Through the 'Online services' button

STEP 1

Navigate to council's website at www.centralhighlands.qld.gov.au

STEP 2

On the home page, click the 'Online services' button in the top right corner, located next to council's phone number.

STEP 3

You will be redirected to our 'Online Services Portal' page. A disclaimer will pop on the screen. Please read this carefully and then hit the 'X' button located in the bottom right corner.

On this page you can find out more about the portal's functions, how to navigate the portal and the development application tracking tool.

To enter the portal click on the green button titled 'Accept disclaimer & enter as guest'.
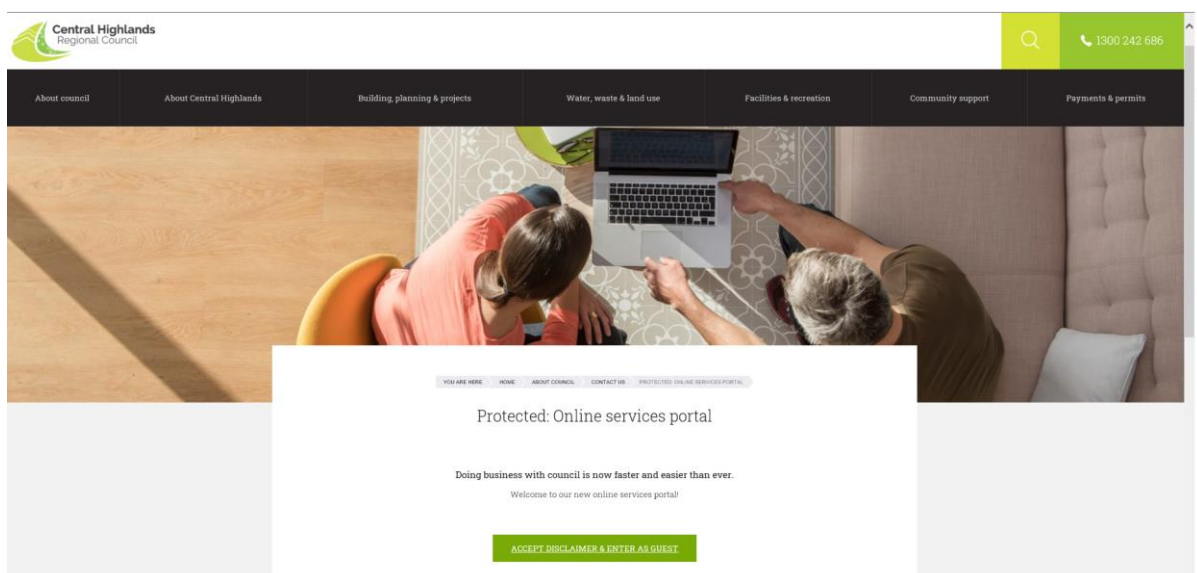
STEP 4

This will open the portal in a new tab. You will see four icons. Click on 'Create customer request'.

STEP 5

Under 'Request information' there will be a box asking what your request is in relation to. Start typing a key word related to your request (for example dog or road). Otherwise you may use the drop-down arrow to scroll through all the categories and find the best suited one.
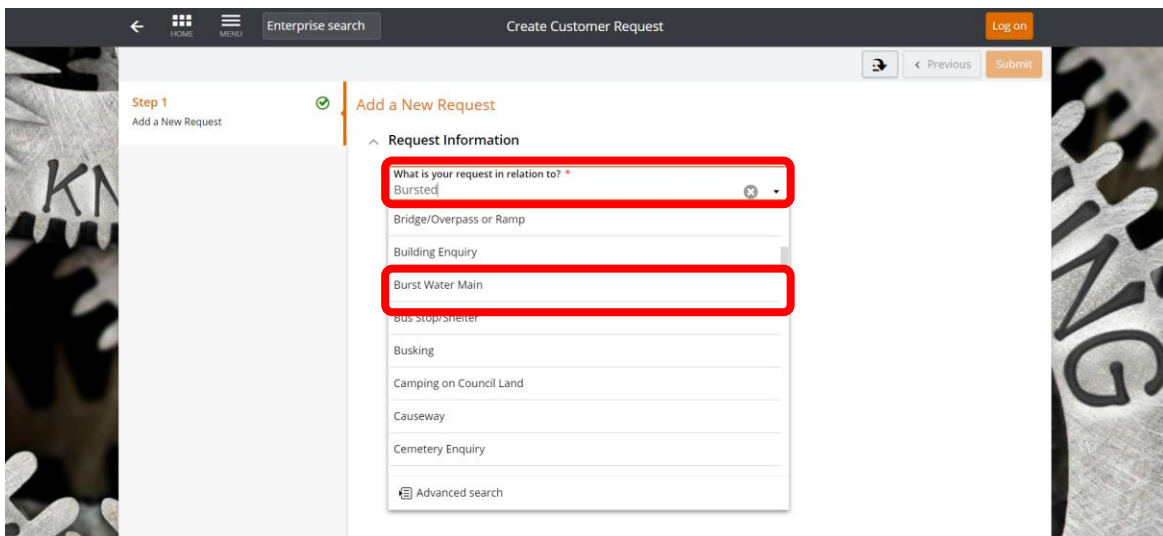
STEP 6

Depending on the request type, you may be prompted to provide more details. Please fill in all required areas.

STEP 7

Start typing your address under 'Location search'. Select the corresponding address from the options.
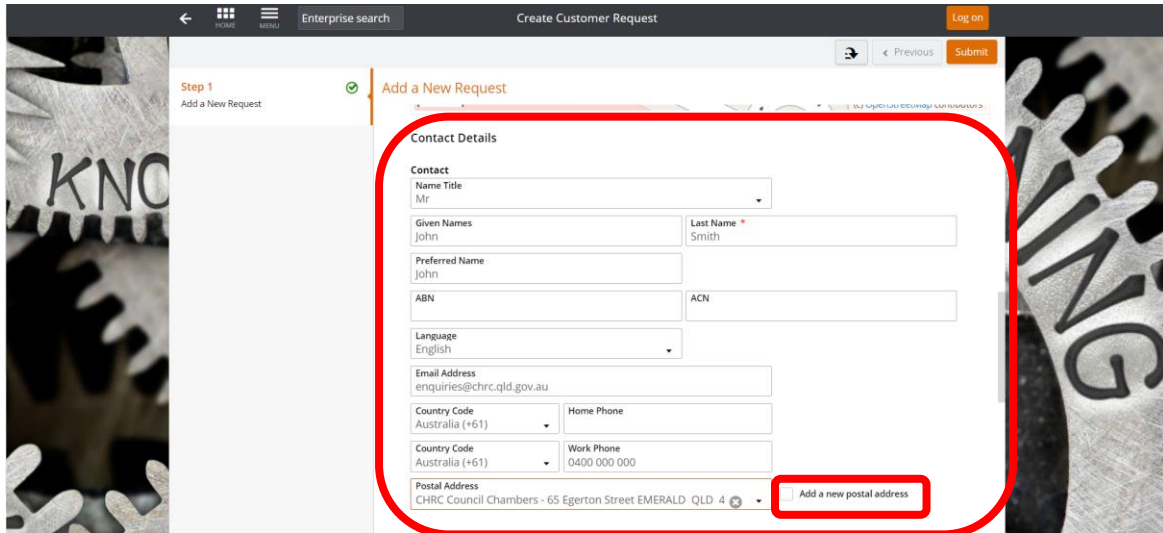
STEP 8

Fill in your contact details, including a mobile number or email address. If you wish to add a new postal address, simply click on 'Add new postal address' on the right-hand side.

STEP 9

If you wish to receive updates on this request, select the checkboxes below. You can also choose how you would like to be notified of these updates.
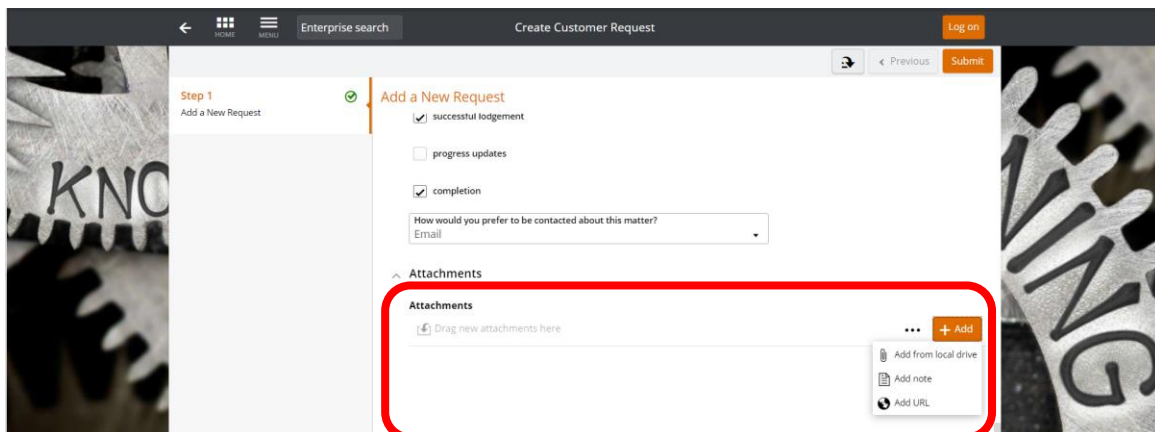

STEP 10

If you wish, you can add attachments e.g. pictures. To do so simply click the 'Add' button under the attachments section or drag and drop.

STEP 11

Double check all the information you have entered is correct, then hit 'Submit'. Your request tracking number will display on the screen. This request number will also be sent to the email address that you have provided.