

Permit administration guideline

**A guideline for the range of permit administration activities
that are carried out during the permit lifecycle**

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Permit administration guideline

Permit administration activities are a range of functions that are carried out during the permit lifecycle.

These may include activities such as:

- providing a letter of authority for an agent or individual to manage permits on your behalf
- lodging a request for a caveat
- changing a name or address of a permit holder
- lodging a mortgage or registering a caveat over a permit.

The department is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019* (HR Act), the department has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights. To the extent an act or decision under this document may engage human rights under the HR Act, regard will be had to that Act in undertaking the act or making the decision.

The information contained in this guideline reflects departmental practices and does not limit the exercise of discretion or override legislative requirements. The matters for consideration listed below are not exhaustive and are provided as guidance only. The decision-maker may consider any other factors that are relevant to making the decision in the particular case.

Key information

- The information gathered in MyMinesOnline and on the paper form is the same; however, you may find it easier to use the online form in MyMinesOnline.
- You will have to undertake a quick registration process before using the system to make a request online. This is so you can submit your details in a secure environment.
- Applying is as easy as registering for the [MyMinesOnline](#) electronic lodgement system, or downloading and submitting a paper application form.
- Lodgement can be online or through an Assessment Hub as listed on the [department's website](#)¹.

Managing Queensland's resources

All mineral, coal, petroleum and gas resources in Queensland are owned by the State. Individuals or companies may apply to explore or extract those resources. The Department of Resources (the department) manages those resources on behalf of the State. This is done by applying a regulatory framework to administer the provisions of the relevant legislation. This legislation provides a way to assess, develop and utilise the mineral, coal, petroleum and gas resources in Queensland for the benefit of Queensland and its people.

¹ s 59 *Mineral and Energy Resources (Common Provisions) Regulation 2016* (Qld) ('*MERCP Reg*'); s 386O *Mineral Resources Act 1989* (MRA); s 851AA *Petroleum and Gas (Production and Safety) Act 2004* ('*P&G Act*').

Resources permits are administered by the department under:

- *Mineral and Energy Resources (Common Provisions) Act 2014* (MERCPC Act)
- *Mineral and Energy Resources (Common Provisions) Regulation 2016* (MERCPC Reg)
- *Mineral Resources Act 1989* (MRA)
- *Petroleum and Gas (Production and Safety) Act 2004* (P&G Act)
- *Petroleum Act 1923* (1923 Act)
- *Geothermal Energy Act 2010* (GEA)
- *Greenhouse Gas Storage Act 2009* (GHG Act).

Legislation is available online from the [Office of Queensland Parliamentary Counsel website](#).

This guideline provides information about the administrative activities that may take place during the life of a resource authority. This may apply to holders, their agents, representatives or another person who is carrying out administrative functions on behalf of a holder or third party.

Resource authorities include the following (referred to as 'permits' in this guideline) -

- Under the MRA - a prospecting permit, a mining claim, an exploration permit, a mineral development licence, a mining lease, and a water monitoring authority;
- Under the P&G Act - an authority to prospect, a petroleum lease, a data acquisition authority, and a water monitoring authority;
- Under the GEA - a geothermal exploration permit and a geothermal lease;
- Under the GHG Act – a GHG exploration permit, a GHG injection and storage lease, and a GHG injection and storage data acquisition authority.

We recommend that this guideline be read in conjunction with the relevant Act to gain a full understanding of the administrative activities that can be conducted over permits.

This guideline also describes the requirements for MyMinesOnline (MMOL). The paper-based form is available from an Assessment Hub or on the department's website and you should follow the instructions on the form itself while using the information provided in this guideline as a reference. Please note, the information required in MMOL and on the paper form is the same.

Letters of authority

When an applicant or holder of a permit may nominate an individual or agent to act on their behalf when dealing with the department. This person or agent is known as an **authorised holder representative (AHR)**.

Refer to the [Authorised holder representative guide](#) and [Letter of Authority template](#) for assistance.

Changing a permit holder name

You must notify us of a change to the permit holder's name, even if the holder continues to be the same person after the change.²

If you are a company or individual holder, you or your authorised holder representative (AHR) can change the name of a holder online. Scenarios may include when an individual changes their name legally or to change the name of a company. Changing a name will apply to all applications and granted resource authorities in the name of that holder (except prospecting permits). Please note that you cannot use this function to transfer ownership of a permit from one company to another. See [Transfer Guide](#) for assistance.

Changing a company name

If you are requesting that a company name be changed with the department, you must change it officially with the Australian Securities and Investment Commission (ASIC) prior to lodging your request with us. To reduce data entry errors and ensure that we have the correct information, we refer to ASIC for correct company details.

Searching by Australian Company Number (ACN) / Australian Registered Body Number (ARBN) links directly to the Australian Business Register (maintained by ASIC) and retrieves the correct, full registered company name. If you have changed your company name with ASIC, but the change has not yet been made in the Australian Business Register, you will need to attach supporting documents to your request to verify that the change of name request has been lodged.

Changing the name of an individual holder

There may be occasions where the name of a holder needs to be changed or corrected, such as if an individual's name is changed legally. In this instance, you will need to supply proof of identification documents. Ensure that you provided evidence, for example:

- documentation from ASIC to verify a change of name lodgement (companies)
- marriage certificate or proof of identification (individuals). See the *Identification requirements for individuals* at the beginning of the first chapter of this guide.

MyMinesOnline change contact details

What you need to do to change a permit holder name	Supporting information
<p>Log in to <i>MyMinesOnline</i>, select '<i>Change contact details</i>' then '<i>Change holder name</i>' under the <i>I want to...</i> options at the right of the <i>My dashboard</i> tab. Information on <i>Resource authority</i> types and the relevant forms are also available to download</p> <ol style="list-style-type: none">1. Indicate whether to search for holder by ACN or ARBN and enter either the ACN or ARBN in the field (for companies) OR search by company name or individual last name by entering these details into the 'Holder main name' field	<p>Current holder name or ACN/ARBN</p> <p>Change of name details exactly as they appear on</p>

² This is a notifiable dealing under section 4A of the MERCPC Reg.

<ol style="list-style-type: none"> 2. Review all permits attached to this holder and note, a name change will update all granted permits and applications 3. Enter name change details exactly as they appear on supporting documentation or if you have changed your name in ASIC and ARBN the new name will automatically populate 4. Proceed to pay and select Submit. Please note, this activity is charged on a per granted permit basis and only available to pay by credit card or EFT. Payment is undertaken through the Queensland Government payment gateway. Payment receipt is sent to the email address of the lodger. 	supporting documentation
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Changing a registered address

It is the holder's responsibility to keep their contact details up to date. A number of addresses are stored against each permit to allow us to effectively administer the permit, including:

- an address for each permit holder (one of these will be the authorised holder)
- an address for the authorised holder representative (AHR) – if the permit has one.

You can use this function for all permit types and there is no charge for this transaction.

Note:

Addresses apply to a permit, rather than a holder. For example, a company may have 10 permits, with each of those permits having a different address registered against them. This decentralised system allows permit holders more flexibility to manage their permits.

Who can change an address?

A permit holder or an authenticated AHR can change an address for the permit. Requests can be lodged either online or by emailing the relevant Assessment Hub.

Before you apply

If you are using this function for the first time online, you will need to upload a letter of authority (if applicable) for the AHR. For more information about this, see the first chapter of this guide, *Letter of authority* and the Authorised Holder Representative guide. You will only need to do this again if you change your AHR.

Changing the primary contact address for a permit

The primary contact address for a permit is the 'address for correspondence' that we have recorded against the permit. This will be the address of either the authorised holder representative (if one is nominated) or the authorised holder.

You must nominate what permits you want the address change to apply to.

If you are an agent representing only one company or just need to upload one letter of authority for all your permits select 'All permits', then upload a letter of authority.

If you are an agent representing multiple permit holders you need to upload a letter of authority for each company, select the individual permits, then upload the letter of authority. You will need to do this for all your permits.

If some permits are not visible, contact MyMinesOnline@resources.qld.gov.au for assistance.

Changing a permit holder address

If you are the nominated AHR for a permit, you can change any permit holder's address.

Addresses are recorded at a permit level however, you can nominate to have the address recorded as a 'default address' and this will save the details against the holder, rather than the permit.

MyMinesOnline change holder address

What you need to do to change a registered address	Supporting information
<p>Change primary address Log in to <i>MyMinesOnline</i>, select '<i>Change contact details</i>' then '<i>Change primary address for my permits</i>' under the <i>I want to...</i> options at the right of the <i>My dashboard</i> tab. Information on <i>Resource authority</i> types and the relevant forms are also available to download</p> <ol style="list-style-type: none"> 1. This function will update the address of the AHR. 2. Review the permit listing to ensure that all permits are visible 3. Enter the new details for the AHR 4. The system records the postal address only 5. Save the changes <p>Change a permit holder address Log in to <i>MyMinesOnline</i>, select '<i>Change contact details</i>' then '<i>Change permit holder address</i>' under the <i>I want to...</i> options at the right of the <i>My dashboard</i> tab. Information on <i>Resource authority</i> types and the relevant forms are also available to download</p> <ol style="list-style-type: none"> 1. This function will update the address of the permit holder you select. 2. Search for a holder by entering the holder last name or the company name in the 'Holder / company name' field, record an email address OR search by ACN or ARBN in the field (for companies) 3. Select the permits that you want the address change to apply to. If the change is to apply all permits, select the tick box at the top 4. Enter the updated address details and provide a mandatory postal address 5. Select the tick box if you want to save this address as the default address for the permit holder. <p>Note: By choosing this function, the address will be saved as the default address for the holder, across all permits. No payment is required to update these details. Your change is effective immediately through our system. You will receive a confirmation email.</p> <p>Note: A change to the AHR or email address of an AHR can only be updated by the MyMinesOnline helpdesk as a new letter of authority may be required</p>	<p>Current holder name or ACN/ARBN</p> <p>Change of address details</p>

Caveats

What is a caveat?

A caveat may be lodged by a person claiming an interest in a granted permit to prevent registration of a dealing (i.e. registration of a transfer, mortgage or sublease) in relation to the specified permit from the date and time endorsed by the chief executive on the caveat as the caveat's date and time of lodgement. It continues in force until it lapses, is withdrawn by the caveator, or is removed by order of the [Land Court](#).

There is a single form (online and paper versions) for the lodgement of caveats for all of the resources Acts. Caveats can be lodged over a whole or partial interest in a permit. For example, if a holder has a 50 per cent interest in a resource authority, you can request for the caveat to apply to that interest only.

Further information to register a caveat can be found under Chapter 2, Part 2 of the *Mineral and Energy Resources (Common Provisions) Act 2014* and Chapter 7 of the *Mineral Resources Act 1989* (for the transfer of mining lease applications). Caveats cannot be lodged over permits if there is a current application over the same permit for:

- an application for indicative approval
- an indicative approval given by the Minister
- an application for approval of an assessable transfer
- a notice to register a dealing given to the Department.

Who can register a caveat?

Any person who claims an interest in a permit can request to have a caveat registered against a permit/s. Evidence supporting the interest must be provided. There are two types of caveats:

- Consent caveats; and
- Non-consent caveats.

Consent caveats

This type of caveat is lodged where the holder of the permit has given consent in writing to the lodgement of the caveat. The caveat may remain in force for the time specified in the caveat or until withdrawn by the caveator or removed by the order of the Land Court.

Non-consent caveats

This type of caveat exists when the permit holder has not given consent to its lodgement. Such a caveat may remain in force for the time specified in the caveat up to a maximum of three months from the date of lodgement, unless withdrawn by the caveator or removed by an order of the Land Court.

Registering a caveat over a permit for the first time

If a caveat is being lodged over the permit for the first time, it is not mandatory for you to provide the written consent of all permit holders. However, the caveat will only stay in place for a maximum of three months from the date of lodgement. If a caveat has been lodged over the same permit for the same reasons, by the same caveator previously, then you must provide either written consent of all permit holders or consent of an Australian court.

MyMinesOnline registering a caveat

What you need to do to register a caveat	Supporting information
<p>Log in to <i>MyMinesOnline</i>, select '<i>Lodge a dealing</i>' then '<i>Register a caveat</i>' then under the <i>I want to...</i> options at the right of the <i>My dashboard</i> tab. Information on <i>Resource authority</i> types and the relevant forms are also available to download.</p> <ol style="list-style-type: none"> 1. Enter the permit number into the 'Search for permit' screen. 2. Apply the caveat to a specific holder interest by selecting the tick box beside that interest; or select the tick box in the table header to apply it to all permit holders' interests. 3. From the '<i>Permit list</i>' screen, you can add additional permits to the application if applicable, by using the '<i>Add permit</i>' button. 4. Use edit if incorrect holder interest selected, or delete a permit selected in error. 5. Enter caveator details (person or company registering the caveat). You will need to add: <ul style="list-style-type: none"> • If a Company – enter Company caveator Name or • If an Individual enter first and last name of caveator • email address (not mandatory) • phone number or mobile phone number for the caveator • postal address, town, city and postcode (mandatory fields). 6. Enter the right or interest the caveator claims to have to the permit and if this interest is subject to an agreement or a court order, upload a copy of this. 7. Any caveat previously lodged requires written consent of all permit holders or an Australian court order. Upload the holder consent if you have it in supporting documents. 8. Select the activities the caveat is preventing in the 'Prohibited dealings' screen. If the request is for multiple permits, all activities must be the same for all permits. 9. Outline any exclusions to the caveat 10. Enter the caveat period by specifying a from and to date, or by choosing indefinitely. 11. Indefinitely is only an option with consent 12. Upload a copy of the caveat documents <p>Note: Caveats are charged on a per permit basis and only available to pay by credit card and EFT. Payment is undertaken through the Queensland Government payment gateway. The payment receipt is sent to the email address of the lodger. Once we receive your request, we conduct a quick verification to check the caveator has a valid right / interest</p>	<p>The permit numbers of all permits that you want to register a caveat over</p> <p>The Australian company number of the permit holder/s (or full name, if it is an individual)</p> <p>The name and address details of the caveator (if you are lodging it on behalf of someone else), including full name, email address, postal address and contact phone number.</p> <p>Written consent of all permit holders*.</p>

What you need to do to register a caveat	Supporting information
<p>and the caveat relates to an activity that can be registered. If we refuse a request at this stage, the caveator will not be refunded any fees paid for this activity.</p> <p>If you don't receive any notifications, but you would like to check if your caveat has been registered, you can use the public enquiry report on our website at www.business.qld.gov.au/industries/mining-energy-water/resources/minerals-coal/online-services/searches</p>	

Mortgages

What is a mortgage?

A mortgage is a document registered against a permit to secure the payment of a debt. In this context, the permit (or the production potential of a permit) is seen as an asset, allowing the mortgagee to sell the permit if the holder (the mortgagor) defaults on payment of the debt secured by the mortgage.

A mortgage can be registered against the whole or a share in a permit. However, a mortgage may not be registered if there is an existing caveat that forbids a mortgage being lodged and registered over the permit.

A mortgage over the whole or share in a permit is a prescribed dealing under section 4 of the Mineral and Energy Resources (Common Provisions) Regulation 2016.

There is a single form (online and paper versions) for the lodgement of mortgages across all legislation.

Please note, the definition of a mortgage also includes deeds of cross charge.

Who can register a mortgage?

As a granted permit is considered an asset, a holder may borrow money, using the permit as security or collateral against the mortgage. Each holder can mortgage their share of their permit, so that it is possible that multiple mortgages may be registered against any one permit.

A holder may withdraw a request to register a mortgage that is not yet registered by submitting a written request to the department with the relevant Assessment Hub signed by both the mortgagor (the permit holder) and the mortgagee (the lender).

A registered mortgage is shown under dealings on a public enquiry report for the permit. A member of the public can obtain a public enquiry report free of charge on the department's website www.business.qld.gov.au/industries/mining-energy-water/resources/minerals-coal/online-services/searches

MyMinesOnline registering a mortgage

What you need to do to register a mortgage	Supporting information
<p>Log in to <i>MyMinesOnline</i>, select '<i>Lodge a dealing</i>' then '<i>Register a mortgage</i>' then under the <i>I want to...</i> options at the right of the <i>My</i></p>	<p>permit numbers of all permits that you want</p>

<p><i>dashboard</i> tab. Information on <i>Resource authority</i> types and the relevant forms are also available to download.</p> <ul style="list-style-type: none"> • Enter the permit ID. • To apply the mortgage to a specific holder interest, select the tick box beside that holder; for all permit holders' interests, select the tick box in the table header. • From the 'Permit list' screen, you can add additional permits to the application if applicable, by using the 'Add permit' button. • Use edit if incorrect holder interest selected, or delete a permit selected in error. • Enter details of mortgagee including: <ul style="list-style-type: none"> • If a Company – enter Company mortgagee Name or • If an Individual enter first and last name of mortgagee • email address (not mandatory) • phone number or mobile phone number for the mortgagee • postal address town, city and postcode (mandatory field). • Upload a copy of the mortgage documents – signed by all parties • Enter details of other interests including: <ul style="list-style-type: none"> • Existing caveats registered over a permit are detected automatically • Upload consent of caveator document: must be provided if a caveat exists. <p>Note: Mortgages are charged on a per permit basis and only payable by credit card and EFT. Payment is undertaken through the Queensland Government payment gateway. The payment receipt is sent to the email address of the lodger. Once we receive your request through MyMinesOnline, we conduct a quick verification to check that any required consents are attached and mortgage documents are attached, signed by all parties and clearly relate to the permit the mortgage is lodged against. If you submit everything you need to and there are no other issues with what you have lodged, your mortgage will be registered against the permit in the public register. If we refuse a request at this stage, the mortgagor will not be refunded any fees paid for this activity. If you don't receive any notifications, but you would like to check if your mortgage has been registered, you can use the public enquiry report on our website at www.business.qld.gov.au/industries/mining-energy-water/resources/minerals-coal/online-services/searches</p>	<p>to register a mortgage over</p> <p>The name and address details of the mortgagee, including full name, email address, postal address and contact phone number</p> <p>The written consent of any caveators (if relevant) to lodge the mortgage (if a caveat exists on the permit that specifically prohibits a mortgage being lodged against the permit).</p> <p>Mortgage documentation between the mortgagee and mortgagor that is signed by all parties.</p>
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Associated agreements

What is an associated agreement?

An associated agreement is an agreement that holders and associated parties have made in relation to a permit. Agreements are lodged for public interest only. An example of an agreement might be a catering or maintenance contract that exists with a company to provide catering services to a particular mine located within the permit area.

The department is not required to assess the validity of the agreement. When an agreement expires, it will lapse and will be removed from the register.

There is a single form (online and paper versions MMOL-09 Record and Associated agreement) for the lodgement of agreements across all legislation.

Who can register an associated agreement?

Agreements can be registered against any permit and can be lodged online by any authenticated user of MyMinesOnline. Paper forms can still be completed and lodged at any Assessment Hub.

MyMinesOnline registering an associated agreement

What you need to do to register an associated agreement	Supporting information
<p>Log in to <i>MyMinesOnline</i>, select ‘Lodge a notice, agreement, program or plan’ then ‘Register an Agreement’ then under the <i>I want to...</i> options at the right of the <i>My dashboard</i> tab. Information on <i>Resource authority</i> types and the relevant forms are also available to download.</p> <ol style="list-style-type: none"> 1. Enter the permit ID. 2. From the ‘Permit list’ screen, you can add additional permits to the application if applicable, by using the ‘Add permit’ button. 3. Enter details of the agreement including: <ul style="list-style-type: none"> • type (for example, joint venture, etc.) • parties to the agreement • date of agreement (either indefinitely or enter a ‘from’ and ‘to’ date). 4. You will also need to upload a copy of the agreement document – signed by all parties. <p>Note: If you don’t receive any notifications, but you would like to check if your agreement has been registered, you can use the public enquiry report on our website at www.business.qld.gov.au/industries/mining-energy-water/resources/minerals-coal/online-services/searches</p>	<p>Permit numbers of all permits you want to register an associated agreement over</p> <p>Agreement documentation between the agreement parties</p>

Who can remove an associated agreement?

The holder of the authority may apply to the chief executive to have the agreement removed from the register under section 35 of the MERCP Act.

Agreements can be removed that are registered against any permit and can be lodged online by a resource authority holder who is an authenticated user of MyMinesOnline. A written request can still be lodged at any Assessment Hub.

MyMinesOnline removing an associated agreement

What you need to do to remove an associated agreement	Supporting information
<p>Log in to <i>MyMinesOnline</i>, select ‘Lodge an notice, agreement, program or plan’ then ‘Register an Agreement’ then under the <i>I want to...</i> options at the right of the <i>My dashboard</i> tab. Information on <i>Resource authority</i> types and the relevant forms are also available to download.</p> <ol style="list-style-type: none"> 1. Enter the agreements dealing number or reference number. If unknown request a public enquiry report through link below. 	<p>Dealing number or MMOL reference number of associated agreement to be removed</p>

What you need to do to remove an associated agreement	Supporting information
<p>2. From the 'Permit list' screen, you can select the permits that require the agreement to be removed from.</p> <p>3. You will also need to upload a copy of the removal document/agreement– signed by all parties.</p> <p>Note: If you don't receive any notifications, but you would like to check if your agreement has been removed, you can use the public enquiry report on our website at www.business.qld.gov.au/industries/mining-energy-water/resources/minerals-coal/online-services/searches</p>	<p>Removal agreement documentation between the agreement parties</p>

Subleases

What is a sublease?

A sublease is an arrangement between the holder and a party who wishes to sublease, giving the sublessee the right to operate the permit on behalf of the holder.

Subleases can apply to either the whole or part of a lease i.e. a mining lease, petroleum lease, geothermal lease, or greenhouse gas storage lease.

A sublease, a transfer of a sublease, or a share in the sublease is a prescribed dealing under section 4 of the Mineral and Energy Resources (Common Provisions) Regulation 2016.

There is a single form (online and paper versions) for the lodgement of subleases across all legislation.

Who can register a sublease?

To register a sublease, you must be an authenticated MyMinesOnline user.

A registered sublease is shown under dealings on a public enquiry report for the permit. A member of the public can obtain a public enquiry report free of charge on the department's website www.business.qld.gov.au/industries/mining-energy-water/resources/minerals-coal/online-services/searches

Other information required if relevant to your permit:

- written consent of any caveator to lodge the sublease (if a caveat exists on the permit that specifically prohibits a sublease being registered against the permit).
- a map of the permit area - if the proposed sublease is for only part of a permit area.
- a coordination agreement signed by the Minister, all holders and all sublessees - if the sublease is for a coal or oil shale area that is within the area of a petroleum lease.

Any sublease can have more than one sublessee, however the sum of all sublessee shares must amount to 100%.

MyMinesOnline registering a sublease

What you need to do to register a sublease	Supporting information
<p>Log in to <i>MyMinesOnline</i>, select '<i>Lodge a dealing</i>' then '<i>Register a Sublease</i>' under the <i>I want to...</i> options at the right of the <i>My dashboard</i> tab. Information on <i>Resource authority</i> types and the relevant forms are also available to download.</p> <ol style="list-style-type: none"> 1. Enter the permit number 2. Check the permit in the Permit summary 3. Enter sublessee details <ul style="list-style-type: none"> • Search for existing parties to sublease if they already exist in our system. • Create new sublessee by entering details (company or individual). • More than one sublessee can be appointed for each permit use the add company or individual option, and indicate the share of the sublease that each sublessee will be assigned. • Existing caveats registered over a permit are detected automatically • Upload consent of caveator document: must be provided if a caveat exists. • Enter the duration of the sublease • Indicate if the sublease applies to the whole permit area or just part. Part areas will need to upload a map identifying the sublease area within the permit. • Coal or oil shale lease within a petroleum lease? Upload your coordination agreement signed by the Minister, all permit holders and all parties to the sublease. • Upload a signed copy of the sublease agreement <p>Note: Subleases are charged per permit and only available to pay by credit card or EFT through the Queensland Government payment gateway. A receipt for payment will be sent to the email address of the lodger. Once we receive your request through MyMinesOnline, we conduct a quick verification to check. If we refuse a request at this stage, parties will not be refunded any fees paid for this activity. If you don't receive any notifications, but you would like to check if the transfer has been registered, you can use the public enquiry report on our website at www.business.qld.gov.au/industries/mining-energy-water/resources/minerals-coal/online-services/searches</p>	<p>Permit numbers of all permits that you want to register a sublease over</p> <p>Name and address details of all sublessees, including full name, email address, postal address and contact phone number</p> <p>Sublease documentation between the sublessee and sublessor that is signed by all parties.</p>

More information

Mineral Hub

- Phone: (07) 4447 9230
- Email: MineralHub@resources.qld.gov.au

Coal Hub

- Phone: (07) 4936 0169
- Email: coalhub@resources.qld.gov.au

Petroleum Hub

- Phone: (07) 3199 8118
- Email: PetroleumHub@resources.qld.gov.au

MyMinesOnline Helpdesk for technical support

8.30am – 4.30pm (AEST) Monday to Friday on Queensland business days.

- Telephone: +61 7 3199 8133
- Email: myminesonline@resources.qld.gov.au