Commercial Operator Licensing System

How to submit a commercial filming and photography application

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.

Commercial filming and photography applications are submitted online via the Commercial Operator Licensing System (COLS).

Commercial filming 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 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)
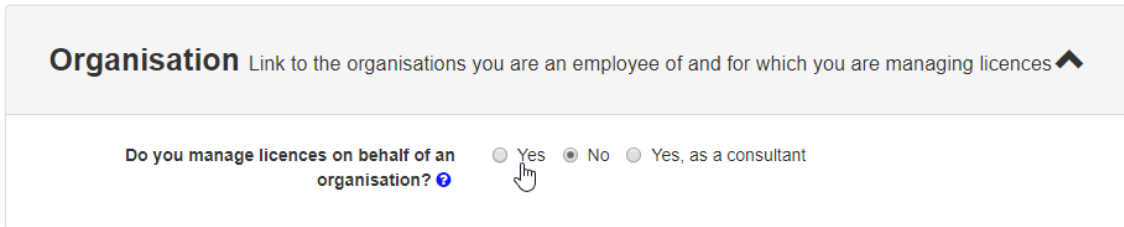
1. Click Login.
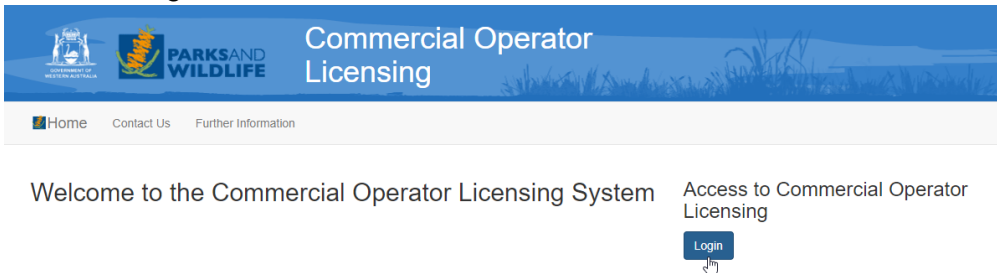
2. Enter your email address, then click "Send Verification Code. You will now receive an email that includes the verification code.
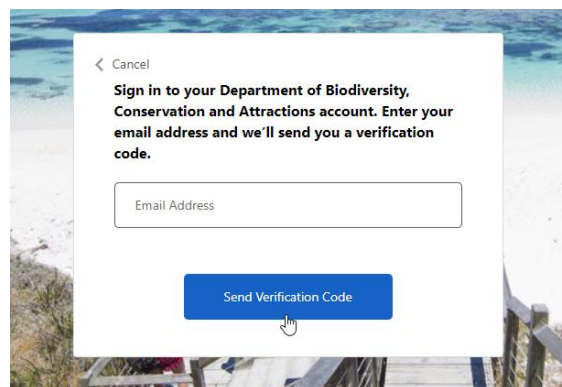
3. Enter the verification code in the applicable field in COLS, then click 'Verify Code'. You will now be logged in.
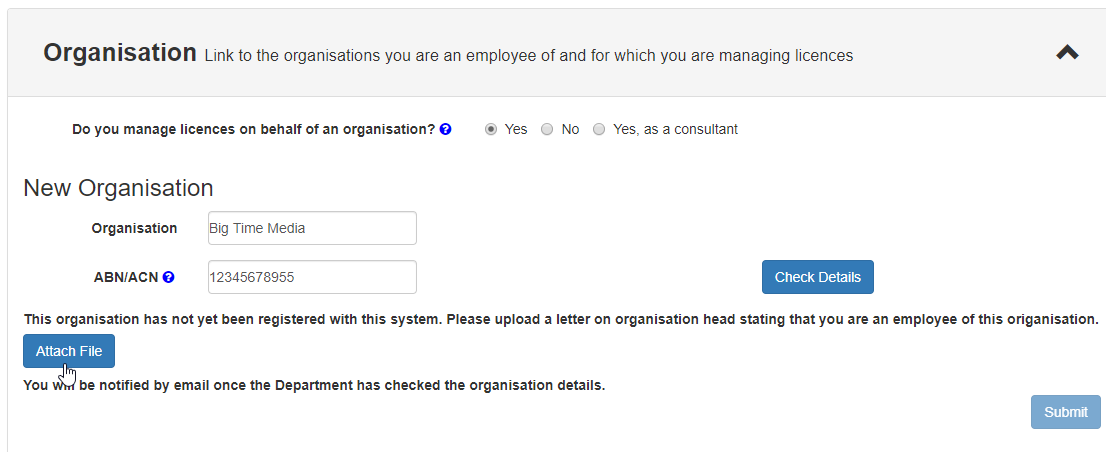
How to create an account

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 filming authority, you will need to link your account to an organisation e.g. a company or a sole trader business.

Organisation Link to the organisations you are an employee of and for which you are managing licences ⌃

Do you manage licences on behalf of an organisation? ❓   ○ Yes   ● No   ○ Yes, as a consultant

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, please 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 How to link your account to an organisation already registered in COLS.

Organisation Link to the organisations you are an employee of and for which you are managing licences ⌃

Do you manage licences on behalf of an organisation? ❓   ● Yes   ○ No   ○ Yes, as a consultant

New Organisation

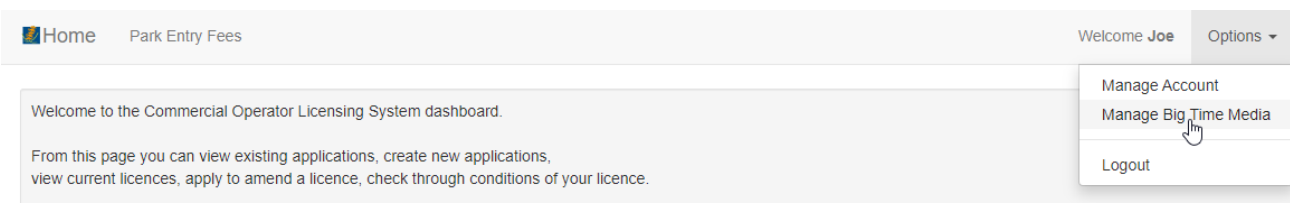|	
Organisation	Big Time Media
ABN/ACN ❓	12345678955

Check Details

This organisation has not yet been registered with this system. Please upload a letter on organisation head stating that you are an employee of this origanisation.

Attach File

You will be notified by email once the Department has checked the organisation details.

Submit

5. Click 'Submit' to send your request to link to the organisation. You will receive a confirmation notice 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 organisation details.

How to manage the organisation account and link employees

1. Login to COLS, click on the 'Options' menu and select the option to manage the organisation.

🏠 Home   Park Entry Fees   Welcome **Joe**   Options ▾

Manage Account
Manage Big Time Media
Logout

Welcome to the Commercial Operator Licensing System dashboard.

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.

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

3. 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 these pin codes to other staff and approve or decline staff requests to link 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.

'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 need to be accepted or declined by your organisation administrator(s) from the 'Linked User Accounts' section.

How to link your account to an organisation already registered in COLS

1. Login to COLS, click on the 'Options' menu and click 'Manage Account'.
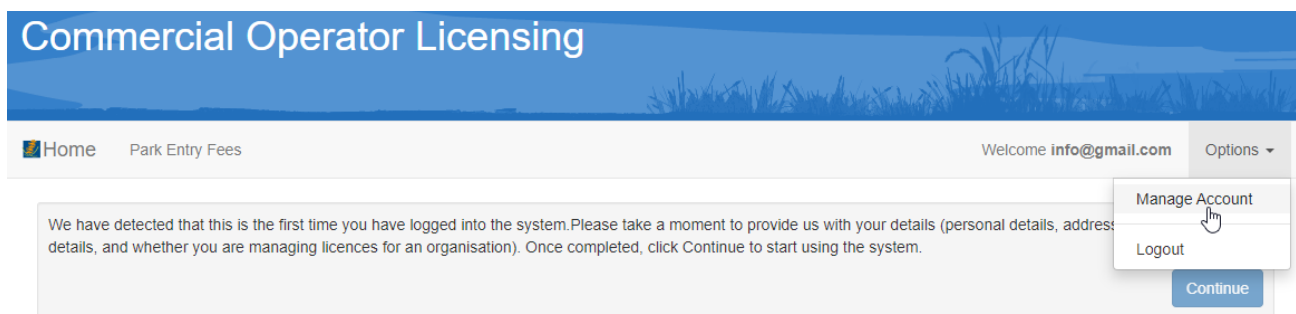
2. Expand the 'Organisation' section and click 'Yes' to managing licences on behalf of an organisation.
3. Enter the organisation details and click 'Check Details' to see if the organisation is registered in the system. The ABN/ACN must be input correctly to accurately search for an organisation.
4. 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. 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 filming authority application

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

2. Select the organisation you are applying for a filming authority on behalf of.
3. Select 'Filming' from the licence type drop-down menu then click 'Continue'.

4. Navigate through the application by clicking the tabs across the top – Applicant; Activity; Access; Equipment and Other Details.

5. Answer all questions and attach the supporting documentation requested. Click 'Save and Continue' after completing each tab to save your data.

6. When entering your period of proposed filming/photography in the 'Activity' tab, you can enter a date range for your filming operation. Exact dates you intend to access a park can be entered in the 'Access' tab when you add a park to your application.

7. Add parks you are proposing to film in the 'Access' tab and attach a detailed itinerary for the filming operation and features/locations within the parks you intend to access.

8. Review each tab to check your application information is correct and supporting documentation is attached, then click 'Submit'. Click 'Save and Exit' to exit your application and submit at a later date.

9. 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'.
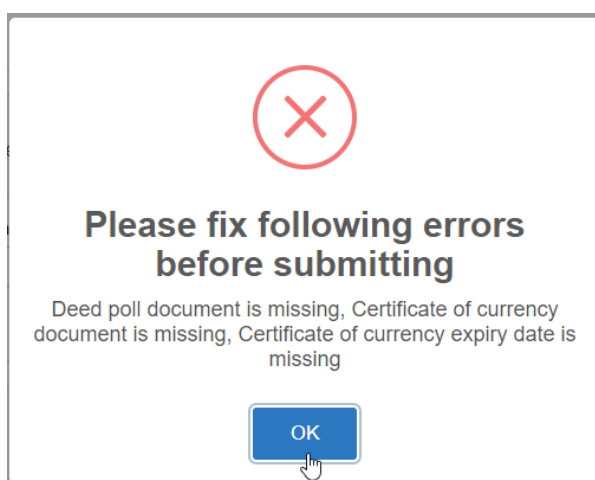
10. Once submitted, you will receive a success notification and confirmation email.

Incomplete applications

1. You will receive an email if there is additional information or documentation needed for your application.

2. Login to COLS and click 'Continue' in the 'Applications' table to reopen your application.

3. Provide the missing documents and/or information requested then click 'Resubmit'.

How to pay your commercial filming licence fees and charges

Where DBCA determines a commercial filming application requires a licence, a standard charge for the use of CALM Act land for commercial filming will apply. Where DBCA determines a waiver of these fees is applicable, a lawful authority will be granted instead of a licence and payment will not be required.

If applicable, you will receive an email advising payment of licence fees and charges is required to finalise your licence applicant and enable the licence to be granted.

1. Login to COLS and click 'Make Payment' in the 'Applications' table next to the application awaiting payment.

2. Enter your credit card details then click 'Continue' to make payment. You will receive a success notification and be sent a confirmation email with your licence attached.

Success!

A confirmation email has been sent to info@gmail.com.

Payment for you commercial filming application has been successfully completed.

Your commercial operations licence has been granted via an email sent to info@gmail.com

[Invoice]   [Return to Dashboard]

How to view and access your filming authority

Filming authorities are listed in the 'Licences' table on your home dashboard regardless of whether you have been granted a licence or lawful authority.

1. Once a filming authority has been granted, you will be sent an email with the filming authority and any associated documentation attached (e.g. additional licence condition schedules).
2. You can also view and download your filming authority in the 'Licences' table on your home dashboard by clicking on the pdf in the licence column.

How to amend your filming authority

To add parks to a current filming authority or change your filming dates you will need to submit an amendment application.

1. Go to the 'Licences' table on the COLS 'Home' page and click 'Amend' in the action column of the filming authority you want to change. Note: If the action column is not displayed, click the blue plus next to the licence number to expand the row and show.

2. Add the additional parks you want to access for filming in the access tab and attach a detailed filming itinerary.
3. Note the additional parks you have added and provide any supporting information in the other details tab then click 'Resubmit'.
4. Your will receive email confirmation once submitted and an updated filming authority once the amendment has been approved by DBCA.

How to complete a compliance requirement

Commercial filming operators are required to adhere to the conditions on their filming authority and in the Commercial Filming and Photography Handbook.

Operators may also be required to submit or complete additional items as a condition of the filming authority. For example, an operator may need to submit a copy of their renewed public liability insurance certificate if it expires during the filming authority term.

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.
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.

Further assistance or questions

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