



Department of **Biodiversity,
Conservation and Attractions**



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.

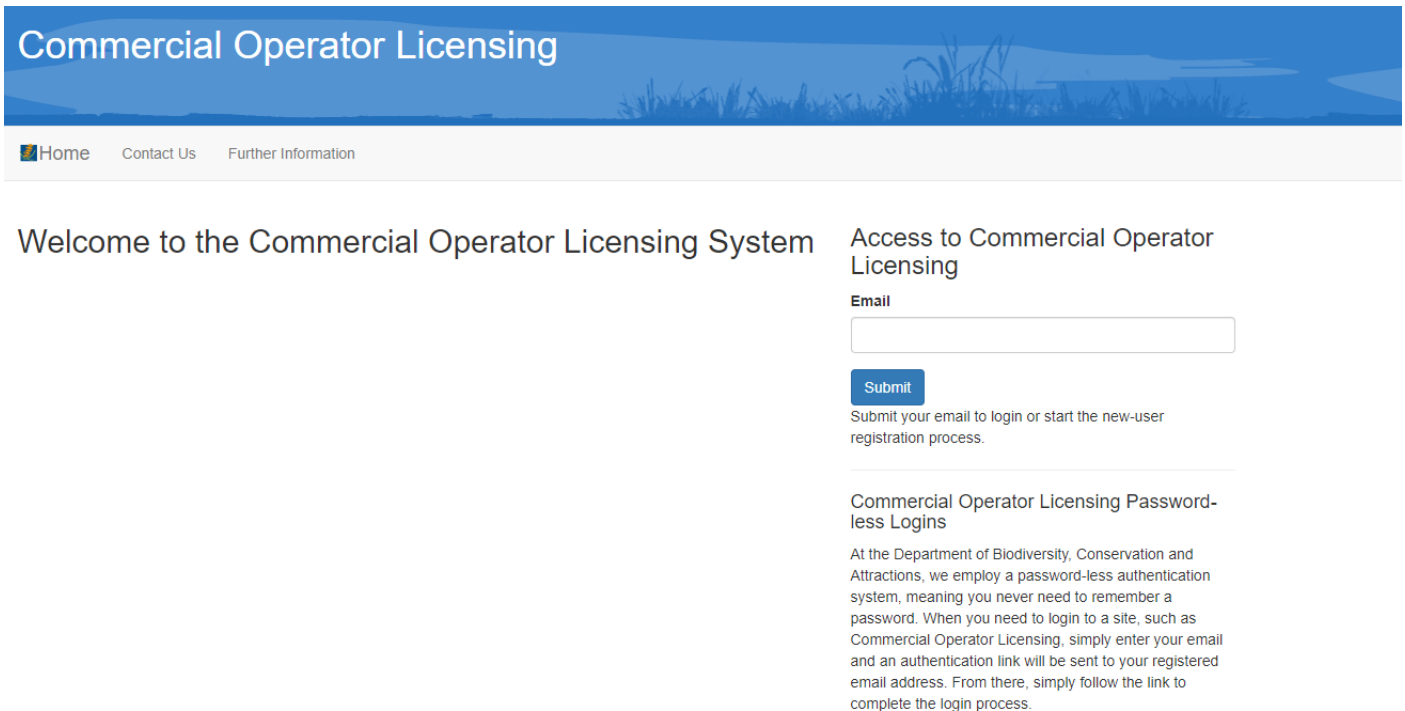
You can access the system or setup your account now by visiting the below link.

<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.



The screenshot shows the 'Commercial Operator Licensing' website. At the top, there is a blue header with the title 'Commercial Operator Licensing' and a navigation menu with links for 'Home', 'Contact Us', and 'Further Information'. Below the header, the main content area is divided into two columns. The left column contains the text 'Welcome to the Commercial Operator Licensing System'. The right column features a login form with the title 'Access to Commercial Operator Licensing'. The form includes an 'Email' label, a text input field, and a blue 'Submit' button. Below the button, there is a note: 'Submit your email to login or start the new-user registration process.' Further down, there is a section titled 'Commercial Operator Licensing Password-less Logins' with a paragraph explaining the password-less authentication system: '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).

Commercial Operator Licensing

Home Park Entry Fees Welcome test@abctours.com.au Options

We have detected that this is the first time you have logged into the system. Please take a moment to provide us with your details (personal details, address details, contact details, and whether you are managing licences for an organisation). Once completed, click Continue to start using the system.

Continue

Personal Details Provide your personal details

Address Details Provide your address details

Contact Details Provide your contact details

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

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.

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).
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'](#).

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

ABN/ACN [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 organisation.

[Attach File](#)

You will be notified by email once the Department has checked the organisation details. [Submit](#)

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

Home Park Entry Fees Welcome Joe Options

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.

Manage Account

Manage Test Tours Pty Ltd

Logout

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

Commercial Operator Licensing

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 ['How to link your account to an existing organisation'](#) 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 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	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 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 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

ABN/ACN

[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 Operator Licensing

Home Park Entry Fees

Welcome Joe Options

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.

Applications View existing applications and lodge new ones

Status

All

Submitter

All

New Application

Lodged From

DD/MM/YYYY

Lodged To

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 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 contact a [Licensing Officer](#) 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.

The image shows two stacked form sections. The top section is titled 'Select the required access' and contains a dropdown menu with two selected items: 'Minibus' and 'Four wheel drive'. The bottom section is titled 'Select the required activities' and contains a dropdown menu with two selected items: 'Bushwalking' and 'Camping'. A mouse cursor is pointing at the 'Camping' item.

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.

The image shows a 'Select Parks' dropdown menu. At the top is a search bar with the text 'Select...'. Below it are several expandable categories: 'Select all parks from all regions', 'Goldfields', 'Kimberley', 'Midwest', 'Geraldton', 'Moora', and 'Shark Bay'. Under 'Geraldton', there are four parks listed: 'Coalseam Conservation Park', 'Kalbarri National Park', 'Kennedy Range National Park', and 'Mt Augustus National Park'. Each park has a checkbox and a link that says 'Edit access and activities'. The 'Geraldton' category is currently expanded, and a mouse cursor is hovering over the 'Geraldton' checkbox. At the bottom right of the dropdown are 'Previous' and 'Next' buttons.

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'.

The image shows a popup window titled 'Edit Access and Activities for Yanchep National Park'. It has two columns of checkboxes. The left column is titled 'Access' and has three checked items: '4WD', 'Coach', and 'Minibus'. The right column is titled 'Activities' and has four checked items: 'Aboriginal cultural tours', 'Bushwalking', 'Camping', and 'Caving'. At the bottom right of the popup are 'Ok' and 'Cancel' buttons. The background shows a blurred view of the main application interface.

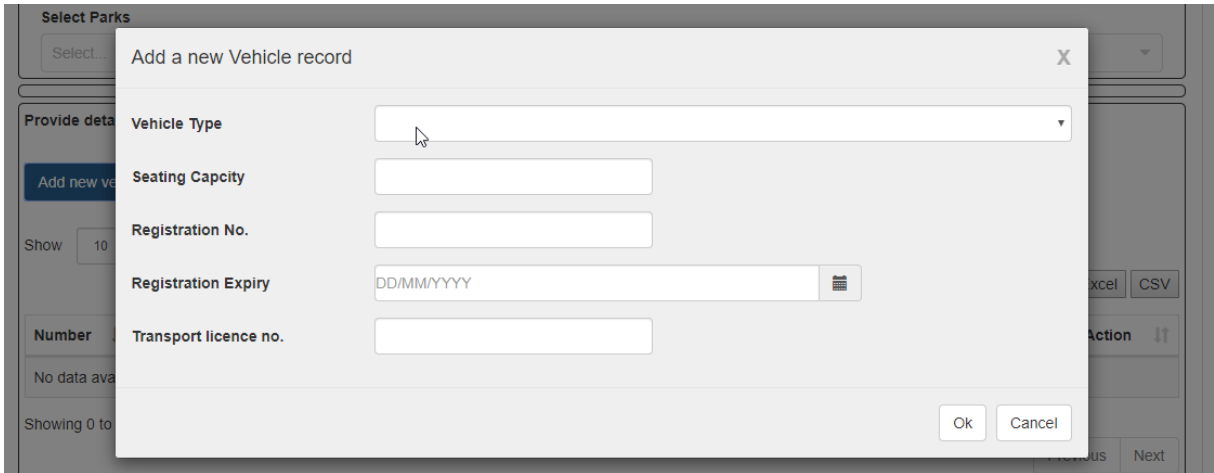
9. A popup to provide additional documentation will show if you have selected parks and activities that have additional requirements. Attach the requested document or uncheck the park or activity to remove the requirement.

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

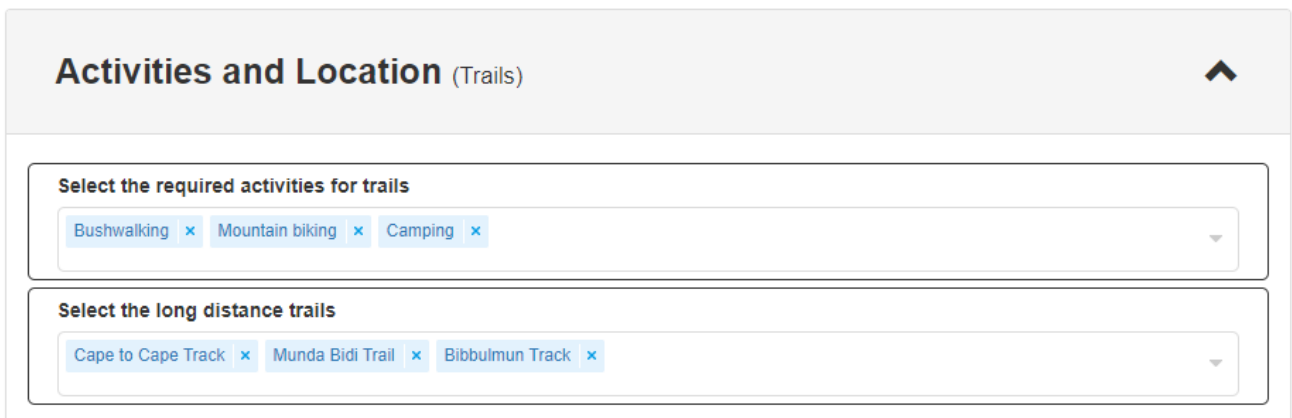
Add Document

[Attach Document](#)

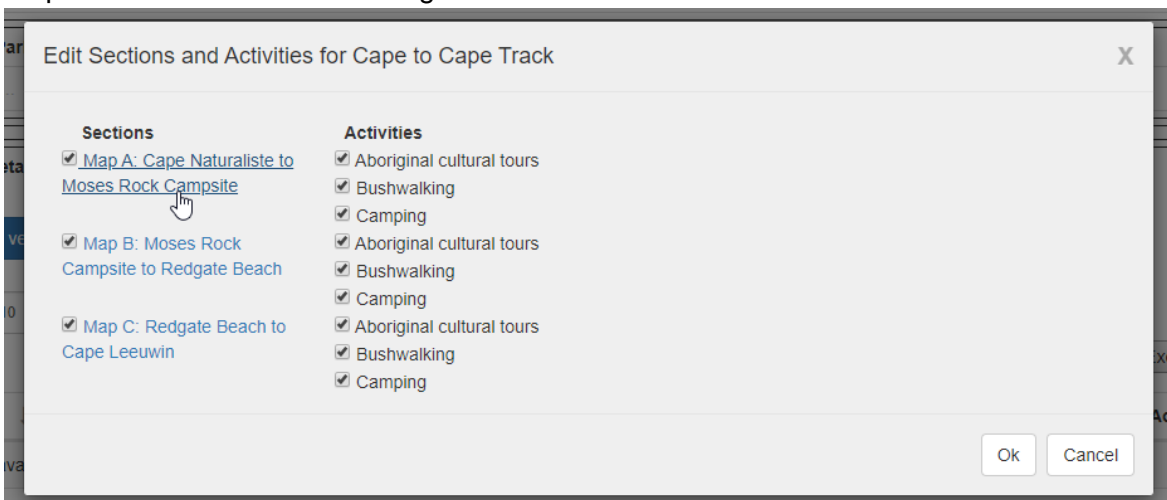
10. Click 'Add new vehicle' to add details of vehicles used in your operations. If you have multiple vehicles you will need to add each vehicle individually.



11. Select 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.



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.



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.

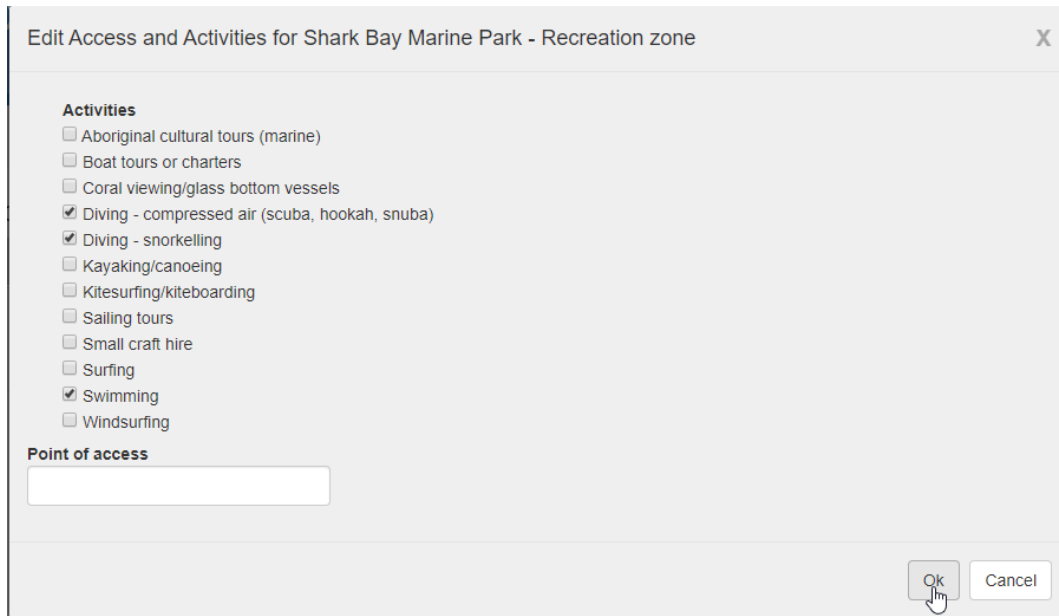
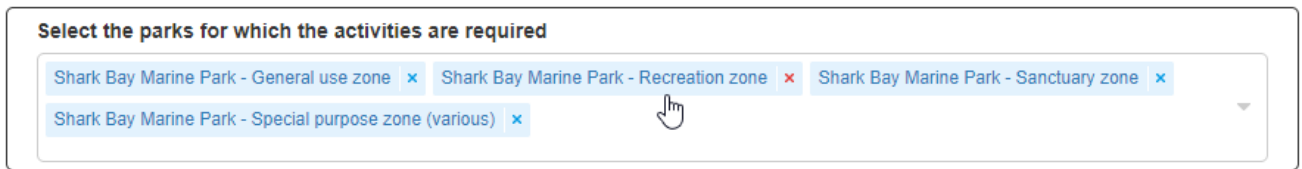
Commercial Operator - T Class application: A000318

The screenshot shows the 'Activities and Location' tab for marine-based activities. At the top, there are seven tabs: 1. Applicant, 2. Activities (land), 3. Activities (marine) (selected), 4. Other Details, 5. Questionnaire, 6. Payment, and 7. Confirmation. Below the tabs, the main heading is 'Activities and Location (marine-based activities)'. A dropdown menu titled 'Select the required activities' is open, showing a search bar with 'Boat tours or charters' entered. The menu is expanded to show a tree structure of activity categories: 'Select all marine activities' (expanded), 'Motorised boating' (expanded), 'Boat tours or charters' (checked), 'Coral viewing/glass bottom vessels', 'Cruise ships', 'Float planes', 'Motorised watersports', and 'Non-motorised watersports'. A mouse cursor is pointing at the 'Boat tours or charters' checkbox.

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.

The screenshot shows the 'Select the parks for which the activities are required' dropdown menu. It features a search bar with 'Select...' and a list of marine parks. The 'Ningaloo Marine Park' is highlighted, and its sub-zones are visible: 'General use zone', 'Recreation zone', 'Sanctuary zone', 'Special purpose zone (benthic protection)', and 'Special purpose zone (shore-based activities)'. Each zone has an 'Edit access and activities' link. Other parks listed include 'Barrow Island Marine Management Area', 'Muiron Islands Marine Management Area', 'Shark Bay Marine Park', 'Jurien Bay Marine Park', and 'Marmion Marine Park'. A mouse cursor is pointing at the 'Ningaloo Marine Park' checkbox. At the bottom right, there are 'Previous' and 'Next' buttons.

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'.



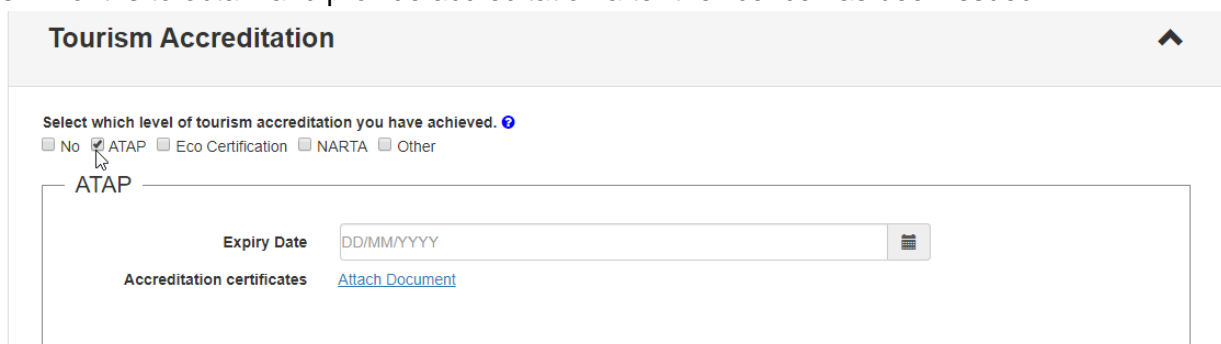
17. A popup to provide additional documentation will show if you have selected parks and activities that have additional requirements. Attach the requested document or uncheck the park or activity to remove the requirement.



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 and provide accreditation after the licence has been issued.



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.

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.

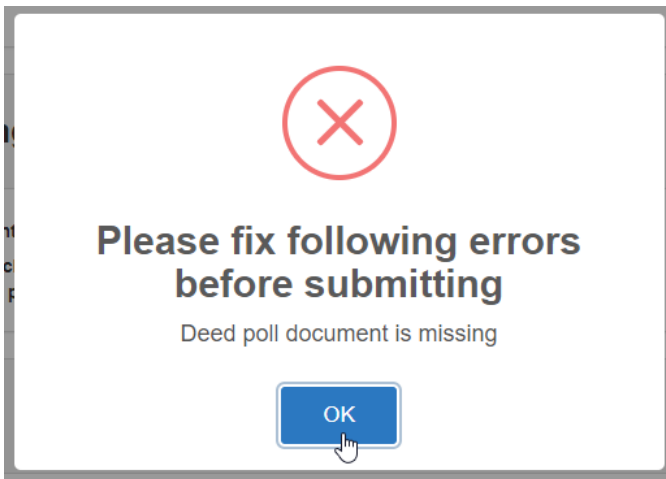
[Attach Document](#)

Complete the Questionnaire tab

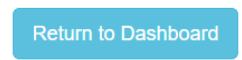
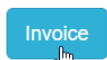
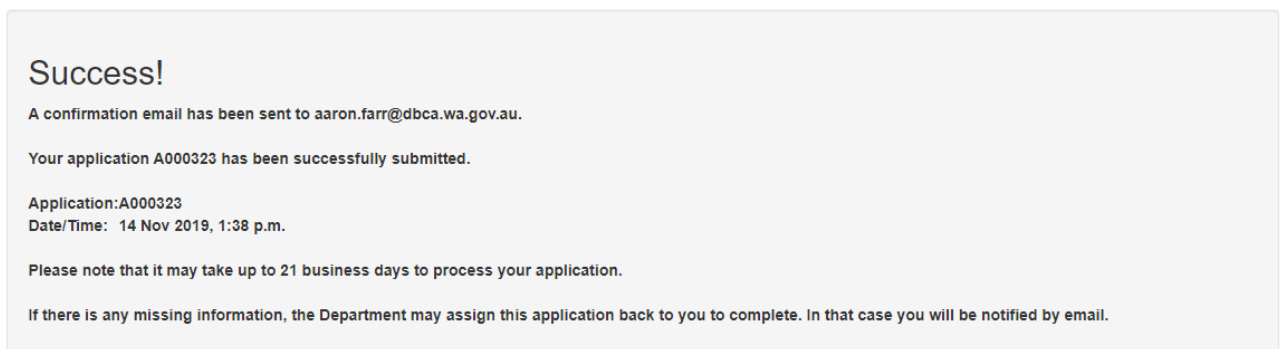
25. Click on the link to download and review the 'Information for Commercial Operators' training module.
26. Answer all the multiple-choice questions and click 'Check Answers'. You will be able to have another attempt if you get questions incorrect. You will need to answer all questions correctly in 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.



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.

- 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.

- 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.

The screenshot shows the 'Licences' section of the COLS system. At the top, there is a header 'Applications' with a sub-link 'View existing applications and lodge new ones' and a dropdown arrow. Below it is the 'Licences' section with a sub-link 'View existing licences and amend or renew them' and an upward arrow. The 'Licences' section includes filters for 'Status' (set to 'All'), 'Expiry From' (DD/MM/YYYY), and 'Expiry To' (DD/MM/YYYY). There is also a 'Show' dropdown set to '10 entries' and a search bar. Below the filters is a table with the following columns: Number, Application, Licence Type, Holder, Status, Start Date, Expiry Date, Licence, and Action. The table contains one entry with the following details: Number: L000487, Application: A000547, Licence Type: T Class, Holder: Test Tours 20, Status: Current, Start Date: 08/04/2020, Expiry Date: 07/04/2021, Licence: (with a red document icon), and Action: View, Surrender, Amend. A mouse cursor is pointing at the 'Amend' link. Below the table, it says 'Showing 1 to 1 of 1 entries' and there are 'Previous', '1', and 'Next' navigation buttons.

- 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 '[How to create and submit a new licence application](#)'.
- Attach documentation for your parks and activities that have additional requirements then press 'Resubmit'.
- 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, unfortunately information from your previous licence applications could not be 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.

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 'Licences' 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.

Licences View existing licences and amend or renew them ▲

Status: Expiry From: Expiry To:

Show entries

Search:

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

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.

Compliance with requirements View submitted compliances and submit new ones ▲

Status: Due date From: Due date To:

Show entries

Search:

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)

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

Compliance with Requirements: C000066

Compliance with Requirements ▲

Requirement: The Operator shall maintain accreditation.

Details:

Documents:

Attachments:

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 fees apply to passengers

Park: All Status: All Payment Method: All Make Payment

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

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	<input type="checkbox"/>	18	1	1	\$108.00
Serpentine National Park	31/12/2019	<input checked="" type="checkbox"/>	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 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 licensing@dbca.wa.gov.au. The application form and further information is available on the website: <https://parks.dpaw.wa.gov.au/for-business/training-accreditation-insurance-fees>.

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.

Home Park Entry Fees Welcome Aaron Options

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	<input type="checkbox"/>	18	1	1	\$108.00
Serpentine National Park	31/12/2019	<input checked="" type="checkbox"/>	18	1	1	\$0.00
Total:						\$108.00

+ Add another park and/or date

Proceed

Pay by Credit Card
Monthly Invoicing

Commercial Operator Licensing

Home Park Entry Fees Welcome Aaron Options

Success!
A confirmation email has been sent to aaron.farr@dbca.wa.gov.au.

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 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 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 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 [Licensing Officers](#) from the Tourism and Concessions Branch on (08) 9219 8411 or email licensing@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>