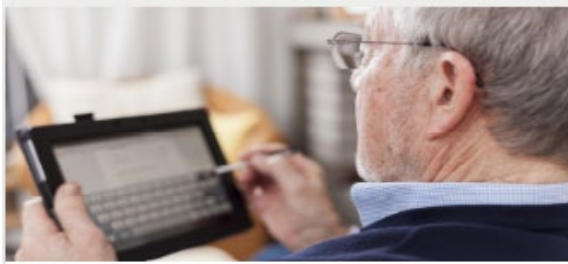


Gladstone Regional Council

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



Register for Online Services

Click on the icon to register for online services.

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,
- Drivesways, 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

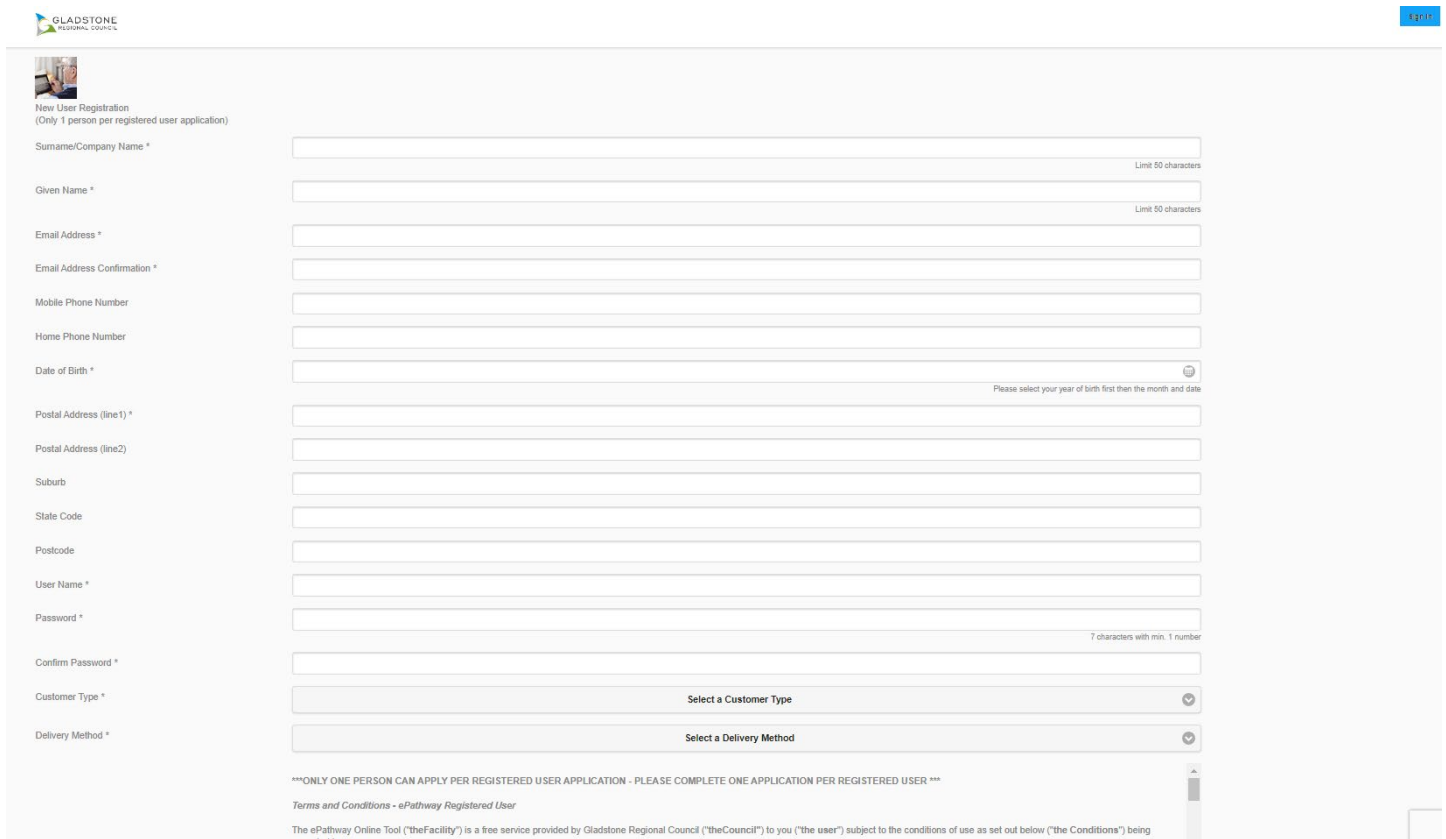
Search for properties and view the real property description (lot on plan) and area.

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.



The screenshot shows a web form titled "New User Registration" with the subtext "(Only 1 person per registered user application)". The form contains the following fields:

- Surname/Company Name * (Limit 80 characters)
- Given Name * (Limit 60 characters)
- Email Address *
- Email Address Confirmation *
- Mobile Phone Number
- Home Phone Number
- Date of Birth * (Please select your year of birth first then the month and date)
- Postal Address (line1) *
- Postal Address (line2)
- Suburb
- State Code
- Postcode
- User Name *
- Password * (7 characters with min. 1 number)
- Confirm Password *
- Customer Type * (Select a Customer Type)
- Delivery Method * (Select a Delivery Method)

At the bottom of the form, there is a disclaimer: "****ONLY ONE PERSON CAN APPLY PER REGISTERED USER APPLICATION - PLEASE COMPLETE ONE APPLICATION PER REGISTERED USER ****" and a link to "Terms and Conditions - ePathway Registered User".

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.



Sign In

Click on the icon to 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.

Sign in

Councils online services offer approved registered users the ability to view their information such as Rates or Accounts.

If you are already a Registered User please enter your sign in details below and click on the Sign In button to continue.

Not a Registered User? -

[click here](#)

Forgotten your password? - [click here](#)

User Name

Password

[Forgotten your password ?](#)

[Sign in](#)

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.

[Forgotten your password ?](#)

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.

* indicates that the field is mandatory.

Forgotten your Password

Please complete the following details and click **Next** to submit your request.
Once your details have been verified you will receive an email with your new password.

User Name *

Email Address *

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

Gladstone Regional Council Rates

Postal address PO Box 29, GLADSTONE DC QLD 4680	Type	Description		
Email address [REDACTED]	Ratepayer	14717 (3) - Current 18 Moura Crescent, BARNEY POINT QLD 4680 (Rates)	☐	⋮
Communication preference Email	Ratepayer	21717 (4) - Current 48 Dawes Street, BOYNE VALLEY QLD 4680 (Rates)	☐	⋮
Edit contact details	Ratepayer	41332 (8) - Current Lot 11 SP 312050, Farmer Street, CALLIOPE QLD 4680 (Rates)	☐	⋮
Refresh	Ratepayer	41317 (9) - Current Lot 54 T 82815, School Street, TANNUM SANDS QLD 4680 (Rates)	☐	⋮
I want to ?	Ratepayer	41244 (5) - Historic 18 Discovery Drive, AGNES WATER QLD 4677 (Rates)	☐	⋮
Make a Payment	Ratepayer	41234 (6) - Current 53 Tannum Sands Road, TANNUM SANDS QLD 4680 (Rates)	☐	⋮
Report a Problem				
Register an Animal				
Check Bin Collection Day				
Lodge an Application				
Enquire on an Application				
Lodge a Licence/Permit				
Enquire on a Licence				
Check my Property Details				
Lodge a Rates/Water Certificate				

Load more

Applications

Type	Description		
Applicant	OPW/26/2022, Lot 201 SP145527, CALLEMOMDAH QLD 4680	\$4,557.65	☐ ⋮
Applicant	INWOR/14/2022, Auckland Street, GLADSTONE		☐ ⋮
Applicant	INWOR/13/2022, Agnes Street, AGNES WATER		☐ ⋮
Applicant	MOD/18/2022, Millie Road, RAFFLE CREEK		☐ ⋮

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

\$3,128.10 ☐ ⋮

- View More Details
- Attachments
- Pay Now (\$3,128.10)
- Refresh

Enquiry Detail View

Change the Rating Period

Drop Down to select previous year's rates information (NOTE: only available for the years you have owned the property)

RatePayer's Details

Ratepayer

Default Address

This will show the ratepayers (owners) respective default address.

Gladstone Regional Council

PO Box 29
GLADSTONE DC QLD 4680

Property Address

Property Address

53 Tannum Sands Road, TANNUM SANDS QLD 4680

This shows the property address related to this rates assessment.

Valuation Summary

Valuation Description

Valuation Amount

Site Value

\$22,500.00

This will show you the site value for the property.

Unimproved Capital Value

\$0.00

Rates Charges

The amount shown below reflects the Amount BEFORE Discount until the account has been paid. To view your discounted Nett Rates and Charges please view the My Accounts screen under the Payments tab.

IMPORTANT DATES 2022-23 Rate Notices - 10% Discount 26th October 2022

This section shows a breakdown of Rates Charges

Rating Period	Rate Type Description	Valuation / Units	Amount including adjustments
2022/2023 Rating Period	General Rate Category 9	22500	\$1,063.80
2022/2023 Rating Period	State Emergency Management Levy - Class D Group 2	1	\$115.20
2022/2023 Rating Period	Waste Management Facility Charge	0	\$40.50

Total Due this Rating Period

Balance before Discount

\$0.00

Pending Discount

\$0.00

Rebates granted for Assessment

\$0.00

Total Due to clear Rates

\$0.00

This will give you a overall summary of the balance of this assessment including any rebates given

Rates Payments

Receipt Number

Receipt Date

Receipt Amount

This section will show receipt details for payments made

3221807

14/10/2022

-\$1,219.50

[Previous](#)

[Attachments](#)

Click here to view the Rates Notices for this assessment.

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

Attachments

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.

Attachment Type	Description	Link
Rates and Water	2022-23 Rates Notice	View attachment
Rates and Water	2021-22 Rates Notice	View attachment
Rates and Water	2020-21 Rates Notice	View attachment
Rates and Water	2019-20 Supp Rate Notice	View attachment

Previous

Viewing Accounts - Registered User

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

Licensing Payments Animals Other

My Accounts
New Payment
Edit Payment

1234 Crescent, BARNEY POINT QLD 4880 (Rates)

A balance of your outstanding accounts will show here

My Accounts

The accounts you have with Council appear below, and only accounts with a current balance are displayed. Payment due dates can be seen on your notice when it is viewed online.

You can select one or more entries for payment by entering or accepting the payment amount.

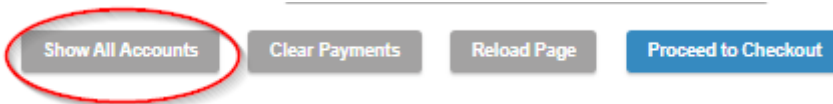
If you are a ratepayer, rates and charges will appear in your account below.

Formatted Name Gladstone Regional Council

Type	Reference	Description	Joint A/C	Amt Owing	Payment Due	Payment	Detail
Application	2845/1993/DA	[REDACTED]	<input type="checkbox"/>	\$35.00		<input type="text" value="35.00"/>	
Application	3082/1993/DA	[REDACTED]	<input type="checkbox"/>	\$35.00		<input type="text" value="35.00"/>	

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.





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.

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




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 28th 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
<input checked="" type="radio"/> Rates and Water Notices	

* indicates that the field is mandatory.

Rates and Water Notices

You will need your Payment Reference number to complete the transaction. The payment reference number can be found on your Rate Notice at the top right hand corner.

PLEASE NOTE: For Rates payments, the net amount must be received by Council before the discount due date shown on your rates notice. Please contact Council on (07) 4970 0700 for further assistance.

Payment Reference Number *

181461

Amount

Previous

Next

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

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



043 - 33045

Mr J Smith
101 Goondoon Street
Gladstone QLD 4680

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..

* indicates that the field is mandatory.

Rates and Water Notices

You will need your Payment Reference number to complete the transaction. The payment reference number can be found on your Rate Notice at the top right hand corner.

PLEASE NOTE: For Rates payments, the net amount must be received by Council before the discount due date shown on your rates notice. Please contact Council on (07) 4970 0700 for further assistance.

Payment Reference Number *

181461

Amount

Enter the amount you wish to pay here else select Next and it will pre-populate the amount outstanding

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.

Receipt Required?

Email Address *

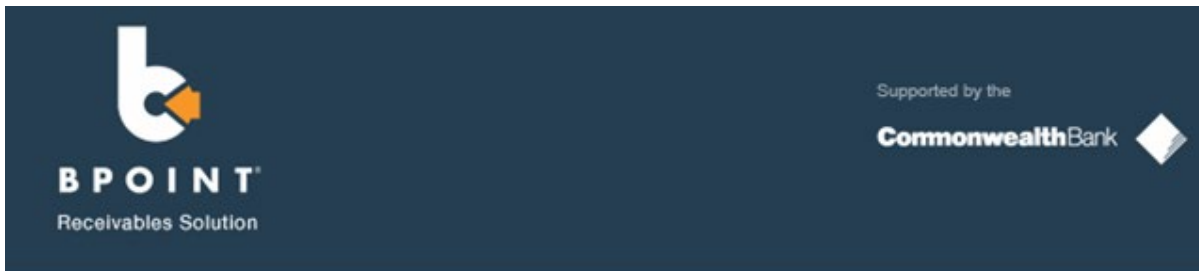
Name on Card *

Postal Address *

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



Make a BPOINT Payment

Billor Code: 1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)

Transaction ID:

Amount (AUD):

Select your payment option:

MasterCard VISA AMEX

MasterPass

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.

 **BPOINT**
Receivables Solution

Supported by the
CommonwealthBank 

Online Payment


You have entered the following details

Billers Code: 1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)
Transaction ID: PY-19579
Payment Amount: AUD 100.00

Please enter your card details to proceed

Card Number: **VISA**

Expiry Date: MM YY

CVN: 

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

The payment has been successfully processed.

Transaction Reference: PY-17560
Payment Date/Time: 27/03/2017 4:55:17 PM
Receipt Number: DEMO-1655744
Amount: \$100.00

 **Close**

 **New Payment**



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)

Applications Online

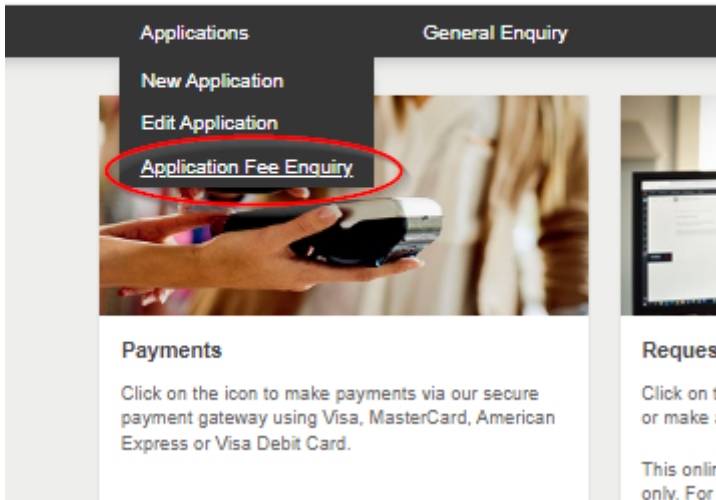
Customers can lodge the following applications online with Council;

- 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

Select Application Type

Below is a list of the Application types that you can lodge online. Please select the required application type and click the Next button to continue.

Development Services

Development Services are still accepting and processing applications. Please be aware that Council's time frames may be subject to some delays or a declaration issued by the Minister. Council will endeavour to notify the relevant customers during the COVID-19 period.

Permits

Building & Plumbing

To download the relevant application forms and guidelines please visit the State Government's Department of Infrastructure and Planning website.

Building Applications - [Click here](#)
Plumbing Applications - [Click here](#)

Please note this online lodgement service is not available for all application types, for any application types not listed below please contact Council on (07) 4970 0700 for alternate lodgement options.

Application Types	Instructions
<input checked="" type="radio"/> Building Work - Class 1a	<ul style="list-style-type: none"> New Dwelling or Duplex Enclosing under a Dwelling Residential additions/alterations such as: New bedroom/s, ensuite, unroofed deck, living room extensions etc.
<input type="radio"/> Building Work - Class 10a	<ul style="list-style-type: none"> Garage, Shed, Lawn Locker, Carport, Awning Roofed Deck, Verandah, Patio Storage Structure
<input type="radio"/> Building Work - Class 10b - Pools & Spas ONLY	<ul style="list-style-type: none"> Above Ground, In Ground and Inflatable Swimming Pools Spas
<input type="radio"/> Building Work - Class 10b(other) - Retaining Walls/Fences etc	<ul style="list-style-type: none"> Retaining Walls Fences over 2m in height Sail Structures, Shade Sails, Umbrellas Advertising Signs, Antennas
<input type="radio"/> Building Work - Private Certifier	
<input type="radio"/> Plumbing Work - New Dwelling - Sewered	Plumbing works associated with a new Dwelling connecting to Council's Sewer.
<input type="radio"/> Plumbing Work - New Dwelling - Non Sewered	Plumbing works associated with a new Dwelling connecting to an On-site Sewerage Facility, in areas where Council Sewer is not available.

Enter the details requested then select the 'Next' button

* indicates that the field is mandatory.

Fee Enquiry Page

Please enter the information requested below and then click the Next button to continue this will calculate the fee estimate. If you wish to lodge an application, please use the 'New Application' option. For any enquiries, please contact Council on (07) 4970 0700.

Fee Enquiry Fields

Total area of proposed building work (m2) *

Total \$ Value *

Previous

Next

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.

Application Fee

The fee calculation is generated based on the information entered and is an estimate only. Please contact Council on (07) 4970 0700, for applicable fees.

NOTE: 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.

Application Type

Building Work - Class 10a

Lodgement Fee

\$760.00

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.

[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.



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)



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'.

CPAYM

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 Application Type

Below is a list of the Application types that you can lodge online. Please select the required application type and click the Next button to continue.

Development Services

Development Services are still accepting and processing applications. Please be aware that Council's time frames may be subject to some delays or a declaration issued by the Minister. Council will endeavour to notify the relevant customers during the COVID-19 period.

Permits

Building & Plumbing

To download the relevant application forms and guidelines please visit the State Government's Department of Infrastructure and Planning website.

Building Applications - [Click here](#)

Plumbing Applications - [Click here](#)

Please note this online lodgement service is not available for all application types, for any application types not listed below please contact Council on (07) 4970 0700 for alternate lodgement options.

Application Types	Instructions
<input type="radio"/> Building Work - Class 1a	<ul style="list-style-type: none"> New Dwelling or Duplex Enclosing under a Dwelling Residential additions/alterations such as: New bedroom/s, ensuite, unroofed deck, living room extensions etc.
<input type="radio"/> Building Work - Class 10a	<ul style="list-style-type: none"> Garage, Shed, Lawn Locker, Carport, Awning Roofed Deck, Verandah, Patio Storage Structure
<input type="radio"/> Building Work - Class 10b - Pools & Spas ONLY	<ul style="list-style-type: none"> Above Ground, In Ground and Inflatable Swimming Pools Spas
<input type="radio"/> Building Work - Class 10b(other) - Retaining Walls/Fences etc	<ul style="list-style-type: none"> Retaining Walls Fences over 2m in height Sail Structures, Shade Sails, Umbrellas Advertising Signs, Antennas
<input type="radio"/> Building Work - Private Certifier	
<input type="radio"/> Plumbing Work - New Dwelling - Sewered	Plumbing works associated with a new Dwelling connecting to Council's Sewer.

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.

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

[Address Search](#) [Parcel Search](#)

Search for locations using Address details:

Property or Lot on Plan Search

Advanced Search

Street Number

Street Name

Street Type

Suburb

[Previous](#) [Search](#)

Choose the relevant property then select the 'Next' button

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Number of Properties Found: 1

	Address	Parcel Description
i	101 Goondoo Street, GLADSTONE QLD 4680	Lot 2 SP 228431

[Next](#)

[Address Search](#) [Parcel Search](#)

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.

* 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 *	<input type="text" value="testing"/>
Given Name *	<input type="text" value="testing"/>
Company Name	<input type="text" value="testing inc"/>
E-Mail Address *	<input type="text" value="test@test.com"/>
Address Line 1 *	<input type="text" value="101 Goondoon St"/>
Address Line 2	<input type="text"/>
Suburb *	<input type="text" value="GLADSTONE"/>
State Code *	<input type="text" value="QLD"/>
Postcode *	<input type="text" value="4680"/>
Phone (Mobile) *	<input type="text" value="1111 222 333"/>
Phone (Business Hours)	<input type="text"/>

All Communications will be delivered by email. Please ensure the email address entered is correct or you will not receive 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

* Indicates that the field is mandatory.

Size of proposed building work

Total area of proposed building work (m2) -

Total \$ Value -

Attachments (max. size 28MB)

Please provide the requested documents separately (do not scan as one large file) and are submitted in PDF format:

- Forms - combine as one single PDF
- Supporting documents - combine as one single PDF
- Plans - combine as one single PDF
- Specialist reports - combine as one single PDF and in PDF format.

Application Form -	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Plans -	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other Attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other Attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen
Attachment File Description	<input type="text"/>
Other attachments	<input type="button" value="Choose file"/> No file chosen

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.

Attachments (max. size 28MB)

Please provide the requested documents separately (do not scan as one large file) and are submitted in PDF format:

- Forms - combine as one single PDF
- Supporting documents - combine as one single PDF
- Plans - combine as one single PDF
- Specialist reports - combine as one single PDF and in PDF format.

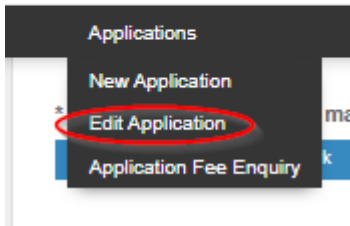
Application Form •	Select the 'choose file' button and select the relevant attachment to upload	<input type="button" value="Choose file"/> No file chosen
Attachment File Description		IDAS form 1 and 2 - 101 Goondoon Street Gladstone
Plans •	Complete the attachment name - this is not mandatory	<input type="button" value="Choose file"/> No file chosen
Attachment File Description		
Other Attachments		<input type="button" value="Choose file"/> No file chosen
Attachment File Description		
Other Attachments		<input type="button" value="Choose file"/> No file chosen

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.

Modify an incomplete online application lodgement.

This option allows you to modify the details of an Application lodgement that has not yet been submitted. Once an application has been submitted it is no longer available for modification here.

Date Created	Application Type	Location	Last Modified	Remove
18-10-2022 7:49	Building Work - Class 10a	101 Goondoon Street, GLADSTONE QLD 4680	18-10-2022 7:55	✕
18-10-2022 7:43	Building Work - Class 10a		18-10-2022 7:45	✕

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.

Confirm Your Application

Below are some of the details of your Application lodgement. Click the Next button to continue once you are sure that all of the application details have been completed correctly.

Application Type	Building Work - Class 10a
Properties	101 Goondoon Street, GLADSTONE QLD 4680
Lodgement Fee	\$754.00
Payment Method	Credit Card
Receipt Required?	Yes
Email Address *	<div style="border: 2px solid yellow; padding: 2px; display: inline-block; margin-right: 5px;"> Double check you have entered the correct email address </div> <input style="width: 80%;" type="text" value="testing@gladstone.qld.gov.au"/>
Payer Name	test
Payer Address	101 Goondoon Street

Size of proposed building work

Total area of proposed building work (m2)	150
Total \$ Value	300000

Privacy Act Personal Information Collection Notice
 Gladstone Regional Council is collecting your personal information for the purposes of processing your request and undertaking associated Council functions and services. Council is authorised to collect this information in accordance with the Local Government Act 2009 and associated laws. Your personal information will not be disclosed to third parties without your consent, or, if required to do so by law. This document is subject to the provisions of the Information Privacy Act 2009, Right to Information Act 2009 and the Public Records Act 2002.

Terms and Conditions of the Application
 Applicants must comply with the mandatory requirements under the relevant legislation to provide sufficient and correct information for Council to assess an application. In the event that insufficient or incorrect information and/or fees are lodged your application will not be processed in accordance with relevant legislation.


I understand and accept the terms and conditions of this application

Previous
Next

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.



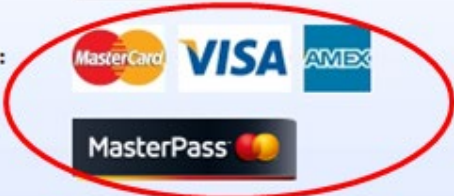
Make a BPOINT Payment

Billers Code: 1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)

Transaction ID:

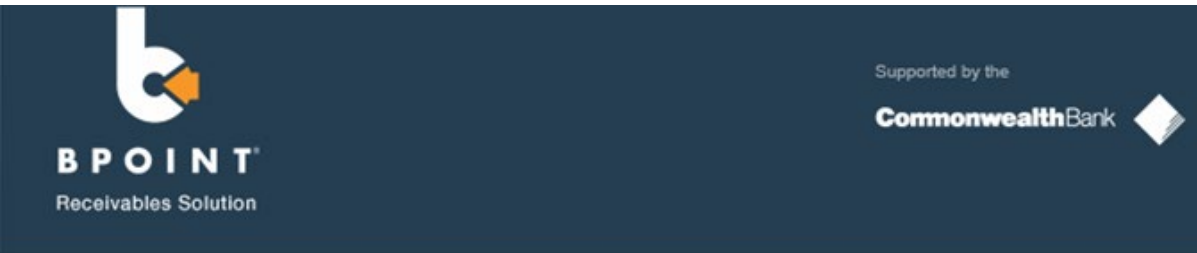
Amount (AUD):

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.



Online Payment


You have entered the following details

Billers Code: 1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)

Transaction ID: PY-19579

Payment Amount: AUD 100.00

Please enter your card details to proceed

Card Number: 

Expiry Date:

CVN:

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



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](#)

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 screenshot shows the 'Application Enquiry' search interface. It includes a header with the council logo and a title 'Application Enquiry'. Below the title is a list of search criteria: 'Application Reference', 'From Lodgement Date', 'To Lodgement Date', 'From Street Number', 'To Street Number', 'Street Name', and 'Suburb'. Each criterion has a corresponding input field. The 'Application Reference' field is highlighted with a yellow box and contains the text 'This is the application number'. The 'From Lodgement Date' and 'To Lodgement Date' fields are pre-filled with '01/10/2022' and '31/10/2022' respectively. At the bottom left, there are two buttons: 'Cancel' and 'Search'. The 'Search' button is circled in red.

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

DA/105/2022

Application Number:
DA/105/2022
Application Class:
Planning
Application Type:
Reconfiguring a Lot - Code
Lodgement Date:
30/09/2022

DA/104/2022

Application Number:
DA/104/2022
Application Class:
Planning
Application Type:
Referral Agency Assessment
Lodgement Date:
29/09/2022

DA/103/2022

Application Number:
DA/103/2022
Application Class:
Planning
Application Type:
Reconfiguring a Lot - Code
Lodgement Date:
29/09/2022

DA/102/2022

Application Number:
DA/102/2022
Application Class:
Planning
Application Type:
Material Change of Use - Impact
Lodgement Date:
29/09/2022

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.



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](#)



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

BS/241/2017

Application Number:

BS/241/2017

Application Class:

Water and Sewerage

Application Type:

Build over or adjacent to Council infrastructure

Status:

Compliant

Lodgement Date:

10/01/2017

Location:

101 Goondoon Street GLADSTONE QLD 4680



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.

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

Applications	General Enquiry	Licensing	Payments	Animals	Other	Home
 <p>Payments</p> <p>Click on the icon to make payments via our secure payment gateway using Visa, MasterCard, American Express or Visa Debit Card.</p>	 <p>Requests and Enquiries</p> <p>Click on the icon to lodge a request, report an issue or make an enquiry.</p> <p>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.</p> <p>To lodge a request to change your address - Click Here</p>	 <p>Animal Registration</p> <p>Click on the icon to register your animal.</p> <p>NOTE: This is for New Animal Registrations only. To pay your registration renewal or lapsed registration - go to the Online Payment Icon.</p>	 <p>Update Animal Details</p> <p>Click on the icon to edit your partially entered online registration or update Animal details such as;</p> <ul style="list-style-type: none"> - Changed address; - Moved council location; - Passed away; - Changed ownership; - Update desexing/microchip details; - Request for replacement registration tag. 	 <p>Bin Collection Day</p> <p>Search for a Property and view the garbage bin collection day on Council's mapping system.</p>	 <p>Applications</p> <p>Click on the icon to lodge an application. There are many Application types available, such as;</p> <ul style="list-style-type: none"> - Lilley's beach vehicle permits, - Building and plumbing, - Development applications, - Driveways, Works on Roads, - Water Services Applications, - Cemetery Applications, - Council Searches (Registered Users Only) 	

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.

Select Animal Class

For Animal registration renewals or lapsed registrations, go to [payments - Animal Registration Renewal](#).

If the Animal has been previously registered with Gladstone Regional Council, please do not register as a NEW Animal Registration.

IMPORTANT NOTE: Under Animal Management (Cats and Dogs) Act 2008, only one person aged 18 and over can be considered the Legal Owner of the animal. Council will not accept an Animal Registration Application where the person is under the age of 18.

A legal guardian/parent/carer can apply for registration on behalf of a person under the age of 18, however the animal will be registered under the legal guardian/parent/carer's name and the under 18 person listed as the Alternative Contact. Once the owner has turned 18 a Transfer of Ownership can be completed to put the animal into their name. If Council finds that a person under the age of 18 has registered an animal, the animal registration will be voided, and the registration will be forwarded to Council's Local Law unit for further investigation.

It is a State Legislation requirement under Section 14(1) of the Animal Management (Cats & Dogs) Act 2008, that cats and dogs born after April 2009, are implanted with a Prescribed Permanent Identification Device - PPID (Microchip) and Council be provided with updated animal microchip details. **All dogs and cats born after April 2009, that are aged 12 weeks and over, must be registered and microchipped, with the microchip details provided to Council.**

Please contact Council on (07) 4970 0700 for assistance with changing the Animals details.

Please select the relevant Registration Class and click on the Next button.

Contact Council on (07) 4970 0700 for any enquiries.

Cat

Proof must be provided to be eligible for Desexing and/or Pension Fee.

To be eligible for the pension fee at each renewal period please complete the Pensioner subsidy and concession Application and Council will confirm your eligibility with Centrelink or Department of Veteran Affairs on your behalf.

If you choose not to submit this form your fee will default to the full fee each renewal period and you will be required to present your card in person at a Council office annually.

Animal Classes	Instructions	Duration	Description	Animal Fee
<input type="radio"/> Entire Cat	Fees expire on 31st October 2022	1	Registration Fee	\$59.00
<input type="radio"/> Microchipped & Desexed Cat	Fees expire on 31st October 2022	1	Registration Fee	\$20.50
<input type="radio"/> Microchipped Cat	Fees expire on 31st October 2022	1	Registration Fee	\$50.50
<input type="radio"/> Desexed Cat	Fees expire on 31st October 2022	1	Registration Fee	\$29.50
<input type="radio"/> Pensioners - Microchipped & Desexed Cat	Fees expire on 31st October 2022 NOTE: If no Pension Remission Form is submitted to Council, ongoing Annual Animal Registration Renewals will NOT reflect a Pension Discount.	1	Registration Fee	\$11.50
<input type="radio"/> Pensioners - Desexed Cat	Fees expire on 31st October 2022	1	Registration Fee	\$18.00
<input type="radio"/> Pensioners - Microchipped Cat	Fees expire on 31st October 2022 NOTE: If no Pension Remission Form is submitted to Council, ongoing Annual Animal Registration Renewals will NOT reflect a Pension Discount.	1	Registration Fee	\$29.50
<input type="radio"/> Pensioners - Entire Cat	Fees expire on 31st October 2022 NOTE: If no Pension Remission Form is submitted to Council, ongoing Annual Animal Registration Renewals will NOT reflect a Pension Discount.	1	Registration Fee	\$35.50

Dog

Next

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.

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Address Search

Search for locations using Address details:

Property or Lot on Plan Search

Advanced Search

Street Number

Street Name

Street Type

Suburb



[Previous](#) [Search](#)

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

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Number of Properties Found: 1

	Address	Parcel Description
 	101 Goondoon Street, GLADSTONE QLD 4680	Lot 2 SP 228431

[Next](#)

Address Search

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

* 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.

Owner Details


Salutation *	Mr
Surname *	Test
Given Names *	Test
Address Line 1 *	101 Goondoon Street
Address Line 2	
Suburb *	GLADSTONE
State Code *	QLD
Postcode *	4680
E-Mail Address *	test@test.com
Phone (Business Hours)	
Phone (After Hours)	
Phone (Mobile) *	1111 222 333

Previous

Next

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.

 indicates that the field is mandatory.

Cat Details

Animal Name *	<input type="text" value="Fluffy"/>
Animal Breed *	<input type="text" value="Abyssinian"/>
Animal Colour *	<input type="text" value="Abyss Blue"/>
Animal Gender *	<input type="text" value="Female"/>
Animal Date of Birth *	<input type="text" value="01/07/2022"/>
Secondary Contact Please provide Name, Address and Phone number of Contact	<input type="text"/>
<input type="checkbox"/> Please tick this box, if you do not agree to Council providing your details to a third party for the purpose of reuniting your animal.	

Age Confirmation

By clicking this you confirm that you are over 18 years of age. You also acknowledge that proof of age and identification may be required to be provided.

Legal Owner Date of Birth:

Reasoning for Non-Microchipping

It is a State Legislative Requirement for all animals born after April 2009 to be microchipped. Council's Local Laws unit may conduct further investigation on this registration.

Please select the reason your animal is not microchipped

If Exemption has been given please specify here

Supporting Documentation

Animal Photo

Vet Exemption Document

Previous

Next

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.

Confirm Your Animal

Please find below some of the details of your Animal Registration. Once you have read and accepted the Animal Registration Terms and Conditions and are sure that all of the Animal details have been completed correctly, click on the Next button to continue to payment.

Animal Class	Entire Cat
Properties	101 Goonoon Street, GLADSTONE QLD 4880
Animal Fee	\$55.00
Payment Method	Credit Card
Receipt Required?	Yes
Email Address *	test@test.com
Payer Name	<input type="text"/>
Payer Address	<input type="text"/>

Cat Details

Animal Name	Fluffy
Animal Breed	Abyssinian
Animal Colour	Abyss Blue
Animal Gender	Female
Animal Date of Birth	01/07/2022
Please tick this box, if you do not agree to Council providing your details to a third party for the purpose of reuniting your animal.	No
Age Confirmation	
By ticking this you confirm that you are over 18 years of age. You also acknowledge that proof of age and identification may be required to be provided.	No
Reasoning for Non-Microchipping	
Please select the reason your animal is not microchipped	Animal born before April 2009

Gladstone Regional Council - New Animal Registration Online Terms and Conditions

Completing this online application does not automatically approve registration, registration will remain tentative until Council review and approval. By entering details requested and proceeding, you are agreeing to be bound by Council's Terms and Conditions of Use of this online facility. Only one (1) person can be registered as the Animal's Registered Owner - Applicant must be 18+.

Registration period is 1st November to 31st October annually.

Written proof (not certificate/labatory declaration) of desexing and/or microchipping MUST be provided to verify discount fee entitlements.

Customers transferring registration from another Council must provide proof of current registration, microchipping and desexing (if applicable).

Any changes to registration details must be made in writing to Council within seven (7) days of making them.

Customers may not use this online service to:

- Register Declared Dangerous or Menacing Dogs;
- Register restricted breed (i.e. Dogo Argentino, Fila Brasileiro, Japanese Tosa or of the type commonly known as 'American Pit Bull Terrier' or 'Pit Bull Terrier') or any crossbreed thereof;
- Register More than 2 dogs and 2 cats per allotment in a designated town area or more than 1 dog on premises which are multi-residential premises (ie. Units). To apply for approval to keep more than 2 dogs or cats in a designated town area, please complete a more than allowable animal application, a copy is available on Council's website. NB: Approval cannot be granted for more than 1 dog on multi-residential premises.;
- Register a dog that resides **outside** the Gladstone Regional Council boundary.

For further information on the above, please contact Council on (07) 4970 0700 to discuss further.

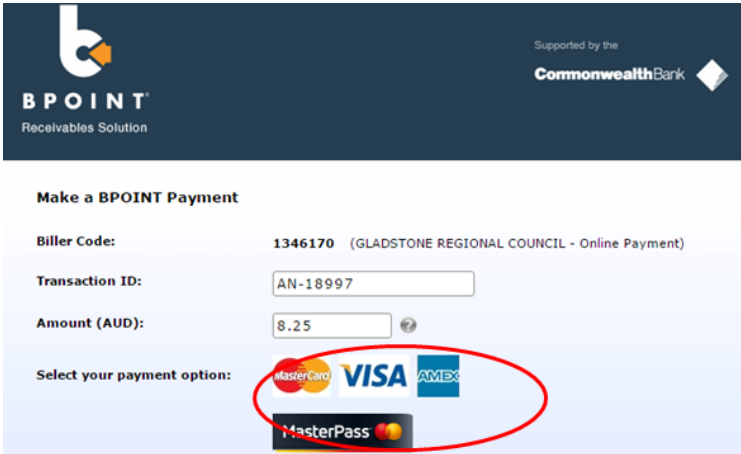
I acknowledge that payment and submission of this application does not automatically grant the application as approved.

Agree to the "Gladstone Regional Council New Animal Registration Online Terms and Conditions"

Previous
Next

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.




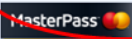


Make a BPOINT Payment

Biller Code: 1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)

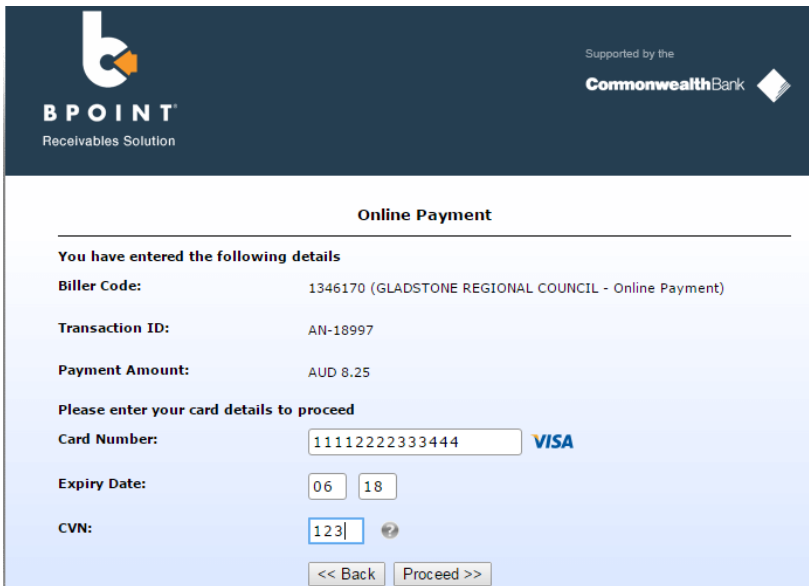
Transaction ID: AN-18997

Amount (AUD): 8.25

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.



Online Payment


You have entered the following details

Biller Code: 1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)

Transaction ID: AN-18997

Payment Amount: AUD 8.25

Please enter your card details to proceed

Card Number: 11112222333444 

Expiry Date: 06 18

CVN: 123

<< Back Proceed >>

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.



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](#)

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.*

[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.



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.



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)

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.

Q Search request types...


Animal - Cancel Registration
Animal - Registration Replacement Tag
Animal - Report a Barking Dog
Animal - Report a Swooping Magpie
Animal - Report an Animal Nuisance
Animal - Update Desexing or Microchip Details
Baiting Campaign Registration
Cemetery - Grave Location Search
Cemetery - Requests and Enquiries
Conservation Coastal Fox Sighting Report
Footpaths and Cycleways - Minor Repair / Request
Illegal Dumping - Report Illegal Dumping
Licence - Request Information Regarding a Licence
Other - Administrative Action Complaint
Other - Compliment or Feedback
Other - Make an Enquiry

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.

GLADSTONE
REGIONAL COUNCIL

IMPORTANT - If you have an urgent situation or an emergency please phone (07) 4970 0700 anytime. If you have a life threatening situation please immediately dial Triple Zero (000).
Should your request/enquiry require follow-up action, Council will respond within 10 business days.

PRIVACY STATEMENT - Council is gathering your personal information to enable it to process requests made by you of Council. Use of this information by Council will be limited to the processing of your request and will not be provided to any third parties unless authorized by you, required to enable the request made to be processed or otherwise as authorized by relevant legislation. Full details of Council's Information Privacy Policy are available on Council's public website.

 New Request

Request Type *

Given Names * Limit 50 characters

Surname * Limit 50 characters

Contact Me * Yes No NOTE: If you wish to be contacted with an outcome please select the "YES" option for Contact me and complete the contact details.

Remember my details

Location Provide the location of the issue

What type of animal does your request relate to?

Is this a Declared Dangerous or Menacing Dog?

What is the Animal Reference Number/s (This is located on your Animal Registration Renewal Notice)?

What is the Animals Name?

What is the Animal Registration Tag Number?

What is the Address of where the animal is registered?

What is the reason for Cancelling the animal registration?

Do you have any further information/comments to provide?

Notes Summary

Attachments

Note: A maximum number of 8 attachments can be added

* Required Fields

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

GLADSTONE
REGIONAL COUNCIL

Thank you for contacting Gladstone Regional Council. Your Customer Service Request (CSR) number is **687003**.

Your request or enquiry has been submitted and has been tasked to the relevant business unit for action. If we are unable to provide an immediate resolution to your enquiry a Case Manager will be assigned to you as a point of contact until we resolve it. If your enquiry is urgent you can call (07) 4970 0700 at any time.

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 in (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



Bin Collection Day

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

Searching Bin Collection Day

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



Select the 'Bin Collection Day' Icon.

[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.



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.



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)

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

General Enquiry Search

You can perform a search by selecting one of the available options below, and then entering some or all of the requested details.

If searching a name field and you are unsure of name, use wild card (*) after or before and after name.

Example; Searching Connell or O'Connell type in *Connell* OR Searching Surname Smith and first name starts with B, type in the surname then in the given name type B*

Select an alternate Enquiry list

Property Enquiry

[Address Search](#) [Parcel Search](#)

Search for locations using Address details:

Property or Lot on Plan Search

Advanced Search

Street Number

101

Street Name

[goondoon](#)

Street Type

Goondoon

Suburb

Previous

Search

Click on the property address with the blue link

Property Enquiry

Please find below, enquiry search results. If available, you can click on [blue highlighted](#) words in the the first column to display more details.

General Enquiry Search

Select an alternate Enquiry list

Property Enquiry

Address Search

Search for locations using Address details.

Property or Lot on Plan Search
 Advanced Search

Street Number

Street Name

Street Type
(any)

Suburb

Search

Parcel Search

Property Enquiry

Map View

Property Address	Property Description	Land Area in m2	Property Type
101 Goondoon Street GLADSTONE QLD 4680	Lot 2 SP 228431	5788	Standard Property

Click on the blue link

Enquiry Detail View

Property

Property Address	101 Goondoon Street, GLADSTONE QLD 4680
Property ID	181677
View selected property on Council's mapping system	Click here (Bin collection day and Aerial photos available)

Previous **New Search**

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 Identify Bookmarks Clear All Results Clear Highlighted Area Erase Buffer Print Geocortex User Guide Help

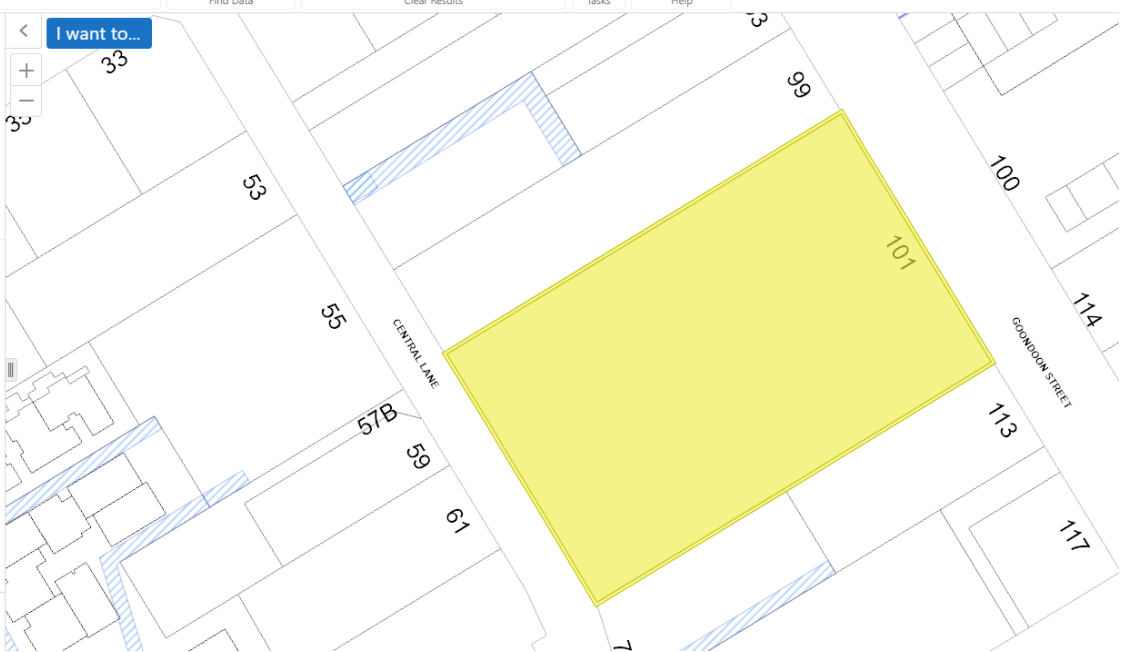
Navigation Find Data Tasks

Base Parcel (1)

☆ Lot 2 SP228431
101 Goondoon Street
GLADSTONE CENTRAL

Recycle Collection: _
Garbage Collection: _

Building Drainage Plan: [2SP228431](#)
(If Available)



Displaying 1 - 1 (Total: 1)

Page 1 of 1

 **RECYCLING CALENDAR 2017/2018**

WEEK TWO

July 2017	August 2017	September 2017	October 2017
M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
November 2017	December 2017	January 2018	February 2018
M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
March 2018	April 2018	May 2018	June 2018
M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	M T W T F S S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Licences Online

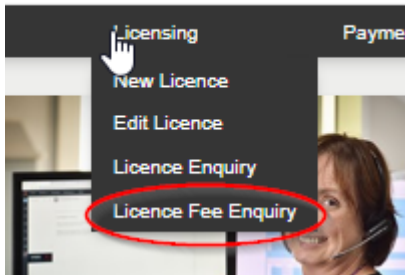
Customers can lodge the following licences online with Council;

- 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

Select Licence Type

Below is a list of the Licence types that you can request online. Please select the required Licence type and click the Next button to continue.

Environmental Health – Licences

Licence Types	Instructions
<input checked="" type="radio"/> Food - Licence Application (Fixed Food Premises, Cafe, Takeaway/snack bar, Restaurant, Mobile Food Vehicle, Water Carrier)	For registered Non Profit Organisations, licence amendments or transfers of existing licences, a hardcopy application form is required click here and navigate to the 'F' section for the appropriate form. Do not submit an online application.
<input type="radio"/> Temporary Food Stalls - (Markets, Events)	
<input type="radio"/> Transfer Food Licence	This relates to the TRANSFER OF LICENCE only Complete Business Operation Details & Part A
<input type="radio"/> Amendment Food Licence	This relates to DESIGN STRUCTURE AMENDMENT OR CHANGES TO A CURRENT FOOD BUSINESS OPERATIONS
<input type="radio"/> Commercial Activities	Commercial Activities is a business operating on council controlled land.
<input type="radio"/> Skin Penetration	
<input type="radio"/> Amendment Skin Penetration	
<input type="radio"/> Transfer of Skin Penetration	
<input type="radio"/> Health Compliance Search	

Next

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.

Licence Fee

The fee calculated for the Licence details you have entered is shown below.

Licence Type

Food - Licence Application (Fixed Food Premises, Cafe, Takeaway/snack bar, Restaurant, Mobile Food Vehicle, Water Carrier)

Licence Fee

\$880.00

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.



Payments

Click on the icon to make payments via our secure payment gateway using Visa, MasterCard, American Express or Visa Debit Card.



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.



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'.

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 Licence Type

Below is a list of the Licence types that you can request online. Please select the required Licence type and click the Next button to continue.

Environmental Health – Licenses

Licence Types	Instructions
<input checked="" type="radio"/> Food - Licence Application (Fixed Food Premises, Cafe, Takeaway/snack bar, Restaurant, Mobile Food Vehicle, Water Carrier)	For registered Non Profit Organisations, licence amendments or transfers of existing licences, a hardcopy application form is required click here and navigate to the 'F' section for the appropriate form. Do not submit an online application.
<input type="radio"/> Temporary Food Stalls - (Markets, Events)	
<input type="radio"/> Transfer Food Licence	This relates to the TRANSFER OF LICENCE only Complete Business Operation Details & Part A
<input type="radio"/> Amendment Food Licence	This relates to DESIGN STRUCTURE AMENDMENT OR CHANGES TO A CURRENT FOOD BUSINESS OPERATIONS
<input type="radio"/> Commercial Activities	Commercial Activities is a business operating on council controlled land.
<input type="radio"/> Skin Penetration	
<input type="radio"/> Amendment Skin Penetration	
<input type="radio"/> Transfer of Skin Penetration	
<input type="radio"/> Health Compliance Search	

Next

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.

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Address Search Parcel Search

Search for locations using Address details:

Property or Lot on Plan Search

Advanced Search

Street Number

Street Name

Street Type

Suburb

Previous

Search

Choose the relevant property then select the 'Next' button

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Number of Properties Found: 1

Address	Parcel Description
101 Goondoon Street, GLADSTONE QLD 4880	Lot 2 SP 228431

Next

[Address Search](#) [Parcel Search](#)

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

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

Add parties applicable to the Application/Lodgement




This page allows you to link persons, businesses or contractors that are associated with this application/lodgement.

Please provide as much detail as possible to identify these parties.

Please note that for some applications/lodgements this section is mandatory and that you will have to enter the requested details before proceeding.

To add your name click on the little icon under Link/s

Please do not hesitate to contact Gladstone Regional Council on (07) 4970 0700, for further information.

Parties	Names	Link/s
Licensee *	No names are currently linked. To add a name click on the loon under Link/s.	
Trading Name	No names are currently linked. To add a name click on the loon under Link/s.	
Contact	No names are currently linked. To add a name click on the loon under Link/s.	

Previous

Next

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

* 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 *	<input type="text" value="testing"/>
Given Name *	<input type="text" value="testing"/>
Company Name	<input type="text" value="testing inc"/>
E-Mail Address *	<input type="text" value="test@test.com"/>
Address Line 1 *	<input type="text" value="101 Goondoon St"/>
Address Line 2	<input type="text"/>
Suburb *	<input type="text" value="GLADSTONE"/>
State Code *	<input type="text" value="QLD"/>
Postcode *	<input type="text" value="4680"/>
Phone (Mobile) *	<input type="text" value="1111 222 333"/>
Phone (Business Hours)	<input type="text"/>

All Communications will be delivered by email. Please ensure the email address entered is correct or you will not receive 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

* 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 30 days 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)).

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)

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

Types of Food Handled

Please select the Types of Food Handled below

- Fish/Seafood Products
- Chilled /Seafood Products
- Bakery Products
- Sandwiches
- Alcohol
- Raw Meats / Frozen Meat / Poultry
- Bulk Storage
- Meat Pies
- Vegetables/Fruit
- Ice
- Confectionary
- Eggs
- Rice/Pasta
- Cooked Meats
- Milk / Ice-Cream/ Yoghurt / Cheese
- Water Carrier

Vehicle Details

Please supply Vehicle Details

Do you deliver food in a vehicle?

Do you handle or prepare food in a vehicle?

If Yes, how many vehicles do you use?

Vehicle 1 Type

Vehicle 1 Rego

Vehicle 2 Type

Vehicle 2 Rego

Vehicle 3 Type

Vehicle 3 Rego

[Previous](#)

[Next](#)

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.

24

* indicates that the field is mandatory.

Attachments

Attachments must be in PDF. It is preferred that attachments are uploaded separately as requested and not scanned and uploaded as one large file.

Site Plan (location of site/lot) *

Select the 'choose file' button and select the relevant attachment to upload.

Choose file No file chosen

Floor Plan (layout of business) *

Complete the attachment name - this is not mandatory

Choose file No file chosen

Sectional Elevations

Choose file No file chosen

Hydraulic Plans

Choose file No file chosen

Mechanical Exhaust Ventilation

Choose file No file chosen

List of Attached Documents

Choose file No file chosen

Other Attachments

Choose file No file chosen

Previous

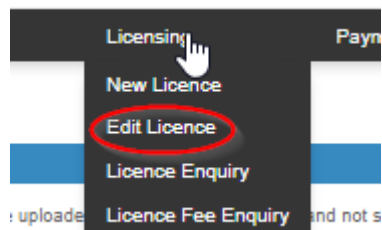
Next

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.

[Modify an existing Licence Request](#)

This option allows you to modify the details of a Licence Request that has not yet been submitted. Once an licence has been submitted it is no longer available for modification here.

Date Created	Licence Type	Location	Last Modified	Remove
18-10-2022 8:45	Food - Licence Application (Fixed Food Premises, Cafe, Takeaway/snack bar, Restaurant, Mobile Food Vehicle, Water Carrier)	101 Goondoon Street, GLADSTONE QLD 4680	18-10-2022 8:50	✕

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.

Confirm Your Licence

Below are some of the details of your Licence request. Click the Next button to continue once you are sure that all of the licence details have been completed correctly.

Licence Type

Food - Licence Application (Fixed Food Premises, Cafe, Takeaway/snack bar, Restaurant, Mobile Food Vehicle, Water Carrier)

Properties

101 Goondoon Street, GLADSTONE QLD 4680

Licence Fee

\$714.00

Payment Method

Credit Card

Receipt Required?

Yes

Email Address

Double check you have entered the correct email address.

testing@gladstone.qld.gov.au

Payer Name

test

Payer Address

test

Privacy Act Personal Information Collection Notice

Gladstone Regional Council is collecting your personal information for the purposes of processing your request and undertaking associated Council functions and services. Council is authorised to collect this information in accordance with the Local Government Act 2009 and associated laws. Your personal information will not be disclosed to third parties without your consent, or, if required to do so by law. This document is subject to the provisions of the Information Privacy Act 2009, Right to Information Act 2009 and the Public Records Act 2002.

Your application will not be accepted and processed without all the required details completed, applicable fees paid and all required documentation provided. If a decision is not made (ie: business not yet constructed) the application is automatically deemed as refused.

I understand and accept the terms and conditions of this application

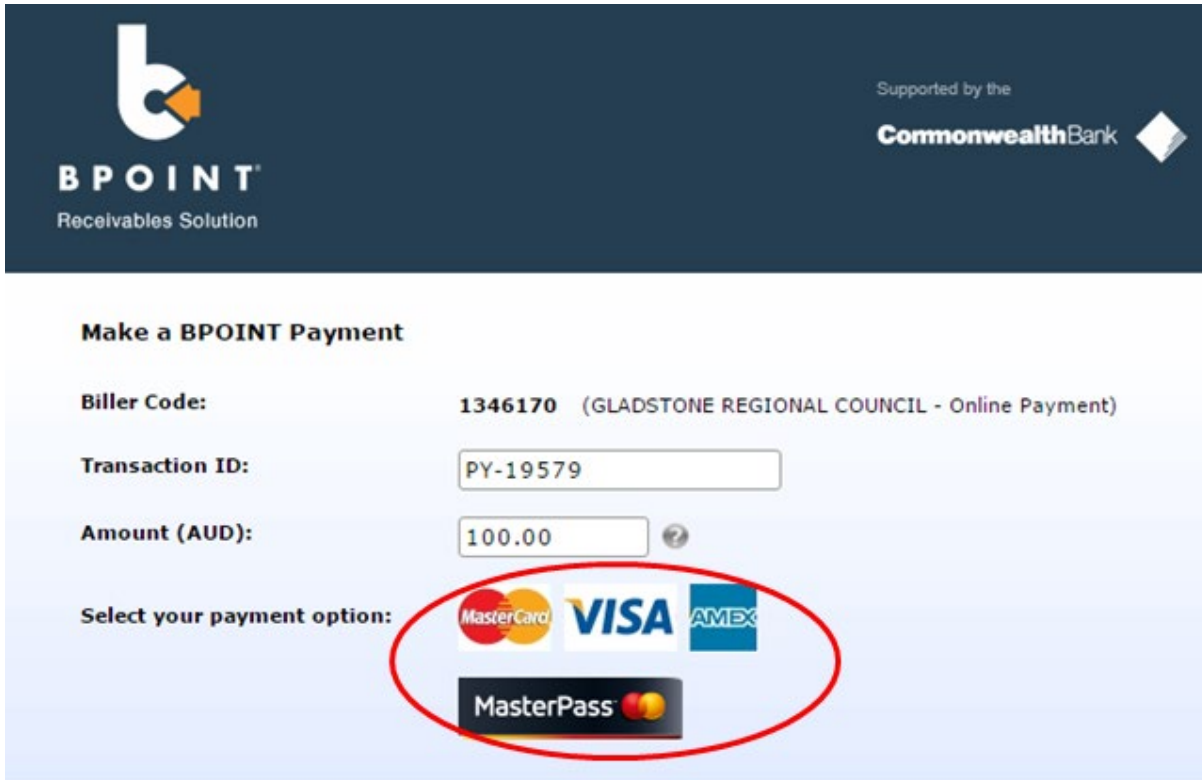
Previous

Next

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.



BPOINT
Receivables Solution

Supported by the
CommonwealthBank


Make a BPOINT Payment

Billers Code: 1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)

Transaction ID:

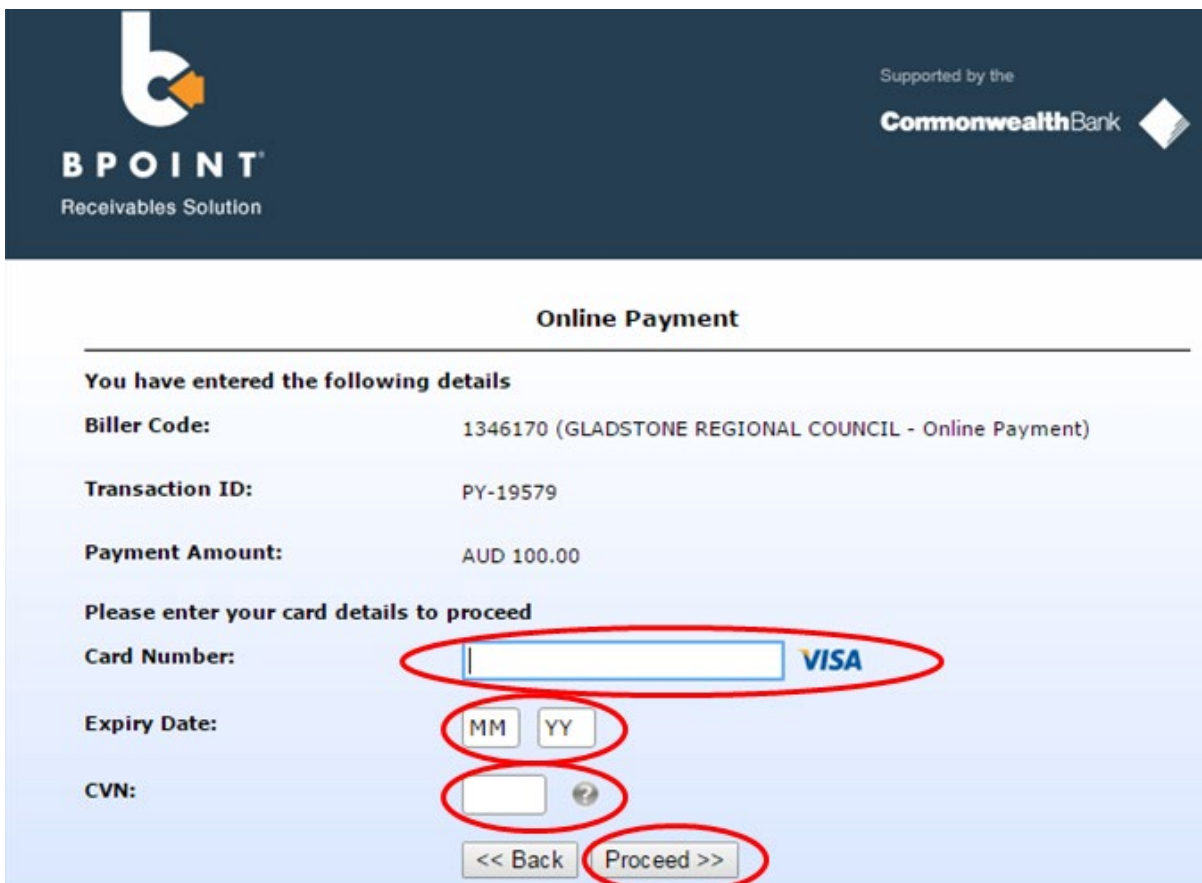
Amount (AUD):

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.



BPOINT
Receivables Solution

Supported by the
CommonwealthBank

Online Payment


You have entered the following details

Billers Code: 1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)

Transaction ID: PY-19579

Payment Amount: AUD 100.00

Please enter your card details to proceed

Card Number: 

Expiry Date:

CVN:

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



Licensing Enquiry

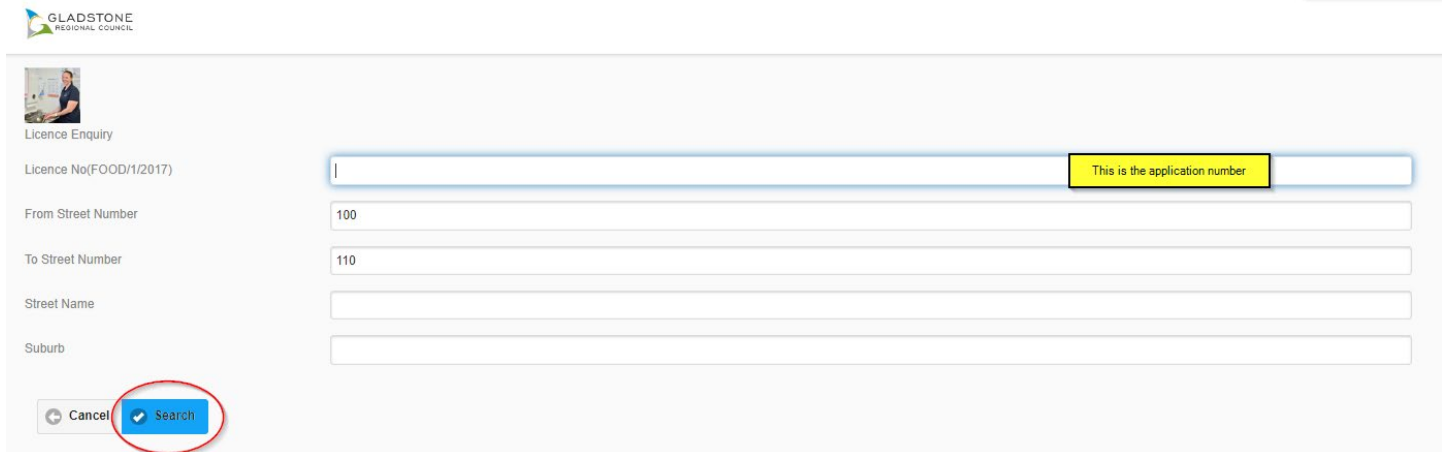
Click on the icon to make a licensing enquiry.

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

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 screenshot shows the 'Licence Enquiry' search interface. It includes a header with the council logo and a small profile picture of the woman from the previous image. The search fields are as follows:

Licence No(FOOD/1/2017)	<input type="text"/>
From Street Number	<input type="text" value="100"/>
To Street Number	<input type="text" value="110"/>
Street Name	<input type="text"/>
Suburb	<input type="text"/>

At the bottom left, there are two buttons: 'Cancel' and 'Search'. The 'Search' button is highlighted with a red circle. A yellow callout box points to the 'Licence No' field with the text 'This is the application number'.

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.



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'.

Sign in



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 Goonoon 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 Goonoon Street, GLADSTONE QLD 4680
Lodgement Date:
04/05/2018