

MANAGING PEOPLE IN AUSTRALIAN PARKS:

2. COMMERCIAL OPERATIONS MANAGEMENT



By Ralf Buckley, Natasha Witting & Michaela Guest

RESEARCH REPORT SERIES

RESEARCH REPORT SERIES

The primary aim of CRC Tourism's research report series is technology transfer.

The reports are targeted toward both industry and government users and tourism researchers. The content of this technical report series primarily focuses on applications, but may also advance research methodology and tourism theory.

The report series titles relate to CRC Tourism's research program areas. For further information on the report series, access the CRC website, [www.crctourism.com.au].

National Library of Australia Cataloguing-in-Publication Data

Buckley, Ralf.

Managing people in Australian parks: 2. Commercial Operations Management

Bibliography.

ISBN 1 876685 87 5 (no.2) .

1. National parks and reserves - Australia - Management. 2. Conservation of natural resources - Australia - Management. I. Witting, Natasha R. II. Guest, Michaela. III. Cooperative Research Centre for Sustainable Tourism. IV. Title.

354.3340994

Disclaimer

Information presented in this report has been compiled with care, subject to constraints of time and resources. Detailed data, however, were provided largely by staff of protected area management agencies, and have been accepted at face value. It was not feasible to check their accuracy in the field. Language reflects that provided by the agencies.

This is a research report, not a legal document. No responsibility is accepted by the authors or publishers for any use or misuse of information contained in or omitted from this report. Corrections, additions and comments are welcome and should be addressed to the senior author.

© 2001 Copyright CRC for Sustainable Tourism Pty Ltd

All rights reserved. No parts of this report may be reproduced, stored in a retrieval system or transmitted in any form or by means of electronic, mechanical, photocopying, recording or otherwise without the prior permission of the publisher. Any enquiries should be directed to Brad Cox, Publications manager or Trish Kalle, Publications Coordinator to info@crctourism.com.au.

Nature tourism within national parks and other protected areas is growing rapidly throughout Australia. The sustainability of this growth relies upon maintaining the quality of the natural environment which visitors come to experience. Across the country, land managers are confronted with similar visitor management issues, and these issues are equally relevant for tourism operators.

At a national level, a new Ministerial Council (previously ANZECC) provides a coordinating mechanism between national parks agencies; and the Ecotourism Association of Australia (EAA) provides one within the nature tourism industry. To date there has been no formal national coordination between land managers and the tourism industry. The newly established Tourism and Protected Area Forum (TAPAF) has recently started to provide an informal forum for coordination.

To provide park agencies and tourism industry representatives with up to date information on the management of nature-based tourism in Australian national parks, the Cooperative Research Centre for Sustainable Tourism carried out a national review of the current management practices of national park agencies in relation to nature tourism, under the overall title 'Managing People in Australian Parks.' Results are described in a series of reports, covering aspects such as fees, permits, risk and asset management, and visitor services.

This review includes national parks managed by Parks Australia, but does not include the operations of other Commonwealth agencies such as the Wet Tropics Management Authority except in so far as these occur jointly with State and Territory agencies. It covers only terrestrial national parks, not marine parks such as the Great Barrier Reef Marine Park. In general it includes only lands designated as national park; i.e. IUCN Category 2 reserves. Other categories of protected areas are not included except where specified.

These reports do not aim to make best practice recommendations regarding park management practices. Each park agency has its own special circumstances and political frameworks. The purpose of this project is not to produce a single unified national approach. Rather, the aim is to provide accessible information and reduce duplication of effort between park agencies, and to improve the consistency in approach for tour operators.

State-by-state data are presented in geographical sequence from west to east and north to south. No order of priority or significance is implied.

This report reviews current practices of Australian protected area management agencies in regard to permitting and licencing procedures, and fees charged, for commercial tours and commercial photography in national parks. These are the two largest commercial uses of parks and are generally increasing.

A range of other minor commercial activities such as cattle grazing and bee-keeping also occur in some parks. These commonly reflect historical land use practices and are generally not increasing. They were reviewed by the ANZECC Working Group on National park and Protected Area Management (PWCNT 1996, QDEH 1996, QPWS 2000).

All Australian Commonwealth, State and Territory parks agencies except Environment ACT have licencing systems in place to administer commercial tour operators and commercial filming and photography. EACT are planning to implement a licencing system for commercial operations, but have been awaiting the implementation of the recent NSWNPWS internal review, so that consistency between the two agency licencing systems can be achieved.

Parks agencies in the Northern Territory, Queensland, the Australian Capital Territory, Victoria and Parks Australia are currently reviewing aspects of the administration of their commercial licencing/permitting systems. Those in Western Australia, South Australia, New South Wales, and Tasmania have done so within the past two years.

All Australian parks agencies have licencing systems which are implemented uniformly throughout their jurisdictions. Administration of commercial licences occurs at the head office level in all agencies except NSW NPWS and Parks Australia. Previous reviews have, however, noted inconsistencies in the practical application of licence requirements in remote areas (Meet the People, 1997).

Commercial tour licenses currently incorporate generic, activity-specific and/or site-specific conditions. Activity-specific conditions commonly apply to: guided walks, camping, abseiling, rockclimbing, cycling, orienteering, caving, hang gliding, horse riding, white water rafting, cruising and boating, four wheel driving, guided wildlife viewing, spotlighting, scenic flight tours, school groups, and commercial photography and filming.

In some States and Territories the commercial tour operator licence systems discussed in this report also apply to other land tenures such as Nature Reserves, Conservation Reserves and States Forests. These are not included in this report except for South Australia, where protected areas outside national parks are of particular significance.

Licences for commercial tour operators in national parks may be issued for up to five years in Western Australia and the Northern Territory, up to three years in Queensland and Victoria, and for one year in South Australia, New South Wales, Tasmania and Parks Australia.

Licences for commercial filming and photography are generally issued for the term of the activity. Queensland and New South Wales also issue long term licences for seasonal or periodic filming.

All Australian parks agencies except NPWSA and Parks Australia charge an initial (and often non-refundable) licence application fee, typically \$50 - \$200 for commercial tour operator licences. Application fees are frequently waived or discounted for licence renewals. Once a licence has been approved, all agencies charge an annual licence fee ranging from \$40 in Queensland to \$5000 in the Northern Territory (Table 1).

If licence holders wish to vary the conditions of a licence, they are often required to pay a flat rate variation fee, or for more significant changes, must bear the cost of the investigation needed to consider the licence variation. Flat rate variation fees range from \$10.50 per amendment in Queensland, to \$110 in Victoria.

Where entrance and camping fees apply, commercial operators are typically required to pay these fees on behalf of their clients. In some parks and States (e.g. SA) commercial tour clients pay lower rates than the

general public. Parks Victoria charges a small public land use fee of \$1.10 per head in addition to standard entrance and camping fees (Table 1). In Queensland and the Northern Territory, tour operators must pay small park access fees for their clients, even though private individual entrants do not.

TABLE 1: COMMERCIAL TOUR OPERATOR FEES LEVIED BY AUSTRALIAN NATIONAL PARK AGENCIES

FEE COMPONENT	WA	NT	SA	QLD	NSW	ACT	VIC	TAS	PA
Application fee	\$50	\$300	\$300	\$200 ¹ \$100 ²	variable	n/a	\$165	\$330 ³	
Annual licence fee	\$250 for Class E, negotiable for Class T	\$250 - \$3000, or 5% of capital	\$125 for up to 5 vehicles. \$25 for each extra vehicle	\$160	variable	n/a	\$55	\$275	\$50 - \$500
Daily entrance fee <i>per capita</i>	\$3.30	Selected parks only	\$2.50 ⁴ - \$11.30	\$1.15 ⁵ \$2.30 ⁶	variable	n/a	\$1.10 + standard entrance fees	Standard entrance fees	Standard entrance fees
Daily camping fees <i>per capita</i>	\$8.80 - \$11.10 per site	Standard camping fees	NI	Standard camping fees	variable	n/a	Standard camping fees	Standard camping fees	Standard camping fees

n/a: not applicable.

¹ For an initial application.

² For the renewal of an existing permit.

³ Includes first 12 months license fee.

⁴ Depending on the individual park concerned. Rates applicable to 31.3.2002.

⁵ For an activity lasting less than three hours.

⁶ For an activity lasting more than three hours.

Licensing systems for commercial filming and photography differ between agencies. For example, Queensland charges an application fee and a daily site fee; New South Wales charges an application fee, security deposit and daily site fee; Tasmania charges a permit fee and a daily fee; and South Australia and the Northern Territory charge a flat daily rate (Table 2). In all agencies, daily site fees and permit fees depend on whether stills photography or commercial filming is to be conducted, and may also depend upon the type of commercial filming. Additional fees may be payable to traditional owners, or where parks staff are needed to assist in filming operations.

TABLE 2: COMMERCIAL FILMING AND PHOTOGRAPHY FEES IN AUSTRALIAN NATIONAL PARKS

ACTIVITY	WA	NT	SA	QLD	NSW	ACT	VIC	TAS	PA
Filming: first day	\$550	\$440	\$440	\$21 - \$2100	\$550 - \$3800*	n/a	ni	\$250- \$550	\$250
Filming: subsequent days	\$220	n/a	\$220	n/a	\$440 - \$2750	n/a	ni	n/a	n/a
Photography: fees per day	\$275	\$25	\$125	\$21 - \$2100	\$110 - \$330	n/a	ni	\$250 - \$550	\$10 - \$30

n/a: Not applicable. ni: No information. * Weekdays: different rates apply for weekends and public holidays

In different States and Territories, revenues raised from commercial licences may either be retained by the specific parks or directorate which generated it; collected centrally by the parks agency, a trust fund, or consolidated revenue; or divided between local and central operations (Table 3). The practical effects depend on overall budget processes. For example, fees retained locally may be completely offset by a corresponding reduction in central budget allocations. Equally, fees collected centrally may be returned to the generating park in addition to non-fee budget allocations.

TABLE 3: RETENTION OF COMMERCIAL OPERATOR FEES BY AUSTRALIAN NATIONAL PARKS AGENCIES

FEES RETAINED BY	WA	NT	SA	QLD	NSW	ACT	VIC	TAS	PA
Park	✗	✓	✗	✗	✓	n/a	✗	✗	✓
District, directorate or region	✓	✗	✓	✗	✓	n/a	✗	✗	✗
Trust or Head Office	✓	✗	✗	✓	✗	n/a	✗	✗	✗
Consolidated revenue	✗	✓	✗	✗	✗	n/a	✓	✓	✗

n/a: Not applicable. ✓ : yes; ✗: no

Commercial licensing has administrative costs, including provision of information to potential operators, staffing and processing of applications, and monitoring of operators. For most Australian parks agencies, these administrative costs have not been established, because agency accounting systems do not partition financial data in this way (QPWS 2000). The best available approximation is the number of staff involved in the administration of commercial licenses. These figures do not take into account direct management contact with commercial operators by rangers and field staff. Commercial tour licencing in Western Australia requires the equivalent of 1.8 full-time staff centrally. In the Northern Territory these duties involve 2 staff part-time, and in South Australia, one full-time coordinator. In Queensland, tour operator administration is shared between 12 staff, and 13 in Victoria. In New South Wales and Parks Australia, permit administration is carried out at a regional level. No information is available for Tasmania. Currently, most agencies have recently implemented, or are in the process of implementing, accrual accounting systems, which will significantly increase their capability to calculate the cost of collecting administrative fees (QPWS, 2000).

All Australian parks agencies can set quotas for licensed commercial tour operations at specific sites sensitive to visitor disturbance. The most common approaches (Table 4) are: (a) issuing a restricted category licence; (b) limiting the maximum number of clients an operation can guide or transport at one time; or (c) calling for expressions of interest and imposing quotas in the resulting commercial agreements.

TABLE 4: APPROACHES TO SITE QUOTAS BY AUSTRALIAN PARKS AGENCIES

APPROACH	WA	NT	SA	QLD	NSW	ACT	VIC	TAS	PA
Quotas on client number	✓	✓	✗	✓	✓	n/a	u/c	✓	✓
Expressions of interest	✓	✓	✗	✓	✗	n/a	u/c	✓	✓

N/A: Not applicable. U/C: Under consideration. ✓ : yes; ✗: no.

None of the Australian protected area agencies currently conducts its own accreditation programs, but some offer site familiarisation training or other training schemes. All agencies recognise existing accreditation schemes, such as the Tourism Accreditation Program by the Australian Tourism Operators Network and the Nature and Ecotourism Accreditation Program by the Ecotourism Association of Australia. Several agencies also used to recognise accreditation with the Tourism Council Australia (TCA) Tourism Accreditation Program, but this scheme is now defunct and the status of operators accredited under it is uncertain. Accreditation with the TCA was compulsory for all operators conducting activities in Tasmanian national parks. Parks Victoria offers accreditation incentives in the form of extended licence tenure options. Several other agencies are currently considering this option (Table 5).

TABLE 5: ACCREDITATION INCENTIVES OFFERED TO COMMERCIAL TOUR OPERATORS BY AUSTRALIAN NATIONAL PARKS AGENCIES

STATUS	WA	NT	SA	QLD	NSW	ACT	VIC	TAS	PA
Incentives offered at present	✗	✗	✗	✗	✗	n/a	✓	✓	✗
Currently under consideration	✓	✓	✓	✗	✓	n/a	✗	✗	✓

N/A: Not applicable. ✓ : yes. ✗: no

All commercial tour operator licences and permits incorporate a suite of conditions which operators must follow for the licence and permit to remain valid. These may include generic, activity-specific and site-specific conditions. Generic conditions typically cover:

- safety: e.g. vehicle maintenance, responsibility for search and rescue, emergency response plans, guide first-aid skills, advising clients of hazards, and knowledge of safety issues
- access: e.g. driving on formed roads open for public access
- waste management: including, soaps, detergents, food scraps and toilet wastes
- social behaviour: so as to minimise impacts on other users
- conservation principles: a broad requirement for environmental protection.

Activity-specific conditions typically cover equipment requirements, guide skills, group sizes, and client guide ratios. Different agencies prescribe conditions for different activities: 28 in Victoria; 15 in New South Wales; 11 in Tasmania; 7 in Western Australia, the Northern Territory and Queensland; 6 in South Australia and one for Parks Australia.

Site-specific conditions commonly refer to protection of culturally significant, environmentally sensitive, or dangerous areas. Site-specific minimal-impact codes or environmental codes of conduct may also apply.

Permits for commercial photography and filming generally require that permit holders must not disturb or damage the park; that they must clean and restore the location to its original condition; and that they must make all materials available for viewing by the parks agency.

All agencies with commercial operator licensing and permitting systems require operators to obtain \$10 million public liability insurance of (\$5m in WA, but under review), and to provide proof of currency on request at any time. The precise wording differs between agencies, but in general the insurance is required to indemnify the parks agency as well as the operator.

All agencies require that commercial tour operators show they have relevant qualifications for the activities they conduct. Such qualifications may typically include a First Aid Certificate, relevant outdoor recreation skills, and appropriate experience.

Compliance and monitoring of commercial operator licences and permits is recognised by many Australian parks agencies as an important issue, if commercial operations are to contribute to visitor management and park conservation costs. All agencies have the legal power to impose penalties for breaches of licence or permit conditions. Commonly, however, they do not have a systematic central approach to ensuring that permits are renewed and conditions adhered to. Instead they rely on spot checks by rangers. In some areas, fees have been restructured to reduce fee avoidance by tour operators.

All Australian parks agencies except NSW NPWS and EACT have manuals to assist staff in the assessment and processing of licence applications. Often, however, licencing systems are changed without updating the licencing manuals, so the latter become outdated.

All Australian parks agencies provide licensing information to existing commercial licence holders and new applicants. The ease of access to this information, and the level of detail provided, differs considerably between agencies. Some agencies issue brochures detailing the documentation needed to process an application, fee structures and a suite of licence conditions, whilst others simply issue an application form with selected conditions. Similarly, some agencies provide readily accessible information on their websites, whilst other agencies provide information upon request only.

Tour operators often apply to carry out commercial activities in more than one park or region managed by the same parks agency. In such cases it is commonplace for the relevant parks staff to consult with each other before issuing permits, but none of the agencies have formal processes in place for this, so the level of consultation depends on personal contacts. In Western Australia, the Northern Territory and Tasmania, regional staff generally also consult with head office before issuing permits.

In the Northern Territory, Queensland, Victoria and Tasmania, tour operators are required to undertake routine consultations with parks staff as a condition of their operating licences. For example, they must register trips before departure and de-register on return. In Western Australia, South Australia, New South Wales, the Australian Capital Territory and Parks Australia, consultation is encouraged but informal.

In some States and Territories, the commercial tour operator licence systems discussed in this report also apply to other land tenures such as Nature Reserves, Conservation Reserves and State Forests. These are

not included in this report except for South Australia, where protected areas outside national parks are of particular significance for tourism.

TABLE OF CONTENTS

ACRONYMS	XI
1. INTRODUCTION AND METHODS	1
2. COMMERCIAL LICENSE AND PERMIT SYSTEM	2
2.1 WESTERN AUSTRALIA	2
2.2 NORTHERN TERRITORY	2
2.3 SOUTH AUSTRALIA	2
2.4 QUEENSLAND	2
2.5 NEW SOUTH WALES	3
2.6 AUSTRALIAN CAPITAL TERRITORY	3
2.7 VICTORIA	3
2.8 TASMANIA	3
2.9 PARKS AUSTRALIA	3
3. REVIEWS OF LICENCING SYSTEMS	4
3.1 WESTERN AUSTRALIA	4
3.2 NORTHERN TERRITORY	4
3.3 SOUTH AUSTRALIA	4
3.4 QUEENSLAND	4
3.5 NEW SOUTH WALES	4
3.6 AUSTRALIAN CAPITAL TERRITORY	4
3.7 VICTORIA	4
3.8 TASMANIA	5
3.9 PARKS AUSTRALIA	5
4. UNIFORMITY WITHIN PARKS AGENCIES	6
5. LICENCE TERM, TOUR OPERATORS	7
6. LICENCE TERM, COMMERCIAL PHOTOGRAPHY	8
7. FEES FOR COMMERCIAL TOUR OPERATORS	9
7.1 WESTERN AUSTRALIA	9
7.2 NORTHERN TERRITORY	9
7.3 SOUTH AUSTRALIA	10
7.4 QUEENSLAND	11
7.5 NEW SOUTH WALES	12
7.6 AUSTRALIAN CAPITAL TERRITORY	12
7.7 VICTORIA	12
7.8 TASMANIA	13
7.9 PARKS AUSTRALIA	13
8. FEES FOR COMMERCIAL PHOTOGRAPHY	15
8.1 WESTERN AUSTRALIA	15
8.2 NORTHERN TERRITORY	15
8.3 SOUTH AUSTRALIA	15
8.4 QUEENSLAND	15
8.5 NEW SOUTH WALES	15
8.6 AUSTRALIAN CAPITAL TERRITORY	16
8.7 VICTORIA	16
8.8 TASMANIA	16
8.9 PARKS AUSTRALIA	16
9. REVENUE RETENTION	17

9.1	WESTERN AUSTRALIA	17
9.2	NORTHERN TERRITORY	17
9.3	SOUTH AUSTRALIA	17
9.4	QUEENSLAND	17
9.5	NEW SOUTH WALES	17
9.6	AUSTRALIAN CAPITAL TERRITORY	17
9.7	VICTORIA.....	17
9.8	TASMANIA.....	17
9.9	PARKS AUSTRALIA.....	17
10.	ADMINISTRATION COSTS.....	18
10.1	WESTERN AUSTRALIA	18
10.2	NORTHERN TERRITORY	18
10.3	SOUTH AUSTRALIA	18
10.4	QUEENSLAND	18
10.5	NEW SOUTH WALES	18
10.6	AUSTRALIAN CAPITAL TERRITORY	18
10.7	VICTORIA.....	18
10.8	TASMANIA.....	18
10.9	PARKS AUSTRALIA.....	19
11.	QUOTAS AND EXPRESSIONS OF INTEREST.....	20
11.1	WESTERN AUSTRALIA	20
11.2	NORTHERN TERRITORY	20
11.3	SOUTH AUSTRALIA	20
11.4	QUEENSLAND	20
11.5	NEW SOUTH WALES	21
11.6	AUSTRALIAN CAPITAL TERRITORY	21
11.7	VICTORIA.....	21
11.8	TASMANIA.....	21
11.9	PARKS AUSTRALIA.....	21
12.	ACCREDITATION PROGRAMS.....	23
12.1	WESTERN AUSTRALIA	23
12.2	NORTHERN TERRITORY	23
12.3	SOUTH AUSTRALIA	23
12.4	QUEENSLAND	23
12.5	NEW SOUTH WALES	23
12.6	AUSTRALIAN CAPITAL TERRITORY	23
12.7	VICTORIA.....	23
12.8	TASMANIA.....	24
12.9	PARKS AUSTRALIA.....	24
13.	PERMIT & LICENCE CONDITIONS FOR TOUR OPERATORS.....	25
13.1	WESTERN AUSTRALIA	25
13.2	NORTHERN TERRITORY	25
13.3	SOUTH AUSTRALIA	26
13.4	QUEENSLAND	26
13.5	NEW SOUTH WALES	27
13.6	AUSTRALIAN CAPITAL TERRITORY	27
13.7	VICTORIA.....	27
13.8	TASMANIA.....	28
13.9	PARKS AUSTRALIA.....	29
14.	PERMIT & LICENCE CONDITIONS FOR COMMERCIAL PHOTOGRAPHY.....	30
14.1	WESTERN AUSTRALIA	30
14.2	NORTHERN TERRITORY	30
14.3	SOUTH AUSTRALIA	30
14.4	QUEENSLAND	30
14.5	NEW SOUTH WALES	30

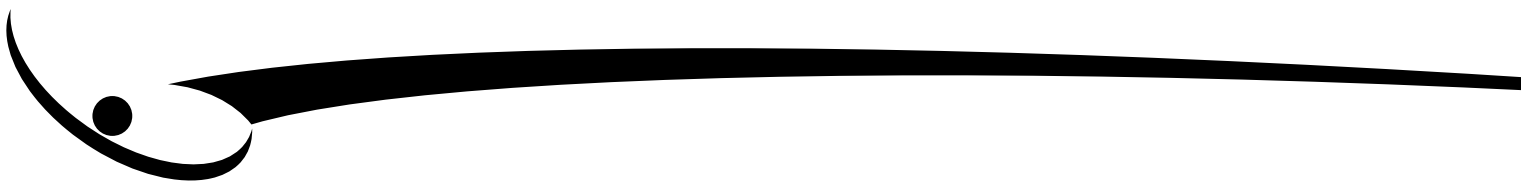
14.6 AUSTRALIAN CAPITAL TERRITORY	31
14.7 VICTORIA.....	31
14.8 TASMANIA.....	31
14.9 PARKS AUSTRALIA.....	31
15. ACTIVITY-SPECIFIC CONDITIONS FOR COMMERCIAL PERMITS	32
15.1 WESTERN AUSTRALIA	32
15.2 NORTHERN TERRITORY	32
15.3 SOUTH AUSTRALIA	32
15.4 QUEENSLAND	32
15.5 NEW SOUTH WALES	32
15.6 AUSTRALIAN CAPITAL TERRITORY	33
15.7 VICTORIA.....	33
15.8 TASMANIA.....	33
15.9 PARKS AUSTRALIA.....	34
16. SITE-SPECIFIC CONDITIONS FOR COMMERCIAL PERMITS	35
16.1 WESTERN AUSTRALIA	35
16.2 NORTHERN TERRITORY	35
16.3 SOUTH AUSTRALIA	35
16.4 QUEENSLAND	35
16.5 NEW SOUTH WALES	35
16.6 AUSTRALIAN CAPITAL TERRITORY	35
16.7 VICTORIA.....	36
16.8 TASMANIA.....	36
16.9 PARKS AUSTRALIA.....	36
17. PUBLIC LIABILITY INSURANCE	37
18. OPERATOR QUALIFICATIONS AND EXPERIENCE	38
19. COMPLIANCE AND MONITORING	39
19.1 WESTERN AUSTRALIA	39
19.2 NORTHERN TERRITORY	39
19.3 SOUTH AUSTRALIA	39
19.4 QUEENSLAND	39
19.5 NEW SOUTH WALES	40
19.6 VICTORIA.....	40
19.7 TASMANIA.....	40
19.8 PARKS AUSTRALIA.....	40
20. PERMIT PROCEDURES MANUALS FOR PARKS STAFF.....	41
21. PERMIT INFORMATION FOR COMMERCIAL OPERATORS.....	42
22. AGENCY CONSULTATION FOR MULTI-PARK TOURS.....	43
23. AGENCY - OPERATOR CONSULTATION	44
REFERENCES	45
APPENDICES	11
AUTHORS	
ACKNOWLEDGEMENTS	

LIST OF TABLES

TABLE 1: COMMERCIAL TOUR OPERATOR FEES LEVIED BY AUSTRALIAN NATIONAL PARK AGENCIES	iii
TABLE 2: COMMERCIAL FILMING AND PHOTOGRAPHY FEES IN AUSTRALIAN NATIONAL PARKS	iii
TABLE 3: RETENTION OF COMMERCIAL OPERATOR FEES BY AUSTRALIAN NATIONAL PARKS AGENCIES	iv
TABLE 4: APPROACHES TO SITE QUOTAS BY AUSTRALIAN PARKS AGENCIES	iv
TABLE 5: ACCREDITATION INCENTIVES OFFERED TO COMMERCIAL TOUR OPERATORS BY AUSTRALIAN NATIONAL PARKS AGENCIES	iv
TABLE 6: CAMPING FEES PER NIGHT FOR CLIENTS OF COMMERCIAL TOUR OPERATORS, WESTERN AUSTRALIA	9
TABLE 7: CAMPING FEES PER NIGHT FOR CLIENTS OF COMMERCIAL TOUR OPERATORS ,WESTERN AUSTRALIA: PURNULULU (BUNGLE BUNGLE) AND WINDJANA GORGE NATIONAL PARKS.....	9
TABLE 8: COMMERCIAL TOUR OPERATOR PERMIT FEES, NORTHERN TERRITORY	10
TABLE 9: COMMERCIAL TOUR OPERATOR LICENCE, TOUR AND ENTRY FEES -SOUTH AUSTRALIA	11
TABLE 10: LICENSE FEES FOR COMMERCIAL TOUR OPERATORS, QUEENSLAND	11
TABLE 11: LICENCE FEES FOR COMMERCIAL TOUR OPERATORS, VICTORIA	12
TABLE 12: LICENCE FEES FOR COMMERCIAL TOUR OPERATORS, TASMANIA	13
TABLE 13: COMMERCIAL LICENCE FEES FOR COMMERCIAL TOUR OPERATORS, PARKS AUSTRALIA ...	14
TABLE 14: COMMERCIAL PERMITS FOR FILMING AND PHOTOGRAPHY, QUEENSLAND.....	15
TABLE 15: DAILY AND HOURLY FEES FOR COMMERCIAL FILMING AND PHOTOGRAPHY, NSW.....	16
TABLE 16: COMMERCIAL FILM AND PHOTOGRAPHY FEES, TASMANIA	16

ACRONYMS

ABS	Australian Bureau of Statistics
ANZECC	(former) Australian and New Zealand Environment and Conservation Council
CP	Conservation Park
CRC	Cooperative Research Centre
E & I	Education and Interpretation
EA	Environment Australia
EACT	Environment ACT
GR	Game Reserve
I, I & E	Information, Interpretation and Education
NEAP	Nature and Ecotourism Accreditation Program
NP	National Park
NPWSA	National Parks and Wildlife South Australia
NR	Nature Reserve
NSWEPA	New South Wales Environment Protection Authority
NSWNPWS	New South Wales National Parks and Wildlife Service
PA	Parks Australia
PAN	Parks Australia North
PAS	Parks Australia South
PV	Parks Victoria
PWCNT	Parks and Wildlife Commission of the Northern Territory
QDEH	(former) Queensland Department of Environment and Heritage
QEPA	Queensland Environment Protection Agency
QPWS	Queensland National Parks and Wildlife Service
RA	Recreation Area
RIC	Ranger In Charge
RP	Recreation Park
RR	Recreation Reserve
SADEHAA	South Australia Department for Environment, Heritage and Aboriginal Affairs
SAEPA	South Australia Environment Protection Agency
TDPIWE	Tasmania Department of Primary Industries, Water and Environment
TPWS	Tasmania Parks and Wildlife Service
VDNRE	Victoria Department of Natural Resources and Environment:
WACALM	Western Australia Department of Conservation and Land Management



All national parks agencies in Australia except Environment ACT have licensing systems for commercial tour operations and commercial filming and photography in their national parks. This report reviews license terms, fees and conditions as of late 2001.

Information in this report was compiled as follows:

1. Literature search, including unpublished materials and reports such as those of the ANZECC Working Group on National Park and Protected Area Management.
2. Contact with Commonwealth, State and Territory protected area management agencies via Directors and Chief Executives and directly with nominated staff as listed in the Acknowledgements.
3. Compilation of data from all relevant sources including reports, internal agency documents and personal communications.
4. Submission of draft report from each agency's materials to relevant staff of that agency only, to check that the information included was accurate, up to date and reasonably comprehensive, and that no confidential information had inadvertently been included.
5. Circulation of full draft report to all agencies to compare the level of detail provided and adjust if required. Contact with all agencies to check that materials in Appendices were cleared for public distribution. Update as required to incorporate changes in agency practices which occurred whilst the report was being produced.
6. Circulation of revised drafts as required. Presentation of results to protected area management agencies and tourism interests at Australian Academy of Science Fenner Conference on Nature Tourism and the Environment, September 2001. Final updates to include new data provided in response to presentations.

2. COMMERCIAL LICENSE AND PERMIT SYSTEM

2.1 Western Australia

The *Conservation and Land Management Amendment Regulations 1993* provide for commercial activities to take place on WACALM managed lands. A two tier licensing system is currently in place for commercial tour activities undertaken in national parks and other protected areas in Western Australia. WACALM issue a class 'T' (general) or a class 'E' (restricted) license, depending upon the nature of the commercial activity. As of 30 June 1999, 290 tour operators were licensed to operate on WACALM managed lands and waters, with a further 41 applications being assessed. This represented a 4% increase in the number of licensed tour operators from the previous financial year (WACALM, 1999).

A permit authorised by WACALM is also required to conduct still photography for advertising or other commercial purposes and commercial filming on WACALM managed lands and waters. Permits are required to ensure that the activities of film crews and photographers do not impact on the environment, conflict with the enjoyment of others, incorrectly present information, or promote inappropriate activities.

2.2 Northern Territory

The *Territory Parks and Wildlife Conservation Act 1993* allows for commercial activities to take place in national parks in the Northern Territory. Currently, permits are only required for park-based operations such as lodges, campgrounds and park-based tours such as guided boat tours. Permits are not for tours into parks except where specific entry restrictions apply, or where the activities undertaken are considered high-risk (e.g. rock-climbing). Permits are issued under the *Northern Territory Parks and Wildlife Conservation By-Laws*. At present, approximately 40 operators are licensed to conduct activities on PWCNT managed lands and waters. Some operators hold permits for more than one activity. A permit is also required to conduct commercial filming and still photography.

2.3 South Australia

Under Regulation 34A(1)(b) of the *National Parks Regulations 1990*, a licence is required to conduct a tour for fee or reward in any South Australian park or reserve. The licensing system has been in place since the mid 1980's. At present, approximately 150 tour operators are licensed to operate on NPWSA managed land and water.

Under regulation 34A(1)(a) of the *National Parks Regulations 1990* a permit is required to take photographs, film or videotape in a park or reserve for commercial purposes. The issuing of permits for commercial filming occurs at a regional level.

2.4 Queensland

Under the *Nature Conservation Act 1992*, a person must not conduct a commercial activity in a protected area except under a permit or agreement. Similar provisions apply to recreation areas under the *Recreation Areas Management Act 1988*. Commercial tours, commercial filming and commercial photography are typical examples of activities conducted under a permit. However, commercial agreements can cover more complex activities, such as those conducted by a tourist facility adjoining a protected area.

There are currently 605 commercial tour operators permitted to conduct activities on QPWS managed lands. Separate legislative provisions and permits apply for commercial activities on marine parks.

Permit holder obligations are currently detailed in a draft commercial tours policy (in preparation, unpub.). Among other things, the draft policy requires that a permit for a tour or commercial activity only be issued when the advantages to the protected area and the public outweigh any potential disturbance, or damage, that might be caused to the area's natural, or cultural, heritage values, and condition of the site.

Upon payment of the relevant application fees and permit fees (see below), an application is assessed and, if approved, a draft permit and deed of agreement is prepared and sent to the applicant for consideration and signing. Sample copies of the application form and deed of agreement are included in the Appendices.

2.5 New South Wales

Under the *National Parks and Wildlife Act 1974* all commercial film-makers, photographers and tour operators who wish to carry out activities within national parks in New South Wales must be licensed.

2.6 Australian Capital Territory

At present, commercial operators wishing to undertake activities within Namadgi National Park and other protected areas in the Australian Capital Territory do not require a licence. Commercial filming and photography also do not require permits in the Australian Capital Territory.

2.7 Victoria

As set out by the *National Park Act 1975*, a license is required to conduct commercial activities in national parks and other protected areas of Victoria. Parks Victoria administers licenses for: tour operators on lands managed by Parks Victoria itself; tour operators on forest lands managed by the Victorian Department of Natural Resources and Environment; and dolphin tour operators on Port Phillip Bay.

At present, there are approximately 260 tour operators licensed to undertake commercial activities within Parks Victoria managed lands. Eight of these are dolphin tour operators, and 20 operators are licensed to conduct activities on the Yarra River.

No information regarding commercial filming and photography licenses has been received from Parks Victoria.

2.8 Tasmania

Under the *National Parks and Wildlife Act 1970* and the *Crown Lands Act 1976*, a license is required to conduct commercial activities in Tasmanian national parks. There are currently 124 commercial tour operators licensed to conduct activities on land managed by the TPWS.

2.9 Parks Australia

Under the *Environment Protection and Biodiversity Conservation Act 1999* a license is required to conduct any commercial activity in national parks administered by Parks Australia.

Types of commercial activities allowable are stipulated in Plans of Management, for which there is a statutory process for approval. Boards of Management, Advisory Committees and other mechanisms are a part of the commercial license approval process. A number of activities in addition to standard tours are identified and are subject to approval following submission of a detailed proposal addressing environmental impact assessment, and other criteria. Administration and enforcement of permits concerning commercial activities is undertaken at the individual park level.

Currently, there are 140 licensed tour operators in Kakadu NP, 140 in Uluru-Kata Tjuta NP, 48 in Booderee NP, 6 in Norfolk Island NP, and 5 in Pulu Keeling NP.

3. REVIEWS OF LICENCING SYSTEMS

3.1 Western Australia

Two internal reviews have been conducted in the past two years. Both reviews have led to modifications in WACALM's commercial licensing system. Permitting processes for commercial filming and stills photography fees are currently under review.

3.2 Northern Territory

The PWCNT is in the process of developing a commercial tour operator licensing system in conjunction with the northern division of Parks Australia. It is proposed that this system, if adopted, would recognise and reward tour operators who are accredited under industry schemes, and would require licences for all tour operators entering the parks, not only not those that are park-based.

The project is partly funded by a Federal grant. Progress to date has included consultation seminars, a draft report identifying the common aims between the PWCNT and Parks Australia North, and recommendations regarding the establishment of a commercial licensing system.

3.3 South Australia

Commercial tour operator fee structures were reviewed prior to the implementation of the GST on 1 July 2000. Other aspects of the licensing system are reviewed and improved on an ongoing basis, but no formal reviews are currently occurring. A state-wide policy for commercial filming and photography is currently under review.

3.4 Queensland

A review of tourism management systems is currently being undertaken by QPWS in collaboration with the Great Barrier Reef Marine Park Authority, the Wet Tropics Management Authority, the Department of Natural Resources, the Department of State Development, Tourism Queensland, the Queensland Tourism Industry Council and the Association of Marine Park Tourism Operators. The review aims to develop a more efficient permitting system for all park users with specific attention given to such permit characteristics such as length of tenure, unused permit capacity, and lack of permit transferability. One possibility is to provide tour operators with a non-transferable authorisation to operate, and then make available transferable permits for sites with designated capacities. These site permits could then be traded among authorised operators. It is important to note, however, that such changes to existing permit conditions are still being investigated, and that even if this approach proceeds, full implementation could take up to ten years.

3.5 New South Wales

An internal review of the existing commercial licensing system was recently completed. One outcome of the review was the implementation of the uniform licensing system which now exists across New South Wales.

3.6 Australian Capital Territory

Environment ACT are planning to implement a licensing system for commercial activities, but have been awaiting the implementation of the NSWNPWS internal review and associated recommendations to ensure consistency between the two licensing systems.

3.7 Victoria

In 1996, the Commercial Tour Operators Permit System Review - Final Recommendations 1996, was endorsed by the Victorian Environment and Conservation Minister. The document was developed by the

National Parks Service in consultation with industry to resolve administrative, environmental and economic issues associated with tour operations in national parks.

Key reforms addressed in the review document (Parks Victoria, 1999) were:

- improved customer service for operators;
- improved quality of tour operations;
- increased tenure terms to encourage investment in business development;
- improved monitoring of capacity and environmental impacts;
- improved enforcement of unlicensed operations and licence conditions;
- greater financial return to government; and
- greater partnership with industry.

The following changes/reforms have been made in line with the 1996 document:

- increased permit terms for accredited operators;
- Parks Victoria contact officers for tour operators;
- common expiry date for all operator licences;
- production of a brochure;
- introduction of trip return books;
- implementation of a tour operator management system;
- vehicle stickers/ID cards; and
- joint marketing/promotion.

Parks Victoria and DNRE, after industry consultation, will develop a revised strategy document for the management of tour operators during 2001. It is anticipated that this document will be endorsed by both the Minister for Tourism and the Minister for Environment and Conservation.

3.8 Tasmania

Tasmania PWS recently undertook a review of their commercial licensing system in consultation with the tourism industry. Changes resulting from this review were implemented on 1 July 2000. No further reviews are currently planned.

3.9 Parks Australia

Following introduction of the *Environment Protection and Biodiversity Conservation Act 1999*, a review of the management of commercial applications and assessment procedures is currently under way. The operation of the licensing system for commercial activities is regularly reviewed.

Accreditation of tour operators in the Northern Territory is also being considered by both Commonwealth and Northern Territory park management agencies and tourism associations.

4. UNIFORMITY WITHIN PARKS AGENCIES

Licensing systems for tour operators are applied uniformly across the jurisdiction of each of the individual parks agencies. In Western Australia, however, some licence conditions may be relaxed in some of the more remote regional areas. Only one licence application is required, regardless of how many areas commercial tour activities will occur in.

In South Australia, the existing system has been uniformly applied since 1 July 1997. Prior to that, licensing occurred on an ad hoc basis where fees were determined between the representative NPWSA region and operators, and consisted of either fixed amounts, or a percentage of gross audited receipts. Similarly, in New South Wales, since the implementation of the NSW NPWS internal review in late 2000, commercial tour operator licensing has been uniformly applied across the State. Prior to this, licensing was the responsibility of individual regions, with inconsistencies in licence administration occurring at both individual park and regional levels.

In Queensland, the permit system is uniformly applied, but may be subject to some legislative differences that apply to recreation areas. For example, temporary tour operator permits can be issued for recreation areas, but not for other protected areas. In Tasmania, the TPWS commercial licensing system also applies to areas managed by Forestry Tasmania. A standard commercial licensing system is currently implemented uniformly throughout Parks Australia, but PWCNT and PAN are currently working to develop a single tour operator licensing system to cover both park systems in the Northern Territory.

5. LICENCE TERM, TOUR OPERATORS

In Western Australia, general Class 'T' licences are issued for one year only. This is the most common licence, and is normally required when an activity is open to many operators. Activities typically covered by this licence include safari tours, guided walks and general snorkel/dive charters (Costello, 1998). Longer term licenses of up to five years for accredited operators are to be introduced in 2001. A Class 'E' licence is a restricted licence, issued for a maximum of five years. This type of licence is required when there are environmental and/or management reasons to limit licence numbers. Examples of activities which require this type of licence include whale shark tours (where the demand for licences exceeds the number of licences that can be sustainably managed), and boat tours in confined areas (where congestion and environmental damage may result from too many operators) (Costello, 1998).

In the Northern Territory, licences may be issued one, three, or five years for different types of activity, with an option to renew for the same length of time. Longer term permits and leases (five to 45 years) may be issued where significant services or infrastructure are provided, such as a park-based resort.

In South Australia, all commercial tour operators licences are issued for a fixed one year term, 1 April to 31 March.

In Queensland, permits for commercial tours in parks which are not Recreation Areas are available for various periods ranging up to 3 years. Permits for recreation areas are available for up to three months, and for multiples of three month periods.

In New South Wales, initial tour operator licence applications are approved for a maximum term of one year. Upon licence renewal, extended terms may be considered, depending upon the licence holder's performance and the continued acceptability of the licensed activities.

In Victoria, all tour operator permits expire on 30 June. Licence terms of one year are available for unaccredited operators. A three year permit term is an option for operators with accreditation recognised by the Tourism Accreditation Board of Victoria or with NEAP accreditation. Legislative changes have been proposed to increase the maximum permit term from three to seven years. Until that legislation is enacted, however, only one to three year permits may be issued.

In Tasmania, the initial licence term is typically a trial period of twelve months, or at least one full season. If operators have demonstrated that they are able to comply with their licence conditions, their licence may be renewed for a period of up to five years, unless park management plans specify otherwise. Longer terms may be negotiated where the proposed commercial activities require significant investment. However, access may be restricted within the licence term in response to conservation imperatives.

In parks managed by Parks Australia, commercial tour operator license terms are generally available for a maximum of one year. In Kakadu National Park, permits are available for up to five years for commercial activities offered under a competitive application process. In Pulu Keeling National Park, two roll-over terms are made available to operators, which effectively entitles them to three years of licensing after a competitive tendering process.

6. LICENCE TERM, COMMERCIAL PHOTOGRAPHY

In Western Australia, permits are usually issued on a daily basis. For small scale productions that require more than three days access for completion, and that are considered beneficial to WACALM's objectives, a longer term permit may be offered for a flat fee of \$1100.

In the Northern Territory, filming permits are usually short term, but may be issued for longer periods depending upon the type of filming proposed. In South Australia, the term applicable to commercial film and photography permits varies depending on the requirements of the applicant and is charged accordingly.

In Queensland, commercial filming or photography permits are issued for the period of time needed to complete the proposed filming or photography, and daily site fees are charged. A permit can be issued for up to three years, however, to accommodate those wishing to undertake intermittent filming or photography (for example, involving seasonal events), with payment of daily fees applying to the days on which the permit is used.

In New South Wales, an annual photographic pass is available for small scale photographers who regularly photograph in national parks. Otherwise, a daily or an hourly rate is available for photographers and film-makers who use national parks on a one off basis or at irregular intervals throughout the year.

In Tasmania, commercial film and photography licences may be granted for the length of the project for which they are required. Alternatively, fees may be levied on a daily basis.

In Parks Australia, permits for commercial filming and photography vary from park to park. For example, Kakadu National Park issues permits for the duration of the activity, while Booderee National Park usually issues permits for a single day

7. FEES FOR COMMERCIAL TOUR OPERATORS

7.1 Western Australia

Licence fees and charges are levied according to the *Conservation and Land Management Regulations 1992*. A non-refundable application fee of \$50 is payable for both 'T' and 'E' class licences. The annual charge for a class 'T' licence fee (general) is \$250, however, this is currently under review. Class 'E' licence fees (restricted) are negotiated with the operator during the application process. The fee is directly linked to the level of activity of the operator, and will generally be a percentage of gross receipts from licensed activities, or a 'per head' charge based on the number of passengers carried (Costello, 1998).

Commercial licence holders are required to pay daily entrance and camping fees where they apply. Entrance fee concession rates of \$3.30 per day, per passenger, on a commercial tour apply (children under 6 are free). Any number of national parks can be visited on the same day for this fee except Yanchep and Nambung National Parks. If visiting these two national parks on the same day the \$3.30 fee is payable at both parks. Camping fees are detailed below in Tables 6 and 7. Visitor fees are payable only on the first day when camping (Costello, 1998). Additional site specific fees apply. See the 'Tour Operator Handbook' in the Appendices for details.

TABLE 6: CAMPING FEES PER NIGHT FOR CLIENTS OF COMMERCIAL TOUR OPERATORS, WESTERN AUSTRALIA

Level of facilities	Site per night (1-2 people)	Each additional person	Child under 16
Without facilities or basic facilities only	\$8.80	\$4.40	\$1.10
With facilities, ablutions, showers, includes caravans without electricity	\$11.10	\$4.40	\$1.10

TABLE 7: CAMPING FEES PER NIGHT FOR CLIENTS OF COMMERCIAL TOUR OPERATORS, WESTERN AUSTRALIA: PURNULULU (BUNGLE BUNGLE) AND WINDJANA GORGE NATIONAL PARKS

Camping Area	Per person (including firewood)	Child under 16
Purnululu (Bungle Bungle) and Windjana Gorge NP's	\$9.00	\$2.00

7.2 Northern Territory

Commercial tour operator fees for PWCNT managed lands are levied differentially, depending on the type of activity, whether it is exclusive, and the degree of impact it has on the area it is performed in. Table 8 provides details of the fee structure applicable to commercial tour operators undertaking activities on PWCNT managed lands.

TABLE 8: COMMERCIAL TOUR OPERATOR PERMIT FEES, NORTHERN TERRITORY

Permitted Activity	Impact	Exclusivity	Annual Fee (\$)				Permit term (years)	Security deposit (\$)
			Site	Park	Region	Whole NT		
Guided bushwalking tours	Low	Non-exclusive	250	500	750	1000	3+3	1000
		Exclusive	500	-	-	-	3+3	1000
Guided mountain bike tours	Low	Non-exclusive	250	500	750	1000	3+3	1000
		Exclusive	500	-	-	-	3+3	1000
Guided spotlighting tours	Low	Non-exclusive	250	-	-	-	3+3	1000
		Exclusive	500	-	-	-	3+3	1000
Mobile kiosk sales	Low	Non-exclusive	500	1000	-	-	1+1	1000
		Exclusive	1000	2000	-	-	1+1	1000
Restricted area guided walking tours	Med	Non-exclusive	500	-	-	-	1+1	2000
Restricted area guided vehicle tours	High	Non-exclusive	1000	-	-	-	1+1	3000
Ballooning tours	High	Non-exclusive	-	1000	-	-	3 + 3	3000
Non-motorised canoe hire	High	Non-exclusive	1000	-	-	-	3 + 3	3000
Dinghy hire	High	Non-exclusive	1000	-	-	-	3 + 3	3000
Guided abseiling/rock climbing	High	Non-exclusive	500	-	-	-	3 + 3	3000
		Exclusive	1000	-	-	-	3 + 3	3000
Guided horse/camel rides	High	Non-exclusive	500	-	-	-	3 + 3	3000
		Exclusive	1000	-	-	-	3 + 3	3000
Helicopter tours	High	Exclusive	2000	5000	-	-	3 + 3	3000
Tented (safari) tours	High	Non-exclusive	1000	-	-	-	3 + 3	3000
		Exclusive	2000	5000	-	-	5 + 5	5% of capital
Once only permit establishment fee (all activities)	-	-	300	300	300	300	-	-

7.3 South Australia

Table 9 details the licence, guided tour and access fees applicable for commercial tour operators in South Australia. If camping, additional fees apply. Licence holders must obtain a camping permit from the relevant park prior to camping, and should consult the relevant park for details on the method of fee collection. Variations to tour operator licences, such as adding another park or activity during the licence period, are made free of charge. License fees are not automatically transferable: each operator is assessed according to their own merits.

TABLE 9: COMMERCIAL TOUR OPERATOR LICENCE, TOUR AND ENTRY FEES - SOUTH AUSTRALIA

Fee Component	Cost \$
<i>Commercial Licence:</i>	
Annual licence fee (up to 5 vehicles)	\$125.00
Additional vehicles over 5 (per vehicle)	\$25.00
<i>Park Access Fee:</i>	
Flinders Chase National Park (per person)	\$4.40
All other parks:	
Adult	\$2.50
Child/Pensioner	\$2.50
<i>South East Guided Tour Fees (per person):</i>	
Dingley Dell Cottage	\$4.00
Tantanoola Cave	\$4.50
Naracoorte Caves:	
- Wonambi	\$6.80
- Victoria Fossil Cave (Fossil Bed)	\$5.70
- Alexandra Cave	\$5.70
- Wet Cave	\$4.50
- Double Unit	\$11.30
<i>Kangaroo Island Guided Tour and Activity Fees (per person):</i>	
Seal Bay:	
- Beach Tour	\$8.50
- Boardwalk	\$6.20
Kelly Hill Cave	\$6.20
Discovering Penguins	\$6.20
Cape Borda Lightstation	\$6.20
Cape Willoughby Lightstation	\$6.20
<i>Desert Parks - Simpson Desert CP and RR, Lake Eyre NP, Witjira NP, Innamincka RR and Strzelecki RR</i>	
DPP (mandatory for all vehicles entering desert parks)	
- Public Price	n/a
- Public Renewal	n/a
- CTO price (available Port Augusta only)	\$55.00
- CTO renewal (available Port Augusta only)	\$35.00
Park Access Fee (per person per day):	
- Adult	\$2.50
- Child/Pensioner	\$2.50
These fees apply for the period 1 April 2001 to 31 March 2001.	

7.4 Queensland

The following fees apply to commercial tour operators (other than in recreation areas). Where possible, tour operators are given 12 months notice of proposed fee changes (Table 10). There is no capacity within the Nature Conservation Act 1992 to waive permit fees or to provide concessions for educational tours.

TABLE 10: LICENSE FEES FOR COMMERCIAL TOUR OPERATORS, QUEENSLAND

Fee component	Notes	Cost \$
Application fee	non-refundable	\$200
Application fee for renewal of an existing permit	non-refundable	\$100
Permit	fees payable in advance for the period of the permit, and in addition to the application fee	\$ 40 0-3 months \$160 3 months -1 year \$320 1-2 years \$246 2-3 years
Permit amendment fee	per amendment, other than a change of address	\$10.50
Daily client fees	an activity lasting less than 3 hours an activity lasting 3 hours or more	\$1.15 per client \$2.30 per client
Camping fees	in addition to the above	\$ 3.85 per client

For recreation areas, the fees that apply to commercial tour operators are the same as those above, except for the following:

- permit fees are \$40 for each three months or part of three months, so that a permit for 3 years would cost \$480;
- there is no amendment fee, but a replacement fee of \$5 applies for lost or damaged permits;
- a temporary commercial tour operator permit is available at a permit fee cost of \$100 per tour (no application fee payable);
- daily client fees apply as follows:
 - Green Island Recreation Area: \$1.80;
 - Moreton Island Recreation Area: \$1.15 for less than 3 hours and \$2.30 for 3 hours or more;
 - other recreation areas (Fraser Island and Inskip Peninsula): \$2.50 for less than 3 hours and \$5.00 for 3 hours or more,
- daily client fees can be waived for an educational activity approved by the Recreation Areas Management Board.

Certain fees also apply to all visitors, whether on commercial tours or not. Commercial operators pay these fees for each client, in addition to the scheduled daily client fees. For example, the following fees apply for entry to Fort Lytton National Park and for guided tours at St Helena Island National Park.

- \$1 per person for children in school groups
- \$2 per person for pensioners and children not in school groups
- \$4 per adult at Fort Lytton and \$4.50 per adult at St Helena;
- \$12 per family, i.e., two adults and up to two children

Guided tour fees also apply in some other locations, such as Mount Etna Caves National Park and Chillagoe-Mungana Caves National Park.

7.5 New South Wales

Initial application fees and licence renewal fees vary depending on the region in which the licence is required, and the nature of the activity for which approval is sought. A public use fee may also be charged per person or as a percentage of gross receipts. Where a per person charge is in place, concessions may apply for children. Entrance and camping fees may either be charged in lieu of, or in addition to, public use fees.

7.6 Australian Capital Territory

Not applicable.

7.7 Victoria

The fees detailed in Table 11 apply to commercial tour operators conducting activities in Victorian national parks.

TABLE 11: LICENCE FEES FOR COMMERCIAL TOUR OPERATORS, VICTORIA

Fee component	Notes	Cost, \$
Application fee	non-refundable	\$165
1 year permit	unaccredited operators	\$55
Renewal fee for 1 year permit	unaccredited operators	\$55
3 year permit	accredited operators only	\$165
Renewal fee for 3 year permit	accredited operators	\$165
Permit variation/transfer fee		\$110

Tour operators must also pay a public land use fee of \$1.10 per client per day for all tours. A discounted fee of 75 cents per day is offered to school groups led by a licensed operator. For the period of 2000/01, a maximum payment ceiling of \$5500 applies to public use fees. Operators are also required to pay entrance and camping fees where they apply, but a discount may be offered to operators by arrangement with individual parks (Parks Victoria 2000).

Coach companies are required to pay public use fees of \$22 per bus or coach carrying up to 30 passengers, and \$38 per bus/coach carrying more than 30 passengers. A payment ceiling of \$5500 also applies to coach companies for payment of public use fees in 2000/01 (Parks Victoria 2000).

7.8 Tasmania

In addition to the fees detailed below in Table 12, the usual national park entrance and camping fees are levied for each client of a commercial operator. Alternatively, operators can make bulk purchasing arrangements with TPWS at discounted rates by contacting the Park Entry officer.

TABLE 12: LICENCE FEES FOR COMMERCIAL TOUR OPERATORS, TASMANIA

FEE COMPONENT	NOTES	COST \$
Application fee	includes first 12 months licence fee	\$330
Licence fee	payable annually in advance - refundable if application is not approved	\$275
Renewal fee	payable where an operator seeks to renew a licence at the completion of the contract period	\$55
Licence variation fee	payable where an operator seeks variation to an existing licence	\$55

Additional fees may be levied, or different fee structures implemented, for approved operations which:

- have a high environmental impact;
- require specific monitoring;
- require specific expenditure by the Crown for the benefits of that operator e.g. provision of jetties etc.; or
- have a risk that rehabilitation or restoration works may be required; or
- require exclusive use of a particular site (TPWS, 2000) (see Appendices).

If levied, these additional fees are determined on an individual basis and included in the contract prior to signing. They can be levied in any one or a combination of the following:

- overnight/extended tours: \$3 per person per day;
- day tours: \$1.50 per person per day or part thereof;
- percentage of gross takings;
- site rental; or
- set fee (TPWS, 1997a) (see Appendices).

7.9 Parks Australia

Commercial tour operator fees for lands managed by Parks Australia are levied differentially, depending on the type of activity, the number of days per year the activity may be conducted, and the park where the activity is conducted. Fees are not levied in Norfolk Island National Park. Fee structures applicable to commercial tour operators in other national parks managed by Parks Australia are given in Table 13.

TABLE 13: COMMERCIAL LICENCE FEES FOR COMMERCIAL TOUR OPERATORS, PARKS AUSTRALIA

Park	Licensed activity	Annual fee
Kakadu NP	Up to 4 trips each year	\$100
	More than 4 trips each year	\$500
	Sports fishing for up to 50 days	\$200
	Sports fishing for more than 50 days and up to 75 days	\$300
	Sports fishing for more than 75 days and up to 100 days	\$400
	Sports fishing for more than 100 days and up to 125 days	\$500
	Operating a safari camp	\$500
	Touring Koolpin Gorge on a scheduled or chartered tour	\$500
	Using canoes at Twin Falls	\$500
	Bushwalking tours, up to 4 trips each year	\$100
	Bushwalking tours, more than 4 trips each year	\$500
Uluru Kata Tjuta NP	Up to 4 trips each year	\$100
	More than 4 trips each year	\$500
Booderee NP	Commercial fishing	\$50
	Any other circumstances	\$50
Christmas Island and Pulu Keeling (Cocos) NPs	Any circumstances	\$50

8. FEES FOR COMMERCIAL PHOTOGRAPHY

8.1 Western Australia

Except where the activity is sponsored or supported by the Western Australian Tourism Commission, or has educational/information purposes, commercial filming fees are \$550 for the first day or part thereof, and \$220 for subsequent days. Charges higher than the standard fee may be negotiated on the basis of the scale of the production. Fees for commercial stills photography are \$275 for a full day or \$137.50 for one half day (up to five hours).

8.2 Northern Territory

Charges may be levied on commercial film productions where PWCNT staff are required to assist with, or monitor, the filming activities. However, in determining whether such charges will be levied, the PWCNT gives due regard to the value of the production to the Northern Territory in terms of advertising its assets. Where appropriate, a film group may be charged a service cost of \$440 per day. A fee of \$25 applies to all applications to conduct commercial STILL photography.

8.3 South Australia

Fees are levied at \$440 per day for the first day or part thereof for video or motion picture filming, and \$220 for each subsequent day. A fee of \$125 per day applies for stills photography. Staff assistance fees are \$220 for a full day, \$105 for one half day, and \$50 per hour.

8.4 Queensland

A non-refundable application fee of \$200 applies to all permit applications where more than two people are involved, or where any kind of structure is used. Commercial filming and photography fees are levied on a daily basis and must be paid within 30 days of the end of the month in which filming occurred. A permit can also be issued for up to three years for periodic filming. In this case, payment must be accompanied by a statutory declaration detailing the dates, places, number of people and structures involved during that month, and affirming that no other filming or photography on protected areas has taken place. Table 14 details the fees for commercial filming and photography.

TABLE 14: COMMERCIAL PERMITS FOR FILMING AND PHOTOGRAPHY, QUEENSLAND

COMPONENT	NO STRUCTURE INVOLVED			ANY KIND OF STRUCTURE INVOLVED			
	1-2	3-5	Over 5	1-5	6-25	26-50	over 50
number of people involved	1-2	3-5	Over 5	1-5	6-25	26-50	over 50
application fee	nil	\$105	\$210	\$105	\$525	\$1050	\$2100
daily site fee	\$21	\$52	\$105	\$105	\$525	\$1050	\$2100

N.B. An additional charge of \$68.20 per hour applies for ranger supervision if required

8.5 New South Wales

Commercial filming activities attract an initial application fee and security deposit, both depending on the scale of the filming production. The application fee is generally \$110 but occasionally up to \$1000, and the security deposit is generally \$500 but may be up to \$5000. Charges ranging from \$55 to \$250 per hour may apply, also depending on the scale and purpose of the filming, and whether it is a weekday or public holiday or weekend. Alternatively, if applicable, charges may be levied on a daily or half-daily basis. If supervision by a NSW NPWS officer is required, a charge of \$55 per hour applies during working hours, and \$71.50 per hour outside these hours. A 'short notice levy' may also apply, and depends upon the amount of notice given. See 'Commercial Filming Fees' (NSW NPWS, 2000a) in the Appendices for more details.

Commercial photographers may purchase an Annual Photographic Licence for \$275. For those not wishing to purchase an annual licence, daily and hourly fees apply. See Table 15 for details of commercial photography charges.

TABLE 15: DAILY AND HOURLY FEES FOR COMMERCIAL FILMING AND PHOTOGRAPHY, NSW

Fee component	Small scale	Large scale
Application fee	\$55	\$55
Security deposit (refundable subject to conditions)	\$220	\$550
Weekdays (sunrise to sunset)	\$110*	\$330
Weekdays (Per half day; max 6 hours)	\$66*	\$20
Sats, Suns & Public Holidays (sunrise to sunset)	\$132*	\$550
Sats, Suns & Public Holidays (sunrise to sunset)	\$82.50*	\$330
Hourly rates weekdays	\$44 per hour*	\$55 per hour
Weekends and public holidays	\$55 per hour*	\$66 per hour
Supervision fees (as specified by the authorising officer)		
Standard hours	\$55 per hour	\$55 per hour
After hours	\$71.50 per hour	\$71.50 per hour

*daily and hourly fees are waived for concessional small scale photography

8.6 Australian Capital Territory

Not applicable as no fees are charged.

8.7 Victoria

No information has been received from Parks Victoria regarding the fees payable for commercial photography and filming.

8.8 Tasmania

Table 16 details the fees that apply to those wishing to undertake commercial filming or photography in Tasmanian national parks. For stills photography, a permit is only required if the photographs are intended for advertising use. No charge is applicable to filming for news and current affairs, sponsored filming by Federal or State Government tourism agencies, or educational or tourism productions deemed beneficial to TPWS (TPWS, 1997b). The TPWS also reserves the right to recover supervision and/or management costs for the filming activity.

TABLE 16: COMMERCIAL FILM AND PHOTOGRAPHY FEES, TASMANIA

Production crew size*	1-3	4-8	>8
Fee per day	\$82.50	\$165	\$550
Fee per project	\$165	\$330	>\$1100

Including those involved directly with production, e.g. actors eg

8.9 Parks Australia

A fee of \$250 per day applies to commercial filming activities conducted in any national park managed by Parks Australia. Fees for stills photography are charged at \$10 per day in Booderee NP, \$20 per day in Uluru-Kata NP, and \$30 per day in Kakadu, Christmas Island or Pulu Keeling (Cocos) NP. A review of commercial filming and photography fees is planned for the near future.

In Kakadu National Park, if attendance by a traditional owner is required, a fee of \$130 is charged per day for each traditional owner attending. A fee of \$100 per person per day or part thereof may be applied to assistance provided by park staff. In Uluru-Kata Tjuta National Park, fees for attendance by a traditional owner are levied at \$350 per half day or part thereof.

9. REVENUE RETENTION

9.1 Western Australia

Revenue raised from 'E' class licences is retained by the generating district and directed towards the management of licensed activities, and the provision of services and facilities beneficial to park users (Costello, 1998). Revenue raised from 'T' class licences is retained by the WACALM central office and redistributed to districts as grants for projects beneficial to commercial tourism.

9.2 Northern Territory

Revenue earned from commercial operator permits is directed to Northern Territory consolidated revenue and then credited to individual park budgets. Individual park budget allocations are based on projected income and their individual needs.

9.3 South Australia

The generating park or district retains revenue raised from the collection of commercial licence fees to use on approved public facilities and services via the General Reserves Trust. There is no upper limit placed on the retention of commercial licence fees by any one region.

9.4 Queensland

Revenue raised from permit fees is generally retained in a central fund for allocation across the State. Collected revenue is then distributed to areas of greatest need. Funds raised from recreation area permits are paid into a separate fund and must be spent for recreation area purposes.

9.5 New South Wales

All of the revenue raised from commercial tour operator and commercial film and photography licence fees is kept by the generating park or region. Fees retained by individual parks and regions contribute to park management costs, and the provision of visitor facilities. All the money raised from commercial filming and photography is retained by the individual parks and regions, and contributes to park management costs.

9.6 Australian Capital Territory

Not applicable as no fees are charged.

9.7 Victoria

All revenue collected from commercial permit fees is transferred to the Parks Victoria revenue account in Victorian consolidated revenue.

9.8 Tasmania

Revenue generated from the issue of commercial operation licences is retained by TPWS and contributes toward the costs of administering commercial licences. At the end of the financial year, any unspent (net) revenue is returned to Tasmanian consolidated revenue.

9.9 Parks Australia

Revenue earned from commercial operator permits is retained by the individual park in which it was generated.

10. ADMINISTRATION COSTS

10.1 Western Australia

WACALM employ staff equivalent to 1.8 full-time employees to administer commercial licences. At present, licence fees do not achieve cost recovery. This issue is being addressed in a current review of WACALM's commercial licence fees.

10.2 Northern Territory

The PWCNT employ two officers who have partial duties pertaining to commercial operations administration.

10.3 South Australia

NPWSA employs one person to co-ordinate and oversee the state-wide policy aspects of commercial tour operator licensing. Regional and district staff provide a variety of services and operational support for the licensing system, as part of their regular duties. These services include processing license applications, liaising with tour operators, providing licensing information, compliance checking and enforcement of licence conditions. Similarly, a number of staff contribute to the management of commercial filming permits as part of their normal duties.

10.4 Queensland

QPWS employ 12 staff who issue and administer commercial activity permits among other responsibilities. QPWS recognises that, in addition to permit administration, there are significant 'on-ground' costs, such as construction and maintenance of facilities, and the monitoring of usage and impacts that are incurred in the management of commercial activities. The 1998/99 Annual Report states that gross income received from commercial activities was \$606,000 for that financial year (QPWS, 1999a).

10.5 New South Wales

The administration of commercial tour operator licences is undertaken by staff at a Regional level. Staff who administer commercial licenses include: Licensing Officers, Neighbourhood Relations Officers, Rangers and Visitor Service Officers. NSW NPWS employs one filming and photography co-ordinator to implement policies, monitor the commercial filming and photography database, and co-ordinate filming across the State. At a regional level, filming and photographic administration duties have been incorporated into existing positions, such as the Neighbourhood Relations Ranger or Visitor Service Officers.

10.6 Australian Capital Territory

Not applicable as EACT do not licence commercial operators.

10.7 Victoria

Two Parks Victoria staff members are currently employed in the area of tourism services, including some duties related to commercial tour operator administration. In addition, there are 11 regional staff members who serve as regional contacts for tour operators. Approximately \$100 000 is generated annually from tour operator permit application, renewal and public land use fees. It is estimated that the total sum of revenue collected from commercial tour operator permits is less than the cost of administering them.

10.8 Tasmania

Information regarding the cost of administering commercial tour and film/photography licenses is not easily determinable by TPWS, and thus has not been supplied.

10.9 Parks Australia

Administration of commercial operations is undertaken by each national park and therefore varies from park to park. For example, Kakadu National Park employs one full time EA 3 permits officer, and uses about 30% of an EA6 planning officer's time overseeing management of commercial permits. An EA6 public relations officer runs three-day training courses twice a year for tour operators; rangers perform day-to-day on ground liaison and management; and 30% of an EA 6 PR Officers time is spent on the administration of film and photography permits. Uluru-Kata Tjuta National Park employ two full time media officers (EA3 and EA4). Booderee National Park uses 30% of one officer (EA4) to administer commercial activities. Pulu Keeling National Park employs one person for 35 days per year to administer commercial permits, and the three permanent park staff also contribute partial duties.

11. QUOTAS AND EXPRESSIONS OF INTEREST

11.1 Western Australia

A maximum quota applies to 'E' class licences issued for activities that may have environmental and/or management reasons for limiting the number of licences issued. Expressions of interest are usually called for before a Class 'E' licence is issued.

11.2 Northern Territory

Some commercial operations are exclusive or semi-exclusive, and numbers are limited accordingly. Operators conducting activities in specialised or restricted areas are monitored for environmental and aesthetic impact, and for safety. Permit numbers are capped if activities cause impacts exceeding limits of acceptable change.

Expressions of interest are sought for new areas of commercial operation where use could be exclusive or semi-exclusive. Expressions of interest may also be used to gauge the potential for commercial activity that is compatible with visitor, environmental and cultural management objectives.

11.3 South Australia

To date there have been no expressions of interest sought from commercial tour operators for any activities or areas within South Australian parks or reserves. If exclusive commercial use of an area were to be offered, however, it would be dealt with via a tender call. No quotas apply to the number of licences NPWSA grants for commercial filming or photography or to tour operators.

11.4 Queensland

There are a few protected areas with restrictions on the number of commercial tour operators. These areas are as follows:

- Natural Bridge section of Springbrook National Park (night tours only);
- Great Sandy National Park;
- Daintree National Park;
- Hinchinbrook Island National Park; and
- Green Island National Park.

A moratorium on the issue of new commercial activity permits in the Cooloola section of the Great Sandy National Park was introduced in 1992. Existing permit holders in this area are also required to observe maximum site capacity restrictions (QPWS, 1999b). These restrictions were introduced with the aim of protecting the natural values of the area, and to avoid overcrowding.

However, in 1997/98, further commercial opportunities in the Great Sandy Region were identified by a review of tourism activities undertaken by the (then) Department of Environment and the (then) Department of Tourism, Small Business and Industry. One outcome was that expressions of interest were called for to conduct hanggliding and paragliding activities at Carlo Sand Blow and hang gliding at Teewah Beach.

Other opportunities have also been identified. For example, expressions of interest have been called in relation to tours in the Natural Bridge section of Springbrook National Park, the Double Island Point Lighthouse area in Great Sandy National Park, Whitsunday Islands and ferry services in Hinchinbrook Island National Park.

Each application for commercial filming, photography or tours is individually assessed. The assessment takes into account the potential impacts of the proposed activity on the park environment (both the natural environment and infrastructure), and on other park visitors, and a decision is made whether to grant or refuse the permit. A permit can be granted with conditions or restrictions.

No designated quotas apply to commercial filming or photography activities for particular areas, but this does not imply automatic approval. As with any application, a particular proposal may be refused or restricted on the basis of its potential impact.

11.5 New South Wales

Quotas are determined and developed as part of the Plan of Management process for each individual park. No expressions of interest are sought by NSW NPWS. No quotas apply to commercial filming or photographic licences or activities.

11.6 Australian Capital Territory

Not applicable as EACT do not licence commercial operators.

11.7 Victoria

For locations where there are environmental and/or social capacity issues, a program to determine capacity and then tender licensing opportunities is currently being considered. No quotas apply to commercial filmmaking or photography.

11.8 Tasmania

Maximum quotas may apply where areas are considered to be environmentally sensitive, or in the interests of visitor service. Quotas may be implemented through restrictions on licence numbers, the number of people per operator, or the number of people per site. Expressions of interest may be called for where an opportunity for a commercial venture is identified.

11.9 Parks Australia

In Uluru-Kata Tjuta National Park, no quotas are currently imposed upon the number of commercial tour operators allowed to operate in Uluru-Kata Tjuta National Park. No commercial filming or photography may be conducted in areas of significance to the Anangu people, the traditional owners of Uluru-Kata Tjuta.

In Kakadu National Park, there is currently no limit to the number of standard land-based commercial tours, though access to some sites under this permit type may be limited. The following permits are offered through a competitive application process as stipulated in the Kakadu Plan of Management and Area Plans, and are limited in number:

- Safari camps (10);
- Sport fishing tours (15);
- Canoe tours (one);
- Koolpin Gorge camping (six);
- Bushwalking (three).

The Kakadu Plan of Management identifies opportunities in addition to those listed above. In addition, limits may be imposed on access to some sites by tour operators in accordance with Area Plans.

No quotas are currently imposed on the number of tour operators able to conduct activities in Norfolk Island National Park, but restrictions may be imposed on vehicle size. No information is available for Christmas Island.

Pulu Keeling National Park is an IUCN category 1b protected area, so to protect the wilderness status of the park, tourism is tightly controlled. As a result, the number of tour operators is restricted to two land based operators, two diving operators and one surfing operator. Also, only 14 visitors are allowed on North Keeling Island at any one time. There are no quotas imposed on the number of tour operators giving tours of the marine area of the park. Expressions of interest are called for, and all current tour operations are advised when they are due, as they are restricted in number. Selection criteria are used to assist in the selection of operators.

No quotas apply to commercial operations conducted in Booderee National Park at the moment but this may change with a future Plan of Management. Similarly, no expressions of interest in commercial tour operations are called for, but some park management functions (e.g. cleaning) and new works are put out to the open market.

12. ACCREDITATION PROGRAMS

12.1 Western Australia

Under the existing licensing system, accreditation is not compulsory. However, WACALM encourages operators to be accredited, and makes information available about the accreditation programs. Accreditation incentives, in the form of extended tenure options for commercial operators, are currently being investigated. Current 'T' class licence holders receive a maximum licence term of one year with no option for a longer term except by renewal. The proposed incentives will offer operators accredited with the Ecotourism Association Australia (EAA) Nature and Ecotourism Accreditation Program (NEAP), with the option to apply for a three year licence term.

12.2 Northern Territory

PWCNT and PAN are currently developing minimum requirements for tour operators and guides. It is proposed that such a system, if implemented, would recognise tour operator industry accreditation schemes.

12.3 South Australia

NPWSA does not currently run, or formally endorse any accreditation programs. NPWSA has, however, expressed interest in developing accreditation incentives such as those offered by Victoria and proposed by Western Australia (i.e. offering longer licence terms to accredited operators).

12.4 Queensland

At present commercial operators are not required to gain accreditation to operate in Queensland national parks. *The Nature Conservation Act 1992* does not allow the issue of permits for more than three years, and as a result, QPWS do not offer incentives such as extended tenure options to encourage voluntary accreditation.

12.5 New South Wales

The NSW NPWS is currently in the process of deciding the level and extent of accreditation that tour operators will need. This process will be followed by consultation both internally, and with industry bodies and stakeholders.

12.6 Australian Capital Territory

Not applicable as EACT do not licence commercial operators.

12.7 Victoria

Parks Victoria currently recognise accreditation programs accepted by the Tourism Accreditation Board of Victoria (TABV), as well as NEAP (which is not recognised by the TABV). Accreditation with any of the approved programs entitles tour operators to apply for an extended permit term of three years. It was envisaged that accreditation would ensure competence of tour operators in regard to business acumen, safety, outdoor activity skills and environmentally sustainable practices.

In practice, however, the majority of accredited operators are accredited via a business based program. Currently, only five operators are accredited via the NEAP program. Thus, accreditation has not delivered the non business based skills and competencies to operators. Parks Victoria and DNRE will be promoting an increased focus on environmentally sustainable practices e.g. via NEAP.

Of the existing programs, the NEAP program is considered to best reflect the environmental management, interpretation and conservation objectives of Parks Victoria. However, Parks Victoria is concerned that it does not adequately address business management, commercial viability or risk management for tourism

and recreational operators. For these reasons, Parks Victoria supports initiatives by the Australian Tourism Operators Network to include an environmentally sustainable component within their Tourism Accreditation Program.

12.8 Tasmania

All existing licensed operators were required to hold at least 'Level 1' Tourism Accreditation with Tourism Council Australia by 1 May 2001. New operators were given 18 months to gain their accreditation (TPWS, 2000) (see Appendices). TCA no longer exists, so the future of this requirement is in doubt.

12.9 Parks Australia

As mentioned above, PWCNT and PAN are currently developing minimum requirements for tour operators and guides. It is proposed that such a system, if implemented, would recognise tour operator industry accreditation schemes. A system is also currently being considered by the Uluru-Kata Tjuta Board.

13. PERMIT AND LICENCE CONDITIONS FOR TOUR OPERATORS

13.1 Western Australia

The following information must be provided by applicants of a Class 'T' licence:

- company name and contact person;
- vehicles to be used and their registration number;
- licence number/s of intended driver/s;
- the proposed activity and the areas to be visited (in some cases, a map showing intended areas may be required);
- proof of relevant qualifications;
- payment of application fees; and
- evidence of public liability insurance.

To obtain, and/or keep valid, a commercial tour operator licence, the operator must fulfil the following conditions:

- prepare, keep, and preserve a full daily record of all persons carried on all activities approved under the licence;
- provide notification of change to business ownership, vehicles, equipment, schedules, or activities to which the licence applies;
- pay all relevant fees and charges associated with the licence;
- report any incidents of damage to agency property, or injury to client/s, to the local WACALM office within 7 days;
- ensure all rubbish is removed from reserves;
- ensure provision of safety equipment, employment of competent and qualified staff, and caution clients about any hazards likely to be encountered on WACALM managed lands;
- take responsibility for the cost of any search and rescue operations caused by their, or their representatives, negligence;
- provide a level of service in accordance with those standards expected by the Executive Director of WACALM;
- promote accurately the recreation and conservation values of the areas visited and liaise with WACALM in the development of promotional material (may be required to attend workshops relating to the value and management parks/reserves) (Costello, 1998).

Additional conditions also apply and are detailed in the 'Application Form' and the 'Tour Operator Handbook' (Costello, 1998) included in Appendices. A 'Code of Ethics' has also been established to encourage environmentally responsible commercial development in Western Australia national parks, and is included in the report entitled 'Nature Based Tourism Strategy for Western Australia' (Nature Based Tourism Advisory Committee, 1997, p28-30).

13.2 Northern Territory

The permit holder must:

- comply with all the laws of the Northern Territory, and the regulations or rules of the PWCNT;
- conduct their operation in accordance with the relevant management plans;
- at all times practice and promote the principles of environmental protection;
- not allow other people to undertake their operation;
- behave in a manner that recognises and protects the experiences of other park users;
- ensure that all operations are safely undertaken, and have in attendance a person who is suitably qualified in first aid;
- ensure that all vehicles used for the conduct of the operation are safely maintained;
- conduct the operation throughout the term of the permit;
- remove and dispose correctly of litter;
- not enter upon or interfere in any way with any Sacred Site;

- provide rates that are reasonable and comparable with those of similar operations; and
- only drive on roads and parking areas designated for public use except where otherwise approved by the PWCNT.

Additional conditions apply and can be found in the sample 'PWCNT Operational Agreement' for commercial operators contained in the Appendices.

13.3 South Australia

Applicants wishing to obtain a commercial tour operator licence for permit periods beginning 1 April must provide the following information:

- business details, including company name and contact;
- proposed activity and the areas to be visited, including proposed routes;
- expected number of people involved, proposed dates and times;
- description of vehicles to be used, including boats and other equipment and their registration numbers and ownership status;
- evidence of currency of public liability insurance;
- evidence of Passenger Transport Board Operator Accreditation;
- evidence of Passenger Transport Board Driver Accreditation for each driver who will be operating in the protected area/s; and
- current Department of Transport Vehicle Survey Inspection Certificate.

The following conditions must be met for operators to obtain and/or keep valid a commercial operator licence. Operators must:

- conduct operations in a manner which does not impact upon the experiences of other park users;
- safely manage clients and vehicles in the event of an emergency;
- confirm the availability of organised activities and camping facilities with the relevant field staff prior to each trip;
- only drive vehicles on roads constructed for the passage of vehicles with four or more wheels, and not on roads that are permanently, temporarily or seasonally closed by gates, signs or public notices unless under conditions previously approved;
- display the current tour operator vehicle sticker on the front left-hand side of the vehicle windscreen at all times;
- receive written approval from the relevant Aboriginal community and NPWSA prior to visitation of Aboriginal cultural sites;
- be responsible for the removal of all equipment, rubbish, and/or waste associated with the running of their business from the park;
- submit a Commercial Operator Return form (which records the number of passengers per park, per day and other demographic information as agreed between the operator and NPWSA) using a format provided by the Department when accessing parks not staffed by NPWSA officers;
- help conserve water resources by not polluting them with soap, detergents or food scraps; and
- ensure that toilet wastes are buried at least 50 meters from a water supply where toilets are not available (NPWSA, 2000).

Additional conditions are detailed in the sample 'Commercial License' contained in the Appendices.

13.4 Queensland

Assessment of tour operator applications includes consideration of the following matters:

- compatibility with management plans, principles and existing management settings;
- the likely impact of the proposed activity on the enjoyment of other park visitors, park management, and the natural and cultural integrity of the park;
- the contribution the proposed activity makes to opportunities for park use and appreciation;
- the potential risks the activity entails to tour clients, park and tour staff and other park visitors.

Additional factors relating to environmental care, cultural management, safety and risk management, and adherence to a minimum impact code by park visitors may also be considered in the assessment of applications.

The following information must be provided for operators to obtain and/or keep valid a commercial activity permit:

- the proposed activity, including vehicle registration numbers and equipment used;
- areas visited, number of clients, routes and frequency of visits;
- details of likely public benefit of proposed activity;
- proof of compliance with the relevant transport regulations;
- copies of proposed/existing advertising material; and
- proposed management of waste materials.

Operators must also carry a record of each activity and notify the ranger in charge before a protected area is visited.

A range of conditions may be included on permits and might include:

- the type of activities permitted by the tour program;
- minimal impact behaviour beyond the legislative requirements;
- safety issues;
- site restrictions;
- time specifications for visits; and
- liaison with traditional land holders and treatment of wildlife.

13.5 New South Wales

Applicants wishing to obtain a commercial operator licence must demonstrate the following:

- appropriate behaviour of the operator and their clients within the parks, and towards park management;
- a knowledge of the safety and environmental issues relevant to the proposed activity;
- commitment to the conservation objectives of the park and demonstrated safe practice;
- sound financial management;
- proof of compliance with the relevant regulatory authorities; and
- public liability insurance.

13.6 Australian Capital Territory

Not applicable as EACT do not licence commercial operators.

13.7 Victoria

The following information must be provided by applicants to obtain a commercial tour operator permit:

- business details, including company name and contact details;
- proposed activity and the areas to be visited;
- anticipated tour frequency and group size;
- nominated camping areas;
- payment of application fees; and
- evidence of public liability insurance.

There are four levels of conditions on Parks Victoria tour operator licenses:

- general conditions which apply to all operators;
- activity-specific conditions which apply to all operators conducting a specific activity, regardless of location (see section on activity-specific conditions);
- location-specific conditions which apply to all operators conducting a particular activity at a particular location (see section on site-specific conditions);

- special conditions which apply to a specific permit.

The following general conditions must be met by commercial operators to renew, or maintain, a valid tour operator permit (Parks Victoria 2000). Operators are required to:

- develop and maintain an Emergency Response Plan outlining the procedures to be followed in the event of natural or other disaster, injury, illness or delay;
- ensure the safe evacuation of clients and vehicles in the event of any natural or other disaster adjacent or near approved routes;
- notify the appropriate DNRE Forest Manager or PV Ranger of any natural or other disaster, injury, illness or delay that may impact the tour group;
- only conduct activities on any tour which are specified in the permit;
- not, or not allow employees, agents or clients to, drive a vehicle away from roads, or on roads that are permanently, seasonally or temporarily closed by gates, signs or public notice, unless special conditions on the permit grant such access;
- maintain and leave tidy camp sites which shall be located at least 20 metres from any stream, dam or aqueduct. If no toilets are provided, night soil must be buried at least 100 metres from any stream, dam or aqueduct. All garbage originating from tour operations must be removed by the operator unless rubbish bins are provided;
- not rely on the use of huts for accommodation unless specific prior rights have been granted for the use of the hut/s; and
- ensure their guides have a current paramedic qualification.

Additional conditions are detailed in the 'Tour Operator Permit Application' (Parks Victoria, 2000) contained in the Appendices.

13.8 Tasmania

The following information must be provided by applicants wishing to obtain a commercial tour operator licence:

- evidence of Public Liability Insurance to the value of at least \$10 million;
- First Aid certificates for guides/operators;
- details of envisaged itineraries;
- proof of a detailed knowledge of the area/s they intend to operate in;
- if vehicles are required for the activity: copies of Transporting Clients Public Vehicle Licence (for driver) and the Licensed Passenger Vehicle Certificate (for vehicle);
- if boats are required for the activity: the Coxswain Certificates (for skipper) and Navigation and Survey Certificate (for boat); and
- other certificates and licences may be required depending on the proposed operation (TPWS, 1997a; TPWS, 2000) (see Appendices).

Other supporting documentation may be required, depending upon the proposed activity. For more information see 'Basic Standards for Commercial Tours' (TPWS, 1997a) in the Appendices.

Operators are required to meet the following conditions if existing licences are to be kept valid (TPWS, 2000). Additional conditions are detailed in the Appendices.

Licence holders are to ensure that:

- all operations are conducted in a manner which will recognise and protect the experiences of other park users;
- all guides and clients adhere to minimal impact principles and relevant regulations at all times;
- vehicles are driven on formed roads and/or tracks unless otherwise arranged;
- wildlife are not fed, and a distance of 25 metres from ground nesting birds, and 10 metres from marsupials with young at foot is maintained;
- all guides hold the appropriate First Aid qualifications;
- all rubbish generated by the operation is removed from the authorised areas;
- all remote area trips are registered with the appropriate Ranger Station/Registration Booth before commencement and de-registered upon return; and

- discourage smoking, however, in the event that it occurs, appropriate butt storage should be provided with all butts being removed from the areas and disposed of by the operator.

The following factors may be considered when assessing commercial tour operator licence applications:

- the ability of the applicant to provide a suitable standard of interpretation;
- the ability of the applicant to ensure an appropriate level of visitor safety;
- recognition of environmental issues;
- a commitment to providing service that is reliable and consistent; and
- that the operation is consistent with the management objectives of the land upon which the licensed activity is undertaken (TPWS, 2000) (see Appendices).

13.9 Parks Australia

Conditions vary slightly from park to park, but the following list provides some of the more common tour operator conditions. See Appendices for an example of other conditions contained in the sample 'Conditions of Permit' form for commercial operators in Kakadu National Park.

The permit holder must:

- carry and produce upon request a copy of a current public liability policy of insurance for an amount not less than \$10 million;
- carry a copy of the permit and conditions at all times;
- abide by the Act, the Regulations, the Management Plan, the permit conditions and other notices, information, guidelines, codes of conduct or protocols relating to the park;
- notify the park staff in the event of one of their clients becoming injured, ill or missing in the park;
- be responsible for the safety, well being and behaviour of their staff and persons involved in their activities;
- not employ or engage in the conduct of the activity the services of any person who has been convicted of an offence against the *Environment Protection and Biodiversity Conservation Act 1999* or the *Environment Protection and Biodiversity Conservation Regulations 2000* within the previous five years;
- ensure that staff and clients refrain from interfering with, handling, disturbing or feeding animals and from picking fruits, flowers or otherwise damaging plants;
- ensure staff and clients do not film, photograph or paint images of rock art or other cultural sites; and
- only use roads, in accordance with the regulatory signs erected.

14. PERMIT AND LICENCE CONDITIONS FOR COMMERCIAL PHOTOGRAPHY

14.1 Western Australia

The permit holder must:

- comply with the WACALM Act, *Western Australia Wildlife Conservation Act*, *Bushfires Act*, *Marine Act* and relevant Regulations under these Acts;
- notify the WACALM District Manager of any alteration to the vehicles, equipment, schedules, or activities;
- make good any damage which results from the activity or the presence of the Permit Holder on any WACALM managed lands or waters;
- publicly acknowledge the contribution of WACALM where so requested; and
- supply a copy of the final film product (at WACALM's expense) if so requested by WACALM.

Additional terms and conditions apply and can be found in the 'Commercial Filming/Advertising Photography on WACALM managed lands and waters' contained in the Appendices.

14.2 Northern Territory

The permit holder must:

- not undertake activities in any manner that causes a breach of the *Territory Parks and Wildlife Conservation Act*, its Regulations and By-laws;
- not conduct activities where they may damage or destroy park values or significantly impair the use and enjoyment of the area by park visitors;
- upon request, make their material available for vetting by the PWCNT to ensure that incorrect or biased views are not portrayed; and
- acknowledge the PWCNT where required.

14.3 South Australia

Generic provisions under Section 69 of the *National Parks and Wildlife Act 1972* enable restrictions and/or conditions to be applied to individual licenses.

14.4 Queensland

For commercial film units, conditions that apply include the following:

- the park may not be disturbed in any way;
- no plants, rocks or soil can be brought into the park;
- no animals may be brought into the park without written approval;
- the park must be restored to its original condition after filming;
- only QPWS staff can direct park visitors to co-operate with filming activities; and
- if QPWS staff or facilities are included, or sensitive issues are raised, QPWS reserves the right to view final script and edits.

14.5 New South Wales

The photographer, film-maker, filming company or its agent must:

- make a reasonable effort to contact the relevant NSWNPWS office or officer prior to commencement of activities;
- ensure that vehicle access is in accordance with the terms of the Agreement;
- not use any location other than that specified in the Agreement;
- only camp in locations, and under conditions, that apply to the public;
- clean and return the location to its state prior to filming/photography; and

- remove all equipment, rubbish and toilet facilities and the completion of filming/photography.

Other conditions apply and can be found in the 'Commercial Filming and Photography Standard Conditions' (NSWNPWS, 2000b) included in the Appendices.

14.6 Australian Capital Territory

Not applicable as EACT do not licence commercial filming and photography.

14.7 Victoria

Information regarding the conditions applicable to commercial filming or photography licences has not been received from PV.

14.8 Tasmania

The following conditions apply to commercial filming and photographic activities conducted within Tasmanian national parks:

- commercial filming is acceptable if it assists, where possible, in promoting community awareness, understanding, and support for natural, cultural and heritage conservation and management, and is undertaken in a manner that does not compromise conservation and other management objectives. Any variation from these conditions may be negotiated and stated clearly in the conditions of approval;
- any filming activity must conform to the provisions of the *National Parks and Wildlife Act 1970* and the *Crown Lands Act 1976*;
- TPWS prefer that twenty-one days notice is given for Commercials, Production Films and Documentaries, and seven days notice for Stills Photography (for advertising purposes); and
- other permits required for filming activities, such as the Aerial Access Pass, must be held by those undertaking the activity.

Other conditions in response to local management issues may be imposed. Additional conditions apply to filming/photography within World Heritage Areas. See 'Tasmanian National Parks and Reserves Commercial Filming Guidelines' (1997b) in the Appendices.

14.9 Parks Australia

Conditions vary slightly from park to park, but the following list provides some of the more common conditions for commercial filming and photography. See Appendices for examples of other conditions contained in the sample 'Conditions of Permit' form for commercial operators in Booderee National Park.

The permit holder must:

- allow an Environment Australia staff member to observe the photographic activity at no cost to EA;
- undertake to ensure that all staff conducting photographic operations are informed of the *Environment Protection and Biodiversity Conservation Regulations 2000* and the permit conditions; and
- only use roads, in accordance with the regulatory signs erected.

15. ACTIVITY-SPECIFIC CONDITIONS FOR COMMERCIAL PERMITS

15.1 Western Australia

In addition to the general licence conditions, and those detailed in the Appendices, specific conditions apply to the following activities (Costello, 1998):

- camping;
- abseiling/rock climbing;
- cycling;
- orienteering;
- caving; and
- school programs.

15.2 Northern Territory

Specific conditions apply to the following activities:

- bushwalking;
- boat cruises;
- scenic flight tours;
- safari camp;
- recreational fishing tours;
- vehicle driven land based tours (2WD and 4WD); and
- mountain bike tours.

15.3 South Australia

Specific conditions apply to the following activities (NPWSA, 2000) (see Appendices). The condition categories are regularly updated to account for new activities which operators wish to undertake in parks.

- guided tours;
- bushwalking;
- bush trekking;
- camping;
- campfires; and
- potentially hazardous or remote activities.

15.4 Queensland

Activity specific conditions are determined and agreed upon in the initial application assessment as outlined above. However, a draft minimum impact code for all park visitors (clients of commercial operators and general visitors alike) will provide general guidelines for the following activities:

- camping;
- bushwalking;
- boating and driving;
- rockclimbing and abseiling;
- commercial tours; and
- commercial photography.

15.5 New South Wales

In addition to general licence conditions, specific conditions apply to the following activities:

- commercial instruction;
- educational excursions;

- abseiling, rock climbing and caving;
- bicycling;
- horse riding;
- vehicle touring;
- canoeing/rafting/river running;
- ski touring;
- climbing ice and rock; and
- bushwalking.

15.6 Australian Capital Territory

Not applicable.

15.7 Victoria

In addition to general conditions, specific conditions apply to the following activities (Parks Victoria 2000) (see Appendices):

- bushwalking, birdwatching, spotlight tours and night walks;
- rafting, canoeing and kayaking;
- rock climbing, abseiling, caving and tree climbing;
- horse riding;
- ski tours and snow shoe tours;
- mountain bike riding and bicycle touring;
- boat tours;
- ballooning;
- deer hunting;
- fossicking and prospecting;
- trail bike tours; and
- sea kayaking.

Parks Victoria also support the development of a nationally recognised training and assessment system, currently being undertaken by the Outdoor Recreation Council Australia (ORCA). At present, outdoor recreation standards apply to the following activities:

- abseiling;
- bushwalking
- canoeing/kayaking;
- caving;
- rock climbing;
- ski touring; and
- white water rafting.

15.8 Tasmania

In addition to general conditions and those detailed in the Appendices, specific conditions apply to the following activities:

- boating;
- walking and camping activities;
- rock climbing and abseiling;
- aircraft activities;
- caving;
- food vans;
- rafting;
- horse riding; and
- nocturnal tours.

15.9 Parks Australia

Activity specific conditions apply to commercial tours by land vehicle in Kakadu National Park.

16. SITE-SPECIFIC CONDITIONS FOR COMMERCIAL PERMITS

16.1 Western Australia

In addition to the general licence conditions, and those detailed in the Appendices, site specific conditions apply to most areas of Western Australia (Costello, 1998). See the Tour Operator Handbook (Costello, 1998) included in the Appendices for a full listing. Conditions applying to the areas listed may include:

- restriction of activities in environmentally sensitive or dangerous sites such as cliff faces or caves (visits to such sites typically require operators to obtain permission from WACALM prior to departure);
- additional book keeping procedures;
- restriction of vehicle type beyond specified locations; for example, only 4WD vehicles are allowed north of Peron Homestead in Francois Peron National Park;
- restriction of pedestrian access to selected sensitive sites; for example, climbing on The Pinnacles in Nambung National Park is prohibited;
- restriction of boating activities in selected areas; for example, boat tours are prohibited on Yardie Creek in Cape Range National Park;
- restriction of camping activities to previously cleared sites.

16.2 Northern Territory

Area specific conditions apply to the Upper Tolmer Gorge and Upper Tjaynera Falls, where each tour must be accompanied by a guide with certain minimum qualifications. Also, specific access instructions set out by the PWCNT must be followed in the Tjaynera Falls area.

Other site specific conditions are also listed in management plans, and are negotiated with each individual operator depending upon the activities they wish to conduct.

16.3 South Australia

Site-specific conditions apply for some national parks and reserves in South Australia. Generally these conditions apply for an entire park. Any relevant park conditions are included in each tour operator licence. The conditions depend on the parks and activities.

16.4 Queensland

Site-specific conditions are determined and agreed upon in the initial application assessment. Site specific conditions such as the number of persons allowed and frequency of visits may be applied to any commercial permit, and can vary depending on the nature of the activities undertaken. Stringent conditions are likely to apply to culturally or environmentally sensitive sites.

16.5 New South Wales

Due to the diverse range of activities undertaken by commercial operators across New South Wales, and the range of environmental, conservation and cultural heritage issues in each park, site-specific conditions are assessed on the basis of the commercial activity or tour to be undertaken.

For commercial filming and photography, site specific conditions vary depending on the type of filming or photography undertaken and the location used. Site specific conditions are evaluated for each individual case after the application has been submitted and evaluated.

16.6 Australian Capital Territory

Not applicable.

16.7 Victoria

Specific conditions may apply to selected sites. Operators wishing to conduct activities at these sites will be notified of the relevant conditions upon application. In addition, site-specific conditions may also be detailed in the relevant park management plan/s.

16.8 Tasmania

Specific conditions apply for site-based developments. These conditions are compiled on an individual basis by the Senior Concessions officer. Other site-specific conditions may also apply depending on the proposed activity and the intended location (TPWS, 2000) (see Appendices).

16.9 Parks Australia

Access to some sites in Kakadu National Park by tour operators is restricted. A small number of sites which are open to the public are not available to commercial tours. Commercial permittees may not operate vehicles in excess of 4500kg (tare) on some tracks. At some sites, tour operators may only camp in an area designated for tour operators. Details are provided in the sample *Conditions of Permit for Tour Operators in Kakadu National Park* (see Appendices).

For filming and photography in Kakadu National Park, staff assistance is compulsory at the Aboriginal art sites of Ubirr, Nourlangie Rock and Nangaluwur. Film and photo crews must not go behind the public barriers at art sites unless specifically permitted to do so in writing by the Park Manager. This permission does not extend to filming of Aboriginal people, sites of a sensitive nature or Aboriginal living areas, except as approved by and in consultation with the Gagudju, Djabulugku, Gundjehmi, Minitja or Jawoyn Associations, Cultural Advisers, or relevant individual traditional owners, and the Park Manager.

Aerial filming of living areas within Kakadu National Park must not involve aircraft flying below 1500 feet above ground level over these areas without specific consent of the Park Manager. The permit holder must avoid flying near areas of public visitation. Further detail is available in the sample. "Conditions of Permit for Commercial Film, Photography and Artists" in the Appendices.

17. PUBLIC LIABILITY INSURANCE

All agencies except EACT and WACALM require commercial licence holders to maintain a current public liability insurance policy for a minimum value of \$10m for any one claim. WACALM currently requires public liability insurance for a minimum of \$5 million, but this is being increased in line with other States. EACT do not require insurance as they do not currently license commercial operations.

In New South Wales a minimum public liability insurance of \$50 million is required for film productions with a budget of over \$40 million (NSWNPWS, 2000b).

18. OPERATOR QUALIFICATIONS AND EXPERIENCE

All agencies except EACT require that tour operators ensure that any agents, employees, contractors or volunteers employed, engaged or used by them are sufficiently experienced, qualified and competent to perform the duties they are required to carry out as part of the licensed activities.

In New South Wales and Tasmania, tour operators must also hold a current St Johns Ambulance, or equivalent First Aid Certificate. In Victoria the minimum standard is St Johns Ambulance Level 2 Basic First Aid or equivalent

Kakadu National Park require the experience and/or relevant qualifications of each proposed permit holder conducting commercial tours to be detailed in the permit application form. The training programs provided to tour staff by the commercial operator must also be provided in the permit application. None of the other five national parks under the management of Parks Australia require the provision of such information in the application form.

19.1 Western Australia

There is no formal framework for monitoring the activities and/or impacts of commercial operators. Informal monitoring, however, is done on a daily basis by field staff. A penalty of \$100 can be issued where tour operators fail to carry, and produce upon the request of a WACALM officer, a copy of the 'Tour Operator Handbook' and the enclosed licence (*Conservation and Land Management Amendment Regulations 1993*, Reg. 18). Breach of any of the conditions contained within the 'Tour Operator Handbook' may result in a \$1000 fine (Reg. 17) and cancellation, suspensions and non-renewal of the licence (Reg. 19). Unlicensed commercial activities on WACALM managed lands may result in a \$2000 fine (Reg. 11) (Costello, 1998).

19.2 Northern Territory

Commercial operators are required to rectify a breach of permit. When significant breaches are detected, the offender is notified in writing, and given a specified time in which to rectify the breach. If the breach is not rectified within the time limit, the permit is terminated. Although uncommon, this course of action has been implemented in the past. A security deposit is held for most permits to cover such contingencies. There is a provision that second or subsequent breaches could lead to termination of a permit.

19.3 South Australia

When a licence holder is found to be in breach of their licence conditions NPWSA may either impose a monetary penalty or terminate the licence. Section 70A of the *National Parks and Wildlife Act 1972* provides for a monetary penalty in cases of a breach of licence condition. The maximum penalty is \$2500 and the expiation fee is \$210. Regulation 34A(1)(b) of the *National Parks Regulations 1990* requires that any operator conducting tours for fee or reward in a park or reserve be the holder of a commercial licence. The maximum penalty for breaching this provision is \$5000 and the expiation fee is \$315.

Provision for licence termination is provided for in the licence itself. The process requires the Minister to give written notice to the operator, advising them of their breach. If the operator fails to remedy the breach within a reasonable time (specified in the notice), the Minister may terminate the licence by notice in writing (NPWSA, 2000). However, NPWSA only exercises this option in extreme circumstances and as a last resort, as it prohibits the operator from further carrying out their business.

Under regulation 34A(1)(a) of the *National Parks Regulations 1990* a permit is required to take photographs, film or videotape in a park or reserve for commercial purposes. The maximum penalty for breaching this provision is \$5000 and the expiation fee is \$315.

19.4 Queensland

To encourage existing permit holders to ensure currency of their permits, reminder notices are issued 30 days prior to the permit renewal date. Random checks are carried out to ensure that commercial activities on protected areas are covered by permits, and that permit conditions are being observed. Record books are to be carried by tour operators at all times and returns submitted to the QPWS each month with the appropriate payments.

Legal action can be taken where operators are found to be in breach of the terms and conditions of their permit. However, each case is considered individually. In the first instance, education is usually the preferred method of dealing with non-compliance. Demerit points can be accrued where infringement notices are effected for breaches of certain regulations, and an accumulation of demerit points may result in the suspension or cancellation of a licence. An applicant can appeal to a magistrates court over decisions including refusal to grant a permit, imposing a condition, or suspending or cancelling a permit (*Nature Conservation Regulation, 1994*).

19.5 New South Wales

Compliance with the terms and conditions of commercial operator licences is considered a significant issue by NSW NPWS. Random checks of operators are made by NSW NPWS staff. Information regarding the penalties that can be enforced on an unlicensed tour, or those in breach of their licence conditions, has not yet been received from NSW NPWS. Any unlicensed film maker or photographer may be subject to a fine of \$1100.

19.6 Victoria

Parks Victoria are planning to reinstate a demerit point system for licensed tour operators, and formalise a system for grievance procedures.

19.7 Tasmania

Non-compliance of licence conditions can result in the suspension or cancellation of the licence as specified by the *National Parks and Wildlife Act 1970*, and the *Crown Lands Act 1976*. The most common breach has been non-payment of licence fees. It is hoped that the new system of paying an up-front flat fee will help to rectify this problem. Complaints of environmental breaches are relatively rare (~ two per annum), and are generally addressed via a meeting and discussion of the problem with the offender. Problems are usually rectified by ensuring that tour guides are competent in minimum impact techniques.

19.8 Parks Australia

Monitoring of commercial activities varies from park to park. For example, in Booderee National Park, staff may participate randomly in commercial activities. Kakadu National Park require copies of all commercial film and photographs taken and articles written, and staff may supervise film crew at some sites.

Penalties enforced for non-compliance are stipulated in the *Environment Protection and Biodiversity Conservation Act 1999* regulations and include fines, suspension or cancellation of permit, and variation of permit conditions (e.g. restriction of access to certain sites).

WACALM has a policy and procedures manual, the *Administrative Guidelines Policy No. 41*, which includes guidelines on priority issues to help their staff administer and ensure consistency of licence applications across the State.

In the Northern Territory, a *Concessionary Operations Manual* is used to guide administrative aspects of commercial operations within national parks. The manual provides the administrative detail for implementation of the Concessionary Operations Policy. The policy is presently under review.

In South Australia, information packages are distributed to staff prior to the beginning of each new tour operator licence period. These packages contain updated application and licence forms, instructions to guide staff in the processing and administration of licence applications, form letters and contact details for staff from other areas to consult with in the case of multi-region applications.

In Queensland, there is a manual guiding the administration of commercial activity permits exists, but permit conditions have changed since it was compiled, and a revised manual is planned. Regional staff are provided with commercial permit training and, if required, can seek help from experienced staff in head office.

NSW NPWS is currently finalising its commercial tour operator policy, and hence does not yet have a licensing manual.

In Victoria, there is currently no manual for tour operator license administration, but a series of workshops on managing tour operators has been conducted for nominated district/region tour operator contact officers. Revised documentation and the production of a tour operator brochure has significantly improved both staff and operators understanding of procedures.

TPWS has a current procedure licensing manual. Within Parks Australia, Kakadu National Park has prepared its own guide for processing permits.

21. PERMIT INFORMATION FOR COMMERCIAL OPERATORS

In Western Australia, a comprehensive *Tour Operator Handbook* and relevant application forms are available to prospective operators by contacting WACALM or through 'Nature Base', the WACALM website. Licenced operators also receive a complimentary subscription to *Landscape*, WACALM's nature conservation magazine, and to WACALM's quarterly newsletter, *Touring Western Australia*. Licence holders are also able to include their booking details on 'Nature Base'.

In Northern Territory, information is available to prospective tour operators upon request and through the Northern Territory Government Business Licensing Information System.

In South Australia, licence application forms and tour operator fee brochures are currently available (see Appendices). These are usually posted to prospective operators with a *pro forma* letter that explains the licensing system. The letter is currently being developed into a brochure format.

In Queensland, commercial activity brochures, sample documents and application forms for tour operators are available from QPWS offices (see Appendices). Quarterly newsletters for tour operators are also distributed. Information is also available on the QPWS website for operators wishing to conduct commercial tours or commercial filming or photography. Internal updates for staff are provided on a monthly basis.

In New South Wales, a Resource Information Kit and video is available to commercial tour operators. Commercial filming and photography application forms, fees, general information and licence conditions are available from the NSW NPWS website.

In Victoria, the 'Tour Operator Permit Application' (Parks Victoria 2000), details the information and fees required to process the permit, a set of general permit conditions, activity specific conditions, and the current approved accreditation programs. Application forms and information for both current and potential tour operators are available at the Parks Victoria website.

In Tasmania, a booklet produced by TPWS, the Wellington Park Management Trust, and Forestry Tasmania, *Commercial Visitor Services: A Guide for Operators of Guided Leisure and Recreation Activities Within National Parks, State Reserves, Wellington Park, other Crown Land and State Forests*, is available for commercial tour operators. In addition, information on 'Basic Standards for Commercial Tours' and commercial tour operator licence application forms are provided on the TPWS web site. Information and application forms for commercial filming and photography are also available on the TPWS web site.

Within Parks Australia, licensing information for Uluru-Kata Tjuta and Norfolk Island National Parks are available via the internet. Operators wishing to conduct activities in Pulu Keeling National Park can view selection criteria, the park Plan of Management and the visitor access strategy, which covers commercial operations. Information regarding commercial operations in Booderee National Park is available from the Environment Australia internet site and in hard copy from Booderee Park Headquarters. The information describes the application process and lists what the applicant needs to supply. Kakadu National Park has a tour operators handbook which can be purchased from the park and is currently preparing an information package for prospective tour operators.

In Western Australia, where licence holders seek approval to carry out activities in more than one region, consultation between regions is undertaken. This process is orchestrated by head office.

In Northern Territory, approval for commercial operators to conduct activities in more than one region of lands under the management of the PWCNT is granted via approval from head office, with consultation between regional areas regarding the specific activities to be undertaken.

In South Australia, application forms are processed in the park or regional office closest to the primary site of operation. This office then becomes the commercial operator's contact office. If the operator will also be visiting other parks and regions, then the contact office must consult with all other relevant offices regarding that applicant and the intended activities. This consultation process is firmly established in South Australia and, although seen as labour intensive by administrative staff, the process is considered beneficial as licensing issues caused by a lack of consultation between regions rarely occur.

In Queensland, consultation between regions is carried out informally where necessary for the assessment of permit applications. Commercial activity permit applications are circulated for comment to the rangers in charge of the nominated parks, and to the relevant senior rangers or district managers. If the activity is proposed to take place in more than one region, advice from all affected regions is considered, but applications are processed by the region in which the tour will spend most of the time (QPWS, unpub.). A database is currently being developed to facilitate the more efficient exchange of the necessary permitting information.

In New South Wales, consultation between individual parks and regions is expected to take place where operators wish to conduct activities in more than one region. However, consultation between individual parks and regions has traditionally been *ad hoc*.

In Victoria, requests for tour operators to operate in more than one park and/or district are negotiated via the regional tour operator contact officers.

In Tasmania, commercial operators must seek approval for all areas that they wish to operate in. A copy of the application is sent to each of the relevant field centres and district managers for comment. Approval is undertaken in consultation with both district based field staff and head office.

Within Parks Australia, informal contact between Kakadu National Park, Uluru-Kata Tjuta National Park and the PWCNT occurs regularly. Informal contact also occurs between Christmas Island and Pulu Keeling National Parks. None of the other national parks administered by Parks Australia are geographically close enough to be utilised by the same commercial operators, so consultation is not necessary.

In Western Australia, there is no formal consultation between agency staff and commercial operators, but an extensive range of support information is available to commercial operators.

In Northern Territory, formal liaison takes place between commercial operators and the Top End Consultative Committee.

In South Australia, consultation between operators and staff members is encouraged, in order to promote better business partnerships. Licence holders are required to consult with the relevant field staff regarding the availability of organised activities and camping facilities prior to each trip. Licence holders are also encouraged to complete a 'Let us know before you go' form detailing the intentions of the activity if it is: risky or strenuous; in a remote section of the park; camping undertaken for extended periods; or an excursion for a school group (NPWSA, 2000) (see Appendices). On Kangaroo Island, a Tour Operator Liaison Group allows greater flow of information between the agency and operators, and provides a regular forum for the discussion of issues affecting operators.

In Queensland, operators are encouraged to maintain regular contact with park rangers or the relevant management authority. Operators are also required to notify the ranger in charge before a protected area is visited.

In New South Wales, there is no formal process to guide consultation between NSWNPWS staff and commercial operators. The current licensing system is under review, but existing management policies and the Blue Mountains Interim Policy are currently in use.

In the Australian Capital Territory, commercial operators are encouraged to develop an ongoing dialogue with rangers in the parks in which they operate. Rangers also informally monitor the activity of operators. Environment ACT staff also regularly attend meetings of the Canberra Region Tourism Association, facilitating contact with tour operators.

In Victoria, commercial permit holders are required to submit trip return documentation to the nominated Parks Victoria Contact Officer with 21 days of the previous quarter's expiry.

In Tasmania, licence holders are required to register all remote area trips with the appropriate Ranger Station/Registration Booth before commencement of the licensed activity, and de-register upon return.

In Parks Australia, operators in Pulu Keeling National Park must contact PAN with visitor names and numbers prior to taking their trip, to discuss any areas that are closed due to bird breeding activities. In Booderee National Park there is some informal interaction between the staff and the operators. In Kakadu National Park meetings are held occasionally with commercial operators, usually following an incident involving the operator. Also, the Kakadu Tourism Consultative Committee, which includes members of the tourism industry, meets quarterly to discuss and resolve issues which are of relevance to tour operators.

REFERENCES

- Costello, V (ed.). 1998. Tour Operator Handbook: The official manual of licence conditions for tour operators entering WACALM managed lands. WACALM, Perth.
- Huh, S., I Voukelatos & K. Young. 1999. An analysis of the current licensing system in place for tour operators in protected areas throughout Australia. Northern Territory University, Faculty of Business.
- Meet the People Pty Ltd. 1997. For Wildlife Australia and the NSWNPWS. A Review of Current Systems for Licensing Organised Group Activities in Protected Areas in Australia. Meet the People P/L, Sydney.
- New South Wales, National Parks and Wildlife Service. 2000a. Commercial Filming and Photography: Commercial Filming Fees. NSWNPWS, Sydney.
- New South Wales, National Parks and Wildlife Service. 2000b. Commercial Filming and Photography: Standard Conditions. NSWNPWS, Sydney.
- Northern Territory, Parks And Wildlife Commission, for ANZECC Benchmarking and Best Practice Program. 1996. Commercial Management Processes in the Delivery of Park Services. ANZECC Working Group on National Parks and Protected Area Management. QDEH, Brisbane.
- Parks Victoria. 2000. Application for a Tour Operator Permit. Parks Victoria, Melbourne.
- Queensland Department of Environment and Heritage, for ANZECC Benchmarking and Best Practice Program. 1996. Visitation User Pays Revenue. ANZECC Working Group on National Parks and Protected Area Management. QDEH, Brisbane
- Queensland Parks and Wildlife Service. In preparation (unpublished). Commercial Tours - QPWS Draft Policy. QPWS, Brisbane.
- Queensland Parks and Wildlife Service. 1999a. Annual Report 1998-1999. QPWS, Brisbane.
- Queensland Parks and Wildlife Service. 1999b. Great Sandy National Park - Cooloola Section: Review of Hang Gliding and Paragliding Operations. QPWS, Brisbane.
- Queensland Parks and Wildlife Service, for ANZECC Benchmarking and Best Practice Program. 2000. Visitation User Pays Revenue (updated from a Report Originally Published in September 1996). ANZECC Working Group on National Parks and Protected Area Management. QPWS, Brisbane.
- South Australia, National Parks and Wildlife. 2000. Commercial Licence. NPWSA, Adelaide.
- Tasmania Parks and Wildlife Service. 1997a. Basic Standards for Commercial Tours. TPWS, Hobart.
- Tasmania Parks and Wildlife Service. 1997b. Tasmanian National Parks and Reserves Commercial Filming Guidelines. TPWS, Hobart.
- Tasmania Parks and Wildlife Service. 2000. Commercial Visitor Services. TPWS, Hobart.
- Western Australia Department of Conservation and Land Management. Annual Review 1998 - 1999. WACALM, Perth.

2.1 WACALM

- 2.1.1 How to become a CALM licensed tour operator
- 2.1.1 Sample application for commercial activity licence or renewal - T class
- 2.1.3 Tour operator handbook - the official manual of licence conditions for tour operators
- 2.1.4 Fee schedule for commercial filming/ photography on CALM managed lands and waters
- 2.1.5 Commercial Filming/Advertising Photography on CALM managed lands and waters
 - terms and conditions

2.2 PWCNT

- 2.2.1 Minor concessions schedule
- 2.2.2 Sample application form for a minor concession
- 2.2.3 Sample commercial operations permit
- 2.2.4 Sample operational agreement

2.3 NPWSA

- 2.3.1 Commercial tour operator licence, tour and entry fees
- 2.3.2 Sample commercial licence application
- 2.3.3 Sample commercial licence
- 2.3.4 General and special conditions
- 2.3.5 Kangaroo Island application to film
- 2.3.6 Policy for filming crews and journalists on Kangaroo Island

2.4 QPWS

- 2.4.1 Recreation Area fees and insurance requirements
- 2.4.2 Commercial filming and photography information
- 2.4.3 Sample commercial activity permit application
- 2.4.4 Commercial activities in protected areas
- 2.4.5 Insurance for operators of commercial activities in Queensland protected areas
- 2.4.6 Guidelines for operators of commercial activities on Queensland protected areas
- 2.4.7 Sample deed of agreement
- 2.4.8 Sample daily record of people conducted and/or camped by a commercial tour operator

2.5 NSWNPWS

- 2.5.1 Commercial filming and photography summary for film makers and photographers
- 2.5.2 Commercial filming and photography application process for commercial film makers and photographers
- 2.5.3 Commercial filming application
- 2.5.4 Commercial filming fees
- 2.5.5 Commercial photographic application
- 2.5.6 Commercial photographic fees
- 2.5.7 Commercial filming and photography standard conditions

2.6 PV

- 2.6.1 Information for prospective tour operators on public land in Victoria
- 2.6.2 Sample application for a tour operator permit

2.7 TPWS

- 2.7.1 Commercial visitor services - a guide for operators of guided leisure and recreation activities within National parks, State Reserves, Wellington Park, other Crown Land and State Forests
- 2.7.2 Basic standards for commercial tours
- 2.7.3 Sample application for a licence to conduct commercial operations
- 2.7.4 Tasmanian national parks and reserves commercial filming guidelines
- 2.7.5 Sample commercial filming agreement

2.8 PA

- 2.8.1 Conditions of permit to carry out commercial filming/photography in Booderee National Park
- 2.8.2 Conditions of permit to conduct a commercial activity in Kakadu National Park
 - Commercial Tours by Land Vehicle

Prof Ralf Buckley

Prof Buckley is Chair in Ecotourism and Director of the International Centre for Ecotourism Research at Griffith University, and Coordinator of CRC Tourism's Program 1: Tourism Environmental Management Research. Email - r.buckley@mailbox.gu.edu.au

Michaela Guest

Prior to working within the CRC Tourism's Program 1, Michaela travelled for several years throughout much of south-east Asia and parts of Europe. Michaela completed a Bachelor of Science degree in Ecology and Environmental Policy, and in 1999 completed Honours in Science exploring the sampling methods for estimating fish and crustacean density in shallow seagrass habitat. Michaela is currently a PhD student at Griffith University on trophic dynamics in estuarine habitats.



ACKNOWLEDGEMENTS

Information summarised in this report was kindly provided by staff of parks agencies throughout Australia. In particular, we are grateful for assistance from the following:

Western Australia Department of Conservation and Land Management

Elena Aniere, Policy Project Officer, Park Policy and Tourism Branch
Gil Field, Senior Interpretation Officer, Planning and Visitor Services Branch
Kate Hassall, Policy Project Officer, Park Policy and Tourism Branch
Colin Ingram, Manager, Park Policy and Tourism Branch
John Ireland, Principal Risk Manager
Luisa Liddicoat, Research Scientist, Park Policy and Tourism Branch
Rod Quartermaine, Business Development Co-ordinator, Park Policy and Tourism Branch
Matthew Sapsworth, System Department Officer, Park Policy and Tourism Branch
Wayne Schmidt, Program Co-ordinator, Parks Recreation Planning and Tourism Division
Jim Sharp, Director General
Tracy Shea, Policy Advisor, Park Policy and Tourism Branch

Parks and Wildlife Commission of the Northern Territory

Bill Binns, Assistant Director for Regional Parks
Mike Butler, Assistant Director for Strategic Planning
Peter Egan, Commercial Manager
Stuart Gold, Principal Planner, Strategic Planning and Development
Jackie Hindmarsh, Senior Planning Officer
Robyn McGillivray, Senior Interpretation Officer
Roana O'Neill, Senior Commercial Education Ranger, Community Education Unit
Margie Woods, Corporate Support Manager

National Parks and Wildlife South Australia

David Barrington, Deputy Director, Parks Branch
Andrew Beare, Manager, Strategies and Risk, Environment and Heritage Business Services
Michelle Crowe, Marketing Officer, Environment and Heritage
Martina Egeler, Project Officer, Environment and Heritage
Jim Knight, Manager, Commercial Services, Environment and Heritage
Keith Twyford, Parks and Wildlife Manager, Environment and Heritage
Mark Lufis, Manager, Infrastructure Planning, Environment and Heritage
Tanya O'Lauchlin, Manager, Asset Services, Environment and Heritage Business Services
John O'Malley, Business Manager, Environment and Heritage
Deb Pearson, Manager, Environment and Heritage Business Services
Herb Stichel, Project Officer, Environment and Heritage

Queensland Parks and Wildlife Service

Lesley Anderson, Co-ordinator, Commercial Permits Regional Service Delivery, Commercial Activity Permits
Richard Clarkson, Principal Conservation Officer, Policy and Operations Parks and Wildlife Policy Unit
Sally Driml, Team Leader, Environmental Policy and Economics
Tim Ellis, Acting Principal Acquisitions Officer, Parks and Wildlife Strategy Planning Research
Pamela Harmon-Price, Senior Interpretation Officer, Commercial and Community Services, Interpretation and Community Services
Terry Harper, Acting District Manager, Regional Service Delivery, Greater Moreton District
Mike Harris, Manager, Policy and Operations, Parks and Wildlife Operations Unit
Ralph Henderson, Business Development Manager, Commercial and Community Services, Business Development Unit
Bob Hoey, Principal Conservation Officer, Policy and Operations Parks and Wildlife Policy Unit
Cate Melzer, Acting Planner, Planning & Research Conservation Planning
Trish Shrimpton, Senior Administration Officer, Policy and Operations Parks and Wildlife Policy Unit
Bob Speirs, Director, Commercial and Community Services
Jon Walsh, Senior Conservation Officer, Policy and Operations Parks and Wildlife Policy Unit

Allan Williams, Manager, Conservation Planning Unit

New South Wales National Parks and Wildlife Service

Simon Ashwin, Park Use Fees Manager, Education and Community Programs Directorate

Michael Booth, Manager, Property Management Unit

Nicholas Conner, Principal Policy Officer, Conservation Economics Unit

Bob Conroy, Director, Central Directorate

Geoff Cook, Manager, Occupational Health and Safety, Workforce Services Division

Anne Gaha, Commercial Filming and Photography Co-ordinator, Marketing and Information Division

Brian Gilligan, Director General

Alan Ginns, Area Manager, Northern Beaches Area

Gail Heathwood, Project Officer, Marketing and Information Division

Donald McQueen, Manager, Asset Services Unit

Andrew Mitchell, Manager, Marketing and Information Division

Tony Shillabeer, Paralegal, Legal Support Directorate

Lynn Webber, Manager, Education and Community Involvement Unit

Environment ACT, Australian Capital Territory

Karen Civil, Development Officer, Business Development and Marketing

Rod Florence, Contracts Commissioning Officer, Resource Management

Sharon Lane, Interpretation Officer, Parks and Conservation Service

Brian Weir, Manager, Business Development and Marketing

Geoff Young, Ranger, Namadgi National Park

Parks Victoria

Rob Black, Team Leader, Tourism Services, National Parks Policy and Strategy Division

Ty Caling, Tourism Officer, National Parks Policy and Strategy Division

Ian Christie, General Manager, National Parks Policy and Strategy Division

Fiona Colquhoun, Strategic Investment Officer, Metro Parks and Bay Policy and Strategy

Brian Doolan, Manager, Visitor Tourism, Department of Natural Resources and Environment

Michael Howes, Coordinator, Information and Interpretation, National Parks Policy and Strategy Division

Alex MacLeod, Customer Service Representative, Resource and Communication Division

Russell Mason, Manager, Tourism and Visitor Programs, National Parks Policy and Strategy Division

Joe Mumford, Team Leader, Asset Systems, Metro Parks and Bay Policy and Strategy

Mal Poulter, Manager, Visitor and Asset Strategy, Metro Parks and Bay Policy and Strategy

Rob Saunders, Team Leader, Programs Division, Metro Parks and Bay Policy and Strategy

Dennis Ward, Manager, Risk Management Corporate Services

Dino Zanon, Team Leader, Visitor Research, Metro Parks and Bay Policy and Strategy

Tasmania Parks and Wildlife Service

Rosemary Hollow, Policy Analyst

Carole McCourtie, Senior Concessions Officer

Andrew Roberts, Manager, Visitor Services

Sue Rundle, Planning Statistics Officer

Tim Turner, Manager, Business Services

Bob Tyson, Program Manager, Planning & Visitor Services Branch

Parks Australia

Christine McNamara, Parks Policy and Management, Parks Australia South

Greg Miles, Public Relations Officer, Kakadu National Park

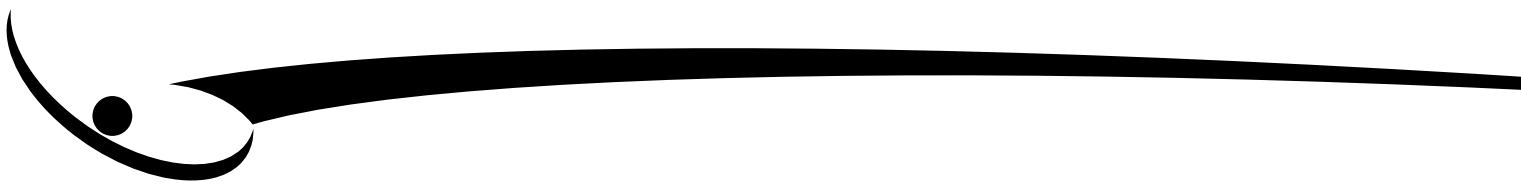
Wendy Murray, Pulu Keeling National Park and Cocos (Keeling) Islands Conservancy

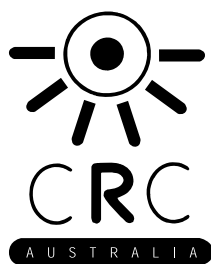
Universities

Louise Horneman, Postdoctoral Research Fellow, School of Natural & Rural Systems Management, University of Queensland

Robert Beeton, Head of School, School of Natural & Rural Systems Management, University of Queensland, Gatton







The Cooperative Research Centre for Sustainable Tourism was established under the Australian Government's Cooperative Research Centres Program to underpin the development of a dynamic, internationally competitive, and sustainable tourism industry. Our mission: Developing and managing intellectual property (IP) to deliver innovation to business, community and government to enhance the environmental, economic and social sustainability of tourism.

DEVELOPING OUR IP

Director of Research - Prof Bill Faulkner

- 1. Tourism environmental management research**
Co-ordinator – Prof Ralf Buckley (r.buckley@mailbox.gu.edu.au)
 - Wildlife Tourism
 - Mountain Tourism
 - Nature Tourism
 - Adventure Tourism
- 2. Tourism engineering design and eco-technology research**
Coordinator – Dr David Lockington (d.lockington@mailbox.uq.edu.au)
 - Coastal and marine infrastructure and systems
 - Coastal tourism ecology
 - Waste management
 - Physical infrastructure, design and construction
- 3. Tourism policy, products and business research**
Coordinator – A/Prof Leo Jago (Leo.jago@vu.edu.au)
 - Consumers and marketing
 - Events and sports tourism
 - Tourism economics and policy
 - Strategic management
 - Regional tourism
 - Indigenous tourism
- 4. E-travel and tourism research**
Coordinator – Dr Pramod Sharma (p.sharma@mailbox.uq.edu.au)
 - Electronic product & destination marketing and selling
 - IT for travel and tourism online development
 - Rural and regional tourism online development
 - E-business innovation in sustainable travel and tourism
- 5. Post graduate education**
Coordinator – Dr John Fien (j.fien@mailbox.gu.edu.au)
- 6. Centre for Tourism and Risk Management**
Director – Prof Jeffrey Wilks (j.wilks@mailbox.uq.edu.au)
- 7. Centre for Regional Tourism Research**
Director – Prof Dick Braithwaite (dbraithw@scu.edu.au)

MANAGING OUR IP

- General Manager – Ian Pritchard (ian@crctourism.com.au)
1. IP register
 2. Technology transfer
 3. Commercialisation
 4. Destination management products
 5. Executive training
 6. Delivering international services
 7. Spin-off companies
- Sustainable Tourism Holdings
CEO – Peter O'Clery (poclery@interact.net.au)
 - National Centre for Tourism
Managing Director – Stewart Moore (nct@uq.net.au)
 - Green Globe Asia Pacific
CEO – Graeme Worboys (graeme.worboys@ggasiapacific.com.au)

For more information contact:

*Communications Manager – Brad Cox
CRC for Sustainable Tourism Pty Ltd*

Griffith University, PMB 50

GOLD COAST MC, Qld 9726

Ph: +61 7 5552 8116, Fax: +61 7 5552 8171

Visit: www.crctourism.com.au or email:

Brad@crctourism.com.au

DARWIN

**Northern Territory Node
Coordinator**
Northern Territory University
Alicia Boyle
Ph: 08 8946 6084
alicia.boyle@ntu.edu.au

CAIRNS

Cairns Node
Prof Philip Pearce
James Cook University
Ph: 07 4781 4762
philip.pearce@jcu.edu.au

BRISBANE

**Tourism Engineering,
Design and Technology Research**
Dr David Lockington
Ph: 07 3365 4054
d.lockington@mailbox.uq.edu.au

**Travel and Tourism Information
Technology Research**
Dr Pramod Sharma
Ph: 07 3365 6513
p.sharma@mailbox.uq.edu.au

Sustainable Tourism Services
Mr Stewart Moore
Managing Director
Ph: 07 3229 1188
nct@uq.net.au

Education Program Coordinator
Dr John Fien
Ph: 07 3875 7105
j.fien@mailbox.gu.edu.au

GOLD COAST

Director of Research
Prof Bill Faulkner
Ph: 07 5552 8532
b.faulkner@mailbox.gu.edu.au

CRC Tourism Executive
Prof Terry De Lacy
Ph: 07 5552 8172
t.delacy@mailbox.gu.edu.au

**Tourism Environmental
Management Research**
Prof Ralf Buckley
Ph: 07 5552 8675
r.buckley@mailbox.gu.edu.au

LISMORE

**Centre for Regional
Tourism Research**
Prof Dick Braithwaite
Ph: 02 6620 3785
dcarson@scu.edu.au

SYDNEY

**New South Wales
Node Coordinator**
A/Prof Ray Spurr
Ph: 02 9385 1600
r.spurr@unsw.edu.au

**Bathurst International
Program Coordinator**
Dr Johannes Bauer
Ph: 02 6338 4284
jbauer@csu.edu.au

PERTH

**Western Australia
Node Coordinator**
Dr Jack Carlsen
Ph: 08 9400 5698
j.carlsen@cowan.edu.au

ADELAIDE

**South Australia Node
Coordinator**
Prof Graham Brown
Ph: 08 8302 0476
graham.brown@unisa.edu.au

CANBERRA

Industry Extension Coordinator
Mr Peter O'Clery
Ph: 02 6230 2931
pocleary@interact.net.au

**Australian Capital Territory
Node Coordinator**
Prof Trevor Mules
Ph: 02 6201 5016
tjm@comedu.canberra.edu.au

MELBOURNE

**Tourism Policy, Events and
Business Research**
A/Prof Leo Jago
Ph: 03 9688 5055
Leo.jago@vu.edu.au

LAUNCESTON

Tasmania Node Coordinator
Prof Trevor Sofield
Ph: 03 6324 3578
trevor.sofield@utas.edu.au

CRC
Sustainable Tourism
crc tourism . com . au