



Department of **Biodiversity,
Conservation and Attractions**



Commercial Operator Licensing System

How to submit a commercial operations licence application to conduct a commercial event

Custodian: Parks and Visitor Services, Tourism and Concessions Branch

Locked Bag 104, Bentley Delivery Centre, Western Australia 6983

Phone: (08) 9219 8411 Email: licensing@dbca.wa.gov.au

Contents

Intro	3
Logging in to the Commercial Operator Licensing System (COLS)	3
How to create an account	4
How to link your account to an existing organisation	7
How to create and submit a new licence application for a commercial event	8
Incomplete applications	11
How to view and access your licence.....	11
How to amend your licence.....	12
How to complete a compliance requirement	12
How to pay the per participant licence charge.....	13
Further assistance or questions	15

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.

Applications to conduct a commercial event can be submitted online via COLS.

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. After creating an account, you will need to link it to an organisation (including sole traders) to manage the organisations account and licences.

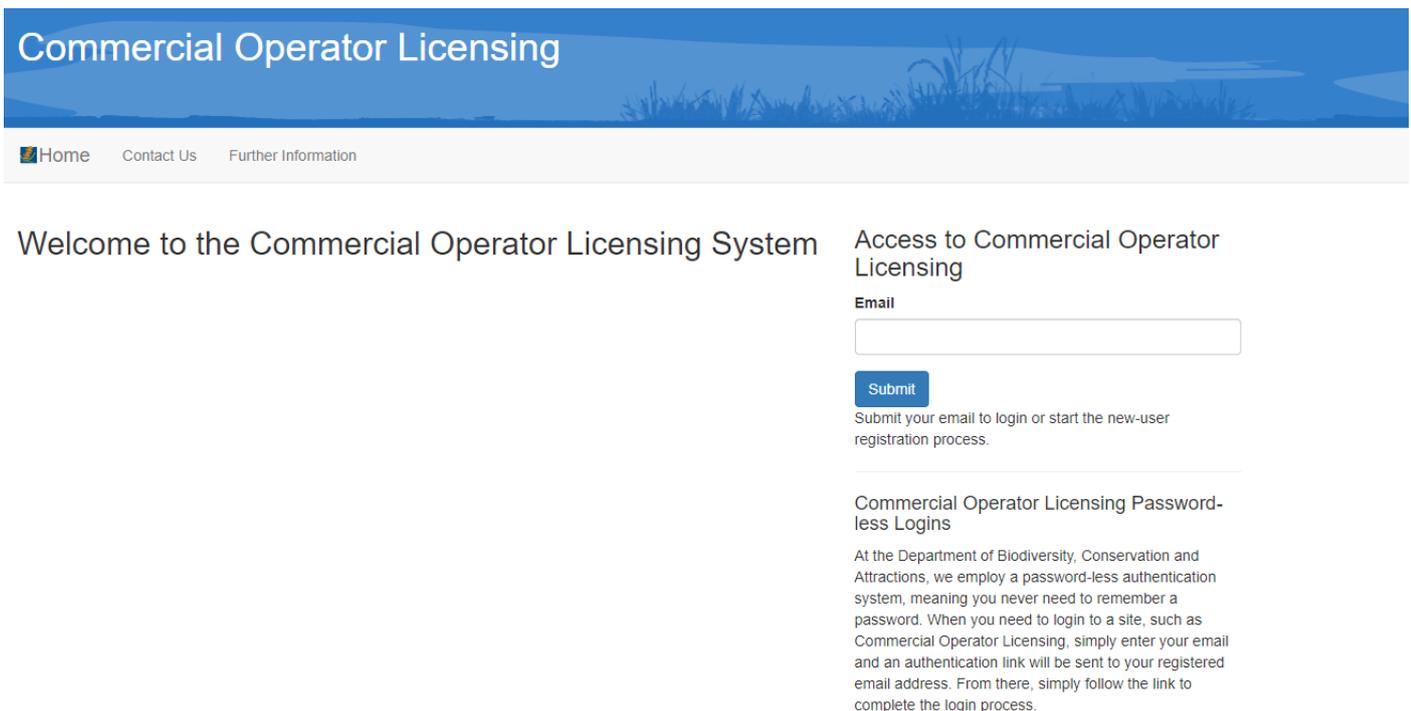
You can access the system and setup your account now by visiting the below link.

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

We hope that operators will find the system intuitive to use and make it easier to manage licensing requirements. 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 on (08) 9219 8411.

Logging in to the Commercial Operator Licensing System (COLS)

1. Enter your email address and click 'Submit'. The system does not use a password to login.

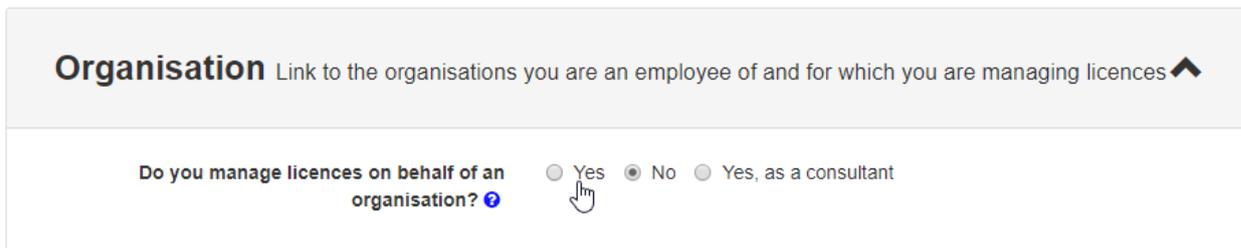


The screenshot shows the 'Commercial Operator Licensing' website. At the top, there is a blue header with the title 'Commercial Operator Licensing' and navigation links for 'Home', 'Contact Us', and 'Further Information'. Below the header, the main content area is split into two columns. The left column contains the text 'Welcome to the Commercial Operator Licensing System'. The right column features a login form with the title 'Access to Commercial Operator Licensing'. The form includes an 'Email' label, a text input field, and a blue 'Submit' button. Below the button, there is a short paragraph of text: 'Submit your email to login or start the new-user registration process.' Below this, there is a section titled 'Commercial Operator Licensing Password-less Logins' with a paragraph explaining the password-less authentication system: 'At the Department of Biodiversity, Conservation and Attractions, we employ a password-less authentication system, meaning you never need to remember a password. When you need to login to a site, such as Commercial Operator Licensing, simply enter your email and an authentication link will be sent to your registered email address. From there, simply follow the link to complete the login process.'

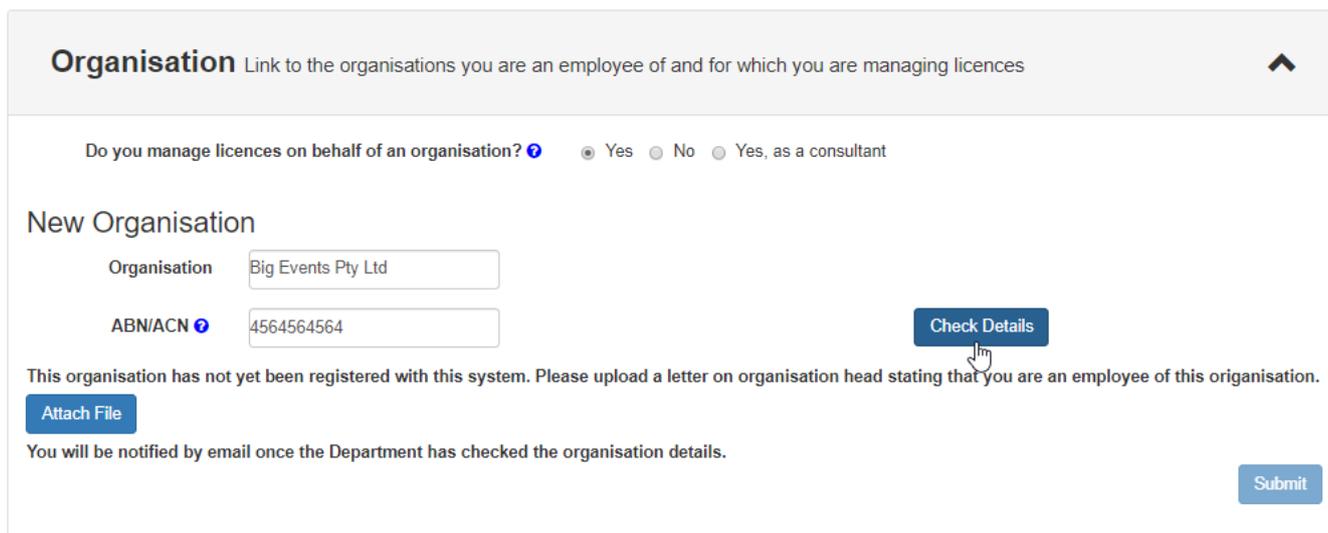
2. An email will be sent to your inbox with a link to access the system which remains valid for 24 hours. Click on the link to login.

How to create an account

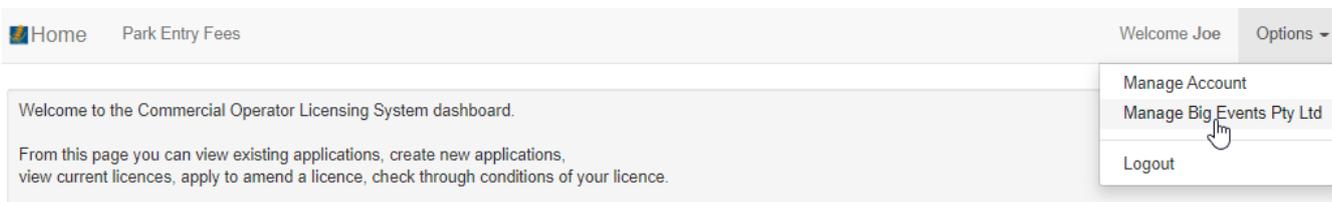
1. When you first log in, you will be asked to enter your details to create an account. Some fields are mandatory, you will not be able to progress if the mandatory fields are incomplete.
2. Under Organisation, select yes to managing licences on behalf of an organisation or as a consultant. To apply for a licence, you will need to link your account to an organisation e.g. a company or 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. If the organisation is not registered with the system, attach proof that you are an authentic representative of the organisation e.g. a signed letter from the organisation director stating you work for the company. If the organisation is already registered in the system, see '[How to link your account to an existing organisation](#)'.



5. Click 'Submit' to submit your access request. You will receive a confirmation once your request has been successfully submitted.
6. Once the department has assessed and accepted your request, you will be sent an email confirming that your account has been linked to the organisation.
7. Once your account has been linked to an organisation, you can manage and update the organisations details. Click on the 'Options' menu and select the option to manage the organisation.



- Update the organisation details (including trading name), address details and contact details.

Organisation Details - View and update the organisation's details ▲

Organisation Name

Trading Name

ABN

Email

[Update](#)

Address Details - View and update the organisation's address details ▼

Contact Details - View and update the organisation's contact details ▼

Linked User Accounts Manage the user accounts linked to the organisation ▼

- Under the Linked User Accounts section 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 the organisations pin codes as an administrator. This administrator can provide the pin codes to other employees so they can submit a request to link to the organisation and must then approve or decline the request. See '[How to link your account to an existing organisation](#)' for info on how employees use pin codes when submitting a request.

Linked User Accounts Manage the user accounts linked to the organisation ▲

Use the Organisation Administrator pin codes if you want the new user to be linked as organisation administrator.
Use the Organisation User pin codes if you want the new user to be linked as organisation user.

Organisation User Pin Code 1: 063303297782	Organisation Administrator Pin Code 1: 464414237548
Organisation User Pin Code 2: 041812920776	Organisation Administrator Pin Code 2: 257129993297

It is the responsibility of the organisation administrator 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 9978.

Please ensure the pin codes are not provided to people that are not authorised to apply/cancel/surrender/pay fees on behalf of this organisation.

The list of accounts linked to the organisation is controlled by the organisation. The Department cannot manage this list of accounts.

Show entries Search:

Name	Role	Email	Status	Action
Joe Bloggs	Organisation Admin	info@gmail.com	Active	Unlink Suspend Make Organisation User

Showing 1 to 1 of 1 entries Previous **1** Next

'Organisation Administrator Pin Code' – Give these codes to allow a staff member to apply for a licence on behalf of the organisation, amend the organisation account details and approve and manage the access of other staff.

'Organisation User Pin Code' – Give these codes to allow a staff member to apply for a licence on behalf of the organisation.

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.

10. Requests from staff to be linked to your organisation can be accepted and declined by organisation administrator(s) from the Linked User Accounts section.

Linked User Accounts Manage the user accounts linked to the organisation

Use the Organisation Administrator pin codes if you want the new user to be linked as organisation administrator.
Use the Organisation User pin codes if you want the new user to be linked as organisation user.

Organisation User Pin Code 1: 029351820553	Organisation Administrator Pin Code 1: 842845351936
Organisation User Pin Code 2: 481651313779	Organisation Administrator Pin Code 2: 180738456428

It is the responsibility of the organisation administrator 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 9978.

Please ensure the pin codes are not provided to people that are not authorised to apply/cancel/surrender/pay fees on behalf of this organisation.

The list of accounts linked to the organisation is controlled by the organisation. The Department cannot manage this list of accounts.

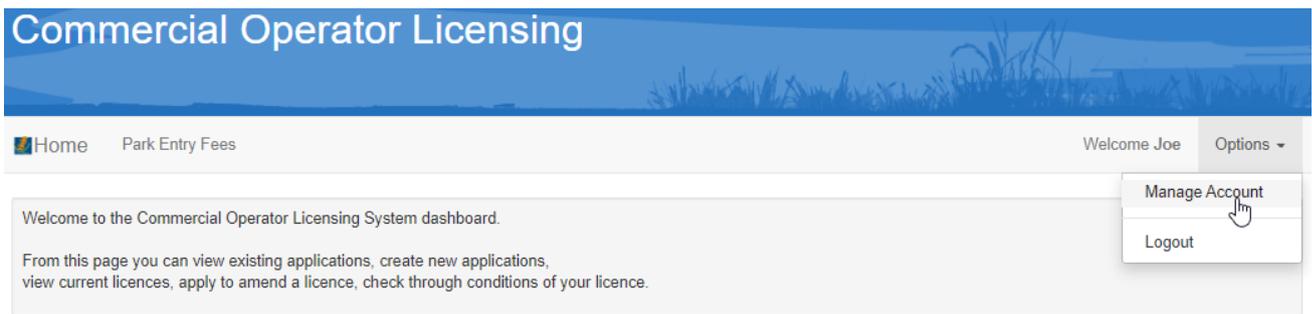
Show 10 entries Search:

Name	Role	Email	Status	Action
Doris Day	Organisation Admin	info@test.com.au	Pending	Accept Decline
Joe Bloggs	Organisation Admin	info@gmail.com	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 click '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 receive a success notification when your request has been submitted.
6. 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 department and you will receive an email once your request has been accepted.

How to create and submit a new licence application for a commercial event

1. Click on 'New Application' from the Applications section on the home dashboard.
2. Select the organisation you are applying for a licence on behalf of.
3. Select 'Event' from the licence type drop-down menu.
4. Select a previously approved event from the drop-down menu to prefill your application (if applicable), then click 'Continue'.

The screenshot shows the 'Commercial Operator Licensing' application form. At the top, there is a header with the logos for the Government of Western Australia and Parks and Wildlife. Below the header, there is a navigation bar with 'Home' and 'Park Entry Fees' on the left, and 'Welcome Joe' and 'Options' on the right. The main content area is divided into two sections: 'Applicant' and 'Apply for'. The 'Applicant' section has a sub-header 'The applicant will be the licensee' and a radio button option 'On behalf of Park Events Pty Ltd'. The 'Apply for' section has a 'Licence Type' dropdown menu set to 'Event' and a 'Prefill application with details from previously approved event' dropdown menu set to 'MTB Park Ride'. A 'Continue' button is located at the bottom right of the form.

5. Navigate through the application by clicking the tabs across the top – Applicant; Activities; Event Management; Vehicles/Vessels; Other Details and Online Training.

Commercial Operator - Event application: A000663

The screenshot shows the application navigation tabs and details sections. The tabs are: 1. Applicant (highlighted), 2. Activities, 3. Event Management, 4. Vehicles/Vessels, 5. Other Details, 6. Online Training, 7. Payment, and 8. Confirmation. Below the tabs, there are two sections: 'Organisation Details - View and update the organisation's details' and 'Address Details - View and update the organisation's address details'. Both sections have a downward arrow icon on the right.

Complete the Applicant tab

6. Review your organisation name, trading name and address. Please email licensing@dbca.wa.gov.au if your ABN details are incorrect.

Complete the Activities tab

7. Enter your official event name and proposed commencement and completion date for your event.
8. Click the 'Add' button to open the 'Add a new Park or Reserve' popup. Select a park from the 'Park or Reserve' drop-down menu or start typing to search for a specific park.
9. Type the activities you propose to undertake in the park in the 'Activity Types' box, e.g. running, mountain biking, swimming, and click 'Ok' to add.

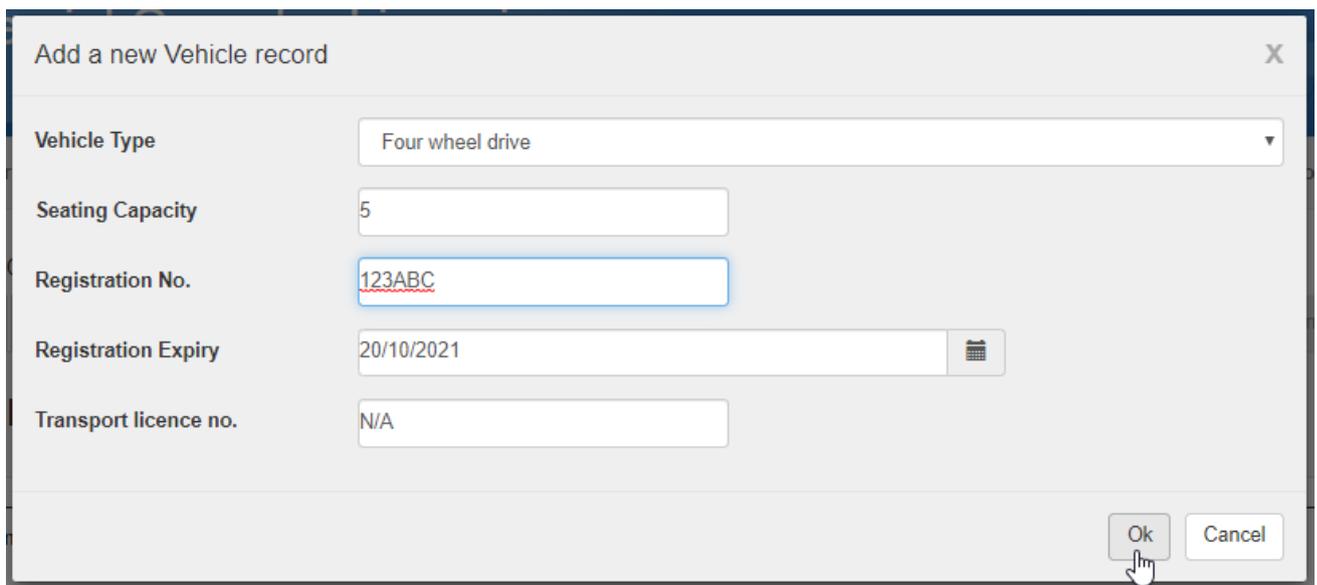
10. Attach a detailed itinerary and map of the event route(s) (including a GPX or KML file format). Include information on the proposed routes, spectator points and camping sites, and any mustering, changeover, aid station or transition points.
11. If your proposed event is located within Public Drinking Water Source Areas (PDSWA), complete and attach the Department of Water and Environmental Regulation application form.
12. Click the 'Add' button to open the 'Add a trail' popup. Select the relevant track or trail and section from the drop-down menus. Type the activities you propose to undertake , e.g. running, mountain biking and click 'Ok' to add.
13. Click 'Save and Continue' after completing each tab to save your data.

Complete the Event Management tab

14. Answer all questions and attach the supporting documentation requested. Please note the provision of an event management plan, emergency response plan and risk management plan are a mandatory requirement to submit the application.
15. If your event route crosses or uses sections of public road on *Conservation and Land Management Act 1984* land, attach your Traffic Management Plan that has been prepared and approved by an accredited body in line with Mainroads WA - [Traffic Management for Events Code of Practice](#).

Complete the Vehicles/Vessels tab

16. Click 'Add new vehicle' to add details of the vehicles to be used in your proposed operations. If you have multiple vehicles, you will need to add each vehicle individually. 'Hire vehicle' can be entered as the vehicle registration if the hire vehicle details are not yet known.



The screenshot shows a web form titled "Add a new Vehicle record" with a close button (X) in the top right corner. The form has the following fields:

- Vehicle Type:** A dropdown menu with "Four wheel drive" selected.
- Seating Capacity:** A text input field containing the number "5".
- Registration No.:** A text input field containing "123ABC".
- Registration Expiry:** A date picker field showing "20/10/2021" with a calendar icon to its right.
- Transport licence no.:** A text input field containing "N/A".

At the bottom right of the form, there are two buttons: "Ok" and "Cancel". A mouse cursor is pointing at the "Ok" button.

Complete the Other Details tab

17. Enter the date of proposed pre-event training if applicable.
18. Click the 'Add' button to open the 'Add a new Park or Reserve' popup. Select a park from the 'Park or Reserve' drop-down menu or start typing to search for a specific park. List the activities you propose to undertake in the park in the 'Activity Types' box, e.g. running, mountain biking, swimming, and click 'Ok' to add.
19. In the 'Other' box, provide additional documentation or information including any park or activity you would like to apply for that is not selectable in previous sections of the application.

Other ^

Provide information to support your application. This may include brochures, itineraries or other advertising material.
If you would like to apply for a park or activity that is not listed in the previous sections, please include details.

[Attach Document](#)

20. Under 'Insurance' attach a copy of your current public liability insurance certificate of currency and enter the expiry date.
21. 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/digital signatures cannot be accepted.

Deed Poll ^

It is a requirement of all commercial operations licence holders to sign a deed poll to release and indemnify the department.
Please click [here](#) to download the deed poll. The deed poll must have a witness signature. Once signed please attach the deed poll below.

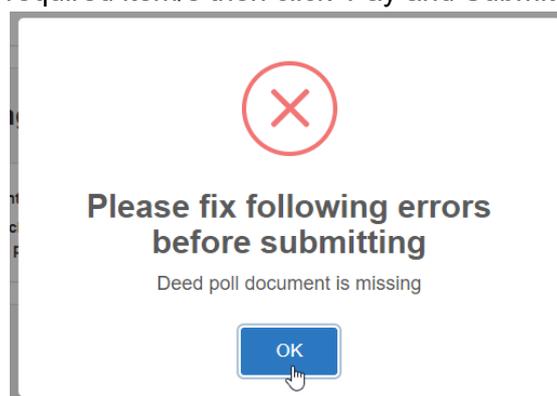
[Attach Document](#)

Complete the Questionnaire tab

22. Click on the link to access and review the [Commercial Event Training Program Information](#) training module.
23. 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 to submit the application.
24. Once you have answered all questions correctly, click 'Save and Continue' to save your result.

Submit your application

1. Review the Applicant; Activities; Event Management; Vehicles/Vessels; Other Details tabs to check your application information is correct.
2. Click 'Save and Exit' to exit your application and submit later.
3. Click 'Pay and Submit' to submit your application.
4. 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'.



- You will be required to make payment of the \$117.00 application fee on submission of the application.
- The licence charge will be payable at the time of the event - see [How to pay the per participant licence charge](#).
- Once submitted you will receive a success notification and be able to download your tax invoice. You will also receive a confirmation email and your application will be listed as 'Under Review' in the applications table on your home dashboard.

Home Park Entry Fees Welcome Aaron Options ▾

Success!

A confirmation email has been sent to aaron.farr@dbca.wa.gov.au.

Your application A000688 has been successfully submitted.

Application: A000688
Date/Time: 3 Nov 2020, 2:18 p.m.

Please note that it may take up to 6 weeks to process your application.

If there is any missing information, the Department may assign this application back to you to complete. In that case you will be notified by email.

Invoice
Return to Dashboard

Incomplete applications

- You will receive a notification email if there is additional information or documentation needed for your application.
- Login to COLS and click 'Continue' from the Applications table to reopen your application.
- Provide the missing documents or information requested, then click 'Resubmit'.

How to view and access your licence

- Once a licence has been granted, you will receive an email with the licence and supporting documentation attached.
- You can also view and download the 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.

Licences View existing licences and amend or renew them

Status

All ▾

Expiry From

DD/MM/YYYY

Licence Type

All ▾

Expiry To

DD/MM/YYYY

Show 10 entries

Search: Excel CSV

Number	Application	Licence Type	Holder	Status	Start Date	Expiry Date	Licence	Action
L000550	A000663	Event	Big Events Pty Ltd	Current	28/11/2020	29/11/2020		View Surrender Amend

Showing 1 to 1 of 1 entries

Previous 1 Next

How to amend your licence

If you would like to edit a current licence for a commercial event, you will need to submit a licence amendment application.

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

Applications View existing applications and lodge new ones

Licences View existing licences and amend or renew them

Status: Licence Type:

Expiry From: Expiry To:

Show entries

Search:

Number	Application	Licence Type	Holder	Status	Start Date	Expiry Date	Licence	Action
L000550	A000663	Event	Big Events Pty Ltd	Current	28/11/2020	29/11/2020		View Surrender Amend

Showing 1 to 1 of 1 entries

Previous **1** Next

2. Update the application as required and make a note of the requested amendments to your event in the 'Other' box in the Other Details tab.
3. You will receive an email and updated licence once the amendment has been approved by DBCA.

How to complete a compliance requirement

Commercial operators are required to adhere to the conditions on their licence and the [Commercial Operator Handbook](#).

Operators may also be required to complete or submit additional items as a condition of the licence. For example, operators will receive a compliance requirement notification when payment of the per participant licence charge is due. Licence requirements also have a due date and operators must ensure the requirements are completed on time.

1. You will receive an email notification two weeks prior to the due date of a compliance requirement.
2. To view your compliance requirements, login to COLS and scroll down to the Compliance with requirements table on the home dashboard.
3. Filter your requirements by changing the status to 'Due' in the drop-down menu. Click 'Submit' on the requirement you need to complete.

Compliance with requirements View submitted compliances and submit new ones

Status: Due date From: Due date To:

Show entries

Search:

Number	Licence	Holder	Status	Due Date	Assigned To	Action
C000058	L000071	Aaron Farr	Due	07/10/2019		Submit
C000060	L000072	Aaron Farr	Due	08/10/2019		Submit

Showing 1 to 2 of 2 entries (filtered from 17 total entries)

4. Attach the required document, enter a message then click 'Submit'.
5. You will receive a confirmation email advising that the document will be reviewed. The status of the requirement will change to 'Under Review'.
6. You will be sent a confirmation email once the review has been completed by DBCA.

How to pay the per participant licence charge

A \$7.00 per participant licence charge is payable by operators for each commercial event conducted on lands and waters managed by the Department of Biodiversity, Conservation and Attractions (DBCA) from 1 December 2022.

Operators will receive an email from the Commercial Operator Licensing System (COLS) in the form of a compliance requirement, two weeks before payment of the licence charge is due for an event. Payment will need to be made within 48 hours of completion of the event.

The compliance requirement and payment can be completed as per the below steps.

7. To view your pending compliance requirement, log in to COLS with the email address linked to your organisation and scroll down to the 'Compliance with requirements' table on your home dashboard.
8. Click 'Submit' to open and complete the requirement. You can filter your requirements by changing the status to 'Due' in the drop-down menu.

Compliance with requirements View submitted compliances and submit new ones

Status: Licence Type: Due date From: Due date To:

Show entries

Search:

Number	Licence	Licence Type	Holder	Status	Due Date	Action
C001518	L000770	Event	Test Events	Due	22/07/2022	Submit

Showing 1 to 1 of 1 entries

9. Complete the compliance requirement:

- enter a comment in the details box
- attach a copy of your event participant record
- enter the number of event participants (aged 17 years or over)
- enter the number of child participants (aged 16 years or under)
- click 'Pay and Submit'

Note: Your payment amount will be calculated off the number entered in the number of event participants (aged 17 years or over) field.

Compliance with Requirements: C001536

Compliance with Requirements

Requirement: The Operator shall provide the department with evidence/documentation showing a record of the number of event participants and make payment of the \$7.00 per participant licence charge within 48 hours of completion of the event.

Details: record of participants attached.

Documents:

Attachments: [Update File](#) Record of event participants.xlsx [Remove](#)

Number of event participants (aged 17 years or over): 50

Number of child participants (aged 16 years or below): 10

[Pay and Submit](#) [Close](#)

10. Enter the credit card details to be used for the payment and click 'Continue'. Check the store card box to save the credit card details for future use.

1. Payment Details 2. Preview 3. Confirmation

Enter payment details

Pay now by Card

Card Details

Use Stored Cards

Accepted Cards

VISA MasterCard

Card number *

Valid to *

01 2026

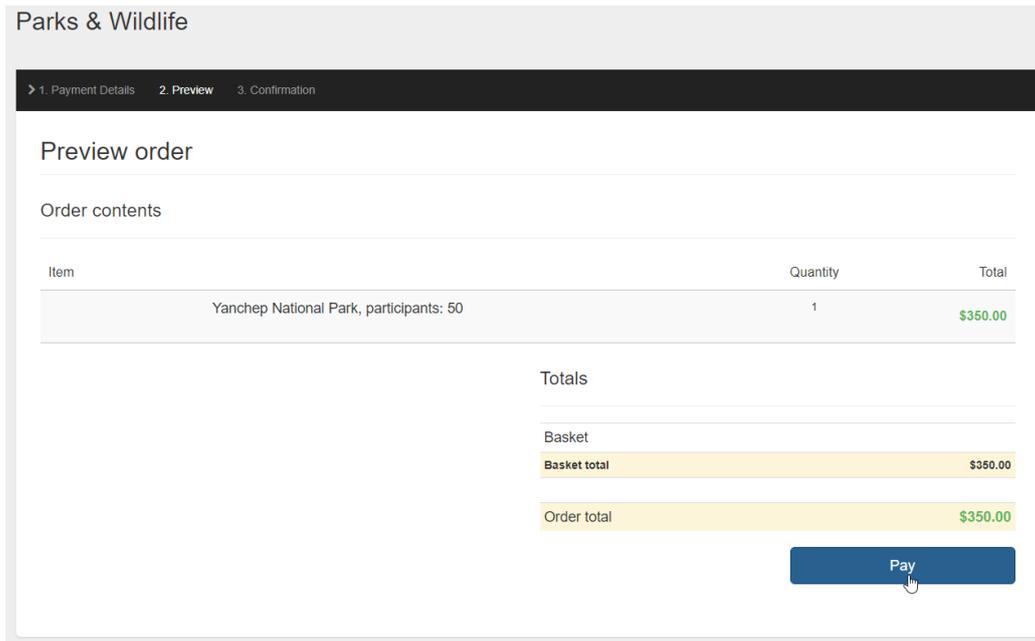
CCV number *

This is the 3 or 4 digit security number on the back of your bankcard

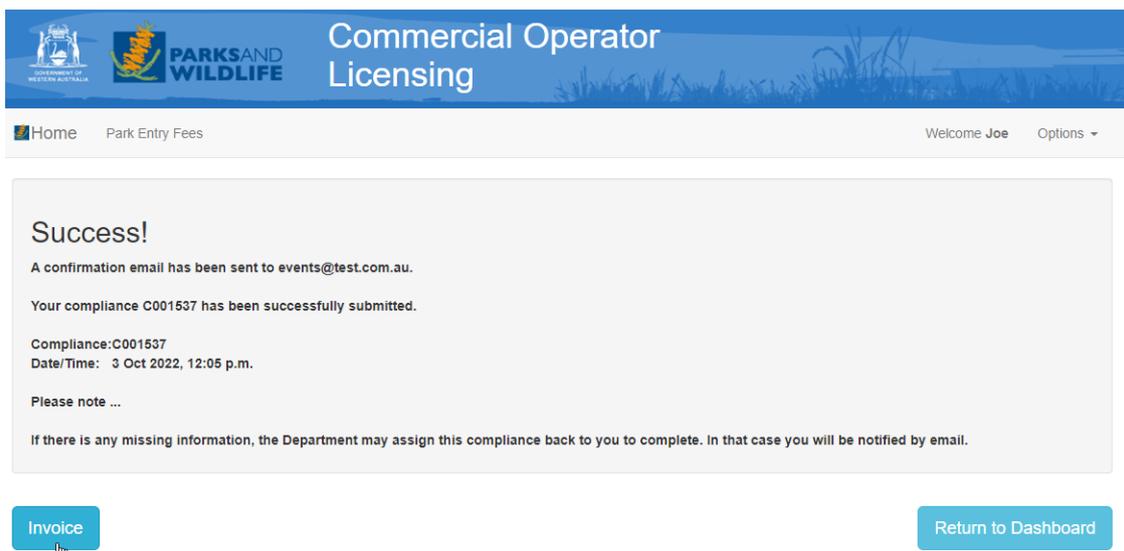
Store Card

[Continue](#)

11. Review the payment details and click 'Pay' to finalise.



12. Click the invoice button to open and download your tax invoice.



13. You will receive a confirmation email that the submission will be reviewed by DBCA. The status of the requirement will change to under review.

14. You will be sent another confirmation email once the submission has been reviewed.

If you have overpaid the per participant licence charge for an event, please email licensing@dbca.wa.gov.au.

Further assistance or questions

If you require further assistance with the Commercial Operator Licensing System, please contact a Licensing Officer 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>