Department of **Biodiversity, Conservation and Attractions**

GOVERNMENT OF WESTERN AUSTRALIA

PARKS AND WILDLIFE SERVICE

Online Apiary System

Manual for Beekeepers

Contents

Intro

The online apiary system has been developed for use by beekeepers conducting business on certain Crown land in Western Australia. The online system allows beekeepers to apply for new apiary sites, renew apiary authorities, update organisation details, pay fees and replaces the written application processes.

Existing beekeepers have been migrated into the system and can use a valid email address to login. beekeepers will need to login with the email address linked to their organisation in order to manage the organisations account and authority. If you do not know which email address is linked to your organisation, please contact a Licensing Officer on (08) 9219 8240 or (08) 9219 8499 or email

New beekeepers 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. To transfer sites to a new beekeeper not in the system, the new beekeeper will need to create an account first.

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

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

We hope that beekeepers will find the system intuitive to use and make it easier to manage and apply for apiary sites. 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 apiary@dbca.wa.gov.au or feel free to call 9219 8240.

Logging in to the Apiary System

1. Enter your email address and press submit. The system does not use a password to login.
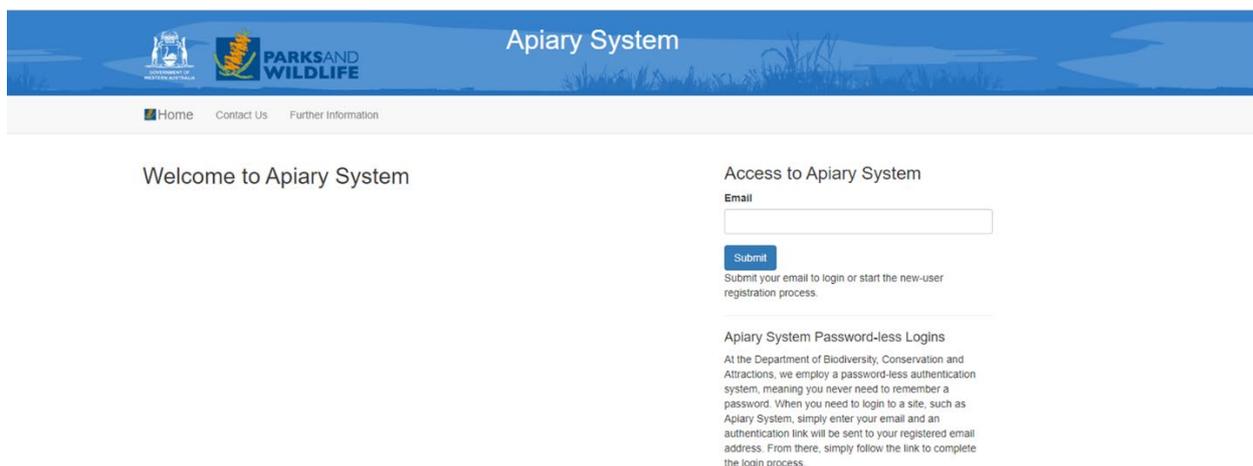
2. An email will be sent to your inbox with a link to access the system. Click on the link to login to the system. Note: The link will remain valid for 24 hours.

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 apiary authority prior to the introduction of the new system the account will be linked to you 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 make applications, 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 ad 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 the system 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. 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 8240. Please ensure the pin codes are not provided to people that are not authorised to apply for, cancel or surrender apiary authorities.

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.

How to link your account to an existing organisation

1. Login to the apiary system, 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 apiary site application

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

2. Select yourself or 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 'Apiary sites' to apply for new sites)

Apply on behalf of

- ○ On behalf of yourself
- ● On behalf of AR PTY LTD
- ○ On behalf of MK Beeking (Make changes to Licence A000495)

Apply for

Application Type

[Apiary Sites ⌄]

[Continue]

4. Navigate through your application by clicking the tabs – Organisation Details; Address Details; Site Locations; Supporting Application Documents; Public Liability Insurance; Deed Poll and Application Checklist.

Complete the Site Locations tab

Site Locations

Mark the location of the new proposed site either by entering the latitude and longitude or by clicking the location in the map.

Latitude: [   ]   Longitude: [   ]   [Add proposed site]

Show [10 ⌄] entries   Search: [   ]

Latitude ⇅	Longitude ⇅	Category ⇅	Vacant ⇅	Action ⇅
No data available in table				

Showing 0 to 0 of 0 entries   [Previous] [Next]

View All Proposed Sites On Map

Click here if you are interested in existing sites that are available by the site licence holder.

5. Input the Latitude and Longitude coordinates if known, or click the location on the map. Multiple sites can be included. Please only include locations that are managed by DBCA.

Complete the Supporting Application Documents tab

6. Upload supporting documents to support the application.

Complete the Public Liability Insurance tab

7. Upload a valid public liability insurance certificate of currency and include the expiry date.

Complete the Deed Poll tab

8. 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 Applicant Checklist tab

Applicant Checklist ⌃

What is your Hive Brand?

9. Complete questions in the checklist

Submit your application

10. Review the application to ensure that your application information is correct.

New sites	Application fee	Save and Exit	Save and Continue
Paid sites (south west) after payment: 3	$155		Pay and Submit
Previously paid sites (remote): 0			

11. Click 'Save and Exit' to exit your application and submit at a later date.
12. Click 'Pay and Submit' to submit and pay for your application.
13. 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'.
14. 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 apiary 'Home' dashboard.

Success!

A confirmation email has been sent to ashlee.russell@dbca.wa.gov.au.

Your application P001285 has been successfully submitted.

Application:P001285
Date/Time: 16 Jun 2022, 3:18 p.m.

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

Invoice   Return to Dashboard

How to create and submit a Temporary Use of Apiary Sites application

Temporary Use of Sites Applications must be made by the holder of the apiary authority.

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

16. Select yourself or the organisation you are applying for a licence on behalf of.
17. Select the licence type you are applying for from the drop-down menu and click 'Continue'. (Select 'Temporary Use of Apiary Sites')

Period and Site(s)

18. Enter the dates that the sits will be temporarily used.
19. Select the sites that are being temporarily used.

Temporary Occupier

20. Enter the temporary occupiers contact details.

Public Liability Insurance

21. Upload a copy of the **Temporary Occupiers** public liability insurance. You will need to ask from a copy prior to making an application.

Deed Poll

22. The **Temporary Occupier** must sign the deed poll.
23. Under 'Deed Poll', click the link to download and print the Deed Poll document. Send it to the Temporary Occupier to physically sign, date and have the deed poll witnessed, then scan and attach as a document. Please note electronic signatures cannot be accepted.

Submit your application

24. Click 'Save and Exit' to exit your application and submit at a later date.
25. Click 'Submit' to submit the application.
26. You will receive an error notification if you have not completed a required item for your application. Complete the required item/s then click 'Submit'.

27. You will receive an email once DBCA has confirmed the deed poll and public liability insurance of the temporary occupier has been confirmed.

How to create and submit a Transfer Apiary Sites application

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

29. Select yourself or the organisation you are applying for a licence on behalf of.
30. Select the licence type you are applying for from the drop-down menu and click 'Continue'. (Select 'Transfer Apiary Sites').

Transferee

31. Enter the email address of the person you are transferring the sites to and click on the 'Find licence button'. Note: if they have an existing licence you can select that licence. If they do not have an existing licence it will give the option to 'create new licence'.

Transferee

⌃

Enter the email address of the licence holder you want to transfer sites to:

matt@bee.com

Find licence details

Select the licence you want to transfer to:

○ Matthew King: create new licence
○ Bees bees bees: Licence A000364

Site/s

32. Select the sites that you want to transfer.

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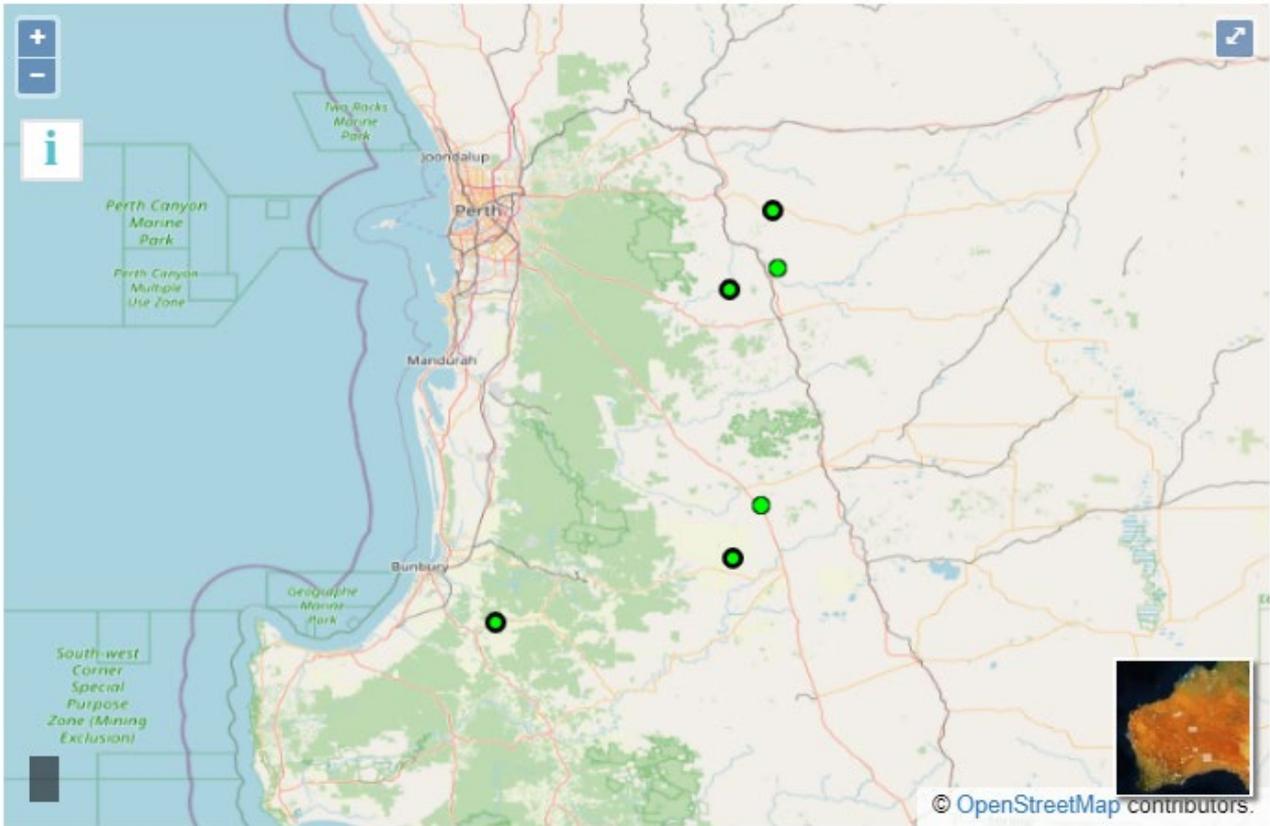
Show [10 ⌄] entries

☑ ↓⌷	Site ↕	Action ↕
☑	🟢 site: 11556	View On Map
☐	🟢 site: 11555	View On Map
☑	🟢 site: 11554	View On Map
☑	🟢 site: 11553	View On Map
☑	🟢 site: 11552	View On Map
☐	🟢 site: 11551	View On Map

Showing 1 to 6 of 6 entries

Previous **1** Next

View All On Map

Deed Poll

Deed Poll ∧

Print the deed poll, sign it, have it witnessed and attach it to this application.

Attach Document

33. The **person you are transferring the sites to** must sign the deed poll.
34. Under 'Deed Poll', click the link to download and print the Deed Poll document. Send it to the transferee to physically sign, date and have the deed poll witnessed, then scan and attach as a document. Please note electronic signatures cannot be accepted.

Submit your application

Application fee
$56.00

Save and Exit | Save and Continue
Pay and Submit

35. Click 'Save and Exit' to exit your application and submit at a later date.
36. Click 'Pay and Submit' to submit the application.
37. 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'.
38. 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 apiary 'Home' dashboard.

Success!

A confirmation email has been sent to ashlee.russell@dbca.wa.gov.au.

Your application P001287 has been successfully submitted.

Application:P001287
Date/Time: 17 Jun 2022, 10:18 a.m.

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

Invoice | Return to Dashboard

How to create and submit an On Site notification

1. Scroll down and click on 'View' in the 'Licences' section on the 'Home' dashboard.

2. Scroll down and click on 'Add' in the 'On Site' section on the 'Licence' page.

3. Complete the 'Add On Site info' form and click 'Ok'.

Add on site info   X

Period From	17/06/2022 📅
Period To	29/06/2022 📅
Site	Site: 11554 ▾
The proposed location of the hives	Right on the GPS location of the licence.
Number of hives proposed to be placed on the site	52
The names of the people who are expected to be entering the site for apiary purposes	Mr Bee
Flora targeted	Jarrah
Comments		

Ok   Cancel

4.   An On Site notification can be edited or deleted by clicking on the links.

On Site   ⌃

Add

Show [10 ▾] entries   Search: [   ]

Id ⇅	From ⇅	To ⇅	Site ⇅	Comments ⇅	Action ⇅
22	2022-07-13	2022-07-19	11554	sd	Delete Edit
21	2022-06-30	2022-07-05	11551	fgh	Delete Edit
19	2022-06-30	2022-07-07	11553	Honey	Delete Edit

Showing 1 to 3 of 3 entries   Previous 1 Next

How to make a site available for other beekeepers to temporarily use

5.   Scroll down and click on 'View' in the 'Licences' section on the 'Home' dashboard.

Licences View existing licences and amend or renew them ⌃

Status

| Current ▾ |

Expiry From

| DD/MM/YYYY | 📅 |

Expiry To

| DD/MM/YYYY | 📅 |

Show | 10 ▾ | entries

Search: | AR PTY LTD | [Excel] [CSV]

Number ⬇	Holder ↕	Status ↕	Start Date ↕	Expiry Date ↕	Licence ↕	Action
A000496	AR PTY LTD	Current	22/06/2022	29/10/2022	📄	View Surrender Licence History

Showing 1 to 1 of 1 entries (filtered from 6 total entries)

Previous | **1** | Next

6.   Scroll down and to the 'Site(s)' section.

Site(s)   ⌃

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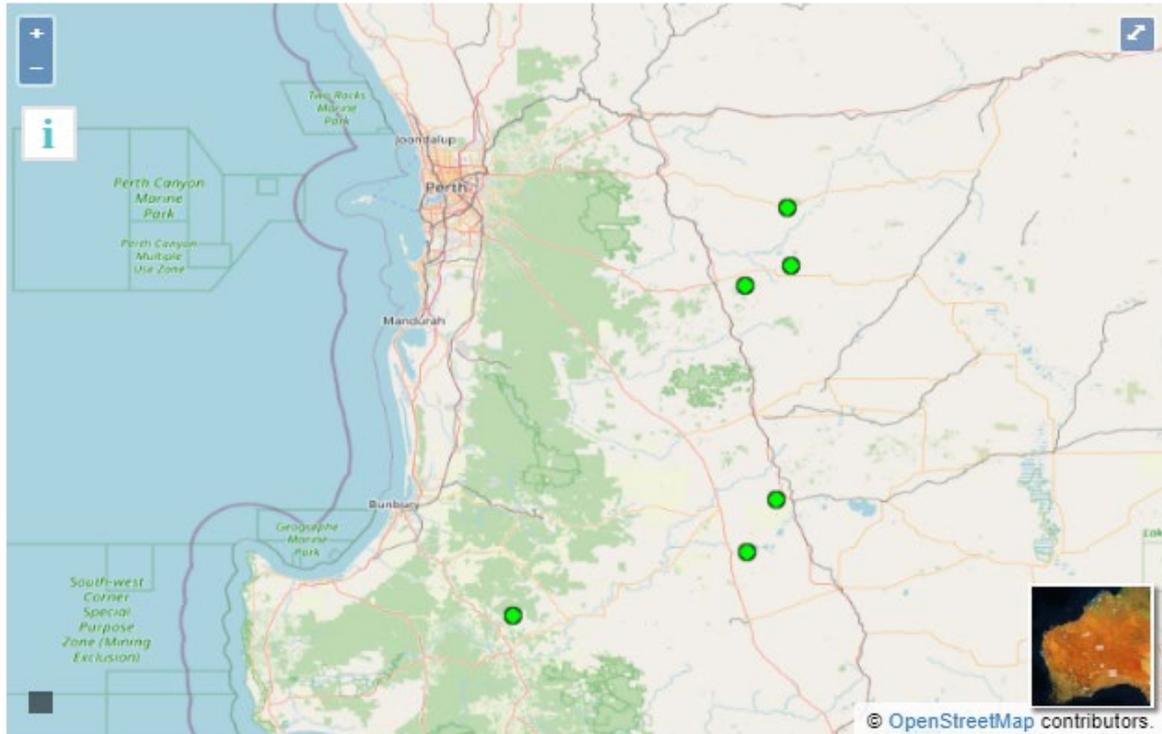
Show [10 ⌄] entries

Site	Status	Action
🟢 site: 11556	Current	View On Map Mark As Available
🟢 site: 11555	Current	View On Map Mark As Available
🟢 site: 11554	Current	View On Map Mark As Available
🟢 site: 11553	Current	View On Map Mark As Available
🟢 site: 11552	Current	View On Map Mark As Available
🟢 site: 11551	Current	View On Map Mark As Available

Showing 1 to 6 of 6 entries   Previous **1** Next

View All On Map

1. Click 'Mark as Available' to make available for other beekeepers to contact you to temporarily use.
2. Click 'Mark as Unavailable' to stop them being available.

How to enquire about an available site

1.   Click on the 'Sites' link on the home dashboard.
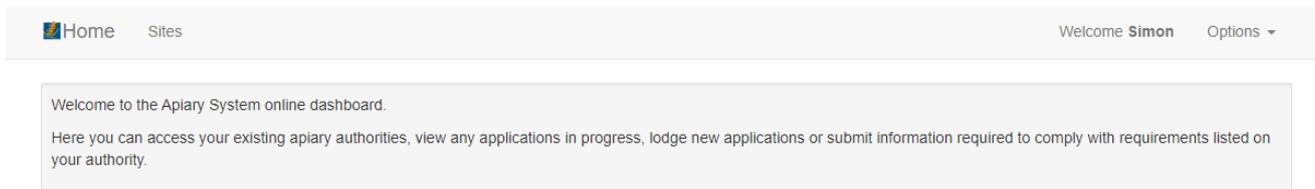
2.   Select 'Current' in the status menu and 'Available' in the Availability menu. This will provide you with the sites that are available to contact a beekeeper to temporarily use.
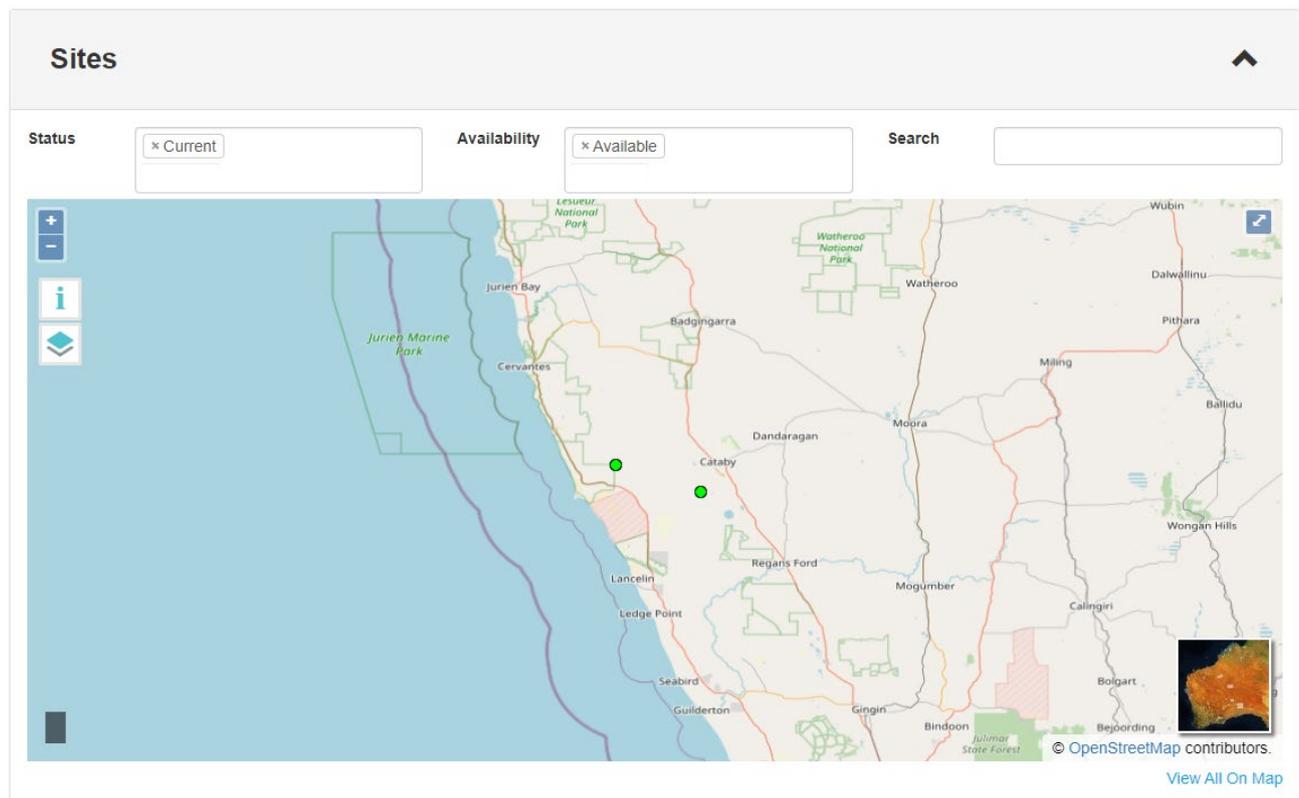
3.   Click on the site that you are interested in temporarily using.
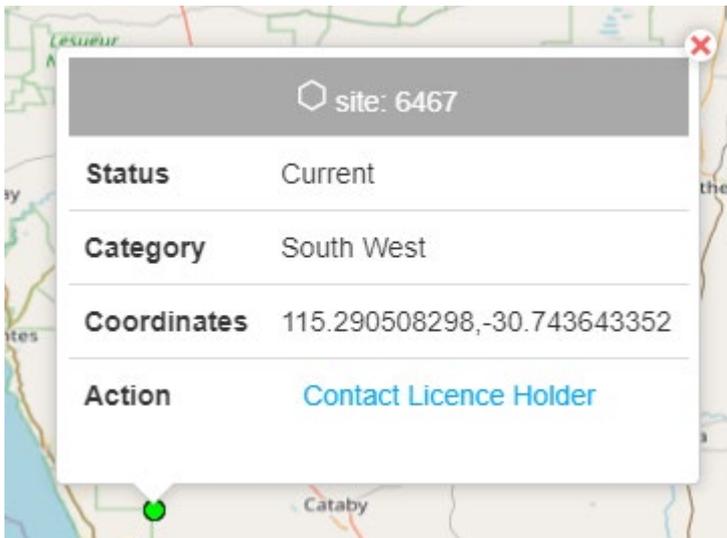
4. Include your contact details and dates you want to use the site and click ok. An email is sent to the site holder who will contact you if you can utilise the site. A temporary use form will need to be completed.

Incomplete applications

1. You will receive a notification email if there is additional information or documentation needed for your application.
2. Login to the apiary system 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 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. How to create 1

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

Compliance with Requirements ⌃

Requirement:	The Operator shall maintain accreditiation.
Details:	Hi Licensing team. My new accreditation certificate is attached.
Documents:	
Attachments:	[Attach File] [Remove] ➕

[Submit] [Close]

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 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 8240 or email apiary@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