

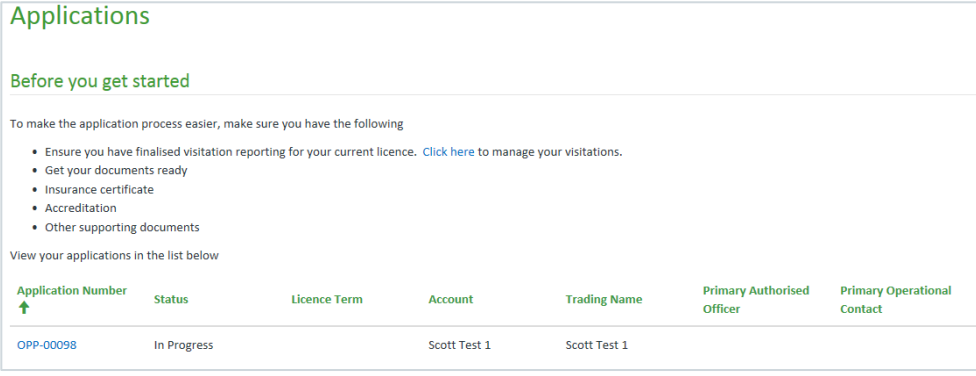
Online Licence Applications and Reporting

Tour Operator or Activity Provider Licence for 2018/19

If you had a licence in 2017/2018 you can now apply for a new licence through ParkConnect. Your previous licence details are pre-filled in the draft for your 2018/19 licence application. You may also update your company details and complete your visitation reporting.

Applying for your licence

Follow these steps to apply for a licence

Step	Action
1	<p>From the Manage Business menu select Applications.</p> <p>Result: The Applications processing form displays.</p> 
2	<p>Click on the Application Number to open the application.</p> <p>Result: The draft application opens for you to review</p>
3	<ul style="list-style-type: none"> Review and update the details for <ul style="list-style-type: none"> Trading <p>Note: Upload your Public liability insurance documentation</p> <ul style="list-style-type: none"> Contact, and Company Press <input type="button" value="Next"/>
4	<p>Select your:</p> <ul style="list-style-type: none"> Licence Term ensure that you have the required Accreditation for a multi-year term, and Billing preference
5	<p>Review the current list of your licensed locations and activities. Do you want to add a location/activity to your licence?</p> <ul style="list-style-type: none"> Select <input type="button" value="Add Activity"/>, then Park and Licenced Activity from the lists and upload a tour schedule, and Press <input type="button" value="Next"/> to continue to Step 6

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Applying for your licence, continued

Step	Action
6	Complete: <ul style="list-style-type: none">• Additional Information and if you want your business listed on Parks Victoria website• Website listing details
7	<ul style="list-style-type: none">• Review the Summary for accuracy and completeness• Use Previous to correct/change, and• Submit to finalise.

What can I do to ensure that my Certificate of Currency is correct?

Parks Victoria requirements

To meet Parks Victoria requirements, the Certificate of Currency must:

- be through an approved APRA Insurance provider
- be the full certificate not a tax invoice or adjustment notice
- show the Insured with the same name as the Entity covered by the insurance
- list all business activities e.g. rock climbing, coach tours, kayaking, etc.
- have the minimum coverage of \$20 million public and products liability
- have an Interested Parties statement in full as shown here:

‘The Minister for Environment and Climate Change, Minister for Planning, the Secretary to the Department of Environment, Land, Water and Planning, Parks Victoria, the Director of National Parks, the Minister for Ports, Melbourne Water Corporation, the Yarra Bend Park Trust and any other body delegating its powers to Parks Victoria.’

APRA insurers

Tour operators must be insured by an authorised Australian Prudential Regulation Authority (APRA) recognised insurer. Visit the APRA website for a list of authorised insurers

<http://www.apra.gov.au/qi/pages/new-or-renewal.aspx>.

What is a Certificate of Currency?

A Certificate of Currency is a document confirming a Public Liability Insurance policy is current and valid as of the date and time of the certificate. It specifies the amount and conditions insured for.

Can you accept my application without a current Certificate of Currency?

An application can be accepted without a Certificate of Currency but will not be approved until it is provided.

What Accreditation is Required

Licence Term	Required Accreditation
1 year	None
3 years	<ul style="list-style-type: none"> • Nature Tourism – EcoCertification IV • Australian Tourism Accreditation Program • Respecting Our Culture
up to 10 years Note: Maximum Licence duration	<ul style="list-style-type: none"> • Advanced Ecotourism – EcoCertification IV • Ecotourism – EcoCertification IV • EarthCheck Benchmarking and Certification

What is a Tour Schedule?

A tour schedule has the information for the Area Chief Ranger to decide if the activities can be permitted in each park. The schedule should provide the following information:


Information	Consider
Where	For which park or parks do you wish to be licensed? In case of back country adventure activities an application should include a detailed map and information about tracks and trails. If the tour involves visiting multiple locations, please specify each site located within parks.
What	Outline what activities you wish to be licensed for. If the activity is not listed, it does not mean the activity is not permitted. Additionally, you must specify group size and how often you wish to operate the activity.
How	How do you plan to access the site and undertake the activity?
When	When you propose to undertake the activity.
Activity	List all the activities for which you wish to be licensed. Only list the activities that your business is operating. Where you wish to be licensed for activities that you subcontract - the subcontractor must be listed.

Example

I wish to conduct a daily Great Ocean Road day tour visiting key sites along the way. The sites I seek permission to enter are: Point Addis, Urquhart's Bluff and Maits Rest within the Great Otway National Park and Twelve Apostles visitor site, Loch Ards Gorge within the Port Campbell National Park. The tour will cater for up to 52 people using a coach.

Manage your details on ParkConnect

Update your personal and business details on ParkConnect if you are a multiple year licence holder or licence applicant.

Step	Action
1	Sign in to ParkConnect. Result: Your Profile details display.
2	Review the information displayed
3	<ul style="list-style-type: none">• Enter any new information, and• Click Update
4	Click the  icon to return to the home page.

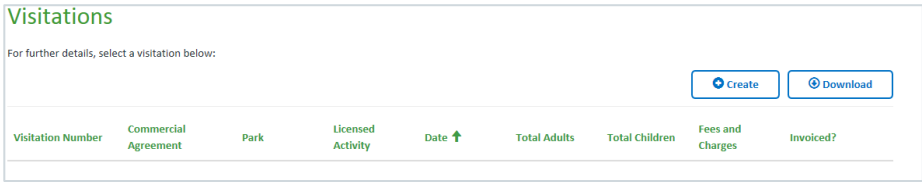
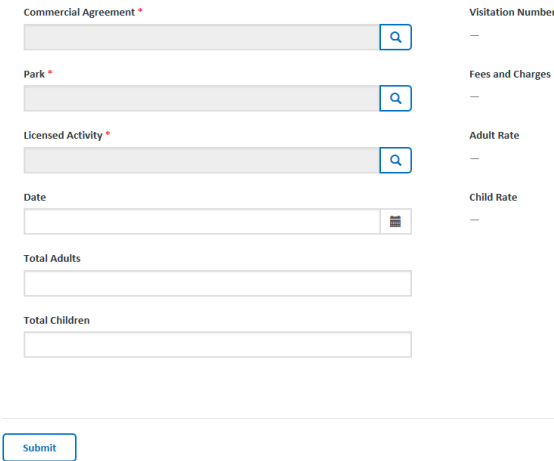

Report on visitation (previously trip return documentation)

When to submit

Submit visitation details regularly throughout the year using ParkConnect. All visitation reporting must be finalised before 21 July. On receipt, we will send an invoice which you can pay via BPay.

How to enter visitation reports

Follow these steps to submit your visitation details for the past financial year directly into ParkConnect.

Step	Action
1	<p>Click on the Report Visitation link</p> <p>Result: The Visitation report displays.</p> 
2	<p>Click Create,</p> <p>Result: The Insert Visitation form displays</p> 
3	<p>Enter or click on the  and select:</p> <ul style="list-style-type: none"> • your Commercial Agreement number • Park, and • Licensed activity
4	<p>Enter the date or select it from the calendar, then enter the total number of:</p> <ul style="list-style-type: none"> • adults, and • children.
5	<p>Click Submit.</p>
6	<p>Have you entered all your visitation reports?</p> <ul style="list-style-type: none"> • If Yes then end this procedure. • If No, repeat Steps 2 through to 5 until all your visitation records are entered.