Waste Regulation Management System
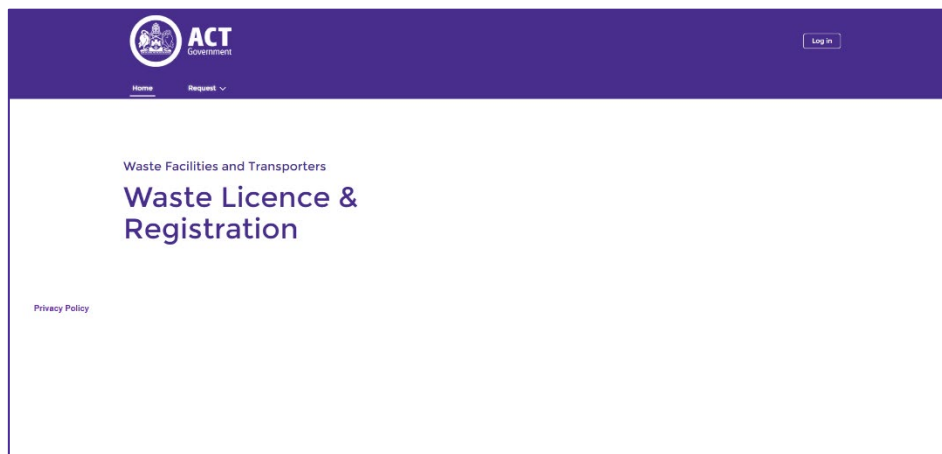
General Enquiry guide

This quick reference guide provides instructions for submitting a general enquiry via the ACT Government's Waste Regulation Management System (WRMS).
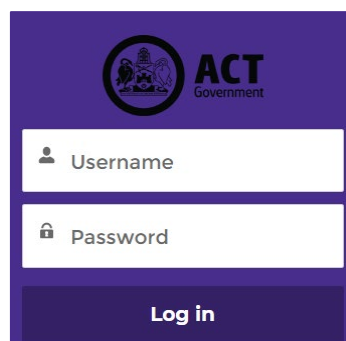
Steps

1. Visit the Waste transporters and facilities page.
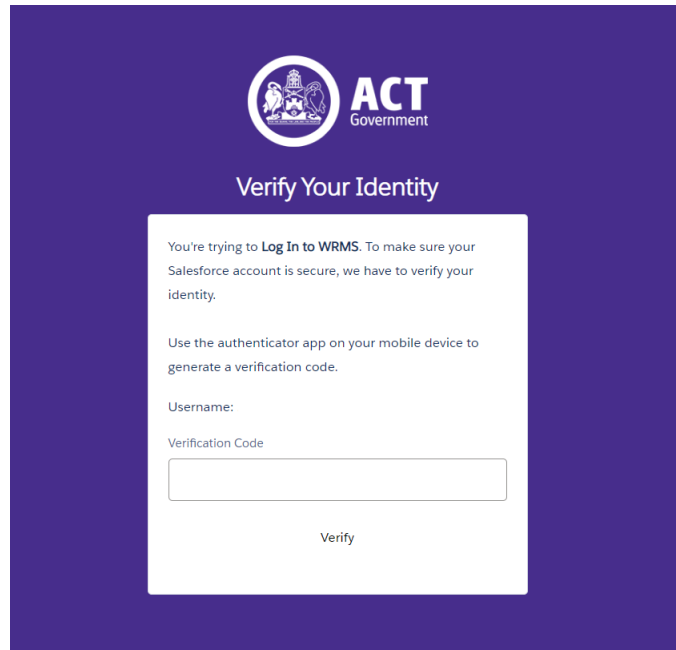2. Select the **Apply for a waste licence or registration** button.

3. The **WRMS Waste Facilities and Transporters portal** will display.

4. Select the **Log in** button.
5. From the **WRMS portal log in screen**, enter your username and password, then select the **Log in** button.

6. The **Verify Your Identity** screen will display.

7. Enter the verification code from the **Salesforce Authenticator** app in the **Verification Code** field. For information on how to do this, see the **WRMS Registering a New Business quick reference guide**.

8. You will be logged in to the **WRMS Waste Facilities and Transporters portal**.
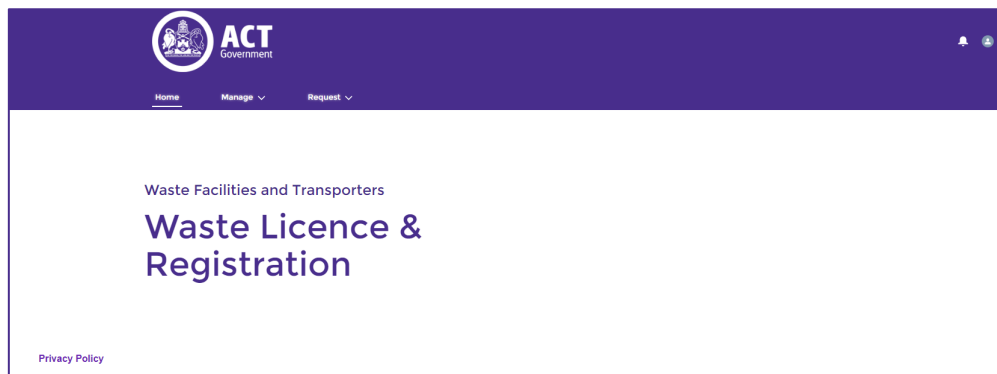
9. From the **Request** menu, select **General Enquiry**.
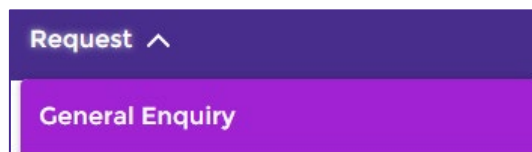
10. Complete the fields on the **General Enquiry** screen. All questions with a red asterisk are mandatory.

11. From the **Please select the business you are representing** field, select the name of your business.

12. The **Please select your enquiry type** question has several options.

Option	Description
Complaint	Used to raise a complaint about a licence or registration application or a facility inspection, difficulties lodging reports, WRMS issues or if you need to notify a WRMS Officer of an unregistered or unlicenced waste business.
Compliment	Used to send a compliment about a service you have received relating to your waste facility licence or transporter registration to a WRMS Officer.
Incident	Used to notify a WRMS Officer of an incident relating to a waste facility or a waste transporter.
Notification	Used to notify a WRMS Officer of an intent to cease operation of a waste business, change of office-bearer or to inform the WRMS Officer of additional waste categories or types received by your business.
Request appointment	Used to request a time for a WRMS Officer to meet with your business.
Request for service	Used to request further assistance from a WRMS Officer.
Suggestion	Used to send a suggestion to a WRMS Officer.
Surrender	Used to enquire about surrendering a waste facility licence or transporter registration.
Termination	Used to enquire about terminating a waste facility licence or transporter registration application.

13. In the **Please write down the reason of your enquiry** field, provide some information about your enquiry.

14. Select the **Submit** [Submit] button.

15. WRMS will provide a case number.

> Submission done!
>
> Thanks for reaching out, here is your case number 00280306.

16. A WRMS Officer will contact you about your case, if required.

17. For help or more information, contact TCCS.WasteRegulation@act.gov.au