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Talking tourism with the Department of Parks and Wildlife

Issue no: 16

Friday, 20 December 2013

Hi &lt;&lt;First Name&gt;&gt; &lt;&lt;Last Name&gt;&gt;

Welcome to the latest issue of *Touring Western Australia*, the newly formed Department of Parks and Wildlife's (DPaW's) eNewsletter detailing the latest nature-based tourism news and events for park visitors and tourism businesses.

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## Park and tourism information

### Western Australia's new parks and wildlife agency

Western Australia's Department of Parks and Wildlife (DPaW), created on 1 July 2013, brings a new focus to conservation and promotion of our parks.

The new department logo represents a bottlebrush, or Callistemon, a group of native plants that includes some that are only found in Western Australia.

Two new websites have been created. The corporate website, [www.dpaw.wa.gov.au](http://www.dpaw.wa.gov.au), covers the full breadth of the department's activities while [Explore Parks WA](#), (see



below for more detail) has a park visitor focus.

## New WA parks website

At [Explore Parks WA](#) you can search parks to visit by name, location or your favourite activity and then explore what they have to offer.

Get involved by telling others about your adventures and your experiences. Why not set up an account at [parks.dpaw.wa.gov.au/connect](http://parks.dpaw.wa.gov.au/connect) and:

- write your own reviews
- comment on blogs
- upload photos to share with others.

You will also be able to save parks to your favourites for easy reference when planning future trips.

## Changes to park visitor fees

Entry fees to the parks (where entry fees apply), as well as camping fees, increased on 1 October 2013 for the first time since 2009. These fees are re-invested into parks and make an important contribution toward conservation management and improvements to visitor facilities and services.

Find out about new fees and download a *Park visitor fees* brochure at [parks.dpaw.wa.gov.au/know/fees](http://parks.dpaw.wa.gov.au/know/fees).

If you are a frequent park visitor or your next holiday will take you to some of our fabulous parks, you might find that park passes offer both value for money and convenience. Choose from:

- Annual All Parks Pass for unlimited entry into all parks for a year \$88 (Concession pass - \$55)
- Gold Star Pass combines an Annual All Parks Pass with an annual subscription to LANDSCOPE magazine \$110
- Holiday Park Pass for unlimited entry into all parks for four weeks \$44
- Annual Local Park Pass for unlimited entry into a single park or group of parks for a year \$22



Passes are available at DPaW offices, selected tourist outlets and retail stores, from [shop.dpaw.wa.gov.au](http://shop.dpaw.wa.gov.au) or over the phone at (08) 9219 9000.

## Massive boost for camping

Families and tourists will benefit from improved facilities, better access to the state's national parks and better support for caravan and camping following this year's State Budget.

This commitment to tourism and the environment will provide more high-quality, low-cost campsites in national parks throughout the south-west and mid-west over the next four years. Read the [DPaW media statement](#).



## New park facilities opened in South-West

Visitors to the Pemberton and Walpole areas can now take advantage of new nature-based tourism facilities.



- At Coalmine Beach a new boat ramp, car park and jetty have greatly improved access to the Walpole and Nornalup Inlets Marine Park.
- In Gloucester National Park a new lookout deck at the Cascades waterfall gives spectacular views. Other improvements nearby include a sealed road, a 20-bay car park, an interpretation shelter and a boardwalk, bridge and walk trail linking the site to the Bibbulmun Track and the Gloucester Tree.
- In Mount Frankland National Park the Mount Frankland Wilderness Lookout provides 180 degree views of the Walpole Wilderness. Paths, toilets, picnic areas and a stone arrival shelter complement the lookout.

Environment Minister Albert Jacob MLA officially opened the facilities and said the improvements were part of the State Government's vision to improve visitor facilities and ensure Western Australia's parks and other conservation areas are world-class.

## Perth 4WD and Adventure Show

DPaW attended the recent 2013 Perth 4WD and Adventure Show in partnership with the WA Four Wheel Drive Association and Track Care WA. Responsible four-wheel driving was the focus of the promotion, as well as how to join a four-wheel drive club and how to get involved with Track Care WA and online park visitor information.



Find out more about how and why to join a club from the [WA Four Wheel Drive Association](#) and about how [Track Care WA](#) preserves vehicle tracks and heritage structures for their continued sustainable use.

## Congratulations to tourism award winners

As sponsor of the Ecotourism category and the FACET Golden Guide Award, DPaW would like to congratulate all of the medalists in the 2013 Perth Airport Western Australian Tourism Awards, particularly those listed below that are licensed to operate in parks. You can be sure of exemplary service when you use any of



these operators to access Western Australia's parks and reserves.

- [Lobster Shack](#): bronze medals for both Tourist Attractions and Excellence in Food Tourism.
- [Out of Sight Tours](#): gold medal for Ecotourism and silver medal for Tour and/or Transport Operators.
- [Sail Ningaloo](#): silver medal for Ecotourism and bronze medal for Adventure Tourism.
- [Ningaloo Ecology Cruises](#): bronze medal for Ecotourism.
- [Slingair Heliwork WA](#): gold medal for Major Tour and/or Transport Operators.
- [The ADAMS Group](#): bronze medal for Major Tour and/or Transport Operators.
- [Adventure Wild](#): bronze medal for Tour and/or Transport Operators.
- [Geographe Bay Tourism Association](#): bronze medal for Destination Marketing.
- [Three Islands Whale Shark Dive](#): silver medal for Adventure Tourism.
- [David Bomba \(Out of Sight Tours\)](#): FACET Golden Guide Award.

Gold medallists in all categories will go on to represent Western Australia at the Qantas Australian Tourism Awards.

## Park entries win at tourism awards

Two DPaW entries achieved success in the 2013 Perth Airport Western Australian Tourism Awards.

Yanchep National Park won the gold medal for Tourist Attractions for its combination of natural attractions, Indigenous experience tours, beautiful picnic settings, golf course, Chocolate Drops tearooms and the historic Yanchep Inn. With over 270,000 visits per year, Yanchep is one of WA's most popular national parks and a highlight for visitors to the state.



The [Walpole Wilderness Discovery Centre](#) won the gold medal for New Tourism Development. The centre is comprised of three sites: the famous Tree Top Walk; Swarbrick Art Loop; and the newly completed Mount Frankland Wilderness Lookout and visitor facilities in Mount Frankland National Park. The three sites focus on different perspectives of the vast, natural and wild landscapes of the Walpole Wilderness and together form an outstanding nature-based tourism experience.



DPaW Acting Director General Jim Sharp said both award-winning projects showcased how people could interact with the natural and cultural values in Western Australia's parks.

"These awards demonstrate recognition by the tourism industry that we provide unique and innovative world-class amenities for visitors," Mr Sharp said.

## Out of Sight Tours

Based in Denmark on the beautiful southern extremity of Western Australia, this multi-

award winning ecotourism business has developed a mighty reputation. In the 2013 Perth Airport Western Australian Tourism Awards, Out of Sight Tours was awarded the gold medal for Ecotourism, sponsored by DPaW, as well as the silver medal in the Tour/Transport Operator category to go with the two gold medals won in the same categories in 2012. To top it off, founder and lead guide, Dr. David Bomba, took out the coveted FACET Golden Guide Award also sponsored by DPaW. The boutique company was also awarded the WA Regional Micro-Business of the Year in 2012.



Out of Sight Tours specialises in small group 4WD tours to the stunning dolerite cliffs of West Cape Howe, the southern-most point of WA. Licensed to operate in national parks and fully certified this is an operation that can show you the absolute best the region has to offer, and in a passionate, adventurous and sustainable way.

Visit [www.outofsighttours.com](http://www.outofsighttours.com) and pick your next adventure.

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## Stay in touch: information from DPaW

### Use Quicklinks for park information

All of DPaW's park information can now be accessed with two clicks.

Use Quicklinks to:

- get the latest park news, events and alerts
- plan your holidays
- share your experiences



Go to [parks.dpaw.wa.gov.au/quicklinks/](http://parks.dpaw.wa.gov.au/quicklinks/) or scan the QR code with a smartphone app and add it to your home screen, bookmarks or favourites.

You'll have instant access to:

- Explore Parks WA website
- ParkstayWA campgrounds website
- Explore Parks WA Facebook
- @ExploreParksWA Twitter
- EveryTrail guides
- Trails WA's website
- Park passes
- Park alerts
- Brochures and fact sheets
- WA Naturally publications



## Six day walks on the Bibbulmun Track now on Everytrail

You don't have to walk the full 1000 kilometers to enjoy one of the world's great long distance walk trails. Sample the Bibbulmun Track on any of six new day walks starting from locations near Albany, Collie, Mundaring, Pemberton or Walpole (2).



Just go to [EveryTrail](#), find the guides and set up a free account. Your guides will be sent straight to your phone.

EveryTrail guides are full of images, maps and points of interest that can be stored on your phone or tablet and taken with you.

- Once downloaded, guides can be accessed without mobile reception.
- Even if you don't download the guides you can view them before you leave home.
- With location services activated you can track a trip, save it, revisit and share it with others.

[Click here for a video demonstration.](#)

## Publications

### Western Australia 2014 Calendar

Enjoy wonderful photographs of Western Australia's natural landscapes, plants and animals all year round in this stunning calendar – now in its 21st year of production. A bonus set of four illustrated postcards by DPaW's own Gooitzen van der Meer are included inside each calendar.



Order at [shop.dpaw.wa.gov.au](http://shop.dpaw.wa.gov.au).

### LANDSCOPE summer issue 2013-14

Journey from the rugged far north to the tree-cloaked south of our great state in the latest issue of *LANDSCOPE* magazine.

- Celebrate the remarkable Kimberley coast, with stunning shots of its scenery and wildlife.
- Dive beneath the waters of Wapole and Nornalup Inlets Marine Park to discover the tiny creatures that inhabit its seabed.
- Wander among the karri forests of Shannon National Park.
- Step back in time to experience Pelican Point's colourful past.
- Learn about work to conserve the western ground parrot.
- Discover a chemical in a weed that produces a drug-induced stupor in cats.



Get [four issues of LANDSCOPE delivered to your door](#) for \$27 or combine a *LANDSCOPE* subscription and an annual park pass with a [Goldstar Pass](#).

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## How to be involved

### Get your kids outdoors and connected with nature

Register your kids for a Nature Play WA 'Passport to an Amazing Childhood' and get them started now!

Nature Play WA aims to increase the time Western Australian children spend playing outdoors and in nature because nature play is fundamental to a full and healthy childhood. The benefits to be gained from unstructured play outdoors include health, cognitive, social and emotional development and the building of resilience and creativity. Experience in nature as a child also leads to responsible use and protection of the natural environment through conservation and sustainable practices later in life.



Find out more about the program, things to do and places to go at [Nature Play WA](#).

### Science Safari to Karlamilyi

Award winning tour operators [Global Gypsies](#) are running a fourth Science Safari for 14 days from 30 April 2014. After two trips to Lorna Glen and another to Ongerup the next adventure is to WA's largest and remote national park – Karlamilyi.

The tour will be run 'tag-along style' with private or hired 4WDs travelling in a small convoy led by a professional guide.

Participants will assist a team of experienced research scientists to track down some of the elusive endangered species that visitors rarely get to see using traps and motion-sensitive cameras.



As well as helping out the scientists there will be plenty of time to relax and enjoy the surroundings, go bushwalking, enjoy optional 4WD outings, take photographs, sketch, paint, or just get back to nature.

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## Industry news

### Parks Week 2014: Connect with nature

Initiated by [Parks Forum](#), the peak body for park management organisations in

Australia and New Zealand, Parks Week 2014 runs from 3 to 9 March 2014.

Put Parks Week in your calendar and watch this space for further information.



## New park alerts app

Receive park and fire alerts direct to your iPhone via DPaW's latest app.

DPaW Alerts helps you keep up to date with alerts on bushfires, park and road closures as well as active prescribed burns. It also includes alerts from the Department of Fire and Emergency Services (DFES) and the latest DPaW news.

Alerts are still available online at <http://parks.dpaw.wa.gov.au/alerts>.

The app is essential for anyone planning to visit national parks, particularly during the fire season. It can be downloaded by searching for DPaW Alerts in the iTunes app store or by visiting <https://itunes.apple.com/us/app/dpaw-alerts/id767156295>.



An android version of the app is in planning.

For more news about parks and to provide feedback about the app, [contact us](#).

## Customer service training

Tourism Council Western Australia is conducting customer service oriented training events throughout the state over the coming months. Programmed to precede peak visitor seasons in regional areas, the Customer Service WAY seeks to drive business and revenue through improved customer service and sales technique.



The Customer Service WAY will cover:

- Upselling product and sales technique
- Service excellence (body language, attitude, communication)
- Understanding the customer needs
- Brand awareness and promoting local product
- Compliant handling and telephone techniques.

For information about the program and to download registration forms go to

<http://www.tourismcouncilwa.com.au/events>.

## Expressions of interest for Yardie Creek safari tour

Expressions of interest are invited from suitably qualified individuals and organisations to develop and operate a safari tour, incorporating a boat tour along Yardie Creek, in Cape Range National Park, from 1 January 2015.



More information and copies of the *Expression of Interest Guidelines for Submissions* document is available [online](#), via [email](#) or by phone on (08) 9334 0499.



The closing date for submissions is 3pm (WST) Tuesday 28 January 2014.



Department of  
Parks and Wildlife



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If you would like to contact us, provide feedback or are experiencing problems opening stories please email the Touring WA Team at [touring.wa@dec.wa.gov.au](mailto:touring.wa@dec.wa.gov.au).

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