

About this guide

This guide covers the steps to create an **Environmental Impact Assessment** application via the Environment (EIA) portal and submit it for review & approval (if required).

It also shows how to submit a **General Planning Enquiry**.

How to use this guide

This user guide contains:

- a summary or “cheat sheet” format of the instructions for quick reference, and
- detailed step-by-step instructions with screenshots.

Summary of the steps



Detailed instructions with screenshots



How to access the Environment Portal

The **Environmental Portal** is accessed via the Endeavour Energy **[Enterprise Customer Portal](#)**

For further information, refer to **User guide: How to access the Environment Portal (ASP 3)**

SUMMARY OF STEPS

Submit General Planning Enquiry

1. Click  **Create** (navigation panel on left of screen)
2. Select **Environmental Impact Assessment**
3. The Create Environment Impact Assessment [case number] dialog box displays. *The system automatically assigns the next available case number.* Confirm your contact details (update if required) and click **Submit**. The **Successfully submitted** message confirms the information is saved
4. For an **enquiry**, select “**To amend or change scope for a project with an environmental approval**”. Additional questions then display.
5. **Describe your query** - this is a free text field. Enter the details of your planning enquiry.
6. **Upload PDF, JPEGs / supporting documentation** – drag and drop any file or files you want to include in your enquiry (you can also use “choose files” to browse to and select the relevant files). . Note that there is a delete icon (*if you have uploaded the incorrect attachment, delete the attachment and upload again*).
7. Click **Next** to save the information entered and proceed to the next screen.
8. The **Review** screen displays your responses. Note that the case type has changed to **General planning enquiry**. *If you need to **make any changes**, click **Back** to return to the previous screen, make the required changes and click Next.*
9. If the information in your enquiry is correct, click **Submit**.
10. A **Successfully submitted!** system message briefly displays at the bottom of the screen. The work status shows **Pending-Assessor Response**. The Input stage shows completed (green tick) and the case is now at the Assess stage.
11. Click  or  to return to your Home page.
12. Select the **Organisation applications** tab.
13. Your case is listed and has been routed to the Customer Network Solutions (CNS) team.

Save as draft

Retrieve draft and submit or withdraw

On any screen, you have the option to save your application as draft.

1. Click 
2. **Task saved** message briefly displays.
3. Click  to return to your Environmental Portal **Home** screen.
4. Select the **My Work** or the **Organisation applications** tab.
5. A draft application has the status OPEN. Click the **Case ID** to view the application.
6. Click  to open the application in edit mode.
7. Continue to complete the application.

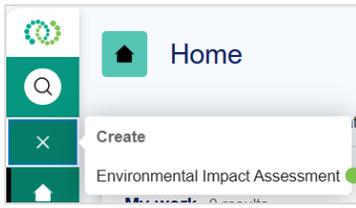
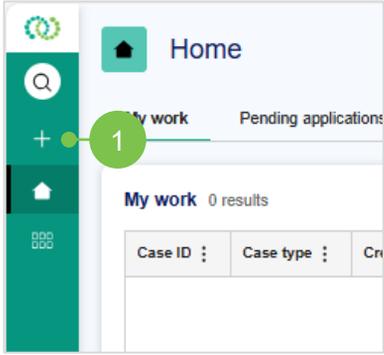
SUMMARY OF STEPS

Create an Environmental Impact Assessment and submit for review

1. Click  **Create** and select **Environmental Impact Assessment**
2. Confirm your contact details (update if required) and click **Submit**. The **Successfully submitted** message confirms the information is saved
3. For an **environmental impact assessment** (EIA), select “**To commence an environmental approval for a project**”. Additional questions display based on your response.
4. Enter your **CAMS reference number** and click **Next** to save the information entered and proceed to the next screen.
5. Complete all **relevant** and **required** fields. A red asterisk * denotes a mandatory field or question.
6. **Supporting documentation or evidence** – drag and drop any file or files you want to include in your EIA application (you can also use “choose files” to browse to and select the relevant files). Note that there is a delete icon (*if you have uploaded the incorrect attachment, delete the attachment and upload again*).
7. **Date** fields – enter the date or select from the calendar.
8. When you have completed all required fields, click **Next** to save the information entered and proceed to the next screen.
9. **Capture site details**. Use the **+** zoom in / **-** out icons to zoom to a location on the map or enter the site address.

 Click  to select any additional **layers** that you want to apply (if available at your current zoom level). If there is **no address for your site location**, enter the address of a property which is closest or adjacent to your location. You can then click  to switch on the relevant layers to locate the assets and the exact site details.
 Click  to use the sketch tools to select or draw the area on the map. *Single click creates a point where the line breaks (vertex) and double-click to finish the area.*
 When you have identified the site location, click **Save Selection**. A **saved successfully** dialog box displays. Click **Close**.
Site description – enter a description of the site and site boundaries and click **Next**.
10. There are **multiple questions** and **screens** where you are prompted to **view** the zoning or impact, capture a screenshot of the evidence and answer related question(s). Click **View** (e.g. View Land Zoning) and click **Take Screenshot**. Click **Close** and then click **x** to close the dialog box.
11. There are **multiple screens** in your EIA application where you may be prompted to read and accept **mitigation measures**. These are standard mitigation measures and the **mandatory** mitigation measures are selected by default. **Comments** are not mandatory but can be entered if there is something unique / out of the ordinary that you want to highlight for your site.
12. When you have completed the screens from Environmental planning and Part A through to Part I, the next screen is **Declaration**. Read and **select the checkbox** for each declaration statement (**Declare that**). Select the relevant **response** to the last question and click **Next**.
13. The **Review** screen displays. Select a screen name if you want to review the information you entered at that specific step / screen. *If you need to **make any changes**, click **Back** to return to the previous screen, make the required changes and click **Next**.* If the information is correct, click **Submit**. A **Successfully submitted!** system message briefly displays at the bottom of the screen. The work status shows **Pending-Assessor Response**.
14. Click  or  to return to your Home page. Select the **Organisation applications** tab. Your case is listed and has been routed to the Customer Network Solutions (CNS) team.

Create – Environmental Impact Assessment



1. Click **+** (Create)
2. Select **Environmental Impact Assessment**

The **Create Environment Impact Assessment** [case number] dialog box displays. *The system automatically assigns the next available case number.*

3. Confirm your contact details (**Name, Email Address**) and update if required.

4. Click **Submit**

Successfully submitted! system message displays at the bottom of the screen



i The **Successfully submitted** message confirms the information is saved

A red asterisk * denotes a mandatory field

i As you have confirmed your contact details, the **Apply** stage shows completed (green tick) and the current lifecycle stage is **Input**

The first screen to complete is **Environmental Planning**

All screens (steps) are listed in the lower section of the screen

A red asterisk * denotes a mandatory field / question

5. For the question (*To help us manage your inquiry...*) - select the relevant response:

- **To amend or change scope for a project with an environmental approval** – follow the steps below to submit a **General Planning Enquiry**
- **To commence an environmental approval for a project** – follow the steps detailed on [page 8](#) to 17 to submit an **Environmental Impact Assessment**

General Planning Enquiry

Additional questions display (based on your response in step 5)

- 6. Describe your query** - this is a free text field. Enter the details of your planning enquiry.
- 7. Upload PDF, JPEGs / supporting documentation** – drag and drop any file or files you want to include in your enquiry (you can also use “choose files” to browse to and select the relevant files).

General Planning Enquiry (continued)

i If you click **Save** on this screen, your case is saved as a draft and can be accessed again via your **Organisation applications** tab. The case type still show as Environment Impact Assessment (it does not change to General Planning Enquiry until you click Next to proceed to the next screen (step 8)

The attached document(s) is listed. Note that there is a delete icon (if you have uploaded the incorrect attachment, delete the attachment and upload again).

8. Click **Next** to save the information entered and proceed to the next screen

9. The **Review** screen displays your responses. If you need to **make any changes**, click **Back** to return to the previous screen, make the required changes and click **Next**.

10. If the information in your enquiry is correct, click **Submit**

i Note that the case type has changed to **General planning enquiry**

The number of screens to complete has reduced to two

General Planning Enquiry (continued)

A **Successfully submitted!** system message briefly displays at the bottom of the screen.

The work status shows **Pending-Assessor Response**.

11. Click or to return to your Home page

The Input stage shows completed (green tick) and the case is now at the **Assess** stage

12. Select the **Organisation applications** tab

13. Your case is listed and has been routed to the Customer Network Solutions (CNS) team

Case ID	Submitted date time	Submitted by	Organization name	Project name	Application status	Current application owner	Current application owner team	Current application
EIA-58004	27 June 2025, 5:27 pm	Nicola Evans	DESIGNE [REDACTED] PTY LTD	—	PENDING-ASSESSOR RESPONSE	—	CNS	CNS queue
S-165007	21 June 2025, 6:50 pm	Nicola Evans	DESIGNE [REDACTED] PTY LTD	—	PENDING-INVESTIGATION	—	default	Support Request
S-165006	21 June 2025, 6:48 pm	Nicola Evans	DESIGNE [REDACTED] PTY LTD	—	RESOLVED-CANCELLED	—	—	—
S-166010	21 June 2025, 4:07 pm	Nicola Evans	DESIGNE [REDACTED] PTY LTD	—	RESOLVED-CANCELLED	—	—	—
S-165005	21 June 2025, 2:50 pm	Nicola Evans	DESIGNE [REDACTED] PTY LTD	—	NEW	Nicola Evans	Default	—
EIA-50025	13 June 2025, 12:05 pm	Nicola Evans	DESIGNE [REDACTED] PTY LTD	—	OPEN	Nicola Evans	Default	—

Environmental Impact Assessment

A red asterisk * denotes a mandatory field / question

When you select “**To commence an environmental approval for a project**”, the next question displays:

6. **CAMS reference number** – enter your CAMS reference number (project ID)

7. Click **Next** to save the information entered and proceed to the next screen

Successfully submitted! system message displays at the bottom of the screen

i The Successfully submitted message displays when you click Next as the information is auto-saved (you do not have to click Save and then Next to continue to the next screen)

The next screen displays

i The steps (i.e. screens to complete) are displayed below the current stage (Input). This example shows the current screen is Part A

i You can click **Save** on any screen in your application, to save your EIA case as a draft. It is saved under the **Organisation applications** tab on your Home screen (with status OPEN)

Environmental Impact Assessment (continued)

8. Complete all **relevant** and **required** fields. A red asterisk * denotes a mandatory field or question

i Free text fields (e.g. *Description of project or work and Project Justification*) show the number of characters you've entered, and the maximum allowed

9. **Supporting documentation** – drag and drop any file or files you want to include in your application (*you can also use “choose files” to browse to and select the relevant files*).

The attached document(s) is listed below the question / field. Note that there is a delete icon (*if you have uploaded the incorrect attachment, delete the attachment and upload again*).

Note that HEIC image (iOS Live photos) are **NOT** supported.

10. **Date** fields – enter the date or select from the calendar

The screenshot shows the 'Input' stage of an Environmental Impact Assessment submission. The form includes sections for Project information, Project details (with a circled '8'), Design (with a circled '9'), Site photos (with a circled '9'), and Project timelines (with a circled '10'). A 'Note' section is at the bottom with a circled '11'. A 'Successfully submitted!' message is displayed at the bottom center. Navigation buttons 'Save', 'Back', and 'Next' are visible.

11. When you have completed all required fields, click **Next**

The **Successfully submitted** message confirms the information is saved and the next screen displays

Environmental Impact Assessment (continued)

Capture site details

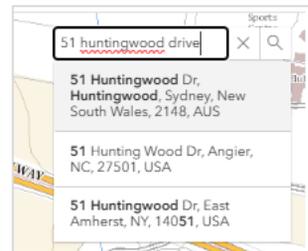
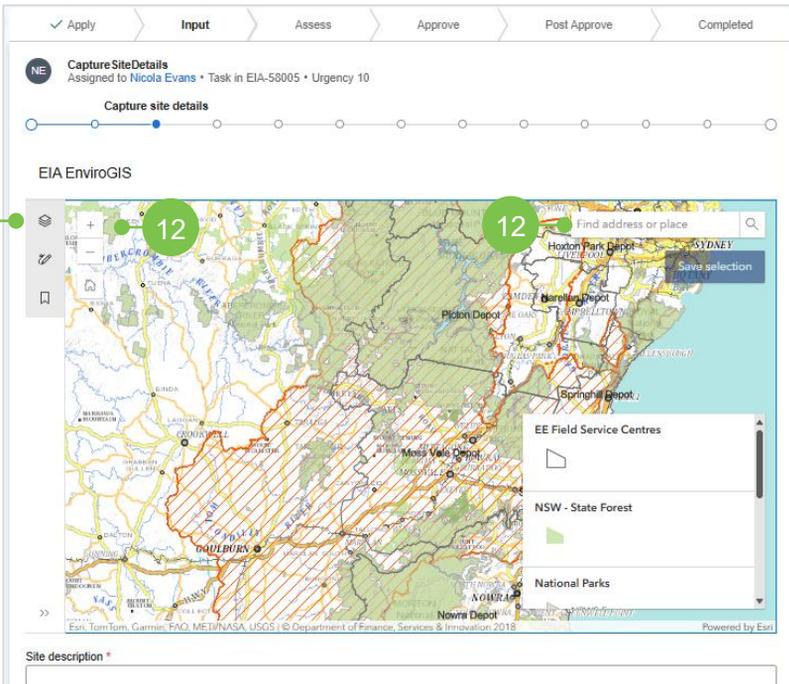
The next screen is **Capture site details**.

12. Use the **+** zoom in / **-** out icons to zoom to a location on the map, or enter the site address

Specific layers have been automatically applied. All layers have not been set to default as this may impact ArcGIS system performance.

13. Click to select any additional **layers** that you want to apply (if available at your current zoom level).

If there is **no address for your site location**, enter the address of a property which is closest or adjacent to your location. You can then click to switch on the relevant layers to locate the assets and the exact site details.



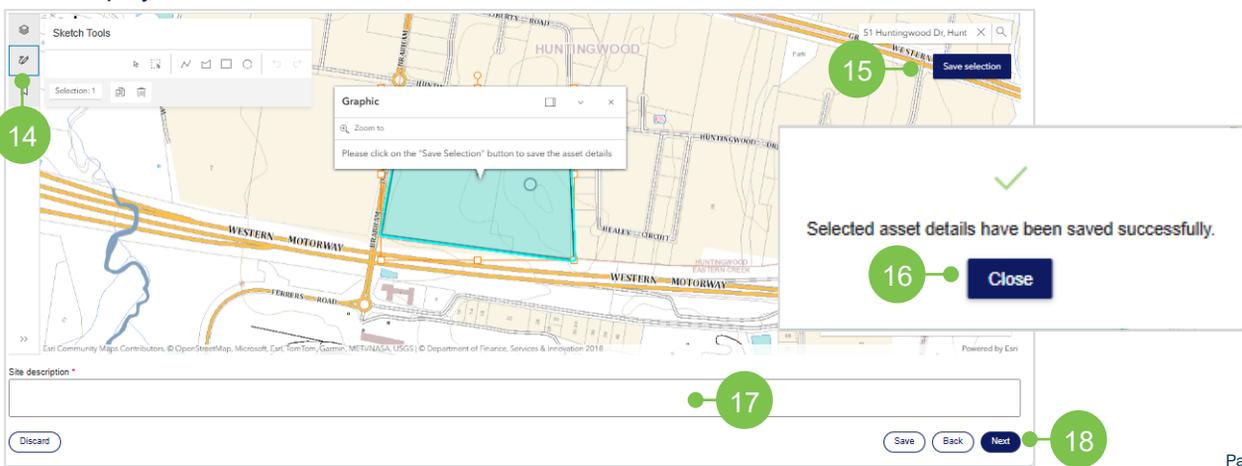
14. Click to use the sketch tools to select or draw the area on the map. Single click creates a point where the line breaks (vertex) and double-click to finish the area.

15. When you have identified the site location, click (top right of map, the save icon is not in the Graphic dialog box).

16. A **saved successfully** dialog box displays. Click .

17. **Site description** – enter a description of the site and site boundaries.

18. Click to save the information and proceed to the next screen. **Successfully submitted** message displays.

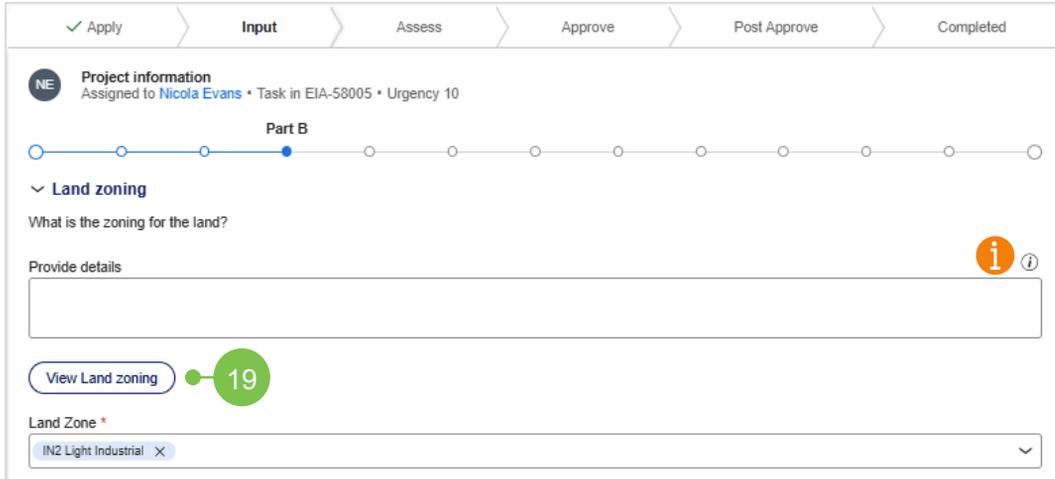


Environmental Impact Assessment (continued)

View zoning / View impact

There are **multiple questions** and **screens** where you are prompted to **view** the zoning or impact or classification, capture a screenshot of the evidence and answer related question(s). This example shows Land Zoning on Part B screen.

19. Click **View ...** – in this example **View Land zoning**



20. The relevant layers are automatically applied. Click  if you want to view the layers that have been applied.

21. The site area is marked in orange. Change the zoom setting on the map, if required. You can also click on a location to see more details.

22. Click **Take screenshot**

23. A message confirms the screenshot was taken successfully. Click **Close** and then click **x** to close the map dialog box.



 Remember that you can click  to view additional information. This also includes links to policy documents, external websites etc.



Environmental Impact Assessment (continued)

Mitigation measures

Based on your responses, there are **multiple screens** in your EIA application where you may be prompted to read and accept **mitigation measures**.

24. These are standard mitigation measures and the **mandatory** mitigation measures are selected by default. Use **CTRL + F** if you want to search for a specific mitigation measure using a key word.

25. **Comments** are not mandatory but can be entered if there is something unique / out of the ordinary that you want to highlight for your site.

▼ Consultation mitigation measures

Accept mitigation measures

Select	Mitigation Measures	Comments
<input checked="" type="checkbox"/>	24 Endeavour Energy and ASP activities may potentially affect the community through changes to traffic and pedestrian flow, increases to noise and vibration, accidental releases, visual amenity impacts or changes to electromagnetic interference (EMI). Effective engagement with the community, businesses, councils and other relevant groups assists in managing community expectations and operations. Endeavour Energy's Communications Team on the requirement for a Communication Engagement Plan or equivalent before work commences. If an activity is likely to have more than a minimal impact (e.g. blocking access, significantly changing visual amenity), and there is an opportunity for the community to be involved in the route or site selection, then additional community consultation should be considered.	25
<input checked="" type="checkbox"/>	Provide impacted stakeholders with the following information: <ul style="list-style-type: none"> Proposed commencement date and anticipated duration of the works. details of any impact on access to driveways and/or residences/businesses; and 24-hour contact details for the project manager or other appropriate contact person. 	
<input checked="" type="checkbox"/>	All contractors' (and any sub-contractors') personnel employed for the works shall maintain a tidy appearance and exercise courtesy in all dealings with the public.	
<input checked="" type="checkbox"/>	All complaints and compliments shall be addressed in accordance with Endeavour Energy's Customer Complaints Handling procedures.	
<input checked="" type="checkbox"/>	All landowners within or adjacent to the worksite (adjacent lands) will be notified in writing 7 to 14 days prior to the commencement of construction works. Notification will include: <ul style="list-style-type: none"> Proposed commencement date. Brief scope of works. Anticipated duration of the works. 24-hour contact details of the project manager or other appropriate contact person in the event of any complaints; and Details on proposed blocking or impairing access to driveways and/or residences/businesses (if any). Evidence of this notification must be stored on the project file. This notification will be required in addition to any notification carried out during the preparation of this SER.	
<input checked="" type="checkbox"/>	Signage is to be erected in an appropriate position at the work site. This signage is to contain the following details: <ul style="list-style-type: none"> Name of the Principal Contractor and the Contractor's licence number. Name of the Site/Project Manager (i.e. the person in charge of/responsible for the worksite) and a phone number at which this person can be reached during work hours and after hours. Unauthorised entry to the worksite is prohibited The signage is to be installed prior to construction commencing, maintain throughout construction and removed at the completion of works.	
<input checked="" type="checkbox"/>	Works cannot commence on the properties (where required) until an agreement has been reached with the landowner. This agreement must be in writing and can be in the form of a Deed, licence, or the registered easement documentation.	
<input checked="" type="checkbox"/>	Any required electricity outage should be notified to the affected customers in accordance with NECF (National Energy Customer Framework) requirements.	
<input type="checkbox"/>	All access through, or work within any private property shall be undertaken with minimum inconvenience to the owner/occupier. Residences or associated buildings shall not be entered, except under exceptional circumstances.	
<input type="checkbox"/>	Should temporary storage compounds be required on private land, written permission of the owners must be sought prior to establishing the storage compound or stockpiles on their land. These compounds or stockpiles must not be established until a formal agreement has been entered into with the owners.	

Discard Save Back Next

i Note that on some screens, there may be additional questions and further mitigation measures **below** the first Accept Mitigation Measure section (*the example screenshot below is on the Part D screen*)

Consider use of a water truck or street sweeper during dry weather and install dust barriers on fences and gates.

Will the project or work result in the generation of any spoil or waste materials? *

Yes No

* Cannot be blank

Discard Save Back Next

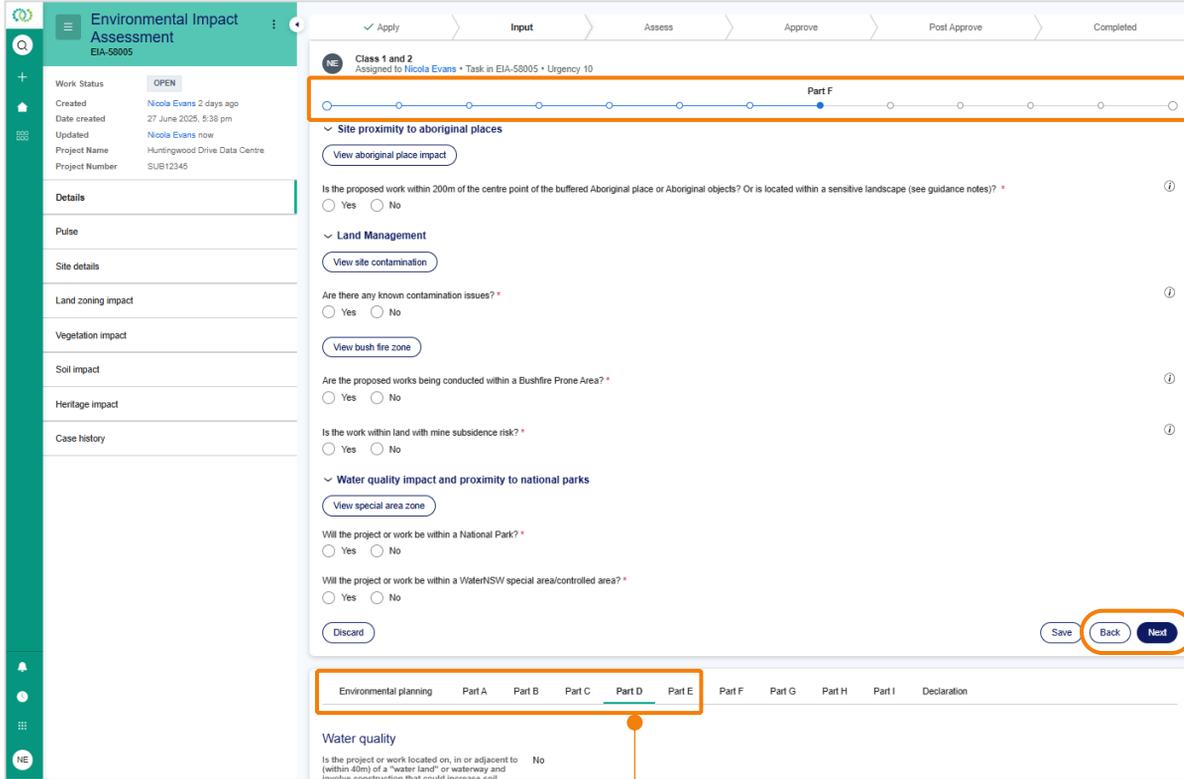
Environmental planning Part A Part B Part C **Part D** Part E Part F Part G Part H Part I Declaration

Environmental Impact Assessment (continued)

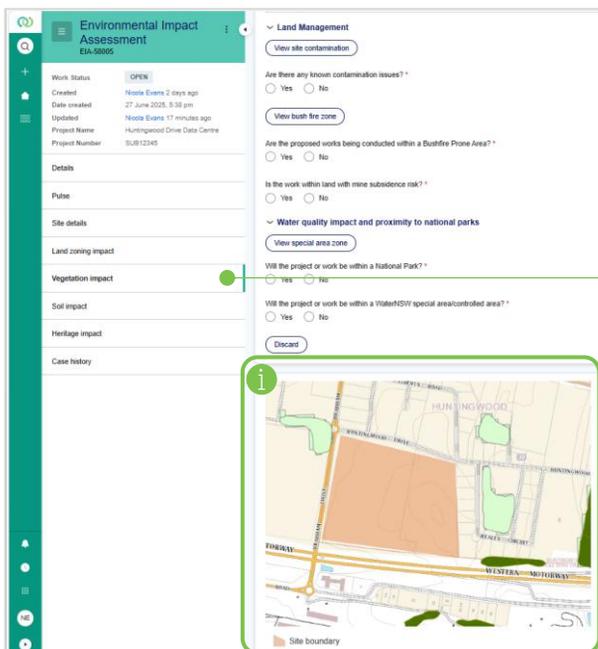
Note that on any screen in the Environmental Impact Assessment, you can select a tab in the lower section of the screen to view the responses you entered.

If you need to make any changes, click **Back** to go back to each previous screen.

When you have made the changes, click **Next** to save & proceed through each screen to return to your current screen.

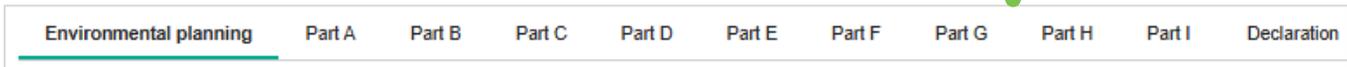


i Select a tab to view the details you entered on that specific screen. The details display in the lower section of the screen.



i You can also select an **impact** section (from the list on the left of the screen) to view the screenshot you captured.

i Select **Details** to return to the tab (screen) format in the lower section of the screen

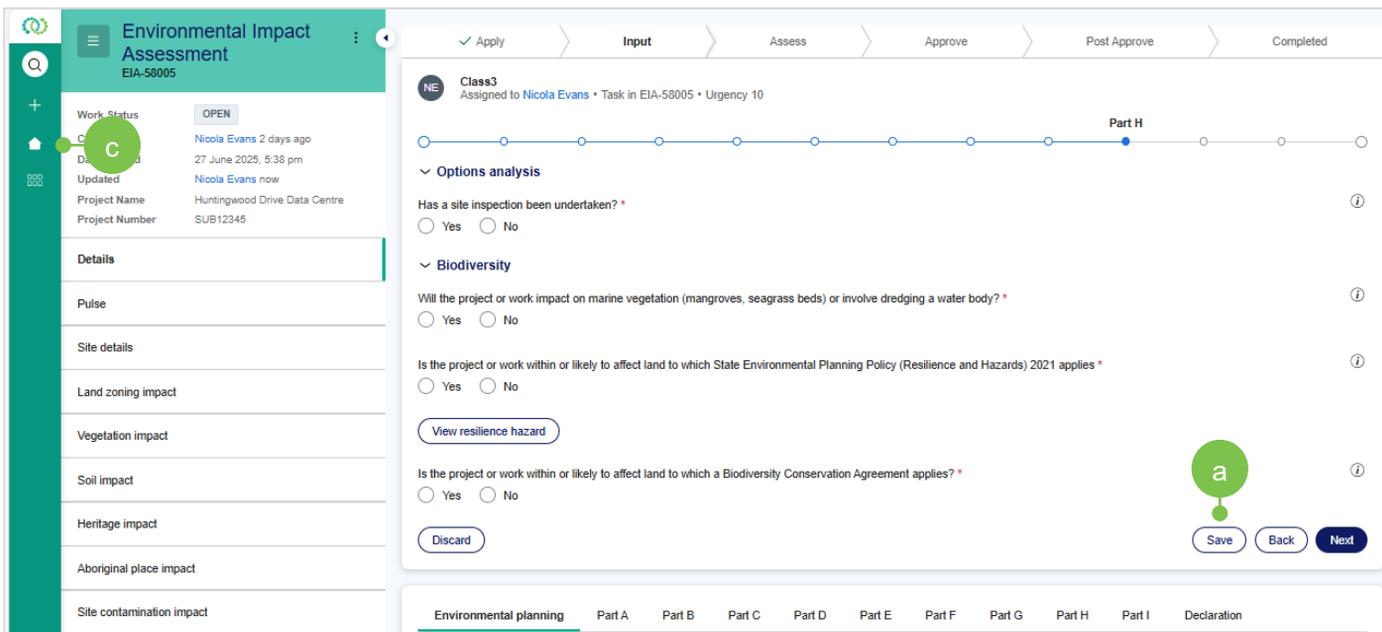


Environmental Impact Assessment (continued)

Save as draft

On any screen, you have the option to **save** your application i.e. **save as draft**.

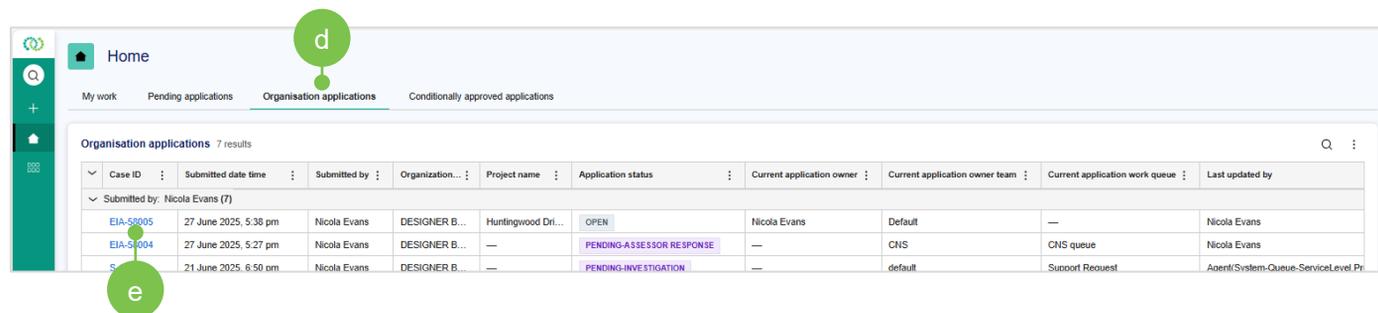
- Click 
- Task saved** message briefly displays
- Click  to return to your Environmental Portal **Home** screen.



The screenshot shows the 'Environmental Impact Assessment' form for EIA-58005. The 'Work Status' is 'OPEN'. The form is divided into sections: 'Options analysis', 'Biodiversity', and 'Resilience hazard'. The 'Save' button is circled in green with a callout 'a'. The 'Task saved' message is circled in green with a callout 'b'.

Task saved 

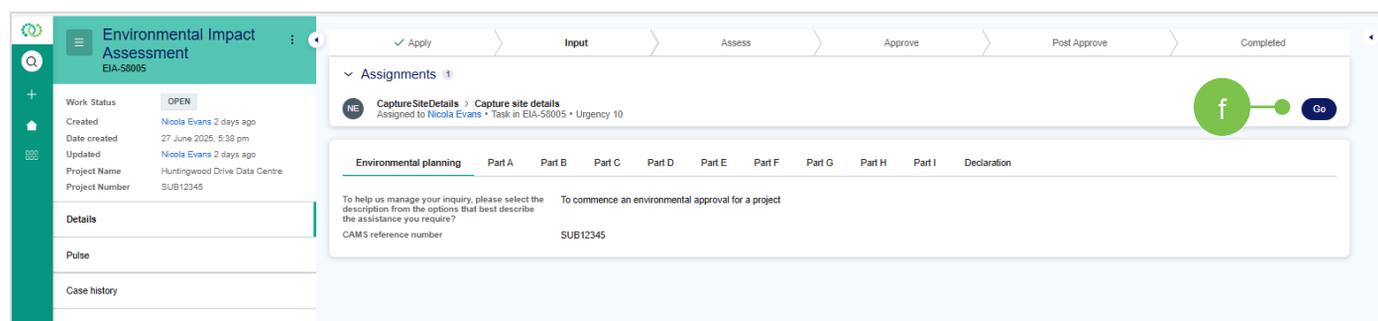
- Select the **Organisation applications** tab
- A draft application has the status **OPEN**. Click the **Case ID** to view the application.



The screenshot shows the 'Home' page with the 'Organisation applications' tab selected. A table lists 7 results. The first row shows a case with ID 'EIA-58005', submitted on 27 June 2025, 5:38 pm, by Nicola Evans, with a status of 'OPEN'. The 'Go' button is circled in green with a callout 'd'. The 'Case ID' 'EIA-58005' is circled in green with a callout 'e'.

Case ID	Submitted date time	Submitted by	Organization	Project name	Application status	Current application owner	Current application owner team	Current application work queue	Last updated by
Submitted by: Nicola Evans (7)									
EIA-58005	27 June 2025, 5:38 pm	Nicola Evans	DESIGNER B...	Huntingwood Dri...	OPEN	Nicola Evans	Default	—	Nicola Evans
EIA-58004	27 June 2025, 5:27 pm	Nicola Evans	DESIGNER B...	—	PENDING-ASSESSOR RESPONSE	—	CNS	CNS queue	Nicola Evans
	21 June 2025, 6:50 pm	Nicola Evans	DESIGNER B...	—	PENDING-INVESTIGATION	—	default	Support Request	Agent/System-Queue-ServiceLevelPr

- Click  to open the application in edit mode



The screenshot shows the 'Capture site details' form for EIA-58005. The 'Work Status' is 'OPEN'. The form is divided into sections: 'Assignments', 'Environmental planning', and 'Declaration'. The 'Go' button is circled in green with a callout 'f'.

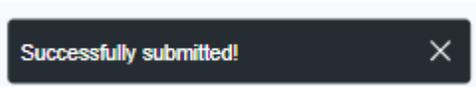
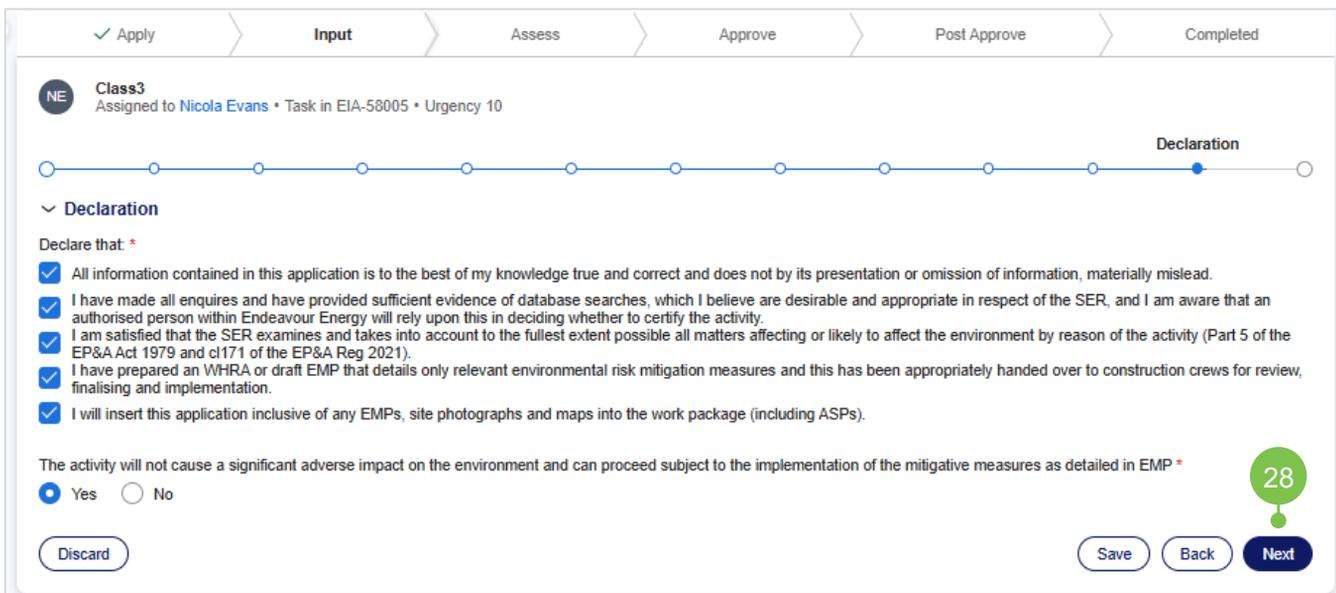
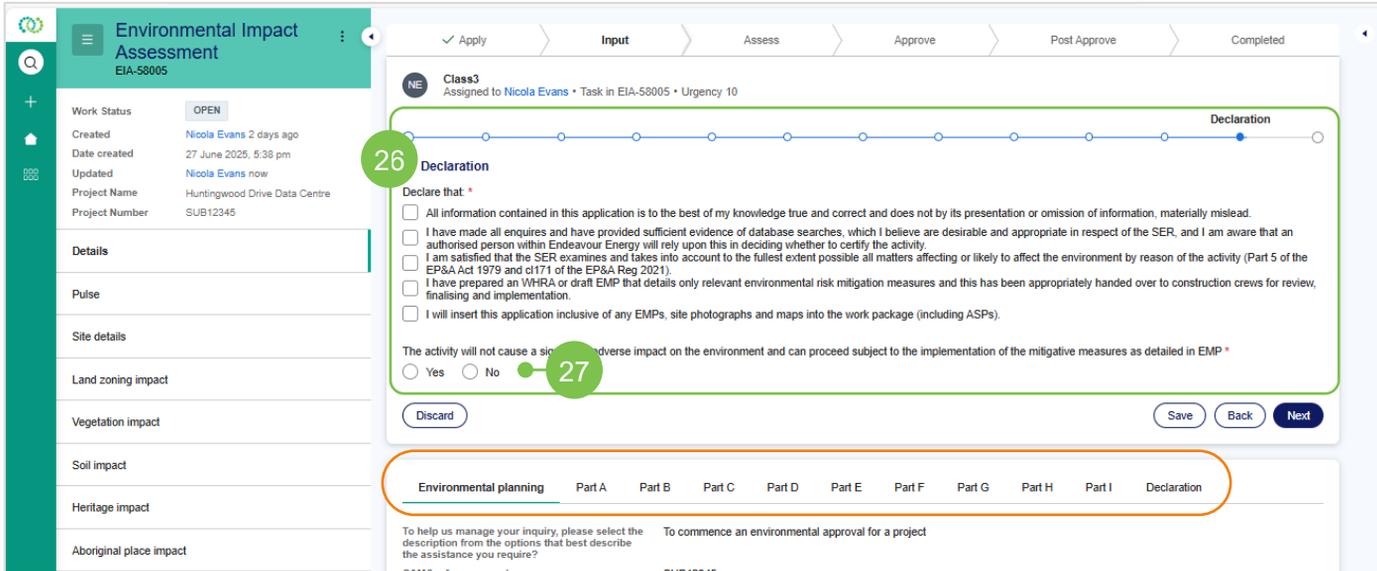
Environmental Impact Assessment (continued)

Declaration

When you have completed the screens from Environmental planning and Part A through to Part I, the next screen is **Declaration**

26. Read and **select the checkbox** for each declaration statement (**Declare that**)
27. Select the relevant **response** to the last question
28. Click **Next**

Successfully submitted! system message displays at the bottom of the screen



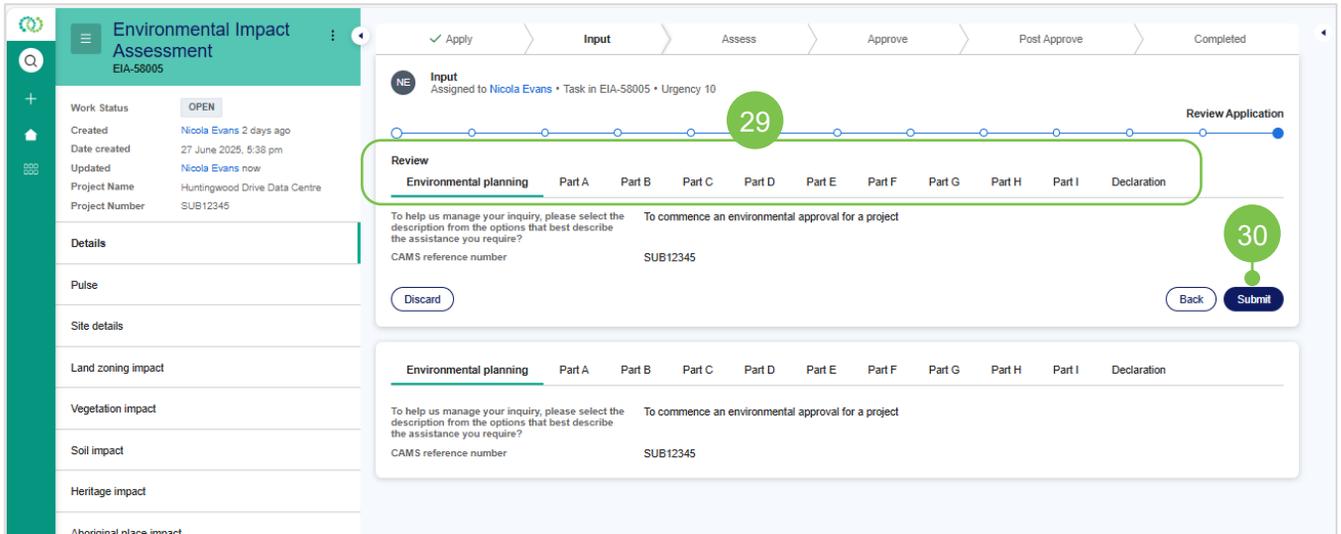
Environmental Impact Assessment (continued)

Review Application

29. The last step in the **Input** stage is **Review Application**. Select a screen name if you want to review the information you entered at that specific step / screen.

You can also click **Back** if you want to return to each previous screen and check your responses. Then click **Next** to proceed through each screen, until you reach this screen again.

30. If no changes are required, click **Submit** to submit your EIA application.

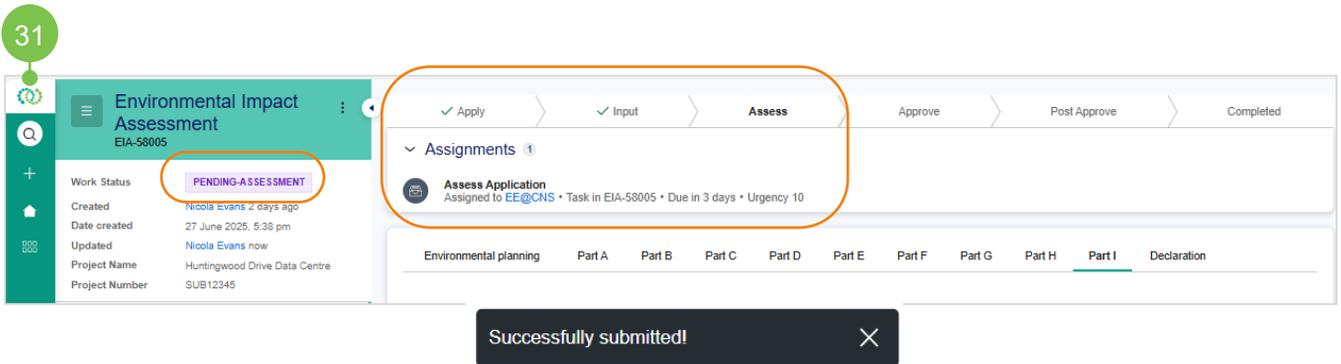


Successfully submitted! system message displays at the bottom of the screen

The relevant status is shown (e.g. **PENDING – ASSESSMENT**). The Input stage changes to completed (green tick) and the application is now at **Assess** stage.

The submission is routed for review. The assigned group is displayed in the **Assignments** section of your application.

31. Click or to return to your Home page



Environmental Impact Assessment (continued)

32. Select the **Organisation applications** tab

33. Your case is listed and has been routed to the Customer Network Solutions (CNS) team

Case ID	Submitted date time	Submitted by	Organization name	Project name	Application status	Current application owner	Current application owner team	Current application work queue	Last updated by	
Submitted by: Nicola Evans (8)										
EIA-58005	27 June 2025, 5:38 pm	Nicola Evans	DESJ	G PTY LTD	Huntingwood Dri...	PENDING-ASSESSMENT	—	CNS	CNS queue	Nicola Evans
EIA-58004	27 June 2025, 5:27 pm	Nicola Evans	DESJ	G PTY LTD		PENDING-ASSESSMENT-REPROCES	—	CNS	CNS queue	Nicola Evans
S-165007	21 June 2025, 6:50 pm	Nicola Evans	DESJ	G PTY LTD		PENDING-INVESTIGATION	—	default	Support Request	Agent/System-Queue-ServiceLe
S-165006	21 June 2025, 6:48 pm	Nicola Evans	DESJ	G PTY LTD		RESOLVED-CANCELLED	—	—	—	Nicola Evans
S-166010	21 June 2025, 4:07 pm	Nicola Evans	DESJ	G PTY LTD		RESOLVED-CANCELLED	—	—	—	Nicola Evans
S-165005	21 June 2025, 2:50 pm	Nicola Evans	DESJ	G PTY LTD		NEW	Nicola Evans	Default	—	Nicola Evans
EIA-50025	13 June 2025, 12:05 pm	Nicola Evans	DESJ	G PTY LTD		OPEN	Nicola Evans	Default	—	Nicola Evans



Application EIA-58005 is submitted

Hi Nicola,

Your application for Huntingwood Drive Data Centre has been submitted for review and is currently being assessed. We aim to notify you within 2 weeks on the review outcomes of your application.

To log in to the portal, please use your registered email address.

[Click here](#)

With Thanks,
Administrator

endeavourenergy.com.au



You will also receive an email notification confirming your application case has been submitted.



Endeavour Energy respectfully acknowledges the Traditional Custodians on whose lands we live, work, and operate and their Elders past, present and emerging.

Download SER Report

When your application receives approval, you will receive an email with one of the following subjects:

- Application EIA-XXXX received conditional approval, or
- Application EIA-XXXX received SER final approval

The detailed SER report will be available in the portal **within approximately 4 hours** of receiving this email.

Hints and tips!

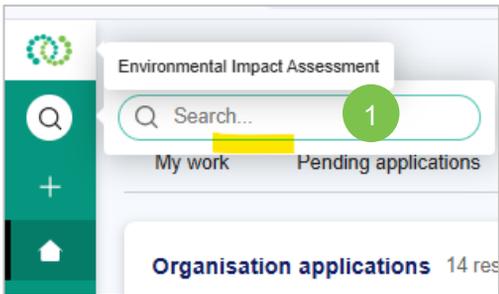
- *If you cannot see the report immediately, please allow time for the document to generate before checking again (the SER report becomes available within 4 hours of the approval email being issued).*
- *All documents associated with the application can be accessed via the attachments section within the application.*

Use one of the following options to download the SER report.

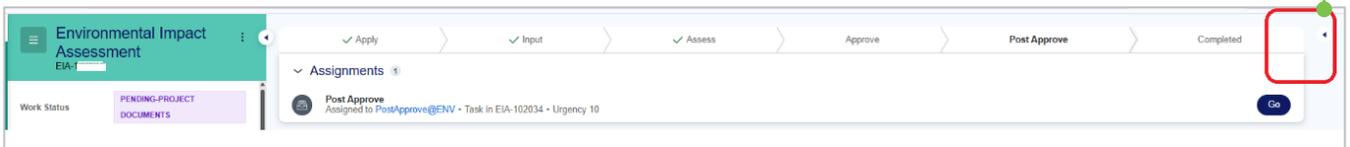
Option 1 – Search for the application

Log in to the **EIA portal**.

1. Use the **search bar** and enter either the **Project Number** or Application Number (EIA-XXXX).



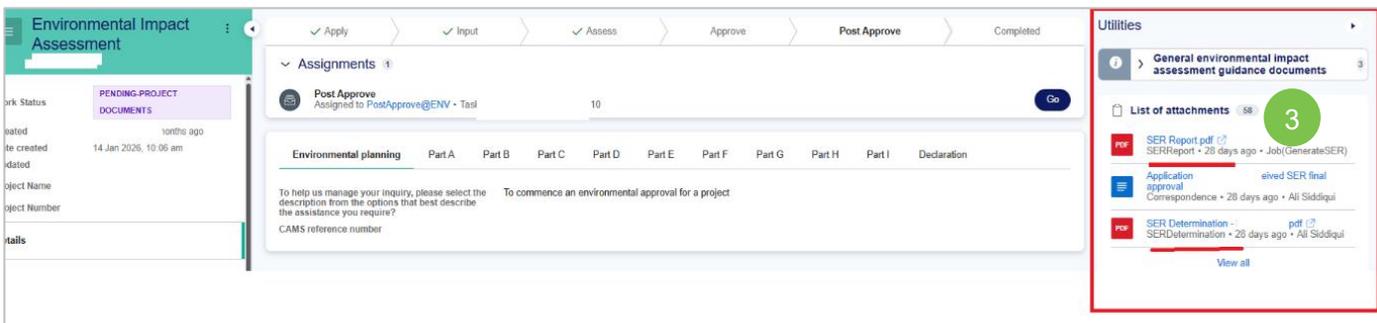
2. **Open** the application and click the **attachments icon** to **expand** the attachments section (**Utilities**).



3. Select **SER Report.pdf** to open the full report.

4. Save the PDF to your local system if required.

5. If needed, you can also download the **SER Determination** document from the same attachments section.

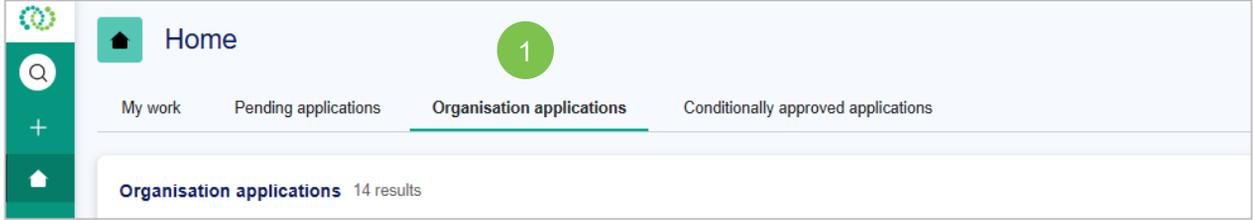


Download SER Report (continued)

Option 2 – Organisation applications view

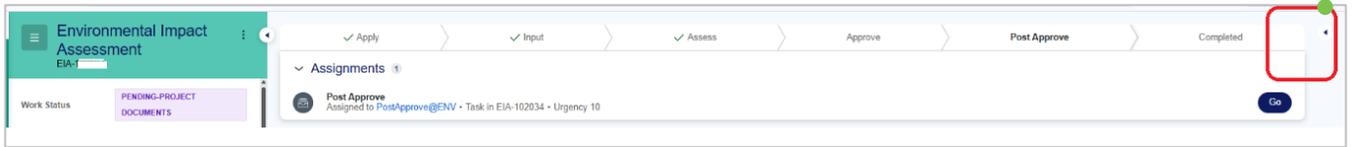
Log in to the **EIA portal**.

1. Select the **Organisation applications** tab.



Applications submitted by users within your organisation are grouped by **Submitted By**.

2. Select the **application number** that received the approval email and click the **attachments icon** to expand the attachments section.



3. Select **SER Report.pdf** to open and download the full report.

4. The **SER Determination** document can also be downloaded from the same attachments section, if required.

