



Department of **Biodiversity,  
Conservation and Attractions**



# **Commercial Operator Licensing System Manual**

## **How to apply for a 12 month licence extension**

**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](mailto:licensing@dbca.wa.gov.au)

## Introduction

As part of the COVID-19 economic relief initiatives announced by the State Government, Commercial Operators can now apply for a 12 month extension to their current commercial operator licence free of charge. Applications can be made using the Commercial Operator Licensing System (COLS) accessible via the below link.

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

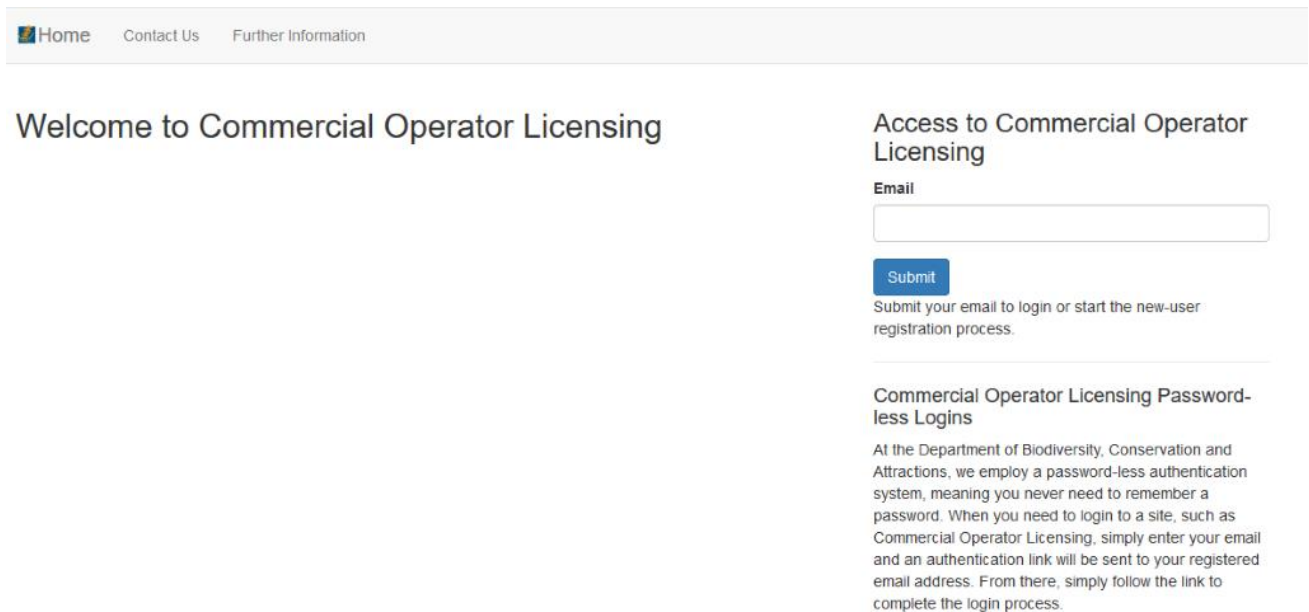
To apply, Operators will need to login to COLS with the email address linked to their organisation and request an amendment to their current licence.

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](mailto:licensing@dbca.wa.gov.au).

Once your amendment application has been processed and approved, you will be emailed a new licence with a one year extension of the expiry date.

## Logging in to the Commercial Operator Licensing System (COLS)

1. Enter your email address and click submit. The system does not use a password to login.



Home Contact Us Further Information

### Welcome to Commercial Operator Licensing

#### Access to Commercial Operator Licensing

Email

Submit

Submit your email to login or start the new-user registration process.

#### Commercial Operator Licensing Password-less 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 amend your licence and apply for a 12 month licence extension

1. Login to the Commercial Operator Licensing System via the email address linked to your organisation's account.
2. Scroll down to the 'Licences' table on the 'Home' dashboard.
3. Click on 'Amend' in the action column of your current licence.

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

**Licences** View existing licences and amend or renew them

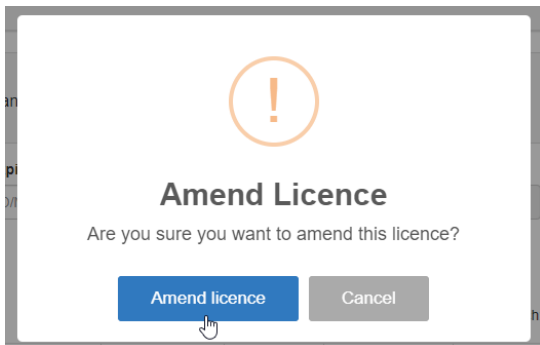
Status: All Expiry From: DD/MM/YYYY Expiry To: DD/MM/YYYY

Show 10 entries Search: Excel CSV

Number	Application	Licence Type	Holder	Status	Start Date	Expiry Date	Licence	Action
L000487	A000547	T Class	Test Tours 20	Current	08/04/2020	07/04/2021		<a href="#">View</a> <a href="#">Surrender</a> <a href="#">Amend</a>

Showing 1 to 1 of 1 entries Previous 1 Next

4. Click on 'Amend licence'.



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

Note: If you have previously applied for a licence through COLS, information from your last application will already be in the system. Simply review the information and documents are current, recomplete and attach the 'Deed Poll' then click 'Resubmit'.

Home Park Entry Fees Welcome Joe Options

Commercial Operator - T Class application: A000548

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

If this is the first time you've submitted a licence application or amendment through COLS, you will need to add the details of your operations, as explained below.

### Complete the Applicant tab

- Review your organisation name, trading name and address. Please contact a [Licensing Officer](#) if your ABN details are incorrect.

### Complete the Activities (land) tab

- Select your required access types and activities from the drop-down menu. Your selections in these boxes will be automatically applied to the parks you select where the access type and activities are permitted.

The image shows two dropdown menus. The first is titled 'Select the required access' and contains two selected items: 'Minibus' and 'Four wheel drive'. The second is titled 'Select the required activities' and contains two selected items: 'Bushwalking' and 'Camping'. A mouse cursor is pointing at the 'Camping' item.

- To select parks, start typing in the name of the park or expand the drop-down lists and check the parks you 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. It has a search bar at the top with the text 'Select...'. Below the search bar, there 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 an 'Edit access and activities' link. A mouse cursor is pointing at the 'Geraldton' checkbox. At the bottom right, there are 'Previous' and 'Next' buttons.

- After adding the parks, review and edit your selected 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.

The image shows a popup window titled 'Edit Access and Activities for Yanchep National Park'. It has two columns of checkboxes. The first column is labeled 'Access' and contains three items: 'Coach', 'Four wheel drive', and 'Minibus'. The 'Minibus' checkbox is checked. The second column is labeled 'Activities' and contains three items: 'Aboriginal cultural tours', 'Bushwalking', and 'Caving'. The 'Bushwalking' and 'Camping' checkboxes are checked. At the bottom right, there are 'Ok' and 'Cancel' buttons. A mouse cursor is pointing at the 'Ok' button.

- 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](#)

11. 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.
12. Select trail activities from the drop-menu. Your selections will be automatically applied to the track/trail sections you select where the activity is permitted.
13. Select tracks and trails from the drop-down menu. Selecting 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 x Mountain biking x Camping x

Select the long distance trails

Cape to Cape Track x Munda Bidi Trail x Bibbulmun Track x

14. 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
<input checked="" type="checkbox"/> Map A: Cape Naturaliste to Moses Rock Campsite	<input type="checkbox"/> Aboriginal cultural tours
<input checked="" type="checkbox"/> Map B: Moses Rock Campsite to Redgate Beach	<input checked="" type="checkbox"/> Bushwalking
<input checked="" type="checkbox"/> Map C: Redgate Beach to Cape Leeuwin	<input checked="" type="checkbox"/> Camping
	<input type="checkbox"/> Aboriginal cultural tours
	<input checked="" type="checkbox"/> Bushwalking
	<input checked="" type="checkbox"/> Camping
	<input type="checkbox"/> Aboriginal cultural tours
	<input checked="" type="checkbox"/> Bushwalking
	<input checked="" type="checkbox"/> Camping

Ok Cancel

### Complete the Activities (marine) tab

15. Select the required activities from the drop-down menu. Your selections will be automatically applied to the marine park zones you select where the activity is permitted.

Select the required activities

Select...

- Select all marine activities
- Motorised boating
- Motorised watersports
- Non-motorised watersports
- Non-motorised boating
- Aboriginal cultural tours

16. Select the marine park zones, 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

17. 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 your selection.

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

18. 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](#)



19. Click 'Add new vessel' to enter the details of the vessels to be used in your operations. If you have multiple vessels you will need to add each vessel individually.

### Complete the Other Details tab

20. Under 'Tourism Accreditation' select the level of tourism accreditation you have achieved, attach a copy of your certificate and enter the expiry date.

### Tourism Accreditation

Select which level of tourism accreditation you have achieved. ⓘ

No  ATAP  Eco Certification  NARTA  Other

ATAP

Expiry Date

Accreditation certificates [Attach Document](#)

21. The Licence term section cannot be edited in an amendment application but the additional year will be added to your licence expiry by the Licensing Team.

### Licence Term

Preferred licence term

Nominated start date

[Application and licence fee information](#) ⓘ

22. Under 'Moorings' enter your mooring number or GPS coordinates if applicable.
23. Under 'Insurance' attach a copy of your current public liability insurance certificate and enter the expiry date.
24. In the 'Other' box, provide any additional documentation or information including details of parks and activities you are currently licenced for that could not be selected in previous parts 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](#)



25. 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 it as a document. Please note electronic signatures cannot be accepted.

### Deed Poll ^

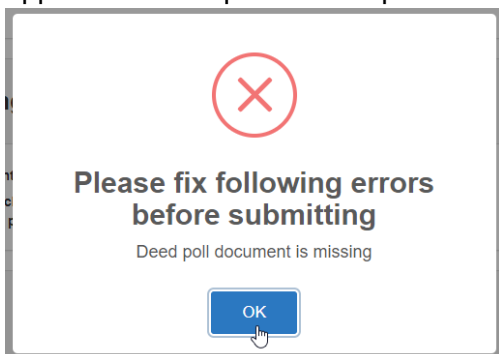
It is a requirement of all commercial operations licence holders to sign a deed poll to release and indemnify the department.  
Please click [here](#) to download the deed poll. The deed poll must have a witness signature. Once signed please attach the deed poll below.

[Attach Document](#)

### Submit your application

26. Review the Applicant; Activities (land); Activities (marine); and Other Details tabs to check your application information is correct.
27. Click 'Save and Exit' to exit the application and submit at a later date.
28. Click 'Resubmit' to submit your application.

Note: You will receive an error notification if you have not completed a required item for your application. Complete the required item/s then click "Resubmit".



29. Once submitted you will receive a success notification.

**Your application for a commercial operations licence has been successfully submitted.**  
**Application:A000548**  
**Date/Time: 08/04/2020 13:18:25**

You will receive a notification email if there is any incomplete information or documents missing from the application.

[Back to home](#)

Your application for an amendment will then be processed and your licence will be issued through COLS by email. The 12-month extension to your licence will be reflected in the new licence term.

### Further assistance or questions

If you require further assistance using the Commercial Operator Licensing System please contact one of the Licensing Officers from the Tourism and Concessions Branch on (08) 9219 9978 or (08) 9219 8411 or email [licensing@dbca.wa.gov.au](mailto:licensing@dbca.wa.gov.au).