



Department of **Biodiversity,
Conservation and Attractions**

OFFICIAL



Commercial Operator Licensing System

Commercial Operator User Guide

Custodian: Nature-based Tourism Division, Tourism and Concessions Branch

Locked Bag 104, Bentley Delivery Centre, Western Australia 6983

Phone: (08) 9219 9000 Email: licensing@dbca.wa.gov.au

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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 and pay park entry fees.

Commercial 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.

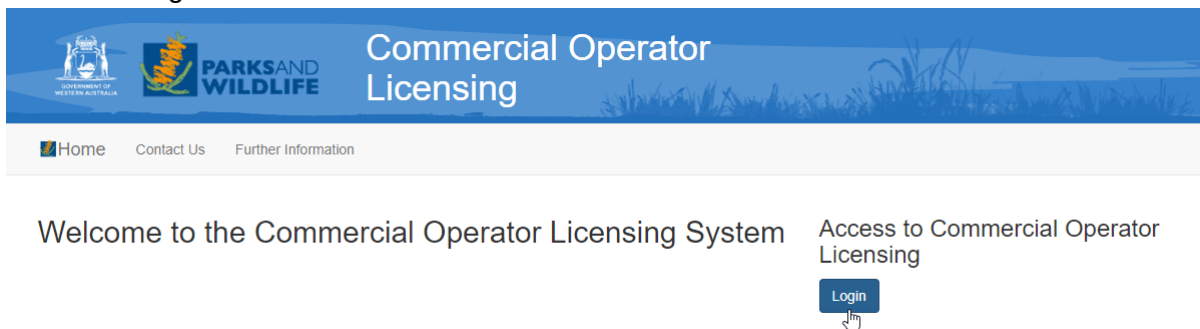
You can access the system or setup your account now by visiting the below link:

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

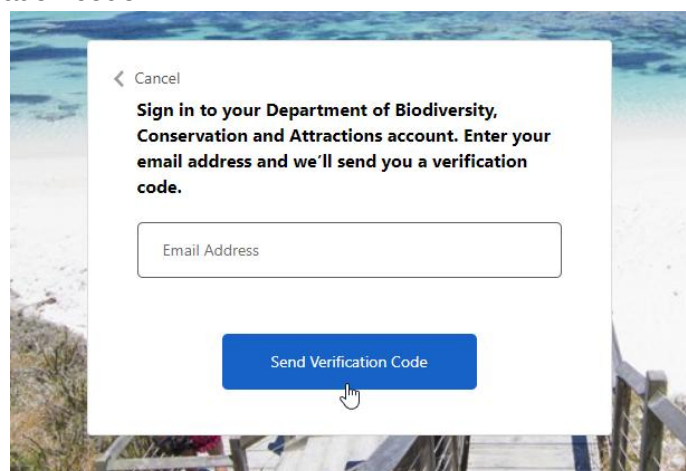
We hope that operators find the system intuitive to use and makes it easier to manage licensing requirements. Your feedback and comments are welcomed as we look to improve the functionality and usability of the system over time. Please contact the Department of Biodiversity, Conservation and Attractions (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.

Note: If your email address was attached to a current licence prior to the introduction of the system it will already be linked to your organisation account. Click on the 'Options' menu to update the organisation details and view your pin codes (skip to points 7 to 9 below).

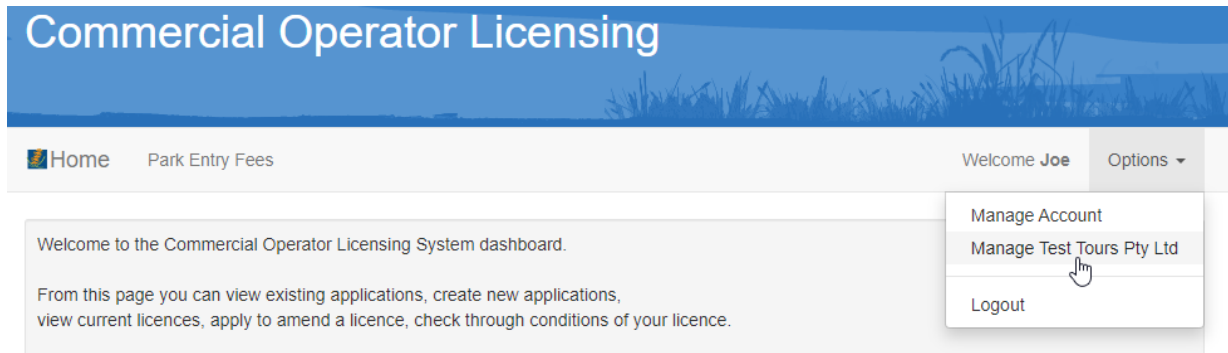
2. Under 'Organisation', select 'Yes' to managing licences on behalf of an organisation or as a consultant. To apply for a licence, you will need to link your account to an organisation e.g. a company or a sole trader business.

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. 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 [How to link your account to an organisation already registered in COLS](#).

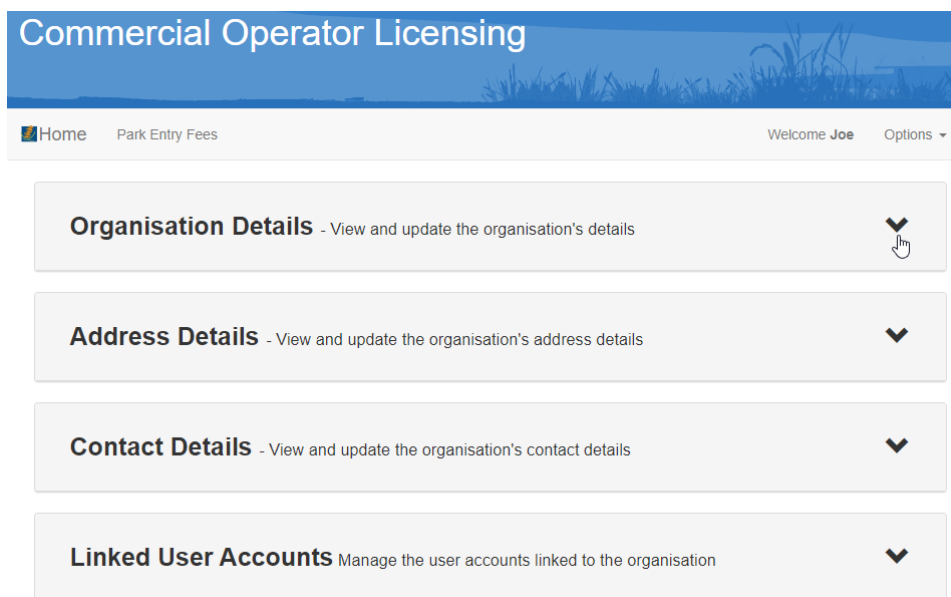
- Click 'Submit' to send your request to link to the organisation. You will receive a confirmation notice once successfully submitted.
- Once the department has approved your request, you will be sent an email confirming that your account has been linked to the organisation. Once linked you can manage the organisation details.

How to manage the organisation account and link employees

- Log in to COLS, click on the 'Options' menu and select the option to manage the organisation.



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



- 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 section [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: 878940240838

Organisation Administrator Pin Code 1: 758103299455

Organisation User Pin Code 2: 445073690052

Organisation Administrator Pin Code 2: 108508082116

It is the responsibility of the organisation administrator to manage the distribution of pin codes. If you are not sure which pin code to give to your staff member please call the Tourism and Concessions Branch on (08) 9219 9978.

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

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

Show entries

Search:

Name	Role	Email	Status	Action
Aaron Farr	Organisation Admin	aaron.farr@dbca.wa.gov.au	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.

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

Name	Role	Email	Status	Action
Dorris Day	Organisation Admin	info@test.com.au	Pending	Accept Decline
Joe Bloggs	Organisation Admin	info@testtours.com.au	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 press '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 have access to 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

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

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 'Commercial Operations' to apply for T-class 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 * 

Commercial operations 

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

 Home Park Entry Fees Welcome **Joe** Options 

Commercial Operator - T Class application: A000550

1. Applicant 2. Activities (land) 3. Activities (marine) 4. Other Details 5. Questionnaire 6. Payment 7. Confirmation

Organisation Details - View and update the organisation's details 

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

Complete the Applicant tab

5. Review your organisation name, trading name and address. Please email licensing@dbca.wa.gov.au 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.

Select the required access

Minibus x Four wheel drive x 

Select the required activities

Bushwalking x Camping x 

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.

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, then click 'Edit access and activities'.

9. A popup to provide additional documentation or information will show if you select parks or activities that have additional requirements. Attach the requested document or uncheck if the park, access or activity is not required.

Mitchell River National Park is jointly managed by the Wunambal Gaambera Aboriginal Corporation (WGAC). Please attach a copy of your current Unguu Tour Operator Visitor Pass or [click here](#) for more information.

Add Document

[Attach Document](#)

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.

11. Select any 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 any tracks and trails from the drop-down menu you intend to access. Adding a track/trail in this box will automatically select all sections of the track/trail.

Activities and Location (Trails)

Select the required activities for trails

Bushwalking Mountain biking Camping

Select the long distance trails

Cape to Cape Track Munda Bidi Trail Bibbulmun Track

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.

Edit Sections and Activities for Cape to Cape Track

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

Ok
Cancel

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.

Commercial Operator - T Class application: A000318

1. Applicant

2. Activities (land)

3. Activities (marine)

4. Other Details

5. Questionnaire

6. Payment

7. Confirmation

Activities and Location (marine-based activities)

Select the required activities

Boat tours or charters

Select all marine activities

Motorised boating

☒ Boat tours or charters
☐ Coral viewing/glass bottom vessels
☐ Cruise ships
☐ Float planes

☐ Motorised watersports

☐ Non-motorised watersports

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

▶ ☒ Ningaloo Marine Park

☐ General use zone Edit access and activities

☐ Recreation zone Edit access and activities

☐ Sanctuary zone Edit access and activities

☐ Special purpose zone (benthic protection) Edit access and activities

☐ Special purpose zone (shore-based activities) Edit access and activities

▶ ☐ Muiron Islands Marine Management Area

▶ ☐ Shark Bay Marine Park

▶ ☐ Jurien Bay Marine Park

▶ ☐ 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'.

Select the parks for which the activities are required

Shark Bay Marine Park - General use zone x Shark Bay Marine Park - Recreation zone x Shark Bay Marine Park - Sanctuary zone x

Shark Bay Marine Park - Special purpose zone (various) x

Edit Access and Activities for Shark Bay Marine Park - Recreation zone

Activities

☐ Aboriginal cultural tours (marine)

☐ Boat tours or charters

☐ Coral viewing/glass bottom vessels

☒ Diving - compressed air (scuba, hookah, snuba)

☒ Diving - snorkelling

☐ Kayaking/canoeing

☐ Kitesurfing/kiteboarding

☐ Sailing tours

☐ Small craft hire

☐ Surfing

☒ Swimming

☐ Windsurfing

Point of access

OK Cancel

17. A popup to provide additional documentation or information will show if you have selected parks and activities that have additional requirements. Attach the requested document or uncheck the park or activity if it is not required.

To operate boat tours or charters, please attach a copy of your vessel Certificate of Survey.

Add Document

[Attach Document](#)

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

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 accreditation from the date the licence is granted.

Tourism Accreditation ^

Select which level of tourism accreditation you have achieved. ⓘ

☐ No
 ☒ ATAP
 ☐ Eco Certification
 ☐ NARTA
 ☐ Other

ATAP

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 and GPS coordinates.
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.

[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.

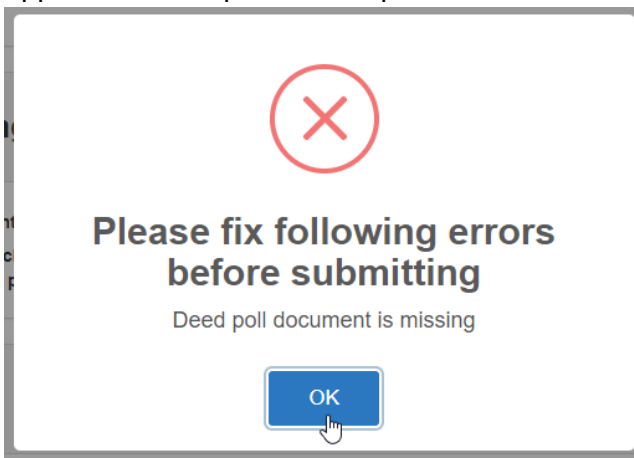
[Attach Document](#)

Complete the Questionnaire tab

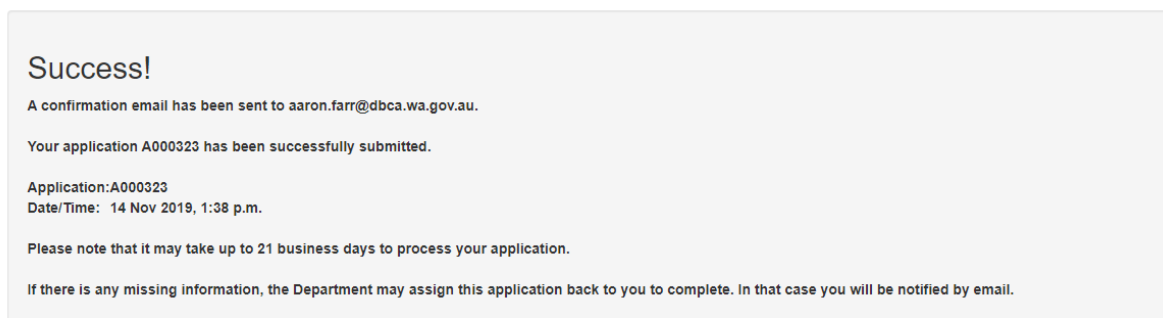
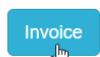
25. Click on the link to download and review the 'Commercial operator training program'. This program will provide information to assist in answering the questionnaire.
26. Answer all the multiple-choice questions and click 'Check Answers'. You will be able to have another attempt if you get questions incorrect. You will need to answer all questions correctly 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 'Pay and Submit' to submit your application. Click 'Save and Exit' to exit your application and submit at a later date.
30. 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'.



31. 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.



Return to 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 go to the 'Home' dashboard.
3. Click on 'Continue' next to the application in the 'Applications' table.
4. Provide the missing documents and/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 associated documentation attached (e.g. additional licence condition schedules).
2. You can also view and download your licence and associated attachments 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 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 blue plus next to the licence number to expand the row and show.

Applications
View existing applications and lodge new ones

Licences
View existing licences and amend or renew them

Status

Expiry From

Expiry To

All

DD/MM/YYYY

DD/MM/YYYY

Show

10

entries

Search:

Excel

CSV

Number	Application	Licence Type	Holder	Status	Start Date	Expiry Date	Licence	Action
L000487	A000547	T Class	Test Tours 20	Current	08/04/2020	07/04/2021		View Surrender Amend

Showing 1 to 1 of 1 entries

Previous

1

Next

2. 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 [How to create and submit a new licence application](#).
3. Attach documentation for your parks and activities that have additional requirements then press 'Resubmit'.
4. You 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, 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 link to your new organisation, see [How to create an account](#).

1. You will receive an email notification when your commercial operations licence is available to renew.
2. Log in to COLS and go to the 'Licences' section on the 'Home' dashboard. Click on 'Renew'. If the action column is not displayed in the table, click the blue plus next to the licence number to show.

Licences View existing licences and amend or renew them

Status: All Expiry From: DD/MM/YYYY Expiry To: DD/MM/YYYY

Show 10 entries

Search: Excel CSV

Number	Application	Licence Type	Holder	Status	Start Date	Expiry Date	Licence	Action
L000099	A000308	T Class	John Smith	Surrendered	07/11/2019	06/12/2019		View
L000100	A000311	T Class	John Smith	Current	06/11/2019	07/12/2019		View Surrender Amend Renew

Showing 1 to 2 of 2 entries

Previous 1 Next

3. See points 4-31 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 associated 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 requirement

Commercial operators are required to adhere to the conditions of their licence and the Commercial Operator Handbook.

Operators may be required submit additional documentation or information during the licence term as a condition of the licence, such as current public liability insurance and tourism accreditation certificates. These requirements are shown in the Compliance with requirements section in COLS and have a due date for operators to complete by.

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 the 'Home' dashboard and scroll down to the 'Compliance with requirements' section.
3. Filter your requirements by changing the status to 'Due' in the drop-down menu. Click 'Submit' on the due requirement to open and complete.

Compliance with requirements

View submitted compliances and submit new ones

Status
Due

Due date From
DD/MM/YYYY

Due date To
DD/MM/YYYY

Show 10 entries

Search:
Excel CSV

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

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

Previous 1 Next

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

Compliance with Requirements: C000066

Compliance with Requirements

Requirement:
The Operator shall maintain accreditation.

Details:
Hi Licensing team. My new accreditation certificate is attached.

Documents:

Attachments:

Attach File
Remove

Submit Close

5. You will receive a confirmation email once submitted and the status of the requirement will change to 'Under Review'.
6. You will be sent another confirmation email once the submission has been reviewed by the department.

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://www.dbca.wa.gov.au/licences-and-permits/commercial-activities/commercial-operations-licensing>. COLS can be used to pay park entry fees via credit card.

1. Log in to your COLS account and click on the 'Park Entry Fees' tab.
2. Click on 'Make Payment'.

Park Entry Fees Entry fees apply to passengers ⓘ

Park: All Status: All Payment Method: All

Arrival From: DD/MM/YYYY Arrival To: DD/MM/YYYY

Show 10 entries

Search: [] Excel CSV

Make Payment

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 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.

Park Entry Fees

Licence: L000466

Park	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
Serpentine National Park	31/12/2019	☒	18	1	1	\$0.00

Total: \$108.00

+ Add another park and/or date

Proceed

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 only option for payment in COLS is credit card.

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9. Once you have paid your park entry fees you can view your booking confirmation and tax invoice receipt by clicking the buttons on the success screen. You will also receive separate emails with your booking confirmation and tax invoice receipt attached.

Park Entry Fees

Licence
L000860

Park	Arrival	Same tour group	Passengers (6yrs+)	Children under 6 years	Free of charge	Cost
Lane Poole Reserve	04/07/2025	☐	10	2	1	\$ 60.00
Serpentine National Park	04/07/2025	☒	10	2	1	\$ 0.00
Total:						\$ 60.00

+ Add another park and/or date

Existing invoice

Proceed

Pay by Credit Card

Success!

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

Please click [here](#) if you want to make another booking.

Confirmation

Invoice

You must bring your confirmation with you to the park

10. A copy of your booking confirmation or tax invoice receipt must be presented to a Departmental staff member at the park entry point or upon request within the park. (A digital copy is acceptable)
11. Your booking confirmations and tax invoice receipt can be downloaded from the table in the COLS 'Park Entry Fees' dashboard.
12. Payment can also be made at the park by submitting a commercial operator docket.

Terms and conditions for the online payment of park entry fees can be downloaded [here](#).

How to obtain a refund for overpayment of park entry fees

If you have overpaid entry fees for a park visit, email the DBCA licensing team at licensing@dbca.wa.gov.au 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 commercial operator docket.

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 the DBCA licensing team on (08) 9219 9000 or email licensing@dbca.wa.gov.au.