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# Tour Operator and Activity Provider Licensing Toolkit

2023-2024

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## Acknowledgement of Country

Victoria's network of parks and reserves form the core of Aboriginal cultural landscapes, which have been modified over many thousands of years of occupation. They are reflections of how Aboriginal people engaged with their world and experienced their surroundings and are the product of thousands of generations of economic activity, material culture and settlement patterns. The landscapes we see today are influenced by the skills, knowledge and activities of Aboriginal land managers. Parks Victoria acknowledges the Traditional Owners of these cultural landscapes, recognising their continuing connection to Victoria's parks and reserves and their ongoing role in caring for Country.

This publication may be of assistance to you but Parks Victoria and its employees do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.

**Authorised and published by Parks Victoria**  
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**Cover image:** Beginning of the Great Ocean Walk

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# 1 Introduction

Throughout the world there is growing recognition of the vital contribution parks make to a healthy environment, to the health of individuals and to a healthy society. Victorians are custodians of a world-class network of parks and waterways that contribute more than \$2.2 billion to the state's economy and support over 20,400 jobs.

Nature-based tourism is a key driver of Victoria's visitor economy. Parks Victoria welcomes more than 100 million visitors annually and is committed to providing accessible, enjoyable, diverse visitor experiences and destinations while protecting and enhancing environmental and cultural values.

Tour Operator and Activity Provider Licensees are key to the success of tourism across the state, as both a large employer and for the financial support they provide to regional communities. They are key to connecting people with parks through providing unique experiences. In recognition of the importance of Licensees, Parks Victoria has a dedicated team to work in partnership with the tourism industry, government and the community to facilitate appropriate, sustainable and positive visitor experiences across our parks estate.

Parks Victoria work to protect and enhance our parks and waterways to ensure they are healthy and resilient for current and future generations. Actively collaborating with the tourism industry partners contributes significantly to providing sustainable and positive visitor experiences across Victoria while maximising the contribution of nature-based tourism to Victoria's visitor economy.

By putting nature first today, for tomorrow, we champion the importance of nature by managing, protecting and sharing Victoria's precious places. In partnership with Traditional Owners, we help connect people with Country, understand cultural heritage and contribute to conservation, human health and wellbeing.

The landscapes we see today are influenced by the skills, knowledge and activities of Aboriginal land managers. Parks Victoria acknowledges the Traditional Owners of these cultural landscapes, recognising their continuing connection to Victoria's parks and reserves and their ongoing role in caring for Country over many thousands of years of occupation.

This licensing toolkit document has been designed to provide the reader with an overview of Tour Operator and Activity Provider licensing. The document is split into three parts;

- Part one: provides the reader with context of licensing and answers to commonly asked questions.
- Part two: provides an overview of the licensing process.
- Part three: provides resource toolkit of assistance documents and where to find additional information.

Scattered throughout the document are Licensing Tips that we hope you will find useful.

Should you have any further questions please contact us at [LTOlicensing@parks.vic.gov.au](mailto:LTOlicensing@parks.vic.gov.au).

## 2 Acronyms & Terminology

### 2.1 Acronyms

AAAS	<a href="#">Australian Adventure Activity Standards</a>
ABN	<a href="#">Australian Business Number</a>
ACN	<a href="#">Australian Company Number</a>
APRA	<a href="#">Australian Prudential Regulation Authority</a> (list of authorised insurers)
DEECA	<a href="#">Department of Energy, Environment and Climate Action</a>
EA	<a href="#">Ecotourism Australia</a> (eco accreditation)
LTO	<a href="#">Licenced Tour Operator</a>
PV	<a href="#">Parks Victoria</a>
OV	<a href="#">Outdoors Victoria</a>
QTF	<a href="#">Quality Tourism Framework</a> (accreditation)
VTIC	<a href="#">Victorian Tourism Industry Council</a>

### 2.2 Terminology

Opportunity (OPP)	= application
Variation	= amendment to existing licence
Visitation	= reported activity in a park
Use fee	= the fee payable based on reported visitation (per person per day)
Cap fee	= The maximum fee a licensee can pay in use fees, think of it as a ceiling.
CA number	= Commercial Agreement number for your licence

### 3 Licensing context



*Two hikers at Mount Pilot Lookout, Chiltern-Mt Pilot National Park*

This section provides context of tour operator and activity provider licensing and answers the most asked questions relating to licensing.

#### 3.1 Who requires a licence?

A person or business who conducts an organised tour or recreational activity for profit on public land is required to hold a tour operator licence.

If you engage a third party to deliver some or all the licensed activities, the third party must also hold a tour operator licence.

You need a licence if the tour or activity has commercial gain and is regular or repeated. If the activity is a one-off, you will likely need an event permit from the land manager. If you are still unsure, your land manager can advise whether a licence or event permit, or another permit is needed.

Commercial recreational activities could be anything from four-wheel driving, bushwalking, surfing and prospecting to wellness and fitness activities such as stretch, strength, yoga, personal training, organised swimming and running. The purpose of the activity might be a guided or for training or education.

Commercial activity includes circumstances where a service is provided by a guide or leader and they are being paid, or where an entry or membership fee is collected beyond the costs of running the activity. This is regardless of an organisation being not-for-profit or having charitable status.

A licence grants a non-exclusive right to use land, so other users are still able to share the area.

### 3.2 Why is a licence required?

The requirement to hold a licence is set out within key public land management Acts: National Parks Act 1975, Crown Land (Reserves) Act 1978, Forests Act 1958, Land Act 1958, and Wildlife Act 1975.

- ✓ Provide legal access for appropriate use of public land.
- ✓ Protect natural and cultural values of public land by managing access, use and environmental impacts.
- ✓ Ensure the safety of visitors by specifying appropriate skills, insurance and risk management procedures for operators.
- ✓ Obtain a return for the State Government for the use of public land that provides private benefit.
- ✓ Provide information to assist the strategic allocation of resources.
- ✓ Allow the land manager to know the range and diversity of tourism businesses and related activities on the land they manage.
- ✓ Develop a partnership with Licensees

### 3.3 What types of business activities require a licence?

A tour operator and activity provider licence provide authorisation to conduct commercial activities on public land.

The tour operator and activity provider licensing mechanism cover three types of operators;

- ✓ Tour Operators – a business that is engaged in conducting tours on public land, these business types commonly offer vehicle or vessel based guided activities and includes shuttle types of services.
- ✓ Activity Specialists – a business that is engaged in conducting activities on public land, these business types commonly specialise in offering one or two activities. Activity Specialist might be engaged in providing guided tours, training and instruction on public land. These businesses might be engaged in providing bushwalking, mountain biking, rock climbing, surfing tours & education etc.
- ✓ Outdoor Education Specialists – a business that is engaged to supply a variety of activities (programs) on public land for the purposes of education and recreation. Typically, this type of operator is engaged by educational institutions to provide a range of outdoor activities.

Importantly, the Tour Operator and Activity Provider licensing mechanism cannot provide authorisation for the following business types (other permits/authorisation might be required).

- ✗ Equipment hire business – a business that wants to trade on public land with the purpose of hiring equipment (where there is no instructional or guided component) generally requires a Trade Permit. Please contact the Parks Victoria's licensing team via [LTOlicensing@parks.vic.gov.au](mailto:LTOlicensing@parks.vic.gov.au).
- ✗ Events – a business that is seeking to hold a one-off event or have over 30 people is likely to trigger a requirement for an events permit. Visit Parks Victoria's website or contact [events@parks.vic.gov.au](mailto:events@parks.vic.gov.au).
- ✗ Charter Fishing Industry - An interim policy exempts fishing tours from needing a tour operator licence. This policy was put in place to avoid duplicate regulation at a time when fishing tours operators were required to have a trading vessel permit. This interim policy is currently being reviewed by DEECA. If you offer other activities such as sightseeing, wildlife tours or dolphin viewing, as part of a fishing tour, you will still need a tour operator licence for those activities.
- ✗ Schools or Tertiary Education institutions – A licence is not needed if the activity(s) is being provided as part of a general curriculum. If the activity is not part of the general curriculum, and the activity is being conducted for profit, then a licence is required.
- ✗ Clubs and Associations – are not required to be licenced for normal club activities, where no reward is received above direct costs.

If you are unsure if you need a licence contact the land manager for advice (either Parks Victoria or DEECA).

### 3.4 How long is a licence term?

The duration of a licence is decided by the land manager, guided by policy in the [2018 Policy Update](#). If an applicant is accredited under a recognised industry accreditation program or has a good compliance history under previous licence conditions, land managers can offer longer (multiyear) licences.

Parks Victoria licences on an annual term basis, based on the financial year.

#### Duration of licences a land manager may offer

<b>1 year</b>	A standard licence for one year.
<b>+3 years</b>	A licence for up to three years for operators with three years of full compliance. This means they have provided their insurance details; trip returns and paid invoices on time and have a record of meeting all their compliance obligations under the licence.
<b>+5 years</b>	A licence for up to five years subject to having recognised tourism accreditation.
<b>+10 years</b>	A premium licence for up to ten years subject to having recognised accreditation.

Under legislation, the maximum possible term of a licence is ten years. The minimum term is one year, even if an operator carries out tours or activities during a limited season. Pro rata terms and rates are not available.

You should confirm with the land manager the availability, term and conditions of the licence before applying.

#### Recognised accreditation programs for longer licences:

UP TO FIVE YEAR LICENCE TERM	UP TO TEN YEAR MAXIMUM LICENCE TERM
<b>Ecotourism Australia</b> EcoCertification - Nature Tourism Respecting Our Culture	<b>Ecotourism Australia</b> EcoCertification - Advanced Ecotourism
<b>Victorian Tourism Industry Council</b> Quality Tourism Framework Accreditation Level 2 – Sustainable Tourism (formerly, Australian Tourism Accreditation Program)	<b>EarthCheck</b> EarthCheck Benchmarking and Certification (formerly GreenGlobe Company Standard)

### 3.5 How much does a licence cost?

Tour operator licensing fees have two parts: an annual licence fee and a per-person, per-day use fee.

The annual fee is due when the licence is granted.

Tour operators must keep a record of the number of persons who participate in tours each day and report these through their ParkConnect account. This record is provided to Parks Victoria on a quarterly or annual basis to calculate the use fees payable.



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The fees reflect the need to manage environmental and cultural values and safety issues that arise from nature-based tourism and education-based activity providers. The licence fees allow Parks Victoria to recover a reasonable proportion of licensing administration costs. Fees are set at a discounted cost recovery in recognition of the health, cultural and educational benefits of activities on public land.

The Annual fee component of licensing is set in accordance with Consumer Price Index (CPI) and increases annually. To receive the greatest benefit of a multiple year licence, we recommend that you pay for the entire licence in year one. If you do pay for the entire amount for a multiple year licence and you no longer require a licence, Park Victoria can refund any non-commenced year of the licence.

## **Standard tour operator licence fees**

The requirement to pay fees is set out in five sets of tour operator licence fee regulations made under each key public land Act: *National Parks Act 1975*, *Crown Land (Reserves) Act 1978*, *Forests Act 1958*, *Land Act 1958*, and *Wildlife Act 1975*.

Fees are updated annually and can be found at <https://www.forestsandreserves.vic.gov.au/tour-operators>.

For standard tour operator licences there is a cap on the total amount of use fees a tour operator pays each year. If you pay the use fees quarterly, you are entitled to a refund of any excess paid over the use fee cap at the end of the financial year. If you pay the use fees annually you do not need to pay annual use fees above the capped amount.

## **3.6 What activities does Parks Victoria licence?**

Parks Victoria licence over 60 different activities that occur on public land and waterways. A full list of activities and a brief description can be found in the resources section of this document under section 5.1.

Parks Victoria can and does licence new activities, the activity however must meet the definition used for licensing. Please contact Parks Victoria prior to applying for a licence if the activity is not included in the list of activities.

Many activities come with their own unique set of requirements that you should familiarize yourself with before applying for a licence. For instance, the AAAS provide recommended industry standards for outdoor recreational activities such bushwalking, rock climbing, cycling, horse trail riding, snorkeling etc. While the Australian Maritime Safety Authority regulate the safe use of vessels across inland waterways and Victorian State Waters and has requirements of vessel operators.

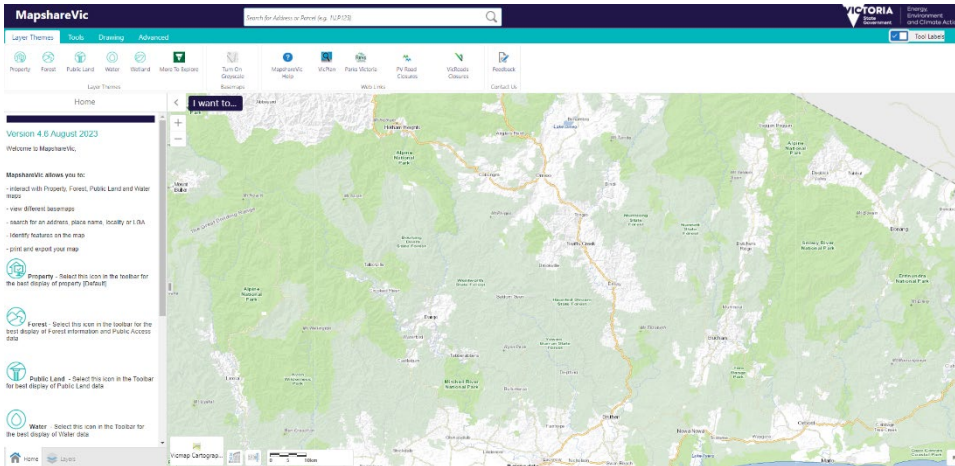
## **3.7 Where does Parks Victoria licence?**

Parks Victoria can licence activities on all Parks Victoria managed estate including National Parks, State Parks, Regional Parks, Marine Parks and sanctuaries, bays and waterways depending on its reservation status. Parks Victoria also administers licensing on behalf of DEECA. This estate includes all State Forests, most inland waterways and Victorian State Waters.

Parks Victoria does not issue licenses for areas that are set aside in various Acts or landscape/park management plans for environment or cultural purposes. Nor can we licence an activity in an area that is managed by a lease agreement (contact the Lessee directly).

Parks Victoria does not licence land and waters managed by other Committees of Management. For example, Phillip Island, is managed by Phillip Island Nature Parks, Alpine Resorts are managed by Alpine Resorts Victoria, many beaches around the bay are managed by the local Shires or Committees of Management and the Botanic Gardens are managed by Royal Botanic Gardens Board Victoria.

You can search parks and reserves by using [mapshare.vic.gov.vic.au](https://mapshare.vic.gov.vic.au) as rule of thumb when you scroll in on the map the bright green shade is Parks Victoria managed and the lighter green shade is the DEECA estate.



### 3.8 How long does it take to become licensed?

Parks Victoria recommends a licence application be submitted at least eight weeks prior to the first planned activity to allow enough time for the application to be processed.

Licence application processing times are dependent on the complexity of the proposed activity and the number of locations that the proponent is seeking to be licensed for. When applying for a licence, consider the more geographically dispersed the application is, the greater the number of approvals required from the various Area Chief Rangers (please review the Process section to learn more).

Applicants can hasten the application process by ensuring that they have supplied a complete and detailed application, including maps and comprehensive descriptions of proposed activities. Delays in the application process are usually associated with incomplete applications or insufficient information. Please use the Activity Plan in the Resource section of this document as a guide for the minimum information required per tour/program.

### 3.9 What insurance do I require?

Parks Victoria require Licensees to obtain and maintain throughout the duration of their licence, Public Liability Insurance to the value of \$20,000,000.

Parks Victoria does not require a Public Liability Insurance Certificate of Currency, upon application (so you not paying for insurance that you cannot use), however, we will not be able to issue a licence until we receive a document that meets all our requirements. If you do not supply a copy of your insurance with the application, please ensure you have contacted an insurance broker to arrange insurance, so the document is ready to go once approvals have been received.

Please ensure that your Certificate of Currency meets all of Parks Victoria’s requirements, as set out in the insurance checklist document.

You can find an insurance checklist in the resources section of this document.

### 3.10 What are the benefits of becoming licensed?

A licence provides legal access to conduct commercial tour and recreation activities on public land. Parks Victoria takes a collaborative approach to working with licensees. As a Licensee a business receives the following benefits;

- ✓ Regular communication – Notifications of park change of conditions that may affect your business operations including fire, emergency, closures, major projects and a dedicated LTO newsletter.
- ✓ Promotion - electronic membership marks that you can use to promote that you are licensed, an optional listing on the Parks Victoria website, general LTO awareness through promotional video and campaigns, opportunities to be represented in trade events such as Australian Tourism Exchange and Parks Victoria's trade manual.
- ✓ Advocacy – Parks Victoria represents and advocates on behalf of Licensees on Steering Committees, park planning meetings and across other government departments. We facilitate specific LTO engagement sessions in relation to park projects and planning.
- ✓ Program participation – marketing partnerships/opportunities, 10% discount on camping fees for education-based activities, access to the PV Image Library, training, mentoring, workshops, LTO Reference Group, subsidy programs, commissionable pricing.

### 3.11 Where can I find additional information in relation to licensing?

Tour Operator and Activity Provider legislation, regulation and policy has been developed and is maintained by the Department of Energy, Environment and Climate Action (DEECA). You can find additional licensing details such as Policy Statements and Fact Sheets by visiting [forestsandreserves.vic.gov.au/tour-operators](https://forestsandreserves.vic.gov.au/tour-operators).



*Murray Sunset National Park*

## 4 Licensing Process

### 4.1 Introduction

There are four phases in a licence lifecycle;

1. Preparation phase
2. Application phase
3. Finalisation phase
4. Administration phase

Prior to commencing your licensing journey Parks Victoria would like to introduce **Park Connect**, Parks Victoria's Customer Relationship Manager (CRM). The Portal component of Park Connect allows Licensees to maintain account and agreements details, submit applications and variations, report activity and provide updated licensing documentation such as insurance, all online.

Much of the following application and licensing process will be using the portal. Parks Victoria recommends that you utilise the how-to-guides on the [Parks Victoria licensing page](#) to assist with your application.

### 4.2 Preparation Phase

To help you compile the required information for your application, we recommend you complete an Activity Plan for each tour/program/activity you seek to become licensed for. The Activity Plan document is designed to allow you to think about your concept and to develop the details required to fill out an online application completely.

Parks Victoria strongly suggests that you undertake a reconnaissance of the parks and routes you wish to be licensed for, to ensure the locations are suitable for the proposed activity.

If your concept involves accessing semi remote or remote estate, Parks Victoria may require maps to be in a GPS Exchange format (GPX). For further information please find the Maps and Mapping segment in the resource section.

Before proceeding to the application stage, use the following checklist to ensure you have all the required information. As part of the application process, you will be asked for all the following information.



*Grampians (Gariwerd) National Park.*



*Snowy River National Park.*

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## 4.2.1 Preparation checklist

- Business details** - including ABN, address, contact name, contact number (if you are applying as a Trust entity, please provide a copy of your Trust Deed)
- Contact details** – in some cases the below contacts might be the same person
  - **Director** - name, mobile number, and email address of the Businesses Director/Owner. The Director will be the Primary Authorised Officer (signatory) to the agreement.
  - **Primary Operational Contact** - name, mobile number, and email address of the main operational contact i.e., the main day-to-day contact for the business.
  - **Billing Contact** - name, mobile number, and email address of the Billing contact, for invoice processing all invoices will be sent to this person for processing
- Activity Plan** - a comprehensive Activity Plan of where, when, and how you are planning on undertaking activity on public land (including descriptions & maps)
- Public Liability Insurance** - Certificate of Currency (this document is not needed to commence an application, but we are not able to process your application past Draft stage until we have received it).
- Supporting information** – you can also upload any other information that you think will support your application. If you are applying for a five or ten year licence, please provide a copy of your accreditation certificate. If you wish to be listed on Parks Victoria’s website, please have your public facing email address & phone number ready.

Once you have consolidated all the required material you are ready to commence the application phase.

## 4.3 Application phase

The application phase involves a sequence of steps that need to be worked through in order (please note these steps can be taken at once, or in stages, however the Customer Support Team will not commence working on your application until the applicant presses the Submit Button at the end of the application phase;

1. **Profile creation** – this step involves creating a Park Connect Portal personal profile. When accessing the portal for the first time select the **Register** tab to create a personal profile, be sure to select the account type Tour Operator. You will be prompted to confirm your email address as part of the process, this involves receiving an automated email, depending on email filters sometime this can go to a spam folder.
- **TIP** - Each contact on the licence needs a separate (unique) email address, while you can add multiple contacts during the application phase each contact will individually need to reset their password when accessing the Portal for the first time.
2. **Account creation** – in this step you will be required to create an Account for the Business Entity applying to trade on public land; an Account is your online business profile. Please note, you will need to submit a registered ABN at this stage. To create an account, navigate to the **Tour Operator** tab (located at the top of the page) and select **My Account** and simply follow the **Create Account** steps.
- **TIP** – if you have additional people within your organisation that would like to receive tour operator licensing communications, they can be added as a communication contact on the My Accounts page.
3. **Application creation** – Once an account has been created you can commence the application process (please be aware that you will not be able to create an application without first creating an Account). You can commence the application process by clicking on the **My Applications** tab, on the right-hand side of the page you will see a blue **Create a new application** tab
- The application process is divided in to 6 tabs (you can navigate between them by using the previous or next button at the bottom of the page);
  - a. **Contact details** - You will be asked to assign names, roles and addresses during the application process. There are three roles associated with any agreement (they can be the same person);

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- **Primary Authorised Officer** – the individual must be either a director or Owner of the business, this role will receive the licence for review and signing (they must be authorised to sign the agreement for a company/trust/association).
- **Primary Operational Officer** – This individual responsible for the day-to-day management of the business, this role will receive all communications from Parks Victoria.
- **Billing Contact** – This individual will receive all invoices associated with the agreement.
- **TIP** – both the Primary Authorised Officer and the Primary Operational Contact will have full editing rights over the Account and Agreement, they can also assign roles to other contacts associated with the Account. Contacts can either have Full edit rights or limited edit rights.
- b. **Term** – This is the duration (financial year/s) of your licence. Here you will be asked to select the licence term you are applying for and your billing preference. Licence term options are 1, 3, 5 or 10 years. Those applying for a 5 or 10 year licence must supply suitable tourism accreditation. A 3 year licence is only eligible to businesses with 3 years previous operational history with Parks Victoria. First time licence applications should apply for a single year licence.
  - i. Visitation billing preference informs the Customer Support Team of the frequency of when you will report activity and when we need to invoice you for the reported activity (either quarterly or annually).
  - ii. Annual licence fee preference, if you are applying for a multiple year licence you must indicate if you want to pay the annual licence fee on an annual basis or up front.
- **TIP** – If you are applying for a multiple year licence and want the greatest saving on Annual Licence fees select to pay the fee upfront.
- c. **Licensed Activities** - In this section of the application you will be asked the same question as those in the Activity Plan you would have previously worked on, what location, what activity, the frequency of visit, the number of participants equipment to be used, and the detail description of the tour/activity.
  - **TIP** – you can add multiple activities under the one location
- d. **Optional Website Listing** – Parks Victoria’s website receives 3.5 million visits annually. If you wish to be listed on Parks Victoria’s website as a Licensed Tour Operator you can select yes. To select yes, you must provide Parks Victoria with your public facing contact information – eg website, phone, email address.
- e. **Upload Documents** - this is where you are required to supply a copy of your certificate of currency for public liability insurance, and supporting documentation such as maps, itineraries and accreditation.
- f. **Summary** – this screen will provide a summary of your licence application, please review the details; if you are happy with the application select the submit button on the last page of the application. You will receive an automated summary of the application once submitted as an acknowledgement that we have received your application.
- **TIP** – Please ensure you submit a complete application with all the necessary supporting documents, the Customer Support Team will not be able to process an incomplete application
- **TIP** - You can check your applications status through the Portal on the ‘My Agreements’ page.

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*You Yangs Regional Park.*

#### **4.3.1 Finalisation Phase**

Once a licence has been approved at the local level the Customer Support Team will finalise the document ready for signing.

To quicken the authorisation process Parks Victoria uses electronic signing to finalise the agreement. We use DocuSign for this phase of licensing. The system is easy to use. There is no need to have a DocuSign account, you just need to follow the prompts.

Once this phase is complete Parks Victoria will issue you with a copy of your executed (finalised) licence and you are ready to commence operating in parks and waterways as per the conditions in your licence.

#### **4.4 Ongoing Administration Phase**

Once you have an executed licence, you will be required to ensure Parks Victoria always has a valid Certificate of Currency on file. You will be required to report visitations in line with your visitation billing preference, and if you have a multi-year licence ensure that Parks Victoria has your Accreditation on file.

## 5 Resource Tool Kit

### 5.1 Activity List (A-Z)

The Activity list is an indication of the activities you can apply for. If your activity is out of the scope of this list, please contact [LTOlicensing@parks.vic.gov.au](mailto:LTOlicensing@parks.vic.gov.au).

Abseiling	Marine & Coastal Education
Amphibious Vehicle Tours	Motorcycle Tours
Ballooning	Mountain bike riding
Bicycle Touring	Nature Play
Birdwatching	Nature Therapy
Boat Tours / Cruise: Motorised	Orienteering
Boat Tours / Cruise: Non-motorised	Paragliding
Bouldering	Penguin Tours
Bushwalking	Photography Tours
Camel Riding	Physical Fitness Education
Canoeing / Kayaking	Picnicking
Canyoning	Rafting
Car / Limousine Tours	Research
Caving	Rock Climbing
Coach / Bus Tours	Sea Kayaking
Coastal Walking	Seal / Dolphin Watching
Cultural Tours	Ski Touring
Deer Hunting	Snorkelling
Diving	Snowshoe Tours
Dog Obedience Training	Spotlight Tours / Night Walks
Dog Sled Tours	Stand Up Paddle Boarding
Education Excursion	Surfing / Surf Education
Fishing / Angling	Swimming
Fixed Wing Aircraft	Team Building Activities
Flyboarding	Trail Bike Tours



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Fossicking/Prospecting/Gold panning	Trail Running
Four Wheel Drive Tours	Training provider
Hang-gliding	Tree Climbing
Helicopter Tours	Vehicle Based Sightseeing
Heritage Tours	Volunteering
Horse Trail Riding	Water Bikes
Horse-drawn Wagon Tours	Water Watch Sampling (Ponding)
Hunting	Wildlife Viewing
Kite Surfing	Wind Surfing
Laser Skirmish	Yoga/Pilates Classes

## 5.2 Activity Plan

[Activity Plan template \(docx\)](#)

## 5.3 Certificate of Currency Checklist

[Certificate of Currency checklist \(PDF\)](#)

## 5.4 Incident Response Form

[Incident Response Form \(PDF\)](#)

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## 6 Contacts

Park Connect is your primary licensing portal which allows you to manage your license, maintain account and agreements details, submit application and variations, report activity and provide updated licensing documentation such as insurance all online.

You can find support documentation to help with using the Park Connect Portal by visiting the [Parks Victoria licensing page](#) on the website. Parks Victoria a continuously looking for ways to enhance the system, should you have any suggestions for improvements please contact us.

[www.parkconnect.vic.gov.au](http://www.parkconnect.vic.gov.au)

For all licensing inquiries that can't be managed directly through Park Connect, your first point of contact is:

E: [LTOlicensing@parks.vic.gov.au](mailto:LTOlicensing@parks.vic.gov.au)

P: 13 1963

W: [www.parks.vic.gov.au/get-into-nature/licensed-tour-operators](http://www.parks.vic.gov.au/get-into-nature/licensed-tour-operators)

### **Tourism Partnerships**

If you're thinking about tours in a new park or have an idea you'd like to discuss or you're looking for advice on working with other parts of the tourism industry, Parks Victoria's Tourism Partnerships team provides expertise, support and advice for tourism and visitor experience product development opportunities.

E: [tourism@parks.vic.gov.au](mailto:tourism@parks.vic.gov.au)

### **General information**

W: [www.parks.vic.gov.au](http://www.parks.vic.gov.au)

E: [info@parks.vic.gov.au](mailto:info@parks.vic.gov.au)

P: 13 1963

### **Film & Photography Permits**

[events@parks.vic.gov.au](mailto:events@parks.vic.gov.au)

### **Parks Victoria Photo Library**

<https://parks victoria.imagegallery.me/site/welcome.me>

### **Education**

[education@parks.vic.gov.au](mailto:education@parks.vic.gov.au)

**Parks Victoria**

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