



How do I contact the department?

This task card demonstrates how to contact the Department of Agriculture, Water and the Environment, either as a general user or a registered user with a login.

1. Contact Us

Go to the BICON Web Homepage and select **Contact Us**.



Submit Comment or Enquiry

Complete the **Submit Comment** or **Enquiry** form. Select **Submit**.

NOTE: You can attach **ONE** file only here, limited to **100MB**.

1.1 Confirm Service Request

You will be taken to a 'Confirm Service Request' screen to confirm the details entered. Select **Confirm** to confirm the details, or select **< Back** to make a change. A service request will be sent to the department to action. A request submitted page will be shown, listing your reference number and noting that a confirmation message has been sent to your email address.

NOTE: You will need to register and contact the department via an application if you wish to have the correspondence saved to **My Permit Workspace**.



2. Correspond via an Import Permit Application

If you are logged into BICON and have created an application, you will be able to create correspondence relating to that application and it will be saved to **My Permit Workspace**.

2.1 My Permit Workspace

Go to **Permits** in the top menu on the home page. Select **Application** in the drop down menu and select **Search**. Find your application through the **Manage Permits** tab. Select the application you wish to contact the department about by clicking on the appropriate application ID number.

NOTE: You are able to correspond with the department only via the Accepted Applications.

Application ID	Created	Importer	Applicant	Application Type	Status	Permit Type(s)
0000303665	30/09/2015	Fife, Lara	Mendoza, Adam	New Permit	Accepted	Plant and Plant Products (Non-standard goods)
0000300727	26/08/2015	Fife, Lara	Mendoza, Adam	New Permit	Accepted	Plant and Plant Products (Standard goods)
0000300688	26/08/2015	Fife, Lara	Mendoza, Adam	New Permit	Accepted	Plant and Plant Products (Standard goods)

Once viewing an accepted import permit application. Select **Contact Us about this application** hyperlink.

Biological imports Program Permit Application

Application ID: 0000149297 Applicant: Spotteddog,
Application Type: Machinery and Military NCC - Variation Permit Importer: Importer, Spot
Status: Accepted Importer Contact: Contact, Spot
Created: 30/03/2015 Accepted: 01/01/0001

Ref	Permit Types & Commodities	Commodity Description	Permit Type Status	Actions
1	Machinery and Military (Standard goods)		Under Assessment	
1.1	Tyres and retreads	Tyres description 3		View Details



2.2 Submit Correspondence

You will now be presented with the **Create Correspondence**.

Complete and select .

Create Correspondence

Application ID:	0092204542	Applicant:	Cousteau, Porter
Application Type:	Biological Imports Program - New Permit	Importer:	Whittaker, Georgina
Status:	Accepted	Importer Contact:	Fitzgerald, Lee
Created:	19/04/2018	Accepted:	19/04/2018

* Denotes required fields

* Subject:

* Description:

Maximum characters 500: You have 500 characters left

Attachments

New Attachment:

You will be presented with the correspondence screen.

Correspondence has been submitted and is currently being processed.

Application ID:	0092204542	Applicant:	Cousteau, Porter
Application Type:	Biological Imports Program - New Permit	Importer:	Whittaker, Georgina
Status:	Accepted	Importer Contact:	Fitzgerald, Lee
Created:	19/04/2018	Accepted:	19/04/2018

Correspondence (0092210453)

Awaiting Review

Linked to [Application: 0092204542](#)

3. Technical Issues

If you are experiencing technical issues please call 1 800 900 090.