

AGENDA ATTACHMENTS

21ST APRIL 2020

ORDINARY COUNCIL MEETING

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Central Highlands Council

DRAFT Minutes – ORDINARY MEETING – 17TH MARCH 2020

Draft Minutes of an Open Ordinary Meeting of Central Highlands Council held at Hamilton Hall, on Tuesday 17th March 2020, commencing at 9am

1.0 OPENING

The Mayor advises the meeting and members of the public that Council Meetings, not including Closed Sessions, are audio recorded and published on Council's Website.

Mayor L Triffitt opened the meeting at 9.00am.

2.0 ACKNOWLEDGEMENT OF COUNTRY

3.0 PRESENT

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer (attended at 9.12am), Cllr A Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner, Cllr J Poore, Mr Adam Wilson (Acting General Manager) and Mrs Kathy Bradburn (Minutes Secretary).

4.0 APOLOGIES

NIL

5.0 PECUNIARY INTEREST DECLARATIONS

In accordance with Regulation 8 (7) of the Local Government (Meeting Procedures) Regulations 2015, the Mayor requests Councillors to indicate whether they or a close associate have, or are likely to have a pecuniary interest (any pecuniary or pecuniary detriment) or conflict of interest in any Item of the Agenda.

NIL

6.0 CLOSED SESSION OF THE MEETING

Regulation 15 (1) of the *Local Government (Meeting Procedures) Regulations 2015* states that at a meeting, a council by absolute majority, or a council committee by simple majority, may close a part of the meeting to the public for a reason specified in sub-regulation (2).

As per *Regulation 15 (1) of the Local Government (Meeting Procedures) Regulations 2015*, this motion requires an absolute majority

Moved: Cllr J Honner

Seconded: Cllr R Cassidy

THAT pursuant to *Regulation 15 (1) of the Local Government (Meeting Procedures) Regulations 2015*, Council, by absolute majority, close the meeting to the public to consider the following matters in Closed Session

Item Number	Matter	Local Government (Meeting Procedures) Regulations 2015
1	Confirmation of the Minutes of the	Regulation 15 (2)(g) – information of a personal

	Closed Session of the Ordinary Meeting of Council held on 18 February 2020	and confidential nature or information provided to Council on the condition it is kept confidential
2	Legal Advice	Regulation 15 (4)(b) – possible future legal action that may be taken, or may involve, the council
3	Consideration of Matters for Disclosure to the Public	Regulation 15 (8) - While in a closed meeting, the Council, or Council Committee, is to consider whether any discussions, decisions, reports or documents relating to that closed meeting are to be kept confidential or released to the public, taking into account privacy and confidentiality issues

CARRIED BY ABSOLUTE MAJORITY

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

Moved Cllr J Honner

Seconded Cllr J Poore

That the Council:

- (1) Having met and dealt with its business formally move out of the closed session; and
- (2) Resolved to report that it has determined the following:

Item Number	Matter	Outcome
1	Confirmation of the Minutes of the Closed Session of the Ordinary Meeting of Council held on 18 February 2020	Minutes of the Closed Session of the Ordinary Meeting of Council held on 18 February 2020 were confirmed
2	Legal Advice	Council noted the contents of the advice received
3	Consideration of Matters for Disclosure to the Public	Matters were considered

CARRIED BY ABSOLUTE MAJORITY

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

Mrs Kathy Bradburn left the meeting at 9.10 am.

6.1 MOTION OUT OF CLOSED SESSION

Moved: Cllr A Bailey

Seconded: Cllr R Cassidy

THAT Council move out of Closed Session and resume the Ordinary Meeting.

Cllr A Archer was not in attendance when the meeting opened to the public.

OPEN MEETING TO PUBLIC

The meeting opens to the public at 10.05am.

7.0 DEPUTATIONS

10.00 – 10.15 Health and Wellbeing Plan - Mrs Tracey Turale, Health Promotion Coordinator, Central Highlands & Southern Midlands and Mrs Fae Robinson from Futures to provide overview of the Health and Wellbeing Plan – **CANCELLED DUE TO COVID-19**

7.1 PUBLIC QUESTION TIME

8.0 MAYORAL COMMITMENTS

12 February 2020	Meeting with General Manager
12 February 2020	On-site Platypus walk with Deputy General Manager
13 February 2020	Business of Council
13 February 2020	Meeting with General Manager
14 February 2020	Business of Council
17 February 2020	Business of Council/ Ratepayer
18 February 2020	Ordinary Meeting Council
19 February 2020	Business of Council
19 February 2020	Motor Bike Work Shop Bothwell
20 February 2020	Business of Council
24 February 2020	Business of Council
25 February 2020	Community Luncheon Bothwell Medical Centre Staff
25 February 2020	Rural Business Tasmanian Meeting
26 February 2020	Business of Council
27 February 2020	Meeting with General Manager & Deputy General Manager
28 February 2020	Business of Council
29 February 2020	Opening Westerway Primary School 100 Year Celebration
03 February 2020	Business of Council
03 February 2020	Business of Council
04 February 2020	Business of Council
05 February 2020	Business of Council
06 February 2020	Business of Council
09 February 2020	Business of Council
10 February 2020	Business of Council & Acting General Manager
11 February 2020	Business of Council & Acting General Manager & Royal Yacht Club TAS function

8.1 COUNCILLOR COMMITMENTS

Deputy Mayor J Allwright

18 February 2020	Ordinary Council Meeting, Bothwell
19 February 2020	Hollow Tree Road Safety Workshop, Bothwell
25 February 2020	Audit Panel, Hamilton; Mary Lumsden welcome & Rural Business Tas workshop, Bothwell
26 February 2020	AFL Tas workshop, Blundstone Arena Bellerive
3 March 2020	Special Audit Panel meeting, Hamilton
12 March 2020	Building Better Regions workshop, Curringa Hamilton

Clr J Honner

18th February 2020	Ordinary Council Meeting Bothwell
19th February 2020	Workshop State Growth
25th February 2020	Community thank you lunch for Doctors
8th March 2020	Shackowners meeting Miena

Clr A Campbell

18th February 2020	Ordinary Council Meeting
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25th February 2020	Council Lunch for Dr Mary Lumsden and staff
25th February 2020	Councillors meeting with Rural Business Tasmania
4th March 2020	HATCH working group meeting, Ouse (planning for grants)
11th March 2020	HATCH working group meeting, Ouse (planning for grants)
12th March 2020	Derwent Catchment Sustainable Growth in Agriculture and Tourism workshop, Currunga, Hamilton

Clr R Cassidy

18th February 2020	Ordinary Council Meeting
25th February 2020	Council Lunch for Dr Mary Lumsden and staff

Clr J Poore

18 th February 2020	Council Meeting Bothwell.
19 th February 2020	Meeting with member of Historical Society at Visitors Centre.
25 th February 2020	Audit Panel Meeting Hamilton.
25 th February 2020	Meet and greet Bothwell Medical Members.
25 th February 2020	Rural Business Workshop Bothwell.
3rd March 2020	Audit Panel Meeting Hamilton.
3rd March 2020	Visitors Centre Supervise clean out of kitchen/toilet area.
5th March 2020	Meeting with member Historical Society.
5th March 2020	Meeting with plumber at Visitors Centre.
16 th March 2020	Historical Society meeting.
17th March 2020	Council Meeting Hamilton.

Clr A Archer entered the meeting at 10.09 am.

STATUS REPORT COUNCILLORS

Item No.	Meeting Date	Agenda Item	Task	Councillor Responsible	Current Status	Completed Date
1	18-Feb-20	12.1	Derwent Catchment Project - Strategic Plan for the development of Agriculture and Tourism	Deputy Mayor Allwright	On going to provide Council with updates each Council meeting	
2	18-Feb-20	16.3	AFLT Statewide Facilities Plan	Deputy Mayor Allwright	On going to provide Council with updates each Council meeting	
3	18-Feb-20	16.5	Cattle Hill Wind Farm Community Fund Committee	Mayor Triffitt, Clr Campbell & Clr Honner	On going to provide Council with updates each Council meeting	
4	18-Feb-20	16.9	Anzac Day Service Gretna Dawn Service	Mayor Triffitt & Clr Cassidy	To be confirmed at March Council Meeting	
5	18-Feb-20	16.9	Anzac Day Service Hamilton Service	Deputy Mayor Allwright, Clr Cassidy, Clr Poore & Clr Bailey	To be confirmed at March Council Meeting	
6	18-Feb-20	16.9	Anzac Day Service Bothwell Service	Mayor Triffitt, Clr Honner, Clr Bowden, Clr Archer & Clr Campbell	To be confirmed at March Council Meeting	

8.2 ACTING GENERAL MANAGER'S COMMITMENTS

18th February 2020	Ordinary Council Meeting
19th February 2020	Motorcycle Road Safety Audit Workshop
20th February 2020	Meeting with Rural Business
25th February 2020	Audit Panel Meeting
25th February 2020	Community Thank You for Doctors
25th February 2020	Meeting with Board of Rural Business Tasmania
3th March 2020	Audit Panel Meeting

9.0 NOTIFICATION OF COUNCIL WORKSHOPS HELD

19 February 2020	Motorcycle Road Safety Audit Workshop
25 February 2020	Community Thank You for Doctors
25 February 2020	Meeting with Board of Rural Business Tasmania

9.1 FUTURE WORKSHOPS

6th April 2020 Presentation to Councillors from Dr Katrena Stephenson, Chief Executive Officer of the Local Government Association of Tasmania. (Need to schedule)

12th May 2020 Integrity Commission Training Course for Elected Members at the Bothwell Council Chambers 11.00am and 1.00pm

10.0 MAYORAL ANNOUNCEMENTS

The Mayor stated that due to the current situation with the COVID-19 Virus that Council Committee Meeting may be cancelled and that the Ordinary Council Meetings will still be held.

11.0 MINUTES

11.1 RECEIVAL DRAFT MINUTES ORDINARY MEETING

Moved: Clr J Honner

Seconded: Clr R Cassidy

THAT the Draft Minutes of the Open Council Meeting of Council held on Tuesday 18th February 2020 be received.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

11.2 CONFIRMATION OF MINUTES ORDINARY MEETING

Moved: Clr A Bailey

Seconded: Clr R Cassidy

THAT the Minutes of the Open Council Meeting of Council held on Tuesday 18th February 2020 be confirmed.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

11.3 RECIEVAL DRAFT MINUTES AUDIT PANEL COMMITTEE MEETING

Moved: Clr J Poore

Seconded: Clr J Allwright

THAT the Draft Minutes of the Audit Panel Committee Meeting held on Tuesday 25th February 2020 be received.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

11.4 RECIEVAL DRAFT MINUTES AUDIT PANEL COMMITTEE MEETING

Moved: Clr J Poore

Seconded: Clr J Allwright

THAT the Draft Minutes of the Audit Panel Committee Meeting held on Tuesday 3rd March 2020 be received.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore

12.0 BUSINESS ARISING

- 12.1 Correspondence sent by Deputy General Manager
- 14.1 Development & Environmental Services Manager to organise expression of interest
- 14.2 Deferred until October 2020
- 14.3 General Manager to organise workshop
- 14.4 Development & Environmental Services Manager to organise dog handbook on Council website
- 14.5 Development & Environmental Services Manager has organised new oven and obtained quote to purchase cutlery/crockery
- 15.1 Works and Service Manager to obtain quote
- 15.2 Works and Service Manager to obtain approval from State Growth
- 15.3 Correspondence sent by Works and Service Manager
- 15.4 Works and Service Manager to obtain quote
- 15.5 Correspondence sent by Works and Service Manager
- 16.1 Correspondence sent by Deputy General Manager
- 16.3 Correspondence sent by Deputy General Manager
- 16.4 Correspondence sent by Deputy General Manager
- 16.5 Correspondence sent by Deputy General Manager
- 16.6 Works and Service Manager to obtain quote
- 16.7 Correspondence sent by Deputy General Manager
- 16.8 Status report in Council Meeting Agenda
- 16.9 Deferred until March 2020
- 16.10 Correspondence sent by Works and Service Manager
- 17.1 Correspondence sent by Deputy General Manager
- 17.3 Correspondence sent by Deputy General Manager

13.0 DERWENT CATCHMENT PROJECT REPORT

Moved: Cllr J Honner

Seconded: Cllr A Campbell

THAT the Derwent Catchment Project report be received.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore

*Graham Rogers (Manager Development & Environmental Services) attended the meeting at 10.24 a.m.
Jason Branch (Manager Works and Services) attended the meeting at 10.24 a.m.*

14.0 FINANCE REPORT

Moved: Cllr J Honner

Seconded: Cllr J Poore

THAT the Finance Reports be received.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

15.0 DEVELOPMENT & ENVIRONMENTAL SERVICES

In accordance with Regulation 25(1) of the Local Government (Meeting Procedures) Regulations 2015, the Mayor advises that the Council intends to act as a Planning Authority under the Land Use Planning and Approvals Act 1993, to deal with the following items:

Moved: Clr J Honner

Seconded: Clr R Cassidy

THAT the Development & Environmental Services Report be received.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

15.1 TEMPORARY BRONTE PARK AMENITIES

Moved: Clr J Honner

Seconded: Clr R Cassidy

THAT the temporary toilets at Bronte Park be left in situ; and

THAT Council continue to provide temporary toilets at Bronte Park and purchase the toilet unit from Tasbulk.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

15.2 POSSIBLE FUNDING FOR INDEPENDENT LIVING UNITS FOR BOTHWELL AND ELLENDALE

NOTED

15.3 PLASTIC FREE JULY

Moved: Clr J Poore

Seconded: Clr J Honner

THAT the Manager Development and Environmental Services advise Plastic Free Foundation Ltd that Central Highlands Council do not wish to participate in the membership program for Plastic Free July.

CARRIED

FOR the Motion:

Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

AGAINST the Motion:

Mayor L Triffitt

15.4 FINAL EXPOSURE DRAFT MAJOR PROJECTS BILL

Moved: Clr R Cassidy

Seconded: Clr J Honner

THAT Councillors provide the Manager of Development & Environmental Services comments on the 'draft Land Use Planning and Approvals Amendment (Major Project) Bill 2020' by Wednesday the 1st April 2020.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

Moved: Clr J Poore

Seconded: Clr J Honner

THAT the Manager Development & Environmental Services draft a letter for the Mayors signature to the Minister requesting an extension of time for comments due to COVID-19.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

15.5 AIR QUALITY BOTHWELL OFFICE

Moved: Clr J Honner

Seconded: Clr A Campbell

THAT Council approve the following works:

- Lift and inspect the carpet and skirting boards in the Environmental Health Officers Office, the hallway, Manager DES Office, the Reception and Offices behind Reception, the Lunchroom and the Meeting Room. If mould or water staining exists, further action is required
- Install a ventilation system that operates throughout the year allowing for the circulation of air and the displacement of odours. This will decrease the level of residual moisture within the building and inhibit mould growth.
- Allocate funds in the 2020/2021 budget to improve air quality in the Bothwell Office.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

AGAINST the Motion:

Clr A Archer

15.6 RECREATIONAL WATER SAMPLING

NOTED

15.7 DES BRIEFING REPORT

PLANNING PERMITS ISSUED UNDER DELEGATION

The following planning permits have been issued under delegation during the past month.

PERMITTED USE

DA NO.	APPLICANT	LOCATION	PROPOSAL
2020 / 00006	K McMillan	5 Bronte Estate Road, Bronte Park	Change of Use to Visitor Accommodation
2020 / 00004	R Jackson	270 Ellendale Road, Fentonbury	Reconstruction of damaged dwelling & addition
2020 / 00009	J A A Lehuby	79 Thiessen Crescent, Miena	Change of Use to Visitor Accommodation

DISCRETIONARY USE

DA NO.	APPLICANT	LOCATION	PROPOSAL
2020 / 00002	G J Porter	639 Highland Lakes Road, Apsley	Dwelling
2020 / 00003	S Boxsell	Lot 3 Woolpack Road, Gretna (CT 100979/3)	Dwelling

Moved: Clr J Honner

Seconded: Clr J Poore

THAT the meeting move to Items 17.6 and 17.7 on the agenda.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

17.6 COVID - 19

Moved: Clr A Archer

Seconded: Clr R Cassidy

THAT Council write to the Minister asking for changes to the Local Government Act so that Councillors and Managers can attend Council Meetings or Committee Meetings by “remote attendance” during the COVID-19 pandemic.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

*Clr A Bailey left the meeting at 11.24 am.
Clr A Bailey returned to meeting at 11.26am.*

17.7 PAYMENT OF WAGES – SELF ISOLATION FOR COVID - 19

NOTED

*Clr J Poore left the meeting at 11.53 am.
Clr J Poore returned to meeting at 11.55am.*

Moved: Clr J Honner

Seconded: Clr R Bowden

THAT the meeting move to Items 18.0 on the agenda; and

THAT Council consider the matters on the Supplementary Agenda.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

18.1 CENTRAL HIGHLANDS BUSINESS CONTINUITY PLAN

Moved: Clr J Poore

Seconded: Clr R Cassidy

THAT Council cancel all 2020 ANZAC Day Services due to the COVID-19 pandemic.

CARRIED

FOR the Motion:

Mayor L Triffitt, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

AGAINST the Motion:

Deputy Mayor J Allwright & Clr A Archer.

Moved: Clr J Poore

Seconded: Clr A Campbell

THAT the Central Highlands Visitor Centre be closed temporarily due to the COVID-19 pandemic with the closure to be reviewed at the Ordinary Council Meeting on the 21st April 2020.

CARRIED

FOR the Motion:

Mayor L Triffitt, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, and Clr J Poore.

AGAINST the Motion:

Clr J Honner, Clr A Archer & Deputy Mayor J Allwright

Moved: Clr J Honner**Seconded:** Clr R Cassidy

THAT Council write to all sporting groups and leases of Council's facilities asking for a Risk Management Plan on how they will hold future events in light of the COVID-19 pandemic.

CARRIED**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

*Clr J Allwright left the meeting at 12.28 p.m.
Clr J Allwright returned to meeting at 12.29 p.m.*

Moved: Clr J Poore**Seconded:** Clr A Campbell

THAT all Council Committee Meeting be suspended until further notice.

CARRIED**FOR the Motion:**

Mayor L Triffitt, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

AGAINST the Motion:

Deputy Mayor J Allwright

*Clr A Campbell left the meeting at 12.30 p.m.
Clr A Campbell returned to meeting at 12.34 p.m.*

Moved: Clr J Poore**Seconded:** Clr R Cassidy

THAT Council approve the draft Central Highlands Business Continuity Plan.

CARRIED**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

Moved: Clr J Honner**Seconded:** Clr R Cassidy

THAT the meeting move to Item 16.0 on the agenda.

CARRIED**FOR the Motion:**

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

Graham Rogers left the meeting at 12.35 p.m.

16.0 WORKS & SERVICES

Moved: Clr A Bailey

Seconded: Clr R Cassidy

THAT the Works & Services Report be received.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

Moved: Clr A Bailey

Seconded: Clr R Cassidy

THAT the General Manager consider employing two additional full-time Municipal Employees in the Works and Services Area and one additional Administrative Officer.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore

AGAINST the Motion:

Clr A Archer

16.1 GUM TREES CLYDE STREET HAMILTON

Moved: Clr A Bailey

Seconded: Clr J Honner

THAT Council engage Tenna Tree Service to undertake the removal of two gum trees and dead wood on all trees in accordance with Alister Hodman's report at a cost of \$3300 including GST.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

Janet Monks entered the meeting at 12.35 p.m.

Janet Monks left the meeting at 12.37 p.m.

Adam Wilson left the meeting at 12.40 p.m.

Adam Wilson entered the meeting at 12.42 p.m.

16.2 WILD RABBIT POPULATION IN TOWNSHIP OF BOTHWELL

Moved: Clr J Poore

Seconded: Clr J Honner

THAT Council engage the invasive species Branch to release the Calicivirus virus into the Bothwell Cemetery & other locations and that notices be placed in local businesses and shops; and

THAT the Manager Works and Service undertake a full risk management assessment before any release of the Calicivirus virus into the Bothwell Cemetery & other locations.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

16.3 KINGBOROUGH ANGLERS BRONTE LAGOON

Moved: Clr R Cassidy

Seconded: Clr J Allwright

THAT Council write to Kingborough Anglers and state that because of the already close proximity of the boat ramp facilities at Bronte Lagoon to their shack, that Council will not budget for the upgrade to Bronte Lagoon Road.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

16.4 BROAD RIVER BRIDGE

NOTED

16.5 OLD TIP SITE REPULSE ROAD OUSE

Moved: Clr J Honner

Seconded: Clr A Bailey

Council engage Mr Shannon Lovell to undertake fencing works for the price of \$4768.00.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

17.0 ADMINISTRATION

17.1 ANZAC DAY SERVICE

ANZAC Day Services were discussed and it was agreed to cancel all services due to the COVID-19 pandemic.

17.2 COMMUNITY HEALTH AND WELLBEING PLAN

Moved: Cllr J Honner

Seconded: Cllr A Bailey

THAT this item be deferred until the April 2020 Ordinary Council Meeting.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

Jason Branch left the meeting at 1.13 p.m.

17.3 SOUTHERN CENTRAL SUB-REGION GRANT APPLICATION FOR FUNDS FOR A WORKFORCE DEVELOPMENT COORDINATOR

Moved: Cllr J Honner

Seconded: Cllr A Campbell

THAT Council:

1. Endorse the lodgement of the joint application by South Central Sub-Region councils (Brighton, Central Highlands, Derwent Valley and Southern Midlands) with the Tasmanian Community Fund for the funds to establish of a Workforce Development Coordinator position, serving the region.
2. Agree to the provision of a \$5,000 cash contribution to the project, per year for three years, should the application be successful.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

17.4 MOTIONS FROM AUDIT PANEL

Moved: Cllr J Poore

Seconded: Cllr J Allwright

THAT the General Manager obtain a quote from a third party to undertake an internal audit to review the segregation of duties between employees within the organisation, which ensures the organisation meets the requirements of item 4.14 of the Risk Management Register.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

17.5 CYBER TRAINING COURSE

Moved: Clr J Poore

Seconded: Clr A Bailey

THAT this item be deferred to the July Council Meeting.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

17.8 NEW ZEALAND LOCAL GOVERNMENT DELEGATION VISIT

The New Zealand Local Government Delegation Visit has now been cancelled.

NOTED

17.9 LOCAL GOVERNMENT AWARDS

NOTED

17.10 GREAT LAKE COMMUNITY CENTRE KITCHEN REFRIGERATOR

Moved: Clr A Archer

Seconded: Clr R Cassidy

THAT the Great Lake Community Centre Inc Management Committee be advised that the old refrigerator does not belong to the Central Highlands Council. For Council to consider a refund for the new refrigerator the Great Lake Community Centre Inc Management Committee would need to apply under the Community Grants Scheme.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

17.11 REGIONAL TOURISM BUSHFIRE RECOVERY GRANTS

Moved: Clr R Cassidy

Seconded: Clr J Poore

THAT Council write to the National Bushfire Recovery Agency seeking an extension of time for Stream One Grant submissions due to Covid-19.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

17.12 SHEEP DOG TRAILS – BOTHWELL TOURISM COMMITTEE

Moved: Clr R Cassidy

Seconded: Clr A Bailey

THAT permission be given to the Bothwell Tourism Association to hold sheep dog trials at the Bothwell Recreation Ground on 14 and 15 March 2020 and remit the hire fees of \$262.00 subject to the following:

- (a) Consultation with the Works & Services Manager on ground conditions prior to the event;
- (b) That Bothwell Tourism Association provide Council with a copy of their certificate of currency for public liability;
- (c) Provide Council with a risk assessment for the sheep dog trails; and
- (d) The Bothwell Tourism Committee be advised that the Committee will need to re-apply for future sheep dog trials.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

17.13 LOCAL GOVERNMENT ASSOCIATION TASMANIA ANNUAL GENERAL MEETING

Moved: Clr J Honner

Seconded: Clr A Campbell

THAT any proposed motions should be submitted to the General Manager by Friday 3 April 2020 to enable the proposed motions to be included in Council's April Ordinary Meeting agenda for consideration by Council.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

17.14 COMMUNITY GRANT APPLICATION – CAMPDRAFTING TASMANIA INC

Moved: Clr J Poore

Seconded: Clr J Allwright

THAT Council donate \$300.00 towards the Campdrafting Tasmanian Championships and if the event does not proceed the donation is to be carried over to the following year.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Clr A Archer, Clr A Bailey, Clr S Bowden, Clr A Campbell, Clr R Cassidy, Clr J Honner and Clr J Poore.

18.2 HIRE OF THE BOTHWELL FOOTBALL CLUB AND COMMUNITY CENTRE

Moved: Clr A Campbell

Seconded: Clr R Cassidy

THAT Council not approve the use of the Bothwell Football Club and Community Centre for the Bothwell Bunnies Relay for Life team event on Saturday 21 March 2020 due to current public health advice, however Council donate \$300.00 to Relay for Life.

CARRIED

FOR the Motion:

Mayor L Triffitt, Deputy Mayor J Allwright, Cllr A Archer, Cllr A Bailey, Cllr S Bowden, Cllr A Campbell, Cllr R Cassidy, Cllr J Honner and Cllr J Poore.

19.0 CLOSURE

Mayor L M Triffitt closed the meeting at 1.42pm.



GDA94 MGA55 : 500889E, 5307890N 1:425 **Disclaimer and Copyright Notice**



Graham's Plumbing and Excavations

26/03/2020

PO Box 25
Westerway 7140

Quote

PH: 0437 242 722

A.B.N. 57 849 199 324

Invoice No.: 00002347

Bill To:

Central Highlands Council
Att: Graham Rodgers

Ship To:

Central Highlands Council
Att: Graham Rodgers

QTY	ITEM NO	DESCRIPTION	PRICE	UNIT	INCLUSIVE	CODE
1	3	Plumbing Labour	\$4,950.00		\$4,950.00	GST
1	17	Materials - building and plumbing	\$4,400.00	ea	\$4,400.00	GST
	12	to remove old urinal and concrete hole were urinal was. build wall, cement sheet wall, waterproof wall, tile wall, fitout 2x urinals at the Hamilton Mens Toilets		ea		N-T

Payment Method:

\$9,350.00

*Please note: This is
only an estimate and
can be subject to
change*

\$0.00 GST

\$850.00

\$9,350.00

\$0.00

\$9,350.00

QUOTE

Central Highlands Council

Date
8 Apr 2020

Expiry
8 Jul 2020

Quote Number
QU-0056

ABN
83 169 077 178

J & J Plumbing & Gasfitting
Pty Ltd
81 Hilton Rd
CLAREMONT TAS 7011
AUSTRALIA

Description	Quantity	Unit Price	GST	Amount AUD
Quote To install x2 Urinals, remove old ones as are no longer serviceable. Build a false wall and tile as instructed by Hamilton council.				
material	1.00	7,700.00		7,700.00
labour	1.00	7,260.00		7,260.00
			Subtotal	14,960.00
			TOTAL AUD	14,960.00

BEING WELL AND STAYING WELL IN THE HEART OF TASMANIA



A Plan for the Health and Wellbeing of
Central Highlands Residents 2020-2025

February 2020

THE CENTRAL HIGHLANDS

MANY COMMUNITIES WITH BIG HEARTS

Everyone played their part, and it was this dedication to community, and support for community that allowed us to face the fires

Loueen Triffit, Mayor Central Highlands Council

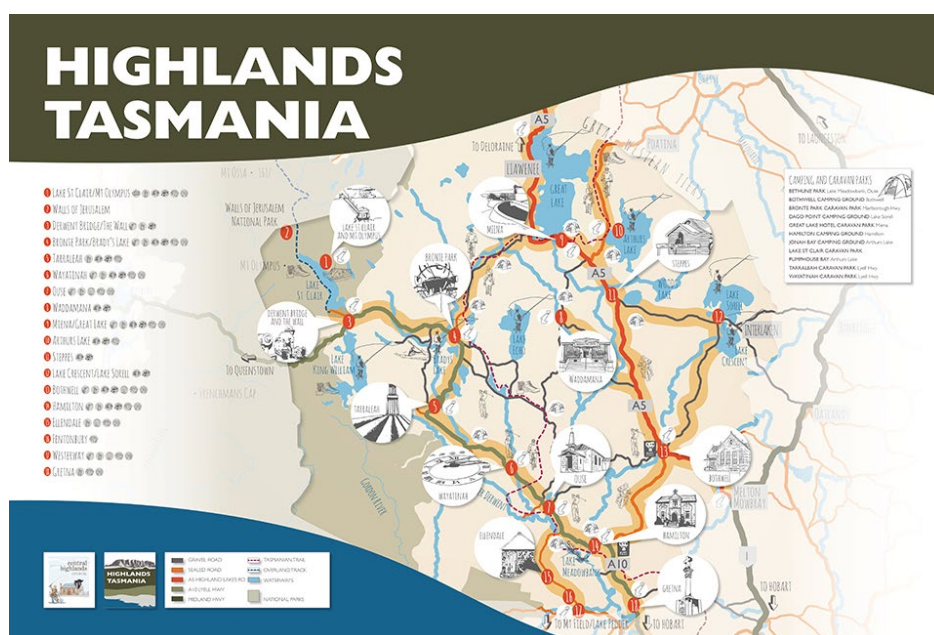
Just over 2200 people call the Central Highlands home – a tiny number of people living across a vast landscape of more than 8000 square kilometres in the heart of Tasmania. Central Highlanders live mostly in small towns and hamlets which grow exponentially in fishing, hunting, picking and tourism seasons.

Each town and hamlet has its own character, story and experiences drawn from its unique place in the diverse landscape of rolling hills and arable land, world heritage wilderness, natural and hydro-made lakes and streams, and rugged bushland. People also draw inspiration and identity from the history, heritage and culture of their town or hamlet, including connections to the First Peoples of the area.

In many of these Central Highlands communities, committed individuals step up to connect people to each other, and to activities and events that make a significant contribution to better mental and physical health and wellbeing. They create opportunities for people to flourish, by working together, giving generous support, and taking action.

The Central Highlands Council also plays a key role in supporting its communities to achieve better health. It shapes infrastructure and the environment to increase the liveability of the towns and hamlets, and advocates constantly for services and opportunities that lead to better lives and better health.

These connected, active communities, together with Council, provide the essential foundations for advancing the health and wellbeing of Central Highlanders.



ABOUT CENTRAL HIGHLANDERS - THE STATISTICS¹

The 2016 Census statistics provide vital information about Central Highlanders. Compared to other Tasmanians and Australians people living in the Central Highlands on average:

- ▶ Are older
- ▶ Often live alone or as a couple
- ▶ Earn quite a lot less
- ▶ Have lower educational attainment
- ▶ Are slightly less likely to be employed
- ▶ Are slightly more likely to volunteer.

This combination of factors is summarised in what's known as SEIFA – Socio Economic Indexes for Areas. It ranks all 574 Local Government areas in Australia according to their relative socio-economic advantage and disadvantage.

The Central Highlands SEIFA is 883. It ranks 57 among LGAs in Australia which means it experiences relatively higher levels of socio-economic disadvantage.

Communities that experience relative socio-economic disadvantage generally experience poorer health. In addition, rural and remote communities are also more likely to experience poorer health and lower life expectancy.

Central Highlanders are older and are more likely to live alone compared to Tasmania & Australia

- ▶ 2 in 5 (42%) are over 55 (TAS 34%, AUS 28%)
- ▶ 1 in 5 (20%) are under 19 (TAS 24%, AUS 25%)
- ▶ 1 in 20 (5%) are Aboriginal & Torres Strait Islander (ATSI) People (TAS 4.6%, AUS 2.8%)
- ▶ Median age is 50 (TAS 42, AUS 38); median age of ATSI People is 27
- ▶ Over half (55%) are couples without children & almost a third (31%) are couples with children (TAS 43/38%, AUS 38/45%)

Central Highlanders have considerably lower median weekly incomes compared to Tasmania & Australia

- ▶ \$467 personal – nearly 20% lower than Tasmania & 30% lower than Australia (TAS \$573, AUS \$662)
- ▶ \$1074 family – nearly 25% lower than Tasmania & nearly 40% lower than Australia (TAS \$1399; AUS \$1734)

¹ Australian Bureau of Statistics, 2017, *2016 Census QuickStats*, Australian Government

Fewer Central Highlanders have reached Year 12 and beyond compared to Tasmania & Australia

- ▶ Less than 1 in 10 (9%) have attained Year 12 (TAS 12%, AUS 16%)
- ▶ About 1 in 10 (9.5%) have a Bachelor degree or above (TAS 16%, AUS 22%)
- ▶ Just over 1 in 5 (22%) have a Diploma or Certificate III or IV (TAS 25%, AUS 25%)

Central Highlanders are slightly less likely to be employed full or part time & slightly more likely to be unemployed

- ▶ 85% are employed full or part time (TAS 87%, AUS 88%)
- ▶ 8% unemployed (TAS 7%, AUS 7%)
- ▶ Almost 1 in 3 (30%) parents with children are not working (TAS 25%, AUS 20%)
- ▶ The most common occupations are managers (24%), labourers (21%), & technicians (15%)
- ▶ Top industries of employment are specialised sheep farming, sheep-beef cattle farming, local government administration, specialised beef cattle farming, accommodation

Primary Health Tasmania analyses multiple data sources to produce a Community Health Profile for all LGAs in Tasmania. The Central Highlands Community Health Profile finds:

- ▶ Nearly 1 in 5 assess their health as fair or poor
- ▶ Just over 1 in 10 report high or very high psychological distress
- ▶ About 16% of people smoke
- ▶ About 15% of people don't engage in enough moderate or vigorous activity
- ▶ Over 9 in 10 don't eat enough vegetables
- ▶ 3 in 5 don't eat enough fruit
- ▶ About a quarter of people are rated as obese
- ▶ Nearly 2 in 5 consume alcohol at levels that cause lifetime harm.

Councils are well placed to promote public health by creating supportive environments to:

- ▶ reduce **S**moking
- ▶ improve **N**utrition
- ▶ reduce harmful **A**lcohol use
- ▶ promote **P**hysical activity
- ▶ reduce **S**tress.

Together these five factors are known as **SNAPS** risk factors. They impact wellbeing but improvements can be achieved through community-led, Council-supported action.

By reducing smoking, alcohol and stress, and increasing healthy eating and physical activity, the Central Highlands community will enjoy better health, fewer hospital admissions and longer lives.

ABOUT CENTRAL HIGHLANDERS - WHAT YOU TOLD US

While statistics are important, understanding the lived experience of Central Highlanders is essential. To help develop this Plan, a series of community conversations were held across the Central Highlands in 2019.

Several themes emerged from these conversations. This is what people told us.

Communication

Communities acknowledged there are already several communication channels in use across the Central Highlands. But Central Highlanders also told us:

- ▶ Often there are activities happening that people don't know about – getting the word out is an important part of ensuring people are engaged in their community
- ▶ Communication is very 'town-specific' with not a lot between towns and hamlets where there may be interesting activities going on
- ▶ Many don't have a computer and people need to be internet savvy to use Facebook
- ▶ Mobile coverage can be problematic, particularly for tourists.

People and community

There is a strong community spirit in most communities across the Central Highlands. Central Highlanders told us:

- ▶ In a crisis there is support – people pulled together during the bushfires in 2019
- ▶ Various 'hubs' are the heart of community interaction – you can step into a community and choose how to participate, but some hamlets don't have a hub
- ▶ The community comes together around food
- ▶ Sometimes it's a struggle to get involved especially if you have kids at home
- ▶ There is some fracturing in some communities and newcomers are not always welcomed into communities.



Transport

Lack of transport was identified as one of the most important things affecting individual health and wellbeing. Road quality was also seen as a barrier to getting around safely. Central Highlanders told us:

- ▶ There are no or poor bus services and connections between towns across the Highlands and with Hobart
- ▶ They need easier access to transport for medical appointments – reliance on volunteer drivers and community transport can be problematic
- ▶ Some experience difficulties navigating transport services, especially parents with young children and older people.

Community support

In many conversations, people expressed concern about changes to the Rural Primary Health Service. Central Highlanders told us:

- ▶ They would like Council to appoint a community development officer to drive change
- ▶ A community development officer, even part-time, could support communities to

develop ideas and connect people to healthy activities

- ▶ A community development officer could tap the commitment of communities to their own health and wellbeing.

Volunteering

Volunteers were recognised as crucial to many activities and services across the Central Highlands. However, there was grave concern about the ageing volunteers and volunteer work falling to just a few – a new approach to attracting and retaining volunteers was needed. Central Highlanders told us:

- ▶ There has been a decline in volunteers over the last 20 years
- ▶ One person is often volunteering across several groups
- ▶ There is a need to mentor and bring younger volunteers through
- ▶ You should never stop asking and engaging to grow the volunteer base
- ▶ It's important to access opportunities like Work for the Dole
- ▶ Volunteers are vital to ambulance and fire services.

Footpaths and walking tracks

Central Highlanders want to be active, but they need some improved walkability in their hamlets and towns to help them. They told us:

- ▶ Wider, flat, gravel footpaths would promote a culture of walking
- ▶ Footpaths that encourage walking can help bring communities together
- ▶ Walking tracks and paths protect against heavy traffic passing through towns.

School/industry connections

Central Highlanders want to see their high schools better embedded in their communities, with more connections between local employment opportunities and education pathways. They told us:

- ▶ Higher skilled school graduates are needed, with technical skills and digital literacy
- ▶ School-based apprenticeships offer a promising pathway for local young people to get local jobs
- ▶ TAFE is important, and there needs to be more respect for practical, skills-based jobs
- ▶ There is a cultural disconnect between local employers and local job seekers – it's important to get locals and give them a go
- ▶ A wide range of opportunities are available for young people including hospitality, guiding (fishing and bushwalking), tourism, agriculture and horticulture
- ▶ Young people need to finish Year 12 wherever possible
- ▶ Lack of transport can be a barrier to employment and further education.

Young people

Young people were seen as the future of the Central Highlands, particularly given its declining population. It was said, *'Youth is what will keep our community going'*. Central Highlanders told us young people:

- ▶ Will provide us with fresh ideas
- ▶ Need to be encouraged to volunteer
- ▶ Need exposure to a youth leadership program
- ▶ Need to feel wanted
- ▶ A Youth Policy would be a good place to start.



Facilities

Central Highlanders recognise they have a range of quality facilities that are underutilised by communities. They considered this a 'lost opportunity' to contribute to health and wellbeing. They told us:

- ▶ Schools were a valuable resource in some towns
- ▶ The pool at Bothwell would be used more often if it was covered
- ▶ There are opportunities to 'ramp up' the Men's Shed in Hamilton and the Women's Shed in Bothwell
- ▶ The new community and football centre in Bothwell could be better used during the week
- ▶ There are some fantastic parks and playgrounds that have been developed for communities.

Social isolation

The dispersed nature of people across the Central Highlands makes social isolation a risk – while some come to get away from it all, social isolation is a major contributor to poor health and wellbeing. Central Highlanders told us:

- ▶ Older single people, particularly women are at risk
- ▶ Lack of easy transport contributes to social isolation
- ▶ Young parents are a risk group for social isolation
- ▶ A buddy system can support individuals in a way that is comfortable for them.



Health services

There was a united voice across all the conversations that health and aged care services were not meeting the needs of the community. Central Highlanders told us:

- ▶ They want better access to reliable health services, including allied health care, as a fundamental human right
- ▶ The withdrawal of the Rural Primary Health Service had a big impact on communities
- ▶ The new pharmacy in Bothwell has made a real difference
- ▶ Resources are needed to improve health literacy – a place-based approach, such as The Right Place, could help improve service knowledge and access
- ▶ It would be advantageous to map current services and provide a directory to local GPs
- ▶ A wellness practitioner could help support communities to stay healthy and well
- ▶ There is a shortage of aged care packages, and limits to service delivery, particularly in more remote parts of the Central Highlands
- ▶ The Health Action Team Central Highlands (HATCH) plays an important role in planning and facilitating health and wellness across the Central Highlands
- ▶ Service rules set by Governments don't always apply appropriately to rural and remote areas.



ADVANCING WELLNESS

The Central Highlands Health and Wellbeing Plan: *Being Well and Staying Well in the Heart of Tasmania* aims to prevent ill-health and build better health. It builds on strengths and provides ways for Central Highlanders and Central Highlands communities to connect with their own health and wellbeing, the services they need, and a healthy and well future.

The Plan builds better health and wellbeing across three domains:

1. Healthy Communities
2. Better Health
3. Future Wellbeing

Healthy Communities

Aim

To increase community leadership and Council support for community-led actions that build social support and address the SNAPS factors (smoking, nutrition, alcohol, physical activity and stress).

Central Highlanders care about each other. In the many diverse and distinctive towns and hamlets across the landscape, small groups of Highlanders get together to deliver practical action and build the social ties needed for good health. These small community-led actions advance wellness and help prevent physical and mental ill-health.

Measures of success

- ▶ Reduced smoking
- ▶ Improved nutrition
- ▶ Reduced harmful alcohol use
- ▶ Increased physical activity
- ▶ Reduced stress
- ▶ Increased volunteer participation.

Better Health

Aim

To increase knowledge of, and access to, services that are responsive, caring and supportive of good health.

Better services support people to get well and stay well – like transport connections to local primary health care, and in-home services for aged and chronic care. Better health also results from improved service system networks and service knowledge. Council has a leading role in advocating for, and supporting primary health services, access to specialist and aged care services, appropriate transport connections, and emergency response.

Measures of success

- ▶ Continuous GP practices at Ouse and Bothwell
- ▶ Increased in-home care services
- ▶ Current comprehensive service directory

Future Wellbeing

Aim

To ensure children and young people are invested in life in the Central Highlands and are connected to education and employment opportunities that capitalise on our natural assets.

By addressing the needs of infants, children and young people, and supporting education and employment across the Council area, there'll be a better future for everyone.

Measures of success

- ▶ Reduced youth unemployment rate
- ▶ Increased school retention to Year 12
- ▶ Increased activities for young children and parents

ACHIEVING OUR AIMS

This Plan forges an ambitious future for the health and wellbeing of Central Highlanders. It places communities at the centre and enables Central Highlanders to be well, get well and stay well.

The Plan will be implemented across the three domains – Healthy Communities, Better Health and Future Wellbeing. The Aim of each domain sets out what needs to be achieved overall, while the Actions support achievement of the Aims. A low, medium, or high priority is assigned to each Action to recognise the limited resources of Council, the vastness and diversity of the Central Highlands, and the need to genuinely engage with communities.

The priority ratings are:

- ▶ HIGH – within one to two years
- ▶ MEDIUM – within two to three years
- ▶ LOW – within three to five years

The Central Highlands Council, in collaboration with specialist organisations and the community, will lead implementation of the Plan. Council's Health and Wellbeing Plan Working Group, led by the Mayor, in partnership with the Health Action Team Central Highlands (HATCH), will drive the Actions and report on achievements. Priorities will be implemented in a spirit of collaboration and cooperation with key organisations.



HEALTHY COMMUNITIES

AIM

To increase community leadership and Council support for community-led actions that build social support and address the SNAPS factors (smoking, nutrition, alcohol, physical activity and stress).

ACTION	ORGANISATION	PRIORITY
<p>1. Engage a community development officer to build community leadership and facilitate tailored, community-specific programs that:</p> <ul style="list-style-type: none"> ▶ Reduce smoking ▶ Increase healthy eating especially fruit and vegetables ▶ Reduce alcohol use ▶ Increase physical activity ▶ Reduce stress ▶ Increase use of local facilities 	Council	High
2. Implement Highlands Healthy Connect Project targeting healthy eating and physical activity	HATCH THS	High
3. Connect older people with community activities to decrease social isolation and increase general wellbeing	Council Community Service Providers	High
4. Prioritise supportive infrastructure that increases walkability and liveability of towns and hamlets in consultation with local communities	Council	Medium
5. Examine ways to better publicise and increase knowledge of activities taking place in towns and hamlets across the Central Highlands	Council HATCH	Medium
6. Partner with Volunteering Tasmania to increase volunteer participation in communities	THS Volunteering Tasmania	High
7. Build bushfire resilience in local communities that recognises the unique location, risks, hazards and resources of each community	Council Community Tasmanian Fire Service	High

BETTER HEALTH

AIM

To increase knowledge of, and access to, services that are responsive, caring and supportive of good health.

ACTION	ORGANISATION	PRIORITY
1. Implement the Community Education of Available Health Services Project to increase community knowledge and understanding of available health services	Council THS HATCH	High
2. Collaborate with Primary Health Tasmania and Corumbene Care to maintain and expand in-home care for chronic conditions	Council Corumbene PHT	Medium
3. Advocate for increased in-home care services that meet the needs of older Central Highlanders	Council	High
4. Continue to support, and where needed, subsidise general practice and allied health services at Ouse and Bothwell to ensure Central Highlanders get clinic- and home-based care based on need	Council	High
5. Advocate for increased bus services between Central Highlands' towns and between these towns and major centres (Hobart, Launceston) <ul style="list-style-type: none"> ▶ Continue and where possible, expand Council and community-based transport services 	Council	High
6. Identify and collaborate with an aged care training provider to deliver certified training locally to increase trained aged care support workers in the Central Highlands	Council	Low
7. Lead development of a strategic services plan that maps health services and quantifies service type and demand as the basis for future service planning	Council	Low
8. Collaborate with Ambulance Tasmania, the Tasmanian Fire Service and Volunteering Tasmania to increase the number of trained volunteers to respond in emergencies	Council THS Volunteering Tasmania	High

FUTURE WELLBEING

AIM

To ensure children and young people are invested in life in the Central Highlands and are connected to education and employment opportunities that capitalise on our natural assets.

ACTION	ORGANISATION	PRIORITY
1. Engage with young people to develop a Youth Policy that increases their participation in, and commitment to, the Central Highlands	Council	High
2. Develop an information resource, together with a visiting employer and work experience program, to engage upper primary and secondary school students in local employment options and opportunities	Council Local business Department of Education	Medium
3. Develop and seek funding for an innovative collective impact project that engages young people in new ways in the life of the Central Highlands	Council	Low
4. Develop a whole-of-Central Highlands program for children and their parents that creates strong community connections between towns, drawing on previously successful programs and community-led activities	Council	Medium
5. Report on and renew the <i>Central Highlands Destination Action Plan 2016-2019</i>	Council Implementation Leadership Group	High
6. Support tourism infrastructure and development that align with the qualities, strengths and values of the Central Highlands	Council	High

[Council Name]

Financial Hardship Assistance Model Policy

Version [1.0]

Adopted:
[Date published]

Document Control

Policy Name	Financial Hardship Assistance Policy
First issued/approved	[Insert]
Source of approval/authority	[Insert]
Last reviewed	[Insert]
Next review date	[Insert]
Version number	[Insert]
Responsible Officer	[Insert]
Department responsible for policy development	[Insert]
Strategic Plan reference	[Insert]
Related policies	<ul style="list-style-type: none"> • Local Government Act 1993, Part 9 – Rates and Charges • Rates and Charges Policy • [Insert relevant policies]
Publication of policy	[E.g. Administration, website, Customer Service Centre]

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1 Introduction

1.1 Purpose

The purpose of this policy is to enable Council to provide assistance to community members who are suffering financial hardship by providing an appropriate level of relief from Local Government rates.

1.2 Scope

1.2.1 Application and Intent

This policy applies to ratepayers experiencing genuine and serious financial hardship and needing assistance to meet both their basic needs and their rate payment obligations to Council. It is not intended to be used to maintain financial positions for those who do not need it and are not genuinely impacted by serious financial hardship.

This policy applies only to Council rates and charges levied in accordance with Part 9 – Rates and Charges of the *Local Government Act 1993*. This policy does not apply to rates or fees collected on behalf of other authorities in accordance with section 88 of the *Local Government Act 1993*, such as fire service contributions collected pursuant to section 79B of the *Fire Service Act 1973*.

1.2.2 Background

This policy was developed and implemented during the 2020 COVID-19 coronavirus pandemic that is spreading across the world. To respond to the disease, governments around the world are shutting down social activities and interaction to prevent transmission, which is necessarily causing significant impacts on many economic activities and transactions. As a result, many people have lost jobs, their clients or their business, destroying incomes and spending. Council is determined to assist those most critically impacted by the economic slowdown caused by the pandemic with a robust and fair hardship policy.

Despite this, serious financial hardship can occur at any time, so this policy is designed to address a range of circumstances.

1.3 Principles

This policy will be applied in accordance with the following principles:

- (1) Consistent, equitable and respectful treatment of all residents and ratepayers that is sensitive to their specific circumstances.
- (2) Maintaining Council's ability to provide essential services to our community through appropriately applied rating.
- (3) Assisting ratepayers who are suffering serious financial hardship, so that they may overcome these circumstances and return to financial stability and contributing equitably to local services.
- (4) Ensuring that those able to contribute to local services, continue to do so.
- (5) Minimising the opportunity for misuse, exploitation or fraud by ensuring decisions made to provide special relief or assistance are supported by sufficient evidence.
- (6) Maintaining confidentiality and privacy of applicants and ratepayers, their applications and any information provided.

1.4 Related Policies and Legislation

This policy relates to and depends on other Council policies, as well as Tasmanian Government legislation, including:

- *Local Government Act 1993*, Part 9 – Rates and Charges¹, particularly:
 - Section 86A – General principles in relation to making or varying rates
 - Sections 125-127 – Postponement of payment
 - Section 128 – Late payments
 - Section 129 – Remission of rates
- *COVID-19 Disease Emergency (Miscellaneous Provisions) Act 2020*²
- Rates and Charges Policy (pursuant to section 86B of the *Local Government Act 1993*).

1.5 Policy Review and Update Cycle

This policy is to be reviewed initially in July or August 2021 and thereafter, every four years.

2 Policy

2.1 Genuine Financial Hardship

According to the Australian Taxation Office (ATO)³, individuals are considered to be in serious hardship when they are unable to provide the following for themselves, their family or other dependants:

- (1) Food;
- (2) Accommodation;
- (3) Clothing;
- (4) Medical treatment;
- (5) Education;
- (6) Other basic necessities.

A number of factors can contribute to or trigger serious financial hardship, including:

- (1) Loss of employment of the property owner, family member or household primary income earner;
- (2) Serious illness, including physical incapacity, hospitalization, or mental illness of the property owner or family member;
- (3) A natural disaster;
- (4) A public health emergency or declared state of emergency;
- (5) Family tragedy;
- (6) Family breakdown;
- (7) Financial misfortune;
- (8) Other serious or complicating circumstances.

Community wide issues and circumstances, such as the COVID-19 pandemic, may impact financial hardship, but hardship is always assessed at an individual level, and requires reviewing personal circumstances.

¹ See: <https://www.legislation.tas.gov.au/view/html/inforce/current/act-1993-095#HP9@HD9@EN>

² See: <https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-2020-011>

³ See: <https://www.ato.gov.au/General/Financial-difficulties-and-serious-hardship/Individuals-with-serious-hardship/>

Serious financial hardship involves both low income/cash flow and a low asset base. Personal property portfolios beyond a primary residence **[for a business's primary operating space]** can be employed to improve an applicant's cash flow and financial sustainability. Applications for assistance on residential investment properties will not be considered.

2.2 Evidence of Financial Hardship

Applicants will need to provide evidence of their circumstances of financial hardship to justify Council's special consideration of their case. The type of evidence required will depend on your circumstances and may include, for example, one or more of the following:

- Assessment by an independent accredited financial counsellor demonstrating an inability to both pay rates and to rearrange asset portfolios to facilitate payment;
- A statutory declaration from an appropriate and independent professional, familiar with the applicant's circumstances (e.g. a family doctor for health-related evidence, a bank official, insurance policy manager, etc.);
- Pending disconnection of essential services, like water, electricity, gas (does not include mobile phone or internet bills);
- Notice of impending legal action;
- Letter from charitable organisation regarding loss of employment or inability to provide for basic necessities;
- Bank notice for example, overdraft call or mortgaged property repossession;
- Employer notice of redundancy or termination of employment;
- Overdue medical bills;
- Letter from doctor verifying the inability to earn an income due to illness or caring for a sick family member;
- Final notice from school regarding payment of mandatory fees;
- Funeral expenses;
- Repossession notice of essential items, like a car or motorcycle.

2.3 How Council can Help

The *Local Government Act 1993* provides Council with three methods of rate relief:

- (1) Postponing rate payments (sections 125-127)
- (2) Remission of late payment penalties or interest (section 128)
- (3) Remission of rates (section 129)

2.3.1 Postponing Rate Payments – Deferral Arrangements

In confirmed cases of financial hardship, Council may choose deferral of individual rates payments within a defined period, in whole or in part, to be paid back at a later date, subject to any conditions Council determines. The deferral arrangement applies to specified payments and other rate payments are not affected and continue to accrue as normal.

The terms of rate deferral arrangements will be proportionate to the applicant's demonstrated financial hardship circumstances, so supplying sufficient evidence of these circumstances is important for developing the appropriate terms.

Rate payment deferrals approved under this section are typically deferred by 3 months. However, rate deferral arrangements can only defer individual payments up to a maximum of two (2) years and only in the most serious circumstances.

[Councils may choose to add the following statement:]

[In response to the COVID-19 pandemic, Council will approve deferral arrangements for 6 months for ratepayers meeting hardship requirements.]

All deferred payments must be repaid as specified in accordance with the deferral arrangement, otherwise regular late payment penalties and/or interest will apply.

Ratepayers who are subject to a deferral arrangement who overcome their financial hardship circumstances are encouraged to begin repaying their deferred rates payments as early as they are able.

Note that Council may revoke any postponement of rates payments at any time, in accordance with section 127 of the *Local Government Act 1993*, by giving 60 days notice in writing to the ratepayer.

2.3.2 Remitting Late Payment Penalties and Interest

For typical circumstances that are not of financial hardship, rates must be paid by the due date and Councils may charge a penalty or daily interest or both for each late payment. However, for confirmed cases of financial hardship, Council may waive either the applicable late payment penalties, or the interest accumulated, or both, for a specified period that relates to the period of financial hardship.

[Councils may choose to add the following statement:]

[Council will not charge any late payment penalties or interest for late rate payments during the 2020 COVID-19 state of emergency until 30 June 2020.]

2.3.3 Remitting Rates

Remission of any rates, late payment penalties or interest, in part or in full, is reserved only for the most serious and exceptional of financial hardship cases. Even in these cases, deferral of rate payments must be applied for and granted first, before an application for rates remission can be considered.

After the applicant has entered into a deferral arrangement with Council, the applicant may apply for remission of rates. The application must demonstrate:

- (1) Financial hardship;
- (2) Exceptional and serious circumstances;
- (3) How the applicant's exceptional financial hardship circumstances make the maximum term deferral arrangement under section 2.3.1 unfeasible and unreasonable to fulfil; and
- (4) How enforcing fulfilment of the maximum term deferral arrangement would only deepen the seriousness of applicant's financial hardship and critically impact their ability to provide for the basic living necessities (food, accommodation, clothing, medical treatment) of the applicant and dependents.

In the interests of community fairness and equity, wherever possible and appropriate in determining rates remission applications:

- (1) Deferral arrangements are preferable to rates remission;
- (2) Amounts or proportions of rates to be remitted are to be minimised, for example, below \$1000 or 50%; the remainder subject to payment arrangements;
- (3) Instances of rates remission are to be minimised to no more than one rates remission per applicant.

3 Applications

3.1 Applying for Financial Hardship Assistance

To seek financial hardship assistance from Council, an application must be made in writing, addressed to the General Manager, and submitted as follows:

- Submitted via online form at: [e.g. www.council.tas.gov.au/onlineform]
- Emailed to [e.g. rates@council.tas.gov.au]; or
- Mailed to [ADDRESS].

Applications must:

- Demonstrate and provide evidence for financial hardship and circumstances (see section 2.2 – Evidence of Financial Hardship);
- Describe the type of assistance sought, being:
 - Postponing rate payments (a deferral arrangement);
 - Postponing or waiving late payment penalties or interest;
 - Remitting rates, late payment penalties or interest, in part or in full;
- Address the requirements of the relevant subsections of section 2.3 – How Council can Help

3.2 Assessing Applications

Applications for deferral arrangements must be decided by:

- (1) For amounts less than [\$2,500 – the Chief Financial Officer]; or
- (2) For amounts of [\$2,500 or greater – the General Manager].

Applications for remission of any rates or late payment penalties or interest charges must be decided by Council and require absolute majority to be approved. [However, Council has delegated all remission decisions to the General Manager.]

Local Government Loans Program Guideline

Program purpose

The purpose of the Local Government Loans Program is to encourage local governments to invest and employ more Tasmanians to upgrade, renovate and to do necessary maintenance to improve existing local government infrastructure. It can also cover the cost of measures taken by Councils as a response to, or as a result of, the impacts of the Novel Coronavirus (COVID-19).

Examples of the types of projects which will be considered under the Program include, but are not limited to:

- roads, bridges and footpaths;
- upgrading community halls and other town facilities and amenities;
- development of waste transfer stations;
- improvements to local parks;
- development of, or improvements to, recreational and sporting grounds;
- township beautification works;
- tourism infrastructure development;
- other building works;
- rates relief programs; and
- any other measures responding to, or as a result of, the impacts of COVID-19.

Funding of a maximum \$150 million is made available through the Program, on a first-come first-served basis.

The Program will remain open until **1 August 2020**, and applications will be managed on a rolling basis up until that time.

For eligible projects, the Program will provide assistance to applicable local government authorities through:

- **the provision of loan interest rebates in the form of a grant for the eligible period of each loan, with a three year maximum rebate term; and**

- **access to borrowings to finance projects under the Program through the Tasmanian Public Finance Corporation (Tascorp).**

Eligibility criteria

All Tasmanian councils and joint authorities are eligible for the Program.

To be eligible for assistance under the Program, local government authorities will be required to demonstrate that each nominated project:

- will be undertaken during the 2020-21 financial year;
- will provide Tasmanian employment opportunities;
- is procured through appropriate processes that deliver value-for-money outcomes; and
- is to be financed through an approved loan from Tascorp.

The provision of assistance under the Program will be determined against the above eligibility criteria, the quantum of applications received and the contribution the projects will make.

Under the *Local Government Act 1993*, the Treasurer is required to approve all borrowings undertaken by local government authorities in each financial year, whether new borrowings or refinancing.

Applications by local government authorities for new borrowings are assessed based on benchmark ratios to ensure the ability to service new and existing debt as stipulated in the Local Government Act.

Administration of the Program

The Program will be managed and administered by the Department of Treasury and Finance.

It is preferable that local government authorities make a single application for all relevant projects, rather than multiple applications.

Projects to receive assistance through the Program will be considered and approved by the Treasurer as part of a council's current 2020-21 borrowing program.

1. Local government entities are encouraged to include applications for loan interest rebates together with the completed Loan Council Allocation survey by **close of business, Friday 24 April 2020** via email to financial.survey@treasury.tas.gov.au
2. Applications will be assessed as they are received and, following consideration by the Treasurer, Treasury will advise each Council of the outcome of their application.
3. If a Council's application is successful, the Council will need to contact Tascorp to arrange the finance (i.e. Settlement date, Maturity Date, and Interest rate).
4. On drawing down the loan, Tascorp will provide a repayment schedule for the interest payments (usually six-monthly instalments). Treasury will need a copy of that schedule to confirm interest rates and maturity. **The Council will need to pay interest instalments to Tascorp and Treasury will then reimburse the interest paid.**
5. To claim the interest rebate, the Council should Invoice Treasury as the interest is paid and Treasury will process the reimbursement. Invoices should be sent to financial.survey@treasury.tas.gov.au

Contact

For further information about the Program, please contact:

Eleanor Patterson

Director

Government Finance and Accounting

Phone: (03) 6166 4438

Email: financial.survey@treasury.tas.gov.au



Tourism Master Plan for the Tasmanian Wilderness World Heritage Area

Draft for public comment

19 March 2020



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The Department of Primary Industries, Parks, Water and Environment commissioned ERA Planning and Environment to lead a multidisciplinary team to develop the Tourism Master Plan and who have in collaboration with the Department prepared this document. The team comprises:

ERA Planning and Environment (principal consultant)
Master planning

Cultural Heritage Management Australia
Cultural values and Aboriginal community engagement

SGS Economics & Planning
Economic, tourism and visitation analysis

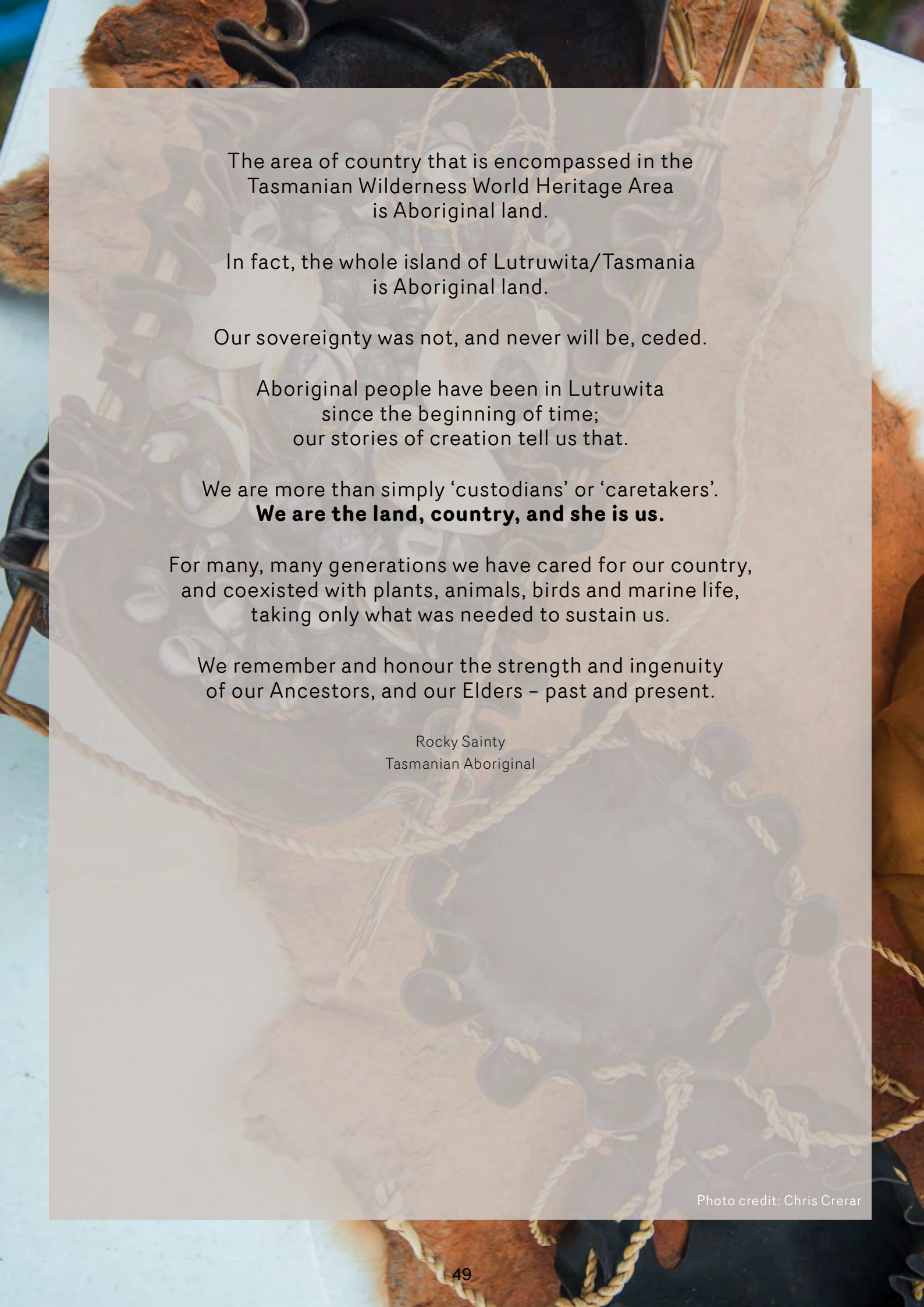
Noa Group
Initial engagement facilitators

Hit Send
Editors



Front photo credit: Joe Shemesh

DEPARTMENT OF PRIMARY INDUSTRIES,
PARKS, WATER AND ENVIRONMENT



The area of country that is encompassed in the
Tasmanian Wilderness World Heritage Area
is Aboriginal land.

In fact, the whole island of Lutruwita/Tasmania
is Aboriginal land.

Our sovereignty was not, and never will be, ceded.

Aboriginal people have been in Lutruwita
since the beginning of time;
our stories of creation tell us that.

We are more than simply 'custodians' or 'caretakers'.

We are the land, country, and she is us.

For many, many generations we have cared for our country,
and coexisted with plants, animals, birds and marine life,
taking only what was needed to sustain us.

We remember and honour the strength and ingenuity
of our Ancestors, and our Elders – past and present.

Rocky Sainty
Tasmanian Aboriginal

Photo credit: Chris Crerar



Photo credit: Cam Blake

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Photo credit. Joe Shemesh

Foreword

The Tasmanian Wilderness World Heritage Area (TWWHA) covers almost one quarter of Tasmania and is one of the largest temperate natural areas in the southern hemisphere. It is one of the last truly wild places on earth, rich in biodiversity, and ancient geological features. It is a significant and precious cultural landscape for Tasmanian Aboriginal people who have had an ongoing connection to land, sea and sky across the area for at least 35,000 years.

The TWWHA is recognised through the World Heritage Convention as having both natural and cultural heritage of Outstanding Universal Value (OUV) and is one of only two properties in the world listed for meeting seven out of ten criteria for World Heritage listing. It is an extraordinary place with significant inherent values, that are irreplaceable.

The TWWHA, interwoven with the island's history, is an important part of the Tasmanian identity. For many people the area is intrinsic to their sense of place. The area is also, as a place of OUV, important to people across the world.

The TWWHA underpins Tasmania's brand as a global destination for nature-based tourism and contributes to the economic prosperity and wellbeing of all Tasmanians in many ways. It is an economic driver for regional communities providing business opportunities and employment and provides for health and well-being outcomes for locals.

The Tourism Master Plan will realise significant opportunities for the presentation of the TWWHA while conserving the values of the TWWHA, through a strategic and planned approach; it will ensure that tourism and recreation in the TWWHA is socially and environmentally sustainable, both for visitors, but equally as important, for Tasmanians. It provides a decision-making framework and policy direction for the presentation of its OUV. It recognises the importance of Tasmanian Aboriginal people's direct involvement in the presentation of their cultural values and provides guidance for future land management decisions by government; activities of the tourism industry; and other stakeholders who hold a genuine passion for and connection with the TWWHA. This plan identifies three high priorities, those being preparation of a master plan for the Mt Field National Park area, establishment of an Aboriginal advisory body for the presentation and interpretation of Aboriginal cultural heritage, and preparation of an Air Access Policy.

The Tourism Master Plan identifies opportunities for investment in facilities and experiences and in a way that is consistent with the protection of its OUV. Key recommendations identified in the Plan include policy development, site planning and assessment considerations for how activities and experiences are provided.

This Tourism Master Plan responds directly to Recommendation No.7 of the joint IUCN / ICOMOS Reactive Monitoring Mission in 2015.

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1 Introduction

Photo credit: Craig Vertigan

1 Introduction

1.1 About the Tasmanian Wilderness World Heritage Area

The Tasmanian Wilderness World Heritage Area (TWWHA) covers almost a quarter of Tasmania's land mass. Occupying more than 1.58 million hectares, it is one of the largest temperate natural areas in the Southern Hemisphere. It meets seven out of ten criteria for World Heritage listing (Department of the Environment and Energy, n.d.). Only one other place on Earth – China's Mount Taishan – meets that many criteria.

During the last Ice Age, the TWWHA was home to the southernmost people in the world: ancestors of today's Tasmanian Aboriginal people. Those early Aboriginal people adapted to changes in climate and the natural environment through the full glacial-interglacial climatic cycle, and the TWWHA bears testimony to their life and culture. The area is rich in archaeological evidence of early occupation and continues to provide for the ongoing cultural tradition and lifeways of Tasmania's Aboriginal people: to be on country¹ like their ancestors and to pass on their practices, culture and stories to the next generation.

The varied landscapes and vegetation of the TWWHA are of exceptional natural beauty and represent diverse geological and glacial events with evidence of climatic variation at the geological and landscape scales. These landscapes include tarn-embedded quartzite ranges, alpine ecosystems with their hard green cushion plants, the green and golds of undulating alpine and subalpine flora, buttongrass moorlands, dark green mossy rainforest, wild rivers and rugged coastlines, tracts of some of the tallest eucalypts in the world, cave systems and the estuarine ecosystems of Port Davey and Bathurst Harbour.

Ancient species, like the deciduous beech, King Billy pine and pencil pine, live on today and there are rare and threatened plants and animals for which the TWWHA represents the greatest chance of survival.

Its large extent, remoteness and naturalness form the foundation for its integrity², enabling significant natural, biological and geomorphological processes to continue. There are low levels of disturbance from pests, weeds and diseases and limited modern-day intervention. Over 80 per cent of the property is zoned as 'wilderness'³.

Within the TWWHA there are sites of significant European heritage, such as Sarah Island. The TWWHA is also recognised for its social, recreational, health, scientific and educational values and for its ecosystem services (such as clean air and water or healthcare savings).

Presentation⁴ is a key management requirement of the TWWHA, and indeed tourism⁵ has been a long-time feature of the area, predating its listing on the World Heritage List by over half a century. It began with the popularity of places such as Russell Falls and the Cradle Mountain area.

Today, there are many tourism ventures in operation throughout the TWWHA. There remains potential for further, sustainable⁶ tourism⁷ in the TWWHA through both the public and private sector as well as enhancement of current experiences. The Tasmanian Government has sought private sector innovation through an expression of interest process.

¹ See glossary for definition

² See glossary for definition

³ See glossary for definition

⁴ See glossary for definition

⁵ See glossary for definition

⁶ See glossary for definition

⁷ See glossary for definition

The universal significance and attraction of the TWWHA is already evident in visitor numbers and value to the economy. Tourism opportunities in the future that rely on sustainable practices, maintaining the values for which the TWWHA is recognised, will allow those values to be passed to future generations in as good, or better, condition than at present.

For many people, the TWWHA is at the heart of what Tasmania is and means to them and is a place without comparison.

1.2 Why a master plan?

In November 2015, the World Heritage advisory bodies, ICOMOS and IUCN, conducted a Reactive Monitoring Mission to the TWWHA. In its subsequent report, the mission endorsed the Tourism Master Plan as proposed in the Draft Management Plan for the TWWHA. Recommendation 7 of the mission report states:

The comprehensive Tourism Master Plan details should refine the balance between legitimate tourism development and the management and conservation of the cultural and natural values of the TWWHA based on further consultation and negotiation of competing interests.

In 2016, the *Tasmanian Wilderness World Heritage Area Management Plan* (Management Plan) came into effect. The Management Plan identified that a future Tourism Master Plan was to be prepared in consultation with the tourism industry, Tasmanian Aboriginal people and other key stakeholders (Management Action 6.1). The Management Plan importantly sets the context for the Tourism Master Plan. The objective for presentation identified in the Management Plan is:

To provide a diversity of visitor experiences in a manner that is consistent with the conservation of natural and cultural values⁸.

The *Operational Guidelines for the Implementation of the World Heritage Convention* (July 2019) identify that an integrated approach to planning and management is essential to guide the evolution of properties over time and to ensure maintenance of all aspects of their Outstanding Universal Value.

Tasmania has emerged as a globally recognised visitor destination, and the tourism industry is now a significant economic contributor to the Tasmanian economy.



Figure 1: Spatial context

The TWWHA is a key driver in the visitor economy, representing the pinnacle of visitors' aspirations for a wilderness-based experience. The values of wilderness, wildlife and natural scenery are among the top ranked drivers of visitation to Tasmania⁹.

Tourism strategy in Tasmania is developed through a partnership agreement between the Tasmanian Government and industry, through the Tourism Industry Council of Tasmania. Known as *Tourism 21* (T21), it has targeted growth in visitor numbers and, more recently, increased emphasis on achieving regional dispersal and visitor expenditure through extending stay and increasing yield.

Two of the key areas of focused action in the T21 strategy – building capability and capacity in the community and investing in quality visitor infrastructure – are particularly relevant to the development of the Tourism Master Plan. The tourism master-planning process is therefore an opportunity to align the presentation of the TWWHA with the strategic approach to tourism throughout Tasmania – a particularly important opportunity given the size of the TWWHA and its impact on most regions across the state.

Local visitation to the TWWHA is an important element which must be planned for and respected. Many bushwalkers and other recreational users of the TWWHA¹⁰ have reflected on their connection being much deeper than that of a 'visitor'. For the purposes of the Tourism Master Plan, the use of the term 'visitor' is used to describe any person who comes to and engage and connection with the TWWHA. It is important to recognise, that Aboriginal people are not considered 'visitors', as they are the Traditional Owners of the land.

Undeniably, the values of the area are irreplaceable and are of global significance. Presentation of the cultural and natural heritage of Outstanding Universal Value (OUV) that underpins the significance of the TWWHA creates opportunity in how to plan for and manage the visitor experience in a way that is socially and environmentally responsible.

Delivery of high-quality presentation of the TWWHA that allows visitors to experience these values and to appreciate their global significance without impacting those values is a key component, not only of the ongoing protection and management of the TWWHA, but of achieving strength in the visitor economy.

In this context, the Tourism Master Plan will be a strategic decision-making tool that outlines how policy measures and infrastructure can be used to deliver a high-quality experience for visitors and promote desired tourism opportunities without compromising the TWWHA's OUV.



Photo 1: Solomons Throne, Walls of Jerusalem National Park (photo credit: Cam Blake)

⁹ See *Towards a Tourism Master Plan for the Tasmanian Wilderness World Heritage Area*

¹⁰ See glossary for definition

1.3 Scope of the Tourism Master Plan

The scope of the Tourism Master Plan is directed by the Management Plan. It therefore:

- provides additional guidance, context and policy direction for tourism in the TWWHA, increasing clarity and certainty for government, industry and the community;
- provides a strategic approach to achieving best practice, sustainable management of visitation in the TWWHA through delivery of public infrastructure; and
- identifies opportunities for the delivery of additional visitor experiences and public infrastructure through an overarching framework to guide and prioritise investment in the area and in a manner that delivers an appropriate spectrum of opportunities.



Photo 2: Two walkers on the Franklin River Nature Trail, Franklin-Gordon Wild Rivers National Park: a short walk off the Lyell Highway (photo credit: Geoffrey Lea)

The Tourism Master Plan does not identify specific tourism products, projects (such as those under the government's expression of interest process) or experiences that should be provided by the private sector. Similarly, the Tourism Master Plan is not a marketing document, with marketing of the TWWHA to be undertaken as a separate body of work. Rather, the Tourism Master Plan focuses on providing a strategic planning framework to guide infrastructure investment and the placement of tourism activities and products as well as policy guidance to assist in decision-making by the Parks and Wildlife Service (PWS).

As a subsidiary document to the Management Plan, the activities or actions arising from or referred to in the Tourism Master Plan must be consistent with the existing statutory zoning under the Management Plan. Additionally, the Tourism Master Plan is also designed to be considered and applied during the assessment of activities within the TWWHA (such as the Reserve Activity Assessment process or the granting of a licence or lease). It provides specific policy direction and guidance for this purpose.

The Tourism Master Plan is also intended to address the relevant Key Desired Outcomes in the Management Plan relating to presentation.

The Tourism Master Plan has been prepared to cater for a 10-year period and should be reviewed following any revisions to the Management Plan in the future.

1.4 Process of preparing the Tourism Master Plan

The development of the Tourism Master Plan has occurred through a staged and iterative approach as shown in Figure 2.

The process of developing the Tourism Master Plan began with the review of existing documentation, reports and case studies, together with an extensive engagement program. The engagement program ran from March to August 2019 and involved four key elements:

1. Engagement with Aboriginal community groups and representatives (13 Aboriginal groups were contacted and 11 participated in one-on-one open forum meetings);
2. Seven regional workshops held in Geeveston, Bothwell, Strahan, Devonport, Deloraine, Launceston and Brighton;
3. A stakeholder symposium held in Hobart; and
4. Written information and comments for a four-week period.

In December 2019, the positioning paper *Towards a Tourism Master Plan* was publicly released. That paper outlined the proposed strategic principles that have underpinned the development of the Tourism Master Plan and articulated the opportunities and policy directions. It included details on the:

- management context, which examined the governance and management arrangements influencing the presentation of the TWWHA's OUV;
- tourism context, which outlined the current tourism situation across Tasmania, the policy, and the strategic context and trends which are likely to influence tourism opportunities in the TWWHA; and
- visitation and visitor management, which analyses the current and forecast visitation across Tasmania and the TWWHA.

This contextual information underpins the Tourism Master Plan.

The Tourism Master Plan will be finalised after a formal public comment period. Submissions and comments received during the period will be collated, and amendments made to the document where considered necessary and appropriate. It is envisaged that the final Tourism Master Plan will be released in July 2020.

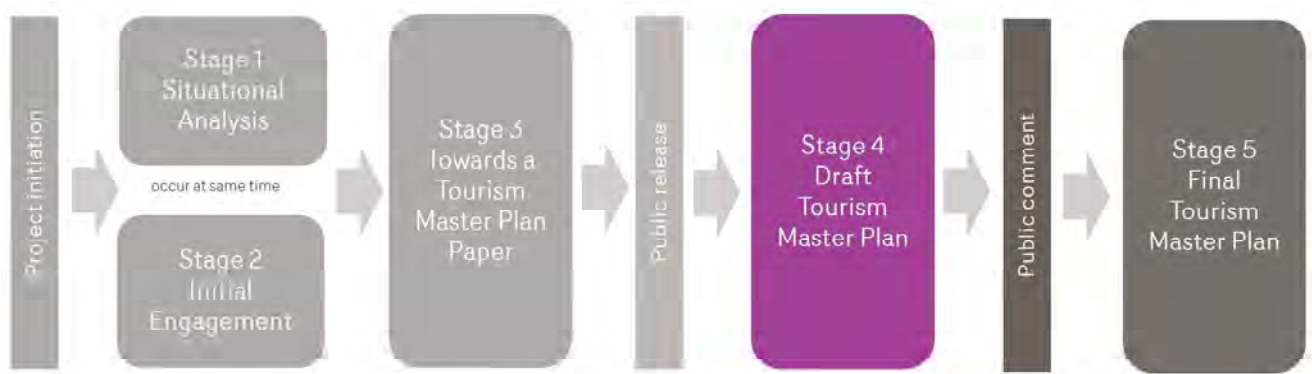


Figure 2: Stages in the preparation of the Tourism Master Plan

1.5 Structure of the master plan

The Tourism Master Plan is formed around two components: the strategic framework and the recommendations and actions.

The strategic framework is outlined in Section 2 and includes the vision, strategic principles and visitor experience statements.

Specific actions, recommendations and guidelines are presented across five areas:

- Potential opportunities (section 3);
- Aboriginal cultural values initiatives (section 4);
- Other initiatives (section 5);
- Strategic guidance (section 6); and
- Assessment policy guidelines (section 7).

In sections 4, 5, 6 and 7 a summary of the relevant actions, recommendation and guidelines is provided at the end of each chapter.



Photo 3: South Cape Bay Great Short Walk, Southwest National Park (photo credit: Geoffrey Lea)

1.6 The Management Plan

The *Tasmanian Wilderness World Heritage Area Management Plan 2016* (Management Plan) is a statutory document approved under the *National Parks and Reserves Management Act 2002* (NPRM Act). The Management Plan has statutory application to all 51 reserves proclaimed under the *Nature Conservation Act 2002* in the TWWHA that are managed by PWS. As the Tourism Master Plan is a subordinate document to the Management Plan, all guidance, actions, policy directions and recommendations in the plan are consistent with the Management Plan. A principal objective of the Management Plan is the protection and conservation of the OUV of the TWWHA. The Management Plan contains a range of management actions and prescriptions that are intended to achieve this. Schedule 5 of the *Environmental Protection and Biodiversity Conservation Regulations 2000* sets out requirements for management plans for World Heritage properties, and the Management Plan has been determined to be consistent with those objectives.

Management of specific types of activities in the TWWHA is determined through the application of the four management zones: Visitor Services Zone, Recreation Zone, Self-Reliant Recreation Zone and Wilderness Zone and a system of overlays. The zones and overlays, together with the associated Table of Use, are critical tools used in the Management Plan to achieve prescriptions aligned with the objectives for the relevant reserve class under the NPRM Act as well as allowable (not as-of-right) uses that are potentially consistent with the protection of the OUV. Consequently, there is often a direct relationship between the zoning/overlay/Table of Use with the underlying reserve class and therefore the types of tourism and recreational activities that may be permitted under the Management Plan (see Table of Use, section 3.2 of the Management Plan). The Management Plan specifically also requires consideration of impacts on the OUV in the PWS assessment process, the Reserve Activity Assessment (see section 7).

The Management Plan identifies five primary streams of visitor experience in the TWWHA.

- *Virtual: technology and print-delivered experiences and information that increase awareness, which may inspire a visit or form a basis for planning;*
- *Drive-through: largely applicable to the Lyell Highway, Gordon River Road and peripheral areas;*
- *Experience from the edge: visitors experience the TWWHA from key visitor nodes, such as Dove Lake and Lake St Clair, as well as peripheral facilities, such as lookouts, picnic shelters and short nature walks;*
- *In from the edge: visitors conduct day-long and shorter experiences away from TWWHA entrance points. This group includes visitors who use on-reserve or off-reserve accommodation for one or more nights and are more likely to engage in commercial experiences; and*
- *Back country: self-reliant visitors conduct long and challenging day walks or multi-day trips, including journeys to remote areas. Some participate in commercially guided experiences, such as walking on the Overland Track or rafting on the Franklin River.*

For more information on the Management Plan and the legislative framework go to [https://dpiwwe.tas.gov.au/conservation/tasmanian-wilderness-world-heritage-area-\(twwha\)/twwha-management-plan](https://dpiwwe.tas.gov.au/conservation/tasmanian-wilderness-world-heritage-area-(twwha)/twwha-management-plan)



2 Strategic framework

Photo credit: Joe Shemesh

2 Strategic framework

2.1 The vision

The vision underlying the Tourism Master Plan is that contained in the Management Plan, which is:

To identify, protect, conserve, present and, if appropriate, to rehabilitate the World Heritage, National Heritage and other natural and cultural values of the TWWHA and to transmit that heritage to future generations in as good or better condition than at present.

2.2 The strategic principles

The strategic principles set out below provide high level direction for the presentation of the TWWHA and guide the specific recommendations and actions in the Tourism Master Plan. They will be a key reference point in the consideration of future tourism proposals in the TWWHA, when being considered through existing legislative, regulatory and assessment processes. Importantly, the strategic principles work together and each of the strategic principles is equally weighted: none is more important than others and they should not be read in isolation from each other.



Photo 4: View of Mt Oakleigh from the helipad at Pelion Hut - Overland Track, Cradle Mountain-Lake St Clair National Park (photo credit: Andrew English)

2.2.1 Strategic Principle 1 – Protecting and maintaining the OUV

Maintaining the OUV of properties such as the TWWHA is one of Australia's key obligations as a signatory to the World Heritage Convention.

To be included on the World Heritage List, sites must be of outstanding universal value and meet at least one out of ten selection criteria. OUV is identified under the *Operational Guidelines for the Implementation of the World Heritage Convention* (July 2019) as meaning cultural and/or natural significance which is so exceptional as to transcend national boundaries and to be of common importance for present and future generations of all humanity.

The factors that comprise the TWWHA's OUV include its integrity¹¹ and authenticity as well as a continuing commitment to its protection and management to the highest standard.

Achieving the balance between protecting and maintaining the OUV and the presentation of the TWWHA is critical to a successful and enduring outcome. The paradox between accessibility and wilderness is at the heart of much community debate around tourism and visitation to the TWWHA.

A holistic approach to the presentation of the TWWHA, as well as consideration of adjacent areas, will assist in delivering experiences that do not disenfranchise local communities or detrimentally affect the values of the TWWHA but have an overall net public benefit. Tourism proposals and activities are to be considered against appropriate assessment guidelines as identified in the Tourism Master Plan. The proposals and activities must achieve the balance between certainty for proponents and stakeholders while supporting creative and inspiring opportunities for presentation of the OUV and the protection of the OUV. The cumulative impact of tourism activity across the whole property is also an important consideration.

Providing a balance between the type and nature of visitor experiences in the TWWHA is a core desired outcome. It is intended that experiences will cater for visitors from all walks of life, be appropriate to the TWWHA, and extend across the full spectrum of allowable recreational pursuits and challenges that visitors seek.



Photo 5: Barn Bluff and frozen tarn, Overland Track, Cradle Mountain-Lake St Clair National Park (photo credit: Luke O'Brien)

¹¹ See glossary for the definitions of integrity and authenticity

2.2.2 Strategic Principle 2 – Conscious, meaningful and authentic experiences

As a unique and precious environment, the values of the TWWHA are irreplaceable and have endured through the eons. The presentation of the OUV is to be led by its values with a conscious and meaningful approach to tourism that endures over generations.

It is a privilege to experience the TWWHA and be on country, in a place where parts of the landscape have changed little for thousands of generations. Immersive experiences that enable the visitor to experience the many and varied landscapes and environments contained within the TWWHA, and which involve storytelling and allow the visitor an escape from their everyday lives, will be valued.

For an immersive experience of cultural values, it must be recognised that Tasmanian Aboriginal people are the custodians. It is therefore crucial that they direct and lead the presentation and interpretation of those values and are provided with the opportunity to directly participate, not be bystanders. Only in this way will it be possible for the visitor to be truly immersed in the significance of the TWWHA's cultural values in an authentic way.

Educating visitors about appropriate behaviour and interaction with the landscape, culture and the environment, and ensuring awareness of their responsibility to uphold those behavioural expectations, will enhance the protection of the values of the TWWHA.

Tourism activities, products and related infrastructure (both public and private) that are designed and managed to align with those expectations, as well as to deliver truly authentic experiences that are compatible with existing legitimate enjoyment of the area, are encouraged.

2.2.3 Strategic Principle 3 – Supporting regional communities

The benefit of tourism to regional communities is well documented, and tourism for some towns on the edge of the TWWHA is an important part of their local economy. Regional disbursement of visitors in Tasmania is also a key policy direction of the Tasmanian Government.

Existing towns on the edge of the TWWHA have the potential to provide the necessary infrastructure and services to support presentation of the OUV, enabling accessibility and visitation with minimal infrastructure inside the property boundaries. Consequently, major built infrastructure is best placed on the edge of the TWWHA.

However, it is acknowledged that tourism can bring undesirable consequences to regional communities. This can occur if supporting infrastructure and services do not meet demand, or if the scale of tourism activities becomes incompatible with local social values, or if tourism adversely affects affordability and accessibility for residents.



Photo 6: Strahan on the edge of the TWWHA
(photo credit: Emma Riley)

2.2.4 Strategic Principle 4 – Valuing the role of tourism

The TWWHA is recognised for the important role it plays in underpinning Tasmania’s brand as a global destination for nature-based tourism. The TWWHA is the most significant element in the state’s overall visitor economy, representing the pinnacle of visitors’ aspirations for a wilderness-based experience.

Tourism is an important contributor to our state and regional communities, and our strong visitor economy provides many benefits for Tasmanian communities that would not exist except for tourism. Importantly, through positioning the TWWHA as a premier conservation destination, the TWWHA can benefit through increased expenditure on infrastructure, environmental improvements and through the value derived, both tangible and intangible, from nature-based tourism operators, whose businesses operate in the TWWHA and contribute to its preservation, presentation and promotion.

Tourism strategies over the life of the Tourism Master Plan are expected to continue to encourage the regional dispersal of visitors across our island and an increase in the contribution they make to our local communities. A coordinated approach across Tourism Tasmania, the Department of State Growth, other government and non-government stakeholders, the Tourism Industry Council Tasmania (TICT) and the four regional tourism organisations is required to ensure the sustainable growth and increasing contribution of the TWWHA to Tasmania’s visitor economy.

Alignment between the Tourism Master Plan and that shared vision is important, particularly regarding monitoring, identification of opportunities, planning, infrastructure provision and marketing of sites and experiences.



Photo 7: Rafting on the Franklin River, Franklin-Gordon Wild Rivers National Park (photo credit: Cam Blake)

2.3 Visitor experience statements

2.3.1 What are visitor experience statements?

Visitor experience statements describe the subjective elements of visiting an area that may be difficult to express in an objective manner. They are a useful tool in describing the desired outcomes for visitors to derive meaning and knowledge from an area.

A visitor experience statement for each zone type under the Management Plan has been prepared as part of the Tourism Master Plan, in order to identify the desired future experience, use or journey for visitors. These statements are to be used to inform decision-making on what tourism activities, products and associated infrastructure are appropriate. They should also be used in future site-planning exercises and are to be read in conjunction with the description and specific aims of the zone to guide appropriate use and activities. The visitor experience statements follow below.

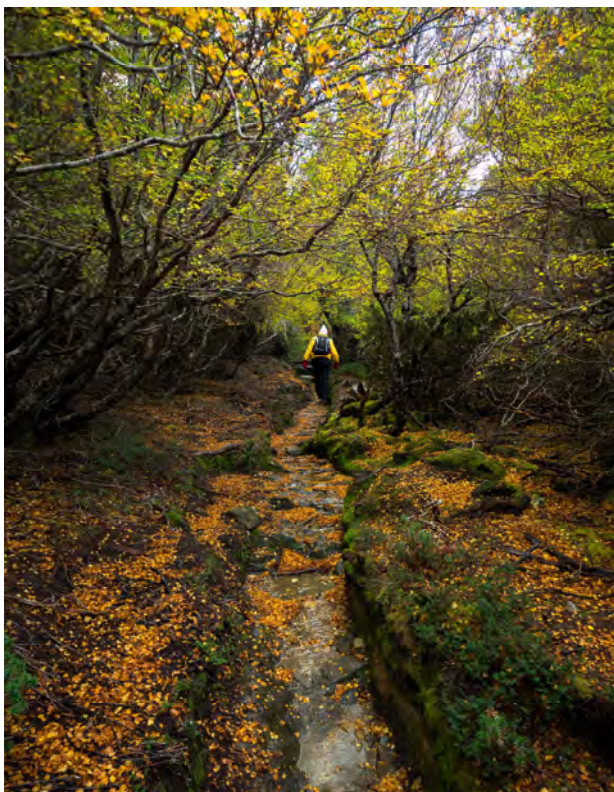


Photo 8: Falling deciduous leaves along the Lake Rodway Track in autumn, Cradle Mountain
(photo credit: Cam Blake)

2.3.2 Visitor Services Zone

Visitor service sites provide you with either a gateway to more challenging adventures or, if you are time poor, an opportunity to explore and experience aspects of the TWWHA through a range of supported activities and services. You may wish to do your own exploring by way of easily accessible walks and lookouts that will showcase the very best of this special place.

Your first contact with the TWWHA will likely be at a major gateway: at Cradle Mountain, Mt Field or Lake St Clair. There are places to stay with a range of creature comforts within this zone, and in adjacent areas outside the TWWHA, should you be planning a multi-day visit that will allow you to explore the area more extensively under your own steam or with a range of service providers.

At the major gateway sites, you will find a visitor centre to help maximise your appreciation of the TWWHA's significance and sheer size, in an engaging way. Friendly and helpful parks and wildlife staff will help you understand how best to engage with the TWWHA and its wildlife in ways that are appropriate, safe and enjoyable for you.

These gateway destinations have a number of built facilities and services where you can find food and drink, rest areas, nature-based activities, interpretation, transport and parking, all readily accessible shortly after arrival.

You'll see different types of visitors from all over the world at these locations – people using the gateways as departure points for multi-day walks, bus groups visiting for the day, and families and friends doing their own thing.

2.3.3 Recreation Zone

If you are in the Recreation Zone, then you are most likely to be in some of the TWWHA's most iconic destinations. You will probably be attracted to these areas if you are seeking a break from fast-paced urban lifestyles and looking for a nature-based holiday or weekend experience with partners, family or friends.

If well prepared, you can undertake a range of recreational activities while enjoying the sense that you are experiencing a remote wilderness area in an appropriate and sustainable way.

You may select your individual level of comfort for adventure and solitude. You might choose to be an independent visitor, or to take a guided day or multi-day tour that stays in and explores the World Heritage Area. Your stay may include a night in environmentally sensitive, purpose-built accommodation with food prepared and served by guides, or it may include taking advantage of the many independent camping opportunities and facilities.

This experience will provide you with a once-in-a-lifetime experience of visiting a remote and precious area of the world with minimal disturbance. You can expect to feel a great sense of adventure and achievement, as this zone can still be challenging, with the weather an ever-present consideration. You will have an appreciation that your own adventure occurred in a sensitive and appropriate way. You will likely leave feeling recharged in yourself and your relationships, helping you to return to your everyday life refreshed and rejuvenated. Most likely you will finish your time in the TWWHA thinking about your next adventure with nature.

2.3.4 Self-Reliant Recreation Zone

In the Self-Reliant Recreation Zone, you are likely seeking an iconic journey in which you can achieve a high level of independence in experiencing the Tasmanian wilderness. On these journeys, you can expect to experience remoteness in challenging but accessible country. You can take these journeys independently or with like-minded small groups with knowledgeable and experienced guides.

If you're an independent type, you'll be venturing out into the surrounding lands and waterways of the Self-Reliant Zone for good old-fashioned peace and quiet. Activities such as remote bushwalking, wild trout fishing, connecting with nature through quiet contemplation, personal challenge, getting a sense of what life was like for Tasmanian Aboriginals living off the land or those that came later following European settlement can be experienced in the Self-Reliant Zone.

You may find snapshots of Tasmanian history on these journeys, with huts, mining relics and the like. But overall you will find that other human influences on the landscape are few and far between.

If you're visiting these areas, you are unlikely to come across other people and may find the terrain and climate a challenge, a factor that should not be underestimated, particularly in poor weather and in the colder months. Visiting these areas comes with a lot of responsibility for your own safety and protection of the incredibly special places you will find.

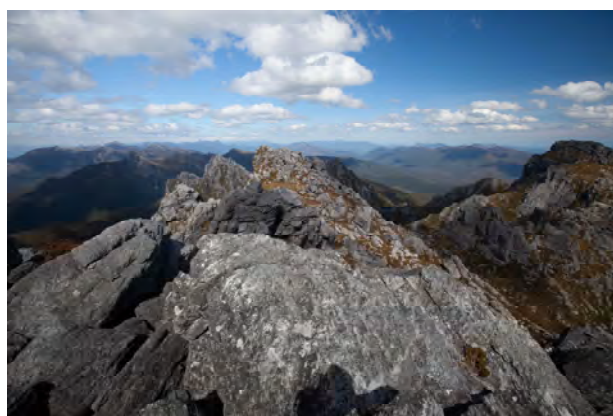


Photo 9: Skyline views from the Western Arthurs traverse, Southwest National Park
(photo credit: Aaron Riley)

2.3.5 Wilderness Zone

This is the very heart of the TWWHA. The Wilderness Zone encompasses large expanses of remote and undisturbed landscape, representing endless possibilities for remote wilderness experiences. It covers wild rivers, remote ranges, wild coasts, and unique and extensive cool temperate vegetation communities. It is an area that relatively few people visit, although it may be an important part of the experience in other zones that traverse it, such as the Overland Track.

You will know the Wilderness Zone is for you if you aren't afraid of the arduous and you have the capacity for long, unsupported journeys on foot or by self-propelled watercraft (as no other transport, air, mechanised vehicle, or motor boat may be used in the Wilderness Zone).

You will find either no established tracks or ones that aren't maintained, or very faint, difficult-to-follow tracks that generally do not appear on maps. Vegetation can be notoriously thick, and you may need to wade across rivers and creeks, making travel very slow and challenging. There are no huts or other signs of management to rely on, except for some established tracks in places to provide important access for scientific research or ecosystem maintenance.

In choosing to experience this zone, you are likely to be independent or in a small organised group undertaking bushwalking, camping, rock climbing, abseiling, kayaking, rafting and fishing. In the winter months, there may also be some snow skiing.

To experience this area, you must have strong wilderness survival skills and capabilities that are specific to the extreme conditions of this region. If you do venture into the Wilderness Zone there are many rewards: the absence of evidence of modern life, an appreciation of cultural landscapes, a sense of prevailing against the elements, undisturbed starlit nights, natural sounds and incredible views.

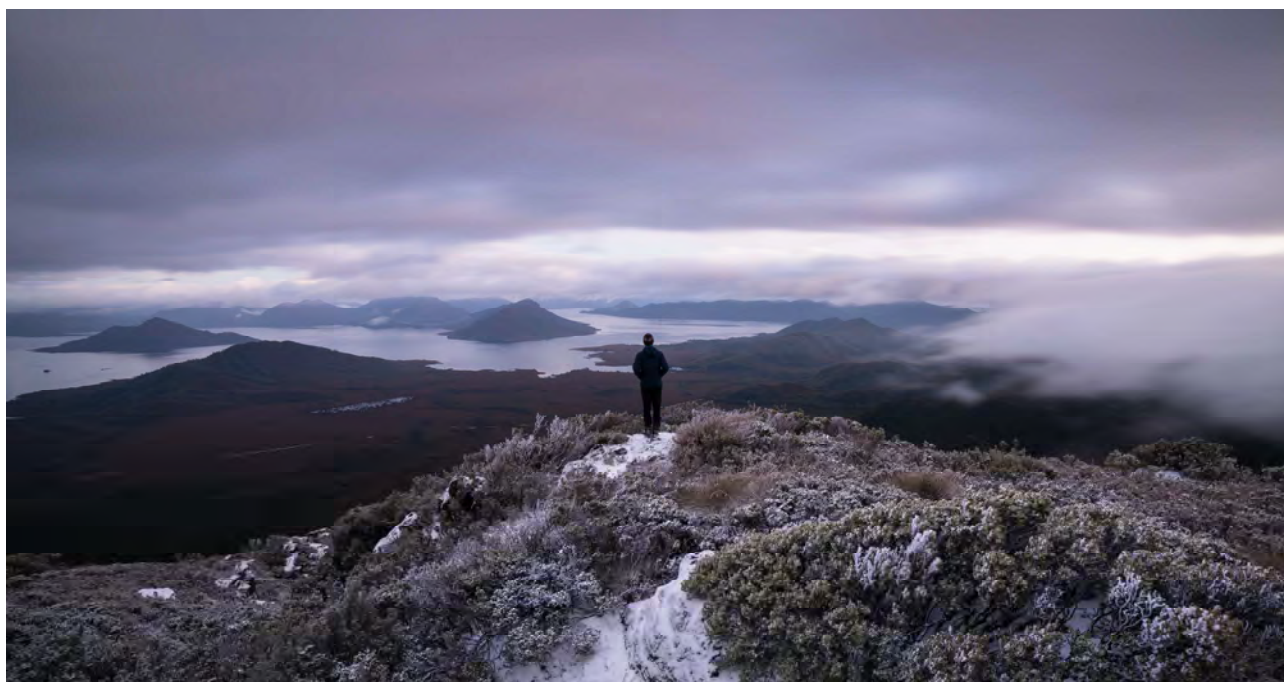
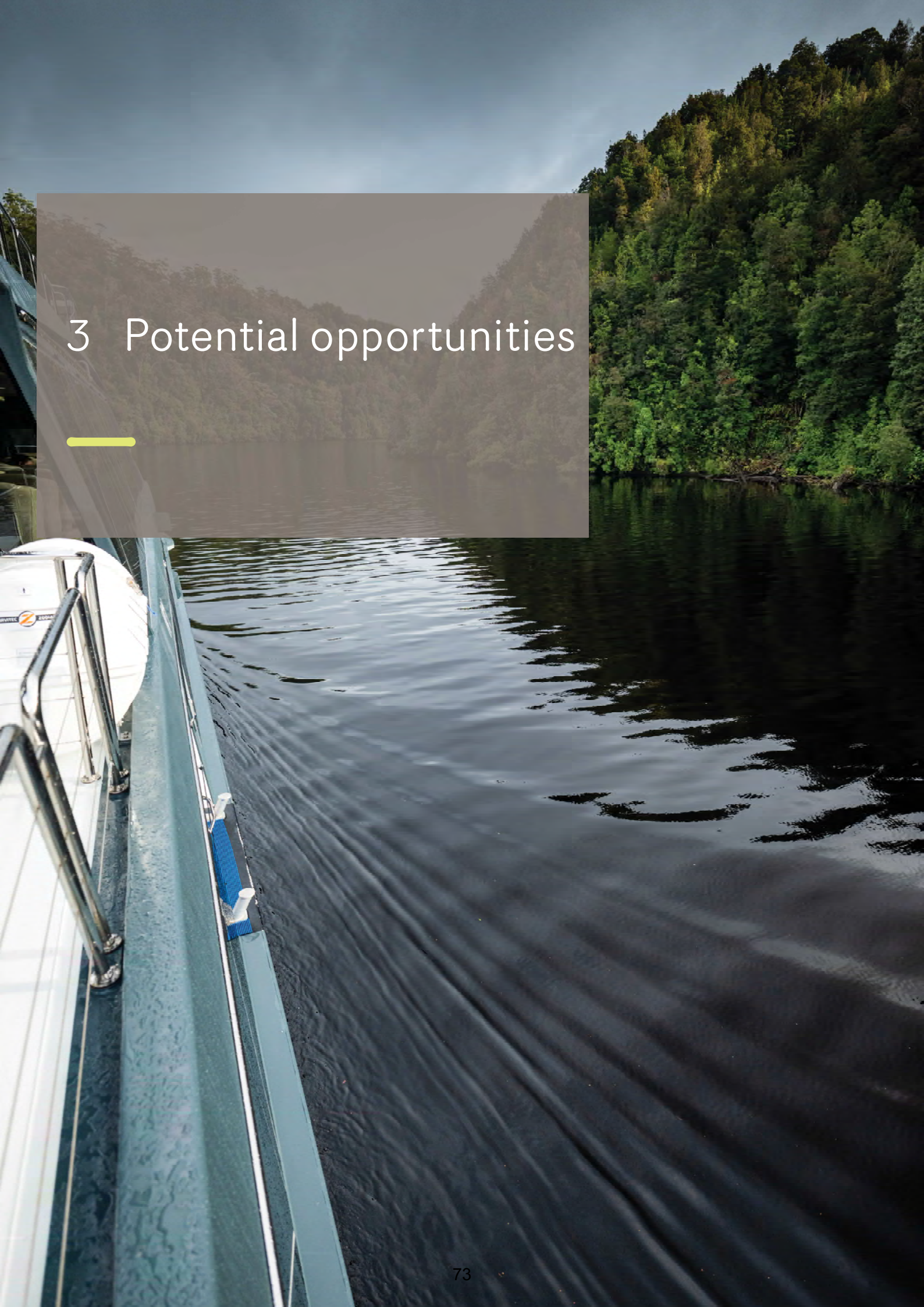


Photo 10: Mount Anne Track, Southwest National Park, view of Lake Pedder (photo credit: Pierre Destribats)



3 Potential opportunities

3 Potential opportunities

3.1 Value proposition

The 1972 *Convention Concerning the Protection of the World Cultural and Natural Heritage* establishes that each State Party to the Convention recognises the duty of ensuring the presentation and transmission to future generations of the cultural and natural heritage within its territory.

Presentation of Outstanding Universal Value (OUV) is a key focus for this Tourism Master Plan, noting that it can be achieved through a spectrum of opportunities and experiences for the varying visitor types in the TWWHA. The brand and value proposition of the TWWHA as a wild, natural and culturally significant landscape, reflected in its integrity and authenticity, – when other wild places throughout the world are diminishing – together with the protection of the OUV, are the foremost considerations and have been reflected in the opportunities identified.

3.2 Node hierarchy

The node hierarchy is a framework for prioritising infrastructure investment across the TWWHA and ensuring there is an appropriate level of services and facilities (through site-planning exercises) commensurate with the role and function of each node.

Nodes are primarily on the edge of the TWWHA and provide a focus for most visitors wishing to experience the TWWHA. In this way, the nodes limit further impacts on the values of the area, that is – maintaining and enhancing the TWWHA as a wild, natural and culturally significant landscape. Provision of key nodes allows for the nodes to make the most of the assets at individual sites rather than each node attempting to provide all experiences for all people.

The node hierarchy is based on existing visitation, the location of Visitor Services Zones under the Management Plan, and existing access, services and infrastructure.



Photo 11: Visitor centre, Mount Field National Park (photo credit: Chris Crerar)

3.3 Planning projects

Detailed planning is required to achieve the appropriate level of services, facilities and infrastructure for the desired visitor experience. Planning projects for nodes and journeys will include the consideration of specific private sector opportunities and are critical to a successful outcome for presentation of the TWWHA's OUV. The Recreation Standards Framework¹² (RSF) should be used as a core tool in these planning exercises to map (at a spatial level) the spectrum of recreational opportunities and then to identify potential gaps or displacement issues that need to be addressed by aligning recreational opportunities and management responses.

Three core forms of planning projects are recognised by the Tourism Master Plan:

- Master plans, which allow for examination of spatial outcomes incorporating land outside but on the edge of the TWWHA, to provide for a more holistic and integrated visitor experience as well as more intensive infrastructure or services which might otherwise impact on the values of the TWWHA. Master plans should be prepared through a collaborative process with relevant agencies, local government, industry and local communities applicable to the land tenure outside the TWWHA. These plans should aim to align the vision for the area with delivery of services, infrastructure and private sector investment;
- Visitor node plans (e.g. a zone plan or site plan), which focus on land in the TWWHA in an area in that particular zone; the preparation or revision of zone-based plans for the South Coast Track, Overland Track, Frenchmans Cap and the Lower Gordon have been specified in the Management Plan. These plans are prepared by PWS and allow for detailed consideration of potential visitor management tools to achieve the desired visitor experience while protecting the values of the TWWHA; and

- Visitor journey mapping, which focusses on creating a holistic experience along the identified journey by mapping stopping points, experiences and supporting infrastructure (such as car parking, picnic areas, lookouts), wayfinding and storytelling opportunities, having regard to nearby nodes, travel times and visitor behaviour.

3.4 Planning priorities for the node hierarchy

The table that starts on the next page explains the role of the different types of nodes in the hierarchy and the planning priorities (based on section 3.3) for each identified node.



Photo 12: Melaleuca airstrip, Southwest National Park (photo credit: Aaron Riley)

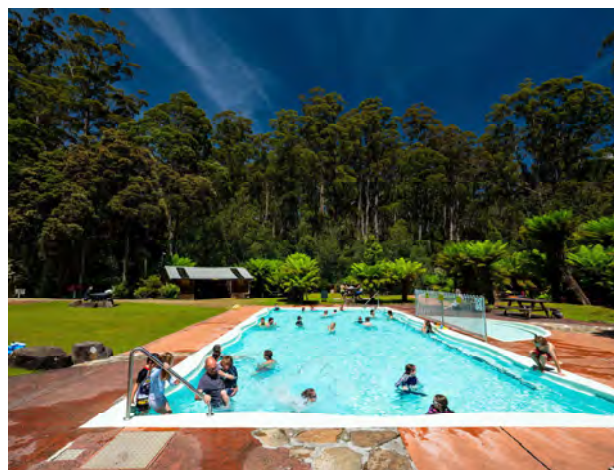


Photo 13: The Thermal Pool and picnic ground, Hastings Caves State Reserve, on the edge of the TWWHA (photo credit: Alastair Bett)

¹² See glossary for definition

PRIMARY ACTIVITY NODES	
Role	<p>Primary activity nodes provide for high visitation in a controlled and managed environment. These nodes are a focus for a range of day-use activities as well as start and finish points for multi-day experiences.</p> <p>These nodes will have a full-service visitor centre staffed by PWS. The centre will also be an administrative centre for operational activities in the area, provide a cultural presentation hub, and offer a range of self-guided and interactive experiences. Supporting services like cafes, aligned retail and accommodation options may be provided. Some of these will be located on adjoining land outside the TWWHA.</p> <p>Notwithstanding the managed experience, it is recognised that for some visitors these primary activity nodes will represent a wild and remote experience, and they will be the focus of visitation for the majority of visitors.</p> <p>Primary activity nodes are priority locations for planning and future investment within the TWWHA.</p>
Cradle Mountain	
Current situation	<p>Cradle Mountain is an iconic destination and will likely continue to be the most visited place in the TWWHA, focusing on a range of day-based activities around Dove Lake and nearby areas and as the starting point for the Overland Track.</p> <p>While there have been recent improvements to access arrangements to Dove Lake, there will be further significant investment in the area to manage visitors in and out of the TWWHA to Dove Lake. Increasing visitation has meant more walkers in the broader day visitation area, including around Hansons Peak, Marions Lookout and Crater Lake, with track standards in some locations potentially not suitable.</p>
Planning priorities	<p>A master plan has already been prepared for this node: The <i>Cradle Mountain Visitor Experience Master Plan</i>. The implementation of this master plan is underway and should continue.</p> <p>The master plan is, however, a high-level document and, in addition to the priorities identified, integration of a cultural presentation hub at the Cradle Gateway site should be progressed (see section 3.5).</p> <p>Additionally, to support the master plan, an updated visitor node plan to replace the <i>Pencil Pine-Cradle Valley: Visitor Services Zone Plan 2006</i> should be progressed.</p>
Lake St Clair	
Current situation	<p>Lake St Clair is at the southern end of the Cradle Mountain-Lake St Clair National Park and is the end point for the iconic Overland Track. It is, however, a significantly underutilised node with relatively low visitor numbers.</p> <p>The atmosphere at Lake St Clair is moody and ethereal. Its Aboriginal name Leeawuleena, means sleeping water, and throughout the year mist can settle into the lake basin and up to surrounding peaks. Lake St Clair is Australia's deepest lake and is the headwaters of the River Derwent, upon which Hobart is sited.</p>

	<p>There are numerous sites of Aboriginal cultural significance in the area and a cultural heritage walk: <i>Larmairremener tabelti</i>. There is also a range of other existing day walks.</p> <p>Visitor experiences at Lake St Clair could, however, been enhanced through increased lake-based options as well as integration between boating and walking experiences.</p> <p>The visitor centre at Lake St Clair is relatively dated and in need of a refresh, particularly around its interpretation activities and integration of a cultural presentation hub, given the cultural significance of the area.</p>
Planning priorities	<p>Given the proximity of Lake St Clair and Derwent Bridge (which is outside of the TWWHA), a master plan for the area should be progressed.</p> <p>A key objective of the master planning process should be to identify visitor experiences that encourage visitors to stop and spend more time in the area.</p> <p>The master plan should include, but not be limited to:</p> <ul style="list-style-type: none"> • consideration of the current and desired standard of visitor services within the area; • provision of a primary cultural presentation hub (see section 3.5); • alignment with the relevant visitor experience statements under this document (see section 2.3); • current and projected visitor numbers; • the range of existing activities and opportunities to attract visitors to the area; • improved water and water/walk experiences; • the capacity of existing infrastructure and the opportunity to use under capacity in a way that aligns with the desired visitor experience; • alignment of the future vision for Lake St Clair-Derwent Bridge between PWS, Central Highlands Council, business and landowners at Derwent Bridge that considers the physical connections, visitor services and visitor experiences provided; and • alignment with the Lyell Highway journey (see section 3.6).
Mt Field	
Current situation	<p>Mt Field National Park, together with closely associated areas of tall eucalypt forest, encapsulates many of the attributes that contribute to the OUV of the property (glacial and karst landforms – virtually all of Australia’s deepest caves approaching 400 metres deep occur in this area, alpine environments, tall trees, palaeo-endemic species including flora and fauna with links to Gondwana, endemic flora and fauna) (Australian Government, 2013). It is known as the ‘park for all seasons’ offering visitor experiences through all seasons, including spectacular showings of autumn colours of the deciduous beech on the Tarn Shelf and snow-dusted slopes of the Mt Mawson ski fields during winter.</p>

	<p>Its proximity to Hobart and its local population as well as visitors using the city as a base for experiencing Tasmania, makes Mt Field a very popular day destination. The impacts of increasing visitation at Mt Field are becoming evident with existing infrastructure, facilities and staffing under pressure during peak periods. Furthermore, the popularity of Mt Field as an experience for cruise ship passengers creates a 'peak shock load'. With growth in visitors to Maydena and a focus on encouraging visitors further west along Gordon River Road as well as its proximity to Hobart, it is projected that visitor numbers will continue to grow.</p> <p>Mt Field has already reached a level of visitation that surpasses its level of service infrastructure and PWS staffing, giving rise to potential conflicts between user groups.</p>
Planning priorities	<p>Given the proximity of Mt Field, National Park and Maydena (the latter two being outside the TWWHA), a master plan for the area should be progressed as a high priority.</p> <p>A key objective of the master planning process should be to identify how to manage the needs and expectations of different user groups in a way that maintains existing social values and visitor experiences.</p> <p>The master plan should include, but not be limited to:</p> <ul style="list-style-type: none"> • consideration of the current and desired standard of visitor services in the area; • provision of a primary cultural presentation hub (see section 3.5); • alignment with the relevant visitor experience statements under this document (see section 2.3); • current and projected visitor numbers; • car parking, vehicular and bus transport circulation around the Mt Field entrance area; • day-use areas around National Park's recreation ground; • camping, visitor accommodation, staff accommodation and commercial opportunities provided outside the key arrival area in closer proximity and connection to the township of National Park, achieved through improved footbridges and related infrastructure; • land outside and on the edge of the TWWHA more generally, including connections to other TWWHA experiences nearby, such as the Styx Valley, Tall Trees Reserve, entrance to the road journey – Gordon River Road/Strathgordon and Maydena; • connections to the Tarn Shelf and related Mt Field walks, ensuring track quality/standard is commensurate with the RSF; • all-weather road safety and transport to and from the Visitor Services Zone at the entry to the park and the Visitor Services Zone at Lake Dobson (noting that this road is managed by the Department of State Growth), including consideration of managed transport options; and • Mt Field becoming a future Icon Pass site through the Park Entry Fee system once transport and access have been resolved.

SECONDARY ACTIVITY NODES	
Role	<p>Secondary activity nodes provide for more moderate levels of visitation and are generally focused on particular types of experiences. Importantly, visitors expect to experience nature, not infrastructure.</p> <p>While there are opportunities for improved infrastructure and services, this should be focused on the interpretation and protection of the values of the TWWHA rather than the provision of major built infrastructure. Secondary (local) cultural presentation hubs are to align with these nodes.</p>
Cockle Creek	<p>Cockle Creek is emerging as a scenic and growing entry point to the TWWHA; it is the start or end of the South Coast Track. It has the potential to be an iconic destination built on its 'southernmost' location. A site plan (<i>Cockle Creek Precinct Site Plan</i>) has been prepared that informs responses to projected visitation numbers and type, addresses investment, visitor management tools, services, infrastructure and the RSF. As part of this plan, there is further opportunity to consider:</p> <ul style="list-style-type: none"> • Cockle Creek as a secondary (local) cultural presentation hub (see section 3.5); • alignment with the relevant visitor experience statements under this document (see section 2.3); • further improvements to overnight facilities and day-use facilities; • European historic heritage stories including, for example, whaling, French/British explorations, coalmining, fishing and boatbuilding that should be further explored and better understood to facilitate accurate storytelling; • ways to experience the 'southernmost point in Australia'; • a review of walking tracks; and • the site's role in realising a broader 'far south' experience.
Hastings	<p>Hastings Caves is an important visitor attraction in the south and plays a key role in the local/regional economy. It has the potential to emerge as a growing visitor destination as a result of recent road improvements.</p> <p>The Hastings Caves State Reserve offers visitors a variety of experiences, such as a thermal springs pool, short walks and the unique experience of exploring Newdegate Cave. The Hastings Caves karst system contains rare, endemic cave fauna that have close relatives in other continents that once formed part of the Gondwana super continent. Both the thermal pool and the trail which leads through the surrounding forests are accessible to wheelchair users.</p> <p>The Hastings Karst (cave) system falls within the boundary of the TWWHA; however, the main visitor site and thermal pools are outside the TWWHA and offer opportunities for on the edge services and infrastructure without compromising the OUV.</p> <p>It is considered that, now the road to the visitor centre and thermal pool is sealed, the area will experience an increase in tourist numbers. There are potential opportunities for overnight stays, accessible 'dark forest' experiences, wellness and adventure experiences and enhancement of the thermal pool and cave experience. Consequently, the area requires a planning project.</p>

	<p>A master plan is to be prepared that is suitable for projected visitation numbers and types, addresses investment, visitor management tools, services, infrastructure and the RSF, and considers:</p> <ul style="list-style-type: none"> • Hastings Caves as a secondary (local) cultural presentation hub (see section 3.5); • alignment with the relevant visitor experience statements under this document (see section 2.3); • commercial partnership options at this site, including the thermal pools; and • the site's role in the broader 'far south' experience that links touring destinations, such as Hartz Mountains, Tahune Airwalk, Ida Bay State Reserve and Cockle Creek, all serving to form part of a significant regional journey.
Melaleuca	<p>Melaleuca has good motorised access via air or boat only and is in the depths of the Southwest National Park. It contains significant Aboriginal cultural heritage.</p> <p>The area includes several buildings, a disused mine, private leases, as well as the Deny King Heritage Museum. and a bird hide from which the orange-bellied parrot can be viewed. The mine sites are listed on the Tasmanian Heritage Register. Flights into and out of Melaleuca provide an important service for bushwalkers as well as an opportunity for tourists to easily access the south-west for a day.</p> <p>Given the level of accessibility and disturbance that currently occurs or has historically occurred, there is opportunity to improve visitor services at Melaleuca, as a secondary activity node. It is highlighted that there are fragile and very significant cultural, historic heritage and natural values which must be understood and protected during any site planning.</p> <p>Planning for Melaleuca is therefore to focus on improving the visitor experience rather than attracting additional visitors. Melaleuca is to be retained as a high-quality, low visitor-number experience.</p> <p>A visitor node plan that is suitable for projected visitation numbers and types, addresses investment, visitor management tools, services, infrastructure and the RSF, and should consider:</p> <ul style="list-style-type: none"> • Melaleuca as a secondary (local) cultural presentation hub (see section 3.5); • alignment with the relevant visitor experience statements under this document (see section 2.3); • the current infrastructure-capacity issues that are exacerbated by the mix and needs of visitor types (volunteers, recreational, and commercial) – this is to include infrastructure and spatial layout to facilitate increased PWS and volunteer presence; • opportunities for presentation of the mine workings in partnership with Wildcare Friends of Melaleuca; • boat use and access strategy in conjunction with the site plan, harbour and river access, to address both landings and a mooring system;

	<ul style="list-style-type: none"> • aircraft access in conjunction with the development of the air access strategy for the entire TWWHA (see section 6.5), to address landings, maintenance, fuel storage and commercial needs; • night sky light reduction/dark-sky experiences; • the South Coast Track and its zone plan; and • improved arrival experience including general consolidation of infrastructure and facilities.
Mole Creek Caves	<p>The Mole Creek karst system contains some of Australia’s most spectacular and ornamented caves. There are existing tours to Marakoopa cave and King Solomons cave, and supporting infrastructure such as a visitor centre and picnic facilities.</p> <p>The area has a comprehensive selection of the principal karst landforms at Mole Creek, including the Kubla Khan and Croesus caves. The caves of Mole Creek contain a rich biota including rare, relictual cave fauna species that are endemic to the area and demonstrate speciation processes.</p> <p>The visitor experience at this node is to focus on the karst system and caves in accordance with the <i>PWS Cave Access Policy 2014</i>, with future development of a secondary (local) cultural presentation hub (see section 3.5). Cave sites in this area may contain stencils and other forms of Tasmanian Aboriginal culture, such as midden materials and stone tools.</p>
Strathgordon	<p>Strathgordon is at the end of the Gordon River Road, in the heart of the TWWHA (but not within it) and offers an opportunity to visit Lake Pedder and Lake Gordon – Australia’s largest freshwater lake. It presents opportunities for angling and kayaking, abseiling the 140m Gordon Dam wall, a secondary (local) cultural presentation hub and to learn about, in addition to the TWWHA, the history of hydro-electricity in Tasmania.</p> <p>Strathgordon has been included in the node hierarchy, as overnight stays and supporting infrastructure can be provided for in this area (and indeed already are).</p> <p>As part of the journey experience (see section 3.6) there should be consideration given to how to integrate Strathgordon into the journey experience through coordinated storytelling, wayfinding and other design elements for a quality visitor experience. Additionally, it is appropriate to site services and infrastructure in the area to support the journey and encourage visitors to stay longer.</p>
MINOR NODES	
All Others	<p>These nodes support a lower level of visitation and are likely to support a higher proportion of Tasmanian visitors. The existing informal nature of the visitor experience is to be retained, although there could be improvement to minor infrastructure, particularly along journey routes (see 3.6), for the purposes of protection of natural and cultural values and interpretation of the OUV.</p> <p>Creation of new minor nodes is to be avoided.</p>

GATEWAY TOWNS	
Role	These are towns on the edge of the TWWHA which are existing or potential gateways to experiences in the TWWHA. These towns present an opportunity to focus higher impact uses and developments supporting high levels of visitation without affecting the values of the TWWHA. This includes visitor accommodation, staffing accommodation, tour operation bases, retail and food services.
Strahan	<p>Strahan is the one gateway town which is not in proximity to a primary activity node. It has a unique function in acting as the gateway for boat-based experiences on the Gordon River. With the recent addition of air access to Strahan from Hobart and the potential Tyndall Ranges walk, there are opportunities to enhance the function of Strahan as a gateway through additional day and overnight experiences on the edge of the TWWHA.</p> <p>Given its economic importance to the west coast of Tasmania, and the extent and reliance on tourism activity in the area, it is appropriate to prioritise infrastructure and visitor experience improvements in Strahan over other gateway towns.</p>
Cradle Valley	Cradle Valley has been considered in the <i>Cradle Mountain Visitor Experience Master Plan 2016</i> and is a good example of focusing infrastructure on the edge and outside the TWWHA, thereby minimising impacts on the OUV.
Derwent Bridge	Derwent Bridge is presently a low-key settlement with a scattering of dwellings, visitor accommodation, a petrol station with cafe and pub. With improvements to the experience at Lake St Clair over time, Derwent Bridge presents an opportunity to encourage visitors to stay longer in the area through infrastructure focused on the edge and outside the TWWHA, thereby minimising impacts on the OUV.
Maydena	<p>The Maydena area tells the conservation story of Tasmania. It is emerging as a potentially important overnight drive journey experience from Hobart, with an opportunity to provide increased motorhome, RV and campervan services.</p> <p>It provides a potential departing point for access to important 'wilderness' walking experiences, such as the Western and Eastern Arthurs, Mt Anne and Mt Eliza circuit walks, Lake Rhona, and Tall Trees (Styx Valley), and to historic heritage areas at Adamsfield¹³. All of these may be aspirational in nature for the majority of visitors and need to be managed for the preservation of self-reliant experiences.</p> <p>Emerging adventure attractions, such as Maydena Bike Park, are driving increased day and overnight visitation and secondary driving exploration of the associated road network to the Gordon River Dam.</p> <p>While it is recognised that for the TWWHA to have an adventure-adrenaline focus may not be considered to align with the values, for some tourists, adventure tourism is about connecting with a new culture or new landscape and being physically active at the same time. Therefore adventure, adrenaline-based opportunities should be provided for in the appropriate context.</p>

¹³ It is recognised that a number of these iconic walking experiences were destroyed in the 2018-19 fires and are currently closed, with PWS required to invest \$8M over the next three years to restore access.

Maydena is a township on the edge of the TWWHA that can provide supporting services such as accommodation, restaurants and equipment hire, as well as large areas of forest on the edge and outside the TWWHA. The Management Plan identifies a Visitor Services Zone, which is entirely within the bike park lease, in and on the edge of the TWWHA near Maydena. This Zone recognises an existing visitor centre at Abbott's lookout. Maydena therefore presents an opportunity to encourage visitors to stay longer in the area and to offer a wide variety of outdoor adventure experiences, while minimising impacts on the OUV.



Photo 14: Pumphouse Point accommodation on the edge of Lake St Clair, Cradle Mountain-Lake St Clair National Park (photo credit: Adam Gibson and Pumphouse Point sourced from www.pumphousepoint.com.au)

3.5 Cultural presentation hubs

The desire for cultural presentation hubs to provide better engagement with, and understanding of, the cultural values of the TWWHA was recognised by the Aboriginal community, operators and the majority of people and groups consulted.

Integration of cultural presentation hubs throughout the TWWHA and within the node hierarchy, together with the integration of Aboriginal cultural heritage throughout all visitor experiences, is an important component of the presentation of the TWWHA¹⁴. The establishment of the hubs will require capacity building and resourcing. Opportunities associated with services and interpretation for each hub type is outlined in the table that starts on the next page.

3.5.1 Primary cultural presentation hubs

Primary cultural presentation hubs are to align with primary activity nodes (see 3.4). These locations target existing focal points for visitors to the TWWHA, where there is already infrastructure and a ready audience. These are ideal starting points for the invigoration of presentation relating to Aboriginal cultural values.

A starting point may be one cultural presentation hub, potentially at Mt Field, allowing for gradual capacity building and training. Alternatively, a hub at Lake St Clair and/or Cradle Mountain would offer an opportunity to better utilise existing infrastructure and would create an additional point of interest. Lake St Clair itself would have a physical connection between a future palawa centre in Hobart through the River Derwent connection.

3.5.2 Secondary (local) cultural presentation hubs

Secondary (local) cultural presentation hubs are to align with secondary activity nodes (see 3.4) and will be smaller than the primary presentation hubs.



Photo 15: Tasmanian Aboriginal kelp bowl and basket weaving workshop, part of Discovery Ranger Day activities (photo credit: Chris Crerar)

¹⁴ This opportunity should not be confused with the concept of a palawa centre – a cultural ‘keeping place’ for Tasmanian Aboriginal people – located in either Hobart or Launceston. This is something that has been advocated by the Aboriginal community for a long time. Cultural presentation hubs do, however, have the potential to complement such a centre in the future.

CULTURAL PRESENTATION HUBS

Primary cultural presentation hubs

Services and interpretation opportunities

- Cultural presentation hubs at the primary activity nodes are to be permanently staffed by appropriately skilled and qualified Tasmanian Aboriginal people.
- The hubs are to be the focal point for Aboriginal cultural interpretive experiences in the region. This would include being the meeting point for Aboriginal cultural tours.
- The hubs can be a forum for providing visitors with the Cultural Code of Conduct for the TWWHA.
- The hubs will be the base for the delivery of Aboriginal storytelling and cultural workshops. It is envisaged that the development and delivery of storytelling and workshops would be implemented by appropriately skilled and qualified representatives from the Tasmanian Aboriginal community.
- Cultural presentation hubs at the primary activity nodes will house a range of Aboriginal cultural interpretation materials and displays. The preparation and presentation of this interpretive information will be in accordance with the Guide to the Interpretation and Presentation of Aboriginal Cultural Values in the TWWHA (see section 4.2).
- Consultation will need to take place with the Tasmanian Aboriginal people to determine which of the three primary activity nodes is their preferred priority.
- Improvement of the presentation of cultural values in existing visitor centres should be an immediate priority.
- The story of Aboriginal cultural values presented through interpretation is recommended to start with a broad, Tasmania-wide overview of Aboriginal culture and history and then move to regional themes and information, corresponding to the specific location in the TWWHA. Living Aboriginal culture and ongoing cultural practices and connections to the TWWHA will be emphasised as a core theme throughout the interpretation.
- The development, content and delivery of the interpretation materials will need to be guided and endorsed by the designated TWWHA Aboriginal Advisory Body (see section 4.4)
- Cultural presentation hubs at the primary activity nodes will provide a link to the cultural presentation hubs at the secondary (local) activity nodes.

Secondary cultural presentation hubs

Services and interpretation opportunities

- These hubs will not necessarily be permanently staffed but instead could be staffed at peak times in the tourism cycle.
- The hubs should feature high-quality static interpretation materials that do not need regular maintenance. The interpretive material should be broadly consistent with the materials presented in the primary cultural presentation hubs, but should also focus on stories and themes that are specific to the local area.

	<ul style="list-style-type: none"> • The preparation and presentation of this interpretive information will be in accordance with the Guide to the Interpretation and Presentation of Aboriginal Cultural Values in the TWWHA (see section 4.2). The local Aboriginal communities will also need to be engaged and consulted about the development of the content. • The hubs can be a forum for providing visitors and staff with the Cultural Code of Conduct. • The development, content and delivery of the interpretation materials will need to be guided and endorsed by the designated TWWHA Aboriginal Advisory Body (see section 4.4). • The hubs could serve as the meeting point for Aboriginal cultural tours being held in the local area. • The hubs could be used as meeting points for Working on Country Rangers and/or guides that are operating in the local area.



Photo 16: Mount Olympus, Overland Track, Cradle Mountain-Lake St Clair National Park (photo credit: Luke O'Brien)

3.6 Journey-based experiences

Tasmania is recognised as a touring destination, and touring is expected to continue to be a significant attraction for visitors. While there are iconic walking experiences in the TWWHA (see section 3.8), this section describes touring journeys. Journey-based experiences, as identified in section 3.7, present an opportunity to encourage visitors to slow down and explore an area, dispersing visitors into more regional areas. The experiences identified use existing infrastructure to minimise further impacts on values, and they present an opportunity for visitors who desire a high level of accessibility, but an immersive experience.

While some of these are already well planned for and used by existing tourism operators, there are opportunities for improvement on some, specifically through such things as:

- interpretation (of both cultural and natural values), revealing stories and narrating the visitor's journey;
- key locational stops along the journey (pull-over opportunities – including for longer vehicles and camping/accommodation);
- short walk opportunities; and
- iconic photographic opportunities.

3.7 Journey-based experiences recommendations

Recommendations associated with journey-based experiences are outlined in the table that starts on the next page.



Photo 17: Cycling on the Lyell Highway with Frenchmans Cap in the background, Franklin-Gordon Wild Rivers National Park (photo credit: Joe Shemesh)



Photo 18: Big Tree Walk, Big Tree Conservation Area, Styx Valley (photo credit: Craig Vertigan)



Photo 19: Nelson Falls Great Short Walk, Franklin-Gordon Wild Rivers National Park (photo credit: Chris Crerar)

JOURNEY-BASED EXPERIENCE

Lyell Highway between Derwent Bridge and the West Coast

Description	<p>This journey begins at Derwent Bridge/Lake St Clair and finishes on the edge of the TWWHA on the West Coast. This journey has the potential to be a significant bucket list item for visitors to Tasmania, rather like the Icefields Parkway that runs through the heart of the Banff and Jasper National Parks in Canada. There is an opportunity for this section of the Lyell Highway to be an important part of a visitor's journey rather than the means to arrive at Strahan.</p> <p>A visitor journey mapping exercise is to be undertaken that considers:</p> <ul style="list-style-type: none"> • existing and new stopover points and potential improvements such as the Nelson Falls, the Franklin River and other pull-over picnic and photographic opportunities – including for longer vehicles; • alignment with the relevant visitor experience statements under this document (see section 2.3); • short walk opportunities (both existing and new); • Aboriginal cultural values and natural values interpretation; • the overall length of drive and the staging of stopover points (including overnight) and presentation opportunities; and • the master plan prepared for Lake St Clair/Derwent Bridge (see section 3.4).
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Gordon River Road and Styx Valley Road

Description	<p>This journey begins at National Park/Mt Field and finishes at Strathgordon. The journey includes the Styx River Valley, which includes exceptional stands of <i>Eucalyptus regnans</i>, the world's tallest flowering plant. This section has the highest concentration of registered 'Giant Trees' in Tasmania, with many trees over 90 metres tall, and some close to 100 metres; a number of 'Giant Trees' are accessible to visitors (Australian Government, 2013).</p> <p>A visitor journey mapping exercise is to be undertaken that considers:</p> <ul style="list-style-type: none"> • links between Maydena, Styx Valley/Styx Road, Upper Florentine, National Park/Mt Field, Adamsfield and Big Tree Reserve; • alignment with the relevant visitor experience statements under this document (see section 2.3); • Aboriginal cultural values and natural values interpretation; • recognition and storytelling of the history of the conservation movement in Tasmania and its primary involvement in the establishment of not only the Tall Tree Reserve but also the battles over the damming of Lake Pedder and the proposed damming of the Franklin River; • existing and potential stopover points and potential improvements (or closures) and other pull-over picnic and photographic opportunities – including for longer vehicles; and
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	<ul style="list-style-type: none"> • short walk and interpretation opportunities, adventure fishing, camping, abseiling and boating opportunities.
Hartz Mountains to Cockle Creek	
Description	<p>This journey forms part of the southern journey¹⁵ and starts at Geeveston and finishes at Cockle Creek. Unlike the other two, this journey is on the edge of the TWWHA and this sense of being on the edge of the wild is a key feature. It is primarily focused on key stops, from two hours to all day, rather than through the heart of the TWWHA.</p> <p>A visitor journey mapping exercise is to be undertaken that considers:</p> <ul style="list-style-type: none"> • links with the Tahune Airwalk; • Hartz Mountains, which provide a variety of walks through alpine vegetation, tarns and mountain lakes; • Hastings Caves (refer to secondary activity nodes); • Recherche Bay; • Cockle Creek (refer to secondary activity nodes); and • alignment with the relevant visitor experience statements under this document (see section 2.3).
Strahan to the Gordon River (boating)	
Description	<p>This boat journey starts and ends in Strahan. Cruising the Gordon River is an iconic experience in the TWWHA. Currently the journey includes crossing Macquarie Harbour to Hell's Gates, stepping ashore at Heritage Landing to view the Huon pines and also again at Sarah Island, a 19th-century penal colony, hearing stories of the convicts who laboured there. The current <i>Lower Gordon Recreation Zone Plan</i> was prepared in 1998 and was prepared to prescribe management policy to conserve the environment of the lower Gordon River associated with boating activity and river bank erosion, rather than for considering presentation opportunities.</p> <p>The journey passes through areas that are outside the TWWHA and therefore, instead of a journey mapping project, a master plan is to be prepared that considers:</p> <ul style="list-style-type: none"> • existing and projected visitor numbers and patterns of behaviour; • the Lower Gordon; • opportunities outside and on the edge of the TWWHA; and • Strahan as the gateway node.

¹⁵ The Tasmanian Journeys Project is an initiative of the State Government and is being delivered through a partnership between the Department of State Growth, Tourism Tasmania and the state's Regional Tourism Organisations. The Tasmanian Journeys Project will deliver a suite of self-drive journeys ('touring holidays') to drive visitation to regional Tasmania and to ensure the economic, cultural and social benefits of the visitor economy are shared across the state. The Great Eastern Drive was launched in 2015 and served as a catalyst for the program. The second journey, Western Wilds, was launched in October 2018 and is now in the implementation phase. There will be three new journeys developed, broadly located in the south, centre and across the top of the state.

3.8 Remote experiences

Tasmanians and visitors to Tasmania alike are seeking assurance that the TWWHA is being managed for its OUV, as well as maintaining its wilderness values and the opportunity to experience places with little or no human intervention. In highly visited primary activity nodes, and to a lesser extent in secondary activity nodes, the level of service provided to protect the OUV and enable quality recreation experiences to be preserved will require intervention. This will be achieved through careful and considered master-planning and site-planning exercises.

However, there are large expanses of wild or wild-like landscapes that require minimal visitor management and where ongoing use without change is desirable and, in the context of presentation, is in fact the opportunity. In particular, the Tasmanian community feels strongly about being able to visit places for recreational use without limitation or restraint. This expectation is particularly pertinent to the bushwalking and fishing community, who are seeking remote, self-reliant environments in which to enjoy their activity now and into the future. Protecting and maintaining remote experiences, such as rafting the Franklin River, rock climbing on Frenchmans Cap, walking in the Walls of Jerusalem and traversing the Arthur Ranges¹⁶, or iconic experiences such as the Overland Track, South Coast Track and Frenchmans Cap, is considered an important component of the Tourism Master Plan.

These experiences are a valuable part of the spectrum of recreational opportunities. Therefore, the potential to detrimentally undermine the current experience, whether directly or indirectly (for example through a recreational displacement effect), needs to be a consideration in tourism and presentation proposals. Further comments on specific remote experiences are given in section 3.9 below.

¹⁶ *These remote experiences in the TWWHA are beyond the capabilities or capacity of many people but are valued nonetheless for their existence, and for those who can experience them, it is critical they remain wild.*

3.9 Remote experiences recommendations

Recommendations associated with remote experiences are outlined in the table that starts on the next page.

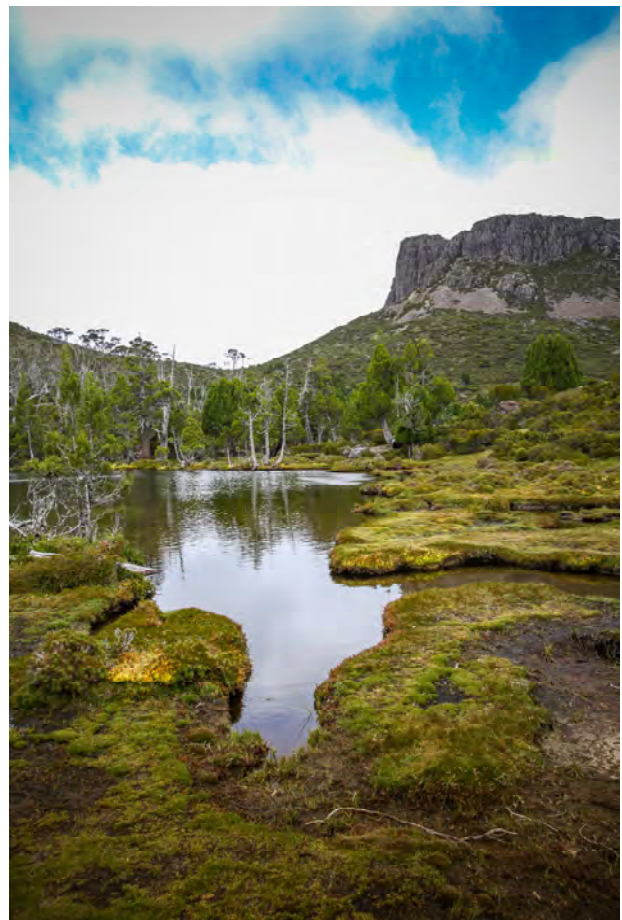


Photo 20: Pool of Bethesda, Walls of Jerusalem National Park (photo credit: Craig Vertigan)

REMOTE EXPERIENCES

South Coast Track

Role	<p>The South Coast Track is an 85-kilometre walk, taking 6 - 8 days to complete (approximately 2,200 people visiting 2016-17), in the Southwest National Park. The South Coast Track covers some of the most extraordinary coastline found anywhere in Australia. Beyond the provision of toilets at the key camping nodes along the track, there is limited infrastructure; currently there are no huts.</p> <p>The preparation of a South Coast Recreation Zone Plan is a requirement of the Management Plan and is to be used to more fully realise the strategic presentation role of the South Coast Track in the TWWHA.</p>
Priorities	<p>The South Coast Recreation Zone Plan is to be prepared and address projected visitation numbers and types, visitor management tools, services, infrastructure, and the RSF and consider:</p> <ul style="list-style-type: none"> • the strategic presentation role of the South Coast Track in the TWWHA including any displacement effect that may occur with the use of visitor management tools and infrastructure; • alignment with the Recreation Zone visitor experience statement under this document (see section 2.3); • what is appropriate infrastructure (type and scale) in light of cultural and natural values; • areas of the track that require rerouting where in proximity to Aboriginal heritage sites; and • site-planning exercises occurring at Melaleuca and Cockle Creek.

Frenchmans Cap Track

Role	<p>Frenchmans Cap constitutes one of the most dramatic landforms in Tasmania. Its prominent and distinctive shape is a landmark within the landscape. The area has a long history of both recreational use and reservation, with a national park in the area first proclaimed more than 70 years ago.</p> <p>The 45-kilometre return walk is the fourth-most popular remote walking destination in Tasmania, with 1,832 people visiting in 2016-17. Walkers are not the only recreationists who use the area. Frenchmans Cap has been popular with rock climbers for more than 40 years and many traditional-style routes have been established on its steep walls. The wild Franklin River's gorges partly surround Frenchmans Cap, and the Irenabyss Track provides a recreational link for both rafters and walkers.</p>
Priorities	<p>As the Frenchmans Cap area becomes increasingly popular, preserving its wild character while maintaining the visitor experience and managing a suitable number and type of commercial operators on the track will require considered planning. PWS is to implement the adaptive management actions identified in the <i>Frenchmans Cap Recreation Zone Plan 2019</i>.</p>

Overland Track	
Role	<p>The Overland Track is Australia's premier alpine walk. This track attracts walkers from across the globe and its popularity is managed by a booking system in the summer months. Beginning at the iconic Cradle Mountain and ending at Australia's deepest lake – Lake St Clair – the 65-kilometre, six-day walk takes people through the heart of the Cradle Mountain-Lake St Clair National Park.</p> <p>A draft zone plan was prepared for the Overland Track in 2006, which needs to be revised and finalised.</p>
Priorities	<p>Review the draft Overland Track Recreation Zone Plan and consider:</p> <ul style="list-style-type: none"> • preserving the track's wild character while maintaining the challenging walking visitor experience; • the values and management issues that will need to be addressed in coming years, describing actions that aim to protect both the area's high conservation values and the visitor's experience; • alignment with the Recreation Zone Visitor Experience Statement under this document (see section 2.3); • how to manage a suitable number and type of commercial operators on the track including appropriate levels of supporting infrastructure; • maintaining an ongoing seasonal ranger presence; and • implementation of improved and consistent education and interpretation messages, to be presented both on site and more broadly (see 4.2 for interpretation of Aboriginal cultural values).
Walls of Jerusalem	
Role	<p>The Walls of Jerusalem is a majestic place in the heart of the alpine wilderness. It is the second-most popular backcountry walking destination in the TWWHA, with 4-5,000 visitors annually, and is a favoured area for beginner to intermediate walkers.</p> <p>The area of greatest visitation, the 3,283 hectare Recreation Zone, coincides with very high conservation values. It is a very scenic area which has, to date, remained relatively pristine despite high use. It is also an ecological refugia in light of potential climate change.</p>
Priorities	<p>Review the <i>Walls of Jerusalem Recreation Zone Plan 2013</i> and consider:</p> <ul style="list-style-type: none"> • the success or otherwise of the recently expanded and hardened campsites; • preserving its wild character while maintaining the self-reliant, challenging walking visitor experience; • alignment with the relevant visitor experience statements under this document (see section 2.3); • the values and management issues that will need to be addressed in coming years, describing actions that aim to protect both the area's high conservation values and the visitor's experience;

	<ul style="list-style-type: none"> • managing a suitable number and type of commercial operators including appropriate levels of supporting infrastructure reflective of an immersive and remote experience; • managing non-commercial¹⁷ groups such as school Outdoor Education Programs; • maintaining an ongoing seasonal ranger presence; • developing and implementing improved and consistent education and interpretation messages; and • whether an expansion of the existing booking system is required to ensure sustainable visitation rates, with this consideration to be ongoing.
Other	
Role	Large expanses of wild or wild-like landscapes primarily zoned Wilderness, Self-Reliant Recreation and to a lesser extent Recreation.
Priorities	The Tourism Master Plan recognises the expanses of landscapes that have and require little or no human intervention, and have limited, if any, evidence of modern-day human activity. For the recreational experience sought, particularly by the fishing and bushwalking community, it is important that these areas are retained as an important 'wilderness' presentation experience.



Photo 21: Views from Frenchmans Cap Track south towards Lakes Magdalen and Millicent, Franklin-Gordon Wild Rivers National Park (photo credit: Francois Fourie)

¹⁷ See glossary for definition

3.10 Potential opportunities map

See opposite.



Cradle Valley

Cradle to
Western Tiers

Overland
Track

Mole Creek Caves

Deloraine

Rosebery

Zeehan

Walls of
Jerusalem

Overland
Track

Liawenee

Great
Lake

Lyell
Highway

Queenstown

Lake St Clair

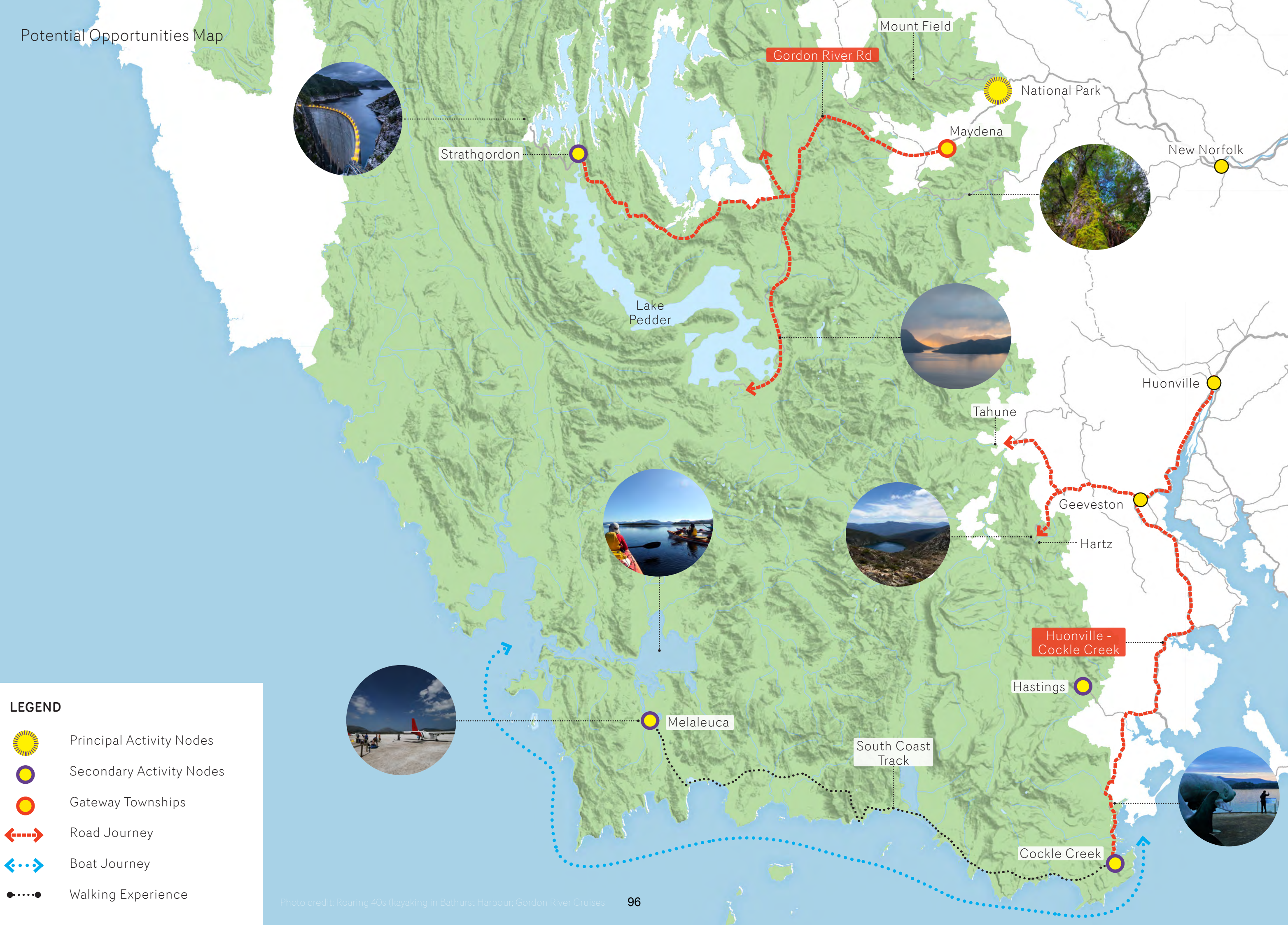
Lyell
Highway

Derwent
Bridge

Frenchmans Cap

Macquarie
Harbour

Potential Opportunities Map



LEGEND

- Principal Activity Nodes
- Secondary Activity Nodes
- Gateway Townships
- Road Journey
- Boat Journey
- Walking Experience

4 Aboriginal cultural values initiatives



Photo credit: Craig Vertigan

4 Aboriginal cultural values initiatives

4.1 Aboriginal employment, business opportunities and funding

Responding to market needs and telling the unique stories of the Tasmanian Aboriginal community would provide a point of difference for tourism businesses in the nature/adventure and Indigenous tourism markets. The Tasmanian Aboriginal story is a recognised gap in the visitor experience of the TWWHA today. Demand for culturally centred experiences is rising, and the tourism sector and operators are seeking assistance through the Aboriginal community; there is demand for services to support cultural awareness and contracting for cultural experiences.

Recent tourism planning documents for the TWWHA and Tasmania more generally have consistently identified that the lack of quality interpretation of Aboriginal cultural values needs to be addressed. Planning documents, including T21, *Parks 21* and the *Ecotourism Investment Profile for the TWWHA* (EC3 Global and TRC Tourism, 2014) have identified goals and objectives to resolve this.

Achieving these laudable goals is currently challenging and will remain so unless capacity is built within the Aboriginal community to be involved with or own tourism enterprises and operations.

A potential opportunity for the Tasmanian Aboriginal communities is to introduce commercial business enterprises that provide cultural tourism advice and accreditation to the tourism industry. Through a self-determined process, and with the support of the Tasmanian Government, these enterprises could be responsible for:

- capacity building for Aboriginal business enterprises;
- development of interpretation materials for purchase by the private and government sectors (intellectual property);
- delivery of cultural heritage interpretation training and cultural awareness training for operators and guides;
- delivery of 'Welcome to Country' ceremonies;
- Aboriginal burning practices for bushfire management;
- preparation of codes of conduct and manuals for operators; and
- development of the concepts for the cultural presentation hubs.

4.2 Interpretation of cultural values

There is increasing awareness about the important contributions of high-quality interpretation and presentation to the meaningfulness and depth of the visitor experience in the TWWHA (DPIPWE, 2016). At present, there is a significant lack of opportunities for visitors to engage and learn about the Aboriginal cultural values of the TWWHA in an authentic experience, unlike its natural values, which are well documented and understood.

It is acknowledged that there is currently a shortage of high-quality interpretative materials for the TWWHA on its Aboriginal cultural values, which potentially undermines the interpretation and presentation of Aboriginal cultural values being culturally appropriate (DPIPWE, 2016).

As required by the Management Plan, a standalone document to guide interpretation and presentation of the area's Aboriginal cultural values is currently being prepared: Guide to the Interpretation and Presentation of Aboriginal Cultural Values in the TWWHA (the Interpretation Guide). The Interpretation Guide is being developed in consultation with Tasmanian Aboriginal people, into a properly resourced action and implementation plan. The Interpretation Guide will provide a detailed framework and procedures on how to engage with and interpret Aboriginal cultural values for presentation in the TWWHA.

The following principles are identified as a starting point to the Interpretation Guide and are expected to continue to be developed and refined, particularly with ongoing consultation with the Tasmanian Aboriginal community.

1. Any interpretation and presentation prepared for the TWWHA will be culturally sustainable, consistent with the protection of cultural values and in line with the expectations of the Tasmanian Aboriginal community.

2. Interpretation and presentation will encourage thoughtful use of the TWWHA and culturally appropriate engagement with Aboriginal culture by visitors. A Cultural Code of Conduct will help visitors (and staff) to understand the Tasmanian Aboriginal community's expectations of visitor behaviour in the TWWHA and how visitors can contribute to the protection of the Aboriginal cultural values of the TWWHA.
3. Interpretation will help visitors develop an awareness and appreciation of Aboriginal cultural values and will provoke and provide them with the opportunity to think about and widen their understanding of Aboriginal culture and history in Tasmania.
4. Interpretation and presentation will be enriching and enjoyable for visitors and will be easy to understand and follow without assuming extensive prior knowledge. Interpretation and presentation will aim to relate to the visitor and be relevant to their experience, knowledge and interests.
5. While interpretation is not merely the communication of information and facts, interpretation for the TWWHA will be based on the most reliable sources of information currently available and will be carefully reviewed by the Aboriginal community to ensure accuracy and authenticity¹⁸ (see 4.8).
6. Interpretation will present a holistic story reflecting the integrity and longevity of the Aboriginal cultural values of the TWWHA rather than fragments of information focused on specific periods.
7. The story of Aboriginal cultural values presented through interpretation will start with a broad, Tasmania-wide overview of Aboriginal culture and history and then move to regional themes and information responsive to the specific location in the TWWHA.

¹⁸ See glossary for definition

8. Living Aboriginal culture and ongoing cultural practices and connections to the TWWHA will be emphasised as a core theme throughout the interpretation.
9. Interpretation materials will be expected to improve and change over time in response to enhanced involvement of the Aboriginal community in the TWWHA and additional research into the cultural values of the TWWHA.
10. Appropriately experienced members of the Tasmanian Aboriginal community or PWS Discovery Rangers should be engaged to deliver any interpretation directly related to Aboriginal cultural values within the TWWHA, e.g. a guided walk or a workshop. Engaging the right people for presentation will help to ensure an authentic experience for visitors and create further opportunities for Aboriginal people to be directly employed in the TWWHA.



Photo 22: Aboriginal shell midden (photo credit: Aboriginal Heritage Tasmania)

4.3 Dual naming

Dual naming is recognised as an important way to signal the cultural significance¹⁹ of an area to visitors. It would be particularly valuable in the context of the TWWHA, as its name the 'Tasmanian Wilderness World Heritage Area' is more reflective of its natural values. Dual naming is a simple way to reflect the Aboriginal understanding of country and reflect the thousands of years of Aboriginal heritage in the TWWHA.

Dual naming of the TWWHA is a requirement of the Management Plan and is currently subject to a larger, complex project. Land Tasmania in DPIWPE is responsible for the new, revised *Aboriginal and Dual Naming Policy*, and the Nomenclature Board is responsible for the official naming of places.

Dual naming of both the TWWHA as a whole, and potentially different areas and features within the TWWHA, would require extensive consultation with the Aboriginal community. While dual naming may take time to facilitate, it presents a unique opportunity to both acknowledge the importance of the TWWHA's Aboriginal cultural values and to clearly present and simply communicate this to all visitors and stakeholders. The Tasmanian Government's *Aboriginal and Dual Naming Policy* provides the framework for dual naming of places or localities within the TWWHA.

¹⁹ See glossary for definition

4.4 Aboriginal involvement in decision-making

Interpretation and presentation of Aboriginal cultural values must involve Tasmanian Aboriginal people in all levels and at all stages of decision-making; that process must be based on acceptance of the need for cultural, economic and social outcomes to be developed by Aboriginal people (DPIPWE, 2016).

There are currently limited avenues to support the involvement of Tasmanian Aboriginal people in decision-making for the presentation of cultural values. Large-scale engagement programs, such as that undertaken for the development of this Tourism Master Plan and the Interpretation Guide, cannot realistically be conducted every time there needs to be some level of consultation with the Aboriginal community.

It is recognised that joint management is beyond the scope of this project. However, the Tasmanian Aboriginal people are the custodians of the TWWHA's cultural values, and their involvement in decision-making associated with tourism in the TWWHA is critical to facilitate appropriate and effective presentation of cultural values to visitors. In particular it is considered critical to ensure they direct how their cultural heritage should be interpreted and protected and by whom.

A high priority is therefore the establishment of a group of Tasmanian Aboriginal people, for the purposes of providing advice and direction on the presentation and protection of cultural values. Several options exist for the establishment of this body, including the modification of an existing body or potentially a new body. Some options may have potential resourcing implications and are recognised as interim arrangements pending separate development of joint management governance arrangements as required by the TWWHA Management Plan. For effective decision-making, members should be determined based on their skills, experience and connection to community. There will need to be a minimum of seven members and its commencement is considered a high priority to facilitate appropriate and effective implementation of the other related actions in this Tourism Master Plan.

The functions and responsibilities of the body will include:

- Determination of whether interpretative material proposed by operators and PWS is culturally appropriate. This will include consideration of content, language, mode of delivery and the person/operator delivering. Evidence of consultation appropriate to the material, with Aboriginal communities will be a requirement. If related to the TWWHA, this will be a requirement for interpretation material both on site and off site (ie that is, outside the TWWHA).
- Identification of a broad body of material, content and mode of delivery, that has been deemed acceptable for use by individual operators and PWS. This body of material and delivery of it, would be directly linked to the Aboriginal cultural and heritage awareness training and captured as part of the licence agreement.
- Determining who can deliver, what material – that is, some material can only be delivered to visitors by the Tasmanian Aboriginal community. This would be articulated through guidelines prepared by the body. It is envisaged the interpretation material will be prepared by a cultural values consultant rather than the body itself.
- Providing ongoing advice in relation to the presentation of cultural values and interpretation material at the cultural presentation hubs – both primary and secondary (local).
- Developing a framework for determining referral processes to the body for non-standard licence and lease applications to ensure that cultural values are not being adversely impacted and people are not taken to culturally significant areas.

- Providing preliminary advice at the first stage of proposals, in relation to the meeting the requirements of cultural values under the Management Plan. This includes both proposals undertaken through the EOI process and in relation to the Reserve Activity Assessment checklist stage.
- Reviewing cultural heritage assessments (prepared in accordance with APG14) under the Management Plan.
- Reviewing government tender documentation for developing interpretation material.
- Providing advice in relation to educational content relevant to the TWWHA.
- Reviewing, providing advice and determining the appropriateness of the training and code of conduct material in relation to the TWWHA for the purposes of AHAT and ACAT (see SG7 and SG8).
- Preparing guidelines that identify exemptions for needing an individual review by the body.

4.5 Aboriginal cultural values initiatives recommendations

Recommendations, associated with Aboriginal cultural values initiatives are outlined in the table that starts on the next page.



Photo 23: South Coast Track, Southwest National Park (photo credit: Aaron Riley)

ABORIGINAL CULTURAL VALUES INITIATIVES	
Aboriginal business opportunities and employment	
Action A1	<p>The delivery of the range of business opportunities, such as development of interpretation material (for purchase by both the private and public sector), delivery of cultural heritage interpretation training and cultural awareness training, delivery of Welcome to Country ceremonies and other Aboriginal cultural activities, is to be achieved through competitive consultancy contract arrangements.</p> <p>Local businesses or consultants engaged to undertake these services are to be drawn from the Tasmanian Aboriginal community or an existing Aboriginal business operating in Tasmania which employs local Aboriginal people.</p> <p>The content of information being prepared and delivered by consultants would need to be reviewed and endorsed by the designated TWWHA Aboriginal Advisory Body (see A4).</p>
Reason	The business prospects will create employment opportunities and facilitate significantly improved overall presentation of cultural values. It is anticipated that targeted support packages may need to be developed by Government to help establish Tasmanian Aboriginal consultancy groups, and to assist in capacity building and training.
Responsible Authority	Aboriginal Heritage Tasmania (AHT) and PWS
Aboriginal cultural interpretation guide	
Action A2	Facilitate and implement the Interpretation Guide being prepared in accordance with the Management Plan.
Reason	The richly layered stories of the Tasmanian Aboriginal people with the diverse languages and cultural practices of the nine Tasmanian Aboriginal nations form a central part of the experience and interpretation of the TWWHA. This guide is due for completion in the first half of 2020.
Responsible Authority	AHT and PWS
Dual naming	
Action A3	Facilitate and implement dual naming in the TWWHA in accordance with the Management Plan. During site-planning exercises, dual naming is to be considered in consultation with the broad Aboriginal community. For wayfinding and place-naming purposes, the local Aboriginal community must also be consulted.
Reason	Dual naming of the TWWHA and individual sites within it presents a unique opportunity to both acknowledge the importance of the TWWHA's Aboriginal cultural values and to clearly present and simply communicate this to all visitors and stakeholders.

Responsible Authority	Cultural Management Group, AHT
Aboriginal involvement in decision-making	
Action A4	A body, either a modification of an existing body or potentially a new body that undertakes the functions and responsibilities in accordance with those outlined under 4.4 above, is to be established as a high priority.
Reason	Genuine involvement of Tasmanian Aboriginal people in decision-making at all levels, associated with the presentation of cultural values and tourism in the TWWHA is critical to ensure they direct how their cultural heritage should be interpreted, presented and protected.
Responsible Authority	AHT and PWS



5 Other initiatives

Photo credit: Joe Shemesh

5 Other initiatives

5.1 Storytelling

The TWWHA is home to amazing stories of nature and people, which help visitors to build a stronger connection to the place and provide them with something remarkable to share. These stories represent over 35,000 years of Aboriginal culture through to modern-day conflicts and challenges, some of which were the impetus for the World Heritage listing of the area. Current storytelling across the TWWHA would benefit from improved cohesiveness and improved and consistent content. Storytelling that involves Aboriginal cultural values is only to be provided by Aboriginal people.

Stories have the potential to provide specific motivation to engage in tourism experiences and adopt desired behaviour. They are also a way to encourage return visitation by telling stories in different ways so that visitors can discover something new. Clear, strong and consistent messaging around the stories of the TWWHA on the ground, in the trip-planning phase and in the post-trip sharing phase would better engage visitors, create a stronger connection to the place, and encourage visitors to share the desired message.

5.2 Wayfinding

Wayfinding is a system to guide people through a physical environment and to enhance their understanding and experience of space. It is focused on providing direction through visual clues, be it signage or design elements built into facilities or infrastructure.

The sheer scale of the TWWHA is something that is often unappreciated by visitors. Comprising nearly a quarter of Tasmania but with diverse landscapes, tenures and comprising a collection of 51 reserves, it is not easy for visitors unfamiliar with Tasmania to appreciate the area's size and significance.

Improving wayfinding around the TWWHA is an opportunity to educate visitors on the scale of the TWWHA, its diversity and significance, and to encourage them to look at exploring other parts in a way that aligns with identified journeys and storytelling.

The use of social media and phone apps can assist not only in storytelling and consistent messaging but also in conveying expectations of a site/area, appropriate behaviour, anticipated weather, and potential risks and dangers.

5.3 Other initiatives recommendations

Recommendations associated with other initiatives are outlined in the table commencing that starts on the next page.

OTHER INITIATIVES	
Storytelling	
Action O1	<p>Develop a storytelling strategy that outlines the methodology for achieving a cohesive approach to storytelling with consistent content throughout all levels of presentation of the TWWHA.</p> <p>The strategy is to include:</p> <ul style="list-style-type: none"> • Aboriginal direction of cultural values interpretation and presentation (see A1); • training programs for tourism operators, guides and PWS staff (recognising that non-Aboriginal people should not be undertaking storytelling if associated with Aboriginal cultural values); • a dedicated social media program; and • priorities that align with the node- and journey-based experiences.
Reason	<p>Stories have the potential to provide specific motivation to engage in tourism experiences and adopt desired behaviour.</p> <p>Clear, strong and consistent messaging around the stories of the TWWHA on the ground, in the trip-planning phase and in the post-trip sharing phase will engage visitors, create a stronger connection to the place, and encourage visitors to share the desired message.</p>
Responsible Authority	PWS and AHT
Wayfinding	
Action O2	<p>Improve wayfinding around the TWWHA, through the development of a wayfinding strategy that ensures the consistent use of visual imagery, signage, social media and technology such as phone applications.</p>
Reason	<p>Improving wayfinding around the TWWHA is an opportunity to educate visitors on the scale of the TWWHA, its diversity and significance, and to encourage them to look at exploring other parts in a way that aligns with identified journeys and storytelling.</p> <p>The use of social media and phone apps can assist not only in storytelling and consistent messaging but also in conveying expectations of a site/area, appropriate behaviour, anticipated weather, and potential risks and dangers.</p>
Responsible Authority	PWS

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6 Strategic guidance

6 Strategic guidance

6.1 Purpose of strategic guidance

A core component of the Tourism Master Plan is to provide strategic guidance on issues relevant to the visitor experience and tourism in the TWWHA. As part of the background analysis, extensive research was done into the potential considerations both relating to management of visitors and the visitor experience and how assessment of tourism proposals is undertaken. The following have been identified as the key areas in which additional strategic guidance is required.



Photo 24: Tarn Shelf, Mount Field National Park
(photo credit: Chris Crerar)

6.2 Recreation Standards Framework

The Recreation Standards Framework (RSF) is a strategic planning mechanism developed to define and maintain a range of visitor experiences appropriate to the natural and cultural environments in the TWWHA.

The RSF recognises that the recreational experience not only depends on the recreational setting (and its quality) but also perceptions and expectations of the visitor. The relationship between the activity and recreational setting is critical to maximising the chance of quality recreational experiences. The setting in which recreation occurs is made up of three main components:

1. Physical – vegetation, landscape, topography, scenery (or naturalness)
2. Social – level and type of use
3. Managerial – visitor facilities, management regimes/mechanisms

A range of recreational settings can be provided by varying these components. Where the three components do not align, environmental degradation and/or a poor experience could occur. For example, a scenario of high visitor numbers, important natural and cultural values, low level of facilities and minimal management can result in:

- poor experience, injured visitors;
- environmental impact; and
- recreational/visitor displacement.

The RSF aims to ensure that all three components align throughout the TWWHA to provide the ability to:

- identify gaps in current recreation opportunities and determine future opportunities, including identifying complementary roles for commercial recreation suppliers and maintaining opportunities for remote and primitive recreational experiences;
- analyse the effects of management actions on recreation activities;
- analyse and manage risks to visitors and the environment, including areas with high cultural values; and
- identify management actions to achieve desired recreational settings by determining which of the three components is not aligning/is problematic.

6.2.1 Visitor management

The principal mechanism for visitor management at a macro level in the TWWHA is the requirements under the Management Plan. At a site level it is through the RSF.

Where management zones support recreational uses, the RSF is used to distinguish different user groups, the experience they seek, and the recreational settings in which those experiences might be realised. Taken together, management zoning and the RSF, in conjunction with other existing PWS policies and procedures, can be used to define recreational settings and visitor experiences that are consistent with the protection of natural and cultural values.

A key component of the RSF is the mapping of the recreational setting throughout the TWWHA. This is a strategic planning tool that incorporates the full spectrum of recreational experiences and considers where these experiences can be appropriately and best located.

6.2.2 Carrying capacity

Carrying capacity generally refers to the number of people an area can accommodate without causing degradation of the natural environment (e.g. erosion, pollution or vegetation loss), the sociocultural environment, the infrastructure and the overall visitor experience. This concept can be applied to tourism in reserves, where land managers aim to achieve a balance between the number of visitors who can come and enjoy an area without compromising the natural, social and cultural values of the place or the visitor experience itself.

The level of impact (on natural environment, Aboriginal cultural values and visitor experience) is affected by a range of factors (e.g. infrastructure provided, visitor behaviour, time and duration of visitation). Capping of visitor numbers as a visitor management measure in the TWWHA is unlikely, in isolation from other measures, to resolve issues related to carrying capacity at a site or reserve. This is because the relationship between the number of visitors and the level of impact is not fixed or linear (i.e. the extent of impact does not necessarily increase in correlation with number of visitors).

Figure 3 on the next page provides a graphic representation of various forms of visitor management.

6.3 Events

The emergence of elite, outdoor endurance recreation events, while relatively small in number and volume, is an important tourism opportunity in natural environments.

These events may require high management but offer substantial local economic benefits. Existing events are approved to operate in and adjacent to the TWWHA. Examples are the Cradle Mountain Run and charity events such as the Trans Tasmania Challenge.

There is a trend in Tasmania towards increasing participation. These competitive events attract athletes from around the world. Limiting participant numbers has proven to be an effective management tool in minimising impacts on cultural and natural values. The Management Plan allows for non-commercial events.

Ways to limit visitor numbers are numerous and can include booking systems for camp sites, walking tracks (e.g. the Overland Track) or car parks; limiting car parking spaces, or using ticketing systems or passes. Measures can be tailored to address the needs of each situation (e.g. measures in day-use areas will be by necessity different to what is appropriate in overnight use).

Education of visitors can limit their potential impact on cultural and natural values (e.g. signage to promote staying on walking tracks or discovery ranger programs) and the visitor experience (e.g. information about expected walking etiquette).

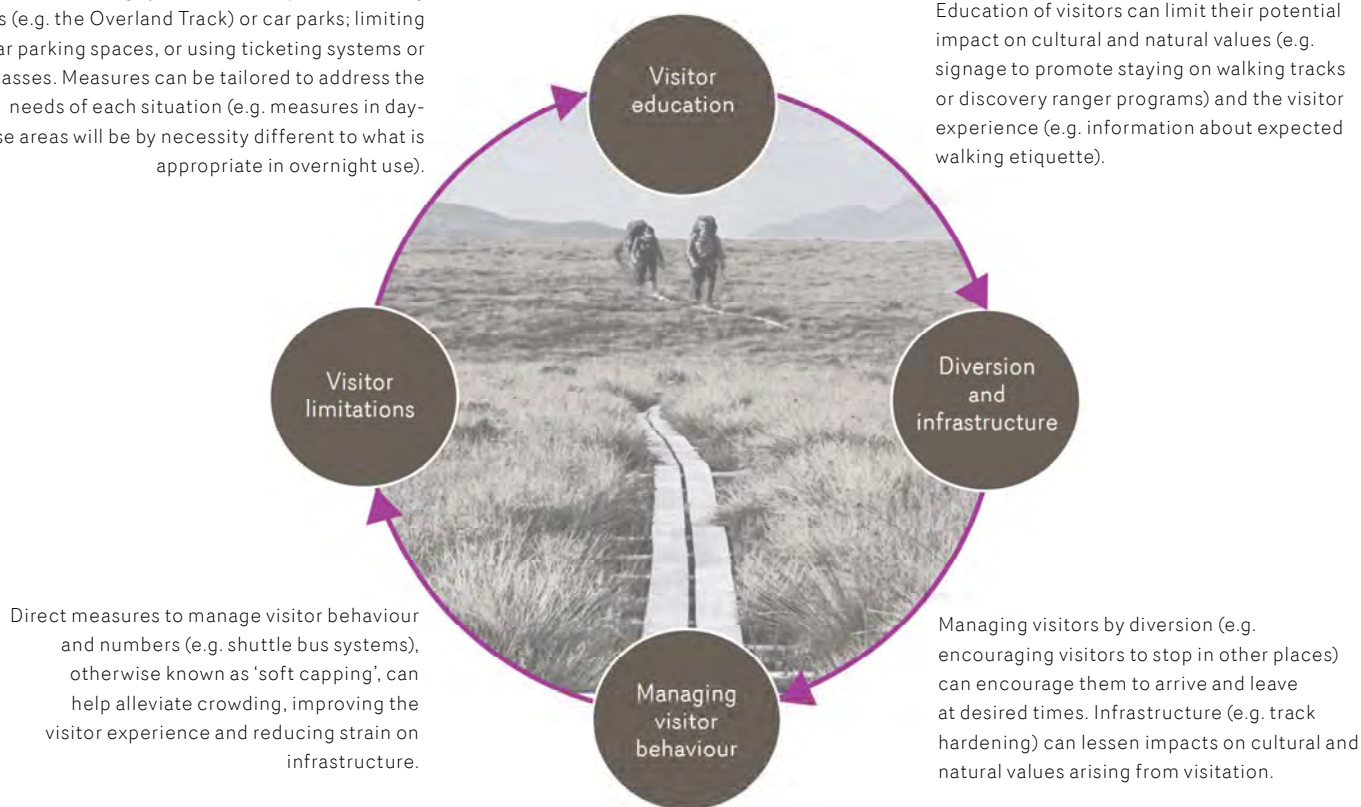


Figure 3: Visitor management framework

6.4 Science, research and conservation

There are areas in the TWWHA that could provide for a type of voluntourism²⁰ (volunteer tourism) opportunity for a specialist, low volume and immersive tourism experience with a research, scientific and conservation focus around climate change, breeding seabirds, conservation work and so forth. The potential for voluntourism is evident through the significant levels of current volunteering in the TWWHA, for example the Wildcare SPRATS program which assists in weed control on the west and south coasts.

Philanthropic donations or voluntary efforts for protection of the values can be of benefit to a 'visit' to the TWWHA. The visitor makes a deeper connection to the place if effort is expended through any means (the effort of a visit in and of itself goes some way to achieving that), such as a donation of money or time. The tourism operator (whether the PWS or a nature-based tourism operator) gains credibility and a market offering different to others. The environment benefits from additional funds or effort to assist with preservation of the OUV.

Existing partnerships and programs exist with PWS and can be used for philanthropic donations and experiences, which could be expanded for voluntary efforts (noting that this does not exclude appropriate new voluntourism partnerships).



Photo 25: Southern elephant seal, near Lion Rock, Southwest National Park (photo credit: Aaron Riley)

6.5 Access

Access to and across the TWWHA is achieved by road, air, boat, kayak, foot and bicycle; the primary form of recreational access is walking. Access by road, cycling, air and boat and walking track management are regulated through various provisions in the Management Plan.

Aircraft traffic is a significant issue for parks managers at many iconic and internationally significant sites across the world and, if left unmanaged, can pose significant risk to a site's values and the visitor experience. The prevalence and potential damage from aircraft operating in the TWWHA could undermine the brand and value proposition of the TWWHA and its OUV. Community concern over air access, in particular helicopters, was a significant theme in the initial engagement process.

The Melaleuca Landing Area is the only location in the TWWHA that allows for fixed-wing aircraft ground landings, with float planes permitted (subject to approval) to land on waterways and lakes subject to the motorised vessel overlay. The Management Plan recognises that the landing area allows for unique access to a range of activities in a remote part of the TWWHA and is an important access opportunity for users of the South Coast and Port Davey tracks.

The Management Plan allows for commercial aircraft to use the landing area subject to granting of an authority following the Reserve Activity Assessment process. It is noted that the Management Plan states that, if required and subject to relevant assessment and approval processes, the landing area at Melaleuca may be extended provided that the ends of the extension are at least 30 metres from both Moth and Melaleuca Creeks and it has the same alignment as at present.

Landing sites are allowable in the Visitor Services Zone, the Recreation Zone and the Self-Reliant Recreation Zone. Landing sites are limited to five in the Self-Reliant Recreation Zone and not permitted:

²⁰ See glossary for definition

- in the Recreation Zone on the Overland Track and the South Coast Track (except for servicing and construction);
- in the Recreation Zone adjacent to Lake Augusta in the Central Plateau Conservation Area (the area generally known as Nineteen Lagoons);
- within the Eastern and Western Arthur Range above 300m in elevation;
- at Lake Rhona;
- in the Anne Range;
- at the Walls of Jerusalem National Park within the Central Walls area or within 500m of Wild Dog Creek campsite; or
- within the Self-Reliant Recreation Zone of the Franklin River (DPIPWE, 2016).

In addition to existing and potential landing sites in the TWWHA, there are scenic flights over the TWWHA that will land on the edge but outside the TWWHA.

Unless the aircraft lands within the TWWHA or in other nearby reserved land, PWS has limited capacity to prevent or manage flyovers and scenic flights. The key tool relied upon is the Fly Neighbourly Agreement (FNA) – an agreement between aircraft operators and PWS to reduce the disturbance caused by aircraft in a particular area²¹. The current FNA for the TWWHA has not been reviewed in recent years.

There is a risk that key sightseeing areas such as Cradle Mountain could have a significant number of helicopter movements, beyond the control of any managing authority. It is therefore imperative to review the use of aircraft across the entire TWWHA.

²¹ The FNA was prepared in 2001. PWS incorporates the FNA into licence conditions, and reported breaches are investigated and responded to on a case-by-case basis, depending on the validity of the reported breach, frequency, severity etc. There is no monitoring of operators' compliance with the FNA if they do not land in the TWWHA.

6.6 Quality assurance

The World Heritage brand is well recognised worldwide and often attracts attention from tourism players, particularly tour operators, tourism developers and tourists themselves. The fact that the label represents significant and special values leads tourists to expect a unique experience and at the same time provides the tourism industry with an easily promoted and almost fail-proof destination. Moreover, tourism development in such sites can have important implications for their protection.

An IUCN report on sustainable tourism at World Heritage sites emphasised that appropriate communication with visitors can both protect and promote a site's values. Tourism has the potential to bring about economic benefits that support site conservation and the local/national economy, but on the other hand, uncontrolled and poorly managed tourism can have severe consequences for the site's integrity, compromise its OUV, and produce social and cultural impacts (Borges et al., 2011).

Commercial tourism operators can be important in communicating best practice behaviours in the TWWHA to visitors who otherwise might not enter the TWWHA in a way that exposes them to PWS-generated messages. The lease and licence mechanism is a tool to provide quality assurance of the visitor experience and mitigate impacts on the TWWHA's values through adherence to a code of conduct and minimum standards of training and professional development. The importance of this is recognised through the commitment to accreditation and performance standards articulated in the *Parks 21* strategy.

Quality assurance of the visitor experience can include:

- a code of conduct emphasising that tourism operators and visitors in the TWWHA can play a role in helping to protect the OUV and giving clear and practical directions on the kinds of behaviours expected of visitors; and

- training and professional development for operators, which could focus on two key areas: cultural heritage awareness training and best practice presentation training.

Aboriginal heritage awareness training (AHAT) and Aboriginal cultural awareness training (ACAT) will increase the understanding of operators and PWS staff. The development of AHAT and ACAT for the TWWHA will raise standards of interpretation and presentation. Such training would be developed and delivered by Tasmanian Aboriginal people, which would further strengthen the future joint governance arrangements for the TWWHA. This training will help to present visitors with information that is accurate and enriches their experience, which is in keeping with the TWWHA's status as a World Heritage site. It has the potential to reinforce that tourism operators and visitors can play an important role in protecting the TWWHA's OUV, but that can only be achieved through increased understanding of its Aboriginal cultural values. However, it will be important to consider how this aligns with training currently delivered by AHT and other organisations²².

There is an opportunity for in-depth training for commercial tourism operators and their staff, and industry has been advocating through the TICT for this to be compulsory. Workshop-based training on best-practice and culturally appropriate interpretation and presentation of the TWWHA would enhance operators' understanding, assist with the accuracy of storytelling and improve engagement in the OUV.

²² *Aboriginal Heritage Tasmania has advised that a Request for Quotation process has been initiated and it is expected to finalise a contract in 2020. AHAT and ACAT will be presented directly to DPIPWE staff by a Tasmanian Aboriginal organisation or business. It is anticipated that approximately 10 sessions will be conducted each year, with 30 sessions from July 2020 to June 2023. The sessions will focus on Aboriginal cultural values and the contemporary context. Once established, access to ACHAT may also be made available more broadly to staff across the Tasmanian State Service, to industry and the Tasmanian community.*

6.7 Strategic data collection and analysis

To maintain a desired level of quality in the presentation of the TWWHA it is important that PWS, together with other government agencies such as Tourism Tasmania, external agencies such as the University of Tasmania, and operators continually generate, track and analyse key data sources associated with visitor activity in the TWWHA.

It is important that PWS continues to collect and monitor key indicators around the core values in the TWWHA and an extensive monitoring program is conducted in the TWWHA. Additional detailed visitor monitoring is required to provide objective and factual evidence of use. Part of this process will be to continue to identify gaps in the current data collection and areas that require improved monitoring.

This data will inform site-planning and master-planning activities, visitor safety actions, and whether visitor expectations are being exceeded, met or diminished. Ongoing monitoring over time is required to detect trends that require a management response. Naturally, this includes monitoring of environmental degradation caused by the use of tracks that cannot support existing visitor numbers, and the monitoring of known cultural heritage sites near to tracks.

Review of existing and future data collection at primary activity and secondary activity nodes is urgently required to fully inform site-planning activities over the next five years. Data collection will also be used to inform Recreation Zone plans relating to specific sites as detailed in the Management Plan.

6.8 Strategic guidance recommendations

Strategic guidance recommendations are outlined in the table that starts on the next page.

STRATEGIC GUIDANCE RECOMMENDATIONS	
Recreation Standards Framework	
Action SG1	Review the use of the Recreation Standards Framework in the TWWHA.
Policy Guidance	<p>The review is to provide details in relation to integrating the RSF into decision-making processes for the management of the TWWHA. The review should include:</p> <ul style="list-style-type: none"> • undertaking before and after scenarios as a decision-making tool in modifications, upgrades or otherwise to a site and area, including the displacement of visitors/recreational users; • analysing the range of visitor management measures available to manage the biophysical, social and experiential attributes of the TWWHA (see Figure 3); • using the RSF in assessments for all tourism proposals to identify compatibility within the spectrum of recreational opportunities and any issues associated with displacement or inappropriate levels of servicing or infrastructure; • using the RSF to identify key sites or areas for data collection and visitor monitoring; • using the RSF to identify gaps in the visitor experience throughout the TWWHA, linking user demand with opportunities; and • aligning the promotion of sites with the RSF.
Responsible Authority	PWS
Events	
Action SG2	Prepare a policy for events in the TWWHA.
Policy Guidance	<p>The policy is to require events that achieve appropriate presentation of the OUV, specifically events that:</p> <ul style="list-style-type: none"> • are bespoke and limited in numbers; • minimise impact on the values of the TWWHA; and • are appropriately located in terms of zoning and infrastructure.
Responsible Authority	PWS
Voluntourism	
Action SG3	Prepare a policy for voluntourism in the TWWHA.
Policy Guidance	<p>The policy is to direct that where voluntourism is proposed it is authentic, results in environmental or cultural benefits, and falls within one of the following categories:</p> <ul style="list-style-type: none"> • research • science • conservation

Responsible Authority	PWS
Aircraft access policy	
Action SG4	Prepare an Aircraft Access Policy.
Policy Guidance	<p>To ensure that the preparation of an aircraft access policy is evidence based, the first stage is to fully understand historic and current flight statistics including flight frequency, landing sites, flight paths and flight heights of both fixed-wing aircraft (including float planes) and helicopters.</p> <p>The second stage is to prepare a policy that provides clarity around the air access opportunities in the TWWHA while ensuring the values are not compromised and the experience sought by users is not impacted. The policy should be undertaken as a high priority and is to address:</p> <ul style="list-style-type: none"> • appropriate flight frequency, flight paths, flight routes, noise levels and heights; • identification of no-fly areas; • ongoing management options and measures; • appropriate location and use criteria for landing sites, in particular within the Self-Reliant Recreation Zone, including consideration of cooperative use agreements and mitigation measures to ensure they do not become entrance nodes that require supporting infrastructure and safety equipment; • continued collection of data and reporting; and • licence conditions, which would be reviewed for existing approved operators to align with the policy.
Responsible Authority	PWS
Fly neighbourly agreement	
Action SG5	Revise the Fly Neighbourly Agreement (FNA) for the TWWHA.
Policy Guidance	<p>In conjunction with the preparation of the Air Access Policy, a revised FNA should be prepared for the TWWHA and submitted to CASA for approval. The FNA is to be significantly more detailed than the existing one and should include:</p> <ul style="list-style-type: none"> • flight paths/routes, flight heights, no-fly zones, flight frequency and so forth; • continued communication of the FNA to all relevant parties (particularly at the beginning of each tourist season); and • reporting mechanisms for breaches of the FNA.
Responsible Authority	PWS

Boat access policy	
Action SG6	Prepare a Commercial Boat Access Policy.
Policy Guidance	<p>The policy is to provide details and clarification on:</p> <ul style="list-style-type: none"> • limiting boat access to small, exploratory cruise ships; • limiting group numbers disembarking from the boats to be consistent with the PWS Walking Track Classification System; • monitoring and enforcement of breaches to the policy; and • ensuring consistency with the <i>Blueprint for Sustainable Cruise Shipping in Tasmania</i>, the Tourism Tasmania strategy that sets goals and targets for 2019-2020.
Responsible Authority	PWS
Cultural awareness training	
Action SG7	Prepare Aboriginal heritage and Aboriginal cultural awareness training customised for the TWWHA.
Policy Guidance	<p>AHAT and ACAT are to increase the understanding of the significance of Aboriginal cultural values in the TWWHA and are to raise standards of interpretation and presentation by operators/guides and PWS staff. AHAT and ACAT is to:</p> <ul style="list-style-type: none"> • be developed and delivered by Tasmanian Aboriginal people; • assist in presenting visitors with information that is accurate and enriches their experience; • outline behavioural and presentation expectations; • align with training currently delivered by AHT and the Interpretation Guide (see A2); and • form part of the accreditation for operators in the TWWHA.
Responsible Authority	AHT, PWS, TICT
Presentation training program	
Action SG8	Prepare and implement a workshop-based training program.
Policy Guidance	<p>A program is to be prepared for guides and tourism operators that forms part of the PWS licence and leases. The program, in addition to the AHAT and ACAT, is to cover:</p> <ul style="list-style-type: none"> • best-practice interpretation and presentation; • enhanced understanding of cultural and natural values and OUV; • accurate understanding of storytelling; and • a code of conduct regarding behaviour expectations.

Responsible Authority	PWS, TICT, AHT
Strategic data collection	
Action SG9	Develop and implement strategic data collection and analysis.
Policy Guidance	<p>Comprehensive and coordinated data collection and analysis is required to provide objective and factual evidence and is to include:</p> <ul style="list-style-type: none"> • at primary and secondary activity nodes, vehicle movement and numbers on a weekly and monthly basis for no less than a 12-month period to observe seasonal and peak time variation; pedestrian movements on key walking tracks associated with the node; client/visitor satisfaction surveys; and aircraft and vessel movements (if applicable); • site and track conditions – improvement or decline; • collection and monitoring of key indicators around the core values in the TWWHA in line with the Management Plan; and • development of a centralised internal database for lease and licensing to assist in the data collection by requiring reporting statistics such as: the number of commercial visitors to the TWWHA; and the types and demand for visitor experiences and particular locations.
Responsible Authority	<p>PWS as lead agency together with:</p> <ul style="list-style-type: none"> • Tourism Tasmania • UTAS • Commercial operators

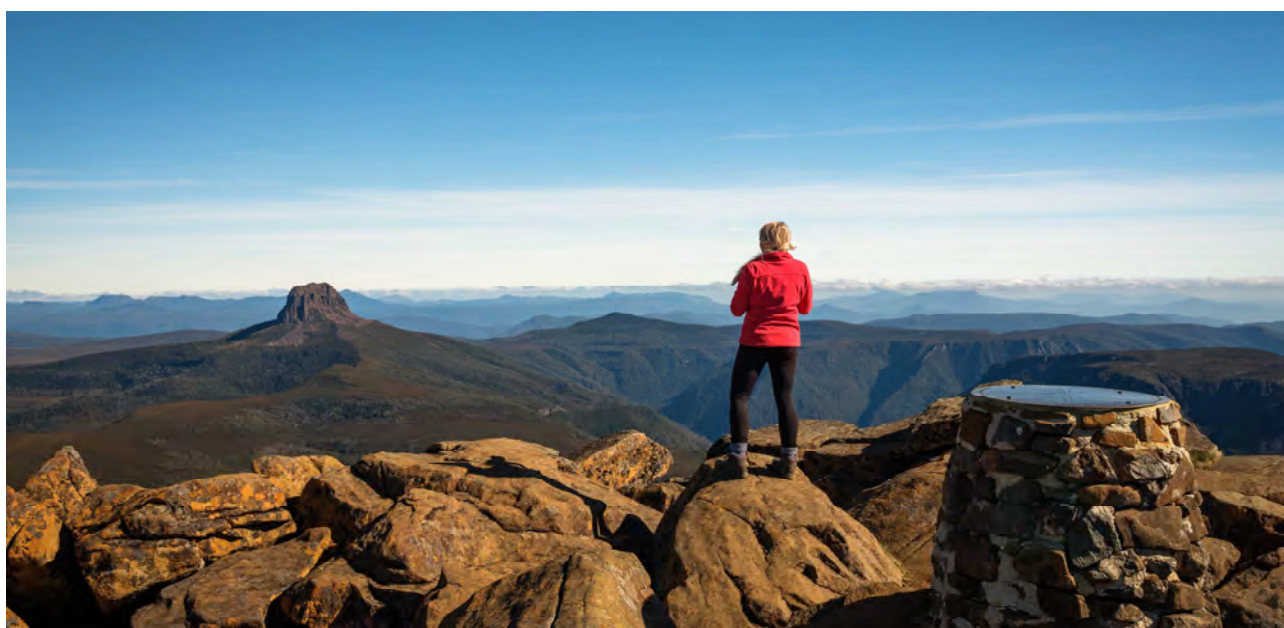


Photo 26: Views from the summit of Cradle Mountain (Barn Bluff on the left), Cradle Mountain-Lake St Clair National Park (photo credit: Cam Blake)

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7 Assessment guidelines

Photo credit: Craig Vertigan

7 Assessment guidelines

7.1 Purpose of assessment policy guidelines

The Reserve Activity Assessment (RAA) is the PWS impact assessment process for activities on reserved land. For activities in the TWWHA considered through the RAA process, a key consideration is any potential impact on values that contribute to the OUV of the TWWHA (noting the additional role of the *Environment Protection and Biodiversity Conservation Act 1999* referral in considering impacts on the OUV). The RAA process also allows for an assessment of overall risk, including rehabilitation.

The Management Plan identifies two sets of assessment criteria additional to the overall requirements of the Management Plan, which have now been integrated into the PWS RAA process.

The Tourism Master Plan provides further guidance, context and policy direction to both public and private proponents on the RAA assessment process (noting that the largest proponent of activities and development in the TWWHA is the PWS).

Providing publicly available policy directions for the assessment of proposals in the TWWHA, is an opportunity to provide for increased certainty for proponents and the community. Some flexibility is required so as not to be so prescriptive as to prevent unique or innovative tourism proposals and presentation opportunities that are consistent with protection of the OUV from being considered. However, assessment criteria need to provide for transparent, clear, consistent and relatively certain outcomes for tourism proposals in the TWWHA. This will help instil confidence in the decision-making process on the part of the community, investors and the tourism industry.

7.2 Approach to assessment

Articulating the assessment approach is important to effective implementation of the Management Plan and the policy guidance outlined below.

The assessment approach for tourism- or presentation-related proposals is to adopt a holistic approach. The requirements articulated in the guidelines below, in the Management Plan and in existing policy documents should be read together.

An effective starting point for the assessment is to focus on the use or activity, and in so doing:

- consider all activities that make up the recreational use or activity proposed, including potential legacy issues; and
- consider the use or activity against the description of the zone and the specific aims of the zone as outlined in the Management Plan before determining if that use or activity is appropriate (noting that the status of a use or activity in the Management Plan as allowable is not to be read as an 'as-of-right'), focusing on compatibility with the desired outcomes.

Once it has been established that it is appropriate for the use or activity to occur, the assessment should then focus on more detailed policy prescriptions under the Management Plan and existing policy documents.

7.3 Social and economic considerations

The Management Plan requires commercial tourism proposals to demonstrate their economic viability. From a planning and development perspective, it is important that a proposed development or activity:

- is financially viable and does not expose the managing authority of the TWWHA to unacceptable levels of risk, for instance in the event that a development fails; and
- generates net benefits to the community, so that the benefits outweigh the costs.

Tasmania does not have business case guidelines, and until such guidelines are prepared, it is appropriate to align with or refer to the Victorian guidelines, which have been widely applied and are robust. Business cases include a number of analyses, including cost-benefit analysis²³ (CBA), financial viability²⁴ analysis and sometimes economic impact assessment²⁵. The level of complexity/detail of business case undertaken should be aligned with the specific nature of the proposal, the risk and the level of investment; consideration of economic costs associated with the removal of the infrastructure should the proposal be unsuccessful is also required.

Where it is felt that the social costs brought about by tourism outweigh the benefits, a local community may become frustrated and dissatisfied with tourism and express this via the relations they have with tourists. Social costs can be managed to help minimise the effects that tourism can have, so it does not conflict with the local community and, in the end, contributes positively to the social fabric of a tourist destination.

A social impact assessment²⁶ should be used to inform the CBA and can address the social consequences of development and ongoing activities in the TWWHA.

²³ See glossary for definition

²⁴ See glossary for definition

²⁵ See glossary for definition

²⁶ See glossary for definition

7.4 Bushfire management

The International Union for Conservation of Nature has identified a number of current and potential threats in the TWWHA. The key concerns relate to the direct and indirect impacts of observable and anticipated climate change, including serious increases in fire frequency and intensity. If the current trend of landscape-scale fires of increasing frequency and intensity continues, catastrophic damage to some of the property's key attributes (ancient landforms, beautiful endemic species, alpine vegetation, cultural sites) is inevitable; since 2000, 'landscape-scale' wildfires have burnt just over 10 per cent of the TWWHA (International Union for Conservation of Nature, 2019). While studying and detailing climate change is beyond the scope of the Tourism Master Plan, recognising the consequent landscape-scale fires of increasing frequency and intensity is an important tourism-related consideration for the TWWHA.

Eco-tourism operations depend on being located in landscapes where it is often necessary to minimise environmental and landscape impacts while also addressing significant risk to assets and occupant safety associated with bushfire. PWS has an important role in coordinating emergency planning procedures in the TWWH. However, individual commercial tourism operators must also take responsibility for occupants of their facilities, noting that operators should not assume that assets in remote locations with minimal defensible space will be able to be defended by firefighting crews in a bushfire emergency given logistical and operational priority considerations. Therefore, an important consideration for presentation and tourism in the TWWHA is finding the balance between maintaining the natural, cultural and aesthetic values of the TWWHA and protecting life and infrastructure. Given the reason for the construction of the development, be it visitor accommodation or a visitor centre, is to experience the TWWHA, to disturb, clear or convert a hazard management area is incongruous with the experience and values of the TWWHA.

Accordingly, it is appropriate for development proposals to be constructed with the minimum disturbance to the vegetation that construction will allow for while still protecting life. That is, the environmental and landscape values take priority over the value of the built asset.

It is highlighted that the expectation that the environmental and landscape values take priority over the value of the built asset is not to circumvent the requirements under the Building Code of Australia. Rather, any performance solution that seeks to rely on emergency planning in lieu of regular bushfire protection measures must comprehensively demonstrate that risk to occupants has been addressed. In most cases, evacuation will be the primary action and there must be suitable rigour around the triggers and procedures for this action. Given the remote locations of many facilities in the TWWHA, it is also necessary to ensure suitable refuges are available for use in the event that early evacuation fails. Future planning of public facilities (e.g. visitor centres) and individual commercial operations should therefore consider the potential siting, design, capacity and construction of appropriate buildings that could function as emergency refuges. Accordingly, in preparing a bushfire assessment report, emergency response plan and emergency management plans, active management measures and active controls are used as the primary tool for the protection of life. The Tourism Master Plan requires bushfire hazard management and emergency management to be undertaken in a holistic manner. An example is that all walkers (commercial or otherwise) of the Overland Track are managed in accordance with the *Overland Track Bushfire Response Plan*.

Photo 27: Clear starry sky from lake-side campsite, Frenchmans Cap Track, Franklin-Gordon Wild Rivers National Park (photo credit: Francois Fourie)

7.5 Lighting

Natural darkness has a conservation value in the same way that clean water, air and soil have intrinsic value (Department of the Environment and Energy, 2019). During the initial engagement stage, Dark Sky Tasmania identified that the TWWHA remains free of light pollution and is one of the darkest places in the world. An opportunity was identified for the TWWHA to be certified as a dark-sky sanctuary, which is public or private land possessing an exceptional or distinguished quality of starry nights and a nocturnal environment that is protected for its scientific, natural or educational values, its cultural heritage and/or public enjoyment.

A lighting management plan is a document that helps guide the selection, placement, installation and operation of all new and replacement / retrofitted lighting within a designated area. Its function is to regulate the use of artificial light at night within the area in a way that prioritises the safety of visitors and staff while minimising the impacts.



7.6 Noise pollution

Noise pollution or the effect of noise is well recognised in urban populations with increasing urban densities. Changes in urban development over time have an increasing potential for how people are exposed to environmental noise and the associated amenity and potential health risks.

The noise impacts of a proposal in the TWWHA are unlikely to have health risks, with the impact generally being on the social setting and visitor experience. However, it is noted the impact of noise on a person's or group's experience can be significant in the TWWHA, due to the sensitive nature of the person being affected, the setting and the ambient noise conditions.

Examples where noise impacts may require consideration are the location and proximity of public and private infrastructure or the flight paths of aircraft over walking trails. This issue raises vexed questions as to whether aerial traffic should follow track corridors (to reduce noise over more wild and remote areas), or whether aerial traffic should avoid walking track routes to mitigate disturbance and impacts to visitors.



7.7 Group numbers

Track classification schemes specify the levels and standards of development and infrastructure that are appropriate on walking tracks. Such schemes typically delineate both minimum and maximum limits for development – for example, specifying both upper and lower acceptable widths for nature trails and high-grade tracks – and they may also include criteria such as recommended party sizes or publicity. Group numbers in the TWWHA are determined by the *Walking Track Classification Policy 2014*. The policy outlines the use of safety barriers, width, gradient, level of hardening, and the appropriate party sizes and size of camp sites.

The size of commercial and non-commercial groups is an important consideration in the presentation of the TWWHA. There can be obvious impacts on the natural and cultural values and the required infrastructure, such as the quality of the tracks, with the level of hardening, the toilets required, and the facilities and size of a camping area more generally. A second consideration is the social setting. That is, in more remote areas, where people are seeking a more immersive, wilderness experience, to come across a group of people may for some equate to a negative experience.

The maximum recommended group sizes range between:

- W1 (wheelchair-standard nature trail) – 25;
- T1 & T2 (bushwalking tracks, extensively hardened and limited surfacing respectively) – group sizes of 13-17 and camp sites of 25 tents and 12 tents respectively; through to
- T4 (track may be difficult to follow in places) – recommended group size of 8 and camp sites for up to 4 tents.

Photo 28: Helicopters operations to sling-in and sling-out building materials during construction of Tahune Hut, Frenchmans Cap walk, Franklin-Gordon Wild Rivers National Park (photo credit: Chris Crerar)

7.8 Visual impacts

One of the seven criteria the TWWHA meets for it to be considered of OUV refers to its natural beauty:

(vii) to contain superlative natural phenomena or areas of exceptional natural beauty and aesthetic importance (DPIPWE, 2016);

A key objective of the Management Plan is to:

Protect and conserve the natural landscapes of the TWWHA, particularly in areas of exceptional natural beauty, and aesthetic and cultural importance (DPIPWE, 2016).

Visual impact assessments involve an assessment of how a development will impact on scenic values of the area, the natural landscapes and view fields from existing views and viewpoints. While there are no formal guidelines for visual impact assessment in Tasmania, there is a broadly accepted approach that is used in the Tasmanian planning system as part of planning assessments. This approach identifies that the visual impact of a development or works arises from a combination of its 'visual sensitivity' and 'visual effect'.

Visual sensitivity is the degree to which a change to the landscape will be perceived in an adverse way. It requires an analysis (for example, through viewshed or visual-catchment modelling) of where a change will be able to be viewed from; the type of users that will view it; and the potential duration of view.

Visual effect is determined by considering the visual quantity and visual quality. Visual quantity is focused on the compatibility of the development with the intended use of the area (for example a Visitor Services Zone under the Management Plan). Visual quantity is based on:

- how visually consistent the proposal is with the existing environment (contrast) – for example do development elements borrow form, shape, colours, texture and scale from the existing visual setting? (In an established visual setting, the existing visual characteristics of the area must be analysed.)
- the degree to which the surrounding view provides a visual framework (integration) – for example are there topographic, vegetation or other features which provide screening or filtering?
- the scale of the development in the context of a view – for example, what is the proportion of view that the development occupies? Distance is a key mitigating factor.

A key tool to help determine the visual impact is a photomontage, which provides a visual depiction of the visual effects of a development from key viewing locations determined through the visual sensitivity analysis (i.e. viewshed modelling).



Photo 29: Tahune hut, Frenchmans Cape Track, Franklin-Gordon Wild Rivers National Park (photo credit: Chris Crerar)

7.9 Visitor accommodation, huts and camping

The Management Plan provides for visitor accommodation in the Table of Use; the table provides guidance on recreational and use activities (DPIPWE, 2016). The Management Plan does not provide a definition of visitor accommodation, with the Table of Use stating: 'including huts and standing camps' and 'standing camps only' in the Recreation Zone and Self-Reliant Recreation Zone respectively. The Table of Use also refers to 'Existing public or historic huts and associated infrastructure', 'Camping' and 'Walking Tracks' as separate recreational use and activities.

Accordingly, some form of visitor accommodation is allowable in all zones other than the Wilderness Zone, with visitor accommodation in the Self-Reliant Recreation Zones restricted to standing camps

If there is limited clarity around the meaning of visitor accommodation, hut or standing camp, and limited restrictions or clarity around the appropriate type of facilities and services to be provided at the visitor accommodation, this can result in a lack of certainty for the community, the assessment authority and the interested parties as to what can be approved in the TWWHA.

Consequently, more detailed guidance is necessary to inform both PWS, private proponents and the community what is appropriate and where.

7.10 Sustainable construction and operation

Best practice in ecotourism includes construction methods that have minimal impact and development that promotes conservation of resources, such as energy, water and waste systems, with a leave-no-trace policy (Department of National Parks, 2015).

Currently, the construction requirements, including energy, water and waste systems, are generally left to documents such as the Building Code of Australia and various Australian Standards, such as AS1547 On-site wastewater management. Given the significance of the TWWHA in terms of the OUV and its World Heritage status, it is considered appropriate that design of developments and the associated infrastructure is undertaken to a higher standard than is required for a typical development.

The need for criteria addressing these issues is twofold. Firstly, criteria will ensure that an ecotourism proposal in the TWWHA that includes built infrastructure is best practice, and secondly, the requirement for sustainable construction and efficiency methods will be clear for any proponent from the outset.

Photo 30: Tahune hut, Frenchmans Cape Track, Franklin-Gordon Wild Rivers National Park (photo credit: Chris Crerar)



7.11 Protecting natural values

A key management consideration for the TWWHA is how increasing tourism and visitation can be managed in ways that are ecologically sustainable, and that do not degrade the TWWHA's special natural values.

Examples of potential impacts to the natural values of the TWWHA from its presentation include:

- Walkers and bikers: As the number of walkers and mountain bikers in the TWWHA increases, a variety of environmental impacts can arise, including track erosion, braiding and damage to sensitive vegetation communities.
- Cruise boats, boating and diving activities: Riverbank erosion is caused by wake waves from vessels; some fragile and sensitive underwater species are vulnerable to disturbance from boat anchors, ship motors, and divers, as well as to increased nutrient levels.
- Mechanised access: Increasing mechanised access to remote areas of the TWWHA, and increasing use of boats and aircraft (including fixed-wing and helicopters) to access remote areas, has the potential to cause a number of impacts, such as the spread of *Phytophthora* root rot disease.
- New facilities and other infrastructure: The construction of new developments can involve the removal of vegetation and habitat and/or changes in human use which can cause direct and/or indirect impacts to reserve values including geoconservation. It is noted that new infrastructure, such as toilets and boardwalks, can also improve environmental conditions.

The *Guidelines for Natural Values Surveys* are relied on for terrestrial and marine proposals in the TWWHA. Natural values in the guidelines refer to biological and geodiversity values of conservation significance, being those species, vegetation communities and other values that have significance and/or statutory protection under the *Tasmanian Threatened Species Protection Act 1995*, *Nature Conservation Act 2002*, *Environmental Protection Biodiversity Conservation Act 1999* and other relevant policies

and regulations. The Guidelines require on-ground assessments be undertaken rather than reliance on desktop assessments only, and this would clearly be a minimum expectation in the TWWHA.

These guidelines apply to all of Tasmania and are primarily used to protect species and communities that have statutory protection. A potential issue for the TWWHA is that adherence to these guidelines may not provide sufficient information to ensure that the biological and geodiversity values are protected, given that the TWWHA fulfils all four criteria described for inclusion of properties on the World Heritage List as a natural property. While the guidelines provide a good baseline, additional studies and targeted studies prepared by suitably qualified technical specialists, might be required to adequately fulfil the Management Plan requirements.

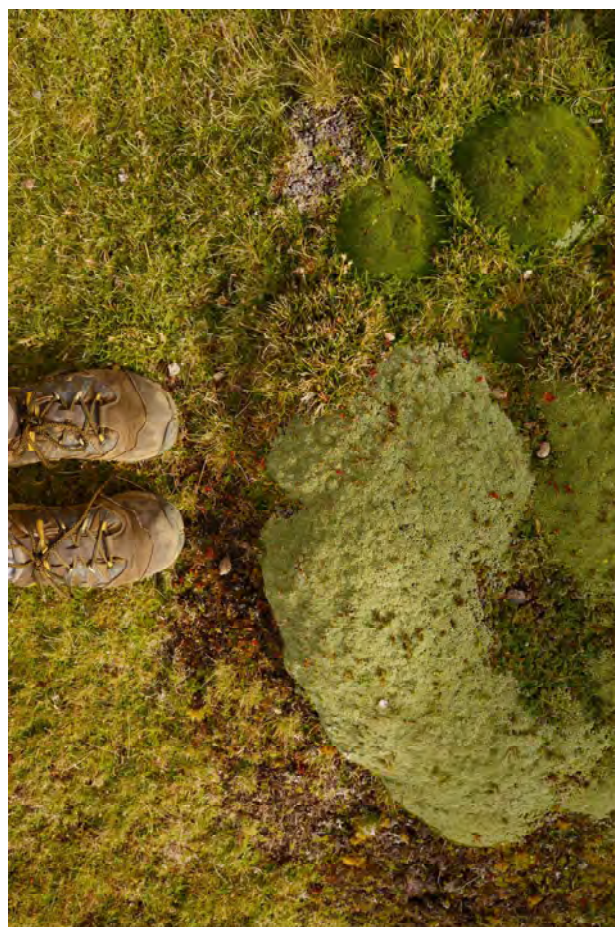


Photo 31: Cushion plant detail - Overland Track, Cradle Mountain-Lake St Clair National Park (photo credit: Andrew English)

7.12 Protecting cultural heritage values

The Management Plan identifies that the management of cultural values should consider the TWWHA as an Aboriginal cultural landscape²⁷ and highlights the significant intangible values²⁸ of cultural or spiritual significance that the TWWHA holds for the Tasmanian Aboriginal community. A key threat to effective management of Aboriginal cultural values identified in the Management Plan is a lack of understanding about both the nature of those values and their place in the landscape (DPIPWE, 2016). The tendency to marginalise and limit Aboriginal cultural values to specific sites reflects a lack of awareness of the TWWHA as an Aboriginal landscape through time (DPIPWE, 2016). Aboriginal cultural values need to be understood, not just at the individual sites that were important to the nomination of the TWWHA for its Aboriginal cultural values, but from a landscape perspective across the TWWHA and through time.

Some cultural heritage surveys and archaeological research have been conducted in the TWWHA over several decades. However, given the sheer scale of the TWWHA, covering some 1.58 million hectares, and the difficulty of accessing and traversing this landscape, most of the property has never been formally surveyed. As such, an absence of registered sites in any area cannot be considered as evidence that no sites are present and at risk of potential harm. It is just as likely that an absence of sites relates to a lack of formal surveys in a given area.

Desktop reviews are also not enough to identify potential threats to a cultural landscape or to tangible and intangible values of the area in question. These are aspects that could only be identified through the preparation of an onsite Aboriginal Heritage Assessment Report (including an Aboriginal cultural landscape assessment), which typically involves an Aboriginal Heritage Officer, a heritage specialist or archaeologist, and consultation with the Tasmanian Aboriginal communities.

Ensuring that an Aboriginal heritage assessment is undertaken for projects in the TWWHA would give tourism operators more certainty about what their obligations are from the start and ensure that projects proceed with the best possible advice on how to manage and protect the OUV.

In addition to consideration of specific sites and the TWWHA as a cultural landscape, an Aboriginal heritage assessment should include ongoing operations and their effect on access to country. This is in line with the *Best Practice Ecotourism Development Guidelines*, which raises the issue of whether the ecotourism offering is compatible with the cultural uses of the site. It is important to recognise that the cultural values of the TWWHA connect to a living culture. Therefore, the ability of the Tasmanian Aboriginal communities to connect with their country and continue to practise their culture is also part of the TWWHA's OUV and needs consideration in Aboriginal heritage assessments and by tourism operators.

Aboriginal heritage assessments play a critical role in ensuring that protection of the TWWHA's cultural values occurs and, particularly in relation to presentation, the cultural values are understood.



Photo 32: Louisa Bay, Southwest National Park
(photo credit: Aboriginal Heritage Tasmania)

²⁷ See glossary for definition

²⁸ See glossary for definition

7.13 Biosecurity

A high level of integrity substantially supports the OUV of the TWWHA. Biosecurity threats that have the potential to introduce pests, weeds and pathogens are direct and serious threats to the natural and cultural values of the TWWHA.

The Management Plan allows for a Biosecurity Overlay for the introduction of biosecurity measures. No areas are currently designated as a Biosecurity Overlay.

One of the key challenges with increased tourism to the TWWHA is increased biosecurity risk. A number of recent biosecurity threats have had significant impact on the Tasmanian economy, and biosecurity is an increasing priority for the Tasmanian community. There is an increasing recognition of the biosecurity threats to Tasmania, particularly stemming from increased tourism from more diverse countries, more global freight and climate change.

A biosecurity plan for the TWWHA is currently being prepared by DPIPWE. Tourism proposals will be required to operate within the requirements of the TWWHA Biosecurity Management Plan.



Photo 33: Government Huts Accommodation, near Lake Dobson, Mount Field National Park (photo credit: Cam Blake)

7.14 Cumulative impact

The need to find the balance between successfully managing the cumulative impacts of growth and offering a range of experiences to meet visitor needs and expectations, while not negatively impacting the OUV, is a key outcome for the Tourism Master Plan. Cumulative impact over time from activities assessed on a case-by-case basis is a key risk to the OUV.

The Management Plan recognises the significance of cumulative impacts in the consideration of presentation opportunities, as well as the risk to the natural and cultural values of the TWWHA being degraded over time. The criteria for activities and proposals in the TWWHA that require assessment through the RAA process identified in the Management Plan include direct, indirect and cumulative impacts on World Heritage values. Consideration of cumulative impact in the TWWHA is to be framed within the context of the Management Plan zoning. The potential cumulative impacts within and across zones is related to the uses potentially allowed within them. Consequently, the risk of cumulative impact is not uniform across the TWWHA, given that approximately 82 per cent of the area is within the restrictive Wilderness Zone. However, cumulative impact also requires consideration of the impacts on adjacent zones having regard to the applicable zone aims and objectives.

It is recognised that there is no single, accepted cumulative impact assessment methodology (International Finance Corporation, 2019), and given the unique characteristics and values of the TWWHA, it is appropriate that a tailored methodology is identified. Cumulative impact assessments can include:

- combined elements of a single project;
- multiple proposals on a single value of the TWWHA (for example, cultural, natural, wilderness); or
- multiple proposals on multiple values.

There are four categories of cumulative environmental effects:

- space crowding – occurs when a system is disturbed by several similar activities;
- time crowding – occurs when impacts are so close in time that the impacts on one action are not dissipated before the next occurs;
- interactive effects – can be additive or compounding; and
- indirect effects – secondary and reasonably foreseeable effects (Minerals Council of Australia, 2015).

Impacts over time are important for the consideration of cumulative impacts. This highlights the importance of the Wilderness Zone and of retaining the limited scope of built infrastructure, including new tracks or landing sites.

Because cumulative impacts often result from the successive, incremental, and/or combined impacts of multiple developments or activities, responsibility for their prevention and management is shared among the various contributing developments. As it is generally beyond the capability of any one party to implement all the measures needed to reduce or eliminate cumulative impacts, collaborative efforts will likely be needed. Consequently, it is considered that the cumulative impact considerations and ongoing management of cumulative impact are primarily the role of PWS as the managing authority.

7.15 Impacts on wilderness value and quality

The wilderness values²⁹ of the TWWHA are significant. Only two other areas in the Southern Hemisphere (Fiordland in New Zealand and Patagonia in South America) contain significant areas of protected temperate wilderness (DPIPWE, 2016). The large extent of remote and largely undisturbed country is identified as fundamental to the integrity of the TWWHA and many of the natural and aesthetic values that form part of its OUV. The intrinsic value of the wilderness was a key element in the advocacy for the protection and listing of the TWWHA and is often viewed as its principal value (DPIPWE, 2016).

The IUCN³⁰ describes the primary objective of wilderness as to protect the long-term ecological integrity of natural areas that are undisturbed by significant human activity, free of modern infrastructure and where natural forces and processes predominate, so that current and future generations have the opportunity to experience such areas. Other objectives include to enable indigenous communities to maintain their traditional lifestyles, to protect their cultural and spiritual values and to allow for low-impact research activities.

Under the Management Plan, wilderness values will be protected by restricting built infrastructure and mechanised access, in particular by the inclusion of 82 per cent of the area in the restrictive Wilderness Zone, and, as with cumulative impact, potential impacts on wilderness values within the TWWHA must be understood in the context of the Management Plan zoning, having regard to the aims and objectives of adjacent zones. The Management Plan requires that impacts on wilderness quality and wilderness values are considered in any assessment of activities in the TWWHA. The Management Plan includes a map from a TWWHA-wide assessment in 2015 of the wilderness quality.

²⁹ See glossary for definition

³⁰ <https://www.iucn.org/theme/protected-areas/about/protected-area-categories/category-ib-wilderness-area>

The method for determining wilderness quality is to sum four independent components:

- remoteness from settlement
- apparent naturalness
- biophysical naturalness
- time remoteness.

The Management Plan identifies under KDO 8.5 that impacts on wilderness values are considered in any assessment of activities. However, as a high level strategic planning document, it does not provide guidance as to when an impact on wilderness quality or wilderness values is acceptable or otherwise, or any details of how and when a wilderness quality assessment should be undertaken.

In addition to maintaining the integrity of the TWWHA, key reasons to better understand wilderness quality assessments and wilderness values are, firstly, the potential for incremental and cumulative impacts over time.

While it is recognised that the current wilderness assessment methodology could be refined (for example, currently the wilderness assessment does not distinguish between the impact of a single hut or a cluster of huts on apparent naturalness), it is beyond the scope of the Tourism Master Plan to make recommendations in relation to a more appropriate methodology. Notwithstanding, it is critical that the methodology, or any future methodology, is applied to all development and works in the TWWHA regardless of the location, the type of development, or the proponent (whether PWS, a private operator or a community group). Until such time as the methodology is sufficiently revised, it will be necessary for the PWS to use this tool to make decisions about the potential gain or loss from each development and to weigh that up against the values protected by the action or the public benefit realised by the development (e.g. track hardening or toilets to minimise environmental harm).

7.16 Approach to public infrastructure

Most works in the TWWHA are undertaken by PWS and are generally for environmental purposes and/or the provision of tourism or recreational infrastructure, such as viewing platforms, shelters, toilets and car parks. The potential impact of these buildings and/or infrastructure, whether it is visual, natural, cultural, social or otherwise, should not be underestimated. Moreover, whether the proponent is the managing authority, a not-for-profit organisation or a commercial operator, considerations for built infrastructure should pertain.

Each element of built infrastructure should recognise and reflect the natural and cultural values of the TWWHA, facilitating and being consistent with the sense of place, while ensuring that the size and scale of facilities provided suit the location, the management zone and the RSF. This includes the quality of the infrastructure, the appropriateness of the design of the infrastructure, building in the context of the OUV, together with the sustainability principles and ensuring that there is not an unnecessary duplication of infrastructure or a better location for the infrastructure.

An efficient use of infrastructure, while encouraging integrated solutions to the presentation of the TWWHA, will facilitate not only its presentation as a single property but an integrated approach to delivering infrastructure and undertaking assessment. Provision of infrastructure and services for multiple users and purposes is to be encouraged to reduce impact.

7.17 Assessment policy guidelines

The assessment guidelines for each policy area are outlined in the table that starts on the next page.

ASSESSMENT POLICY GUIDELINES	
Policy area	Cost-benefit analysis
Policy guideline APG1	<p>Tourism and presentation proposals in the TWWHA are to demonstrate that there are community, economic and social benefits to the proposal based on the preparation of a cost-benefit analysis undertaken by a suitably qualified person. The cost-benefit analysis should be based on the Victorian guidelines, <i>Victorian Guide to Regulation Updated July 2014 Toolkit 2: Cost benefit analysis</i> and consider:</p> <ul style="list-style-type: none"> • a proportional approach; • decommissioning requirements; • identifying and assessing costs and benefits from potential options; • cost of removal of infrastructure and rehabilitation of site/area; • other issues, such as discounting of future costs and benefits; and • selecting and applying appropriate decision criteria to assess the relative effectiveness of or to rank options. <p>To support the attainment of this policy outcome, a detailed guidance document for proponents is to be written that provides direction on preparing cost-benefit analyses in line with the above.</p>
Responsible Authority	PWS
Policy area	Social impact assessment
Policy guideline APG2	<p>Tourism and presentation proposals in the TWWHA are to demonstrate that there is not an unreasonable impact on existing recreational users and nearby communities and have regard to the objectives of the applicable zone in the Management Plan, the node hierarchy outlined in section 3.4 and a social impact assessment.</p> <p>The social impact assessment is to be based on the <i>Social Impact Assessment: Guidance for assessing and managing the social impacts of projects 2015</i> prepared by the International Association for Impact Assessment and have regard to:</p> <ul style="list-style-type: none"> • description of stakeholders; • Aboriginal community, including impacts on access to country; • area of social influence; • cumulative impacts – successive, incremental and combined impacts (both positive and negative); • ongoing management of social issues; • consultation and engagement processes to be undertaken;

	<ul style="list-style-type: none"> • design and implementation of monitoring programs; and • identification of both positive and negative impacts together with measures to enhance the benefits and mitigate or minimise the disbenefits. <p>To support the attainment of this policy outcome, a detailed guidance document for proponents is to be written that provides direction on preparing a social impact assessment in line with the above.</p>
Responsible Authority	PWS
Policy area	Bushfire management
Policy guideline APG3	<p>Tourism and presentation proposals in the TWWHA are to demonstrate a holistic approach to fire and management of people in a bushfire or where there is a risk of bushfire. The approach is to recognise that a reliance on active measures and active controls may be appropriate and these are to include training of operators, guides and PWS staff such that, in a bushfire, particularly in an emergency where the risk is heightened, all staff are working from identical protocols and have a consistent understanding of the measures to be undertaken.</p> <p>To support the attainment of this policy outcome, the TFS <i>Bushfire Emergency Planning Guidelines</i> are to be adhered to in the preparation of bushfire assessment reports, emergency response plans and emergency management plans.</p>
Responsible Authority	PWS, Tasmania Fire Service
Policy area	Lighting management plans
Policy guideline APG4	<p>Tourism and presentation proposals in the TWWHA are to minimise the use of artificial lighting to minimise visual impact and other impacts on the OUV based on best practice principles. A lighting management plan is to be prepared that incorporates the following design principles:</p> <ul style="list-style-type: none"> • start with natural darkness and only add light for specific purposes; • use adaptive light controls to manage light timing, intensity and colour; • bear in mind that artificial lighting can impact negatively on wildlife; • light only the object or area intended – keep lights close to the ground, directed and shielded to avoid light spill; • use the lowest intensity lighting appropriate for the task; • use non-reflective, dark-coloured surfaces; and • use lights with reduced or filtered blue, violet and ultraviolet wavelengths. <p>To support the attainment of this policy outcome, proponents (including PWS) will be required to seek specialist advice on preparing lighting plans for their developments in line with the above.</p>
Responsible Authority	Proponents

Policy area	Noise pollution
Policy guideline APG5	<p>Tourism and presentation proposals in the TWWHA are to minimise noise emissions, minimising any impact on the recreational experience within the TWWHA or on the OUV. The noise assessment is to address:</p> <ul style="list-style-type: none"> • social setting; • visitor experience; • visitor experience statement; • location and proximity of public and private infrastructure; • fauna; and • noise from aircraft, boats; cars or other vehicles both during construction and operation. <p>To support the attainment of this policy outcome, proponents (including PWS) will be required to seek specialist advice and address and mitigate the potential for noise impacts during their RAA process. Cumulative noise impacts should be considered, particularly in the case of aircraft operations (e.g. commercial tours). PWS should provide guidance on what advice is to be obtained.</p>
Responsible Authority	Proponents
Policy area	Group sizes and numbers
Policy guideline APG6	<p>Continue to ensure tourism proposals and presentation opportunities are consistent with <i>Walking Track Classification Policy 2014</i>.</p>
Responsible Authority	PWS
Policy area	Visual impact assessments
Policy guideline APG7	<p>Tourism and presentation proposals in the TWWHA are to ensure that the visual impact is minimised to the degree that the visual qualities of the area are protected, maintained and, where appropriate, enhanced. A visual impact assessment is to be prepared that considers:</p> <ul style="list-style-type: none"> • interest in the visual environment and the distance/angle view to the source of the impact; • extent of screening/filtering of the view; • magnitude of change in the view; • integration of changes within the existing view (form, mass, height, colour and texture); and • duration of the effect (temporary/permanent, intermittent/continuous).

	To support the attainment of this policy outcome, proponents (including PWS) are to specifically commission a visual impact assessment consistent with the above as part of the RAA process. PWS should provide guidance on what advice is to be obtained.
Responsible Authority	Proponent
Policy area	Visitor accommodation
Policy guideline APG8	<p>Tourism and presentation proposals in the TWWHA are to ensure that the visitor accommodation, be it private hut, public huts or standing camps, directly and appropriately facilitates an immersive experience in the TWWHA reflective of the OUV, the management zone, its description and specific aims while not creating ongoing PWS management obligations that could impact the values (either by themselves or cumulatively). Consideration is to be given to:</p> <ul style="list-style-type: none"> • appropriate and limited associated or ancillary facilities and services with visitor accommodation; • appropriate level of service provided (hut manager, linen etc); • type of visitor and guest; and • efficient and minimal floor area and footprint. <p>To support the attainment of this policy outcome, a detailed guidance document for proponents is to be written that provides: direction on clear, discernible differences between types of visitor accommodation, such as a standing camp, hut, lodge, hotel,; alignment with the Building Code of Australia in discerning the different types of visitor accommodation (particularly standing camp); and appropriate associated or ancillary facilities and services including the level of service provided.</p>
Responsible Authority	PWS
Policy area	Sustainable construction
Policy guideline APG9	<p>Tourism and presentation proposals that involve built infrastructure in the TWWHA (excluding heritage structures unless deemed compatible) are to demonstrate best practice sustainable construction, have regard to the <i>Best Practice Ecotourism Development Guidelines</i> (2015) prepared by the Queensland Government, and are to include:</p> <ul style="list-style-type: none"> • optimised use and flexibility of spaces to minimise building size and required resources, reflecting 'smaller is better'; • sustainability features, such as recycled materials, efficient water and energy systems, and waste minimisation practices; • modular, prefabricated and easy-to-assemble construction technologies to reduce construction-related impacts; • locally sourced and lightweight yet durable materials and construction practices;

	<ul style="list-style-type: none"> • renewable, durable, non-toxic and environmentally sustainable materials; • passive energy and renewable energy technologies; • water awareness, conservation and efficiency practices integrated into the operation; • working towards a zero-waste strategy; and • sewerage and effluent management to best practice standards with no impacts on the site, including consideration of full-capture blackwater as a minimum standard, and grey water and stormwater capture/disposal to a standard higher than required outside the TWWHA. <p>To support the attainment of this policy outcome, a detailed guidance document for proponents is to be adopted that provides direction on best practice sustainable construction in line with the above.</p>
Responsible Authority	PWS
Policy area	Natural values surveys
Policy guideline APG10	<p>Tourism and presentation proposals for the TWWHA are to demonstrate consistency with the requirements of the <i>Guidelines for Natural Values Surveys – Terrestrial Development Proposals</i> issued by Policy and Conservation Advice Branch, DPIPWE and:</p> <ul style="list-style-type: none"> • identify when additional or targeted studies are required to fulfil the Management Plan requirements; • detail the assessment for geoconservation for both desktop analysis and field surveys of the proposed development site and the surrounding area, including: <ul style="list-style-type: none"> • broadly characterise the geodiversity; • review available data and existing reports on geodiversity values and geomorphic process; • assess the site for geodiversity values in the vicinity of the proposal; • identify and document the existing condition and sensitivity of geodiversity values and any existing threats to those values within the vicinity of the proposal; • identify any current geomorphic process (e.g. karst, fluvial, coastal or soil, including acid sulphate); • assess potential impacts of the proposal; • identify avoidance and mitigation strategies; and • identify appropriate monitoring methods.

	To support the attainment of this policy outcome, a detailed guidance document is to be written for proponents that complements the existing <i>Guidelines for Natural Values Surveys</i> and is in line with the above.
Responsible Authority	PWS
Policy area	Cultural heritage assessment
Policy guideline APG14	<p>Cultural heritage assessments are a priority requirement. Tourism and presentation proposals in the TWWHA are to comply with the <i>Aboriginal Heritage Standards and Procedures</i> prepared by AHT within DPIWE (currently being revised). Any assessment undertaken in the TWWHA will, where required under the revised standards and procedures, take into account impacts on the TWWHA as a cultural landscape including:</p> <ul style="list-style-type: none"> • a review and understanding of the available ethnohistoric information for the general area in question, with an emphasis on understanding: <ul style="list-style-type: none"> • which Traditional Aboriginal groups were accessing the area; • the seasonal movement through the landscape and the use of resources; • any specific spiritual or ceremonial associations with the area. • a review of the archaeological findings for the general area in question, and how this interrelates with the available ethnohistoric information; • detailed consultation with the relevant Tasmanian Aboriginal communities, with the aim of ascertaining what cultural values they attribute to the general area in question, and any additional knowledge that may be relevant; • an assessment as to how any proposal might impact on any identified Aboriginal cultural values, and the extent to which such impacts are compatible with the views of the Aboriginal communities and the Management Plan.
Responsible Authority	AHT/PWS
Policy area	Biosecurity
Policy guideline APG11	Tourism and presentation proposals are to demonstrate consistency with any relevant biosecurity strategies and management plans applicable for the TWWHA.
Responsible Authority	PWS
Policy area	Cumulative impact assessment
Policy guideline APG12	Tourism and presentation proposals are to demonstrate that the OUV, including integrity and authenticity, and other values of the TWWHA are maintained and protected when considering cumulative impact; it is recognised that cumulative impact is primarily the role of PWS as the managing authority. Cumulative impact assessments are to consider where appropriate:

	<ul style="list-style-type: none"> • combined elements of a single project; • multiple proposals on a single value of the TWWHA (for example, cultural, natural, wilderness); • issues that require consideration – wilderness values, cultural values, biodiversity values, noise, change in visitor numbers; • multiple proposals on multiple values; • space crowding – occurs when a system is disturbed by several similar activities; • time crowding – occurs when impacts are so close in time that the impacts on one action are not dissipated before the next occurs; • interactive effects – can be additive or compounding; • indirect effects – secondary and reasonably foreseeable effects; • impacts over time; • that holistic approach to assessment for the entire TWWHA is critical to ensuring the erosion of values does not occur through cumulative impact; • identification of all past, present and reasonably anticipated and/or planned proposals; • determination of the present condition of each consideration and then assessment of the cumulative impacts; and • mitigation measures to minimise the effects of cumulative impacts.
Responsible Authority	PWS
Policy area	Wilderness values assessment
Policy guideline APG13	<p>Tourism and presentation proposals in the TWWHA are to demonstrate an appropriate level of retention of very high-quality wilderness values and, where possible, a no net loss or an increase in lesser quality wilderness values to ensure large expanses of remote and largely undisturbed area are maintained and enhanced over time. Wilderness values assessments are to consider:</p> <ul style="list-style-type: none"> • both wilderness quality and wilderness values; • cumulative impact; and • ongoing and continuous monitoring. <p>To support the attainment of this policy outcome, the PWS will require an assessment for all infrastructure and buildings, including the rerouting of tracks, toilets, huts and so forth, regardless of proponent, and a review of current methodology for wilderness quality.</p>

Responsible Authority	PWS
Policy area	Public infrastructure
Policy guideline APG15	Tourism and presentation proposals for the TWWHA are to demonstrate an efficient use of infrastructure, minimising duplication, while ensuring that the size and scale of facilities provided suit the location, the management zone, the visitor experience statement and the RSF.
Responsible Authority	PWS



Photo 34: Looking south to Cox Blight across buttongrass plains south of Melaleuca, Southwest National Park (photo credit: Tim Dub)

Acronyms

ACRONYM	MEANING
ACAT	Aboriginal cultural awareness training
AHAT	Aboriginal heritage awareness training
AHT	Aboriginal Heritage Tasmania
CASA	Civil Aviation Safety Authority
CBA	cost-benefit analysis
DPIPWE	Department of Primary Industries, Parks, Water and Environment
FNA	Fly Neighbourly Agreement
ICOMOS	International Council on Monuments and Sites
IUCN	International Union for Conservation of Nature
Management Plan	<i>Tasmanian Wilderness World Heritage Area Management Plan 2016</i>
NPRM Act	<i>National Parks and Reserves Management Act 2002</i>
OUV	Outstanding Universal Value
PWS	Tasmania Parks and Wildlife Service
RAA	Reserve Activity Assessment
RSF	Recreation Standards Framework
TICT	Tourism Industry Council Tasmania
T21	<i>Tourism 21</i>
TWWHA	Tasmanian Wilderness World Heritage Area
UNESCO	United Nations Educational, Scientific and Cultural Organization



Photo credit: Cam Blake

Glossary

CONCEPT	DEFINITION
Authenticity	To be considered of Outstanding Universal Value, a property needs to meet (among other considerations) the conditions of authenticity ³¹ . Authenticity relates to the true cultural expression of the values of a property, in material or conceptual form, that cannot be represented by a copy or re-creation (DPIPWE, 2016). Authenticity means that cultural values are truthfully and credibly expressed. Concerning the TWWHA, this truthful expression of cultural values includes (but is not limited to) traditions, techniques and management systems, intangible heritage, and the spirit and feeling of the Tasmanian Aboriginal community towards their country. Authenticity can be used to describe desirable kinds of interpretation and presentation of cultural values – that is, authentic ones.
Cost-benefit analysis	<p>Cost-benefit analysis (CBA) is an evidence-based method for systematically organising and presenting information to help understand all the impacts of policies and projects, including economic, social and environmental impacts. The general aim of CBA is to measure whether the project or initiative in question will make society as a whole better off, compared to what would have happened without the project.</p> <p>A CBA is undertaken from a community perspective and considers all impacts on community welfare, whether priced or unpriced in a market. For example, the benefits that ecosystem services provide are not directly priced in the market but are monetised and included in a CBA. Similarly, social or heritage values are considered in a CBA but not captured in financial analysis.</p> <p>The CBA is a useful tool to assess the net public benefit of proposed policy decisions or management approaches. A CBA:</p> <ul style="list-style-type: none"> • recognises that the world is not static – that is, even under the business-as-usual option, certain costs and benefits arise; • takes a society-wide perspective; and • includes the gamut of economic, social and environmental costs.
Country	<p>For Tasmanian Aboriginal people, country encompasses an interdependent relationship between an individual/community and ancestral land and sea country. This reciprocal relationship between people and the land is sustained by an intimate knowledge of the environment and all things within it.</p> <p>Country sustains all aspects of Tasmanian Aboriginals' spirituality, culture, language, family, law and identity. Each person is entrusted with the cultural knowledge and responsibility to care for country.</p>

³¹ Only applies to a cultural property

CONCEPT	DEFINITION
	<p>Aboriginal heritage provides a visual link to the past, but is not limited to the physical evidence. It includes both tangible and intangible aspects of culture. Physical and spiritual connection to land and all things within the landscape has been, and continues to be, an important feature of cultural expression for Aboriginal people since creation. Physical evidence of past occupation of a specific place may include artefacts, living places (middens), rock shelters, markings in rock or on the walls of caves and/or rock shelters, burial and ceremonial places. Non-physical aspects of culture may include the knowledge (i.e. stories, song, dance, weather patterns, animal, plant and marine resources for food, medicines and technology) connected to the people and the place.</p> <p>Caring for country means participating in longstanding, interrelated activities on land and sea country with the objective of promoting ecological and community health and wellbeing – both from a physical and spiritual perspective. It is the legacy that each generation passes to the next from the beginning of time, on into the future.</p>
Cultural landscape	<p>One of the three key management objectives for cultural values in the Management Plan is to understand the TWWHA as an Aboriginal cultural landscape, reflecting its long occupation, as a foundation for the management of its cultural values. Whereas a cultural heritage site or Aboriginal heritage site are terms used to refer to a specific, often tangible, place and object of significance, cultural landscape is a broader concept used to refer to the cumulation of all tangible and intangible values found across the landscape.</p> <p>The World Heritage Committee has formally recognised ‘cultural landscapes’ since 1992. These landscapes are the combined works of nature and of man that are illustrative of evolution. In the context of the TWWHA, cultural landscapes are illustrative of Aboriginal society and settlement over time, under the influence of the physical constraints and/or opportunities presented by their natural environment and of successive social, economic and cultural forces, both external and internal. The TWWHA has the potential to qualify as a World Heritage Cultural Landscape. Such recognition, through the World Heritage Convention, similar to that of Uluru-Kata Tjuta in Central Australia, would be additional to the recognised Outstanding Universal Value of the TWWHA (DPIPWE, 2016).</p>
Cultural significance / cultural values	<p>Cultural significance (values) is defined in the <i>Burra Charter</i>. It refers to aesthetic, historic, scientific, social or spiritual value for past, present or future generations. This includes Aboriginal and historic cultural values. While cultural values encompass social as well as recreational values, they are often separated to highlight this distinction.</p>

CONCEPT	DEFINITION
Economic impact assessment	<p>An economic impact assessment does not assess the merits of a project but traces how project implementation influences overall economic activity levels over time, e.g. in terms of jobs creation and income generation. A variety of measures of the proposal's economic value is generated in an economic impact assessment, including what tourists spend in an economy (the direct impact) and what this spending generates for the economy in terms of contribution to the gross regional/state product (GRP/GSP); employment supported by the tourism sector; and economic activity and employment supported in non-tourism sectors (the indirect impacts).</p> <p>In assessing the merit of proposed development, government treasuries tend to exclude the results of economic impact assessments in their assessments of business cases and focus on CBA results instead. Strong employment numbers do not necessarily mean a project is beneficial to a region, for instance if the employment generated displaces employment elsewhere.</p> <p>An economic impact assessment, like a financial feasibility analysis, does not capture the full range of costs and benefits of a proposal and is not capable of providing judgement as to whether the project is actually beneficial from a community welfare perspective.</p>
Financial viability	<p>Financial viability is the ability to generate sufficient income to meet operating payments, debt commitments and, where applicable, to allow growth while maintaining service levels. Assessing financial viability is critical to ensure that proposals have longevity and will not fail in the short term, leaving behind impacts and unused infrastructure. Projects that require built infrastructure need a higher level of financial and market information to demonstrate the financial and economic viability of such proposals (as per business case guidelines).</p> <p>Financial analysis is undertaken from the narrow perspective of an investor, or buyer, or seller in the market and only tracks market-transacted costs and benefits.</p>
Intangible and tangible heritage values	<p>Intangible heritage means the practices, representations, expressions, language, traditions, knowledge, skills – as well as the instruments, objects, artefacts and cultural spaces associated therewith – that communities, groups and, in some cases, individuals recognise as part of their cultural heritage. This intangible cultural heritage, transmitted from generation to generation, is constantly recreated by communities and groups in response to their environment, their interaction with nature and their history, and provides them with a sense of identity and continuity (UNESCO-ICOMOS Documentation Centre, 2011).</p> <p>Tangible heritage, on the other hand, is a physical expression of cultural values, such as places and objects.</p> <p>It is more realistic to understand heritage values as generally being a combination of tangible and intangible aspects, even though it is sometimes useful to discuss them separately.</p>

CONCEPT	DEFINITION
Integrity	To be considered of Outstanding Universal Value, a property needs to meet (among other considerations) the conditions of integrity. Integrity relates to the wholeness and intactness of the property and how it conveys the values it holds. Integrity can relate to the size of the property (sufficient size to represent the values) and to any threats affecting the property (DPIPWE, 2016). Integrity refers to the completeness of the site and its values. Integrity is an attribute that the TWWHA is already recognised to possess, and it is critical that any developments in the TWWHA are consistent with maintaining this integrity.
Non-commercial events or group activity	<p>Group activities are defined as the organised use of a reserve or part of a reserve by a group of people. A group activity includes any event, training, ceremony, competition or tournament. The intent of regulation 16 of the <i>National Parks and Reserve Land Regulations 2009</i> is for PWS to have the power to assess and approve group activities.</p> <p>Non-commercial is defined as not having a commercial objective or intended to make a profit³².</p>
Presentation	Presentation refers to the visitor experience of the Outstanding Universal Value of a World Heritage area. It is a key requirement of the World Heritage Convention. Management of presentation covers all aspects of the visitor experience, including information, interpretation, tourism and recreation opportunities, management presence and facilities. It includes consideration of the type of engagement that visitors (both local, interstate and international) can have with the Outstanding Universal Value through to the expectations and demands of different visitor groups.
Recreation	Recreation is a pastime, exercise or other activity that is undertaken for enjoyment, relaxation or pleasure when the person is not working. Recreational activity is often closely aligned with tourism and it can be challenging to distinguish recreation from tourism in the context of how the TWWHA is enjoyed for leisure or other purposes.
Recreation Standards Framework	A framework that describes a range of recreational environments (from remote, to wilderness, to urban recreational settings) which provides a spectrum of recreational experiences.
Social impact assessment	Social impact assessment (SIA) is the process of identifying and managing the social issues of project development (including ongoing operations) and includes the effective engagement of affected communities in participatory processes of identification, assessment and management of social impacts. Although SIA is still used as an impact-prediction mechanism and decision-making tool in regulatory processes to consider the social impacts in advance of a permitting or licensing decision, equally important is the contribution of SIA to the ongoing management of social issues throughout the whole project development cycle, from conception to post-closure (Vanclay et al., 2015).

³² The circumstances where a business licence is required are detailed in s38 of the NPRM Act, which would be considered when determining if a group activity is 'commercial'.

CONCEPT	DEFINITION
	<p>SIAs assess the social consequences of a proposed decision or action, namely the impacts on affected groups of people and on their way of life, life chances, health, culture and capacity to sustain these. A triple bottom line approach to planning decisions should include an SIA in the impact assessment processes, though SIAs are often overshadowed by the economic and environmental components.</p> <p>SIAs are important for earning a social licence to operate. Meaningful, transparent and ongoing community engagement practices from the earliest stages of any intervention are essential to building trust and respect (Vancley et al., 2015). However, it is important that SIAs are not seen as simply public participation in a consultation process – which is a much shallower exercise than building an ongoing mutually beneficial relationship.</p> <p>An SIA may give rise to recommendations for mitigation if the proposed change goes ahead. Like social impacts, mitigations should be properly researched to establish their effectiveness in dealing with identified impacts and should address inter- and intra-generational equity.</p>
Sustainable tourism	Sustainable tourism is a level of tourism able to be maintained, including at a certain rate of growth, taking into account social, economic and environmental factors. In the context of the TWWHA, this refers to the level able to be maintained without adverse impacts on the Outstanding Universal Value and other significant natural and cultural values.
Tourism	Tourism means the activities of people travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes. It excludes Tasmanian Aboriginals, who are not tourists within the TWWHA. It is also recognised that some Tasmanian bushwalkers do not see themselves as tourists or visitors.
Voluntourism	A type of tourism in which tourists, for various reasons, volunteer in an organised way to undertake holidays that might involve aiding or alleviating the material poverty of some groups in society, the restoration of certain environments or research into aspects of society or environment (Wearing, 2001).
Wilderness	A wilderness area is an area that is of sufficient size, remoteness and naturalness to enable the long-term integrity of its natural systems, diversity and processes, the maintenance of cultural landscapes and the provision of a wilderness recreational experience (DPIPWE, 2016).
Wilderness quality	<p>The Australian Heritage Commission first established a useful tool in 1995 (National Wilderness Inventory Methodology), which was subsequently modified to reflect the specific conditions in Tasmania. Wilderness quality is the output of this model.</p> <p>The modified method determines wilderness values as the sum of four independent components:</p>

CONCEPT	DEFINITION
	<ul style="list-style-type: none"> • remoteness from settlement; • apparent naturalness; • biophysical naturalness; and • time remoteness. <p>The calculated values (0-20) represent a continuum of disturbance and remoteness; they are not used to determine a threshold for wilderness.</p>
Wilderness values	Wilderness values refers to the full range of tangible and intangible values associated with wilderness, including biophysical, ecological, experiential and intrinsic.



Photo 35: Artists Pool and Cradle Mountain, Cradle Mountain-Lake St Clair National Park (photo credit: Cam Blake)

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**Sculpture Exhibitions Celebrating the
100th Anniversary of the Establishment
of the
Royal Australian Air Force
To be held in 2021**

Artist Statement

Version 1

February 2020

Barry Smith

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Commercially Confidential

Artist Statement

This exhibition not only challenges us to expand our perspective and knowledge of Australia's aviation history and heritage through its links with the RAAF; it is designed to shape a state of mind and to leave all those who see the sculptures an undeniably clear orientation. It also charges us to remember the undeniable final bottom line, the men who fought and the sacrifices they made.

Nothing that is ever received comes easy. Someone paid a price. World War I & II and the wars that followed were only stepping stones in all the great things and momentous events that have been accomplished in Australian history.

The RAAF reached a peak of over 150,000 men with front line strength of 75 Squadrons during World War II. Many did not come back from that war and subsequent conflicts. Many lie in forgotten corners of the earth and sea. Many more were left disabled mentally and physically. Whether in World War I or II, Korea, Vietnam or more recent conflicts, their service showed that frequently the most difficult battles aren't those fought with aircraft but those which are fought within the airman's own mind.

The *RAAF2021 Centenary Sculpture Exhibition* seeks to tell the story of the aircraft and the airmen who flew them through a selection of 12 aviation sculptures, beginning with the Avro 504, a biplane training aircraft through to the supersonic F-4 Phantom.

This is also a story about Tasmanian airmen who flew the aircraft represented in the collection. Many Australians fail to realise the enormous contribution played by airmen, from all walks of life, and from all over Australia.

The Artist's intention is to explore the notion of aircraft as a symbol of perfection of form, as an expression of geometric shapes, the same language that is used in the description of the shapes and form in sculpture. The airplane has evolved to fly, that is its sole purpose. The airplane's whole mass from wing tip to wing tip is nothing more than the expression of complete freedom.

The dream of flight, to soar like a bird, to escape the ties and physical restraints of an earth bound existence, is one of man's most ancient and persistent fantasies and memories. It is a symbolic journey that began with man's search to mimic a bird's freedom of perfection. The familiarity of birds and their mastery of flight has led them to be a great source of inspiration to people throughout our shared history. They

have a powerful place in our cultures as symbols of freedom and wisdom as well as spirituality.

At the heart of this exhibition is the interaction between the aesthetic perfection of shape and form in sculpture and the universal perfection of form in the aerodynamic design features of aircraft.

The sculptures within this collection will explore the aesthetic connection between perfection and efficiency that the aircraft wing has reached over the course of its evolution in the realms of flight.

Aircraft demonstrate this aerodynamic perfection of shape, balance of mass and aesthetically pleasing lines; sleek, simple and with smooth lines. A pointed shape suggesting high speed movement held in a state of suspended animation.

At the basis of every aircraft form lies a system of universal geometric perfection using basic shapes and ratios that forms the basic elements in the understanding of sculptural form. The interaction between perfection and geometry is confirmation that particular proportions are woven into the very fabric of nature.

The exhibition also concentrates on detailing and explaining the aviation history behind each piece, the political landscape behind the history and the art theory that is the backbone behind the exhibition's ambitions. It explores the notion of aircraft forms being representative and symbolic of a particular time frame or event in history that is significant to a particular generation.

For an aircraft to become a generational metaphor requires time and whatever lasting social impact the aircraft and its role in history has had on society, together with its influence on later designs. Time and place, and whether it is evolutionary or revolutionary play a large role in determining whether or not a particular aircraft reaches timeless aesthetic value.

Politics and war go hand in hand and to omit the basic political and social background of events intrinsically fails to give the complete environment behind aviation development. Politics combined with world events is the driving force behind the requirements of need and change. Need and change is the driving force behind design development. Whether it be the politics and theories of the nuclear deterrent and mutually assured destruction (MAD) during the Cold War, the effects of strategy during the unpopular war in Vietnam or the ideological orientation of a particular government, it all has had a significant effect on the role and development of aircraft.

As an artist I want to capture a complex object such as an aircraft and simplify the aerodynamic form to produce a recognisable, but pure structure that encapsulates and expresses all the essential element of flight. I want the manifestation to be beautiful, but perfect enough, to express tension, to be disturbing. To make an object expressing impending motion in a state of suspended animation.

As a whole, this sculptural project traverses the wide terrain of symbolism where the aircraft, in its many forms, can be viewed as being a very potent symbol, whether of patriotism, of fear, of victory, of endeavour, or of human spirit.

History has encoded these machines with images of allegorical proportions where they are able to be moved into a contemporary context and used as a technological totem, of which the aircraft shape presents a visually pure and striking form.

This exhibition is not intended as a substitute, or take attention away from other RAAF Centenary activities. It does, however, offer an alternative for reflection and education in an atmosphere filled with memories, history and heritage.

The *RAAF2021 Centenary Sculpture Exhibition* will assist the RAAF in its own vision of participation in community activities, at a community level. The exhibition's overall message is appropriate as a whole, by extending and combining aviation and RAAF histories and heritage to the members of the public who will experience the unique sculptural exhibition. Community understanding and support of the military mission is as important in peace time as it is in time of war. Australia's military aviation experiences since the RAAF'S beginnings make this effort even more meaningful.

The primary goal of the *RAAF2021 Centenary Sculpture Exhibition* is to most effective use of the aviation sculptures as an educational tool to enhance the understanding of the role the Royal Australian Air Force plays in Australian culture.

The sculptures represent the combat aircraft from a bygone era. The symbolism flooding from these sculptures will tell a multitude of stories more dramatically and more effectively than any other method. They will represent frozen moments for reflection on past endeavours and achievements, but they will also offer an opportunity to look forward, to project a sense of professionalism, purpose, tenacity, dedication, and a story of development and success.

**Sculpture Exhibitions Celebrating the
100th Anniversary of the Establishment
of the**

Royal Australian Air Force

To be held in 2021

**Condensed Aircraft Sculpture
Description**

Version 1

February 2020

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Commercially Confidential

Aircraft Types Portrayed in Sculptural Form

Avro 504

The Australian history of Avro's famous and long produced trainer began in 1918 when 20 504Ks were ordered for the Australian Flying Corps (AFC) for use by the Central Flying School at Point Cook.

Avro Tiger Moth

The D.H.82 Tiger Moth, arguably the best known training aircraft of all time was a product not of inspired design or meticulous planning, but of evolution.

The aircraft on which thousands of Australian airmen learned to fly, the Tiger Moth was the standard elementary trainer of the Empire Air Training Scheme and therefore subject to mass production in Britain, Canada, Australia and New Zealand.

Supermarine Spitfire

The Spitfire was the first all metal monoplane fighter to come into service with the Royal Air Force.

The war at home had been going badly for Australia. Following its surprise attack on Pearl Harbour, the Japanese military machine had swept down through Asia and the Pacific. Singapore fell and thousands of Australian troops were captured.

The RAAF found itself unable to protect the country. It had no fighter aircraft at home, the general-purpose Wirraway being pressed into the role. The Australian Government appealed to its allies for fighters. In May 1942 Britain agreed that three Spitfire squadrons would be allocated to assist in the defence of Australia. A total of 656 Spitfires was delivered to the RAAF between August 1942 and June 1945 and these were stationed in Darwin.

Short Sunderland

As part of the Royal Australian Air Force's general expansion in the mid and late 1930s, it was announced in May 1939 that a new seaplane base would be established at Rathmines (Lake Macquarie) NSW.

Later in the same month it was also announced that Sunderlands would be purchased to equip Nos. 10 and 11 Squadrons. These aircraft were allocated the serial A18-1 to 9, but they were never applied to the aircraft due to their remaining in Britain.

10 Squadron personnel arrived in Britain in August 1939 to pick up and train on their new Sunderlands. Events intervened, however, with Britain and subsequently

Australia declaring war on Germany on 3 September and the first Sunderland being handed over just eight days later.

10 Squadron and its Sunderlands would remain in Britain to fight Germany, spending its entire war in the European Theatre of Operations until disbanding in October 1945.

Consolidated PBY-2 Catalina

The Consolidated PBY Catalina flying boat is one of the most famous aircraft types ever built and served with distinction in the anti-submarine, maritime reconnaissance, search and rescue, mine laying and Special Forces support roles in World War II.

After the Fall of Rabaul in February 1942 the Catalina squadrons became the RAAF's only offensive weapon against the Japanese. RAAF Catalinas earned an impressive record during the war. They were also employed as a long range bomber and minelayer and excelled in the latter role. Although their low speed made them vulnerable to fighters, it also allowed them to accurately lay mines while flying.

These activities extended their operations as far as the Chinese coast and covering just about every enemy port in the South West Pacific Area. Many aircraft and crew were lost and disappeared with no trace during these long missions. Most of these very secret operations were performed at night using black painted Catalinas, from which the "Black Cats" legend grew.

B-24 Liberator

During the Second World War, seven squadrons of the Royal Australian Air Force flew a total of 287 Consolidated B-24 Liberators in defending Australia against Japanese aggressors. They were especially instrumental in deterring an invasion force of 50,000 Japanese troops assembled in Timor.

The B-24 Liberator represents the ultimate strength of the Royal Australian Air Force, which at the height of its development operated these aircraft in seven squadrons and two special flights during the war in the Pacific. It was the largest aircraft in service with the RAAF in wartime and the only one remaining from the Australian fleet. As such it is now an historic aircraft of national significance, an icon in the history of Australia's aviation heritage and development, and a monument to our nation's military resolve to resist the might of a would-be invader.

North American/CAC Mustang P-51

The North American P-51 Mustang is generally regarded as one of the most famous fighter aircraft of all time, and possibly the best all-round fighter of the World War II period. During World War II the RAAF operated a total of 499 Mustangs, 200 of which were manufactured in Australia by the Commonwealth Aircraft Corporation (CAC). Australia was the only country outside of the USA to build the Mustang.

The RAAF had been the first Australian service into action in World War II, a distinction it again claimed when No. 77 Squadron flew its Mustangs into combat in Korea on 2 July 1950. The RAAF employed Mustangs for just nine months between

July 1950 and April 1951 prior to replacing them with Gloster Meteor jets. The Australians lost 10 pilots killed in action and four more to accidents.

Gloster Meteor

The Meteor became the first jet aircraft to be officially taken on Royal Australian Air Force in June 1946. It was not until 1951 that the Meteor entered regular RAAF squadron service as the second jet aircraft to do so (the first was the Vampire) and the aircraft involved were delivered direct to No. 77 Squadron in Japan for operations in the Korean War.

Casualties were high, with about 25% of all pilots being killed or captured. Forty one members of No. 77 Squadron died in Korea, including twenty eight in combat and nine in flying accidents. Thirteen Mustangs and forty six Meteors were lost.

North American F-86/CAC Sabre

By any criteria, the Sabre was one of the greatest aircraft of all time, symbolic of the major changes that would arrive and signified the beginning of the first generation of jet aircraft. The key to the Sabre's success was its wing swept back at 35 degrees, which allowed the aircraft to enter the transonic regime without encountering the compressibility effects of earlier straight-winged aircraft. The Sabre's swept wings and jet engine produced a flying experience that was very different from the pinnacle generation of propeller-driven fighters that were operational in the early days of jet fighter development in the late 1940s and early 1950s.

Even as the Royal Australian Air Force's first operational Jet fighter – the de Havilland Vampire – was entering service in 1949, investigations into finding a more modern replacement for it were underway. Local licence production was considered a necessary part of the project. The Sabre was selected in early 1951 for production by Commonwealth Aircraft Corporation based in Melbourne.

The Sabre remained the RAAF's front line fighter until the Mirage began to replace it in 1965. It was formally retired from RAAF service in July 1971.

English Electric Canberra

Investigations into a more modern replacement were therefore began resulting in the order of 48 English Electric Canberra jet bombers in 1950. The Canberra would be built under licence in Australia by the Government Aircraft Factory (GAF).

RAAF Canberras achieved some national fame in 1953 when A84-201 and 202 participated in that year's England to New Zealand Air Race, the latter finishing a close second outright to an RAF Canberra. Long distance flights were a feature of early RAAF Canberra operations, these including goodwill trips to the USA.

No.2 Squadron left Darwin on 29 June 1958 for RAAF Base Butterworth in Malaysia, and remained there until being transferred to Phan Rang air base in South Vietnam on 19 April 1967. Canberras from No.2 Squadron became the first Australian jet bombers to perform a combat sortie in September 1958 when an attack against terrorist in northern Malaysia was carried out, the first of many such excursions.

As part of Australia's large commitment to the Vietnam War, the Canberras remained in country until June 1971 and in the meantime achieved an enviable record flying that was by then regarded by many as an obsolete bomber.

Whilst No.2 Squadron was based in Vietnam, two aircraft were lost and several others were damaged. The first Canberra, A84-231 was lost on 3 November 1970 while on a Skyspot mission to support South Vietnam forces in the Da Nang area; the two man crew were declared missing and are believed to have been killed in action. Flying Officer Michael Herbert and Pilot Officer Robert Carver disappeared without trace on 3 November 1970 while on a bombing mission.

The aircraft was not found until February 2009. The cause of the loss has not been determined.

The second aircraft, A84-228, was shot down on 14 March 1971 by enemy missiles in the Khe Sanh area, but the crew consisting of the Commanding Officer, Wing Commander John Downing and his navigator Flight Lieutenant Al Pinches, ejected from the plane.

Bell UH-1 Iroquois

The Vietnam War was a conflict personified by the enduring image of the "Chopper", Vietnam was a helicopter war. Bell Corporation built 10,050 Iroquois helicopters between 1957 and 1975 and 7,013 served in Vietnam. Of those 3,305 were destroyed during combat.

The RAAF played an active role in the Vietnam conflict, with units gradually built up to squadron strength. Also a flight of RAN helicopters were added to the force. Iroquois pilots and crew were in constant danger as they had to brave the enemy's fire in ferrying troops to battle positions and returning them to safety of base camp or hospital. The Australian Brigade at Phuoc Tuy Province claimed that a wounded man could be on the operating table within forty minutes of being hit, thanks to the Iroquois UH-1.

The Battle of Long Tan

A notable Iroquois mission happened on 18/08/66, involving aircraft serial number A2-1020 and A2-1024 which became the most significant Australian action of the Vietnam War. After a heavy mortar attack on the Australian Task Force Base at Nui Dat on 17-18 August, Army elements, including D Company of the 6th Royal Australian Regiment (6 RAR) were tasked with sweeping the surrounding area to locate this strong enemy force. Heading east towards the small derelict village of Long Tan just 4000 metres from the base, a small group of Viet Cong troops was pursued into the rubber plantation adjacent to the village. Soon after entering the plantation, 11 Platoon of D Company encountered heavy machine gun fire, taking up a defensive position and suffering heavy casualties. Soon over 2500 enemy troops had enveloped the 108 soldiers of D Company, and the Australians faced being over-run if they could be isolated overnight. Initial contacts were so fierce that the unit was critically low on ammunition, and only helicopters could effect a resupply. Two helicopters of No 9 Squadron (A2-1020 and A2-1022) were assigned to the

task, and loaded 520 kg of ammunition at Nui Dat. Due to a severe tropical storm in the area, the two aircraft were forced to fly at treetop height over hundreds of enemy troops to locate the Australian position. After a smoke signal from the ground, the two aircraft were able to drop the ammunition right on target, enabling the force to defend their position. After the resupply, artillery barrages and an armoured vehicle convoy forced the enemy force to retreat from the battlefield, suffering 245 killed and hundreds more wounded, while the Australian force lost 18 killed and 21 wounded. . Another soldier of 3rd Troop, 1st Armoured Personnel Squadron, was also killed. 9 Squadron air support proved vital in many battles in Vietnam.

McDonnell F-4 Phantom

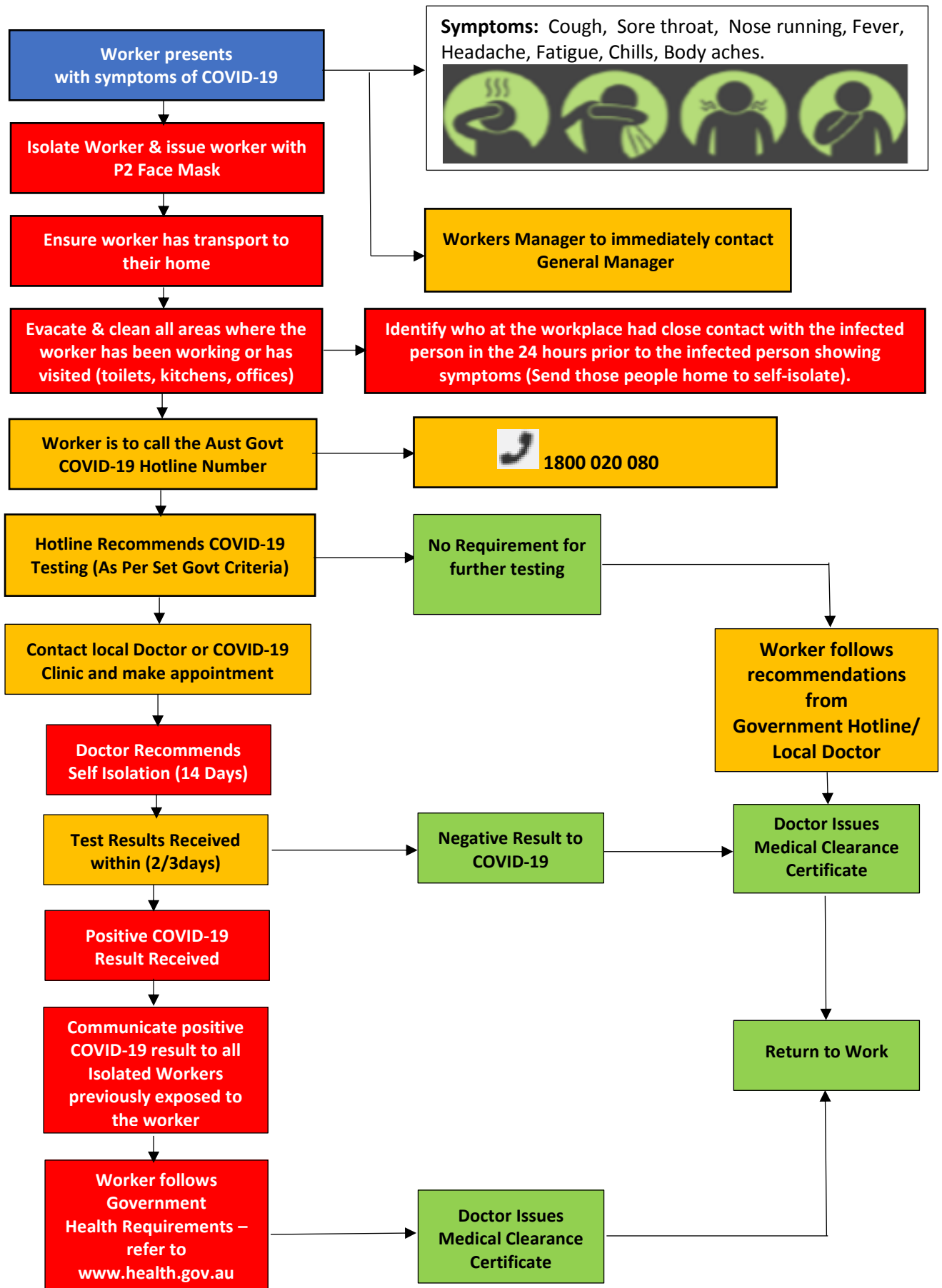
It's probably a bit strange that what has been described as "the greatest fighter of the post-war era" served with the RAAF as much by accident than design and for only a very brief period.

Without a doubt, the F-4 Phantom was one of the greatest aircraft in the Hall of Fame – its combat record in Vietnam and the Middle East are legendary and it was the mainstay of the Western Alliance air forces for over 20 years. Many thought it brutish and uncouth, and it was at times; but it was a fast, powerful Mach 2 and served several roles. It was revered by its air and ground crews for its survivability, reliability and durability. The RAAF was fortunate to have operated the F-4E as an interim aircraft.

During 1968 the F-111 program was in crisis owing to technical problems with the design of the aircraft's wing assembly, and all F-111s were grounded after an American F-111 crashed on 23 September. Subsequent testing revealed further problems with F-111 components not meeting their intended lifespan. The F-4E Phantom was offered to the RAAF on a lease agreement in the interim until the F-111 could be delivered.

The Phantoms represented a significant improvement to the RAAF's ground attack capabilities. The F-4Es were a more technologically advanced than the Canberra, as they could fly at supersonic speeds, were equipped with air-to-air radar and missiles, and had an inertial navigation system, ground-attack computer and a cannon. The Phantoms were capable of operating in several roles; the RAAF primarily used them as strike aircraft. This role was selected to prepare aircrew to operate F-111s, and most training exercises were focused on tasks that the F-111s would be able to perform.

COVID-19 Virus Management Flowchart





Safe Work Method Statement – COVID-19

COUNCIL DETAILS:			
Principal Contractor:	Central Highlands Council	Contact Number:	03 6286 3202
Project Manager or Supervisor:	Deputy General Manager	Contact Number:	0459 308 647
Person completing the SWMS:	Adam Wilson and Jason Branch	Contact Number	0459 308 647
Position:	Deputy General Manager and Works & Service Manager	Reviewed By:	
Date Prepared:	15 th and 16 th April 2020	Review Date:	July 2020
PROJECT DETAILS			
What is the scope of the work:	Safe Work Method Statements due to COVID-19 risk in the work environment		
Who else was consulted / involved in preparing this SWMS?	Adam Wilson and Jason Branch		
What high risk work activities are covered by this SWMS?	<ul style="list-style-type: none"> COVID-19 Virus Management Control 		
References: Legislation, Australian Standards, Codes of Practice, MSDS & SOP's	<ul style="list-style-type: none"> Work Health and Safety Act 2012 Work Health and Safety Regulations 2012 		
COVID-19 Information	<p>The Coronavirus (COVID 19) is zoonotic – the virus is not an airborne disease like measles and is instead spread via direct contact with respiratory droplets, which we generate when we sneeze or cough.</p> <p>The disease is transmitted when a person who is infected coughs or exhales, and small droplets land on objects and surfaces around them. Other people then catch the virus by touching these objects and surfaces, and then touching their eyes, nose or mouth.</p> <p>If you have contracted COVID-19 or suspect you may have the below symptoms you must take a pro-active approach to safe-guard your health and the health of others and seek medical a check immediately.</p>		
COVID-19 Symptoms	Sore throat, difficulty in breathing, coughing, sneezing, headaches, fever (Elevated Temperature), fatigue, body chills and body aches		



Safe Work Method Statement – COVID-19






PROJECT: Litter Collection from Streets, Roadsides and Public Reserves						
STEP	DESCRIBE TASK STEP	HAZARDS/POTENTIAL INCIDENTS	RISK CONTROL OR ACTION	SCORE AFTER CONTROLS		
No.each step	List logical task steps (not too detailed)	What type of injuries / incidents can happen at each step?	Describe how hazards can be managed or removed. Consider hierarchy of control: eliminate, substitute, engineering, procedures (admin), PPE	Li	Co	Risk
1.	Contractor Pre-Engagement / Pre-mobilisation to the worksite	<ul style="list-style-type: none"> Persons not fit for duty: <ul style="list-style-type: none"> - Presenting to the worksite with flu like symptoms. - Presenting to worksite after contracting COVID-19 Non-infected workers exposed to the COVID-19 respiratory illness 	<ul style="list-style-type: none"> Diligent contractor pre-engagement health screening processes applied – eliminate COVID-19 exposure to non-infected workers. In relation to COVID-19 health warnings and as a matter of urgency, contractors shall provide an updated Safe Work Method Statements (SWMS) outlining additional controls and risk mitigation measures to manage your employees whom: <ul style="list-style-type: none"> - have a confirmed diagnosis of COVID-19. - have been in close contact with a person who has a confirmed diagnosis of COVID-19. - have been in close contact with a person being evaluated for COVID-19. and 	C	3	H



Safe Work Method Statement – COVID-19

			<ul style="list-style-type: none"> - presenting with COVID-19 flu-like symptoms. <p>To add clarity ‘Close contact’ – as defined by Australian Government Dept of Health (but is not limited to) a worker has been exposed to?</p> <ul style="list-style-type: none"> • more than 15 minutes face-to-face contact in any setting with a confirmed case in the 24-hour period before the onset of their symptoms; or • sharing an enclosed space with someone for greater than 2 hours in the 24-hour period before the onset of their symptoms; or • having lived with or cared for someone or having direct contact with respiratory or bodily fluids of an infected person including sharing eating or drinking utensils. 			
2.	Task Planning	<ul style="list-style-type: none"> • Health standards not applied • Persons not fit for duty: <ul style="list-style-type: none"> - Presenting to work with flu like symptoms. - Workers exposed to COVID-19 respiratory illness. 	<ul style="list-style-type: none"> • Persons must report for work “Fit for Duty” • If you have contracted or suspect you have contracted COVID-19 symptoms <u>do not</u> present for work, immediately contact the works supervisor and report your 	C	3	H

Safe Work Method Statement – COVID-19

		<div><div></div><div>1. ISOLATE</div><div></div><div>2. INFORM</div><div></div><div>3. TRANSPORT</div><div></div><div>4. CLEAN</div><div></div><div>5. IDENTIFY</div></div> <div><ul style="list-style-type: none">Inadequate treatment response</div>	<div><p>condition.</p><ul style="list-style-type: none">Workers who have recently been overseas or have been in contact with any known COVID-19 case, do not present yourselves for work.Any person that presents at a worksite with COVID-19 symptoms must be immediately placed in isolation and provided with a P2 face mask and is to seek a medical assessment ASAP.The suspected COVID-19 infected worker must immediately contact the National COVID-19 Hotline (1800 020 080) and follow all advice given by health officials.Ensure that the worker has transport to their home or to a medical facility.Managers are to immediately identify all other potentially exposed workers on the jobsite (face masks issued to those workers).Exposed workers are to be immediately isolated from non-exposed workers.All potentially exposed workers that have been in contact with the</div>			
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Safe Work Method Statement – COVID-19

			<p>infected worker will be stood down (14 days) and those workers will require a medical clearance certificate to return to pre-incident duties.</p> <ul style="list-style-type: none"> Supervisors are to ensure that all common areas / items of equipment potentially exposed to by the suspected infected worker are immediately isolated and diligently cleaned. Persons engaged to undertake cleaning activities are to ensure that the appropriate PPE (gloves, masks, goggles, body suits) are worn prior to conducting any cleaning task which relate to virus infected exposed areas or items of plant or equipment. 			
3.	Pre-Starts / Toolbox Meetings	<ul style="list-style-type: none"> Presenting to work with flu like symptoms. Persons previously exposed to the COVID-19 virus. <p>Further COVID-19 Spread.</p>	<ul style="list-style-type: none"> All prestart or toolbox meetings are to be conducted outside of crib huts / site offices. All prestart or toolbox meetings are to be conducted in open aired well ventilated areas. Maximum of 10 workers in attendance at pre-start at any one time (this includes the facilitator). 	C	3	H



Safe Work Method Statement – COVID-19

			<ul style="list-style-type: none"> • Stagger start times to accommodate worksites with greater than 10 workers or hold pre-starts at separate work front locations. • Social separation of workers shall be maintained – min 1.5m exclusion zones. • Hand sanitisers, gloves and face masks to be made available and used. 			
4.	Light vehicle operations	<ul style="list-style-type: none"> • Health standards not applied • Persons previously exposed to the COVID-19 virus. • Persons contracting the COVID-19 virus. • Further COVID-19 Spread. 	<ul style="list-style-type: none"> • One person only per light vehicle or work truck. • When picking up dropping off a light vehicle / truck for mechanical repairs the Community Bus should be used to transport two workers so to ensure social separation of workers. • Stepback risk assessment to be completed and must include cleaning & hygiene requirements. • Hand sanitisers and anti-bacterial wipes are to be made available and used in all vehicles. • Persons operating vehicles are to ensure that after use the vehicle has been diligently hygienically cleaned down with 	C	3	H



Safe Work Method Statement – COVID-19

			Antibacterial Hand Wipes (this includes gear shifts, two-way radios, steering wheel, seat belts, any item that could potentially harbor the virus.			
5.	Heavy plant operations	<ul style="list-style-type: none"> • Health standards not applied. • Persons previously exposed to the COVID-19 virus. • Further COVID-19 Spread. 	<ul style="list-style-type: none"> • Hand sanitisers to be made available and used in all plant. • Stepback risk assessment to be completed & to include cleaning & hygiene requirements. • Persons operating plant are to ensure that after use the plant has been diligently cleaned down with Antibacterial Hand Wipes (this includes two-way radios, steering wheels, gear levers, seat belts, any item that could potentially harbor the virus. 	C	3	H
6.	Mechanical servicing of light vehicles / trucks	<ul style="list-style-type: none"> • Health standards not applied • Persons previously exposed to the COVID-19 virus. • Persons contracting the COVID-19 virus. • Further COVID-19 Spread. 	<ul style="list-style-type: none"> • Mechanical service organisation to pick up and return vehicle if possible. • If required the pool vehicle and Community Bus will be relocated to Mechanical service organisation to be used to transport council staff, this will ensure social separation of workers to one vehicle. 	C	3	H

Safe Work Method Statement – COVID-19

			<ul style="list-style-type: none"> • Organisation servicing light vehicle / truck are to ensure that after the service is completed the vehicle has been diligently hygienically cleaned down with Antibacterial Hand Wipes (this includes gear shifts, two-way radios, steering wheel, seat belts, any item that could potentially harbor the virus. 			
7.	Crib Rooms (use of for lunch)	<ul style="list-style-type: none"> • Health standards not applied. • Further COVID-19 Spread. 	<ul style="list-style-type: none"> • Surfaces sprayed each morning with disinfectant/anti-bacterial sprays (Dettol). • Antibacterial Hand Wipes made available and used. • Mopped out at the end of every shift with bleach & hot water. • Use of rubber gloves encouraged where possible. • One person per 4 cubic square metres (roughly the size of a queen size doona). • Staggered breaks where possible – maintaining social distancing 4 cubic square metres at all times. • Responsibility of each worker to wash hands prior to food preparation or touching surfaces. • Responsibility of each worker to 	C	3	H

Safe Work Method Statement – COVID-19

			<p>wipe all surfaces they were in contact with - fridge doors, microwave doors, taps, etc.</p> <ul style="list-style-type: none"> Workers with lunch boxes / eskies are encouraged to have their crib breaks in their work area/cab of machine, this is to be encouraged. 			
8.	Toilets and Bathroom Use	<ul style="list-style-type: none"> Health standards not applied. Further COVID-19 Spread. 	<ul style="list-style-type: none"> Hand sanitisers, antibacterial hand wipes and hand wash gels to be made available in all toilets. Each worker is to wash their hands prior to entering toilet. Responsibility of each worker to wipe all surfaces they were in contact with. Responsibility of each worker to wash hands and use hand sanitiser when exiting toilet. Use of rubber gloves encouraged where possible. Toilets professionally cleaned once a week as a minimum health standard. 	C	3	H
9.	Use of powered / non-powered hand tools	<ul style="list-style-type: none"> Health standards not applied. Further COVID-19 Spread. 	<ul style="list-style-type: none"> Powered / non-powered hand tools where possible are not to be shared. Required PPE (Gloves, long sleeved 	C	3	H



Safe Work Method Statement – COVID-19

			shirts, steel capped lace up boots, hard hats and if required P2 face masks). <ul style="list-style-type: none"> • Tooling is to be thoroughly cleaned with anti-bacterial sprays / wipes after use. • Hard hats, gloves and face masks are at no time to be shared. • Shower / bath & wash all clothing worn each day. 			
10.	Site/Project Shut-Down	<ul style="list-style-type: none"> • Non-completed works (risk to public safety). • Government / Statutory directed announcement. 	<ul style="list-style-type: none"> • All current work permits closed. • Worksite vacated without risks to general public. • Project office is secured and locked. • Project plant & equipment secured & locked. • All road traffic management controls – MUTCD devices, barriers, warning signage remain if possible. • Essential road hazard warning signage to remain. • Periodical roadworks inspections conducted (if supervisors are not in residential isolation lockdown). 	C	3	H
11.	Mental Health	<ul style="list-style-type: none"> • Escalating <u>Mental Health</u> conditions relating to loss of income and financial pressures. 	<ul style="list-style-type: none"> • Ongoing management communications with workers relating to. 	C	3	H






Safe Work Method Statement – COVID-19

		<ul style="list-style-type: none"> • Stress, Depression, Anxiety. 	<ul style="list-style-type: none"> - known sources of compensation and available government assistance. - Regular updates on possible returns to work. - Worker / family counselling available • Maintaining good Mental Health & Wellbeing is important, if you are feeling stressed, depressed / anxiety or having family issues take the time to contact your manager / supervisor and seek assistance. • Employee Assistance Program (EAP) 			
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COMPLETE BELOW WHERE ADDITIONAL HAZARDS / POTENTIAL INCIDENT ARE IDENTIFIED:

PROJECT:						
STEP	DESCRIBE TASK STEP	HAZARDS/POTENTIAL INCIDENTS	RISK CONTROL OR ACTION	SCORE AFTER CONTROLS		
No.each step	List logical task steps (not too detailed)	What type of injuries / incidents can happen at each step?	Describe how hazards can be managed or removed. Consider hierarchy of control: eliminate, substitute, engineering, procedures (admin), PPE	Li	Co	Risk

Safe Work Method Statement – COVID-19

Tick PPE to be used for the duration of the work								
	High Vis + Safety Boots <input checked="" type="checkbox"/>	Hard Hat <input type="checkbox"/>	Eye Protection <input checked="" type="checkbox"/>	Face Protection <input type="checkbox"/>	Hearing Protection <input type="checkbox"/>	Gloves <input checked="" type="checkbox"/>	P2 Mask <input checked="" type="checkbox"/>	Full Body Protection <input checked="" type="checkbox"/>

Day Operations – Normal Requirements: Safety footwear (steel cap) with non-slip soles, hearing protection if required, high visibility shirt or vest, hard hat and sun protection if required (broad brim hat, sun screen, tinted safety glasses), eye protection, face protection if required, hand protection if required, long sleeve shirt and pants.

Hygiene standards: Maintained at all times, hand sanitiser gels antibacterial wipes, and sprays are to be readily available in all operating plant, offices, toilets and lunchrooms.

Face Masks: Shall be provided (P2 face masks) and worn if there is a foreseeable potential for COVID 19 exposure / contact with an infected person/s.

Head Protection: (hard hats) if required.

Foot Protection: (safety boots/shoes) Good footwear with non-slip chemical resistant sole and fitted with steel toe caps must be worn.

Eye Protection: (safety glasses) eye protection shall be worn if required.

Hand Protection: Gloves shall be worn where required to combat against virus spread. Gloves to be compliant with AS and task dependant.

Arms, Legs and Body Coveralls: Long sleeve shirt and pants to be worn (no shorts).



Safe Work Method Statement – COVID-19

Have all risks been reduced to an acceptable level (as low as reasonably practical) AND controls implemented? YES / NO
(If NO, stop and contact supervisor)

CORRECTIVE ACTIONS:			
RECOMMENDED ACTION	WORK ORDER NO.	COMPLETION DATE	SIGNED BY ACTION OFFICER

This SWMS has been developed in consultation and has been read, understood and signed by all workers undertaking the scope of works

PRINT NAMES	SIGNATURES	DATE
Worker 1:		
Worker 2:		
Worker 3:		
Worker 4:		
Worker 5:		

SIGNED BY:

Officer: Name Signature..... Date

Safe Work Method Statement – COVID-19

RETURN TO HUMAN RESOURCES FOR FILING

APPENDIX A Recommended steps for filling out the SWMS template

1. Consult with relevant workers, contractors and health and safety representatives involved in the high risk work, the activities involved and associated hazards, risks and controls.
2. In the “What high risk work activities covered by this SWMS” column, identify the high risk work activity.
3. In the “What are the hazards / potential incidents” column list the hazards and risks for each high risk work activity.
4. Identify the workplace circumstances that may affect the way in which the high risk work is undertaken.
Examples of workplace circumstances that may impact on the hazards / potential incidents include:
 - Information relating to the design of the structure / workplace (e.g. location, access, transport) and information contained in a Work Health and Safety Management Plan.
 - Information on any “essential services” located on or near the workplace.
 - Safe work methods and plant to be used.
5. In the “How will the risk controlled” column, select an appropriate control or combination of controls by working through the hierarchy of controls. It is important that you are able to justify why the selected control measure is reasonably practicable for the specific workplace.

SELECTING CONTROL MEASURES

Hierarchy of control measures:

1. This regulation applies if it is not reasonably practicable for a duty holder to eliminate risks to health and safety.
2. A duty holder, in minimising risks to health and safety, must implement risk control measures in accordance with this regulation.
3. The duty holder must minimise risks, so far as is reasonably practicable, by doing 1 or more of the following:
 - a. Eliminate the risks so far as is reasonable practicable
 - b. If elimination is not reasonably practicable minimise them so far as reasonably practicable by applying the following hierarchy of control measures:
 - Minimise the risk by doing one or more of the following:
 - substituting (wholly or partly) the hazard giving rise to the risk with something that gives rise to a lesser risk.
 - isolating the hazard from any person exposed to it.
 - Implementing engineering controls.
 - If the risk still remains, minimise the remaining risk by implementing administrative controls
 - If the risk still remains, minimise the remaining risk by ensuring the provision and use of suitable personal protective equipment (PPE).

Safe Work Method Statement – COVID-19

SWMS Compliance (Information, Monitoring and Review)

1. Brief each team member on the SWMS before commencing work. Ensure each team member knows work is to stop if the SWMS is not followed.
2. Observe the work being carried out and monitor compliance with the SWMS. Review risk controls regularly, including:
 - Before a change occurs to the work itself, the system of work or the work location.
 - If a new hazard associated with the work is identified.
 - When new or additional information about a hazard becomes available.
 - When a notifiable incident occurs in relation to the work.
 - When risk controls are inadequate or the SWMS is not being followed.

IN ALL OF THE ABOVE SITUATIONS, STOP THE WORK, REVIEW THE SWMS, ADJUST AS REQUIRED AND RE-BRIEF THE TEAM.

KEEP THE SWMS IN A READILY AVAILABLE LOCATION FOR THE DURATION OF THE HIGH RISK WORK AND FOR AT LEAST 2 YEARS AFTER A NOTIFIABLE INCIDENT OCCURS



APPENDIX B

Risks / Hazards to be considered

Safe Work Method Statement – COVID-19

Hazard	Potential Harm
Manual tasks	Overexertion or repetitive movement can cause muscular strain
Gravity	Falling objects, falls, slips and trips of people can cause fractures, bruises, lacerations, dislocations,



Safe Work Method Statement – COVID-19

	concussion, permanent injuries or death
Electricity	Potential ignition source. Exposure to live electrical wires can cause shock, burns or death from electrocution
Machinery and equipment	Being hit by moving vehicles, or being caught by moving parts of machinery can cause fractures, bruises, lacerations, dislocations, permanent injuries or death
Hazardous chemicals	Chemicals (such as acids, hydrocarbons, heavy metals) and dusts (such as asbestos and silica) can cause respiratory illnesses, cancers or dermatitis
Extreme temperatures	Heat can cause burns, heat stroke or fatigue Cold can cause hypothermia or frost bite
Noise	Exposure to loud noise can cause permanent hearing damage
Radiation	Ultra violet, welding arc flashes, micro waves and lasers can cause burns, cancer or blindness
Biological	Micro-organisms can cause hepatitis, legionnaires' disease, Q fever, HIV/AIDS or allergies
Psychosocial hazards	Effects of work-related stress, bullying, violence and work-related fatigue



Safe Work Method Statement – COVID-19

Hazard Identification & Control Measures

Category	Code	Hazard	Control Measure
Gravitational	1	Falling object	Tools and equipment to be secured where possible. Area below work to be barrier taped off and appropriately tagged. Wear Hard Hat.
	2	Working at height Risk of Falling Risk of objects falling on to someone below	Choose appropriate access equipment for job type and height. Wear recommended PPE for job type. Refer to Workplace Safe "Working at Height" pamphlet. All personnel working at height to be appropriately harness or restrained to the satisfaction of the site supervisor. Appropriately trained personnel to operate working platforms. Personnel to ensure raised surface is at no time cluttered.
	3	Lifting Equipment	Choose appropriate lifting equipment for job. Ensure equipment has a current compliance tag in place. Follow manufacturer's instructions for using equipment.
	4	Excavation/Trenching/Pipe Laying Working in large and deep holes (risk of being struck by falling objects)	a. Edges of trench and other holes to be kept clear of materials; machinery that is not in use, unstable excavated material (Once excavation has been completed). When working in holes deeper than the height of the individual worker a helmet should be worn. When benching of trenches has not been completed or trench is deemed unsafe by the site supervisor, helmets must be worn. Trenches must not be anymore than 1 metre deep (I good soil conditions) before they must be benched back 500mm and spoil pile must be back 500mm from edge of trench. – Refer to guidelines. b. All personnel on site should wear high visibility clothing at all times so that operators of machinery can see them. c. Large pipes and other heavy materials should only be moved by appropriate



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		Working around large and deep holes (risk of falling in)	machinery other than when the position of such an item needs to be adjusted slightly. d. Ensure that all personnel are aware of any hole hazards. Any hole or section of trench that is not being worked on and is deemed by the site supervisor to be excessively deep is to be barricaded off.
	5	Holes, Penetrations, Gaps	Ensure that all personnel are aware of any hole hazards. Any hole or section of trench that is not being worked on and is deemed by the site supervisor to be excessively deep is to be barricaded off.
Electrical	6	Electrical Cables	Locate cables and isolate power.
	7	Overhead Cables	Refer to Workplace Safe booklet for using Mobile Plant or Equipment near overhead power lines. Follow guides in regard to No Go Zones, Safety Observer Zone and Open Area. For low hanging lines, dig machinery down so that it does not encroach on the 'No Go Zone'. Contact Aurora and get power line identifying markers placed on the lines.
	8	High Voltage Equipment	Dial Before You Dig query to be done prior to work commencing. Use manual digging instead of machine excavation. Notify Aurora of intended works.
	9	Sub-stations/Switchrooms	Dial Before You Dig query to be done prior to work commencing. Use manual digging instead of machine excavation. Notify Aurora of intended works.
Mechanical	10	Moving Equipment/Plant Machinery on slope/uneven/slippery ground Operating rock breaking machinery (risk of rock/debris flying back and hitting operator/workers)	a. All personnel on site should wear high visibility clothing and safety boots at all times so that operators of machinery can see them. All machinery operators must be appropriately qualified. Machinery operators to keep doors shut at all times during operation of the machine. b. Ensure all operators are appropriately qualified and skilled to use machinery. Assess slope and where slope is deemed to great for the machinery, bench out the trench and dig in machinery. Ensure that all excavator type machinery is fitted out with appropriate protective canopies to protect the driver in the event of rolling over.



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			c. Ensure that all excavator type, rock-breaking machinery is fitted out with appropriate protective canopies and windshields capable of withstanding debris.	
	11	Hand & Power Tools	Hand tools must be in good condition and appropriate for intended purpose. Wear appropriate PPE.	
	12	Welding/Cutting/Hot Works	A Hot Work Permit must be issued and hot work procedure must be followed. Remove combustibles from area. Fire Extinguisher available for use. Wear appropriate PPE	
	13	Blasting Blasting (risk of debris hitting and damaging property) Blasting (risk of debris hitting workers) Blasting (risk of trench collapsing due to unstable surrounding earth from blast – this could lead to people/machinery falling to trench)	a. Appropriately qualified and skilled contractors to be engaged for all blasting works. Blasting contractors to be comprehensively informed of any property at risk in the area. Site supervisor to inspect contractors precautionary measures prior to blasting. b. Appropriately qualified and skilled contractors to be engaged for all blasting works. Site supervisor to inspect contractors precautionary measures prior to blasting. All personnel onsite at the time of the blasting to be informed of the danger and instructed by the site supervisor to stay outside the contractor's specified 'No Go Zone'. c. Appropriately qualified and skilled contractors to be engaged for all blasting works. Site supervisor to inspect contractors precautionary measures prior to blasting.	
	14	Traffic Hazards (moving traffic through work site)	Follow recommended Traffic Management Plan. High visibility clothing to be worn.	
Pressure	15	Compressed Gases		
	16	Water	Isolate and relieve section to be worked on. Restrict access to work area. Wear appropriate PPE	
Noise	17	Noise exposure	Wear hearing protection.	
Thermal	18	Hot Surfaces/Materials	PPE, Ensure Personnel trained in handling of hot materials.	
Body Mechanics	19	Manual Handling	Personnel trained in manual handling and use correct lifting techniques.	



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	20	Ergonomics	Correct body position and manual handling techniques must be used to minimise manual handling and ergonomic hazards.
Biological	21	Body Fluids	Notify Council's Health Department, Handle as directed. Ensure personnel have been inducted in collection of sharps and other containers that may have body fluid contained in them.
	22	Sewage	All personnel to have current vaccination for Tetanus, Hep B & C, etc. Wear appropriate PPE, gloves etc Follow workplace procedures.
Materials	23	Acids	Follow directions for use as per manufactures directions. Read MSDS. Wear required PPE.
	24	Asbestos	Follow Council Asbestos Handling Policy. Personnel to be trained in handling techniques. Required PPE
	25	Hazardous Materials Chemicals Other (Roadkill, Litter etc)	a. Follow directions for use as per manufactures directions. Read MSDS. Wear required PPE. b. Wear PPE and use appropriate equipment for collecting material.
Workplace	26	Confined Space	Confined Space Permit to be completed to meet Standard. Personnel to have undertaken Confined Space Course. Wear required PPE
	27	Restricted Visibility	Reflective clothing and signage. Use artificial lighting if required.
	28	Wet/Slippery	Reschedule work if able, if wind makes job/equipment unsafe to use. Wear appropriate footwear, clothing for wet/slippery work area. Use warning signage to advise people of potential hazard.



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	29	Windy	Reschedule work if wind makes job/equipment unsafe to use.
	30	UV Exposure/Cold/Heat (sunstroke, heat exhaustion, sunburn, skin cancer)	Ensure personnel have read, understand and follow Council's Policy. All personnel on job wearing appropriate UV protection. Ensure adequate supply of potable water available. First aid kit to be available on site at all times.
	31	Trip Hazards	Highlight trip hazards using signage or barricade. Ensure all personnel have been made aware of tripping hazard.
	32	Strike by Object	Guards in place and in good condition on machinery. Wear appropriate PPE.
	33	Underground Services	Dial before you dig to obtain plans of work site area. Locate services in work area by using accredited plant locator or utilities designated person Proof depth of service and exact location by using manual digging techniques. Expose sections of services according to work activity or design.
	34	Dust/Fumes	Wear appropriate PPE for job, eg, mask, rebreathers etc. Contain dust by damping area. Ensure adequate ventilation.
Fire	35	Fire	Combustible materials to be stores away from ignition source. Ensure fire-fighting equipment is ready and available for use. Do not use ignition sources in high-risk conditions, eg grass slashing equipment on Total Fire Ban days.
Leaks/Spills	36	Leaks to un-bunded area	Spill kit available onsite.
	37	Leaks to bunded area	Capacity of bunded area is sufficient for materials stored within it.



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APPENDIX C High Risk Work - Refer to Regulations for more details

Item High Risk Work Licence	Description of Class of High Risk Work
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Scaffolding WORK

- | | |
|-----------------------------|---|
| 1. Basic scaffolding | <p>Scaffolding WORK involving any of the following:</p> <ul style="list-style-type: none"> a) modular or pre-fabricated scaffolds; b) cantilevered materials hoists with a maximum WORK load of 500 kilograms; c) ropes d) gin wheels e) safety nets and static lines f) bracket scaffolds (tank and formwork) – but excluding scaffolding WORK involving equipment, loads or tasks listed in item 2(2)(a) to (g) and item 3(2)(a). |
| 2. Intermediate scaffolding | <ul style="list-style-type: none"> 1) Scaffolding WORK included in the class of Basic scaffolding; and 2) Scaffolding WORK involving any of the following: <ul style="list-style-type: none"> a) cantilevered crane loading platforms b) cantilevered scaffolds c) spur scaffolds d) barrow ramps and sloping platforms e) scaffolding associated with perimeter safety screens and shutters f) mast climbing WORK platforms g) tube and coupler scaffolds (including tube and coupler covered ways and gantries) – but excluding scaffolding WORK involving equipment, loads or tasks listed in item 3(2)(a) to (c). |
| 3. Advanced scaffolding | <ul style="list-style-type: none"> 1) Scaffolding WORK included in the class of Intermediate scaffolding; and 2) Scaffolding WORK involving any of the following: <ul style="list-style-type: none"> a) cantilevered hoists b) hung scaffolds, including scaffolds hung from tubes, wire ropes or chains c) suspended scaffolds. |

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Dogging and Rigging WORK

4. Dogging

5. Basic rigging

Dogging **WORK**:

1) Dogging **WORK**

2) Rigging **WORK** involving any of the following:

- a) structural steel erection
- b) hoists
- c) pre-cast concrete members of a structure
- d) safety nets and static lines
- e) mast climbing **WORK** platforms
- f) perimeter safety screens and shutters
- g) cantilevered crane loading platforms – but excluding rigging **WORK** involving equipment, loads or tasks listed in item 6(b) to (f) and item 7(b) to (e).

6. Intermediate rigging

Rigging **WORK** involving any of the following:

- a) rigging **WORK** in the class Basic Rigging
- b) hoists with jibs and self-climbing hoists
- c) cranes, conveyors, dredges and excavators
- d) tilt slabs
- e) demolition of structures or plant
- f) dual lifts – but excluding rigging **WORK** involving equipment listed in item 7(b) to (e)

7. Advanced rigging

Rigging **WORK** involving any of the following:

- a) rigging **WORK** in the class Intermediate Rigging
 - b) gin poles and shear legs
 - c) flying foxes and cable ways
 - d) guyed derricks and structures
 - e) suspended scaffolds and fabricated hung scaffolds.
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Crane and Hoist Operation

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|---|---|
| 8. Tower crane | Use of a tower crane. |
| 9. Self-erecting tower crane | Use of a self-erecting tower crane. |
| 10. Derrick crane | Use of a derrick crane. |
| 11. Portal boom crane | Use of a portal boom crane. |
| 12. Bridge and gantry crane | Use of a bridge crane or gantry crane that is – <ul style="list-style-type: none"> a) controlled from a permanent cabin or control station on the crane; or b) remotely controlled and having more than 3 powered operations – including the application of load estimation and slinging techniques to move a load. |
| 13. Vehicle loading crane | Use of a vehicle loading crane with a capacity of 10 metre tonnes or more, including the application of load estimation and slinging techniques to move a load. |
| 14. Non-slewing mobile crane | Use of a non-slewing mobile crane with a capacity exceeding 3 tonnes. |
| 15. Slewing mobile crane – with a capacity up to tonnes | 20 Use of a slewing mobile crane with a capacity of 20 tonnes or less. |
| 16. Slewing mobile crane – with a capacity up to tonnes | 60 Use of a slewing mobile crane with a capacity of 60 tonnes or less. |
| 17. Slewing mobile crane – with a capacity up to tonnes | 100 Use of a slewing mobile crane with a capacity of 100 tonnes or less. |
| 18. Slewing mobile crane – with a capacity over tonnes | 100 Use of a slewing mobile crane with a capacity exceeding 100 tonnes. |
| 19. Materials hoist | Use of a materials hoist. |
| 20. Personnel and materials hoist | Use of a personnel and materials hoist. |
| 21. Boom-type elevating WORK platform | Use of a boom-type elevating WORK platform where the length of the boom is 11 metres or more. (The length of the boom is the greater of a) the vertical distance from the surface supporting the boom-type elevating WORK platform to the floor of the platform, with the platform extended to its maximum height, and b) the horizontal distance from the centre point of the boom's rotation to the outer edge of the platform, with the platform extended to its maximum distance. |
| 22. Concrete placing boom | Use of a concrete placing boom. |

Reach Stackers

- | | |
|-------------------|--|
| 23. Reach stacker | Operation of a reach stacker of greater than 3 tonnes capacity that incorporates an attachment for lifting, moving and travelling with a shipping container, but does not include a portainer crane. |
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Forklift Operation

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| 24. Forklift truck | Use of a forklift truck other than an order-picking forklift truck. |
| 25. Order-picking forklift truck | Use of an order-picking forklift truck. |
-

Pressure Equipment Operation

- | | |
|--------------------------------|---|
| 26. Standard boiler operation | Operation of a boiler with a single fuel source that does not have a pre-heater, superheater or economiser attached |
| 27. Advanced boiler operation | Operation of a boiler, including a standard boiler, which may have one or more of the following: <ul style="list-style-type: none">a) multiple fuel sourcesb) pre-heaterc) superheaterd) economizer. |
| 28. Turbine operation | Operation of a turbine that has an output of 500 kilowatts or more and: <ul style="list-style-type: none">a) is multi-wheeled, orb) is capable of a speed greater than 3 600 revolutions per minute, orc) has attached condensers, ord) has a multi-staged heat exchange extraction process. |
| 29. Reciprocating steam engine | Operation of a reciprocating steam engine where the diameter of any piston exceeds 250 millimetres. |

Safe Work Method Statement

Rating the Risk:

Table 1: Likelihood

Level	Descriptor	Description
A	Almost certain	Is expected to occur in most circumstances
B	Likely	Will probably occur in most circumstances
C	Possible	Might occur at some time
D	Unlikely	Could occur at some time
E	Rare	May occur only in exceptional circumstances

Table 2: Consequence

Level	Descriptor	Description
1	Insignificant	No injuries, low financial loss
2	Minor	First aid treatment, on-site release immediately contained, medium financial loss.
3	Moderate	Medical treatment required, on-site release contained without assistance, high financial loss
4	Major	Extensive injuries, loss of production capability, off-site release with no detrimental effects, major financial loss
5	Catastrophic	Death, toxic release off-site with detrimental effect, huge financial loss

Table 3: Mapping the Risk Rating

Likelihood	Consequences				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
A (Almost Certain)	H	H	E	E	E
B (Likely)	M	M	H	E	E
C (Possible)	L	M	H	E	E
D (Unlikely)	L	L	M	H	E
E (Rare)	L	L	M	H	H

LEGEND

E = extreme risk; immediate action required.

H = high risk; senior management attention needed.

M = moderate risk; management responsibility must be specified.

L = low risk; manage by routine procedures.

Now return to the front page and record the risk rating score and risk exposure on the Safe Work Method Statement Worksheet. (Tables extracted from AS/NZS ISO 31000:2009)

Hierarchy of control measures

The hierarchy of control is a sequence of options which offer you a number of ways to approach the hazard control process

Eliminate the hazard

- Remove a noisy machine
- Cease in-house operations of hazardous work.

Substitute the hazard with a lesser risk

- Replace hazardous electrics with hydraulics
- Purchase less hazardous machinery.

Isolate the hazard

- Install guards, screens or enclosures
- Install roll-over protection on mobile powered plant.

Engineering controls

- Redesign the task, to enable it to be carried out in a different way.

Administrative controls

- Set up entry permits to operate work systems
- Install warning signs or danger tags.

Personal protective equipment

- Safety belts and harnesses, fall-arrest systems
- Industrial safety gloves and footwear.