

Existing Operators Online Licence Applications and Reporting

Tour Operator or Activity Provider Licence

If you had a licence the last financial year (July to June) you can now apply for a new licence online.

Your previous licence details are pre-filled for your new licence application.

You can also update your company details and complete your visitation reporting online.

Applying for your Licence Online

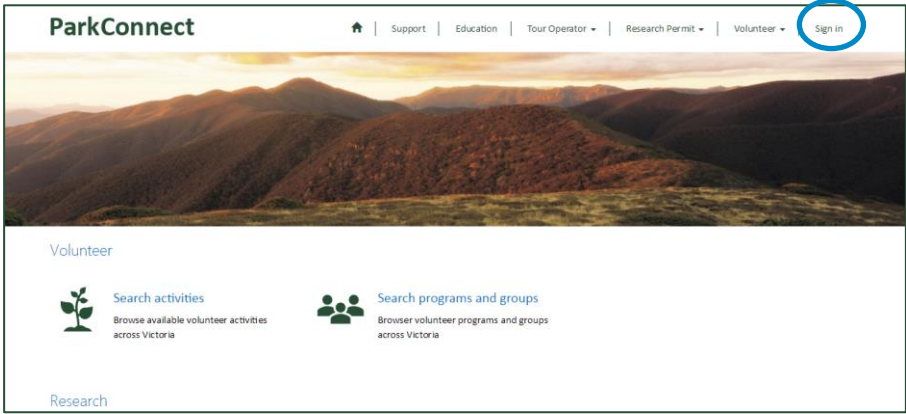
Task summary

To apply for your Licence online, you will need to complete these tasks.

Task	Description
1	Sign on to ParkConnect online
2	Report on Visitation. Ensure that your visitation reporting for the previous year is complete
3	Collect all your documentation including a scanned version of your Certificate of Currency and any other Certificates you have.
4	Apply for your Licence

Sign on to ParkConnect online

Follow these steps to Sign on to ParkConnect online.

Step	Action
1	<p>Go to https://www.parkconnect.vic.gov.au/</p> <p>Result: The ParkConnect Sign in page for Licenced Tour Operators, Volunteers, Researchers and Education groups displays.</p> 
2	Click on Sign in on the far-right hand side.
3	Sign in with your Email Address and Password Note: If you forget your password select Forgot your password? then follow the prompts to reset your password.

Report on visitation

When to submit

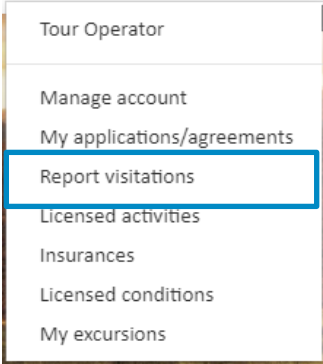
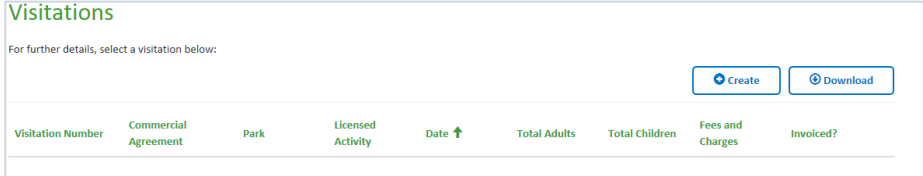
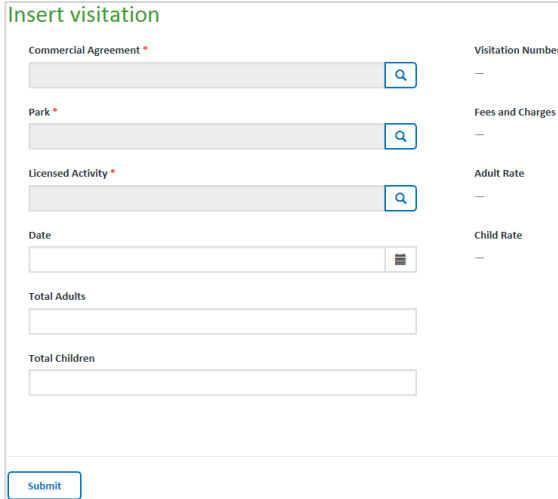
Submit visitation details before requesting this year's licence through ParkConnect.

Before you begin

Sign on to ParkConnect online

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>From the Tour Operator Menu:</p> <ul style="list-style-type: none"> select Report Visitations, and click. <p>Example: Selecting Report Visitations</p>  <p>Result: The Visitation report displays. Visitations already entered will display and whether they have been invoiced.</p> 
2	<p>Click Create</p> <p>Result: The Insert Visitation form displays</p> 

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Report on visitation, continued

How to enter visitation reports, continued

Step	Action
3	Enter or click on the  and select: <ul style="list-style-type: none"> • your Commercial Agreement year • Park, and • Licensed activity
4	Enter the date or select it from the calendar, then enter the total number of: <ul style="list-style-type: none"> • adults, and/or • children. Note: If no tours were undertaken, please create an entry with zero participants.
5	Click  .
6	Have you reported all your visitations? <ul style="list-style-type: none"> • If Yes then end this procedure. • If No, repeat Steps 2 through to 5 until all your visitations are entered.

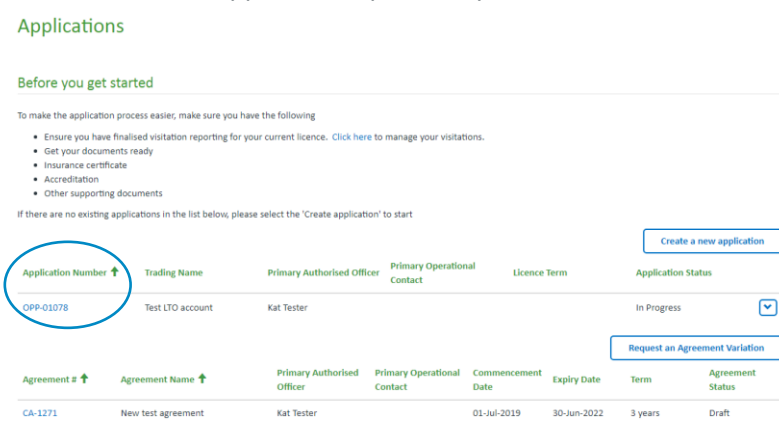



Applying for your licence

Before you begin

Check you have completed tasks 1,2,3 and you have PDF versions of the required documents to upload.

How to apply for your licence

Follow these steps to apply for a licence

Step	Action																												
1	From the Tour Operator menu: <ul style="list-style-type: none"> • select My Applications/Agreements, and click. Result: The Applications page displays.																												
2	Click on the blue Application Number, example: OPP-01078 , to open the application. Result: The application opens for you to review  <p>The screenshot shows the 'Applications' page with the following content:</p> <p>Before you get started</p> <p>To make the application process easier, make sure you have the following</p> <ul style="list-style-type: none"> • Ensure you have finalised visitation reporting for your current licence. Click here to manage your visitations. • Get your documents ready • Insurance certificate • Accreditation • Other supporting documents <p>If there are no existing applications in the list below, please select the 'Create application' to start</p> <p>Create a new application</p> <table border="1"> <thead> <tr> <th>Application Number</th> <th>Trading Name</th> <th>Primary Authorised Officer</th> <th>Primary Operational Contact</th> <th>Licence Term</th> <th>Application Status</th> </tr> </thead> <tbody> <tr> <td>OPP-01078</td> <td>Test LTO account</td> <td>Kat Tester</td> <td></td> <td></td> <td>In Progress </td> </tr> </tbody> </table> <p>Request an Agreement Variation</p> <table border="1"> <thead> <tr> <th>Agreement #</th> <th>Agreement Name</th> <th>Primary Authorised Officer</th> <th>Primary Operational Contact</th> <th>Commencement Date</th> <th>Expiry Date</th> <th>Term</th> <th>Agreement Status</th> </tr> </thead> <tbody> <tr> <td>CA-1271</td> <td>New test agreement</td> <td>Kat Tester</td> <td></td> <td>01-Jul-2019</td> <td>30-Jun-2022</td> <td>3 years</td> <td>Draft</td> </tr> </tbody> </table>	Application Number	Trading Name	Primary Authorised Officer	Primary Operational Contact	Licence Term	Application Status	OPP-01078	Test LTO account	Kat Tester			In Progress 	Agreement #	Agreement Name	Primary Authorised Officer	Primary Operational Contact	Commencement Date	Expiry Date	Term	Agreement Status	CA-1271	New test agreement	Kat Tester		01-Jul-2019	30-Jun-2022	3 years	Draft
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Applying for your licence, continued

How to apply for your licence, continued

Step	Action
3	<ul style="list-style-type: none">Review, update, and upload your:<ul style="list-style-type: none">business details and contacts, andCertificate of Currency documentationPress Next
4	Select your: <ul style="list-style-type: none">Licence Term (ensure that you have the required Accreditation) andBilling preference
5	Review the current list of your licensed locations and activities. Do you want to add or remove a location/activity on your licence? <ul style="list-style-type: none">If Yes, select Add Activity, and upload an updated tour schedule, then continueIf No, continue Press Next to continue to Step 6
6	Complete: <ul style="list-style-type: none">Any additional InformationYour website listing details if you want your business listed on Parks Victoria website
7	<ul style="list-style-type: none">Review the Summary for accuracy and completenessUse Previous to correct/change, andSubmit to finalise.

Manage your details on ParkConnect

Introduction

If you are registered as the Primary Contact for your business you will be able to update your business details online. Your email must be unique and cannot be used by anyone else to register as it becomes your Username.

Updating your details

Follow these steps to update your business details.

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, andClick Update Result: Your changes are saved.

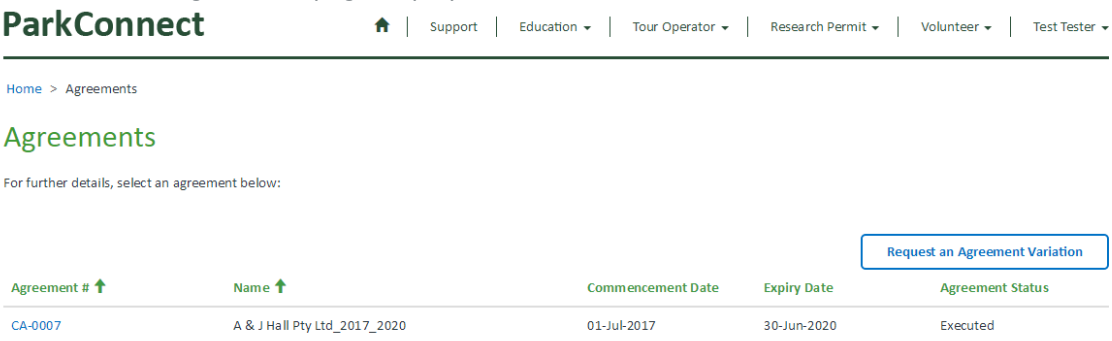
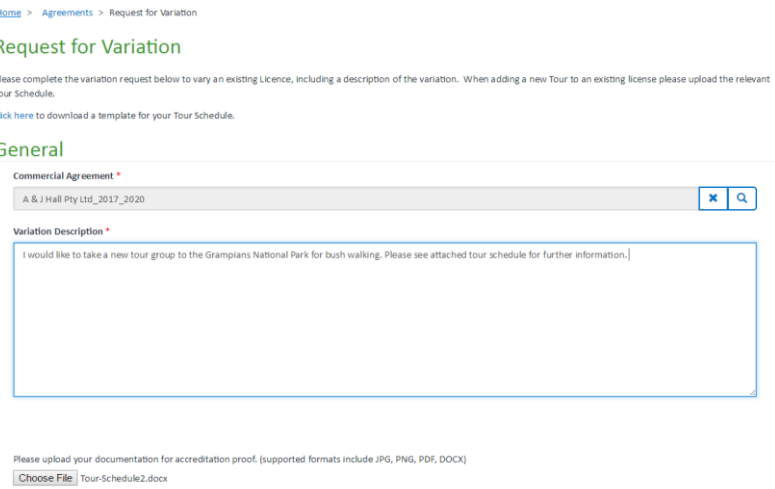
Submitting a Tour Variation

When to submit

If you would like to add any locations or activities to your existing licence.

How to apply for a tour variation

Follow these steps to apply for a tour variation

Step	Action										
1	<p>Sign in to ParkConnect.</p> <p>Result: Your Profile details display.</p>										
2	<p>From the Tour Operator menu:</p> <ul style="list-style-type: none">• select Agreements, and• click Request an Agreement Variation <p>Result: The Agreement page displays.</p>  <p>ParkConnect Support Education Tour Operator Research Permit Volunteer Test Tester</p> <p>Home > Agreements</p> <h3>Agreements</h3> <p>For further details, select an agreement below:</p> <table border="1"><thead><tr><th>Agreement # ↑</th><th>Name ↑</th><th>Commencement Date</th><th>Expiry Date</th><th>Agreement Status</th></tr></thead><tbody><tr><td>CA-0007</td><td>A & J Hall Pty Ltd_2017_2020</td><td>01-Jul-2017</td><td>30-Jun-2020</td><td>Executed</td></tr></tbody></table>	Agreement # ↑	Name ↑	Commencement Date	Expiry Date	Agreement Status	CA-0007	A & J Hall Pty Ltd_2017_2020	01-Jul-2017	30-Jun-2020	Executed
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3	<p>Select your:</p> <ul style="list-style-type: none">• Commercial Agreement• Variation Description, and• Choose File to upload your completed tour schedule  <p>Home > Agreements > Request for Variation</p> <h3>Request for Variation</h3> <p>Please complete the variation request below to vary an existing Licence, including a description of the variation. When adding a new Tour to an existing license please upload the relevant Tour Schedule.</p> <p>click here to download a template for your Tour Schedule.</p> <h4>General</h4> <p>Commercial Agreement *</p> <p>A & J Hall Pty Ltd_2017_2020</p> <p>Variation Description *</p> <p>I would like to take a new tour group to the Grampians National Park for bush walking. Please see attached tour schedule for further information.</p> <p>Please upload your documentation for accreditation proof. (supported formats include JPG, PNG, PDF, DOCX)</p> <p>Choose File Tour-Schedule2.docx</p>										
4	<p>Click Submit</p> <p>Result: Your tour variation has been submitted successfully.</p>										