

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Yan to the Minister for Parks and Rangers:

Parks Online Booking System – Project Working Group

Questions:

The Minister for Parks and Rangers has advised that the Department has established a Project Working Group and Steering Committee for the Parks Online Booking System:

1. Please advise when the Parks Online Booking System Project Working Group was established.
 2. Who is on the Project Working Group?
 3. How many times has the Project Working Group met?
 4. Has the composition of the Project Working Group changed at any time?
 5. Does the Project Working Group have a Project Plan “Terms of Reference”? If so, please provide a copy.
 6. Please provide a copy of all Minutes of the Project Working Group’s meetings to date.
 7. What stakeholder and/or community consultation has the Project Working Group undertaken?
 8. Has the Project Working Group received presentations from specific Online Booking System providers? If so from whom and what systems?
 9. Has the Project Working Group reviewed other online booking systems used in other jurisdictions?
 10. Who does the Project Working Group report to?
 11. Please advise who is on the Steering Committee that was established for the Parks Online Booking System.
-

ANSWERS

1. The Project Working Group (PWG), which is an internal working group, was stood up in January 2021 and had its inaugural meeting on 21 January 2021.
2. See section 3 of the Terms of Reference (Attachment A).
3. It meets monthly.
4. No.
5. Refer to Attachment A.
6. The PWG is an internal government working group established to assist in the implementation of the online booking system.
7. It is not the PWG responsibility to undertake community consultation as a group. A comprehensive media and communications strategy has been developed and is undertaken by various DEPWS employees and the Communications and Media team. Organisations being consulted are as follows:
 - Tourism Top End;
 - Tourism Central Australia;
 - Four Wheel Drive NT;
 - Northern and Central Land Council; and
 - Correspondence has been sent to all concession and permit holders operating on parks and reserves.
8. The PWG is not responsible for the design or development of the online booking system. Market sounding and evidence gathering for the development of options and recommendations for approval of the Northern Territory Government's Information Communications and Technology (ICT) Governance Board (IGB) was undertaken by technical experts and procurement within the Department of Corporate and Digital Development (DCDD) with assistance from staff of Department of Environment, Parks and Water Security (DEWPS). A public tender was released 24 March 2021, and the Tender Assessment Panel will be responsible for the preferred tenderer recommendation for approval of the delegate.

9. It is not the PWG responsibility to review other online booking systems. This was undertaken by DCDD and officers in DEPWS and formed a component of the market sounding and evidence gathering process. The organisations consulted during the market sounding and evidence gathering process are as follows:

Entity	Topic
Tasmanian Parks and Wildlife Service	Discovery and Research (Jurisdictional Scan)
New South Wales National Parks and Wildlife Service	Discovery and Research (Jurisdictional Scan)
Western Australian Parks and Wildlife Service	Discovery and Research (Jurisdictional Scan)
Queensland Parks and Wildlife Service	Discovery and Research (Jurisdictional Scan)
South Australian Parks and Wildlife Service	Discovery and Research (Jurisdictional Scan)
Parks Victoria	Discovery and Research (Jurisdictional Scan)
New Zealand Department of Conservation	Discovery and Research (Jurisdictional Scan)
Bookeasy Tourism Solutions	Discovery and Research (Commercial Scan)
USEDirect	Discovery and Research (Commercial Scan)
Tourism NT	Discovery and Research (Tourism industry implications)
Department of Corporate and Digital Development	Security and Infrastructure Solution design and architecture

10. The PWG reports to the Steering Committee.

11. The members of the Steering Committee include:

- Executive Director Parks and Wildlife– Sally Egan (DEPWS) – Chair;
- Senior Director - Budget Development and Evaluation – Tarrant Moore (Department of Treasury and Finance);
- Executive Director, Economic Reform – Philip Chang (Department of Industry, Tourism and Trade (DITT));
- Senior Director – Across Government Systems – Garry Russell (DCDD);
- General Manager, Industry Development, Tourism NT – Scott Lovett (DITT);
and
- Senior Director Park Development and Strategic Projects – Neva McCartney (DEPWS).

Terms of Reference – Online Booking System Project Working Group

Parks and Wildlife Commission



ATTACHMENT A

Document title	Terms of Reference – Online Booking System Project Working Group
Contact details	Department of Environment, Parks and Water Security
Approved by	Sally Egan
Date approved	
Document review	As required
TRM number	<NA if not required>

Version	Date	Author	Changes made
1.0	<Date Month Year>	Neva McCartney	Original

Acronyms	Full form
Commission	Parks and Wildlife Commission of the Northern Territory
DEPWS	Department of Environment, Parks and Water Security
PW	Parks and Wildlife
Steering Committee	Parks Revenue and Online Booking System Project Steering Committee
Working Group	Online Booking System Project Working Group

Terms of Reference – Online Booking System Project Working Group

Contents

1. Establishment	4
2. Purpose	4
3. Membership	4
3.1. Chairperson.....	5
3.2. Secretary	5
4. Key Responsibilities	5
4.1. Decision Making	6
5. Probity and Conflict of Interest	6
6. Privacy, Confidentiality and Sensitivity	6
7. Meetings	6
8. Secretariat and Reporting	6
9. Conflict Resolution	7
10. Review of Terms of Reference	7

1. Establishment

The Executive Director (ED) of the Parks and Wildlife Commission established the Online Booking System Working Group (the Working Group), to assist with implementation of the Northern Territory (NT) Parks and Reserves Revenue and Online Booking System Project (Parks Revenue Project). The Working Group reports to the Parks Revenue Steering Committee (Steering Committee), chaired by the ED, Parks and Wildlife, which in turn reports to the CEO Department of Environment, Parks and Water Security (DEPWS).

2. Purpose

NT parks and reserves are recognised as the backbone of the Territory tourism industry, and are also important recreation sites for locals, improving liveability for Territorians. Annually, there are approximately 3.8 million visitors to parks and reserves across the Territory and Tourism Australia research shows that world-class nature and wildlife is the second most important factor when tourists consider an Australian holiday destination.

In May 2020, the Budget Review Subcommittee of Cabinet approved an increase in camping fees, the introduction of new walking fees and a Parks Pass for NT parks and reserves, for introduction in a staged approach, together with the development and implementation of an online booking system.

The Parks Revenue Project aims to improve the revenue position of the division, in conjunction with an online booking and permit system to realise and manage revenue associated with increased or new fees. The system will address the risks associated with manual collection of fees and reduce leakage to maximise revenue raised. It will also improve visitor certainty to obtain a space for camping or walking activities.

Target outcomes include:

- Improved visitor satisfaction and confidence to be able to book campgrounds and other activities easily and effectively;
- Increased revenue base;
- Improved adherence to NTG policy and directives regarding cash management; and
- Improved safety outcomes through increased monitoring and management of park visitors.

3. Membership

The members of the Working Group include:

- Senior Director Park Development and Strategic Projects - Neva McCartney- DEPWS - Chair
- Senior Director Parks and Wildlife Operations - Chris Day - DEPWS
- Senior Director Commercial and Community Partnerships - Aggie Wegner - DEPWS
- Specialist Systems Advisor - Bernard Wright - DCDD
- Chief Financial Officer - Cynthia Loganathan - DEPWS
- Director Park Development - David Shevill - DEPWS Web Manager - ECS Web Services - DCDD
- Manager Aboriginal Partnerships- Glenn Durie - DEPWS
- General Manager, Sector Development and Regions - Mark Crummy - DITT
- Director Media and Communications - Edwin Edlund - DEPWS
- Senior Communications Officer - Monica Richly - DEPWS
- Media Manager - Lauren Crawley - DEPWS

Terms of Reference – Online Booking System Project Working Group

Representatives of agencies other than DEPWS are the single point of contact for those agencies.

Members will be appointed for the life of the project. With the approval of the ED PW, the Working Group Chair may request that individuals with special knowledge of particular issues relevant to the Working Group's role and functions attend a meeting as a temporary member.

Members may resign by written notice to the Chair. The Executive Director PW may revoke membership for any member at any time for failure to comply with these Terms of Reference or any reasonable instruction by the Chair of the Working Group.

Failure of Working Group members to attend two consecutive meetings without a prior apology may also result in revocation of membership.

3.1. Chairperson

The Senior Director, Park Development and Strategic Projects will chair the Working Group, with responsibilities including:

- Advising members of their roles and responsibilities as members of the Working Group;
- Conducting meetings to foster effective consideration of issues referred to or raised by the Steering Committee or members;
- Settle meeting dates and agenda for meetings; and
- Ensuring accurate reporting of the advice and recommendations of the Working Group are provided to the Steering Committee.

3.2. Secretary

The Administration Support Officer to the Senior Director, Park Development and Strategic Projects will provide secretariat support to the Project Working Group, including:

- Collating and circulating meeting papers and agendas;
- Recording and circulating meeting minutes;
- Maintaining the disclosure of interests, actions and decisions registers;
- Making administrative arrangements associated with working group meetings, including meeting venues, teleconference and videoconferencing arrangements and catering;
- Sourcing information and undertaking research as requested by the working group; and
- Drafting and/or compiling documents and correspondence on behalf of the working group, including meeting outcomes, post-meeting communiques, reports, decisions and advice from the working group to the steering committee; and
- Ensuring all records (agendas, meeting papers, minutes, action lists and other relevant information pertaining to the operation of the meetings) are retained, managed and preserved with the Northern Territory Government's mandated record management system (TRM).

4. Key Responsibilities

The Working Group will refine and implement the key outputs and deliverables outlined in the Project Plan to ensure the project is delivered on time and to budget.

4.1. Decision Making

The Chair will lead the decision-making process for the Project Working Group, including calling a vote if required. Decisions will be made by consensus. If not possible, the Chair will refer the decision to the Executive Director Parks and Wildlife as Chair of the Steering Committee.

5. Probity and Conflict of Interest

Working Group members must complete a Conflict of Interest Declaration and Management form (Declaration) for any actual, potential or perceived conflicts of interest. Conflicts of interest will be managed through processes outlined in the DEPWS Conflict of Interest Policy and the NT Government Boards Handbook.

Completed Declarations must be provided to the Secretary within 10 business days following the first Working Group meeting. Declared conflicts of interest form part of the Disclosure of Interests Register, maintained by the Secretary and updated at each meeting.

6. Privacy, Confidentiality and Sensitivity

Members must maintain confidentiality in accordance with the completed Declaration and the requirements of the NT Government Boards Handbook.

To maximise the value of the Working Group, robust and open discussion is expected. Members must be mindful that sensitive issues will be discussed and that appropriate professionalism inside and outside meetings is expected.

It is the responsibility of both the Chair and the member raising/discussing an issue to identify matters of a confidential or sensitive nature.

7. Meetings

The Working Group will meet monthly, or sooner if determined by the Chair.

A quorum at meetings consists of a majority of members and the Chair or delegate. If a member is not able to attend a meeting, they may nominate a proxy.

8. Secretariat and Reporting

The Secretary will call for papers and matters for consideration by the Working Group ten days prior to a meeting.

The Chair and Secretary will prepare an agenda and distribute by email to the Working Group and any observers five days prior to a meeting.

The Secretary will draft minutes recording the main points of a topic or matter and agreed actions arising from meetings for circulation to members by email within seven working days of the meeting, following endorsement by the Chair. Minutes will be considered confidential.

Action items will be assigned to a member to progress and report on the action.

The Secretary will maintain registers of actions and decisions.

Terms of Reference – Online Booking System Project Working Group

9. Conflict Resolution

If the Working Group is unable to reach consensus on a particular matter, it will be referred to the Steering Committee for resolution.

10. Review of Terms of Reference

The Terms of Reference will be reviewed at least annually, or as required to ensure they are appropriate for the purpose and function of the Working Group. The ED Parks and Wildlife will approve substantive changes.