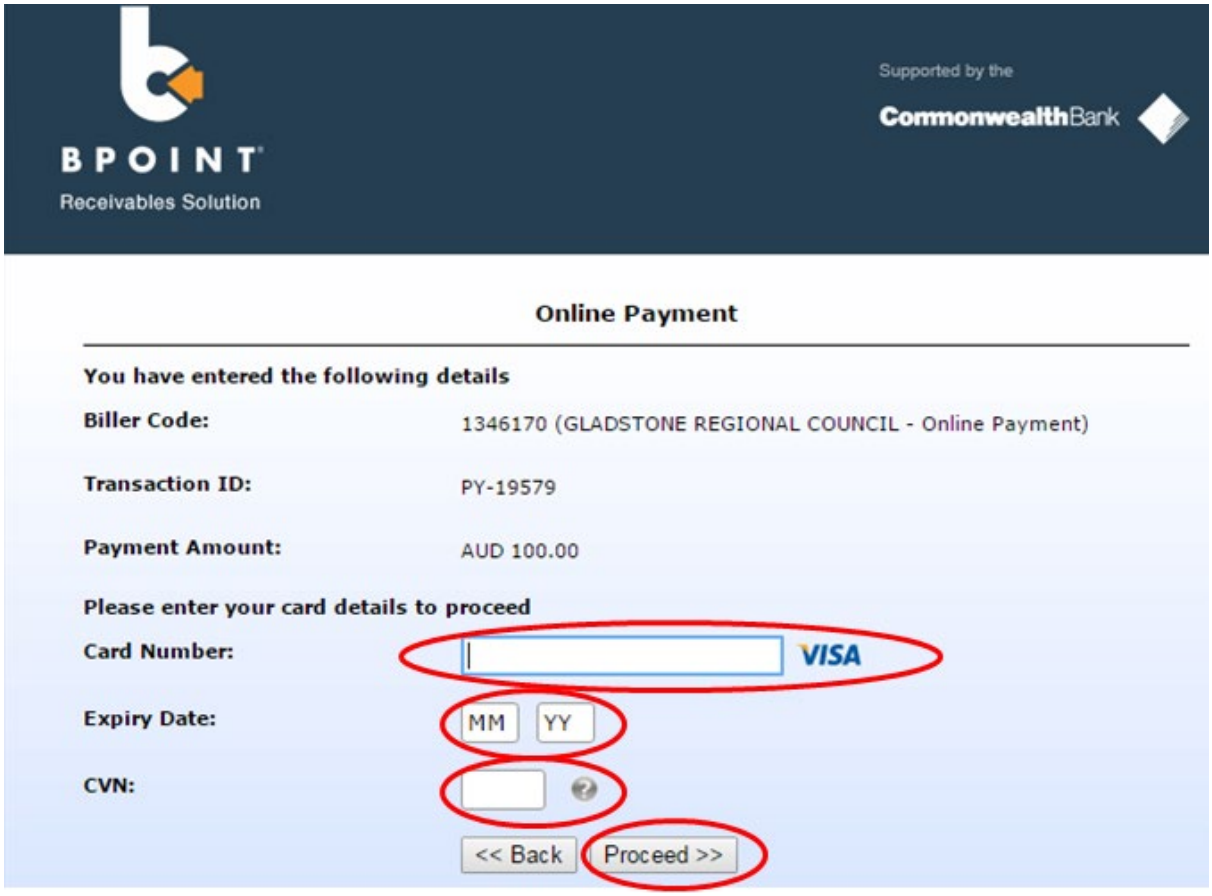


Once submitted this will take you to the payment gateway - Commonwealth Bank BPOINT.
NOTE: Commonwealth bank requires it's users to have cookies enabled. For users that have high security settings, payments using this site may not be processed and result in an error message and your licence will not process.

Select your payment option.



Enter the Credit Card number, Expiry Date, CVN then select the 'proceed' button.
NOTE: Do not exit out of payment until the successful payment message shows. Exiting out of payment while processing will result in an payment error message and the licence will not submit.



A successful payment message will show a transaction and receipt number for reference, you will also receive a confirmation email.

Council will process your licence as normal. For further assistance, Please contact Council on (07) 4970 0700.

Enquiring on Licenses Online
There are 2 ways licensees can enquire on applications;

- Licence Enquiry
- My Licenses

Licensees or any public customer can search for a licence using licence enquiry however under the Privacy Act, there is very little information about the licence that is made public.

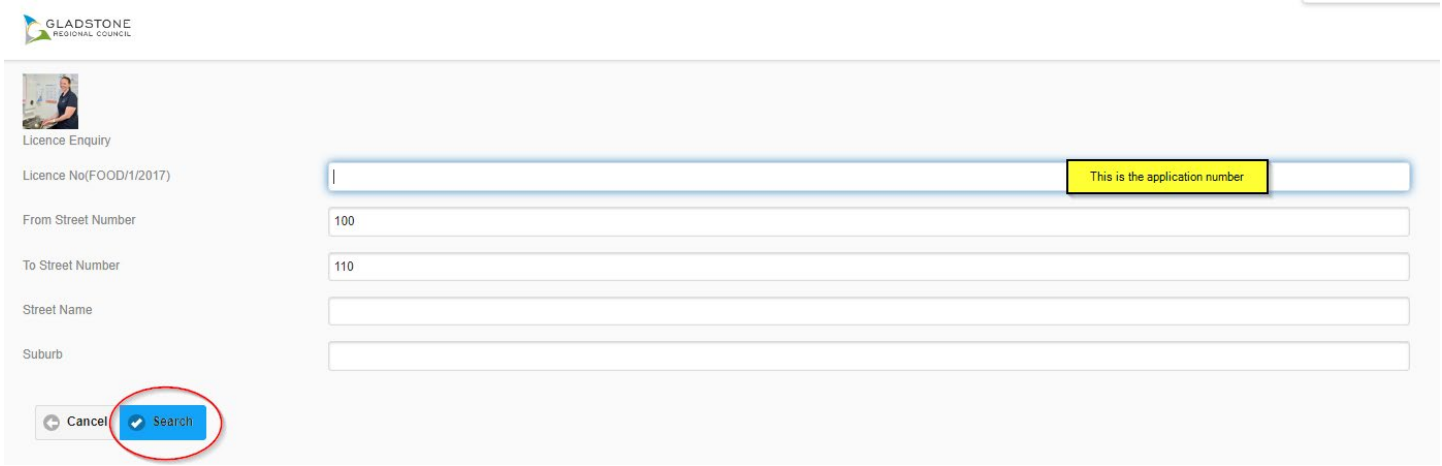
If the licensee is a registered user with online services and they are the licensee linked to the licence, they will be able to sign in and click on the 'My Licences' button and view almost all information about their licence.

Licensing Enquiry

Customers can enquire on licences by going to online services homepage and selecting the Licensing Enquiry icon.

This will take you to a search screen with search fields

Enter the details of the licence you wish search and select the 'Search' button.



The results will show the licence number, the licence class and type and the date it was lodged.

FOOD-857-2022

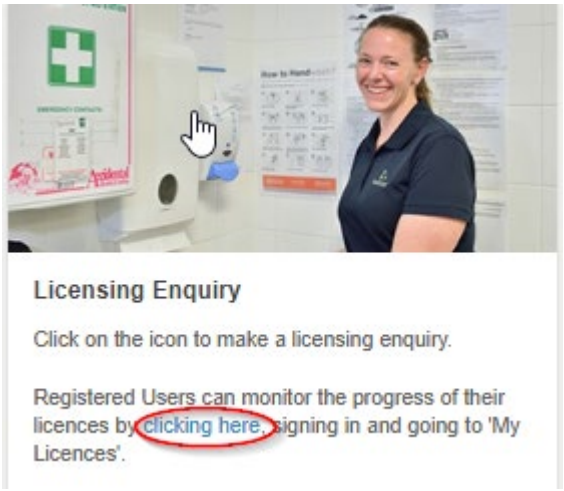
Licence Number:
FOOD-857-2022
Licence Class:
Health
Licence Type:
Food Premises
Issue Date:
06/10/2022
Lodgement Date:
23/09/2022

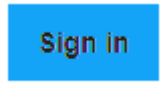
FOOD-837-2021

Licence Number:
FOOD-837-2021
Licence Class:
Health
Licence Type:
Food Premises
Issue Date:
13/09/2022
Lodgement Date:
14/09/2021

My Licences

For licensees that are a registered user, they can go to online services homepage, Licensing Enquiry, click on the link provided, sign in and click on the 'My Licensing' Icon.





This page will show you all applications where you are the applicant.

TEFOOD-12-2018

Licence Number:
TEFOOD-12-2018
Licence Class:
Health
Licence Type:
Temporary Food Stalls
Status:
Withdrawn
Issue Date:
Location:
101 Goondoon Street, GLADSTONE QLD 4680
Lodgement Date:
14/05/2018

TEFOOD-11-2018

Licence Number:
TEFOOD-11-2018
Licence Class:
Health
Licence Type:
Temporary Food Stalls
Status:
Cancelled
Issue Date:
11/05/2018
Location:
101 Goondoon Street, GLADSTONE QLD 4680
Lodgement Date:
04/05/2018