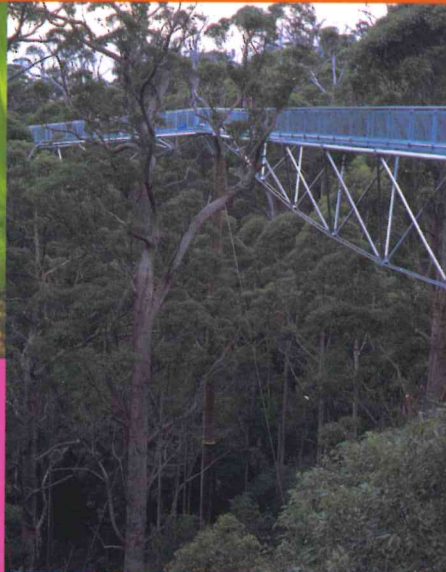
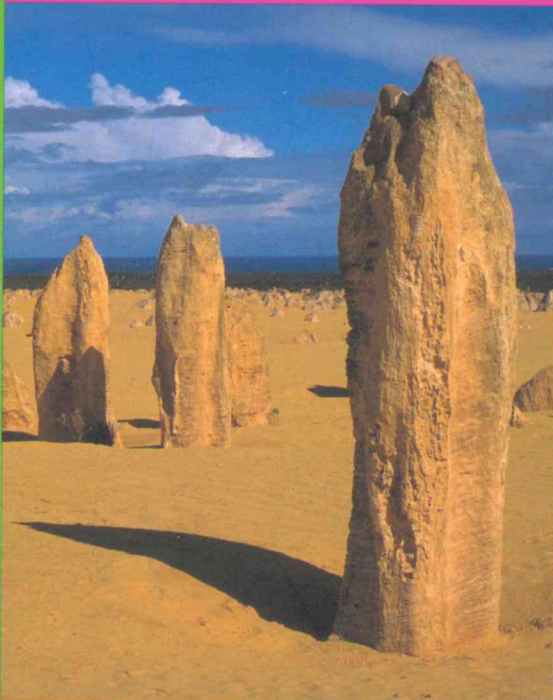


TOUR OPERATOR HANDBOOK



THE OFFICIAL MANUAL OF
LICENCE CONDITIONS FOR TOUR OPERATORS
ENTERING CALM MANAGED LANDS



Effective from 1 January 1999



DEPARTMENT OF CONSERVATION AND LAND MANAGEMENT

TOUR OPERATOR HANDBOOK

THE OFFICIAL MANUAL OF LICENCE
CONDITIONS FOR TOUR OPERATORS
ENTERING CALM-MANAGED LANDS

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Department of Conservation and Land Management

INTRODUCTION

Under Section 101 of the Conservation and Land Management Act, 1984 all commercial tourist activities on lands vested in the National Parks and Nature Conservation Authority (NPNCA) and waters vested in the Marine Parks and Reserves Authority (MPRA) require a licence. Tour operators who have received a licence are then required to abide by conditions set out by the Department of Conservation and Land Management (CALM). The conditions that apply to general T-class licence holders operating on terrestrial lands have now been consolidated into this handbook.

WHO WE ARE

The Department of Conservation and Land Management is the State Government agency responsible for the management of Western Australia's national parks, conservation parks, marine parks, State forests and timber reserves, nature reserves, marine nature reserves, and all associated forest produce, native plants and animals. We are also responsible for conserving native plants and animals throughout the State and managing their sustainable use.

WHY WE LICENSE

Western Australia has one of the most magnificent environments on earth. It encompasses everything from remnant rainforests, karri and jarrah forests, mangroves, heathlands, wetlands, coral reefs and deserts. These are combined with bizarre landscapes, beaches and gorges, masses of wildflowers, and features such as the Pinnacles, the striped beehive domes of the Bungle Bungle Range and the meteorite crater at Wolfe Creek.

To ensure that these areas are effectively managed and conserved, CALM licenses commercial activities under Section 101 of the Conservation and Land Management Act, 1984.

The issuing of licences enables CALM to monitor access and use of lands under its control, and ensure that the conservation values of these areas are maintained. By protecting these values, tour operators will be able to return to natural locations on many occasions and find them in an unspoiled condition.

WHY THIS HANDBOOK?

This handbook serves a number of purposes:

- To educate and inform tour operators and tour guides as to how they can help maintain and protect Western Australia's natural environment for the long-term benefit of the Western Australian tourism industry.
- CALM is responsible for ensuring public safety on the lands and waters it manages. Many of the conditions in this booklet are designed to minimise risks to park visitors.
- This handbook also sets out the complete list of opportunities available to tour operators who are already conducting, or wish to conduct, activities on lands managed by CALM. Operators are now able to clearly identify which activities are appropriate for which areas and the conditions that apply to those activities and areas.
- This handbook serves as a legal and enforceable document that licence holders must abide by or risk penalty.

LICENSING PENALTIES

CALM's Tour Operator Handbook, with the enclosed licence, must be kept with the licence holder or the licence holder's representative at all times while on CALM-managed lands, and be shown to a CALM Officer on demand. Penalty \$100 (Conservation and Land Management Amendment Regulations 1993, Reg 18). Breach of any of the conditions contained within this handbook may result in a \$1,000 fine (Reg 17) and cancellation, suspension and non-renewal of the licence (Reg 19). Unlicensed commercial activities on CALM estate may result in a \$2,000 fine (Reg 11).

Under Section 124 of the CALM Act, a CALM Ranger or CALM Officer has the authority to require any person who has committed, or is suspected of committing, an offence under the Act, to leave CALM-managed lands or waters immediately.

FURTHER INFORMATION

For further general licensing information please refer to page 37 or contact the Park Policy and Tourism Branch on ph. (08) 9334 0207, fax (08) 9334 0253 or email licensing@calm.wa.gov.au or visit *Naturebase*, CALM's internet web site at <http://www.calm.wa.gov.au>.

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1. A copy of the licence and CALM's Tour Operator Handbook must be kept with the licence holder or the licence holder's representative at all times while on CALM-managed lands and shown to a CALM Officer on demand.
2. Entry, camping and caving fees may only be paid using a CALM-supplied docket book, or by cheque or cash;
 - (a) The licence holder must ensure dockets are left in collection boxes or given to CALM staff on the day.
 - (b) If a fee is paid by cheque or cash it must be provided in a sealed envelope and left in a collection box or given to CALM staff on the day (envelopes are provided by CALM Districts on request). The envelope must be clearly labelled showing the licence holder's name, licence number, registration and the date, time and number of passengers.
 - (c) Licence holders unable to meet conditions 2(a) or 2(b) must contact the local CALM District Office to organise a suitable alternative. The licence holder must then abide by the conditions set out by the District Manager for the payment of fees.
3. Based on environmental, safety or management concerns, CALM may at any time restrict the licence holder's access to an area.
4. Licence holders must ensure all rubbish is removed from reserves.
5. Licence holders must ensure no pets are brought into reserves.
6. Firearms are not permitted unless prior written authorisation has been obtained.
7. Licence holders must ensure all vehicles park in authorised areas only.
8. Licence holders must ensure that all 'Road Closed' signs are obeyed, and vehicles remain on formed roads and existing tracks.
9. Licence holders must ensure that all traffic and speed signs are obeyed.
10. Licence holders must obtain permission from lessees/owners of properties other than CALM before using roads/tracks on their properties.

11. All native plants and animals are protected. Licence holders must use designated recreation areas and walk trails and ensure vegetation is not damaged or disturbed. Licence holders must not disturb or collect native plants or animals without approval from the Executive Director.
12. Licence holders must comply with all directions issued to them by any Officer designated under the CALM Act 1984 as amended.

CAMPING

13. Licence holders must ensure camping occurs in designated campsites only. Licence holders wishing to camp elsewhere must obtain permission from the local CALM District Office.
14. Licence holders must use fireplaces provided. Ground fires are not permitted in national parks. Licence holders must ensure park fire bans are obeyed.
15. Camping is not permitted in nature reserves without the written permission of the local CALM District Office.
16. Soaps and detergents are not to be used in, or allowed to run into waterways.
17. Generators are to be used in designated areas only, and turned off between 2100 hrs - 0700 hrs (9.00 pm - 7.00 am) unless otherwise specified.

ABSEILING/ROCKCLIMBING

18. Abseiling and rockclimbing activities must occur only at sites approved by the local CALM District Office.
19. Licence holders must use a designated trip leader to conduct abseiling and rockclimbing activities.
20. The designated abseiling trip leader must hold abseiling instructor's accreditation from Skills Development Centre at the Department of Employment, Vocational Education and Training, or Edith Cowan University, or recognised equivalent.
21. Licence holders must comply with the Climbing Association of WA code of ethics, and use Standards Association of Australia-approved ropes, helmets, harnesses, boots, and gloves.

22. All climbing and abseiling participants, when within two metres of any heights, must be belayed or braked, and a rescue rope shall be available.
23. Fixed anchors, bolting or chalking is not permitted without written permission from the local CALM District Office.

CYCLING

24. Licence holder must ensure bicycles are only ridden on tracks or formed roads used by vehicular traffic or designated cycle tracks and not ridden on walk trails or toilet and barbecue areas.

ORIENTEERING

25. Licence holders wishing to conduct orienteering must liaise with the local CALM District Office for appropriate locations.

CAVING

26. Licence holders must instruct and supervise clients to ensure disturbance of cave wildlife and formations is minimised.
27. Licence holders must ensure that clients have at least one torch. The licence holder must take spare torches and batteries for emergencies.
28. Group sizes must have a minimum of three people. Licence holders must take no more than the maximum number of passengers into a cave as specified by the local CALM District Office.
29. Licence holders must contact the local CALM District Office to ascertain information about potential risks in caves.
30. Licence holders must use a designated trip leader to conduct caving activities. Caving trip leaders must have a sound local knowledge of caving. They must have previous experience in caving in an area before becoming a trip leader for that area.

SCHOOL PROGRAMS

31. Licence holders must notify the local CALM District Office one month in advance of any school groups entering CALM-managed areas. Group size limitations may apply. Only school representatives may apply to CALM for a waiver of park entry fees.

Go Wild in the West ...

but leave it in its natural state

Before setting out ...

1. Plan a trek within the fitness and capabilities of all the participants.



2. Keep to small groups (safe minimum of three for isolated places).

3. Study appropriate maps and guidebooks then take them with you.

4. Obtain required permits or approval.



5. Tell at least two people of your plans and itinerary.



6. Check that your clothing and equipment is appropriate for the climate.



7. In hot or arid areas be sure to plan for your water needs. Don't rely on natural water supplies, mills or bores.



8. Travel lightly, back packs should not exceed 10-15 per cent of your body weight. Don't carry heavy tins or bottles.



9. Read up on first aid and outback survival techniques.



KIMBERLEY REGION	ADVENTURE ACTIVITIES							TRANSPORTATION		
	Abseiling	Bushwalking*	Camping	Canoeing	Caving	Rafting	Rockclimbing	Coach	Minibus	Safari Tours/4WD
EAST KIMBERLEY DISTRICT										
Drysdale River										
Mirima										
Purnululu										
Wolfe Creek Crater										
WEST KIMBERLEY DISTRICT										
Geike Gorge										
Mt Hart (Proposed NP)										
Tunnel Creek										
Windjana Gorge										
NR - Nature Reserve CP - Conservation Park MNR - Marine Nature Reserve All others - National Park										
Activity permitted in reserve Activity not permitted in reserve * Bushwalking includes short sightseeing walks, as well as long-distance treks										

KIMBERLEY REGION

EAST KIMBERLEY DISTRICT

DRYSDALE RIVER NATIONAL PARK

32. Licence holders must register with CALM's East Kimberley District Office before visiting Drysdale River National Park.
33. Licence holders must not canoe downstream of Solea Falls due to the likely presence of saltwater crocodiles.
34. Licence holders are encouraged to carry an Emergency Locating Transmitter or Beacon during any bushwalking hikes within the park.

PURNULULU NATIONAL PARK

35. Licence holders must register with the park Ranger before overnight camping in Piccaninny Gorge at Purnululu National Park.

WEST KIMBERLEY DISTRICT

GEIKIE GORGE NATIONAL PARK

36. CALM runs the river cruises on Geikie Gorge from April through to December. A maximum of three cruises per day are programmed at 0800 hrs, 1100 hrs & 1500 hrs. Bookings can be made through CALM's Fitzroy Crossing Office. CALM reserves the right to reschedule or cancel cruises.
37. Access to Aboriginal cultural sites is not permitted. However, licence holders who wish to gain access to such sites, may do so when booking the DarlIngunaya Aboriginal Corporation's Darngku Heritage Cruise through the Fitzroy Crossing Tourist Bureau.
38. Private vessels can be launched only after the return of the last CALM cruise at 1630 hrs.
39. Licence holders must advise passengers of the presence of freshwater crocodiles before allowing them to swim in the gorge.

MT HART

40. Accommodation at Mt Hart Homestead consists of dinner, bed and breakfast, and bookings are essential. Mount Hart Homestead is not a day-visit site, and no camping is allowed.

BELL GORGE FALLS AND SILENT GROVE CAMPSITES

41. Bell Creek camp sites operate on a first in/first served system. No bookings are taken.
42. No camping is permitted in the Bell Gorge Falls area without written permission from CALM's West Kimberley District Office.
43. Wood fires are permitted only in designated fireplaces with wood supplied by CALM or the tour operator. No firewood is to be collected in the park.

44. All Aboriginal rock-art sites are protected and access to sites is prohibited.
45. Extended bushwalking must be arranged and authorised by the Ranger-in-Charge. Operators should note that nominal fees apply for bush camping and vehicle storage. It is also a requirement that a CALM-supplied Emergency Position Indicating Radio Beacon (EPIRB) accompany all extended walks. Hire fees apply (see on-site Ranger).

TUNNEL CREEK NATIONAL PARK

46. All Aboriginal rock-art sites are protected, and access to the sites is prohibited.

WINDJANA GORGE NATIONAL PARK

47. No camping is permitted in the gorge without prior written permission from CALM's West Kimberley District Office.
48. Wood fires are permitted only in designated fireplaces with wood supplied by CALM or the licence holder. No firewood is to be collected in the park. All fire bans to be complied with.
49. All Aboriginal rock-art sites are protected and access to sites is prohibited.
50. Licence holders must ensure that passengers do not fish in the gorge unless prior permission is obtained from CALM's West Kimberley District Office.
51. Swimming in the pool at Windjana Gorge is not allowed due to the high population of freshwater crocodiles and the potential of injury of both visitors, crocodiles and other aquatic animals. Freshwater crocodiles are a major feature of Windjana Gorge during the visitor season and can often be observed basking on the sand banks. Licence holders must ensure passengers do not approach within a 4-metre radius of the crocodiles.

For further information contact:

CALM East Kimberley District
PO Box 942
KUNUNURRA WA 6743
Phone: (08) 9168 0200
Fax: (08) 9168 2179

CALM West Kimberley District
PO Box 65
BROOME WA 6725
Phone: (08) 9192 1036
Fax: (08) 9193 5027

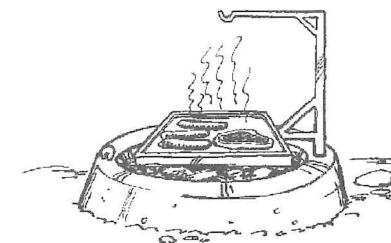


Caring ... Naturally

Be Careful ... Your safety in natural environments is our concern, but your responsibility.

Caring ... Naturally

Be Cool ... Light fires only in fireplace provided. Check for fire restrictions.



PILBARA REGION	ADVENTURE ACTIVITIES						TRANSPORTATION		
	Abseiling	Bushwalking*	Camping	Canoeing	Caving	Rafting	Rockclimbing	Coach	Minibus Safari Tours/4WD
KARRATHA (RHQ)									
Collier Range									
Dampier Archipelago**									
Karijini									
Millstream-Chichester									
Montebello Island CP									
Rudall River									
EXMOUTH DISTRICT									
Cape Range									
NR - Nature Reserve	Activity permitted in reserve								
CP - Conservation Park	Activity not permitted in reserve								
MNR - Marine Nature Reserve									
**Mixed tenure	* Bushwalking includes short sightseeing walks, as well as long-distance treks								
All others - National Park	RHQ - Regional Headquarters								

PILBARA REGION

KARRATHA REGIONAL HEADQUARTERS

COLLIER RANGE AND RUDALL RIVER NATIONAL PARKS

52. Camping is restricted to sites that have been previously cleared.

MONTEBELLO ISLANDS AND DAMPIER ARCHIPELAGO

53. Licence holders are only permitted to enter areas on the Dampier Archipelago in accordance with management zoning as specified in the Dampier Archipelago Nature Reserves Management Plan. Licence holders should contact CALM's Karratha Regional Headquarters for more information.

54. Licence holders must ensure flora and fauna, including intertidal species, are not killed, disturbed or removed. Shell collecting is not permitted. No plants or animals, including domestic species, are to be brought to the islands.
 55. Licence holders must ensure approved baits are maintained on all vessels to keep them free of rodents.
 56. Licence holders will be responsible for any costs associated with the removal of any species introduced as a result of their operations.
 57. Licence holders must ensure rocks and soil are not disturbed for any purpose.
 58. Licence holders must ensure sewage discharge from vessels moored in the vicinity of the areas shall not impact on coral reefs or other marine habitats.
 59. No vehicular transport is to be used.
 60. Camping is restricted to designated camping areas. On Montebello Islands, designated campsites are on North West, Primose, Bluebell, Crocus, Hermite and East Hermite Islands.
 61. Camping is permitted for up to 5 consecutive nights. Cooking is to be carried out using gas only. Wood fires are not permitted for any purpose.
 62. Licence holders must not use the shacks on Dampier Archipelago unless prior written approval has been given by CALM's Karratha Regional Headquarters.
- ### KARIJINI NATIONAL PARK
63. Licence holders must contact the Ranger-in-Charge for instructions before walking Level 2 routes.
 64. Wood fires are not permitted without the written approval of the Ranger-in-Charge.

EXMOUTH DISTRICT**CAPE RANGE NATIONAL PARK**

65. Licence holders are not permitted to conduct boat tours on Yardie Creek.

ABSEILING AND CAVING IN THE PILBARA REGION

66. Licence holders must comply with the Code of Practice for Caving and Abseiling in the Pilbara Region.

For further information contact:

CALM Karratha
PO Box 835
KARRATHA, WA 6714
Phone: (08) 9143 1488
Fax: (08) 9144 1118

CALM Exmouth District
PO Box 201
EXMOUTH, WA 6707
Phone: (08) 9949 1676
Fax: (08) 9949 1580

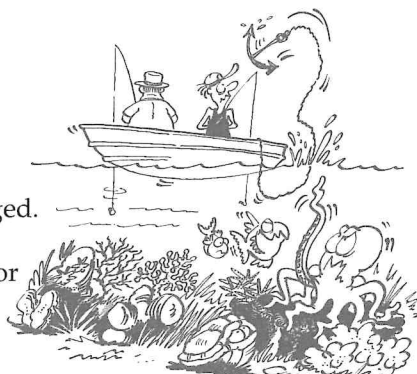


Caring ... Naturally

Be Clean ... Take your rubbish with you.

Caring ... Naturally

Be Kind ... Corals are easily damaged. Anchor away from reef areas and avoid breaking coral when diving or reef walking.

**MIDWEST REGION**

ADVENTURE ACTIVITIES TRANSPORTATION

Abseiling
Bushwalking*
Camping
Canoeing
Caving
Rafting
Rockclimbing

Coach
Minibus
Safari Tours/4WD

GASCOYNE DISTRICT

Francois Peron
Hamelin Pool MNR
Kennedy Range
Mt Augustus
Shell Beach CP

GERALDTON DISTRICT

Coalseam CP
Kalbarri

MOORA DISTRICT

Alexander Morrison
Badgingarra
Drovers Cave
Lesueur
Nambung
Stockyard Gully***
Tathra
Watheroo

NR - Nature Reserve

CP - Conservation Park

MNR - Marine Nature Reserve

*** Conservation and recreation reserve

All others - National Park

Activity permitted in reserve

Activity not permitted in reserve

* Bushwalking includes short sightseeing walks, as well as long-distance treks

MID WEST REGION

GASCOYNE DISTRICT

FRANCOIS PERON NATIONAL PARK

67. Licence holders must complete the entry fee form at the Park Entry Station and pay the entry fee.
68. Only 4WD vehicles are allowed north of the Peron Homestead.

KENNEDY RANGE NATIONAL PARK

69. Camping is allowed only at Middle campsite.

MT AUGUSTUS NATIONAL PARK

70. Camping is not allowed in the Mt Augustus National Park. Camping facilities are provided at the Mt Augustus Outback Tourist Resort.
71. Licence holders conducting bushwalking activities must notify the Mt Augustus Tourist Resort and inform them of an estimated return time.

GERALDTON DISTRICT

KALBARRI NATIONAL PARK

72. Licence holders must complete an activity registration form before conducting any bushwalking, climbing, abseiling, canoeing, kayaking or rafting activities. The Ranger-in-Charge must be notified at the completion of the activity. Nominated sites for rock climbing and abseiling must be discussed with the Ranger-in-Charge before commencement of these activities. Licence holders must notify the Ranger-in-Charge if any activity is curtailed, postponed or otherwise changed.

MOORA DISTRICT

LESUEUR NATIONAL PARK

73. Vehicle access is permitted only along the designated track on southern boundary. All other access is for pedestrians only.

NAMBUNG NATIONAL PARK

74. Licence holders must not allow their passengers to climb on the pinnacles.

For further information contact:

CALM Geraldton District
PO Box 72
GERALDTON, WA 6531
Phone: (08) 9921 5955
Fax: (08) 9921 5713

CALM Moora District
Foundation Centre Arcade
Dandaragan Rd
MOORA, WA 6510
Phone: (08) 9651 1424
Fax: (08) 9651 1698

CALM Gascoyne District
76 Knight Terrace
DENHAM, WA 6537
Phone: (08) 9948 1208
Fax: (08) 9948 1024



Caring ... Naturally

Stay on the Road or Track ... Drive slowly and obey speed limits, wildlife has the right of way.

SWAN REGION	ADVENTURE ACTIVITIES							TRANSPORTATION		
	Abseiling	Bushwalking*	Camping	Canoeing	Caving	Rafting	Rockclimbing	Coach	Minibus	Safari Tours/4WD
PERTH DISTRICT										
Moore River										
Neerabup										
Yanchep										
MUNDARING DISTRICT										
Avon Valley										
Gooseberry Hill										
Greenmount										
John Forrest										
Kalamunda										
Lesmurdie										
Serpentine										
Walyunga										
DWELLINGUP DISTRICT										
Lane Poole Reserve CP										
Yalgorup										
MARINE AND COASTAL DISTRICT										
Carnac Island NR										
NR - Nature Reserve Activity permitted in reserve CP - Conservation Park Activity not permitted in reserve MNR - Marine Nature Reserve All others - National Park										
* Bushwalking includes short sightseeing walks, as well as long-distance treks										

SWAN REGION

PERTH DISTRICT

MOORE RIVER NATIONAL PARK

75. The Moore River National Park is a remote area accessible only by 4WD. Licence holders must notify the Senior Ranger by phoning (08) 9561 1004 before entering the park to be alerted to road conditions and dieback restricted areas.

YANCHEP NATIONAL PARK

76. Licence holders may only enter caves when accompanied by a CALM nominated cave guide. Bookings must be made through the Yanchep National Park office before the day of the tour.

MUNDARING DISTRICT

KALAMUNDA NATIONAL PARK

77. Licence holders conducting activities on the Bibbulmun Track must adhere to the Bibbulmun Track conditions (108-116).

DWELLINGUP DISTRICT

LANE POOLE RESERVE

78. Licence holders are requested to contact CALM's Dwellingup District Office before entering Lane Poole Reserve.

79. Licence holders conducting activities on the Bibbulmun Track must adhere to the Bibbulmun Track conditions (108-116).

For further information contact:

CALM Perth District
 5 Dundobar Rd
 WANNEROO WA 6065
 Phone: (08) 9405 0700
 Fax (08) 9405 0777

CALM Mundaring District
 Mundaring Weir Rd
 MUNDARING WA 6073
 Phone: (08) 9295 1955
 Fax: (08) 9295 2404

The Hills Forest
Mundaring Weir Rd
MUNDARING WA 6073
Phone: (08) 9295 2244
Fax: (08) 9295 3247

CALM Dwellingup District
Banksiadale Rd
DWELLINGUP W A 6213
Phone: (08) 9538 1078
Fax: (08) 9538 1203











Yanchep National Park
C/- Post Office
YANCHEP W A 6035
Phone: (08) 9561 1004



Caring ... Naturally

Be Wise ... Leave the area as you found it for all to enjoy. Don't pick wildflowers, remove rocks, or disturb native animals.



CENTRAL FOREST REGION	ADVENTURE ACTIVITIES							TRANSPORTATION		
	Abseiling	Bushwalking*	Camping	Canoeing	Caving	Rafting	Rockclimbing	Coach	Minibus	Safari Tours/4WD
MORNINGTON DISTRICT										
Leschenault Peninsula CP										
SOUTH WEST CAPES DISTRICT										
Leeuwin Naturaliste Tuart Forest										
NR - Nature Reserve	Activity permitted in reserve									
CP - Conservation Park		Activity not permitted in reserve								
MNR - Marine Nature Reserve										
All others - National Park										
* Bushwalking includes short sightseeing walks, as well as long-distance treks										

CENTRAL FOREST REGION

SOUTH WEST CAPES DISTRICT

LEEWIN NATURALISTE NATIONAL PARK

80. Licence holders must abide by the Caving and Abseiling Permit System.
81. Licence holders wishing to use cliff faces apart from Willyabrup must apply to CALM's South West Capes District Office for permission to use cliff faces one week before the proposed trip.
82. Licence holders must ensure only District approved trip leaders book and lead trips into caves.
83. Vehicle-based camping is allowed only in the following designated areas: Contos Campground, Point Road Campground and Boranup Drive Campground.

84. Licence holders must not use the caving huts.
85. Licence holders conducting horse riding activities must ensure that clients stay to designated areas and defined access tracks. Designated areas are defined as the block of the Park south and east of Caves Road near Yallingup and the area bounded by Boulter Road, Caves Road, Vlam Road and Bruce Road. No riding on or across Caves Road reserve will be permitted for safety reasons.

For further information contact:

CALM Mornington District
PO Box 809
COLLIE WA 6225
Phone: (08) 9734 1899
Fax: (08) 9734 4539

CALM South West Capes District
14 Queen St
BUSSELTON WA 6280
Phone: (08) 9752 1677
Fax: (08) 9752 1432



Caring ... Naturally

Protect Wildlife ... Shooting and trapping is not allowed. All wildflowers and trees are protected.

SOUTHERN FOREST REGION	ADVENTURE ACTIVITIES						TRANSPORTATION		
	Abseiling	Bushwalking*	Camping	Canoeing	Caving	Rafting	Rockclimbing	Coach	Minibus
PEMBERTON DISTRICT									
Beedelup									
Brockman									
D'Entrecasteaux									
Gloucester									
Shannon									
Warren									
WALPOLE DISTRICT									
Mt Frankland									
Walpole-Nornalup									
William Bay									
NR - Nature Reserve CP - Conservation Park MNR - Marine Nature Reserve All others - National Park									
Activity permitted in reserve Activity not permitted in reserve * Bushwalking includes short sightseeing walks, as well as long-distance treks									

SOUTHERN FOREST REGION

86. Licence holders conducting 4WD and associated activities (including camping, bushwalking etc.) in the D'Entrecasteaux, Mt Frankland or Walpole-Nornalup National Parks must supply a map to CALM showing the routes and locations (maps are available from CALM).
87. Licence holders conducting 4WD or any adventure activities in the Southern Forest Region must contact the local CALM District Office two weeks before entering parks in the region (fax sheets are available to assist operators meet this condition).

88. Licence holders conducting activities on the Bibbulmun Track must adhere to the Bibbulmun Track conditions (108-116).

PEMBERTON DISTRICT

D'ENTRECASTEAUX NATIONAL PARK

89. 4WD is permitted only on designated tracks in the park. No off road driving is permitted.
90. 4WD access is provided accross the Yeagerup Dunes as marked by guide posts. No 4WD, sandboarding or other adventure activities are permitted on the dunes. Walking is permitted on the dunes.

WALPOLE DISTRICT

MT FRANKLAND NATIONAL PARK

91. Camping is not permitted in Mt Frankland National Park. Camping facilities are available at Fernhook Falls 20 minutes away.
92. Canoeing, rafting, rockclimbing and abseiling activities are restricted. Licence holders wishing to conduct such activities in the park must contact CALM's Walpole District Office to ascertain information about conditions and suitable areas.

WALPOLE-NORNALUP NATIONAL PARK

93. Abseiling and rockclimbing activities are restricted to Long Point only.
94. Licence holders conducting camping must contact CALM's Walpole District Office 2 weeks before arriving at the park.
95. Coaches are not permitted to enter any areas within the park other than the Valley of the Giants, the Knoll Drive and Conspicuous Cliffs recreation areas.
96. Group sizes are restricted in some areas.

For further information contact:

CALM Manjimup District
Brain St
MANJIMUP WA 6258
Phone: (08) 9771 7948
Fax: (08) 9777 1363

CALM Pemberton District
PO Box 20
PEMBERTON WA 6260
Phone: (08) 9776 1207
Fax: (08) 9776 1410

CALM Walpole District
South Western Hwy
WALPOLE WA 6398
Phone: (08) 9840 1027
Fax (08) 9840 1251



Caring ... Naturally

Stop the Rot ... Prevent the spread of the plant-disease dieback. Stay on formed tracks. Do not enter restricted areas without authority to do so.

SOUTH COAST REGION	ADVENTURE ACTIVITIES						TRANSPORTATION		
	Abseiling	Bushwalking*	Camping	Canoeing	Caving	Rafting	Rockclimbing	Coach	Minibus
ALBANY DISTRICT									
Fitzgerald River									
Porongurup									
Stirling Range									
Torndirrup									
Two Peoples Bay NR									
Waychinicup									
West Cape Howe									
ESPERENCE DISTRICT									
Cape Arid									
Cape Le Grand									
Eucla									
Frank Hann									
Nuytsland NR									
Peak Charles									
Stokes									
NR - Nature Reserve	Activity permitted in reserve								
CP - Conservation Park	Activity not permitted in reserve								
MNR - Marine Nature Reserve	* Bushwalking includes short sightseeing walks, as well as long-distance treks								
All others - National Park									

SOUTH COAST REGION

97. Licence holders wanting to engage in abseiling, rockclimbing and caving activities in the South Coast Region must notify CALM's Albany District Office before undertaking any activities.

98. Fixed protection is not permitted except for emergency situations or in accordance with the ethics developed by the Climbers Association of WA and Mountaineering Association of the South Coast.

ALBANY DISTRICT

FITZGERALD RIVER NATIONAL PARK

99. Only buses of up to 20 seats are allowed in Fitzgerald River National Park, except at East Mt Barron lookout, approaching from the east and into Quaakup Homestead on the western side, where buses up to 45 seats are allowed.

STIRLING RANGE NATIONAL PARK

100. Abseiling practice, training or instruction is permitted only from the North West Bay, Bastion Buttress Tourist Crag sections of the Bluff Knoll rock faces. This area is defined by North Ridge to the east and the old tourist path to the west. Abseiling is not permitted in the adventure rockclimbing zone.
101. In other areas, such as Main North Face, Chasm, Far NE Buttress, Western Crag, abseiling is restricted to retreat from, or emergency access to, areas associated with rockclimbing activities.
102. All abseilers and rockclimbers must register their intentions in the log book at the Bluff Knoll turn-off to picnic area. Such registration must include the full names of all members of each party and a clear indication of the sections(s) of cliff to be visited and activities to be undertaken. Registration is to be at the time of proceeding to Bluff Knoll and does not constitute a "booking" system for following days.

WEST CAPE HOWE AND TORNDIRRUPT NATIONAL PARKS

103. Licence holders conducting activities on the Bibbulmun Track must adhere to the Bibbulmun Track conditions (108-116).

TWO PEOPLES BAY NATURE RESERVE

104. Coaches may only access the reserve as far as the visitor centre as there is limited turning room at other sites.

ESPERANCE DISTRICT**NUYTSLAND NATURE RESERVE**

105. Camping is only permitted at sites specified by CALM's Esperance District Office. Licence holders must contact CALM's Esperance District Office for permission to camp in the reserve.
106. Cocklebiddy Cave is the only cave which may be accessed by tour operators visiting the Nuytsland Nature Reserve. Licence holders wishing to visit Cocklebiddy Cave must contact CALM's Esperance District Office two weeks before visiting the reserve.

PEAK CHARLES NATIONAL PARK

107. Licence holders wanting to engage in abseiling and rock climbing must notify CALM's Esperance District Office before undertaking these activities.

For further information contact:

CALM Albany District
120 Albany Hwy
ALBANY WA 6330
Phone: (08) 9842 4500
Fax: (08) 9841 3329

CALM Esperance District
92 Dempster St
ESPERANCE WA 6450
Phone: (08) 9071 3733
Fax (08) 9071 3657

BIBBULMUN TRACK

The Bibbulmun Track crosses a number of areas managed by CALM for which a licence applies. They are:

Kalamunda National Park, Dale Conservation Park, Monadnocks Conservation Park, Lane Poole Reserve Conservation Park, Dalgarp Nature Reserve, Beedelup National Park, Shannon National Park, D'Entrecasteaux National Park, Walpole-Nornalup National Park, Quarram Nature Reserve, William Bay National Park, West Cape Howe National Park, Torndirrup National Park.

108. Licence holders must know, understand and agree to implement the principles of 'Tread Lightly' and the Bibbulmun Track's 'Code of the Campsite'.
109. The licence holder must be able to demonstrate sufficient skills and resources to deliver the services being offered.
110. Licence holders must be able to demonstrate sufficient experience and knowledge of minimum impact bush walking techniques or be prepared to attend a training course.
111. Licence holders must possess a current first aid certificate.
112. Group numbers will be limited to a maximum of 15 adults per day trips and 10 adults for overnight trips. Group numbers will need to be lowered for children dependent upon age and experience.
113. Promotional material and detailed itineraries of tours offered must be submitted to the Bibbulmun Track office before the commencement of operation. The licence holder must give careful consideration to access points and disease risk areas.
114. CALM reserves the right to limit the numbers of users of the Bibbulmun Track and associated facilities. In some areas or at certain times of the year campsites may not be available to commercial operators or their clients.
115. Due to firewood not being supplied at campsites, licence holders must use fuel stoves for cooking.
116. The licence holder must pay all fees applied by CALM for the commercial use of the Bibbulmun Track.

For further information contact:

Bibbulmun Track
 Department of Conservation and Land Management
 Locked Bag 104
 BENTLEY DELIVERY CENTRE WA 6983
 Phone: (08) 9334 0265
 Fax: (08) 9334 0100



GENERAL CONDITIONS

- (i) The licence holder must prepare, keep and preserve a full record of operations indicating, on a daily basis and in a form approved by the Executive Director, the number of passengers carried on all activities approved under the licence and make this record available to the Executive Director upon request.
- (ii) In consideration for the licence, the licence holder must pay to the Executive Director a licence charge (as determined by the Executive Director) made payable before the issue of a licence or as specified by the Executive Director.
- (iii) The licence holder must notify the local CALM office immediately of any alteration to the business ownership, vehicles, equipment, schedule or activities to which the licence applies.
- (iv) The licence holder must not be represented as an agent of CALM or the Executive Director, or in any way purport to act for or on behalf of CALM or the Executive Director in the implementation of the licence.
- (v) The licence holder will be responsible for the actions of any person associated with implementing or assisting with the implementation of the licence.
- (vi) The licence holder must arrange and pay for all licences, certificates and authorities required for the operation of the licence and must present them to the Executive Director if required.
- (vii) The licence holder must (i) provide appropriate safety equipment, (ii) employ and use only competent/qualified guides/instructors/pilots and (iii) caution clients about the hazards likely to be encountered on CALM-managed lands and waters.
- (viii) The licence holder must pay reserve entry, caving, camping and other fees where applicable and abide by the conditions set down by the Executive Director for the payment of such fees.
- (ix) Any damage to CALM property or injuries to client(s) of the licence holder, arising out of the implementation of the licence must be reported to the local CALM office within seven (7) days.
- (x) In consideration of the licence, CALM takes no responsibility for the security, loss, damage or otherwise of any machinery, equipment or other goods owned or under the control of the licence holder.
- (xi) The cost of any search and rescue operations caused by the negligence of the licence holder or the licence holder's representative shall be the responsibility of the licence holder.
- (xii) The licence holder must ensure that all staff present themselves in accordance with customer service standards expected by the Executive Director for all licensed activities that occur in the park (see page 43).
- (xiii) No facilities or structures, whether temporary or permanent, are to be located or erected on CALM-managed lands or waters without prior written approval from the local CALM District Manager.

- (xiv) The licence holder must cooperate with CALM in gathering and providing any data which may be reasonably required for research and management purposes.
- (xv) The licence holder shall be aware that the terms and conditions of the licence may be changed by the Executive Director at any time, in accordance with regulations made under the Conservation and Land Management Act 1984.
- (xvi) The licence will not be automatically renewed upon expiry of the licence period. The licence holder should expect that licence activities will be reviewed upon expiry of the licence period, and where licence numbers are limited for a particular activity or area, renewal may be subject to a competitive application process. The licence holder will be responsible for all set-up costs associated with the approved activity and indemnifies the Executive Director against any loss or expenses should the licence not be renewed upon the expiry of the licence period.
- (xvii) The licence holder must ensure that the licence is not held inactive. In circumstances where licence numbers are limited, if the licence is not used to a reasonable extent as determined by the Executive Director, the Executive Director may cancel, suspend or not renew the licence.
- (xviii) The licence holder must promote accurately the recreation and conservation values of the areas visited and must liaise with the Executive Director in the development of promotional material and may be required to attend training workshops relating to the values and management of the park or reserve.
- (xix) If the licence holder defaults in the observance or performance of any provision, condition or restriction to which the licence is subject, the Executive Director may by notice require the licence holder to correct such default within a specified time. If the licence holder does not comply with the notice within the time specified, the Executive Director may immediately cancel the licence.
- (xx) Any notice to the licence holder in terms of the licence must be in writing and may be served upon the licence holder by addressing it to the licence holder and sending it by post to, or leaving it at, the address stated in the licence.
- (xxi) Licences are not transferable. The licence holder must explain to prospective purchasers of a business operation that involves the operation of the licence that the licence is not transferable, and that the prospective purchaser would be required to make application to the Executive Director to obtain a new licence to continue the licensed activities conducted by the licence holder.
- (xxii) If the licence holder is a corporate entity (a) the Executive Director must be advised, in writing, of any changes in beneficial ownership of the corporate entity, within twenty-one (21) days of such changes coming into effect and (b) the licence will become null and void if the beneficial ownership of the corporate entity changes by more than twenty five per cent (25%).
- (xxiii) The powers of the Executive Director under the licence may be exercised by any person or persons acting with or under the Executive Director's authority.
- (xxiv) The licence does not give the licence holder exclusive access to CALM-managed areas or facilities.

- (xxv) In the event that the licensed operation causes undue interference or disturbance to other park visitors, CALM reserves the right to (i) cancel or alter any approvals given by the Executive Director; (ii) add, delete or alter any of the conditions, schedules or annexures that relate to the licence; or (iii) cancel the licence.
- (xxvi) The Executive Director reserves the right to suspend, alter or cancel the licence for reasons of environmental protection or improving public safety or enjoyment, and in the event of suspension, alteration or cancellation the licence holder indemnifies the Executive Director against any liability or loss and any costs and expenses.
- (xxvii) The Executive Director may cancel, suspend, or refuse to renew the licence on the grounds that the licence holder or licence holder's representative has been convicted against the Conservation and Land Management Act 1984 and regulations made under the Act.
- (xxviii) The licence holder will comply with the provisions of the Conservation and Land Management Act 1984 and Regulations, the Wildlife Conservation Act 1950 and Regulations, and any relevant Acts and Regulations relating to the licensed activity.

INDEMNITY

- (xxix) The licence holder hereby indemnifies the Executive Director from and against liability for all actions, suits, demands, costs, losses, damages and expenses (hereinafter called "claims") which may be brought against or made upon the Executive Director or which the Executive Director may pay, sustain, or be put to by reason of damage to property or injury to persons (including death) caused by or arising in any way out of the conduct of the licence holder on any lands or waters managed by the Department of Conservation and Land Management ("CALM") or generally as a result of the presence of the licence holder, or the licence holder's agents or clients on lands or waters managed by CALM and for the purpose of this indemnity the licence holder shall at all times during the period of the licence maintain a policy of public liability insurance in the names of the licence holder and the Executive Director to the extent of their respective rights and interests for a sum of not less than 5 million dollars (\$5,000,000) to cover claims to which this indemnity applies made against the Executive Director or the licence holder AND SHALL LODGE WITH THE EXECUTIVE DIRECTOR proof of the insurance policy with the interest of the Executive Director noted thereon and shall on demand by the Executive Director produce evidence of current premiums required under the policy having been paid.

GENERAL LICENSING INFORMATION

WHEN IS A LICENCE REQUIRED?

A commercial operation is the selling of any product or service by any person, partnership, company or other organisation for reward or other consideration. Examples of the types of activities which may be conducted commercially on CALM lands include:

- vehicle tours or safaris;
- guided walks;
- adventure activities such as white water rafting and rock climbing;
- minor facilities and services, eg. souvenir outlets;
- charter tours.

WHAT ARE CALM LANDS AND WATERS VESTED IN THE NPNCA AND MPRA?

CALM manages over 19 million hectares of lands and waters in Western Australia that are reserved for various purposes. Lands vested in the National Parks and Nature Conservation Authority (NPNCA) and waters vested in the Marine Parks and Reserves Authority (MPRA) include:

<u>CATEGORY</u>	<u>MAIN PURPOSE OF RESERVATION</u>
Nature Reserve	Conservation of the natural environment, scientific study and preservation of features of archaeological, historic and scientific interest.
National Park /Conservation Park	Conservation and recreation consistent with the protection of flora and fauna and preservation of features of archaeological, historic and scientific interest.
Marine Park	Marine conservation and recreation consistent with the protection of flora and fauna and preservation of features of archilological, historic and scientific interest.
Other Reserves	Held for a variety of purposes, but normally related to recreation or wildlife conservation.

As it can be seen, some tourism activities will be incompatible with the purpose for which some categories of land have been reserved.

CHARTER OPERATORS. WHO REQUIRES THE LICENCE?

The licence is required by the person or organisation responsible for conducting the activity. In circumstances where a tour operator utilises the transport services of another operator, it is the tour operator who should be licensed. However, when transport services extend to guiding or conducting an activity, it is that operator who should be licensed. In all cases, commercial activities must be conducted by licensed operators who are in a position of responsibility for the activity being undertaken.

WHAT TYPE OF LICENCE IS REQUIRED?

CALM issues two types of licence depending on the nature of the commercial activity.

A. CLASS 'T' LICENCE

This is normally required when the activity is open to many operators. In these circumstances, environmental and visitor management objectives can be achieved simply through appropriate licence conditions. The majority of tour operators will fall into this category. Examples of class 'T' licences include safari tours, guided walks and general snorkel/dive charters.

B. CLASS 'E' LICENCE

Class 'E' licences would generally be required when there are environmental and/or management reasons why licence numbers are required to be limited. Examples of 'E' class licences include whale shark tours (where the demand for licences exceeds the number that can be sustainably managed) and boat tours in confined areas (where congestion and environmental damage may result from too many operators). Expressions of Interest are usually called for before a class 'E' licence is issued.

WHAT HAPPENS IF YOU SELL YOUR BUSINESS?

Licences are not tangible assets and cannot be transferred to a new owner. Before any change of ownership of a business, the potential purchaser should enquire whether a replacement licence will be issued.

WHAT ARE THE FEES AND CHARGES AND WHAT ARE THEY USED FOR?

Commercial tourist activities on CALM lands can involve the Department in significant additional management costs. Also, in the case of class 'E' licences, a portion of the financial returns from the activity can be considered as deriving directly from the use of these public lands and involve a degree of protection from open competition. It is, therefore, considered appropriate that some fee be charged related to the use of the land for the commercial activity.

Licence fees and charges are levied in accordance with the Conservation and Land Management Regulations, 1992.

There is a non-refundable \$50 application and renewal fee which is paid at the time of submitting an application for a licence or licence renewal. Application and renewal fees are used to help cover the costs of processing the application/renewal.

All other charges associated with a licence are directed toward the management of licensed activities and the provision of services and facilities to benefit users of the park or reserve.

Examples of management costs include:

- the establishment of monitoring programs to ensure the continued sustainability of tourist activities;
- the provision of information and interpretive material to enhance the quality of visitor experience and understanding of the natural environment; and
- the provision of facilities and services to benefit park users and minimise potential impacts.

Licence charges are vital to ensuring that tourist activities are both environmentally and financially sustainable. The charge for a T-Class licence for one year is \$250. Class E Licence charges are linked directly to the level of activity of the licence and will generally be a percentage of gross receipts from licensed activities or a "per head" figure based on the number of passengers carried.

WHAT ARE THE BENEFITS?

By safeguarding the beauty and diversity of Western Australia's natural environment and by complying with these requirements, you will be helping CALM to ensure that the beauty and diversity of Western Australia's natural environment and the natural attractions upon which your business is based are not diminished. CALM will also help you in any way it can to improve the experience of visitors on the land it manages.

CALM is also committed to supporting tourism on the lands and waters it manages by providing tour operators with information and new marketing opportunities. Licence holders receive a complimentary subscription to *LANDSCOPE*, CALM's award winning nature conservation magazine, *Touring Western Australia*, CALM's quarterly tourism newsletter, and licence holders are able to include their booking details on *Naturebase*, CALM's internet web site at <http://www.calm.wa.gov.au>.

VISITOR FEES FOR TOUR OPERATORS

NATIONAL PARKS WHERE DAILY VISITOR FEES APPLY

Kimberley Region

Purnululu (Bungle Bungle), Mirima

Pilbara Region

Cape Range, Millstream-Chichester, Karijini

Mid West Region

Nambung (Pinnacles), Kalbarri, Francois Peron

Swan Region

Yanchep, John Forrest, Serpentine, Walyunga, Avon Valley

Central Forest Region

Leeuwin Naturaliste (from 1 November 1999)

Southern Forest Region

Gloucester, Warren, Beedelup, Shannon/D'Entrecasteaux

South Coast Region

Porongurup, Stirling Range, Fitzgerald River, Cape Le Grand, Cape Arid, Stokes

Daily visitor fee per passenger on a commercial tour is \$3 per person. Children under 6 years are free.

Any number of national parks can be visited on the same day for the \$3 fee except Yanchep and Nambung - if visiting these two national parks on the same day the \$3 fee must be paid at both parks.

Visitor fees are payable only on the first day when camping.

Monkey Mia Reserve

\$5 per day per adult, \$2 per day per child under 16 years

Tree Top Walk

\$5 per adult, \$2 per child under 16 years

Geikie Gorge Boat Trip

\$17.50 per adult, \$2 per child under 16 years

CAMPING FEES FOR TOUR OPERATORS

RESERVES WHERE CAMPING FEES APPLY

Kimberley Region

Purnululu (Bungle Bungle), Silent Grove/Bell Creek, Windjana Gorge

Pilbara Region

Cape Range, Millstream-Chichester, Karijini

Mid West Region

Francois Peron

Swan Region

Avon Valley, Lane Poole Reserve, Yalgorup

Central Forest Region

Leeuwin Naturaliste, Leschenault Peninsula Conservation Park, D'Entrecasteaux (Lake Jasper)

Southern Forest Region

Walpole-Nornalup, Shannon

South Coast Region

Cape Le Grand, Stokes, West Cape Howe

Without facilities or only basic facilities

- \$8 per site per night for 1-2 people
- \$4 per each additional person
- \$1 per each additional child under 16 years

With facilities, ablutions, showers, caravan sites without electricity

- \$10 per site per night for 1-2 people
- \$4 per each additional person
- \$1 per each additional child under 16 years

With facilities, ablutions, showers, caravan sites with electricity

- \$11 per site per night for 1-2 people
- \$4 per each additional person
- \$1 per each additional child under 16 years

Purnululu and Windjana Gorge National Parks

- \$7 per person per night (including firewood)
- \$1 per child under 16 years

There are other areas managed by CALM which do not require a licence to enter but have camping fees. Check with the local CALM District Office for more information.



CUSTOMER SERVICE STANDARDS AS EXPECTED BY THE EXECUTIVE DIRECTOR

While fulfilling its conservation and land management responsibilities, CALM places great importance on community and customer relations. The Executive Director expects CALM staff and CALM-licensed tour operators to meet minimum customer service standards. These minimum standards are to provide:

Positive, Courteous and Friendly Service

Competent and Efficient Assistance

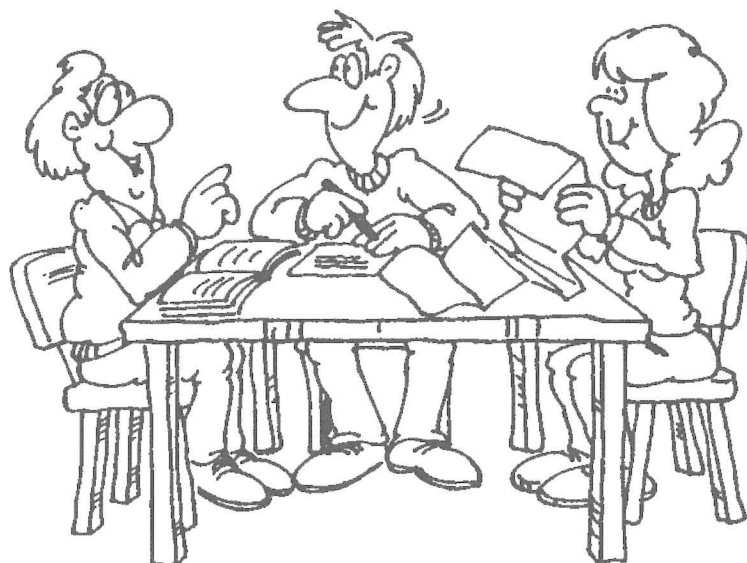
Timely and Accurate Information

Furthermore

The Executive Director expects licensed tour operators to provide safe and pleasant conditions for their clients

and in turn

Licensed tour operators can expect that recreational facilities in national, conservation and marine parks, reserves and State forests will be well maintained and kept clean



REFERENCE LIST

CALM has produced a number of quality publications about the lands and waters it manages and all CALM-licensed tour operators receive a 20 per cent discount off the retail price of these publications.

Titles include:

Bush Book Series - Pocket Field Guides (RRP - \$5.95, licensed tour operator discount \$4.75)

Discovering Series - Pocket Tourist Guides (\$5.95, discount \$4.75)

Perth Outdoors - a guide to the natural recreation areas around Perth (\$19.95, discount \$15.95)

Family Walks in Perth Outdoors and *More Family Walks in Perth Outdoors* - self-guided walks in and around Perth (\$14.95 each, discount \$11.95)

Bushwalks in the South West - 49 self-guided walks, plus maps (\$14.95, discount \$11.95)

North-West Bound - from Shark Bay to Wyndham (\$19.95, discount \$15.95)

Broome and Beyond - Plants and people of the Dampier Peninsular, Kimberley, W.A. (\$39.95, discount \$31.95)

Wildflower Country - your guide to discovering the Mid West Region (\$19.95, discount \$15.95)

Wild Places, Quiet Places - a guide to the natural highlights of the South West (\$19.95, discount \$15.95)

Wild about Western Australia (CD ROM) - a multimedia guide to national parks, marine parks, and other CALM-managed recreation areas in Western Australia (\$39.95, discount \$31.95)

Many other publications are also available and a further discount is available to operators who sell CALM publications to clients. For further information, or to order a publication, please contact CALM's Marketing and Sales Manager on ph. (08) 9334 0333.

Also available is *Best Recipes for Interpreting our Heritage: Activities for Ecotour Guides and Others*. This is an invaluable tool to help ecotourism guides deliver interpretive activities (\$25, discount not available).

Running Ecotours and other Activity Programs. A guidebook for ecotour operators (available in 1999).

Kimberley Tourism Manual. A guide to interpreting the Kimberley for tour operators, drivers, guides, storytellers and others. Available from CALM's Kimberley District Offices.

NOTES

NOTES

STAPLE LICENCE/LICENCE ENDORSEMENT HERE AS REQUESTED

Western Australia has one of the most incredible environments on Earth. It encompasses everything from remnant rainforests, karri and jarrah forests, mangroves, heathlands, wetlands, coral reefs and deserts.

To ensure that these areas are effectively managed and conserved, the Department of Conservation and Land Management (CALM) licenses commercial activities under Section 101 of Conservation and Land Management Act, 1984. This handbook outlines which activities are available to tour operators on lands managed by CALM and the conditions that tour operators must abide by when conducting commercial activities. For further information please contact CALM's Park Policy and Tourism Branch on (08) 9334 0207.

