Department of **Biodiversity, Conservation and Attractions**

GOVERNMENT OF WESTERN AUSTRALIA

PARKS AND WILDLIFE SERVICE

Commercial Operator Licensing System

Manual for Commercial Operators

Custodian: Parks and Visitor Services, Tourism and Concessions Branch

Locked Bag 104, Bentley Delivery Centre, Western Australia 6983

Phone: (08) 9219 9000 Email: licensing@dbca.wa.gov.au

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Intro

The Commercial Operator Licensing System (COLS) has been developed for use by commercial operators conducting business in Western Australia's national parks and other conservation reserves. The online system allows operators to apply for and renew commercial operations licences, update organisation details, pay park entry fees and replaces the written application process.

Existing commercial operators have been migrated into the system and can use a valid email address to login. Operators will need to login with the email address linked to their organisation in order to manage the organisations account and licences. If you do not know which email address is linked to your organisation, please contact a Licensing Officer on (08) 9219 9978 or (08) 9219 8411 or email licensing@dbca.wa.gov.au.

New commercial operators will need to setup an account to access and use the online system. You will need a valid email address to setup an account as the system is accessed via a link sent to your email address and does not use a password.

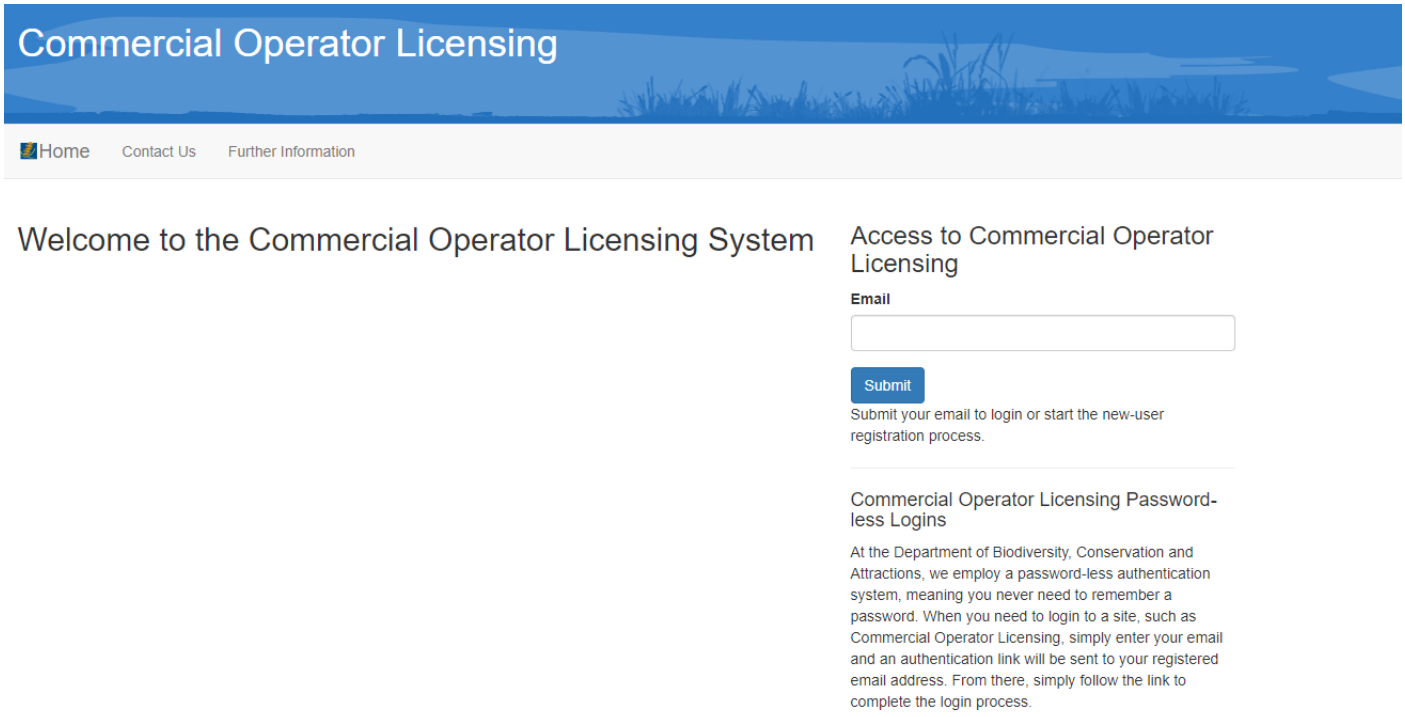
You can access the system or setup your account now by visiting the below link.

https://cols.dbca.wa.gov.au/

We hope that operators will find the system intuitive to use and make it easier and pay park entry fees. Your feedback and comments are welcomed as we look to improve the functionality and usability of the system over time. Please contact the Tourism and Concessions branch at licensing@dbca.wa.gov.au or feel free to call a Licensing Officer.

Logging in to the Commercial Operator Licensing System (COLS)

1. Enter your email address and press submit. The system does not use a password to login.

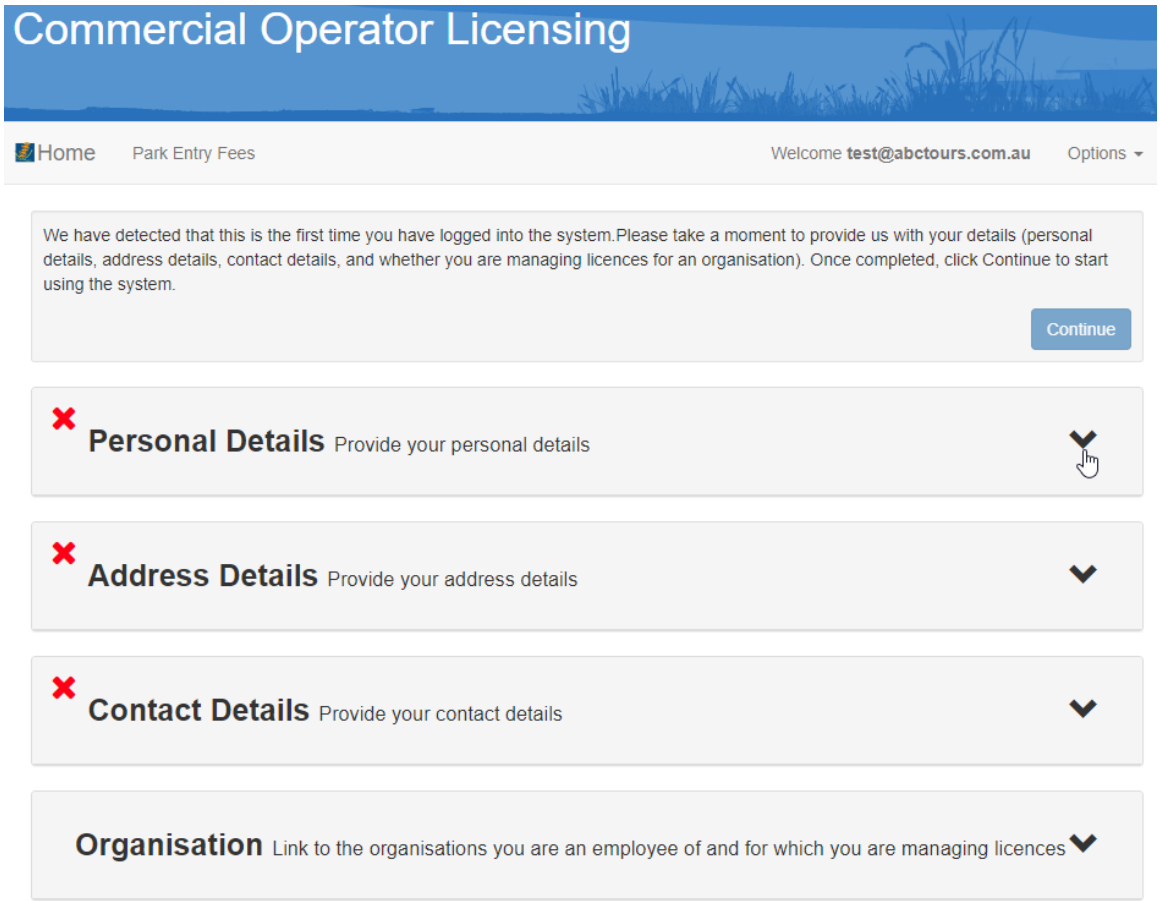


2. An email will be sent to your inbox with a link to access the system. Click on the link to login to the system. Note: The link will remain valid for 24 hours.

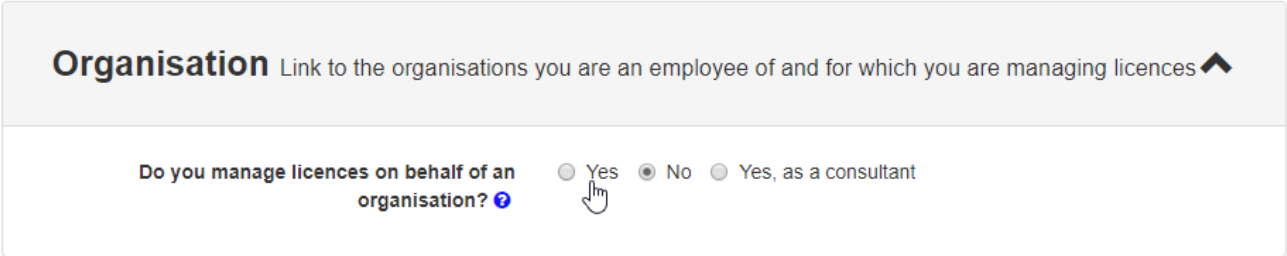
How to create an account

1. Once you have logged in, you will be asked to enter your details to create an account. Some fields are mandatory, you will not be able to progress if the mandatory fields are incomplete.

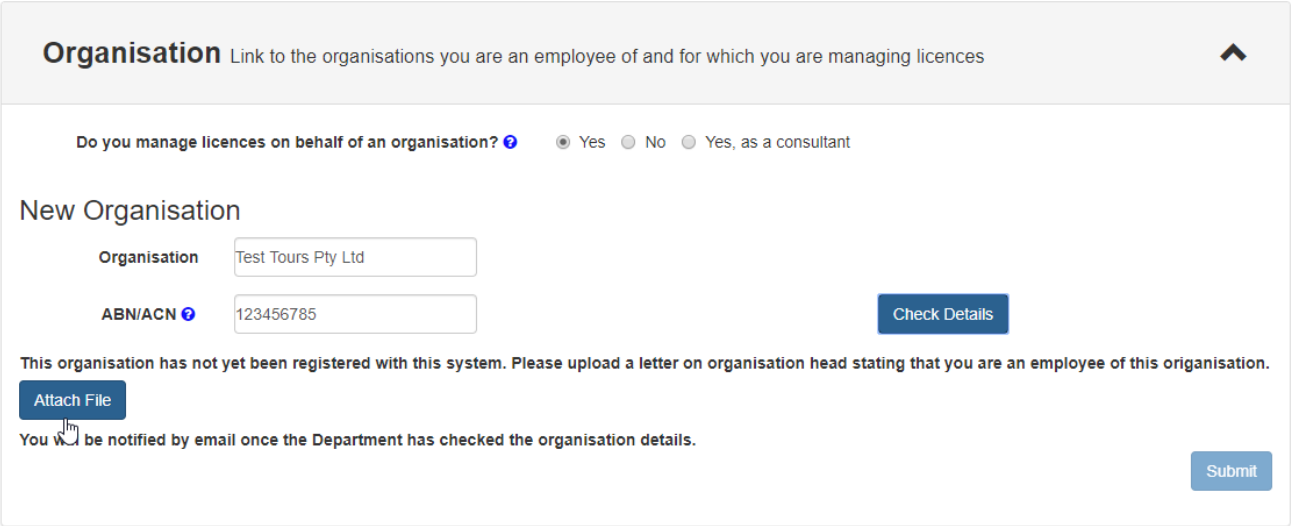
   Note: If your email address was attached to a current commercial operations licence prior to the introduction of the new system the account will be linked to your organisation when you first login. Click on the 'Options' menu to update the organisation details and view your pin codes (skip to points 7 to 9 below).



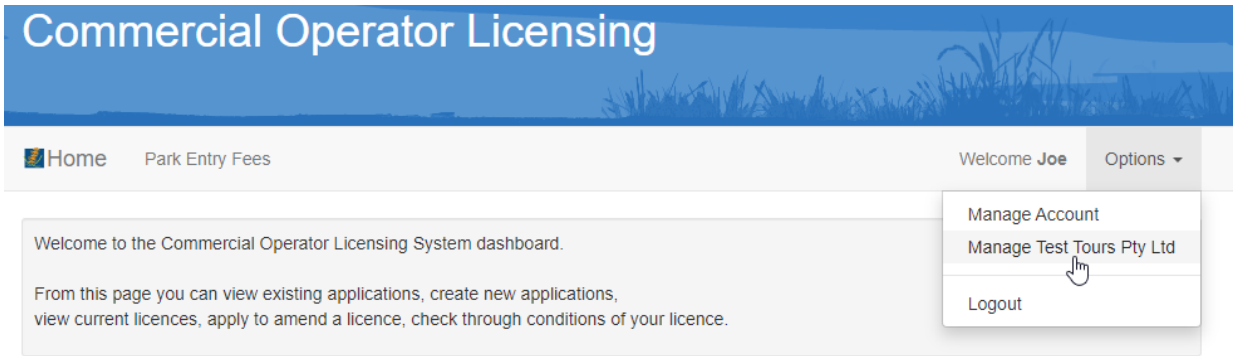
2. Under 'Organisation', select 'Yes' to managing licences on behalf of an organisation or as a consultant. To apply for a licence, you will need to link your account to an organisation e.g. a company or a sole trader business.



3. Enter the organisation name and ABN/ACN number and press 'Check Details' (if you are a sole trader, enter your name in the organisation box).
4. Attach proof that you are an authentic representative of the organisation e.g. a signed letter from the company director stating you work for the company. If the organisation is already registered with the system, see 'How to link your account to an existing organisation'.



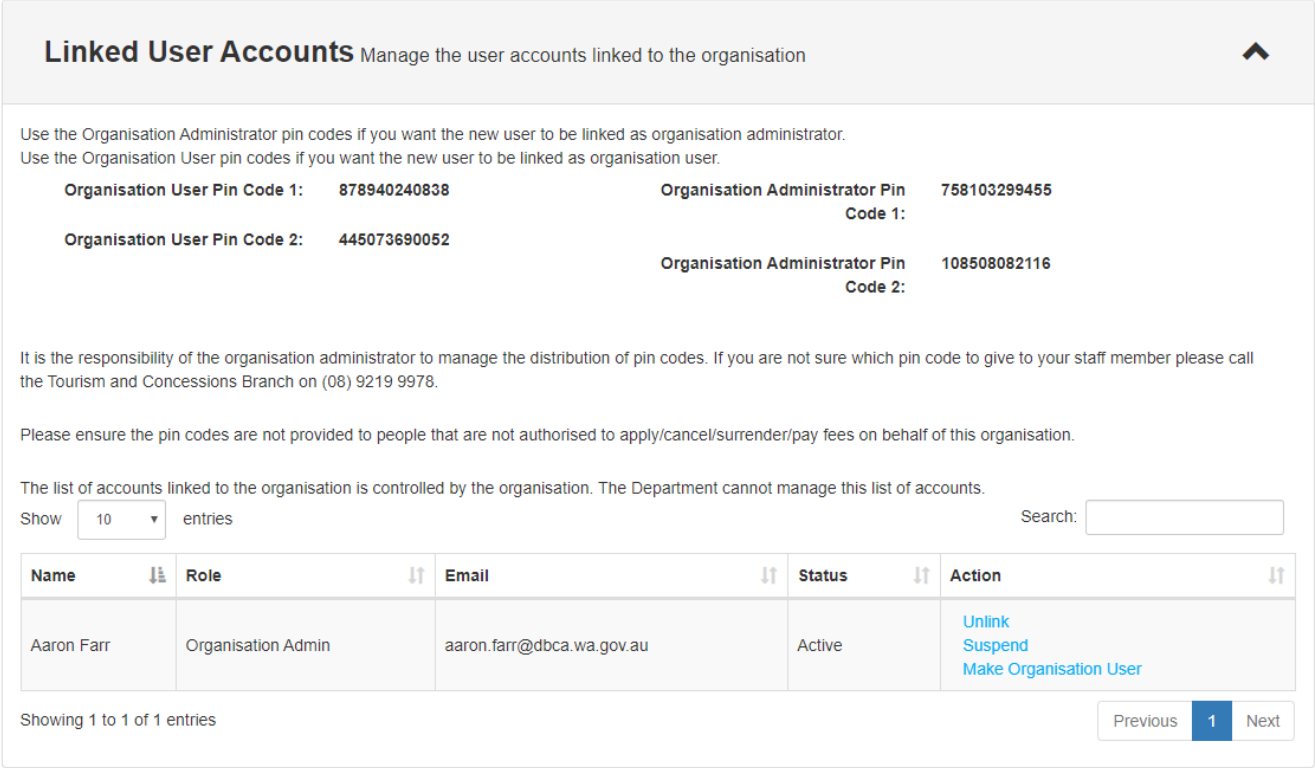
5. Click 'Submit' to send your request. You will receive a confirmation that your organisation request has been successfully submitted.
6. Once the Tourism and Concessions Branch has assessed your request and can confirm the evidence is correct, you will be sent an email confirming that your account has been linked to the organisation.
7. Once your account has been linked you can manage the organisations details. Login to COLS, click on the 'Options' menu and select the option to manage the organisation.



The organisation details (including trading name), address details and contact details will need to be updated on this screen.

8. Under 'Linked User Accounts' there will be two sets of pin codes, four pin codes in total.

   The first person to link their account to an organisation will be given access to all pin codes as an administrator. This administrator will need to provide pin codes to staff and approve or decline staff requests to link their accounts to the organisation. See '[How to link your account to an existing organisation]' for info on how employees use pin codes when submitting a request.

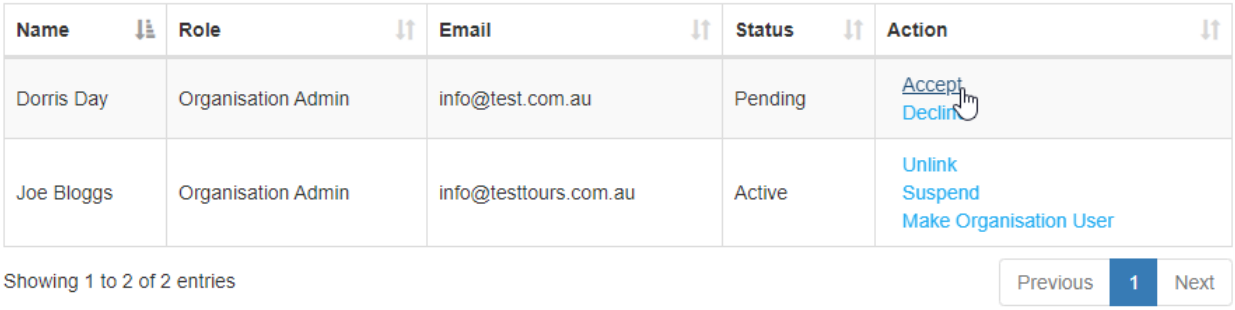


'Organisation Administrator Pin Code' – Give these codes to allow the staff member to apply for, amend, and renew licences on behalf of the organisation and pay park entry fees. Administrators can also amend organisation account details and approve and manage the access of other staff.

'Organisation User Pin Code' – Give these codes to allow the staff member to apply for, amend and renew licences on behalf of the organisation and pay park entry fees. This will not let them manage the organisations account details or other user access.

It is the responsibility of the organisation to manage the distribution of pin codes. If you are not sure which pin code to give to your staff member, please call the Tourism and Concessions Branch on (08) 9219 8411. Please ensure the pin codes are not provided to people that are not authorised to apply for, cancel or surrender the commercial operator licence.

9. Requests from staff to be linked to your organisation can be accepted and declined by your organisation administrator under the 'Linked User Accounts' section.



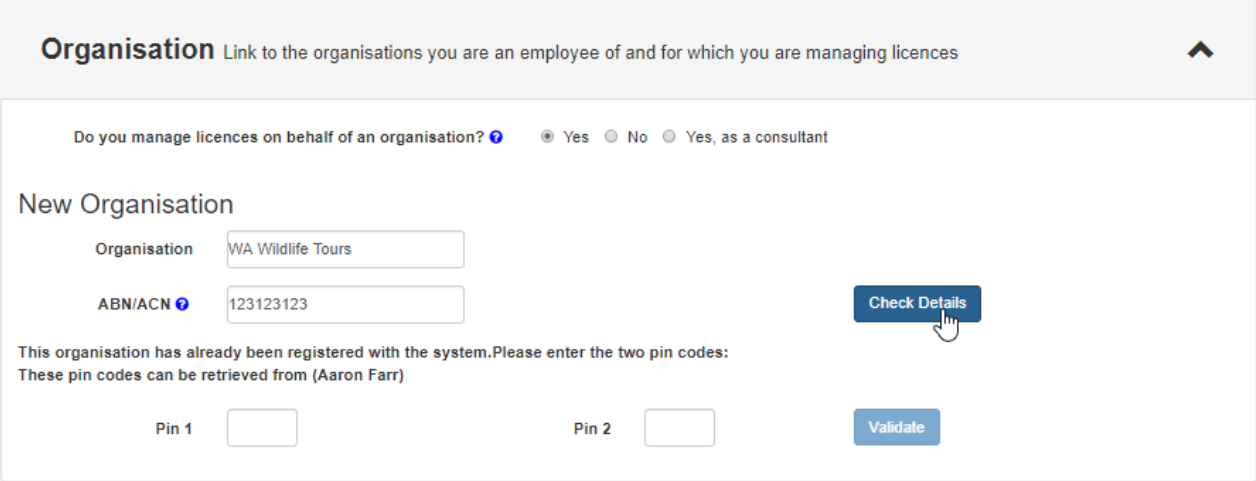
Name	Role	Email	Status	Action
Dorris Day	Organisation Admin	info@test.com.au	Pending	Accept Decline
Joe Bloggs	Organisation Admin	info@testtours.com.au	Active	Unlink Suspend Make Organisation User

Showing 1 to 2 of 2 entries

Previous 1 Next

How to link your account to an existing organisation

1. Login to COLS, click on the 'Options' menu and click 'Manage Account'.
2. Expand the 'Organisation' section and click 'Yes' to managing licences on behalf of an organisation.
3. Enter the organisation details and press 'Check Details' to see if the organisation is registered in the system. The ABN/ACN must be input correctly to accurately search for an organisation.
4. If the organisation exists, you will be asked to enter two pin codes. The system will list the names of the people in your organisation that can provide you with the pin codes.

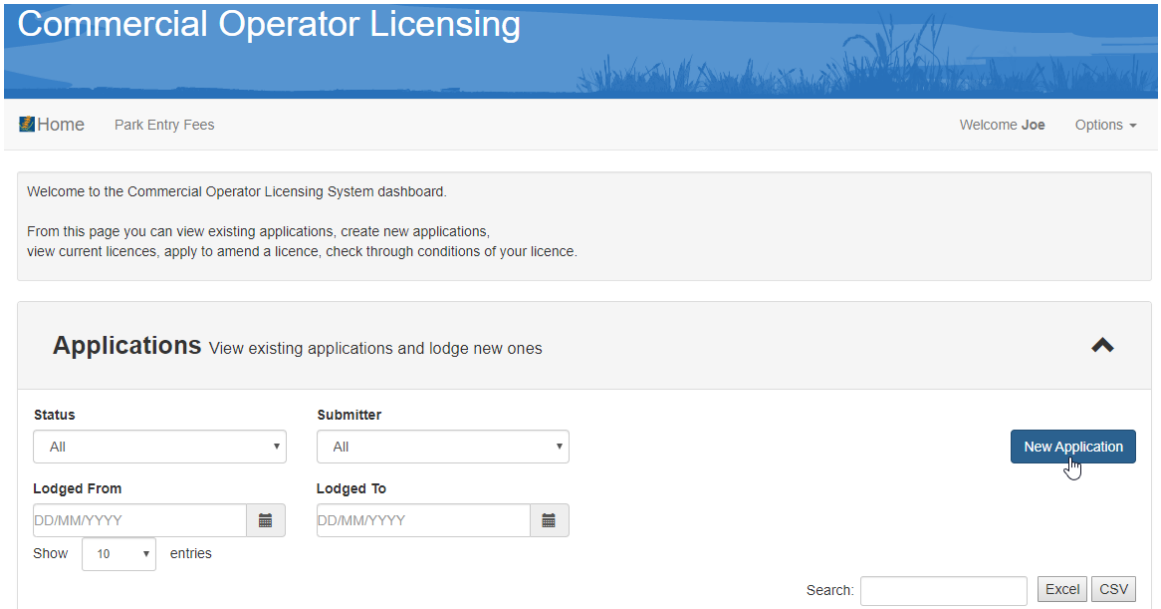


5. Enter the pin codes and press 'Validate' to submit your access request. You will gain access to apply on behalf of the organisation once your request has been accepted by the organisation administrator.

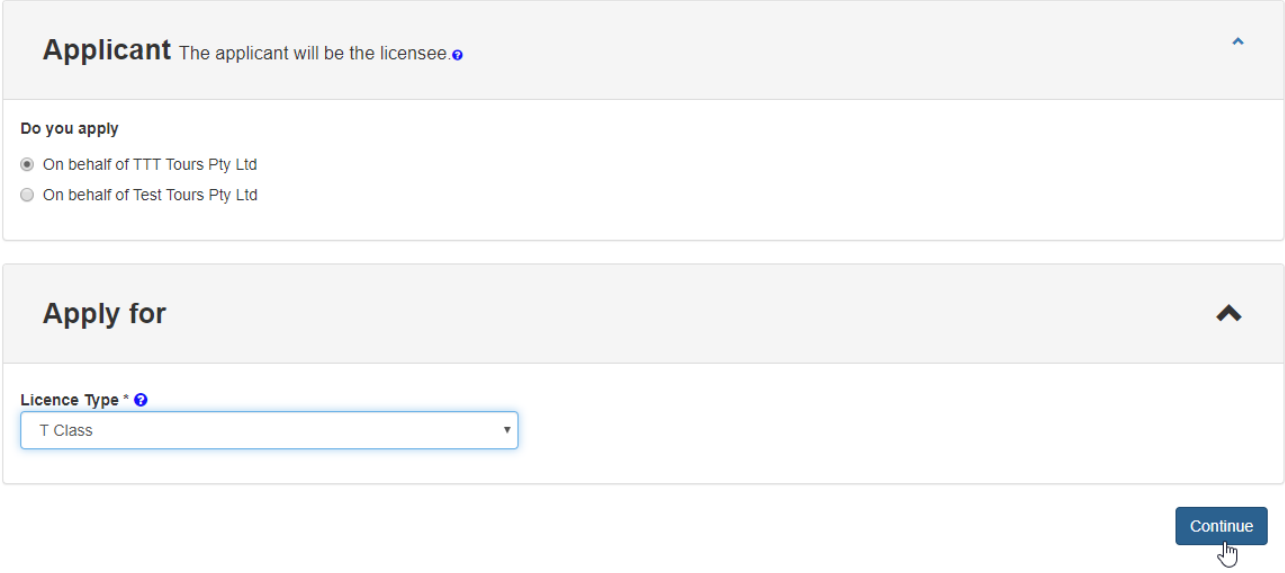
Note: If you try to link to an organisation as a consultant, you will be required to upload evidence that you have approval from the organisation. This will be checked by the Tourism and Concessions Branch.

How to create and submit a new licence application

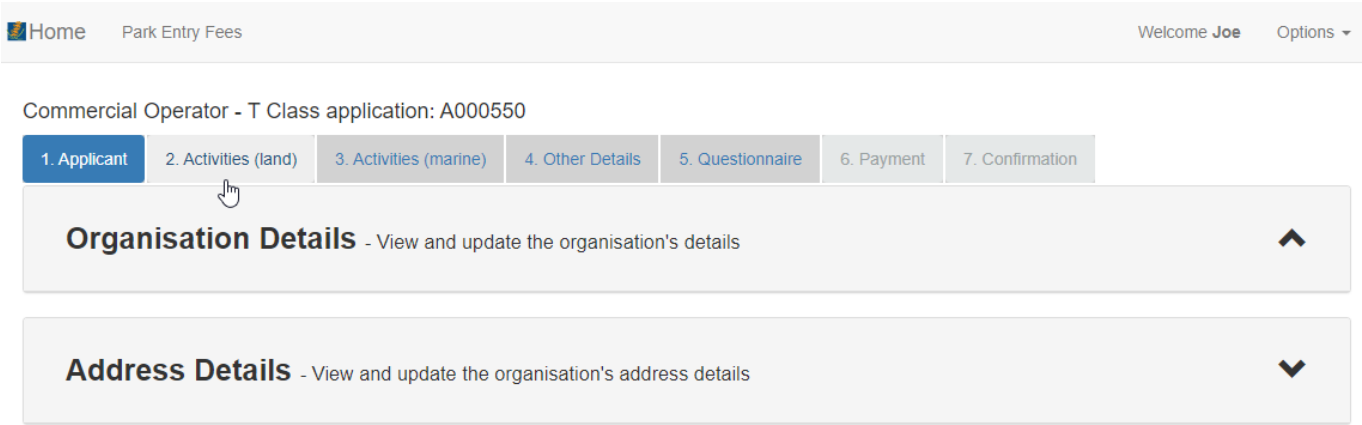
1. Click on 'New Application' in the 'Applications' section on the 'Home' dashboard.



2. Select the organisation you are applying for a licence on behalf of.
3. Select the licence type you are applying for from the drop-down menu and click 'Continue'. (Select 'T Class' to apply for a commercial operations licence)



4. Navigate through your application by clicking the tabs across the top – Applicant; Activities (land); Activities (marine); Other Details and Questionnaire.

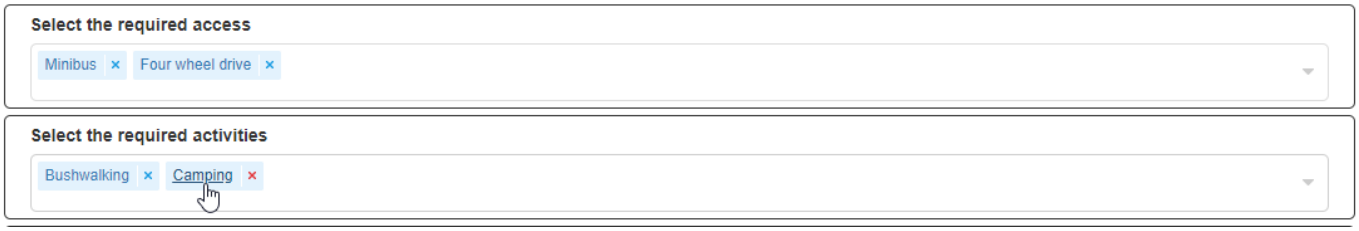


Complete the Applicant tab

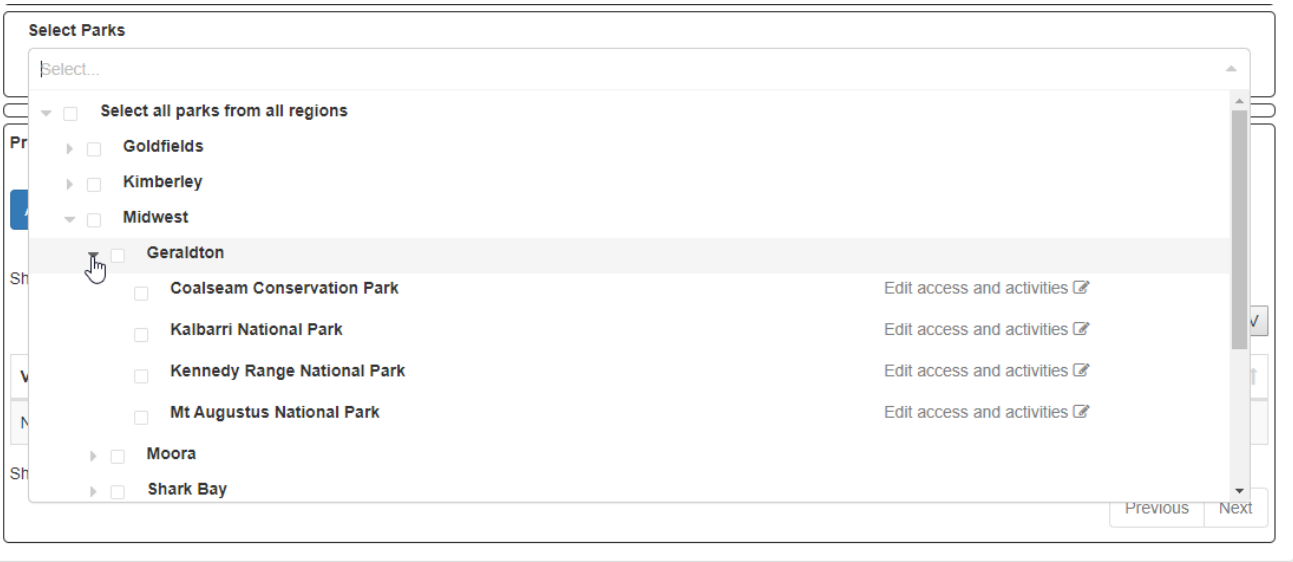
5. Review your organisation name, trading name and address. Please contact a Licensing Officer if your ABN details are incorrect.

Complete the Activities (land) tab

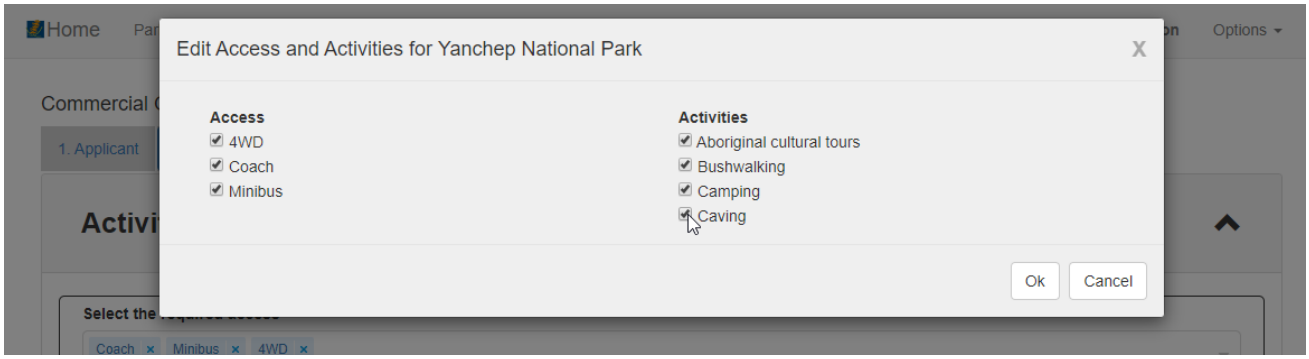
6. Select your required access types and activities from the drop-down menus. Your selections will be automatically applied to the parks you select where the access type and activity is permitted.



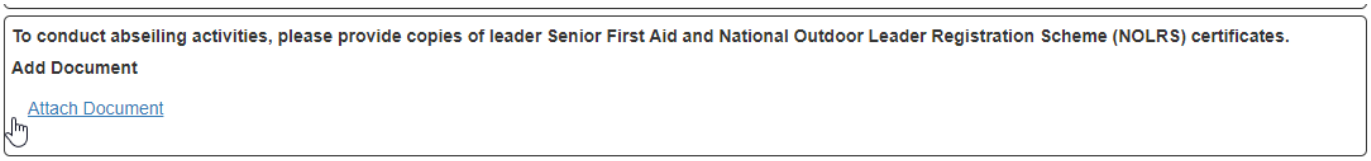
7. To select a park, start typing in the name of the park or expand the drop-down lists to select the parks you would like to operate in. Note: You can expand the drop down 'Select Parks' menu multiple times. Click the grey triangles to expand the regions, districts and then parks. Checking a box next to a region or district will select all parks in that region or district.



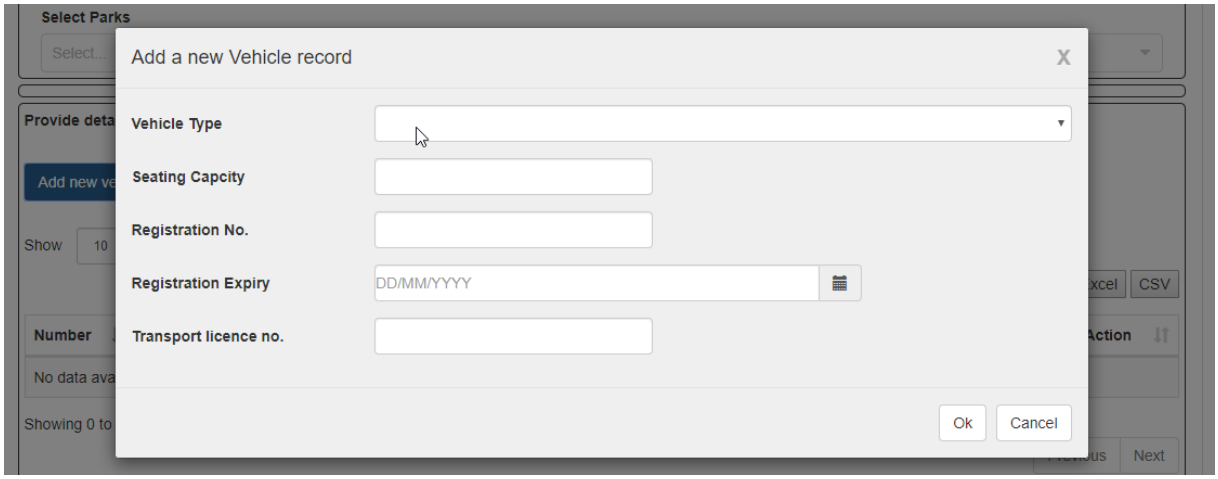
8. After adding your parks, review and edit your requested access and activities by clicking on each individual park name. The popup will show the permitted access and activities for the park and what you have selected. Note: If all park names are not displayed in the box, expand the drop-down list by clicking the grey triangles and click 'Edit access and activities'.



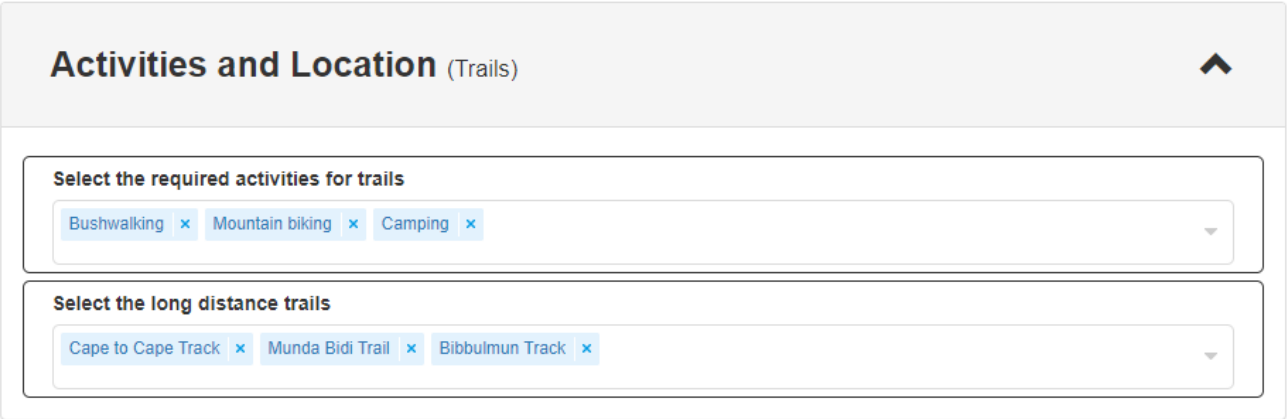
9. A popup to provide additional documentation will show if you have selected parks and activities that have additional requirements. Attach the requested document or uncheck the park or activity to remove the requirement.



10. Click ‘Add new vehicle’ to add details of vehicles used in your operations. If you have multiple vehicles you will need to add each vehicle individually.



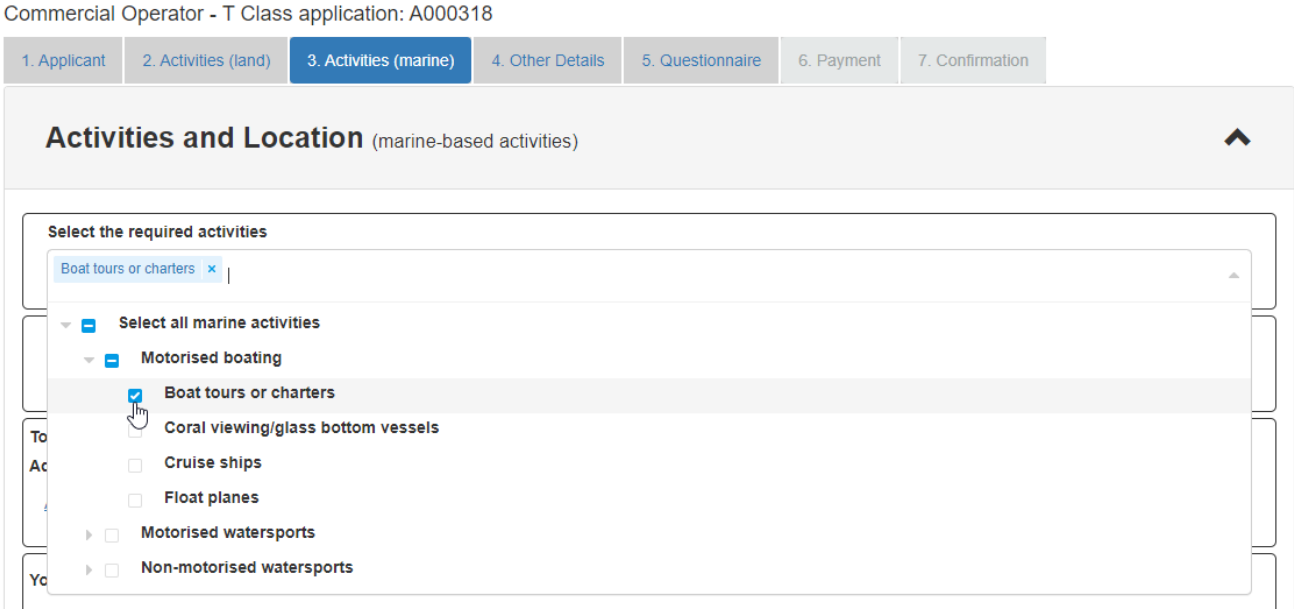
11. Select your trail activities from the drop-menu. Your selections will be automatically applied to the track/trail sections you select where the activity is permitted.
12. Select your tracks and trails from the drop-down menu. Adding a track/trail in this box will automatically select all sections of the track/trail.



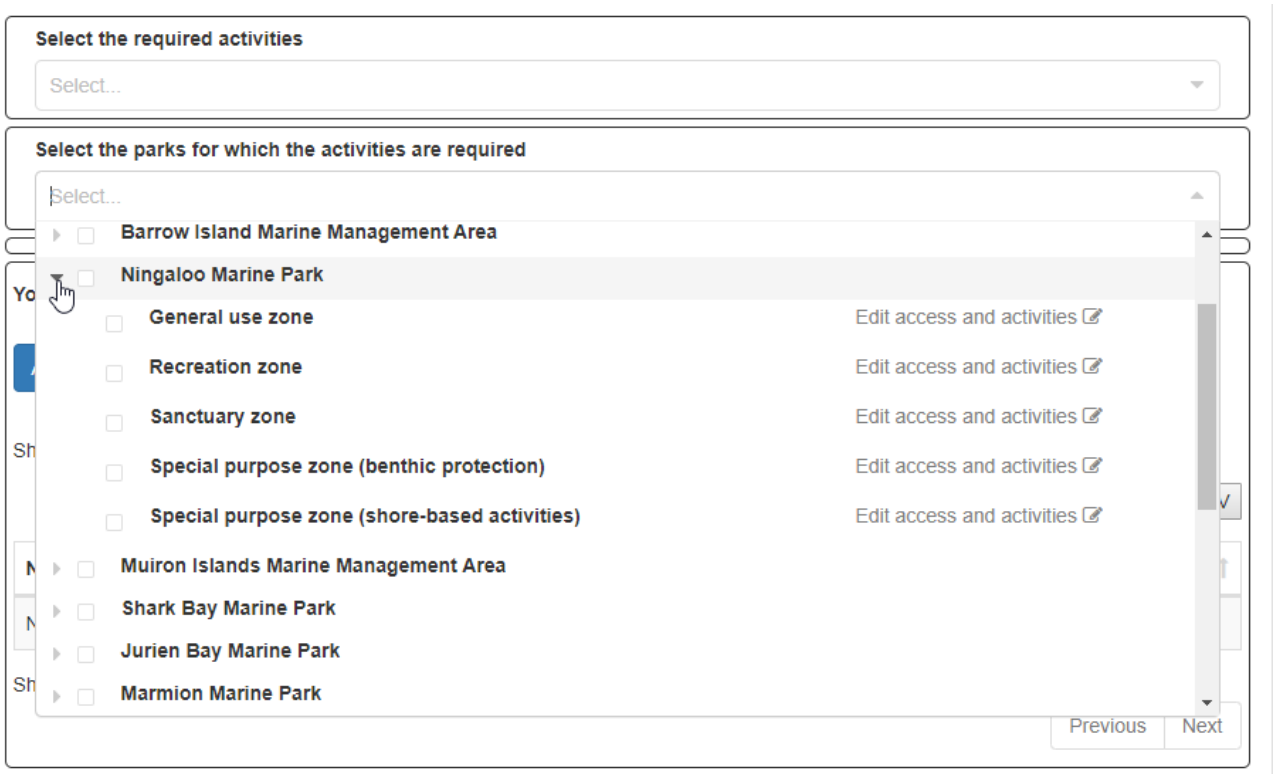
13. Click on the track/trail name to view and edit your selected sections and activities. Click on the map name to view a link showing the sections.

Complete the Activities (marine) tab

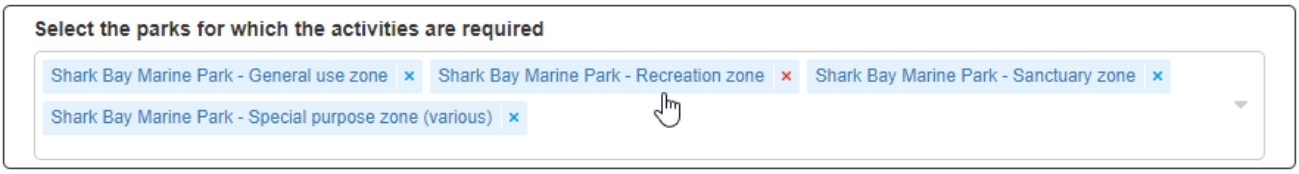
14. Select your required activities from the drop-down menu. Your selections will be automatically applied to the marine park zones you select where the access type and activity is permitted.

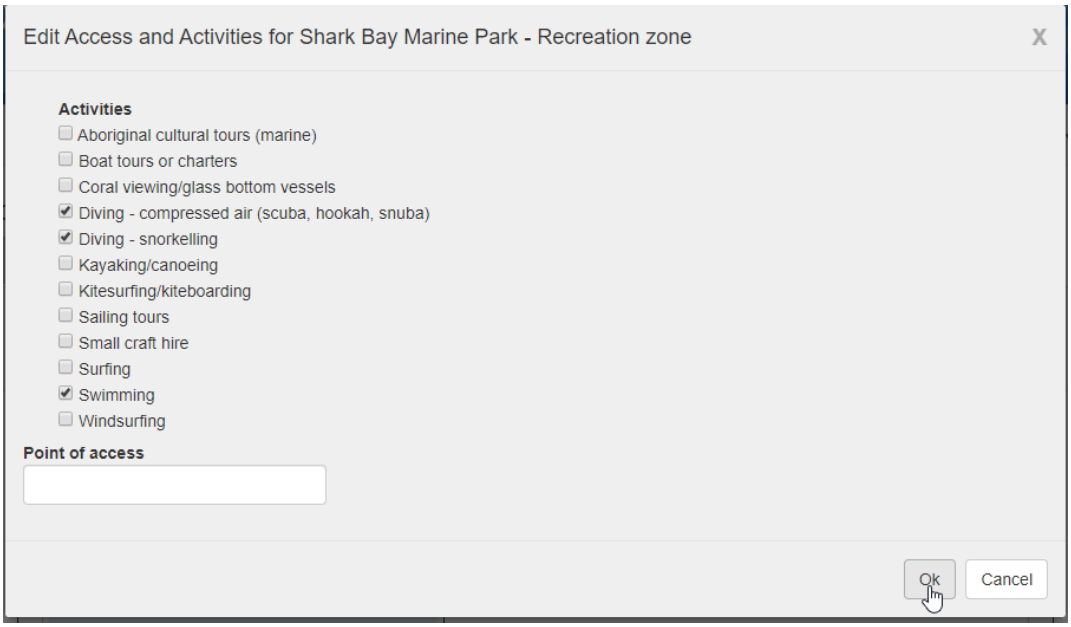


15. To select a marine park, start typing in the name of the park or expand the drop-down list to view the marine park zone you want to select. Note: You can show the marine park zones by clicking the grey triangle next to the marine park. Checking a marine park box will select all zones in the marine park.

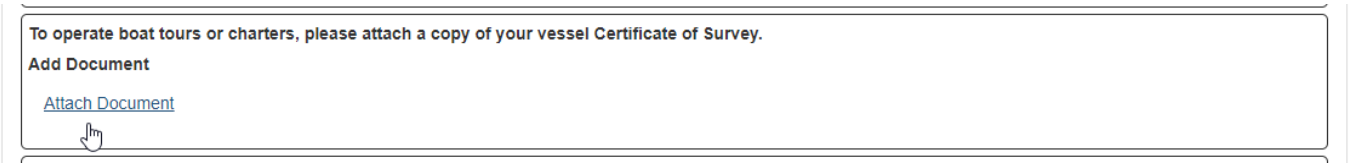


16. After adding your marine park zones, review and edit your selected activities by clicking on the individual zone name. The popup will show the permitted activities for the zone and what you have selected. Note: If all zone names are not displayed in the box, expand the drop-down list by clicking the grey triangle and click ‘Edit access and activities’.





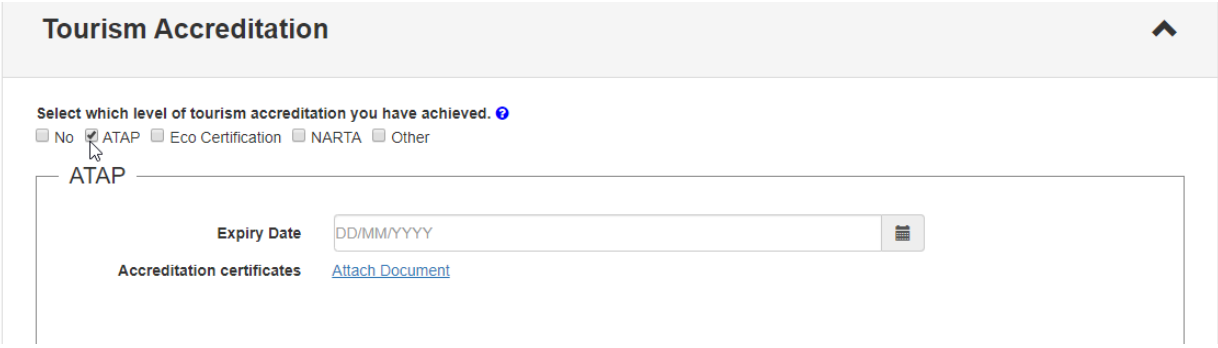
17. A popup to provide additional documentation will show if you have selected parks and activities that have additional requirements. Attach the requested document or uncheck the park or activity to remove the requirement.



18. Click 'Add new vessel' to enter the details of the vessel to be used in your operations. If you have multiple vessels you will need to add each vessel individually.

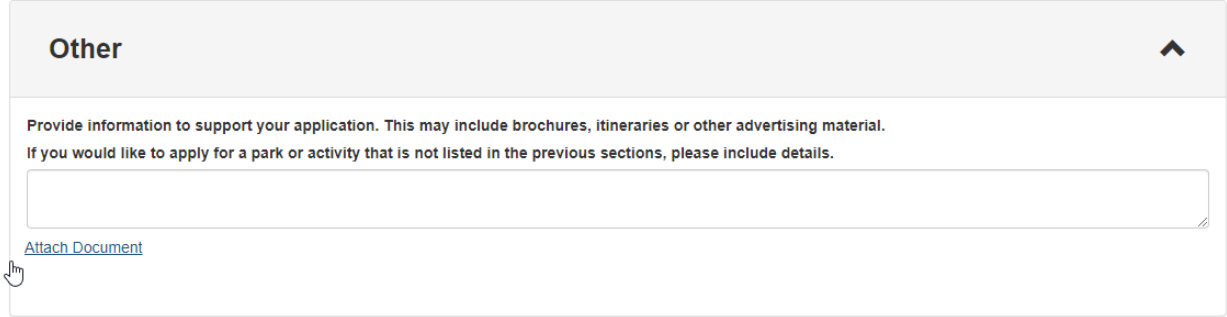
Complete the Other Details tab

19. Under 'Tourism Accreditation' select the level of tourism accreditation you have achieved, attach a copy of your certificate and enter the expiry date. Select 'No' accreditation if you are a new applicant without accreditation or applying for a two-month licence. Note: New applicants have six months to obtain and provide accreditation after the licence has been issued.

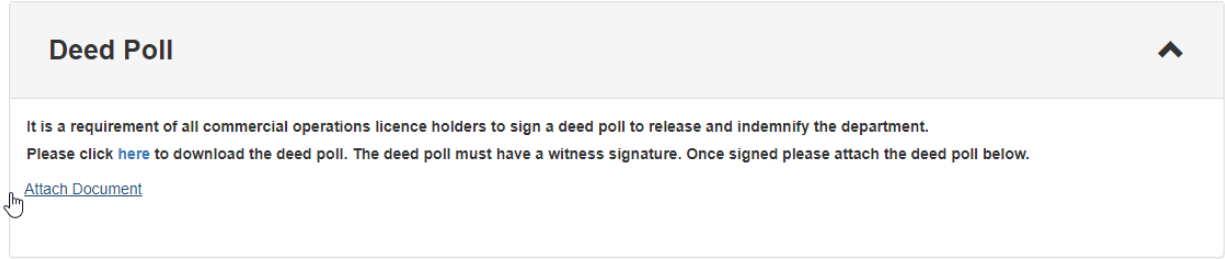


20. Under 'Licence Term' enter your preferred licence term using the drop-down menu and enter a nominated start date for your licence.
21. Under 'Moorings' enter your mooring number or GPS coordinates if applicable.

22. Under ‘Insurance’ attach a copy of your current public liability insurance certificate and enter the expiry date.
23. In the ‘Other’ box, provide additional documentation or information including details of any park or activity you would like to apply for that was not listed in the previous sections of the application.



24. Under ‘Deed Poll’, click the link to download and print the Deed Poll document. Physically sign, date and have the deed poll witnessed, then scan and attach as a document. Please note electronic signatures cannot be accepted.

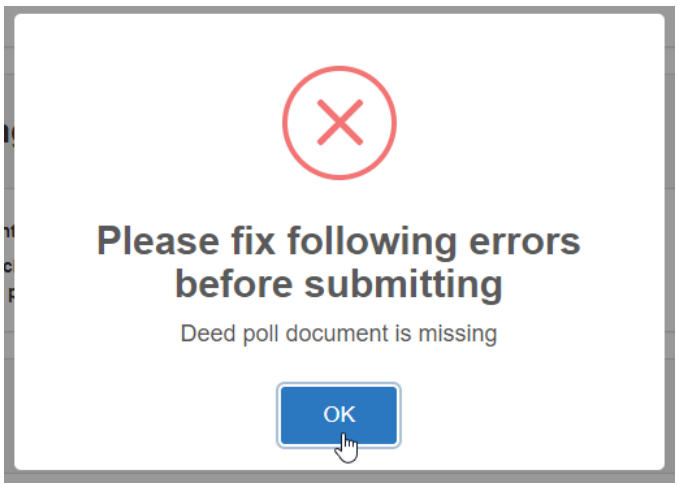


Complete the Questionnaire tab

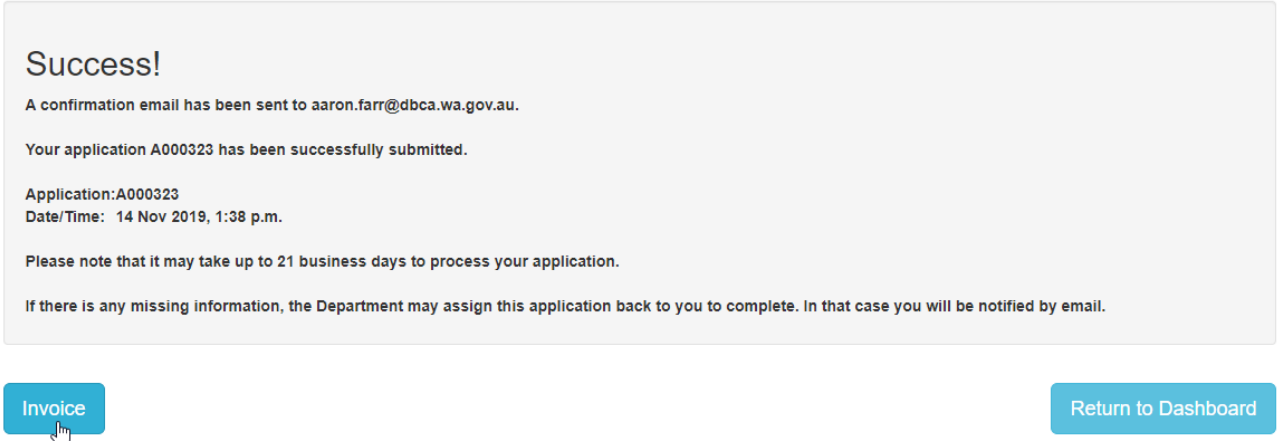
25. Click on the link to download and review the ‘Information for Commercial Operators’ training module.
26. Answer all the multiple-choice questions and click ‘Check Answers’. You will be able to have another attempt if you get questions incorrect. You will need to answer all questions correctly in order to submit your application.
27. Once you have answered all questions correctly, click ‘Save and Continue’ to save your result.

Submit your application

28. Review the Applicant; Activities (land); Activities (marine); and Other Details tabs to check your application information is correct.
29. Click ‘Save and Exit’ to exit your application and submit at a later date.
30. Click ‘Pay and Submit’ to submit your application.
31. You will receive an error notification if you have not completed a required item for your application. Complete the required item/s then click ‘Pay and Submit’.



32. Once submitted you will receive a success notification and be able to download your tax invoice. You will also receive email confirmation and your application will be listed as 'Under Review' in the applications table on your COLS 'Home' dashboard.



Incomplete applications

1. You will receive a notification email if there is additional information or documentation needed for your application.
2. Login to COLS and go to the 'Home' dashboard.
3. Click on 'Continue' next to the application in the 'Applications' table.
4. Provide the missing documents or information requested then click 'Resubmit'.

How to view a licence

1. Once a licence has been approved you will be sent an email with the licence and supporting documentation attached (e.g. Maps of approved operating areas).
2. You can also view and download your licence on the 'Home' dashboard in the 'Licences' table. View and print your licence by clicking on the pdf in the licence column of the table.
3. If you want to view your licence details and expiry date click on 'View' in the action column of the "Licences' table.

How to search for applications and licences

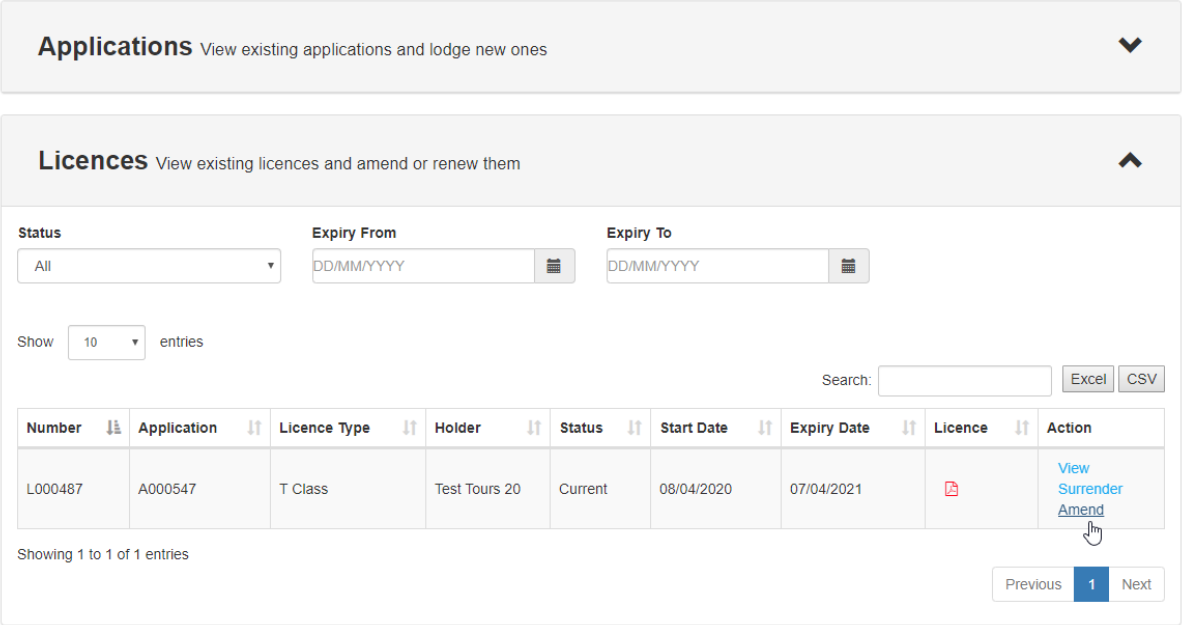
1. You can search your applications and licences using the search text box in the applicable section of your COLS 'Home' dashboard
2. You can filter your applications and licences by lodgement date or status using the drop down menus.

3. When an application has not been submitted you can discard the application if you do not wish to continue.

How to amend your licence

If you would like to add parks or activities to a current licence you will need to submit a licence amendment application.

1. Go to the 'Licences' section on the COLS 'Home' page and click 'Amend' in the action column of your licence. Note: If the action column is not displayed in the table click the 'plus' sign next to the licence number to show.



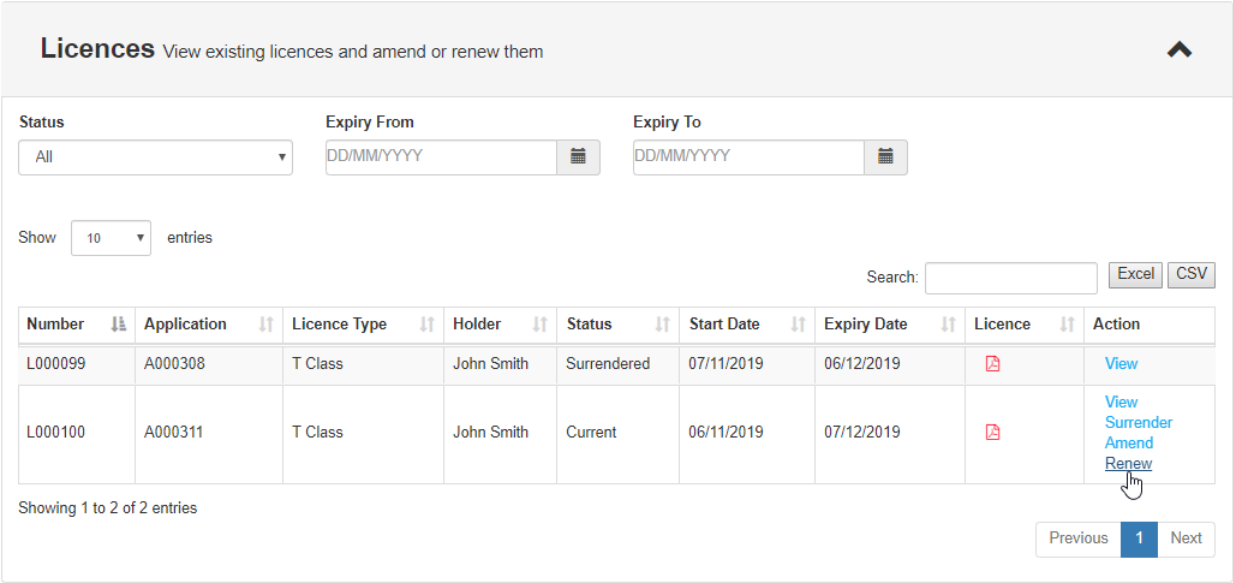
2. Select the accesses, activities and parks you want to add to your licence. Note: If this is the first time you have applied through the system you will need to complete all sections of the application except for the questionnaire. See parts 4-32 of '[How to create and submit a new licence application]'.
3. Attach documentation for your parks and activities that have additional requirements then press 'Resubmit'.
4. Your will receive email notification and an updated licence once the amendment has been approved by DBCA.

How to renew your licence

If you are applying in the online system for the first time, unfortunately information from your previous licence applications could not been imported (except for your parks which have entry fees). Please take the time to complete all sections of the application as this information will be stored in the system and automatically available on your next renewal or amendment application.

If you have changed your business used to operate under your commercial operations licence and have a new ACN or ABN, do not submit a renewal application. You will need to link your new business to your account via the Commercial Operator Licensing System and submit a new application. Go to your manage account section and complete parts 4-7 of 'How to create an account' to link to your new organisation.

1. You will receive a renewal email notification three months before your commercial operations licence is due to expire.
2. Login to COLS and go to the 'Licenses' section on the 'Home' dashboard. Click on 'Renew'. If the action column is not displayed in the table click the 'plus' sign next to the licence number to show.



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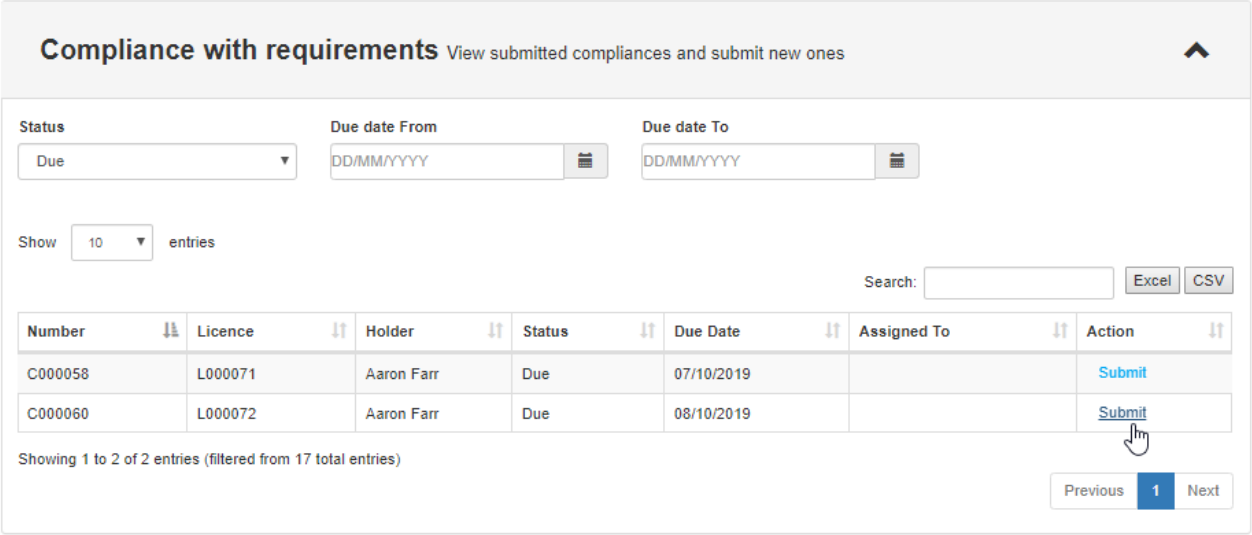
3. See parts 4-32 of '[How to create and submit a new licence application]' for additional instructions if this is your first time using COLS to submit an application.
4. Select your parks and activities in the Activities (land) and Activities (marine) tabs.
5. Attach documentation for your parks and activities that have additional requirements.
6. Review the Other Details tab, add your current accreditation and insurance certificates, select your preferred licence term, review any mooring details and complete and attach the Deed Poll declaration.
7. Click on the Questionnaire tab, review the training presentation and answer the questions.
8. Click 'Pay and Submit'. You will receive email confirmation once your renewal application has been submitted.
9. You will receive a notification email if there is incomplete information or documents missing from your application.
10. Once your licence renewal has been approved you will be sent an email with the licence and supporting documentation attached.
11. You can also view and download your licence(s) on the 'Home' dashboard in the 'Licences' table.

How to complete a compliance with requirements

Commercial operators are required to adhere to the conditions of their licence and the Commercial Operator Handbook.

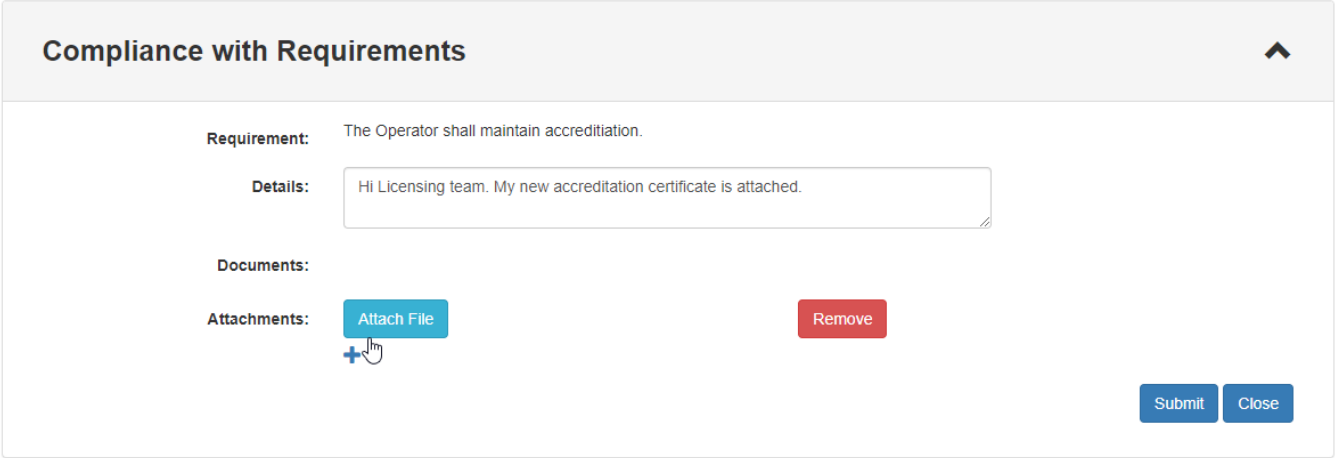
Some operators may also be required to complete or submit additional documents as a condition of the licence. For example, newly licensed operators have six months in which to obtain Quality Tourism Accreditation (QTA) also known as Australian Tourism Accreditation Program (ATAP). Some operators may need to supply an updated public liability insurance certificate, and others may need to provide a report on passenger numbers. These additional licence conditions will be listed under the Compliance with requirements section. The licence requirements will also have a due date and operators must ensure the requirements are completed on time.

1. To view your compliance requirements, login to the ‘Home’ dashboard and scroll down to the ‘Compliance with requirements’ section.
2. Filter your requirements by changing the status to ‘Due’ in the drop-down menu. Click ‘Submit’ on the requirement you want to complete.



3. Attach the required document, enter a message then click ‘Submit’.

Compliance with Requirements: C000066

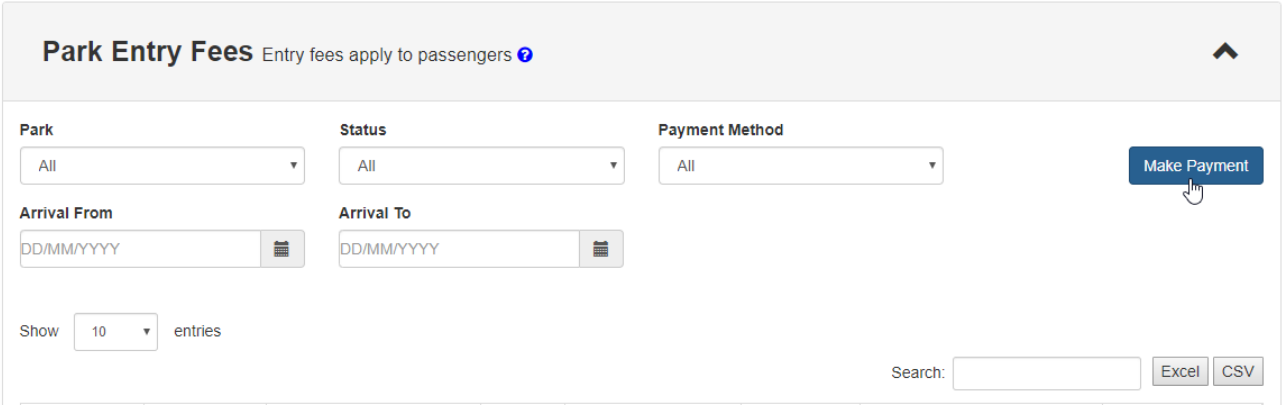


4. You will receive a confirmation email that the document will be checked by DBCA. The status of the requirement will change to ‘Under Review’ in the ‘Compliance with requirements’ table.
5. You will be sent a confirmation email once the submission has been approved and the status of the requirement will update to ‘Approved’.

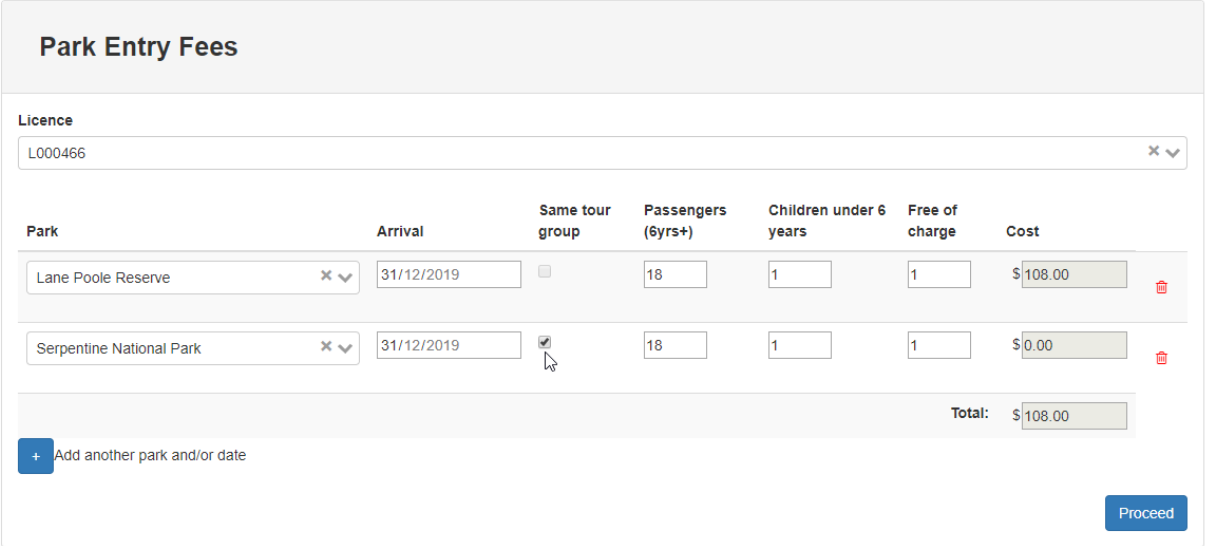
How to pay park entry fees online

Commercial operators are required to pay a per passenger entrance fee at parks or reserves where entry fees apply. These fees are listed under downloads on the DBCA website here: https://parks.dpaw.wa.gov.au/for-business/training-accreditation-insurance-fees.

1. Login to your COLS account and click on the ‘Park Entry Fees’ tab.
2. Click on ‘Make Payment’.



3. Select the licence from the drop-down menu you want to pay park entry fees for.
4. Select a park to pay entry fees for from the drop-down menu. You will only be able to select a park with entry fees that you are licensed to operate in.
5. Enter the date you will be visiting and number of each passenger type. Commercial operator employees such as tour leaders and drivers can be entered as free of charge passengers.
6. If a tour is entering multiple parks with entry fees on the same day only one entry fee applies per passenger. Add all the parks your tour will be visiting on a single payment screen, enter the date and passenger numbers and check the 'same tour group' box. This will reduce the entry fee to zero dollars for passengers who have already paid an entry fee for a fee-paying park on the same day. Note: If a tour is visiting Nambung and Yanchep National parks on the same day, a per passenger fee will be charged for both parks.

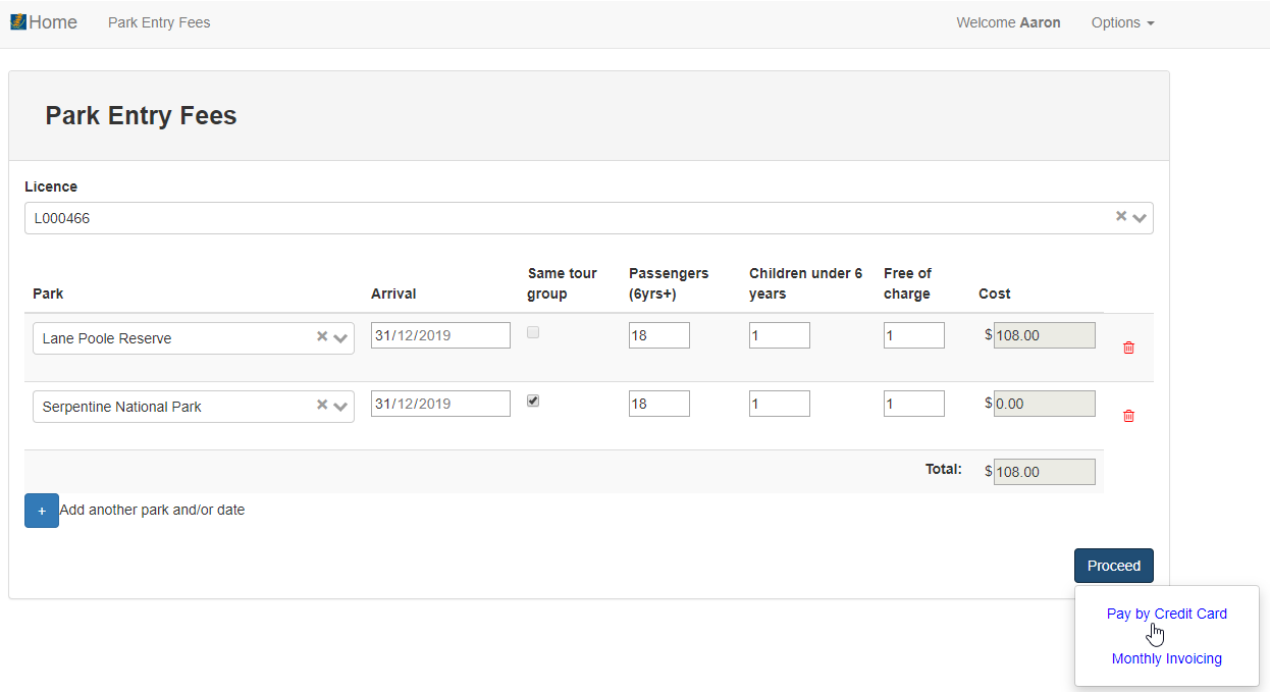


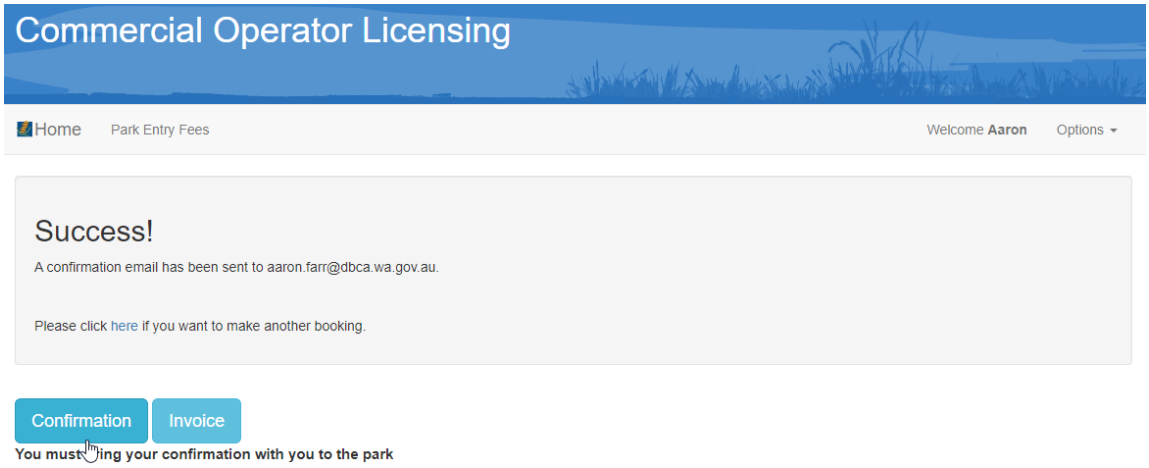
7. To pay for different tours on a single payment screen add each tour using the 'Add another park and/or date' button and do not check the 'same tour group' box.
8. The two options for payment are credit card and monthly invoicing. You will only be able to view and select monthly invoicing if already approved by DBCA.

   To be eligible for monthly invoicing and hold an account with DBCA you will need to submit an application to licensing@dbca.wa.gov.au. The application form and further information is available on the website: https://parks.dpaw.wa.gov.au/for-business/training-accreditation-insurance-fees.

9. Once you have payed your park entry fees you can view your booking confirmation and invoice by clicking the buttons on the success screen. You will also receive separate emails with your booking confirmation and invoice attached.

Note: If paying by monthly invoice you will only receive a booking confirmation. Invoices will be emailed to commercial operators on the first day of the preceding month.





10. A copy of your booking confirmation or booking invoice must be presented to a Departmental staff member at the park entry point or upon request within CALM Act land. (A digital copy is acceptable)
11. If paying by monthly invoice, all bookings made during the month will be added to the original booking confirmation and fees listed as unpaid. This confirmation is acceptable to present at the park.
12. Your booking confirmations and invoices can be downloaded from the table in the COLS 'Park Entry Fees' dashboard.
13. Payment can also be made at the park using cash and a docket from the commercial operator docket book. Please note that docket books are being phased out over time.

Terms and conditions for the online payment of park entry fees can be accessed here.

How to obtain a refund for overpayment of park entry fees

If you have overpaid entry fees for a park visit please email the DBCA Tourism and Concessions Branch at licensing@dbca.wa.gov.au to request a refund.

How to pay park entry fees for additional passengers

Park entry fees must be paid for additional passengers on a tour that are not covered by a booking confirmation. Payment must be made prior to entering a park with entry fees. Note: Payment for additional passengers can be made:

- by the tour guide or driver via the Commercial Operator Licensing System on a mobile device prior to entering the park; or
- remotely by an employee linked to the company through the Commercial Operator Licensing System; or
- by the tour guide or driver at the gate by completing a docket from the commercial operator docket book.

How to surrender your licence

1. Go to the 'Licences' section on the 'Home' dashboard.
2. Click 'Surrender' in the action column of the licence you want to surrender. Note: Once you surrender a licence it will no longer be valid.

Further assistance or questions

If you require further assistance with the Commercial Operator Licensing System please contact one of the Licensing Officers from the Tourism and Concessions Branch on (08) 9219 8411 or email licensing@dbca.wa.gov.au.

For DBCA district office contact details please visit the DBCA website here:
https://www.dpaw.wa.gov.au/about-us/contact-us/locations