Lodging a request through the 'I want to' section

STEP 1

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

STEP 2

On the home page, you will see the heading 'I want to'. Under this select the 'Lodge a request' button.

STEP 3

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

On this page you will find a number of request categories, such as Animals. Click on a heading to expand a category.

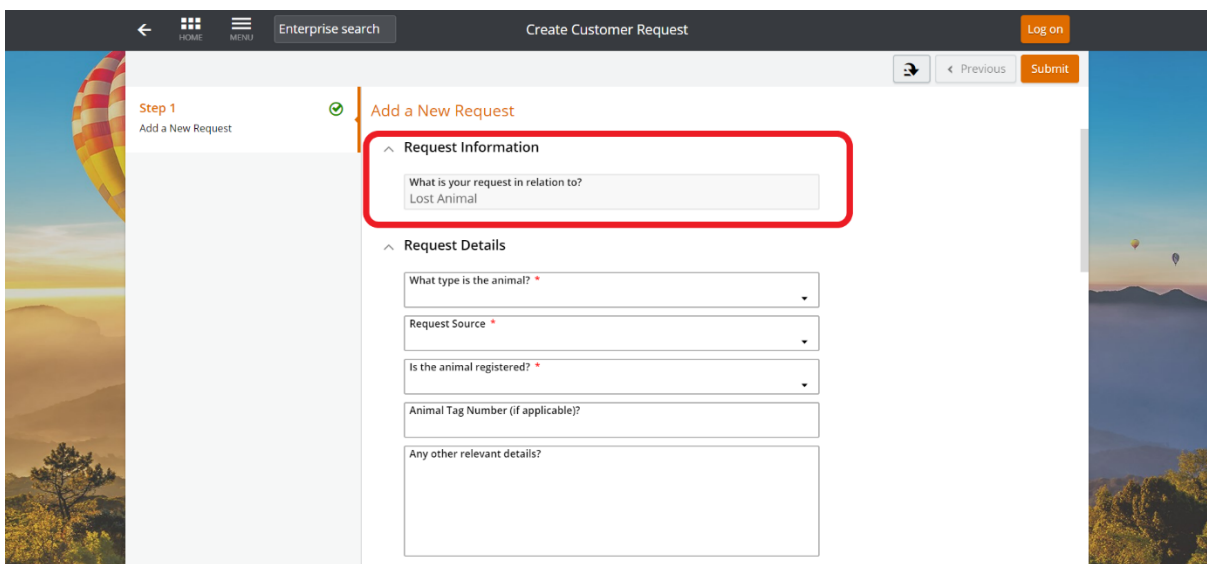To enter the portal, click on the relevant request link such as 'Lost animal'.
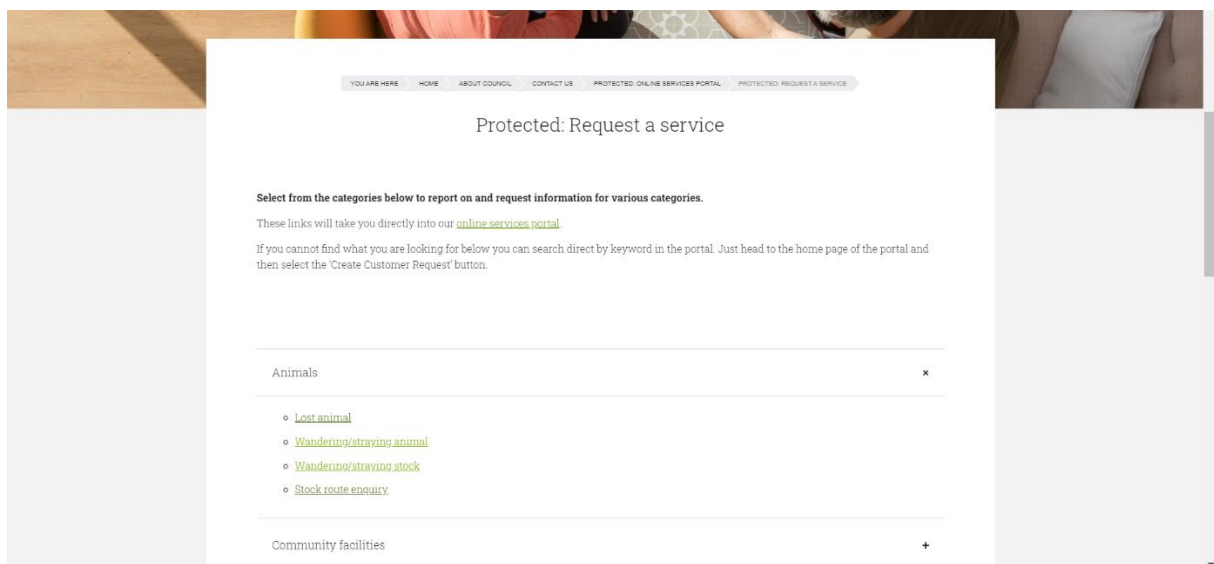
STEP 4

The portal will open in a new tab in your browser. You will see that it takes you straight to the 'Create customer request' page.
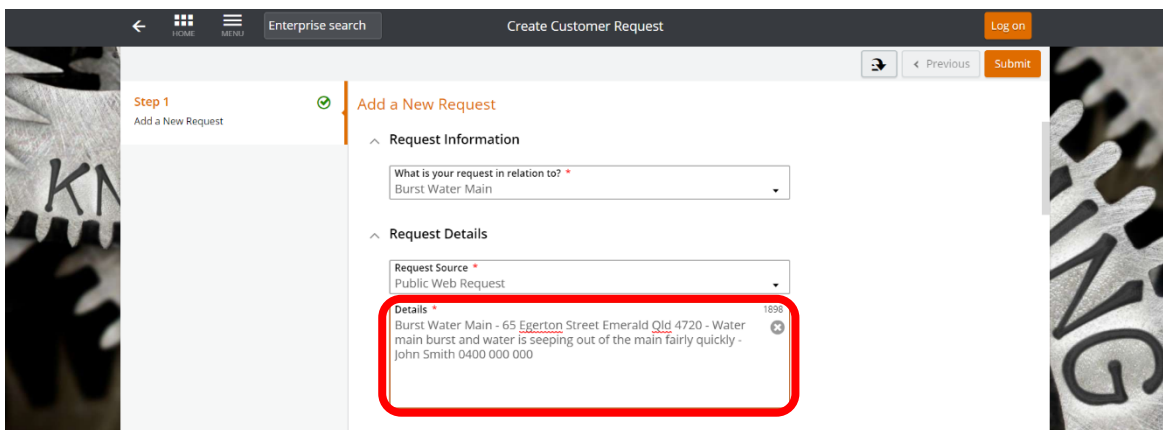
STEP 5

Under 'Request information' there will be a box asking what your request is in relation to. Note this will be pre-filled with the request type you previously selected.

If there are other details to be entered, please fill in all required areas and provide as much information as possible.
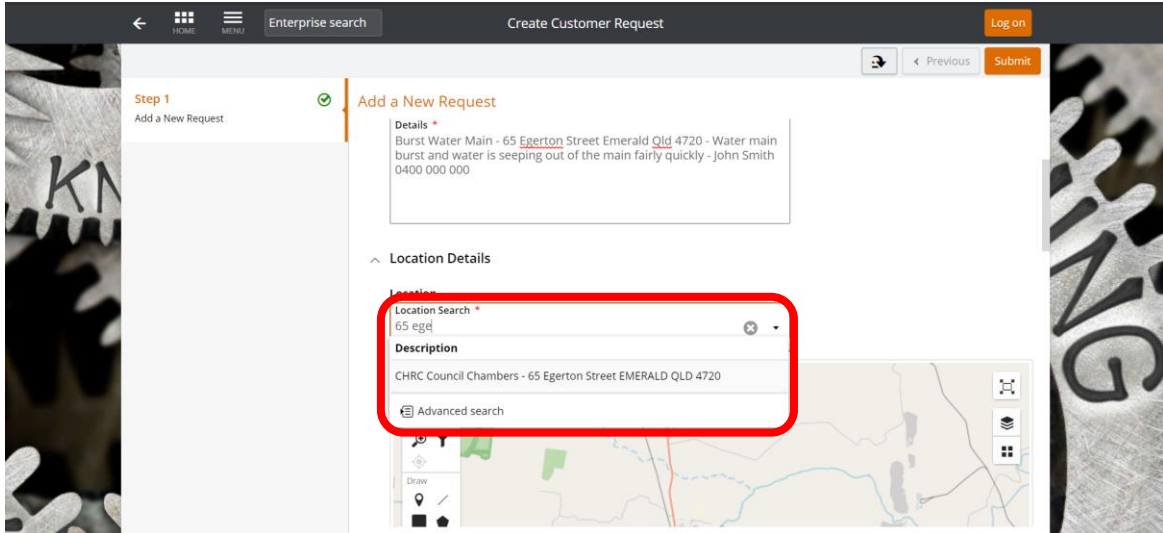
STEP 6
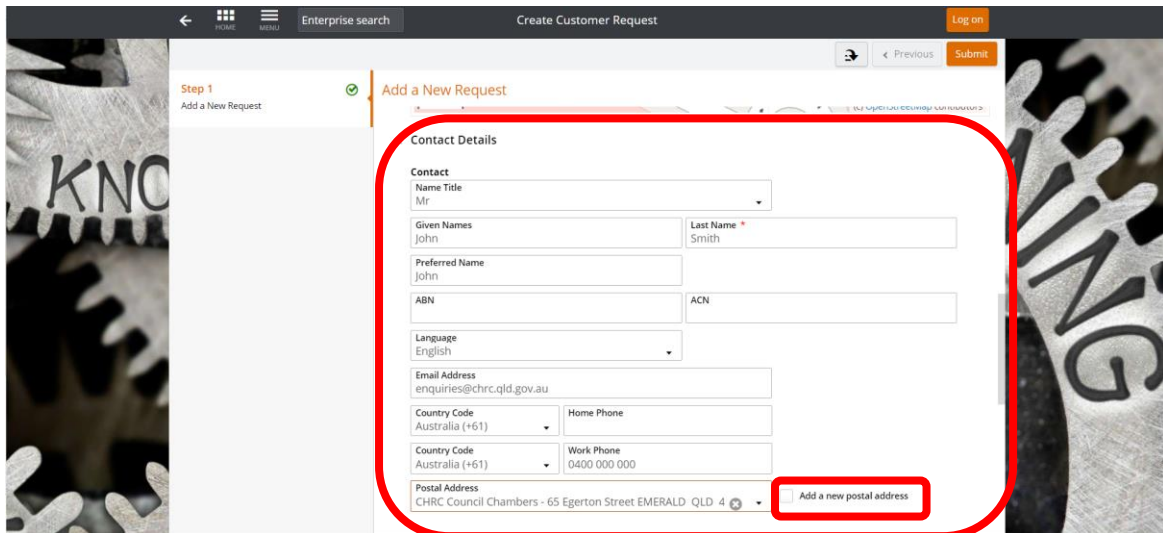
Start typing your address under 'Location search'. Select the corresponding address from the options.

STEP 7

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.
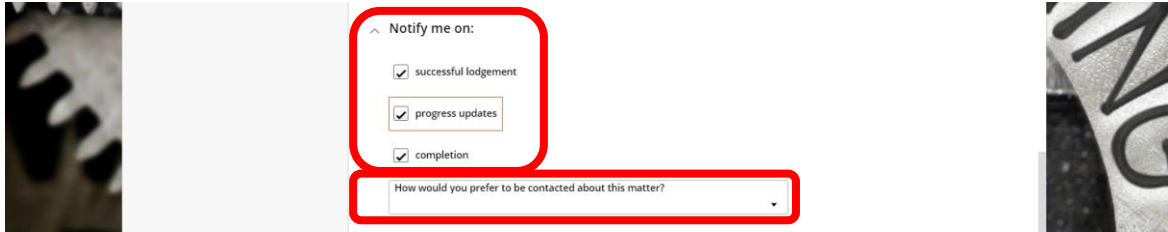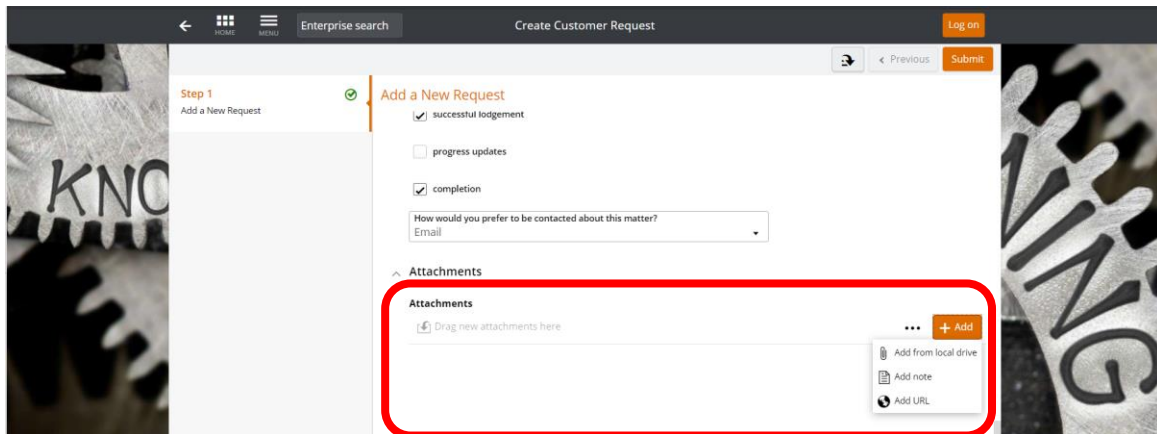
STEP 8

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 9

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 10

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.