



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

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	7
Incomplete applications	14
How to view a licence	14
How to search for applications and licences	14
How to amend your licence	15
How to renew your licence	15
How to complete a compliance with requirements	16
How to pay park entry fees online	17
How to obtain a refund for overpayment of park entry fees	20
How to pay park entry fees for additional passengers	20
How to surrender your licence	20
Further assistance or questions	20

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.

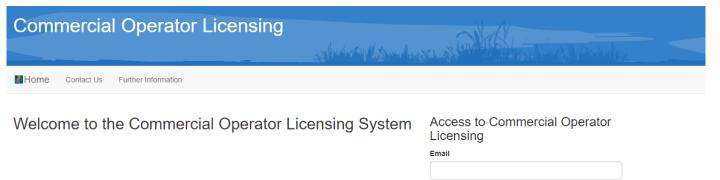
You can access the system or setup your account now by visiting the below link.

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.



Submit Submit your email to login or start the new-user registration process. Commercial Operator Licensing Passwordless Logins 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. 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).

Com	mercial Operator Lice	nsing	
Mome 🖉	Park Entry Fees	Welcome test@abctours.com.au	Options 👻
	ddress details, contact details, and whether you are m	o the system.Please take a moment to provide us with your details (per anaging licences for an organisation). Once completed, click Continue	
×P	ersonal Details Provide your persona	I details	¥
×A	ddress Details Provide your address	details	*
×c	ontact Details Provide your contact de	etails	*
Or	ganisation Link to the organisations you	are an employee of and for which you are managing licence	es 🗸

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'.

Organisatior	Link to the organisations yo	u are an employee of and for which you are managing licences
Do you manage lio	cences on behalf of an organisat	ion? 2 • Yes O No O Yes, as a consultant
New Organisation	on	
Organisation	Test Tours Pty Ltd	
ABN/ACN 😧	123456785	Check Details
Attach File	yet been registered with this sy ail once the Department has cho	stem. Please upload a letter on organisation head stating that you are an employee of this origanisation. ecked the organisation details.

- 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.

Commercial Operator Licensing	AN ALLAND	
Home Park Entry Fees	Welcome Joe	Options -
	Manage Accou	nt
Welcome to the Commercial Operator Licensing System dashboard.	Manage Test To	ours Pty Ltd
From this page you can view existing applications, create new applications, view current licences, apply to amend a licence, check through conditions of your licence.	Logout	,

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

Commercial Operator Licensing	ANTER	1 Andrew Ma
Home Park Entry Fees	Welcome Joe	Options 👻
Organisation Details - View and update the organisation's details		*
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		~

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 '<u>How to link your account to an existing organisation</u>' for info on how employees use pin codes when submitting a request.

Linked User Accounts Manage the user accounts linked to the organisation								
			t the new user to be linked as orga v user to be linked as organisation		nistrator.			
Organisation I	Organisation User Pin Code 1: 878940240838 Organisation Administrator Pin 758103299455 Code 1:							
Organisation I	Jser Pin Code 2: 4	450736900		ganisation Ad	lministrator Pin Code 2:	108508082116		
the Tourism and Con	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 T	entries					Search:		
Name 斗	Role	11	Email	11	Status 11	Action	ļ†.	
Aaron Farr Organisation Admin aaron.farr@dbca.wa.gov.au Active Unlink Suspend Make Organisation User								
Showing 1 to 1 of 1 e	ntries						Previous 1 Next	

'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 斗	Role 👫	Email 1	Status ↓↑	Action It
Dorris Day	Organisation Admin	info@test.com.au	Pending	Accept Declin
Joe Bloggs	Organisation Admin	info@testtours.com.au	Active	Unlink Suspend Make Organisation User
Showing 1 to 2 of 2	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.

Organisation	Link to the organisations you a	re an employee of and for which you are managing licences	^		
Do you manage lic	ences on behalf of an organisation	n? 😧 🔹 Yes 💿 No 💿 Yes, as a consultant			
New Organisatio	n				
Organisation	WA Wildlife Tours				
ABN/ACN 😧	123123123	Check Details			
This organisation has already been registered with the system.Please enter the two pin codes: These pin codes can be retrieved from (Aaron Farr)					
Pin 1		Pin 2 Validate			

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.

Commercial	Oper	ator Licensin	g	and the second
Home Park Entry Fees				Welcome Joe Options -
view current licences, apply to	xisting applica amend a licer	sing System dashboard. ations, create new applications, nee, check through conditions of g applications and lodge new		•
Status		Submitter		
All	•	All	•	New Application
Lodged From		Lodged To		5
DD/MM/YYYY		DD/MM/YYYY		
Show 10 • entries				Search: Excel CSV

- 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)

Applicant The applicant will be the licensee.	^
Do you apply	
On behalf of TTT Tours Pty Ltd	
On behalf of Test Tours Pty Ltd	
Apply for	^
Licence Type * 😧	
T Class	
	Continue

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

🛃 Home Par	k Entry Fees						Welcome Joe	Options -
Commercial	Operator - T Class	application: A0005	50					
1. Applicant	2. Activities (land)	3. Activities (marine)	4. Other Details	5. Questionnaire	6. Payment	7. Confirmation		
Orgar	Organisation Details - View and update the organisation's details						^	
Addre	ess Details -	View and update the o	rganisation's addr	ess details				*

5. Review your organisation name, trading name and address. Please contact a <u>Licensing Officer</u> 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.

Select Parks		
Belect		<u> </u>
Select all parks from all regions		Î
Pr Boldfields		
Kimberley		
🖌 🤟 Midwest		
Geraldton		
Coalseam Conservation Park	Edit access and activities @	
Kalbarri National Park	Edit access and activities 🖉	<u><</u>
V Kennedy Range National Park	Edit access and activities 🕝	t
Mt Augustus National Park	Edit access and activities 🗷	
> Moora		
Sh Shark Bay		The second second
	Ph	evious Next

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'.

Home Par	Edit Access and Activities for Yanch	nep National Park	n X	Options -
Commercial (1. Applicant Activi	Access	Activities		~
Select the	Minibus x 4WD x		Ok Cancel	

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.

To conduct abseiling activities, please provide copies of leader Senior First Aid and National Outdoor Leader Registration Scheme (NOLRS) certificates.
Add Document
Attach Document Մո

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.

Select Park	ks		-	
Select	Add a new Vehicle record	х	-	
Provide deta	Vehicle Type	•		
Add new ve	Seating Capcity			
Show 10	Registration No.			
	Registration Expiry		xcel CS	
Number .	Transport licence no.		Action 🌐	
No data ava				
Showing 0 to		Ok Cancel		

- 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.

Select the required activities for trails Bushwalking × Mountain biking × Camping × Select the long distance trails	Activities and Location (Trails)	^
Select the fond distance trans	Select the long distance trails	▼

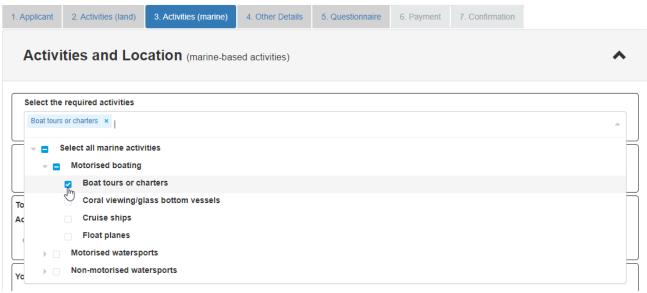
13. Click on the track/trail name to view and edit your selected sections and activities. Click on the map name to view a link showing the sections.

Sections	Activities	
Map A: Cape Naturaliste to	Aboriginal cultural tours	
Moses Rock Campsite	Bushwalking	
4	Camping	
Map B: Moses Rock	Aboriginal cultural tours	
Campsite to Redgate Beach	Bushwalking	
	Camping	
Map C: Redgate Beach to	Aboriginal cultural tours	
Cape Leeuwin	Bushwalking	
	Camping	

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.

Select the required activities		
Select		•
Select the parks for which the activities are required		
Select		
Barrow Island Marine Management Area		▲
Yo Tm Ningaloo Marine Park		
General use zone	Edit access and activities @	
, Recreation zone	Edit access and activities 🕼	
Sanctuary zone	Edit access and activities 🗷	
Sh Special purpose zone (benthic protection)	Edit access and activities 🖻	
Special purpose zone (shore-based activities)	Edit access and activities 🗷	V
N 🕨 Muiron Islands Marine Management Area		t
Shark Bay Marine Park		
Jurien Bay Marine Park		
Sh Marmion Marine Park		-
	Previous	Next

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'.

Shark Bay Marine Park - General use zone 🗴 Shark Bay Marine Park - Recreation zone 🗴 Shark Bay Marine Park - Recreation zone	ark Bay Marine Park - Sanctuary zone 🛛 🗙
Shark Bay Marine Park - Special purpose zone (various) 🗙	
Edit Access and Activities for Shark Bay Marine Park - Recreation zone	X
Activities	
Aboriginal cultural tours (marine)	
Boat tours or charters	
Coral viewing/glass bottom vessels	
 Coral viewing/glass bottom vessels Diving - compressed air (scuba, hookah, snuba) 	
 Coral viewing/glass bottom vessels Diving - compressed air (scuba, hookah, snuba) Diving - snorkelling 	
 Coral viewing/glass bottom vessels Diving - compressed air (scuba, hookah, snuba) Diving - snorkelling Kayaking/canoeing 	
 Coral viewing/glass bottom vessels Diving - compressed air (scuba, hookah, snuba) Diving - snorkelling Kayaking/canoeing Kitesurfing/kiteboarding 	
 Coral viewing/glass bottom vessels Diving - compressed air (scuba, hookah, snuba) Diving - snorkelling Kayaking/canoeing Kitesurfing/kiteboarding Sailing tours 	
 Coral viewing/glass bottom vessels Diving - compressed air (scuba, hookah, snuba) Diving - snorkelling Kayaking/canoeing Kitesurfing/kiteboarding Sailing tours Small craft hire 	
 Coral viewing/glass bottom vessels Diving - compressed air (scuba, hookah, snuba) Diving - snorkelling Kayaking/canoeing Kitesurfing/kiteboarding Sailing tours 	

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.

To operate boat tours or charters, please attach a copy of your vessel Certificate of Survey.	
Add Document Attach Document	
_ [Im]	

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

Point of access

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.

Tourism Accreditation	1	^	
Select which level of tourism accredita			
Expiry Date	DD/MM/YYYY		
Accreditation certificates	Attach Document		

- 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.

Cancel

- 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.

	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.		
Ŀ	Attach Document		

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.

	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.	
5	Attach Document	

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.

Success!	
A confirmation email has been sent to aaron.farr@dbca.wa.gov.au.	
Your application A000323 has been successfully submitted.	
Application:A000323 Date/Time: 14 Nov 2019, 1:38 p.m.	
Please note that it may take up to 21 business days 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	y email.
Invoice	Return to 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.

Applica	tions View exis	ting applications and	lodge new ones	;								*
Licence	S View existing lives	cences and amend o	r renew them									^
Status All		Expiry From DD/MM/YYYY			Expiry	то //үүүү						
Show 10	• entries							Search:				Excel CSV
Number 🕌	Application 1	Licence Type 1	Holder 11	Status	1t	Start Date	1t	Expiry Date	١t	Licence	1t	Action
L000487	A000547	T Class	Test Tours 20	Current		08/04/2020		07/04/2021		ß		View Surrender <u>Amend</u>
Showing 1 to 1 of	f 1 entries										Prev	ious 1 Next

- 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 <u>'How to create and submit a new licence</u> <u>application</u>'.
- 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 <u>'How to create an account'</u> 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.

atus		Expiry From		Expin	<i>ј</i> То			
All	۲	DD/MM/YYYY		DD/M	Μ/ΥΥΥΥ	i		
now 10	entries Application	Licence Type	Holder 1	Status 💵	Start Date	Search:	tt Licence t	Excel C Action
.000099	A000308	T Class	John Smith	Surrendered	07/11/2019	06/12/2019	ß	View
.000100	A000311	T Class	John Smith	Current	06/11/2019	07/12/2019	ß	View Surrender Amend <u>Renew</u>

- 3. See parts 4-32 of '<u>How to create and submit a new licence application</u>' 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.

atus		Due date Fr	om		Due	e date To				
Due	•	DD/MM/YYY	Y		DD/	/MM/YYYY				
now 10 ▼ en	tries							Search:		Excel
now 10 ▼ en Number ↓	tries Licence	↓↑ Holder	↓î	Status	ţţ	Due Date	ţţ	Search: Assigned To	ţţ	Excel C Action
		Holder Aaron I	*1	Status Due	ţţ	Due Date 07/10/2019	Ļţ		ţţ	

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

Compliance with Requirements: C000066

Compliance with Rec	juirements	^
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 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'.

Park Entry Fees Entry f	ees apply to passengers 🕜		^
Park	Status	Payment Method	
All	All	All	Make Payment
Arrival From	Arrival To		
DD/MM/YYYY	DD/MM/YYYY		
Show 10 • entries		Search:	Excel CSV

- 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.

looo466								×
Park		Arrival	Same tour group	Passengers (6yrs+)	Children under 6 years	Free of charge	Cost	
Lane Poole Reserve	×v	31/12/2019		18	1	1	\$108.00	Ē
Serpentine National Park	×v	31/12/2019		18	1	1	\$0.00	Ŵ
						Total:	\$108.00	

- 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 <u>licensing@dbca.wa.gov.au</u>. The application form and further information is available on the website: <u>https://parks.dpaw.wa.gov.au/for-business/training-accreditation-insurance-fees</u>.

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.

cence .000466								× ~
ark		Arrival	Same tour group	Passengers (6yrs+)	Children under 6 years	Free of charge	Cost	
Lane Poole Reserve	× •	31/12/2019		18	1	1	\$108.00	<u> </u>
Serpentine National Park	× •	31/12/2019		18	1	1	\$0.00	Ê
						Total:	\$ 108.00	
Add another park and/or date								
-								Proceed
								Proceed
-								Pay by Credit
-								
-								Pay by Credit
ommercial Ope	erator	Licensing				- Al		Pay by Credit
ommercial Ope	erator	Licensing	, sathar	and the second second	A Constant	TAL-		Pay by Credit
ommercial Ope	erator	Licensing			Contraction of the second			Pay by Credit
	erator	Licensing	aller,		And and a second		ne Aaron Og	Pay by Credit
	erator	Licensing	and the second		Constant and		ne Aaron Op	Pay by Credit
ome Park Entry Fees	erator	Licensing	and the second				ne Aaron Op	Pay by Credit
ommercial Ope ome Park Entry Fees Success!			a disc		louran and have		ne Aaron Oş	Pay by Credit

- You must ming your confirmation with you to the park
- 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 <u>licensing@dbca.wa.gov.au</u> 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 <u>Licensing Officers</u> from the Tourism and Concessions Branch on (08) 9219 8411 or email <u>licensing@dbca.wa.gov.au</u>.

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