Commercial Operator Licensing System

How to submit a licence application to conduct a commercial event

Contents

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

Commercial event operators need to setup an account to access and use the online system. You will need a valid email address to setup an account, as COLS is accessed via a verification code 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 organisation 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 find the system intuitive to use and makes 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 Department of Biodiversity, Conservation and Attractions (DBCA) licensing team at licensing@dbca.wa.gov.au or phone (08) 9219 9000.

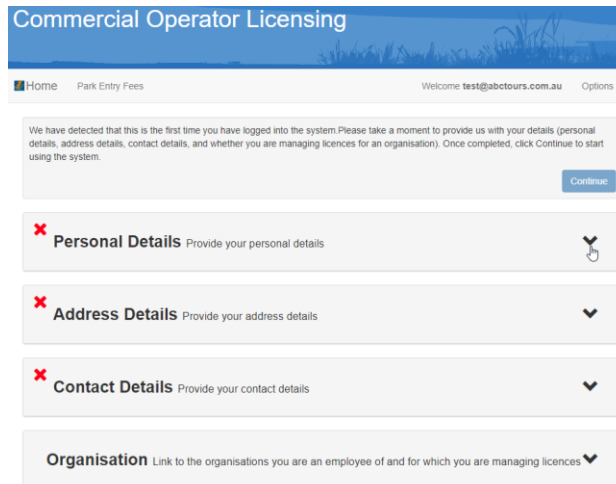## Logging in to the Commercial Operator Licensing System (COLS)

1. Click Login.
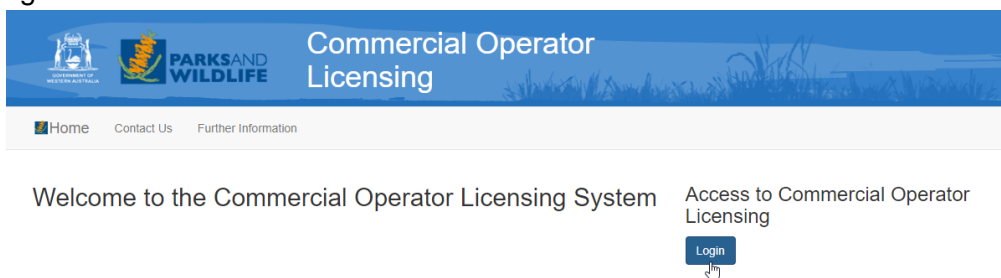
2. Enter your email address, then click "Send Verification Code. You will now receive an email that includes the verification code.
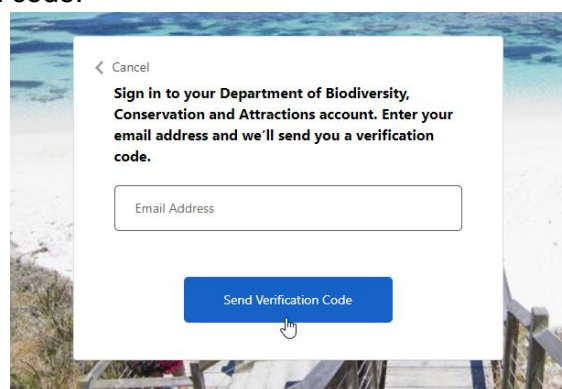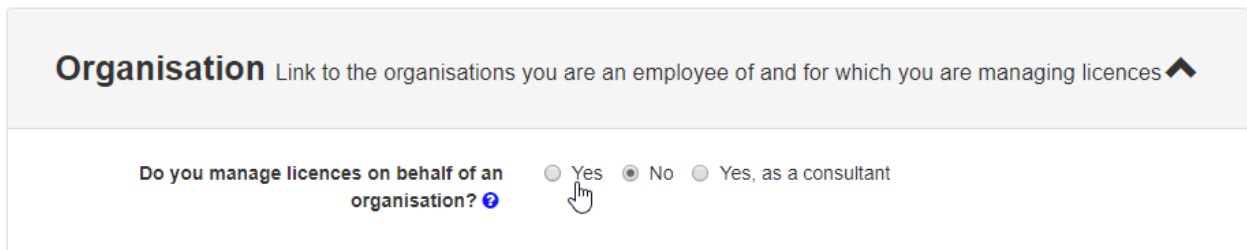

3. Enter the verification code in the applicable field in COLS, then click 'Verify Code'. You will now be logged in.
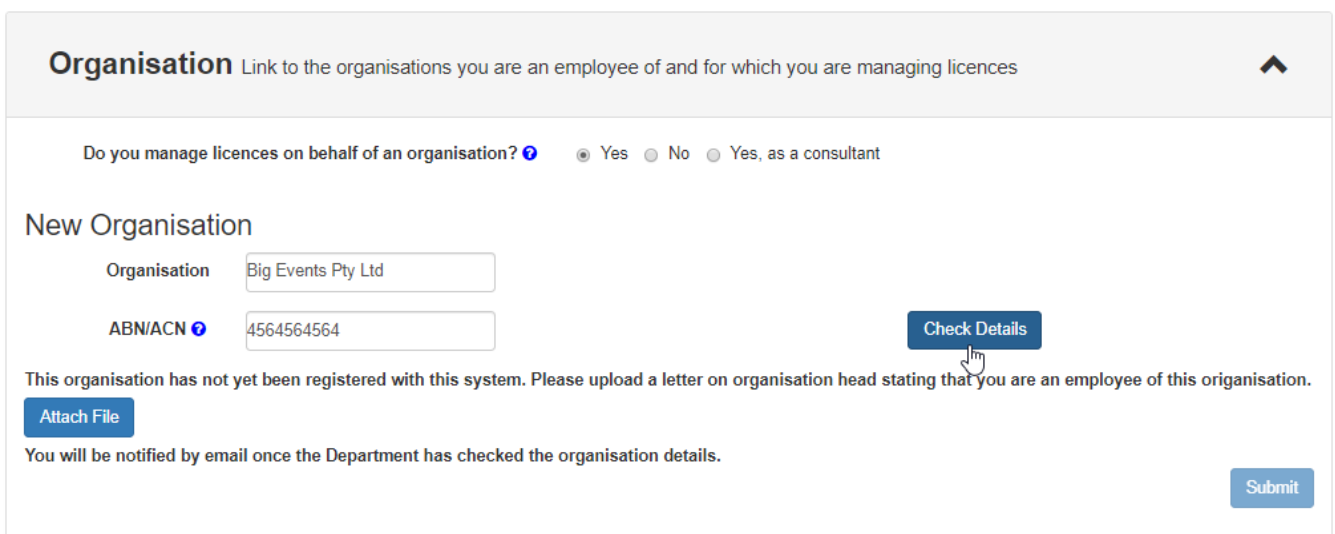
How to create an account

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). If your business is not registered within Australia, use the business registration number from the country the business is registered.

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 in the system, see, see How to link your account to an organisation already registered in COLS.

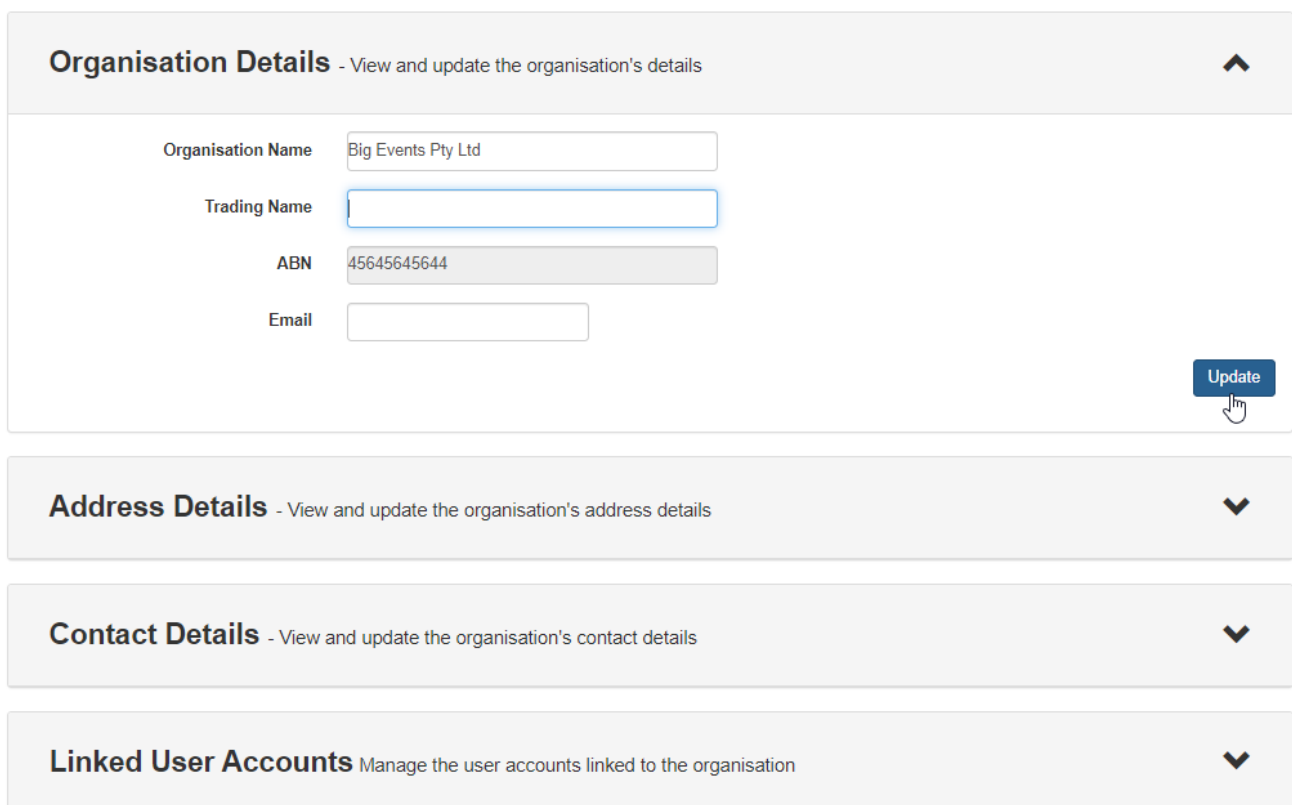5. Click 'Submit' to submit your request to link to the organisation. You will receive a confirmation once successfully submitted.

6. Once the department has approved your request, you will be sent an email confirming that your account has been linked to the organisation. Once linked you can manage the organisations details.

How to manage the organisation account and link employees

1. Log in to COLS, click on the 'Options' menu and select the option to manage the organisation
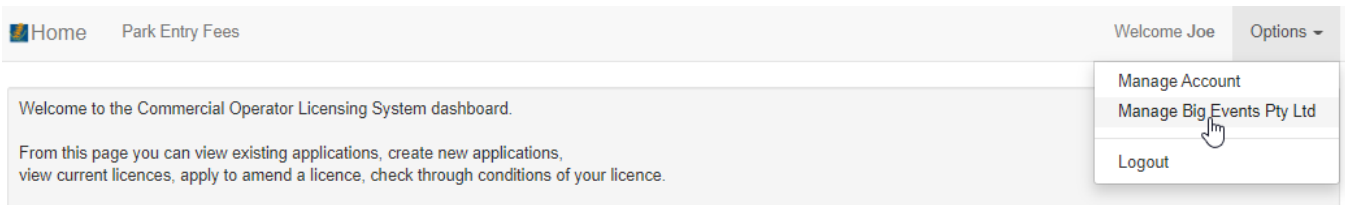
2. Update the organisation details (including trading name), address details and contact details.

3. Under the 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 organisation already registered in COLS 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 10 ▾ 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 codes to give to your staff member, please call the DBCA licensing team on (08) 9219 9000.

4.   Requests from staff to be linked to your organisation can be accepted or 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 organisation already registered in COLS

1. Log in to COLS, click on the 'Options' menu and click 'Manage Account'.
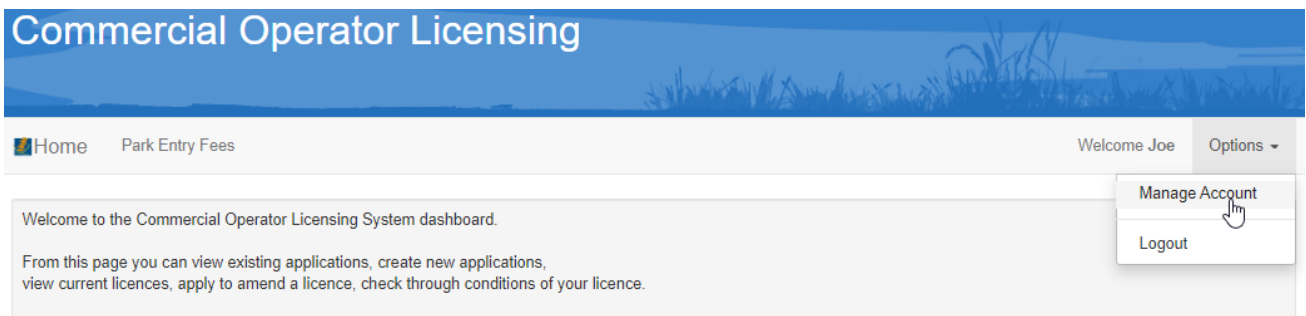
2. Expand the Organisation section and click 'Yes' to managing licences on behalf of an organisation.
3. Enter the organisation details and click 'Check Details' to check if the organisation is registered in the system. The ABN/ACN must be input correctly to accurately search for an organisation.
4. If the organisation is already registered, 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. See How to manage the organisation account and link employees.

5. Enter the pin codes and click 'Validate' to submit your access request. You will receive a success notification when your request has been submitted.
6. You will be linked to the organisation once the organisation administrator has approved your request.

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'.

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

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 route, spectator points, event staging 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), answer 'Yes' to the associated question then download, 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.

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 you would like to access that is not selectable in previous sections of the application.

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.

Complete the Questionnaire tab

22. Click on the link to access and review the Commercial Event Training Program. This program will provide information to assist in answering the questionnaire.

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 'Pay and Submit' to submit your application. Click 'Save and Exit' to exit your application and submit later.

3. 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'.
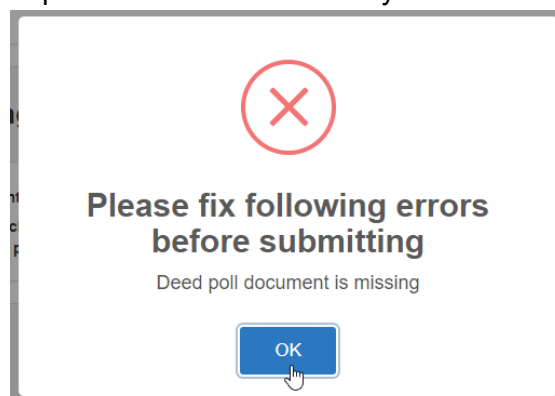
4. You will be required to make payment of the $117.00 application fee on submission of the application.
5. The licence charge will be payable at the time of the event - see How to pay the per participant licence charge.
6. Once submitted you will receive a success notification and be able to download 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.

Incomplete applications

1. You will receive an email if additional information or documentation is needed for your application.
2. Log in to COLS and click 'Continue' from the Applications table to reopen your application.
3. Provide the missing documents and/or information requested, then click 'Resubmit'.

How to view and access your licence

1. Once a licence has been granted, you will receive an email with the licence and associated documentation attached (e.g. additional licence condition schedules).
2. 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.

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 blue plus next to the licence number to expand the row and show.

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. Your will receive an email and updated licence once the amendment has been approved by DBCA.

How to complete a compliance requirement

Commercial event 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 to facilitate payment of the per participant licence charge. Compliance requirements 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, log in 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.
4. Click 'Submit' on the due requirement to open and complete.

5. Attach the required document, enter a message then click 'Submit'.

6. You will receive a confirmation email once submitted and the status of the requirement will change to 'Under Review'.

7. You will be sent another confirmation email once the submission has been reviewed by the department.

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.

1. To view your pending compliance requirement, log in to COLS and scroll down to the 'Compliance with requirements' table on your home dashboard.

2. Click 'Submit' to open and complete the requirement. You can filter your requirements by changing the status to 'Due' in the drop-down menu.

3. Complete the compliance requirement for the event licence charge:

    - 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.

4. 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.
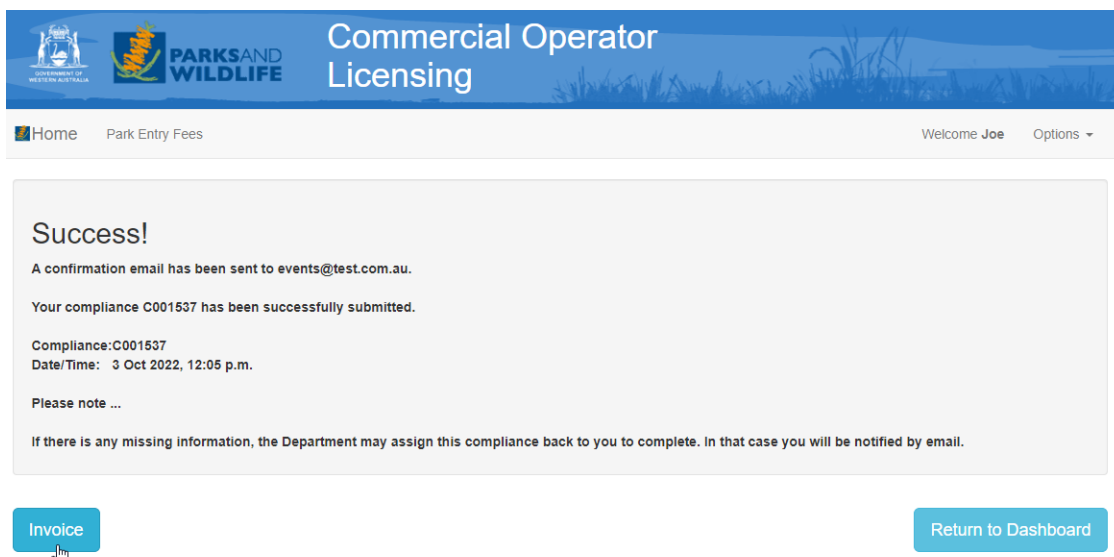
5. Review the payment details and click 'Pay' to finalise.
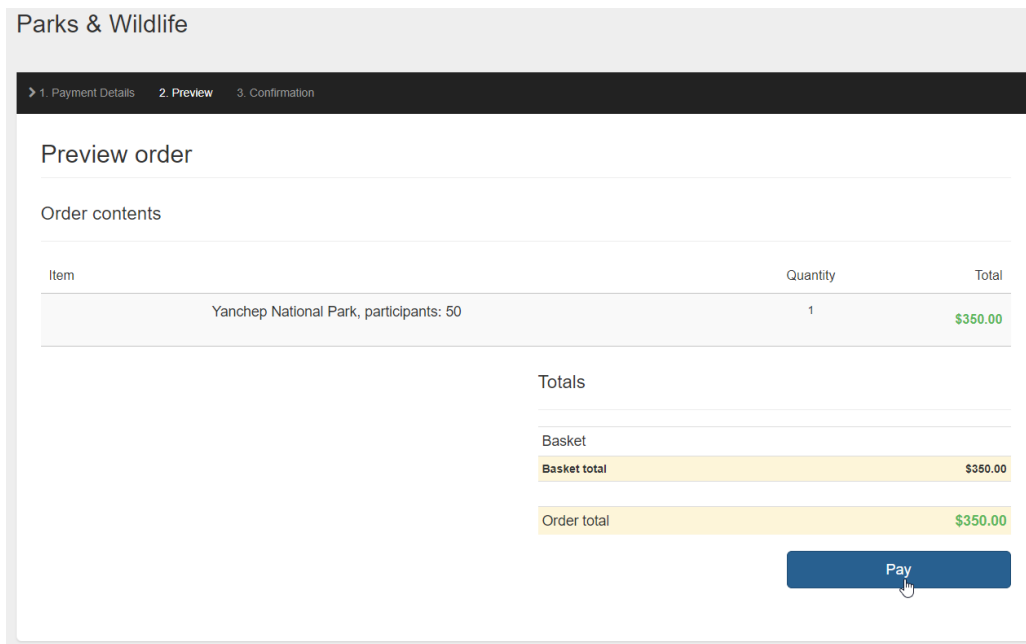
6. Click the invoice button to open and download your tax invoice.

7. You will receive a confirmation email that the submission will be reviewed by DBCA. The status of the requirement will change to under review.
8. You will be sent another confirmation email once the submission has been reviewed.
9. If you have underpaid the licence charge, you will contacted by the licensing team to make additional payment.

In the event you overpay the per participant licence charge for an event, please email licensing@dbca.wa.gov.au to request a refund.

Further assistance or questions

If you require further assistance with the Commercial Operator Licensing System, please contact the DBCA licensing team on (08) 9219 9000 or email licensing@dbca.wa.gov.au.