



# Preparing for Towing Business Authorisations



Towing businesses can use this document to prepare for the commencement of towing authorisation applications in Western Australia.

Further advice on the application process will be provided to towing businesses before applications open on 1 July 2026.

This information is not intended to replace the *Towing Services Act 2024* or the *Towing Services Regulations 2025*.

Authorisation of towing workers will be introduced at a later stage. This guide is only about towing business authorisation.

## What is changing and why?

From 1 September 2026, towing businesses that carry out regulated (crash) towing will be required to hold a towing business authorisation.

This is the next stage of WA's towing industry reforms that began in January 2025 with:

- price caps for crash towing and storage in the Perth and Peel regions; and
- new safety, conduct and record keeping requirements.

Towing business authorisation is being introduced to:

- improve safety and behaviour at crash scenes,
- protect motorists when they are vulnerable,
- support legitimate towing businesses; and
- prevent criminal or unethical operators from remaining in the industry.

The introduction of towing business authorisations will empower delegated officers from the Department of Transport and Major Infrastructure (DTMI) to refuse, suspend, or cancel authorisations where serious non-compliance or criminal behaviour occurs.

## Who needs to apply?

You must apply for towing business authorisation if your business undertakes regulated towing (crash towing).

This applies regardless of whether you operate as:

- a sole trader
- a company
- a partnership
- a trust
- an incorporated association.

## When will authorisation be required?

Authorisation will be introduced in stages by region to allow businesses time to prepare. A towing business authorisation must be held by the dates listed below, dependant on the region in which regulated towing is conducted.

- **Perth and Peel** - 1 September 2026
- **South West** – 1 October 2026
- **All other regions** - 1 November 2026

Applications will be accepted commencing from 1 July 2026. DTMI will initially prioritise applications from towing businesses in Perth/Peel.

It is intended that complete and accurate applications will be reviewed by DTMI within six to eight weeks of online submission. Complete and accurate applications received will be prioritised for review and you may be contacted to provide additional information to support the application.

Perth/Peel businesses are encouraged to apply as soon as possible from 1 July 2026 to ensure that applications can be processed before 1 September 2026. If your business is not authorised from 1 September 2026, you will not be able to undertake regulated towing.

## What does authorisation mean in practice?

Being authorised means:

- you are legally allowed to operate and advertise a regulated towing business,
- your business, storage yards, tow trucks and towing workers are known to DTMI
- you must continue to meet ongoing conditions, not just at the time of application; and
- serious breaches can result in suspension or cancellation of your authorisation.

Authorisation is granted for 12 months and must be renewed each year.

## How do I apply?

All applications will need to be made online through DoTDirect. There are no manual application processes. If you do not have a DoTDirect account, you can register here [DoTDirect](#) and set up your DoTDirect profile. If your business is a corporation, incorporated body, partnership or trust you must have a DoTDirect organisation account.

An applicant cannot use a personal DoTDirect profile to apply, unless you are a sole trader and your ABN has been linked to your account. To link an ABN to account you must attend a metropolitan Driver and Vehicle Services centre or regional DTMI office.

To apply for a DoTDirect organisation profile you will need to complete and submit a DoTDirect Organisation Application (E111) form, available at [transport.wa.gov.au](https://transport.wa.gov.au) by searching 'E111'. Having a DoTDirect account does not mean your towing business is authorised. You still need to apply for authorisation via DoTDirect.

## Before you start

Before you start the online application process you should:

- ensure you have an active DoTDirect organisation account or a personal DoTDirect account that is linked to your ABN and that contact details are up to date as you will be contacted via details recorded in your DoTDirect organisation profile,
- gather all required documents before starting; and
- allow enough uninterrupted time to complete the application.

**Important:** The online application cannot be saved and returned to later – your application must be completed in one session.

## Who submits the application?

The application must be submitted by:

- a director (company)
- a partner (partnership)
- a trustee (trust)
- a committee member (incorporated association); or
- the sole trader.

## Information about your business

When you apply you will be asked to provide:

- your legal business name and any trading names you operate under,
- Australian Business Number (ABN), and
- evidence of your business structure (for example ASIC records or trust deeds as set out below).

Providing this information confirms who is legally responsible for the towing business.

Applicant type	Supporting business structure documents
If applying as a <b>company</b> , you will need to attach the supporting documents listed in the next column.	<ul style="list-style-type: none"> <li>• ASIC Certificate of Registration;</li> <li>• ASIC Certificate of Registration of Business Name; and</li> <li>• ASIC company extract no more than 3 months old.</li> </ul>
If applying as an <b>incorporated body</b> , you will need to attach the supporting documents listed in the next column.	<ul style="list-style-type: none"> <li>• ASIC Certificate of Registration of Business Name;</li> <li>• ASIC Certificate of Incorporation.</li> </ul>
If applying as a <b>partnership</b> , you will need to attach the supporting documents listed in the next column.	<ul style="list-style-type: none"> <li>• ASIC Certificate of Registration of Business Name.</li> <li>• Partnership agreement naming all partners.</li> </ul>
If applying as a <b>sole trader</b> , you will need to attach the supporting documents listed in the next column.	<ul style="list-style-type: none"> <li>• WA Driver's licence number and consent to allow the CEO Transport or their delegate to use and disclose information related to the driver's licence.</li> <li>• If the applicant does not have a WA driver's licence, primary and secondary identity documents in line with the DTMI guidelines <a href="#">Prove your identity</a></li> </ul>
If applying as a <b>trustee of a trust</b> , you will need to attach the supporting documents listed in the next column.	<ul style="list-style-type: none"> <li>• ASIC Certificate of Registration of Business Name.</li> <li>• Trust deed and any amending deeds.</li> </ul>

## Storage yards – a critical requirement

To be authorised, your towing business **must** have at least one storage yard that meets the regulatory standards.

In practical terms, your storage yard must:

- be secure (2.1 m fencing, lighting, CCTV or monitored alarm)
- have clear signage so vehicle owners can find their vehicle
- be under your exclusive possession and control (not shared or sub leased)
- include a suitable area to allow vehicles to be released promptly; and
- comply with local government zoning and planning approvals.

You will need to:

- complete a Storage Yard Details (T29) form for each yard; and
- provide evidence that each yard meets the standards as set out in the Storage Yard Details (T29) form.

A Storage Yard Details (T29) form must be attached to your application for authorisation in DoTDirect.

Evidence that your storage yard meets the standards will be submitted separately via an online portal rather than through DoTDirect. Further information to assist you with this supporting process will be provided when the evidence is requested.

Storage yards may be inspected as part of the application assessment process.

## Responsible officers – those who represent the business

Each authorised towing business must nominate at least one responsible officer. You must attach a Statement of Authority (T27) form in which you authorise the responsible officer to represent your towing business.

All responsible officers must be fit and proper persons.

A responsible officer must:

- be directly involved in the day-to-day management of the regulated towing business,
- be authorised to represent the towing service provider in conducting the regulated towing business,
- have access to, and be authorised to provide, any information relating to the regulated towing business that is required under the *Act*,
- be a fit and proper person to represent the towing service provider in the conduct of the regulated towing business,
- have the capacity to influence, on behalf of the towing service provider, compliance with safety standards in relation to the conduct of the regulated towing business; and
- meet any requirements prescribed by the regulations.

It is possible for multiple individuals to be designated as responsible officers. When addressing questions concerning character, consideration must be given to how these requirements pertain to all nominated responsible officers.

At least one responsible officer **must** live in Western Australia.

The following information must be provided for all nominated responsible officers:

- Full name
- Email address
- Phone number
- Whether they reside in WA; and
- If they reside in WA, their address.

You must notify DTMI if a responsible officer changes or no longer meets the requirements.

## Fit and proper person checks

When applying for your towing business authorisation you will be required to provide information to enable DTMI to consider the suitability of your business to be authorised.

When considering whether an applicant is a fit and proper person the CEO or their delegate will consider whether a person is of good repute, having regard to the person's character, honesty and integrity. In addition, an applicant is not a fit and proper person if any close associates of the applicant are not of good repute.

This includes considering whether directors, partners, trustees or committee members, responsible officers, towing workers, or close associates have been charged with or convicted of a disqualification offence, are members of an identified criminal organisation under the *Criminal Law (Unlawful Consorting and Prohibited Insignia) Act 2017*, Schedule 2, or have previously been refused or had interstate towing authorisation cancelled.

## Public interest

DTMI must also be satisfied that authorising your business is not contrary to the public interest.

When considering whether granting of an authorisation is contrary to the public interest, the CEO or their delegate will consider the need for the creation and maintenance of public confidence and trust in the credibility and integrity of the towing industry. If the loss of public confidence in the industry outweighs the benefit to an individual, it would not be in the public interest for the towing business to be authorised.

The focus of the public interest test is an assessment of the industry as a whole and whether the inclusion of the applicant would negatively affect the credibility and integrity of the industry. For example, public interest considerations may apply if an applicant was a member identified organisation defined in Schedule 2 of the *Criminal Law (Unlawful Consorting and Prohibited Insignia) Act 2021*.

Public interest considerations may also take into account the previous conduct of the applicant in running a towing business and related matters, including alleged contraventions of the *Towing Services Act 2024* and associated regulations. The CEO or their delegate may have regard to any relevant consideration when determining authorisations in light of public interest.

## Close associates

A close associate of an applicant is a person who:

- holds any relevant financial interest or is entitled to exercise any power in relation to the towing business,
- holds or will hold any relevant position, whether in the person's own right or on behalf of any other person, in the towing business,
- is or will be engaged as a contractor under a contract for services or is employed in the towing business (including towing workers).

## National police clearances

All towing business authorisation applications must be accompanied by National Police Clearances that were issued in the 3 months prior to application.

This requirement extends to (as applicable):

- all directors of a company,
- all members of the management committee of an incorporated association,
- all partners of a partnership,
- all trustees of a trust,
- all responsible officers,
- all towing workers who undertake regulated towing for your business.

## Towing workers and tow trucks

When applying for a towing business authorisation you will be required to list:

- all towing workers who carry out regulated towing for your business (including subcontracted workers); and
- all tow trucks used for regulated towing (including subcontracted vehicles).

Details of all tow trucks used in your regulated towing business must be listed on a Tow Truck Details (T28) form which must be submitted with your application. This form will be available on via the Towing Business Authorisation page via [transport.wa.gov.au](https://transport.wa.gov.au)

DTMI will check all vehicle licence details to ensure that tow trucks listed are licensed as tow trucks and are free from defect or improvement notices.

A towing worker is an individual (or any person assisting or accompanying that individual) who engages in towing work to:

- operate a tow truck;
- load a vehicle onto a tow truck;
- tow a vehicle using a tow truck.

The following information about towing workers must be entered directly onto your authorisation application (a separate document is not required):

- Full name
- Email address
- Phone number

Once you are authorised, only those towing workers and tow trucks listed in your application may be used in the conduct of regulated towing.

You must notify DTMI if:

- you add or remove a towing worker,
- you add or remove a tow truck; or
- details change.

Please note that towing workers and tow trucks can be registered under multiple towing business authorisations.

The use of towing workers and tow trucks in regulated towing which are not listed and approved under your towing business authorisation may result in enforcement action, including suspension or cancellation of your authorisation.

## Ongoing obligations after authorisation

Authorisation does not replace your existing obligations under the *Towing Services Act 2024* or the *Towing Services Regulations 2025*.

You must continue to comply with all requirements including:

- maximum towing and storage charges,
- release of vehicles and access to personal property,
- dash cameras, photographs and record keeping,
- complaints handling,
- safety standards and conduct at crash scenes; and
- cooperation with authorised officers.

Non compliance may result in enforcement action, including suspension or cancellation of your authorisation.

## Version control

Version No.	Date	Prepared by	Revision or issue description	Issued to
1.0	18/05/2026	Driver and Vehicle Services	Form creation	Driver and Vehicle Services