

**ESTIMATES COMMITTEE**  
**Question Taken on Notice**

**Question Number:** 1.12

**Output Number:** 6.1 (Opening Statement)

**Date:** 13/06/2023

**From:** Mr Bill Yan

**To:** Hon Nicole Manison

**Portfolio:** Parks & Rangers

**Agency:** Environment, Parks & Water Security

**Subject:** Number of complaints relating to the Parks Pass and camping

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**QUESTION:**

Can you please provide the number of complaints that you received in relation to camping and parks passes for the reporting period?

**ANSWER:**

**Parks Pass related complaints:**

45

**Camping related complaints:**

413 camping related complaints were received for the period 1 July 2022 to 31 March 2023.

Almost half of these complaints were received during July and August 2022, prior to a major system upgrade that remedied issues associated with bookings via mobile phones.

Approximately one quarter of the overall complains received were due to a specific short term system error.