



Towing Business Authorisation Checklist

Below is a practical compliance checklist to assist towing business operators to undertake a self-assessment before applying for authorisation

Each item identifies what must be done, who is responsible, and the supporting legislative references.

1. Need for authorisation

- My business undertakes regulated towing (crash towing).
- I plan to continue operating in regulated towing after the commencement of authorisations date which applies to my region (Perth/Peel, South-West or other regional WA)
- I have the ability to meet the authorisation requirements before the commencement date.

Note: If you are not planning on conducting regulated towing (crash towing) after the commencement date you do not require a business authorisation to continue in other areas of towing.

2. Application readiness

- I have a DoTDirect business account or my business ABN is attached to my personal DoTDirect account.
- I have identified the legal entity (individual, partnership, company or incorporated association) that relates to my business
- I am not disqualified from holding an authorisation.

Note: An applicant may be disqualified from being granted or holding an authorisation if they (or a close associate or nominated responsible officer) have been refused or had cancelled a business authorisation previously, including in other states and territories. An applicant will be disqualified from being granted or holding an authorisation if they (or a close associate or nominated responsible officer) have been convicted of an offence listed on the Disqualification Offences form within the prescribed disqualification period.

3. Information required for application

- I have a current list of all towing workers engaged by my business.
- I have a record of the Australian driver licence numbers for each towing worker.
- I have a current list of all tow trucks, including make, model and number plates.
- I have identified each storage yard my business will use.
- I can provide evidence that each storage yard meets the new regulatory standards.
- I have considered whether any relevant individual as the applicant, any close associates or nominated responsible officers has:
 - had an equivalent authorisation cancelled or refused in another jurisdiction
 - connections to an identified criminal organisation

Note: Tow trucks and towing workers includes any subcontractors engaged by the business. In addition, only those tow trucks, towing workers and storage yards approved under an authorisation can be used for regulated towing. Note: **relevant individual**, in relation to an application for a towing business authorisation or a renewal of a towing business authorisation, means —

- (a) if the applicant is an individual — the applicant; or
- (b) if the applicant is a partnership — each partner of the partnership; or
- (c) if the applicant is a company — each director of the company; or
- (d) if the applicant is an incorporated association — each member of the management committee of the association;

Note: See heading 17 below for details of specific documents required relevant to your business.

4. Criminal record checks

- I have obtained criminal record checks (issued within 3 months prior to my application) for:
 - the applicant (individual / directors / partners / management committee members)
 - all nominated responsible officers
 - all towing workers.

Note: Towing workers includes any subcontractors engaged in regulated towing by the business.

5. Responsible officers

- At least one responsible officer is to be nominated.
- All responsible officers are ordinarily resident in Australia.
- At least one responsible officer is resident in Western Australia.
- Responsible officers are involved in day-to-day operations and compliance.

Note: An authorised business must notify the CEO of DTMI (via the TG&R team) if a responsible officer changes or if a responsible officer ceases to meet eligibility requirements

6. Storage yard – mandatory requirement

- I operate at least one storage yard for the business.
- The storage yard is available for inspection by an authorised officer.

Notes: An authorised business can only store crashed vehicles at storage yards approved under their authorisation. In addition, all storage yards under an authorisation must be made available for inspection by an authorised officer. Authorisation cannot be granted without a compliant yard.

7. Storage yard – security standards

- The yard is fully enclosed by a minimum 2.1 m fence.
- Gates and doors are lockable.
- Flood lighting is installed.
- CCTV or a monitored alarm system is installed.

Notes: Fencing can include other materials (e.g. walls and buildings) so long as they form a continuous enclosure around the storage yard and provide a barrier to entry which meets or exceeds that provided by a 2.1m fence.

8. Storage yard – signage

- A sign is installed near the main entrance.
- The sign is clearly visible from the road.
- The sign includes:
 - business name
 - authorisation number (once provided by DTMI)
 - contact telephone number

Notes: Signage is designed to provide vehicle owners and authorised officers with a means of identifying if the storage yard is approved under your authorisation. If the sign is faded, obscured or situated in a manner that does not provide this facility it may not be approved.

9. Storage yard – control and release

- My business has exclusive possession and control of the yard.
- I do not share, sub-lease or licence any part of the yard.
- The yard includes an area designed to allow timely vehicle release.
- There is a suitable vehicle release area near the entrance.

Notes: An authorised business can lease a yard from another party, but the business must have exclusive control of the yard, including entry and exit points.

10. Business Contact Details

- My business maintains a telephone contact number.
- The number is staffed during business hours.
- Information can be provided about:
 - whether a vehicle has been towed
 - where it is being towed or stored
 - when it can be collected

Notes: In situations where the owner or responsible person is also required to conduct towing worker activities a mobile number (or a diversion to a mobile number) is acceptable. The intention is that the towing business is contactable to assist customers or their agent in relation to a crashed vehicle.

11. Record keeping

- I have a procedure and facilities to keep records for each regulated tow.
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Note: Record-keeping is a condition of an authorisation and records must be made available to authorised officers when requested. ATT forms and the storage yard register must be kept as hard copies at the storage yard to which they relate.

12. Advertising and marketing

- I do not display an association to a public entity, an insurance company, a roadside assistance provider or a vehicle repair service or vehicle hire service on tow trucks or towing worker clothing while a towing worker is engaging in regulated towing work or obtaining or attempting to obtain an authority to tow.
- All advertising for my business will include either:
 - my authorisation number (when provided by DTMI on approval of authorisation), or
 - the business name

Note: Even if a towing business has a relationship with a public entity, an insurance company, a roadside assistance provider or a vehicle repair service or vehicle hire service it cannot advertise this when conducting regulated towing.

13. Public register

- I acknowledge my business details will appear on the public register published on the DTMI website.

Notes: All authorised business details will appear on a public register to provide the WA community a method by which to authenticate your authorisation.

14. Fit and proper / ongoing disclosure

To the best of my knowledge none of the following people involved in my business would fail the fit and proper test.

- all applicants (directors / partners / management committee members)
- all nominated responsible officers
- all close associates, including towing workers

To the best of my knowledge none of the following people involved in my business would fail the public interest test:

- all applications (directors / partners / management committee members)
- all nominated responsible officers
- all close associates, including towing workers.

Notes: If an authorisation is refused upon application or later suspended or cancelled due to one of the people mentioned above failing the fit and proper or public interest test there are no refunds for the cost of application or authorisation (these fees are waived in the first year to 1 July 2027).

15. Planning and approvals

- I have or will have local government approvals for the use of storage yard I intend to use.
- Planning and zoning approvals will be current and compliant.

Notes: A towing business authorisation only provides approval for a business to operate as a towing service provider within regulated towing. Any local government or other regulatory requirements for a storage yard (such as environmental considerations, fire safety etc) must be checked with the relevant government authority for their approval.

16. Insurance

- I hold insurance with an authorised insurer in relation to my business.
- This policy covers loss, theft or damage to:
 - vehicles being towed or stored; and
 - personal property left in those vehicles

Notes: Failure to hold or maintain a suitable insurance policy may result in enforcement action by DTMI or other legal action against your business by vehicle owners, the vehicle insurance industry and other government regulators.

17. Supporting documents

Before beginning the application process, ensure you have all relevant documents:

Element	Supporting Documents
If applying as a company or body corporate, attach the following supporting documents:	<ul style="list-style-type: none"> • Australian Securities and Investments Commission (ASIC) certificate of incorporation; AND • ASIC certificate of registration of business name; AND • ASIC annual company statement or company extract less than three months old.
If applying as an incorporated body, attach the following supporting documents	<ul style="list-style-type: none"> • ASIC Certificate of Registration of Business Name; AND • ASIC Certificate of Incorporation

Element	Supporting Documents
If applying as a partnership, attach the following documents:	<ul style="list-style-type: none"> • ASIC certificate of registration of business name; AND • Partnership agreement naming all partners.
If applying as a sole trader, provide the following information:	<ul style="list-style-type: none"> • Driver's licence number and permission to the CEO of Transport or their delegate to investigate, use and share information related to the driver's licence. OR • If the applicant does not have a driver's licence, provide primary and secondary identifying documents in line with the DTMI guidelines Prove your identity Transport WA.
If applying as a trustee of a trust, provide the following information:	<ul style="list-style-type: none"> • ASIC Certificate of Registration of Business Name; AND • Trust deed and any amending deeds.
Tow Trucks	<ul style="list-style-type: none"> • Completed Tow Truck Authorisation Details form, including registration number, licence class and make and model.
Towing Workers	<ul style="list-style-type: none"> • List of all employees and contractors undertaking regulated towing, including; <ul style="list-style-type: none"> ○ Full Name ○ Email Address ○ Mobile Number <p>AND</p> <ul style="list-style-type: none"> • National Police Clearances for all towing workers. These documents must be no older than 3 months prior to the lodgement of this application.
Directors, Members, Partners, Trustees	<ul style="list-style-type: none"> • List of all directors, members, partners or trustees involved with the business, including; <ul style="list-style-type: none"> ○ Full Name ○ Email Address ○ Mobile Number <p>AND</p> <ul style="list-style-type: none"> • National Police Clearances for all directors, members, partners or trustees. These documents must be no older than 3 months prior to the lodgement of this application. •
Responsible Officers	<ul style="list-style-type: none"> • List of all responsible officers for the with the business, including; <ul style="list-style-type: none"> ○ Full Name ○ Email Address

Element	Supporting Documents
	<ul style="list-style-type: none"> ○ Mobile Number <p>AND</p> <ul style="list-style-type: none"> ● National Police Clearances. These documents must be no older than 3 months prior to the lodgement of this application; <p>AND</p> <ul style="list-style-type: none"> ● Proof of residence in WA for at least one responsible officer; <p>AND</p> <ul style="list-style-type: none"> ● A signed statement of authority.
Storage yards	<ul style="list-style-type: none"> ● Completed Storage Yard Authorisations Details form. <p>You will eventually need evidence to demonstrate your storage yard meets the required standards:</p> <ul style="list-style-type: none"> ● A statement from Local Government that the storage yard is appropriately zoned for the purpose of storing and releasing vehicles. AND ● A document outlining the standard operating procedure for releasing vehicles, including nominating the designated place for release of stored vehicles. AND ● Evidence that the yard is owned or leased or sub-leased by the towing service provider. AND ● Evidence such as timestamped photographs of relevant security features as outlined in the DTMI guide to storage yard standards. AND ● Photographs of signage visible from the street. AND ● A written document outlining the standard operating procedure allowing vehicle owners to access vehicles. AND ● Photographs of secure record keeping facilities.