

Existing Operators - Ongoing Licensing Administration

If you had a licence the last financial year (July to June), you will now need to apply for a licence renewal online and complete some administration requirements throughout the year.

This document is a guide to help you through these processes on the [ParkConnect](#) portal.

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Applying to renew your Licence Online

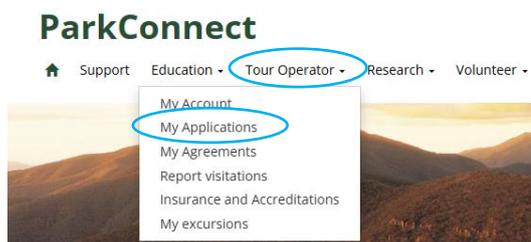
To apply for your Licence online, you will need to complete the below steps. You will receive an email when the renewal applications are ready for completion.

1. Sign in to [ParkConnect](#)
 - a. Click on 'Sign in' on the far-right hand side



- b. 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

2. From the Tour Operator Menu:
 - a. Select My Applications



- b. Scroll down the 'Prepopulated application (existing operators)' heading and use the drop down arrow to open the 'in progress' application

Prepopulated application (existing operators)

Application Number ↑	Trading Name	Primary Authorised Officer	Primary Operational Contact	Licence Term	Application Status
OPP-02475		Test LTO	Test LTO		In Progress

3. Review all mandatory and appropriate fields and move through each step of the application; Business Details, Contact Details, Term, Licensed Activities, Upload documents, Summary.
4. Ensure that your current CoC has been provided during the year or uploaded in your renewal
5. The final page of the application (summary) requires you to submit the application
NOTE: You will receive an email confirmation upon submission.
6. Ensure that your previous years visitations have been reported to last year's agreement, refer to the followed steps for instructions on how to complete this.

Report Visitations

You must report visitations each year, prior to your licence being renewed or to keep your multi-year licence valid.

You can *report* visitations daily, monthly, quarterly, or annually.

You will be *billed* for visitations monthly, quarterly or annually depending on the preference submitted during application and if your visitations are submitted to match that preference.

NOTE: If no tours were undertaken, please create an entry with zero (0) participants.

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2. From the Tour Operator Menu, select 'Report visitations'



Click 'Create' to create a visitation record



Visitation Number	Commercial Agreement	Park	Licensed Activity	Start Date ↓	End Date	Total Adults	Total Children	Fees and Charges	Invoiced?
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There are no records to display.

3. The 'Add visitation' form displays
 - a. Click on the 's to:
 - i. Select your Commercial Agreement
 - ii. Select the relevant Park and Licensed Activity

NOTE: Visitations are a per person, per day fee - if you have visited multiple parks in **one day** during the **same tour**, you only need to report against the park that you spent the most time in and for the most relevant activity.

- b. Select the relevant 'Reporting Type' for your entry

NOTE: If you're reporting a multi-day tour with the same adults/children please select **daily** reporting for an automatic calculation of the per person, per day fees

- c. Enter the tour/reporting period start and end dates or select it from the calendar
- d. Enter the total number of adults and/or children

4. Click 'Submit'

5. Have you reported all your visitations?

- a. If yes, then no further action is required
- b. If no, repeat steps 3 through to 5 until all your visitations are entered

Submitting a Tour Variation

A variation to your licence will be required if you would like to add any locations or activities, or you want to remove a location or activity from, your licence.

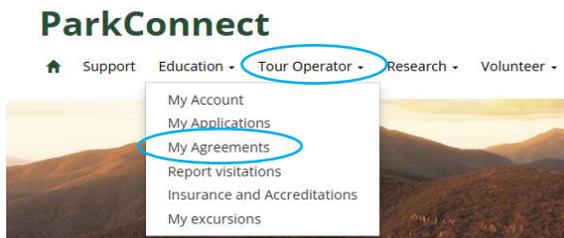
NOTE: A minimum 4 weeks' notice is required to complete licence variations

1. Sign in to [ParkConnect](#)
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NOTE: If you forget your password select 'Forgot your password' then follow the prompts to reset your password

2. From the Tour Operator Menu, select 'My Agreements'



3. Click 'Request an Agreement Variation'

My Agreements



Agreement # ↑	Agreement name ↑	Primary Authorised Officer	Primary Operational Contact	Billing contact	Commencement date	Expiry date	Term	Agreement status	Hold reason
CA-3229	TESTING LTO	Test Contact	Test Contact	Test Contact	01-Jul-2024	30-Jun-2025	1 year	Executed	<input type="checkbox"/>

4. Select your 'Variation Type' and the relevant 'Commercial Agreement', and select 'Next'

ParkConnect

Home Support Education Tour Operator Research Volunteer

Home > Agreements and Variat... > Variation request

Variation request

Variation type Variation details Supporting documents

Variation type *

Commercial Agreement *

Next

5. 'Add parks and activities' and complete form with relevant information

Variation request

Variation type ✓ Variation details Supporting documents

The information supplied here is to be used by Area Chief Rangers to assess your variation. Please provide as much detail on your proposed activities as possible to ensure your variation is processed in a timely manner.

Please note - Parks Victoria will not process this variation if it does not include a full description of the proposed activity. Maps and other supporting detail should be uploaded in the final step of the variation process. If your tour traverses through a number of parks, please submit a variation request per park.

Add parks and activities

Variation description ↑ Park Tour name Group size

ParkConnect

Home Support Education Tour Operator Research Volunteer Vol Fund What's On Catherine Johnston

Home > Agreements and Variat... > Variation request > Variation details

Variation details

Add details Add activities and map

Variation description *

Equipment used *

Organised tour/activity name *

Group size *

Park *

Anticipated frequency *

Anticipated tour/activity duration (days) *

Next

- Click 'Next' and add a map for each location you have applied for by using the drop-down arrow.
- Click 'Save and Return'

Variation details

Add details ✓ Add activities and map

Add licensed activity

Name ↑

Bicycle Touring

Upload map

Filename ↑ Date uploaded

Map for Albert Park

Upload map

Previous Save and return

NOTE: You can add multiple activity/park requests in this section

- Click 'Next', and you will now have the opportunity to upload any additional documents such as an itinerary. Follow the prompts to add further documents
- Click 'Submit' to send the variation request to the Customer Permits and Agreements Team for review

NOTE: You can still edit the variation request once it is submitted

ParkConnect

Support Education Tour Operator Research Volunteer Vol Fund What's On Catherine Johnston

Home > Agreements and Variat... > Edit variation request

Edit variation request

Variation type ✓ Variation details ✓ Supporting documents

Add file

Document name ↑	Uploaded on	
Example	28-Jan-2025	
Map for Albert Park	28-Jan-2025	

Previous Submit

Uploading your Certificate of Currency

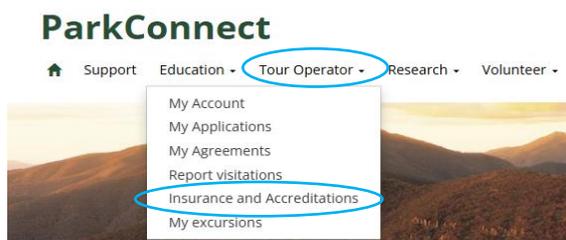
Parks Victoria require a copy of your current Certificate of Currency to be on file at all times.

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2. From the Tour Operator Menu, select 'Insurance and Accreditations'



3. Select 'Upload Certificate of Currency'

Insurance and Accreditations

For further details, select an Insurance policy below:
or to upload your new Certificate of Currency please select the upload button below.

Insurance

[Upload Certificate of Currency](#)

ParkConnect document no.	Agreement name	Agreement no.	Expiry date
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4. Select the relevant 'Commercial Agreement' and input the 'Expiry Date' as per your Certificate of Currency. 'Click to upload document' and follow the prompts.

Create insurance

Insurance information | Upload insurance document

Commercial Agreement *
PV Test Account 2024-2025

Policy expiry *
28/02/2025

[Click to upload document](#)

5. Click 'Submit'

Create insurance

Insurance information ✓ Upload insurance document

Upload documents Add files

Name ↑	Modified	
 Example.docx (161 KB)	less than a minute ago	

Previous Submit

NOTE: You can still edit the upload once it is submitted

Uploading your Accreditation Certificate

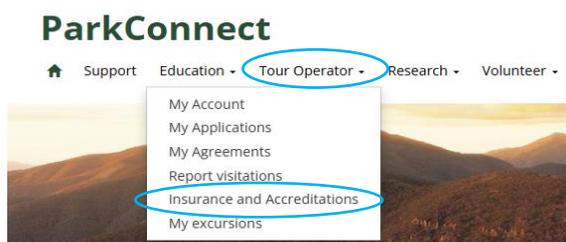
If you hold a 5 or 10 year licence, Parks Victoria require a copy of the relevant Accreditation Certificate to be provided each year.

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2. From the Tour Operator Menu, select 'Insurance and Accreditations'



3. Select 'Upload Accreditation'

Insurance and Accreditations

For further details, select an Insurance policy below.

or to upload your new Certificate of Currency please select the upload button below.

Insurance

[Upload Certificate of Currency](#)

ParkConnect document no.	Agreement name	Agreement no.	Expiry date	
PCD-22551	PV Test Account 2024-2025	CA-3617	28-Feb-2025	<input type="checkbox"/>
PCD-22536	PV Test Account 2024-2025	CA-3617	30-Jan-2025	<input type="checkbox"/>

Accreditations

[Upload Accreditation](#)

ParkConnect document no.	Agreement name ↑	Agreement no.	Expiry date	Accreditation type
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4. Select the relevant 'Commercial Agreement', 'Accreditation Type', and input the 'Accreditation Expiry' as per your certificate. 'Click to upload document' and follow the prompts.

Create Accreditation

Accreditation information Upload Accreditation document

Commercial Agreement *
PV Test Account 2024-2025

Accreditation type *
Quality Tourism Sustainable Accreditation (5)

Accreditation expiry *
30/06/2025

Click to upload document

5. Click 'Submit'

Create Accreditation

Accreditation information ✓ Upload Accreditation document

Upload documents Add files

Name ↑	Modified	
Example.docx (161 KB)	less than a minute ago	

Previous Submit

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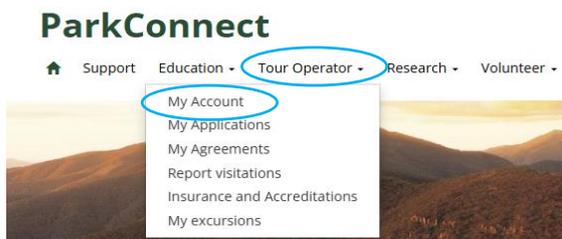
How to update your Account details

1. Sign in to [ParkConnect](#)
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2. From the Tour Operator Menu, select 'My Account'



3. Click on the hyperlink to your account
4. Amend any of the fields required
NOTE: If you need to update your ABN/ACN trading details, please email LTOLicensing@parks.vic.gov.au
5. Add/amend contact information if required in the Account Contacts