

Issues Workshopped at the 2005 PVS Workshop

6. Camping Issues

There were 4 topic areas discussed

1. open fires or not; campfire experience inconsistency and communication
2. trend to larger vehicles / campervans
3. campsite booking system
4. review of Caravan Park & Camping Regs will pressure CALM for more facilities

1. Trend toward gas BBQs. Don't want people to bringing in firewood. Need consideration of where their firewood is coming from. Or else provide or sell firewood. Costs associated with provision of firewood. Also costs of maintaining gas BBQs. Disposal of ashes.

Warren experience – wood is provided at sites / fire rings are provided / hot plates go missing

Do we want a consistent approach across the State or do we maintain flexibility – YES. We want to maintain flexibility to have different services in different areas. But we need to communicate.

2. Trend to larger vehicles and more sophisticated campers:

1. to be dealt with through site design
2. more work needed on access to campsite
3. planning has got to catch up on this

Waste management: Move toward built in toilets in many new caravans. There is a need for waste disposal services in towns/other areas to cater for campervans and also for boats in marine areas.

3. Campsite booking system would not only be a booking system, it will profile each campsite and provide information about what they can do at the site.

4. CALM's input to the review of Caravan Park & Camping Regs has been completed. Likely that CALM will be bound by the Act in the future and new standards/guidelines for camping grounds and caravan parks will apply.

Actions:

1. **Policy consideration required. Tracy Shea to consider firewood issues for inclusion in the next review of Policy 18.**
2. **Tracy Churchill to consider policy, planning and design issues relating to effective service provision at camping grounds and caravan parks.**
3. **Camp site booking – Planning and policy issues currently in hand (T Shea to maintain coordination).**

8. Commercial Tour Operators

Issues: Monitoring of CTO access and use of CALM managed land

4. where are they going?
5. number of passengers, demographics
6. reporting a condition of license

There is no adequate system that tracks the location and frequency of use of commercial tours. An effective log book system does not operate.

Liaise with VISTAT to enable results to be made available to planners, site designer and managers

Action: Consider cost effective and enforceable options for the collection of log book information from tour operators. Rod Quartermain and Col Ingram.

8. Decline in PVS Revenue

Issue: 2004/05 saw a decline in PVS revenue for the first time.

- refocus on this issue needed
- merchandising – expand where there are opportunities
- do we expand our merchandising expertise or bring in professionals?
- design facilities for merchandising

Specialised design for merchandising

Reinvigorate revenue incentive scheme committee

Fund the campsite booking system

Better promotion of park fees and their use for CALM initiatives

Corporate business software systems

Actions

- 1. Complete and distribute report of the Revenue Enhancement Working Group. Rod Quartermain**
- 2. New initiatives arising from the report need to be progressively implemented. Rod Quartermain and Michelle Tilbrook**
- 3. Policy on Merchandising needs to be updated and formally adopted. (Val Cave?)**

12. Integrated planning – where to from here?

Issue: Refer to Ian Walker's presentation on integration issues.

There are a number of levels of integration that are relevant including integration of planning and management between outputs and between terrestrial and marine. The

scope of this issue has been contained to include only integration of recreation planning within the PVS output.

Determine state-wide content for visitor services / exp. A map based on:

- values e.g. visitor numbers, perceptions,
- features, sites (roads, lookouts)
- Outcomes:
- common objectives (policy / procedures, approach, priority)
- standard reporting

Provision of area plans provided with context

Actions: Ian Walker and Tracy Shea (in collaboration with MCB) will coordinate the development of the Visitor Service Plan for NW Cape in 2006. This document may serve as a template for similar future projects

10. Communication Planning – coordination between SDCA and PVS

Issue: There is an apparent lack of communication and coordination occurring between SDCA and PVS in the delivery of written and electronic material relevant to the PVS Output. There is also a lack of promotion of PVS initiatives (people focus) in many CALM publication e.g. LANDSCOPE.

There needs to be better control over PVS material and a more proactive approach to managing SDCA to determine PVS priorities.

SDCA needs to make revenue from publications which can be at a cost to management messages. Appears to be a bias toward non-verbal interpretation.

Every project from client to SDCA needs better / formal brief including messages that need to be conveyed.

SDCA as a service provider to communicate messages from PVS / NC / SF (need better control of messages (corporate + issue / site specific) belonging to client.

When a project is instigated by SDCA they need to approach relevant NC and PVS leaders as part of project management.

State-wide publication strategy to input into service provider agreements

Improve emphasis on PVS facilities and services including new infrastructure, promoting recreation sites, activities (e.g. maps) via NatureBase

Need for more effective communication to park / reserve visitors (signs). Important management tool e.g. MM. if we are serious, needs researching (even on level of head office support – kits, activities, promotion, training)

Actions: Col and Tracy to propose a process (to Jim Sharp) for communications between PVS and SDCA including a process for improving the priority of PVS work.

5. VRM – complete current review

Leases:

- lots of them (squatter shacks!)
- responsibility for hazard ID, risk assess, risk mitigation, costs
- Governance and coordination:
- on-ground advice
- resolution of issues
- VRM Steering Group

VRM in relation to 'risky' activities:

- e.g. recreation climbers
- 'extreme' sports
- limiting risky activities?
- how far do we go?

Signs

VRM on leases:

- VRM training: size of trainer pool / refresher course
- Overall coordination / governance of VRM

Risk signs

Actions: Complete the current review of Visitor Risk Management. Peter Henderson to incorporate issues raised in the PVS Workshop into his review.

2. Activities Management

Issue:

- extreme sports
- marine issues e.g. kite-boarding
- integration of activity between policy, legislation and on-ground management
- Tracks & Trails coordination good
- need for activity management coordination

Illegal off-road vehicle use – key issue for community / consultation / local area planning

Too big for a small CALM group to 'fix' part-time e.g. Healthy Parks Healthy People

Not just a CALM issue but no-one wants to own it: police, local Govt, Water Corp etc

A state-wide approach is required

If we do nothing we deal with the outcome anyway

Actions:

- **Revisit the LODP recommendations**
- **Run a workshop on key activities**

- **Quantify the nature of the problem: \$, environment, opportunity, social**
- **Lobby – internal / external**
- **Use community stakeholders to lobby to help address the issue e.g. to act!**

1. Indigenous Issues

Two issues were identified

- proposal for internal conference on indigenous tourism
- expectations raised but resources lacking

An Indigenous conference would have the following objectives:-

- Bring together traditional owners associated with NPs, park councils, Rangers, policy makers and other staff to share experiences and develop direction for indigenous tourism involvement on CALM managed land and water.

Outcomes could be:-

- Form networks and links between CALM staff and aboriginal communities dealing with indigenous tourism in protected areas
- Develop opportunities and deal with expectations
- Develop pathways between parks
- Value adding visitor experience
- Discuss Training ops / funding ops: MATES (ranger), tourism skills impacts on staff vs sops

The potential to expand this concept beyond the topic of tourism to encompass a range of issues relating to indigenous involvement in protected areas is also worth considering.

Indigenous consultation:

- action: how to make ideas happen?
- big picture (shared vision)
- framework
- communication
- process: CALM run / partnerships, community enterprise / group individual, business plans
- community needs and benefits

Training: networks, icons of individual areas

Actions: Jim Sharp to discuss policy, budget and practical implications with Peter Sharp.