

Existing Operators Online Licence Applications, Reporting Visitations & Requesting an Agreement Variation

Tour Operator or Activity Provider Licence

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

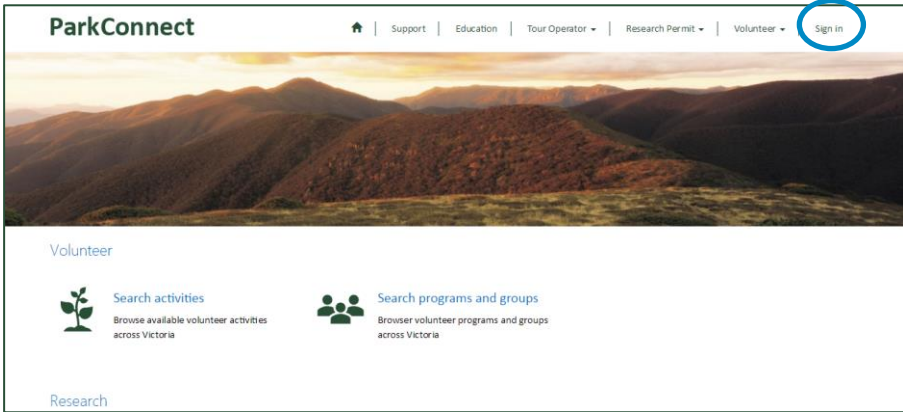
Task summary

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

Task	Description
1	Sign on to ParkConnect online
2	Report Visitations . Ensure that your visitation reporting for the previous year is complete
3	Collect all your documentation including your Certificate of Currency and any other relevant documents 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>  <p>The screenshot shows the ParkConnect website with a navigation menu at the top. The 'Sign in' button is circled in blue. Below the navigation menu, there are three main sections: 'Volunteer' with a search icon and text 'Search activities Browse available volunteer activities across Victoria', 'Research' with a search icon and text 'Search programs and groups Browse volunteer programs and groups across Victoria', and 'Research' at the bottom.</p>
2	Click on Sign in on the far-right hand side.
3	<p>Sign in with your Email Address and Password</p> <p>Note: If you forget your password select Forgot your password? then follow the prompts to reset your password.</p>

Report on visitation

When to submit

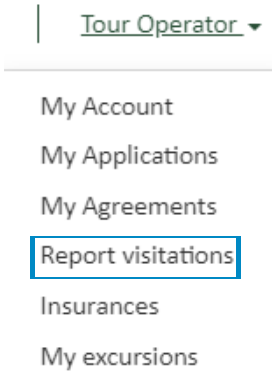
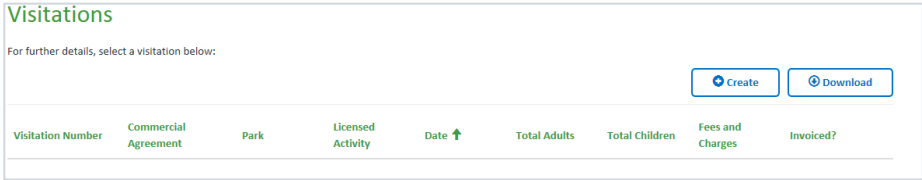
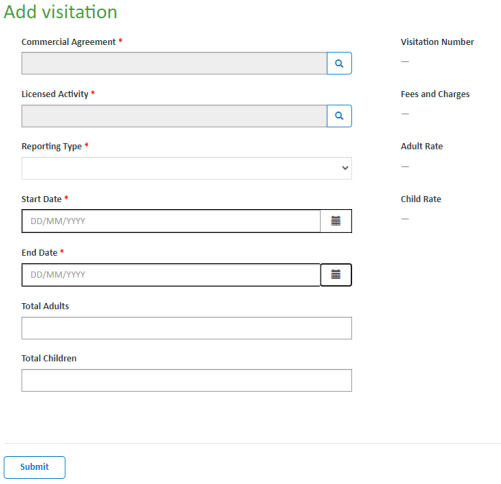
Submit visitation details before requesting this year’s licence through ParkConnect.

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-02475 , to open the application. Result: The application opens for you to review Prepopulated application (existing operators) <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-02475</td><td></td><td>Test LTO</td><td>Test LTO</td><td></td><td>In Progress </td></tr></tbody></table>	Application Number ↑	Trading Name	Primary Authorised Officer	Primary Operational Contact	Licence Term	Application Status	 OPP-02475		Test LTO	Test LTO		In Progress 
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 OPP-02475		Test LTO	Test LTO		In Progress 								

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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, andPress 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	Website Listing and Documentation <ul style="list-style-type: none">Your website listing details if you want your business listed on Parks Victoria websiteUpload Current Certificate of Currency, Accreditation and any additional information required
7	<ul style="list-style-type: none">Review the Summary for accuracy and completenessUse Previous to correct/change, andSubmit to finalise. You will receive an automated email upon submission.

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. Account can be updated by clicking 'My Account'.
3	<ul style="list-style-type: none">Enter any new information, andClick Update Result: Your changes are saved.


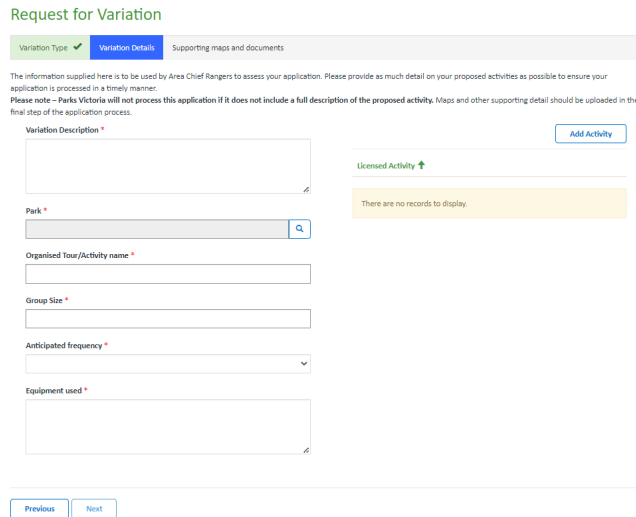
Submitting a Tour Variation

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 My Agreements, and click Request an Agreement Variation <p>Result: The Agreement page displays.</p> 
3	<p>Select your:</p> <ul style="list-style-type: none"> Variation Type Commercial Agreement <p>Request for Variation</p>  <p>Note: Supporting information must be provided (eg map or itinerary)</p>
4	<p>Click Submit</p> <p>Result: Your tour variation has been submitted successfully.</p>