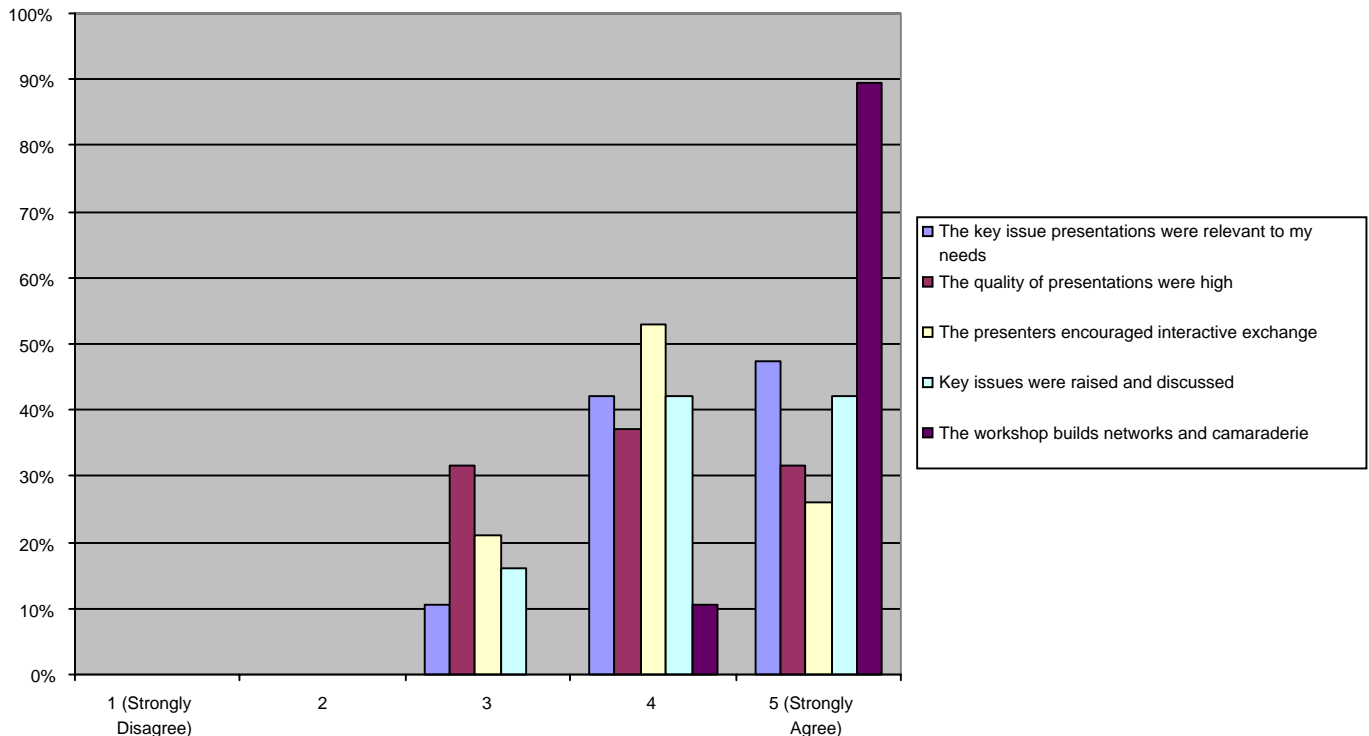


PARTICIPANT FEEDBACK
PARKS AND VISITOR SERVICE WORKSHOP
October 2004

1) Did the format of the workshop meet your expectations?

Overall View of 2004 PVS Workshop



Participants reported that this year's PVS Workshop met and even exceeded their expectations. The workshop was a good opportunity for all PVS staff (city and regional based) to get an understanding of a diverse number of issues that are relevant around the State. A majority of attendants were impressed with Ann MacBeth's futurist presentation opening the workshop. A few people have commented that it would be better if the Rock n Roll night was held at the end of the workshop instead of the beginning. Key words from those who completed the feedback form were stimulating, interesting, topical, diverse, relevant, informative and successful!

2) What aspects of the workshop worked best for you?

Overall participants said that the workshop format was interesting the whole way through. It was well balanced with informative and infotainment sessions in short sharp stints. A discussion period at the end of each session allowing staff to raise questions was beneficial. The most popular presentations were Ann MacBeth's futurist approach, Tourism Western Australia's presentation and presentations from senior staff such as Colin Ingram, Ron Kawlilak, Jim Sharp and Executive Director Keiran McNamara. Workshop presenters from outside CALM but working together with CALM also proved to be favoured. The inclusion of the PVS games from the Interpretative Unit along with other entertaining and social activities in the evening also proved to be a hit.

3) What aspects would you have changed? What would you have added/deleted?

Attendees of the 2004 PVS Workshop suggested that CALM increases the promotion of the agency and its positives as well as focus on its achievements in a more cohesive way. An increase of internal views to external community groups to broaden awareness of what it is that CALM is achieving and our role in the greater scheme of things. Brief presentations from each District/Region consisting of the issues of significance and major highlights over the past year. It is proposed that there is more time for discussing issues and actions is required. Some participants felt that 3 days of early morning starts and late finishes would be better for a workshop of a 2-day time period due to an increase of weariness and decrease of concentration of those who attended. Suggestions also included an outside activity to break up 3 days of sitting.

4) Were you satisfied with the venue (meals, accommodation, theatre, etc)?

Overall the majority of participants were very pleased with the choice of Wollaston Conference Centre as the venue. Food (especially morning and afternoon tea) was highly enjoyed by most but it was recommended that chips were not a necessity at lunch and dinner. Car-pooling was suggested due to a parking problem caused from limited parking spaces.

5) Comments or suggestions for future workshops?

Overall most participants felt that the workshop should discuss current controversial issues and how these may be resolved, new programs and new employee roles/positions within PVS. Achievements that have been made on behalf of CALM with the help of various communities and government groups such as 4x4 clubs and the Department of Justice should be highlighted in a brief discussion. Interactive presentations or outside activities such as visiting a local park to see PVS issues first hand and encourage networking within the Department. Allocating session times to representatives from tour operator, aboriginal, conservation agencies and friends of organisations would be beneficial both in keeping up with world wide trends in tourism and helping to convey CALM's conservation messages. There were requests for sessions involving nature conservation, marine branch and research and information units. Personal experiences (i.e. Paul Udinga at Karijini National Park) from other field staff on how they dealt with unruly park users, breaches of legislation and campsite problems. Everyone who attended the PVS Workshop suggested that the workshop should be kept in October every year and requested whether it would be feasible to rotate the workshop across regions.