
Presentation of Issues and Recommendations

The following summarises the issues recognized by participants on day one of the workshop, the suggested course of action (recommendations) and in some cases, the names of the staff members who have nominated themselves to undertake and follow up on those suggested actions.

Issue 1: *The role of the PVS Output versus the role of the Strategic Development and Corporate Affairs Directorate. Who should drive the development and dissemination of public information and publications? (29 votes)*

Concerns/issues:	Suggested course of action:	Advice from or action by:
SDCA has publications that it produces, but they don't necessarily produce what is required in terms of management of PVS. There is also little coordination between the Outputs and SDCA's publication projects.	PVS messages need to be clearly communicated throughout the State. SDCA produces glossy publications, but they do not necessarily meets the needs of visitors, not management	Gil Field will work with regions and Districts to produce Communication Plans for the State, using the Regional Parks Communication Plans as the model.

Issue 2: Visitor information dissemination (27 votes)

Concerns/issues:	Suggested courses of action:	Advice from or action by:
<p>Since the closure of WA Naturally, there isn't a focal point/place where public can go to obtain up to date information. What strategies can we come up with to improve it?</p>	1. Professional displays/presentations at major functions/events/shows	Obtain advice from Natasha D'Arcy
	2. Develop an information package for local area, for visitors	Leon Price to identify what information should be included
	3. Recreate the old "NP ranger forum"	?
	4. Work with WATC and tourist bureaus to disseminate accurate CALM information	District PVS Leaders
	5. Establish a hot line in Perth providing up to date information about Parks etc; linked to shop front in high profile location (similar to Parks Victoria)	?
	6. Establish display at airport and other key "first point contact" areas	? Natasha D'Arcy
	7. Ensure administration staff have access to up to date information for their area	PVS leaders
	8. Improve and build on Mag Papers for all Regions across the State	PVS Leaders
	9. Make Nature Base more accessible and user friendly, arranging information by location, and using technology such as touch screens etc	? SDCA
	10. Make CALM staff available to tourist bureaus for information sessions etc	PVS Leaders
	11. Site ranger information brochure boxes at key recreation sites, to better promote existing walk trails, facilities, values etc	Regional and District PVS staff

Issue 3: Aboriginal involvement (26 votes total)

Concerns/issues:

1. Payment of Elders during the consultation process: method of payment and how much? (9 votes)
2. Alternative forms of employment for Aboriginal people, other than traineeships (6 votes)
3. Involving Aboriginal Elders in CALM's activities. What are the barriers to employment and where can we get guidance within CALM on cultural issues with respect to employees/trainees (11 votes)

Suggested course of action:

1. Put elders on contract (offering flexibility) when projects require indigenous input.
2. CALM to employ additional full-time cultural coordinators on a *Regional (language group/clan)* basis, to administer cultural approvals, coordinate the gathering of information and payments for that information.
3. Formalise procedures for payments to elders and clan for cultural information/consultation.
4. Traineeships to be backed up with guaranteed full time employment at conclusion.
5. Remove the word "trainee" and replace with a title that acknowledges experiences and knowledge of the land.

Issue 4: Rangelands and PVS and incorporating PVS priorities into NRM strategies (22 votes)

Concerns/Issues:

To date, the Rangelands have had a NC focus, and PVS has not been considered or addressed.

1. 4 to 6 million new estate
2. No consistent approach across the three regions involved with Rangelands
3. Some of the PVS issues include access (visitor and access to aboriginal sites), removal of infrastructure before an assessment for cultural value has been completed, VRM etc
4. Wayne Schmidt has produced a paper, which should be reviewed before it is presented to Corporate Executive. Review should ensure that issues relating to community consultation, communication, and PVS role are addressed
5. Need to be clear as to who is doing what, in the Department.
6. Need to establish priorities for expenditure
7. Priority should be to undertake an inventory of natural and cultural values and assets, and an assessment of opportunities
8. Need to create economically sustainable community benefits
9. PVS should have a role in the management of the Rangelands, through the Rangelands steering group

Suggested course of action:

1. Three Regional PVS Leaders associated with Rangelands (i.e. Sue Hancock, Barry Hooper and Arvid Hogstrom) should meet to further develop a position paper, and to discuss related issues/concerns.
2. Request information on existing and proposed management structure. Who is responsible for what in the rangelands?
3. Consider how PVS will have input into the rangelands group
4. PVS issues group to supplement Wayne Schmidt's report, particularly regarding communication (internal and external) and community involvement
5. Explore potential funding opportunities for research and planning partnerships e.g. CRC sustainable tourism
6. Develop program to assess values and NBT options
7. Ensure cross regional consistent approaches.

Issue 5: *What forum/methods can we develop to assist in the exchange of new ideas/technologies/practices/knowledge in our field (14 votes); and the small structures album – can a database be set up? (4 votes)*

Suggested course of action:	Action by whom:
1. Develop series of PVS exchanges/talks (similar to MCB)	1. ?
2. Update PVS specialist webpages on CALMWeb	2. Unit Leaders
3. Establish a PVS Chat room on web, with possible links to other appropriate web pages from inter state and international	3. ? David Gough / Kellie Agar
4. Circulate current articles	4. ?
5. Establish an “interested group” who would like to receive updates and new information	5. Col Ingram/Gae Mackay (CALM People Ref Group: Information Mgt system?)
6. Database of small structures album	6. R&L Unit currently developing new structures album, for distribution in late 2003
7. Link small structures album to RecData	7. Kellie Agar to investigate

Issue 6: *We need an objective system for assessing and quantifying environmental impacts of visitors (16 votes)*
(Goal: A classification system, management guidelines and indicators for sustainable management of natural assets used for tourism in Western Australia)

Suggested course of action:	Why?	Follow up discussion:
<ol style="list-style-type: none"> 1. Form a project team (SFM, NC, PVS) 2. Write a project/research brief 3. Obtain resources, appoint project officer <ol style="list-style-type: none"> a. Liaise with CRC re funding b. Literature review c. Identify research needed d. Identify biophysical classification for our state etc e. Identify indicators and their limits of acceptable change f. Procedures for monitoring of indicators g. Determination of relationship between number of visitors and resulting impact h. Identify environmental significance of management strategies i. Investigate capacity of built structures e.g. paths/tables 	<ol style="list-style-type: none"> 1. Justify management decisions e.g. track closures 2. Demonstrate/ensure we are managing sustainably (also legal obligation) 3. Used in assessment of viability of new proposals e.g. Trails 4. Identify visitor levels at which management intervention is required. 	<p>Col Ingram advised the workshop that there is a proposed CRC funded project looking at measuring and assessing visitor impacts, and that a presentation would occur the next day. Rather than a new project team be established as per recommendations, it may be possible to feed into the existing project team to ensure CALM outcomes are achieved.</p>

Issue 7: *Can opportunities be developed for PVS staff to visit other regions to gain additional understanding/exposure to other practices etc (12 votes); and
Future PVS Workshops: what format? (4 votes)*

Why:

1. Information exchange
2. Reward
3. Career development
4. Networking

Suggested course of action:

PVS Workshop

- Hold it every two years
- At different Regional locations
- Two day workshop + one day field trip (weekend option)

Focus Groups/Field Trips:

- 12-20 people (mix staff)
- PVS Division/Corporate funding (savings from holding workshop every two years instead of annually)
- Based on topical issues e.g. coastal safety or information/ideas exchange
- 2-3 trips very two years
- Driver/Coordinator: G Mackay/W Schmidt
- Coordinate trips from list of suggested topics, locations, ideas, issues or regional staff joining existing Divisional field trips

Other options:

- Region/District stints for Divisional staff
 - o Efficient working relationships
 - o Most applicable for specialists staff with large field requirements
 - o Period of "stint dependant upon task and personal situation"
- Exchanges Internal to the Department (job swapping)
- Study tours: J Sharp to match funding for staff to travel interstate/overseas in given field.

Issue 8: Decentralisation of specialist staff (Las, Interps, Planners etc): having the positions in Regions and Districts instead of Kensington, to enable better efficiency and understanding of issues (13 votes)

Positives:

1. Increased efficiency (less travel)
2. More time on site
3. More face-to-face communication

Negatives:

1. Less professional support
2. Potential for misdirection
3. Adequate workload in future?

Suggested course of action:

1. Need experienced staff
2. Staff remain guided/directed by relevant sections (i.e. Unit leaders at Kensington)
3. Transfer by negotiation (flexibility)
4. Better management of field trips i.e. in absence of transfers to Regions and Districts, specialist staff could time their visits to sites to coincide with PVS meetings, or ensure one field trip incorporates several required outcomes
 - For example: Tie in visits with monthly PVS meetings
 - Combine with extended stays, meeting on site with all relevant staff
 - Coordinate field trips ahead of time to ensure all staff are available.

Issue 9: Badging our facilities: should we badge them to let people know who is providing them? (11 votes)

Possible benefits:	Issues:	Suggested course of action:
<ol style="list-style-type: none"> 1. Recognises CALM's responsibility for provision and maintenance of sites and facilities 2. Improves public's perception of CALM's role in land management and providing great experiences 3. Promotes CALM's corporate image 4. Can show that entry fee income is being spent on extra facilities to enhance visitor experiences and promote sense of ownership 5. Promotes community involvement 	<ol style="list-style-type: none"> 1. Incorporate asset number 2. Standards for badge would need to be developed, i.e. sticker, plaque, carved, size, colour, design, logo, words etc 3. Exemptions from badging would need to be identified 4. Need to determine types of structures and facilities to badge e.g. walk trails, campsites, interpretation areas, publications as well as picnic tables and other small structures 5. Include contributions from community into the building of structures 6. Need to consider effects of vandalism 	<ol style="list-style-type: none"> 1. Incorporate badging of facilities into new sign manual 2. Incorporate badging into new site development/project management/QA processes 3. Badges structures need to be included in slam structures album 4. Include badging costs in project budgets 5. Define scale and scope of budging process according to size, type of facility (task for sign manual) 6. Investigate feasibility of extending badging to off-site CALM programs, publications etc e.g. National Park brochures, walk trial maps etc 7. Include asset number and barcode into badging 8. Investigate, research and design type of badge or set of badges taking into account materials, colors, sizes etc 9. Ensure that badges include recognition input and participation by volunteers, sponsors, and community groups. Set up working group across Outputs to determine feasibility of branding nature conservation and other projects to ensure agency wide consistency 10. Implementation could be a project for leadership course 11. Rod Annear has volunteered to pursue the option of badging.