This is a **sample** ecotourism plan only. Its purpose is simply to give you some indication about what sorts of things are usually included in a plan.

You are not expected to reproduce this sample plan for your particular venture. There is a lot of detail in the sample plan. Your plan may not need to contain as much detail. The size of your plan will depend upon the type of venture you are planning.

The format of the sample plan is typical of what a local authority or funding body is likely to require. It could be that your ecotourism plan will need to be formatted differently to suit the specific requirements of authorities in your region. You need to clarify this situation with your trainer before you begin writing your plan.

The content of the plan relates to the tasks that you are asked to complete and file in your portfolio. The research findings that you file in your portfolio will be relevant, regardless of the format of your plan.

Every ecotourism venture will be different. The size of the venture and proposed activities will be different, as will the interests and involvement of your community. This will also affect your plan.

You will need to conduct your own research and make your own networks. Your ecotourism plan will need to reflect the situation in your own community and region.
Sample Ecotourism Plan

Yaga Bay Indigenous Ecotour and Cultural Experience

The Yaga Bay Land Management Aboriginal Corporation
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   Artists Cooperative
   Indigenous Business Corporation
   Church Management Committee
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2 – Camp Rules

3 – Travel Tips

4 – Visitor Brochure

5 – Guides

6 – Code of Practice

7 – Questionnaire (your feedback)
1 Introduction

1.1 Background

The Yaga Bay Land Management Aboriginal Corporation was incorporated in 1995, under the Aboriginal Councils and Associations Act 1976. The Corporation has been active in protecting sites of Indigenous heritage, managing land and sea resources and rejuvenating bush land in the area.

An area of 400 square kms was granted to the Corporation under Australian law in 1998. This land shares a boundary with the Yaga National Park.

The proposed ecotourism venture will be a 100 percent Indigenous-owned business. It will operate initially under the Yaga Bay Land Management Aboriginal Corporation, with plans to become independent and self-funding.

The venture will provide visitors and local residents with an enjoyable recreational and educational experience. It will create an awareness of local Indigenous culture and history and an appreciation of the natural environment.

All planned activities and land and sea use are in accordance with regulations and guidelines from relevant authorities.

As the Indigenous caretakers of this area, we have managed our natural land and sea resources for sustainability for thousands of years. The community approach to this venture will ensure that we continue to protect, conserve and sustain these resources.
1.2 Objectives of the ecotourism venture plan

The objectives of this ecotourism plan are to show how the *Yaga Bay Indigenous Ecotour and Cultural Experience* will:

- integrate natural environmental and cultural resources
- plan to sustain natural environmental and cultural resources
- define appropriate levels of resource use
- outline strategies to monitor impacts on resources
- outline processes for educating about impacts
- describe the involvement of all stakeholders in the community and local region (see Attachment 1)

The plan highlights how the venture operations will use best practice environmental and cultural management strategies, according to guidelines from:

- Regional Land Council
- Council of Elders
- Aboriginal and Torres Strait Islander Commission
- Tourism Council Australia
- Ecotourism Association of Australia
- Australian Tour Operators Association
- Department of the Environment
- State Ecotourism Department
- State Marine Protection Board
- Local Council
- Parks and Wildlife

2 Description of Proposed Ecotourism Venture

The *Yaga Bay Ecotour and Cultural Experience* will initially provide two different nature and Indigenous culture options for tourists.

2.1 Day visit (6 hours)

Guests will spend a day in our community. They will experience our coastal environment and learn about aspects of our traditional culture and history. They will take a bush walk, sample traditional bush foods and visit a midden. They will have the opportunity to explore our art and craft shop, gallery and museum, and take part in a “Sorry Ceremony” if they choose.

We will share some dances, songs and craft making, and provide explanations about our traditional medicines and the way we hunted, collected and prepared our food. Guests will be given morning tea,
lunch and afternoon tea. Some foods will be traditional, cooked in our traditional way.

Day visits will take place on Tuesday and Thursday of each fortnight. Guests will arrive on Oceans Bus Lines at 10.00am and depart at 4.00pm. We will cater for 28 guests.

Day visits will not be offered during December. They will recommence in the second week of January.

2.2 Four day visit with camp over two nights

Guests will spend their first day in our community. They will take a bush walk and see the midden. They will have the opportunity to visit our art and craft shop, museum and gallery, talk to local elders about our culture and history, experience traditional food cooked in a traditional way, and see our people making craft. Guests will also experience some of our dances and songs. They can take part in a “Sorry Ceremony” if they choose.

They will stay at the Yaga Bay Motel on the first night, and have time to explore our town at their own leisure.

The camp will take place over the next two nights. Guests will be taken to the camp site at Lobby Point at 10.00am. The activities over the two nights and three days will include traditional hunting and collecting experiences, learning about traditional land management, cooking in traditional ways, and bush walking and planting traditional food and medicinal plants. Guests will also walk to the carved tree site and learn the Creation stories of the area. They will visit middens, dig a soak (find water) and learn to make string from grasses and weave it.

Guests will participate in many activities in the running of the camp. They will stay overnight at the Yaga Bay Motel on return to our town and leave the next morning at 10.00am.

There will be 20 camps over the year starting on the third week in January. The camps will be offered on the weeks that the day trips are not offered. We will cater for a maximum of 20 guests on each camp.
3 Proposed Activities

Initially, the Yaga Bay Ecotour and Cultural Experience will involve:

- a day visit to Yaga Bay for an environmental and cultural experience
- a day visit to Yaga Bay, followed by a 2 night - 3 day environmental and cultural experience on camp

These can be flexible. Longer periods of time will be considered, depending on demand and the success of the venture.

3.1 Day Visit

The day visit will include the following activities:

- Traditional welcome dance.
- Visit the Dormitory Museum and Gallery and Art and Craft Shop to view and buy art works and craft.
- Watch painting demonstrations by local artist/s in residence.
- Watch traditional craft manufacture demonstrations by local craftspeople.
- Walk with guides to local sites in the township that are of historical significance to the Indigenous community. These include:
  - the site of a midden (traditional camp site on the edge of town)
  - site of reclaimed bush land, replanted with native plants that provide bush tucker to sample, craft resources and medicines
  - site of Aboriginal cemetery
  - place of recent “Sorry Day” ceremonies, with the opportunity to participate in a “Sorry Ceremony” with the elders
- Lunch - seafood cooked in a traditional oven (coals/sand) with locally grown fresh vegetables and sauces made from native plants.
- Dance and song performances.
- Opportunity to ask questions and discuss issues with guides and other interested volunteer community people.
- Tea and damper for afternoon tea.
- Traditional farewell dance.

3.2 4 Day / 2 Night Camp

Day 1

- Visitors will experience the same activities listed above on Day 1.
- Stay the first night in Yaga Bay at the Yaga Bay Motel.
Day 2

Day and night activities will include:

- Set up camp.
- Attend orientation for health, safety and security, environment protection, resource management and protection of culture – Camp Rules.
- Fish and collect seafood using traditional methods where available, or contemporary technology.
- Listen to knowledge about tides, winds and seasons in relation to traditional methods for fishing and collecting, involving resource management.
- Experience manufacture and use of a method of water transport (traditional canoe is available) at the Lake.
- Lunch.
- Walk on paths in natural and reclaimed bush land, identifying species, sampling foods and explanations about their use.
- Plant native vegetation in tagged and dug holes in a bush regeneration area.
- Cook in traditional way for evening meal - different traditional cooking methods (fire and ground ovens). Visitors can help.
- Talk about night sky knowledge.
- Listen to Creation stories at camp fire.
- Exchange cross-cultural experiences with visitors (their stories).

Day 3

Day and night activities will include:

- Regular breakfast prepared using traditional methods.
- Visit to a site (carved tree – public site) and hear the Creation story of the site.
- Learn about traditional medicines – explanations about the range and use.
- Learn about the year cycle, food supply and lifestyle with practical demonstrations and hands on experiences, involving hunting and collecting techniques.
- Hear about land management techniques.
- BBQ lunch. Damper and tea.
- Take a bush and beach walk to explore coastal camps and inland winter camps – outline differences.
- Visit the 3 middens on the beach.
- Try bird watching from a distance – tern colony and other species.
- Attend a class in making grass fibre and weaving – small mat to souvenir.
- Opt for “quiet time” or dance class for those interested – welcome dance.
• Cook in traditional way for evening meal – different traditional cooking methods (fire and ground ovens). Volunteers can help.
• Take nocturnal walks with torches to view insect and animal life.

Day 4

Activities will include:

• Regular breakfast prepared using traditional methods.
• Dig a soak and sample fresh water.
• Walk along beach and into hinterland to view The Range escarpments and hear the creation stories of The Range.
• Try boomerang throwing on the beach.
• Lunch
• Pack up camp.
• Farewell dance.
• Return to town – opportunity to revisit Dormitory Museum and Gallery, Art and Craft Shop.
• Evening spent in Yaga Bay, staying at the Yaga Bay Motel.

4 Impact on the Environment

4.1 Environment history of the area

The site and areas for bush and beach walking and other ecotourism activities is situated on the coastal strip of land north from Yaga Bay to Ngawa Point, including Lobby Point. The proposed campsite is located at Lobby Point near Yaga Lake. It was the location of a traditional all-year camp.

In the late 1980s an evaluation of the land and resources was conducted by a land care group, the Local Council and a team from the Smart University. At this time, the site of the carved tree was heritage listed as a site of Indigenous cultural significance.

Land care

This land has been used for mixed farming and cattle grazing over the past 100 years. It is degraded from intensive use. The soil was found to be salinated and contaminated with weedicides, pesticides and fertilisers. In the paddock areas, the soil surface has been damaged by dairy cattle. The area is also criss-crossed by dirt roads and tracks that drain poorly.

Professional and recreational fishermen and campers have used the beaches between Yaga Bay and Ngawa Point. Four-wheel drive vehicles and camping have caused dune erosion, damage to middens
and erosion of the beachfront. Local land care groups have commenced reclaiming these areas with the support of the Yaga Bay Council. Our Land Management Corporation has also been actively involved.

**Plants and wildlife**

Most of the natural vegetation has been removed. Native species included eucalypts, hakias, melaleucas, acacias and banksias, with a range of shrubs that produce fruit and berries, grasses and groundcovers. There has been minimal natural regrowth. Some planting of natural species has occurred in the area near Lobby Point and into the hinterland, as far as the granite escarpments of The Range.

Weeds include blackberries, grass species, bracken and lantana.

The mangroves along the Yaga River have been degraded as a result of recreational boating activities.

Some species of wildlife have managed to sustain numbers. These include wallabies, koalas, possums, reptiles, insects and bird species (land and sea). However, some species of bird (terns and waders especially) and the pobblebonk frog are on the endangered list. Feral cats are a problem in the area. Their control is underway in Yaga National Park.

The ocean is home to dolphin, migrating whales, big game fish like tuna and marlin and the fish sought by recreational and professional fishermen. Many of the smaller species and crustaceans are endangered. Fish, crab, oyster and prawn stocks in Yaga Lake are depleted. Introduced carp are threatening the fragile native fish population in the streams.

**Water and water usage**

Dairy cattle have eroded the banks of the fresh water streams that flow into the Yaga River. The streams have also been contaminated with fertiliser, weedicides and pesticides and some are choked with algae. Local authorities have been addressing this issue for the past ten years with success. Fish stock and other fresh water creatures are starting to rejuvenate and remain protected.

Some soaks still provide fresh water along the beachfront.

Yaga Lake is not contaminated. A native species restocking program has been under way for the past 5 years.
Yaga River and Lake are far enough away from the town precinct not to be affected by a town sewage system that overflows at peak holiday times.

**Pollution**

Five kilometers north of Lobby Point is the site of an old rubbish dump for the town of Yaga Bay. Although the dump has not been used since 1978, there is still a need to clean up the area. Investigations have shown that the refuse is non-toxic and that some of the rubbish may have historical value. However, the metal and glass create a hazard for curious bush walkers.

Sections of the beachfront are littered with rubbish that poses a danger to people and sealife.

**Energy and resources**

Town water is not available in the area of the campsite, but can be brought in if necessary. The town water supply meets state standards. Bore water supplies in the area are plentiful. The annual rainfall in the area will usually ensure that water tanks on site are adequate.

Generated solar and wind energy is reliable, due to the climate of the region.

There is a plentiful supply of timber at a local recycling outlet. Building techniques will make minimal use of made materials.

The local fruit, vegetable, fish, prawn and dairy farming industries are sustainable.

4.2 **Land management strategies in place**

In association with local and regional groups (Local Council, Parks and Wildlife, Marine Authority, Return the Tern Conservation Group), the Yaga Bay Land Management Aboriginal Corporation has been active in a range of land management programs aimed at:

- replanting native vegetation (including traditional edible and medicinal plants, plants for manufacturing craft, grasses for fibres and dyes)
- restocking fresh and salt waterways with native fish and crustacean species
- protecting Indigenous sites (fencing middens and carved tree site)
- stabilising dune areas
- decontaminating fresh water streams
- eradicating weeds without poisons
• removing rubbish from beaches
• removing rubbish from the site of the old dump
• collecting timber for recycling
• educating local people and visitors in land care strategies and activities
• patrolling the beach front during peak holiday seasons

With cooperation between the groups, there have been considerable successes.

4.3 Campsite design, infrastructure and resources

The proposed campsite was the location of an all-year traditional camp. Permanent infrastructure will prevent degradation of the site and surrounding area over time.

A horticulturalist and environmental architect were consulted to provide advice on the final detailed plans of the campsite. The campsite has been designed for minimal environmental impact and allows visitors direct involvement with the natural surroundings. The design and campsite activities focus on sustaining non-renewable resources. They conform to regional and local building and environment protection guidelines and regulations.

**Infrastructure:**

• separate visitor and staff sleeping areas
• wooden platforms built one metre above the ground
• positioning of the platforms and landscaping to promote privacy and make the best use of sun, shade and breezes
• recycled and kiln dried timber
• heavy canvas tents that are easy to erect
• native plant species with fire retardant qualities.
• canopy trees that do not shed leaves or lose branches
• boughshed (with guttering) for communal eating and meeting areas
• area for "sitting under the stars"
• positioning of communal and cooking fires to eliminate accidental fires or health and safety risks
• perishable food stored in large eskies
• rainwater tanks filled from boughshed guttering for drinking water
• timber storage shed for tanks
• bore water for washing-up and showering (solar heating)
• timber ablution block with holding tanks and grease traps for waste water
• biodegradable (vegetable and palm oils – no animal fats) soaps and shampoos in refillable bottles
• off-site laundry facilities
• dry, self-composting toilets with solar fans for ventilation and hand washing facility
• rechargeable battery operated lanterns for tents
• solar charged torches (low watt) for pathways and campsite
• composting facility for vegetable (with seeds removed) and paper/cardboard (shredded) waste
• off-site recycling or disposal of all other rubbish
• use of reusable containers for food (jams, sugars, sauces) and durable glassware and crockery
• low fuel consumption vehicles, regularly maintained
• small area for parking
• recycled paper for all visitor information, promotional material and business stationery

4.4 Bush and beach infrastructure

Construction of pathways and walkways in the area of the campsite has started. The following infrastructure is planned:

• extend pathways and platform walkways in the area (also access for the disabled)
• increase signs explaining plants, animals, sea life and sites of cultural significance
• install rest areas on pathways with seating
• extend protective structure and viewing platform at the carved tree site
• build new viewing platforms and rest areas in the hinterland towards The Range
• install two dry, self-composting toilets in the tour area
• increase fencing and pathways at middens (3)
• expand sleepers and planting for dune erosion
• extend walkways in Bush Tucker Gardens

Timber used in construction will come from trees felled in local road or housing development or natural attrition. It will be kiln dried for durability. All platforms and timber walkways will be installed with minimal impact on the ground below (possible archaeological sites). They will also be easily removed.

Guides will be responsible for maintenance of the pathways and general infrastructure, as well as land care activities, during the weeks that the camps do not operate.

4.5 Town infrastructure

The proposed activities for the day tour will use existing infrastructure. These include:
• bus interchange and rest rooms
• Dormitory Museum, Gallery and Art and Craft Shop
• Church facilities and cemetery
• "Sorry Ceremony" boughshed
• Beachside Park facilities (boughshed, toilets)
• Community Centre
• Bush Tucker Gardens (pathways, walkways, signs)

These facilities and infrastructure are already maintained by relevant bodies. Permission has been obtained to use them, with the guarantee to assist in their upkeep.

4.6 Possible negative impacts and management strategies

The following tables outline the possible negative impacts on the environment and strategies we have in place to minimise these impacts.

**Land care**

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Minimisation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degradation of land by venture</td>
<td>Fixed campsite infrastructure Use only walkways and pathways Active regeneration of soils Reclaim stream banks Limit vehicle access Small parking area at campsite Single road access only Controlled burning in season to support reforestation and protect the area from incoming fires (in association with Parks and Wildlife)</td>
</tr>
<tr>
<td>Degradation of land by visitors</td>
<td>Control tourist numbers Restrict access Control bush walking activities</td>
</tr>
<tr>
<td>Degradation of beaches</td>
<td>Control tourist numbers Restrict access Control beach activities Protect dunes and middens Remove all rubbish for disposal or recycling Disallow vehicle or boat access</td>
</tr>
<tr>
<td>Damage to existing town infrastructure</td>
<td>Help with maintenance Educate local residents, staff and visitors Erect signs</td>
</tr>
<tr>
<td>Damage to environment from new infrastructure</td>
<td>Use low impact building practices Monitor impact on the environment at camp and bush/beach Report regularly Address issues immediately Use existing roads and tracks (low use)</td>
</tr>
<tr>
<td>Negative Impact</td>
<td>Minimisation Strategy</td>
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<td>----------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>and monitor impact</td>
<td>Build with careful planning</td>
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<tr>
<td></td>
<td>Plan (but not build) camp layout to accommodate expansion</td>
</tr>
<tr>
<td>Deterioration of timber infrastructure and signs</td>
<td>Monitor and treat with chemical-free products</td>
</tr>
<tr>
<td>Abuse of infrastructure</td>
<td>Monitor use</td>
</tr>
<tr>
<td></td>
<td>Require permits and fees for use</td>
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<tr>
<td></td>
<td>Restrict access</td>
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<td></td>
<td>Report abuses to appropriate authorities</td>
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<tr>
<td></td>
<td>Instigate fines</td>
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<td></td>
<td>Educate local residents, staff and visitors</td>
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</tbody>
</table>

### Plants and wildlife

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Minimisation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Destruction of replanted native species (including tour activity)</td>
<td>Expand replanting of native species</td>
</tr>
<tr>
<td>Compost waste</td>
<td></td>
</tr>
<tr>
<td>Recycle grey water</td>
<td></td>
</tr>
<tr>
<td>Erect signs</td>
<td></td>
</tr>
<tr>
<td>Educate visitors and other campers</td>
<td></td>
</tr>
<tr>
<td>Harvest to sustain bush tucker</td>
<td></td>
</tr>
<tr>
<td>Control weeds (minimal and controlled use of chemicals, biological controls), Quarantine weed growth areas</td>
<td></td>
</tr>
<tr>
<td>Control introduction of non-native species (seeds)</td>
<td></td>
</tr>
<tr>
<td>Further destruction of mangroves</td>
<td>Monitor use for recreation (boating and fishing)</td>
</tr>
<tr>
<td>Build raised walkways</td>
<td></td>
</tr>
<tr>
<td>Disallow fishing or collecting</td>
<td></td>
</tr>
<tr>
<td>Decrease in native animal populations</td>
<td>No hunting; no feeding</td>
</tr>
<tr>
<td>Restrict visitor access to bush by using pathways and walkways</td>
<td></td>
</tr>
<tr>
<td>Erect signs</td>
<td></td>
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<tr>
<td>Monitor wild life populations in the area (including campsite)</td>
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<tr>
<td>Work with Parks and Wildlife to eradicate feral cats</td>
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<tr>
<td>Threat to endangered species</td>
<td>Monitor population numbers (tern, wader, pobblebonk frog)</td>
</tr>
<tr>
<td>Educate visitors</td>
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<tr>
<td>Erect signs</td>
<td></td>
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<tr>
<td>Observe from a distance</td>
<td></td>
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<tr>
<td>Report any abuse of colonies</td>
<td></td>
</tr>
<tr>
<td>Regenerate habitats</td>
<td></td>
</tr>
<tr>
<td>Threat to marine/fresh water species</td>
<td>Obtain fishing licences</td>
</tr>
<tr>
<td>Observe bag limits</td>
<td></td>
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<tr>
<td>Control visitor fishing and collecting activities</td>
<td></td>
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<tr>
<td>Supplement seafood with supplies from town outlets</td>
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<tr>
<td>Disallow use of nets</td>
<td></td>
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<tr>
<td>Disallow boat access</td>
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<tr>
<td>Report any illegal professional or</td>
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<tr>
<td>Negative Impact</td>
<td>Minimisation Strategy</td>
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<td>----------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
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<tr>
<td>Recreational fishing to relevant authorities</td>
<td>Support restocking projects</td>
</tr>
<tr>
<td>Support restocking projects</td>
<td>Disallow fishing or collecting in streams or Lake</td>
</tr>
<tr>
<td>Disallow fishing or collecting in streams or Lake</td>
<td>Monitor fish and crustacean numbers</td>
</tr>
<tr>
<td><strong>Water and water usage</strong></td>
<td></td>
</tr>
<tr>
<td>Degradation of waterways</td>
<td>Disallow swimming in streams, Lake or River</td>
</tr>
<tr>
<td></td>
<td>Ensure toilet placements are 50m from fresh waterways</td>
</tr>
<tr>
<td></td>
<td>Use biodegradable soap and cleaning products</td>
</tr>
<tr>
<td></td>
<td>Discourage use of chemical based sunscreen lotions</td>
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<tr>
<td></td>
<td>Use non-chemical repellants</td>
</tr>
<tr>
<td></td>
<td>Recycle grey water</td>
</tr>
<tr>
<td></td>
<td>Support regeneration of streams and restocking projects</td>
</tr>
<tr>
<td></td>
<td>Test water quality</td>
</tr>
<tr>
<td>Destruction of beach soaks</td>
<td>Demonstrate only with minimal sampling</td>
</tr>
<tr>
<td></td>
<td>Test water quality frequently</td>
</tr>
<tr>
<td>Shortage of drinking water</td>
<td>Use tanks at camp site</td>
</tr>
<tr>
<td></td>
<td>Maintain gutters on boughshed</td>
</tr>
<tr>
<td></td>
<td>Protect tanks in timber shed</td>
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<tr>
<td></td>
<td>Test water quality</td>
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<tr>
<td></td>
<td>Educate in controlled use of water (staff and visitors)</td>
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<tr>
<td></td>
<td>Supplement with town supply if necessary</td>
</tr>
<tr>
<td></td>
<td>Restrict access to campsite</td>
</tr>
<tr>
<td>Wastage of bore water</td>
<td>Use in controlled amounts</td>
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<td></td>
<td>Educate staff and visitors</td>
</tr>
<tr>
<td></td>
<td>Monitor water quality and supply</td>
</tr>
<tr>
<td>Pollution</td>
<td>Test quality of grey water</td>
</tr>
<tr>
<td></td>
<td>Test water for sewage contamination</td>
</tr>
<tr>
<td>Generation of camp rubbish</td>
<td>Compost vegetable matter for recycling</td>
</tr>
<tr>
<td></td>
<td>Use composting toilets for appropriate kitchen waste</td>
</tr>
<tr>
<td></td>
<td>Provide containers for rubbish disposal and recycling</td>
</tr>
<tr>
<td>Negative Impact</td>
<td>Minimisation Strategy</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Degradation of fresh/bore water supply</td>
<td>Control use of tank water&lt;br&gt;Minimal use of town supply (only in emergencies)&lt;br&gt;Educate staff and visitors in sustainable use&lt;br&gt;Use chemical free cleaning and soap products (to allow for recycling of grey water in replanted areas)&lt;br&gt;Maintain tanks for water quality&lt;br&gt;Test water quality (tanks, soaks, bore), Monitor supply of bore water</td>
</tr>
<tr>
<td>Wastage of non-renewable energy</td>
<td>Use solar and wind power (toilet ventilation)&lt;br&gt;Use solar powered torches (camp and pathways)&lt;br&gt;Use rechargeable batteries for tent lighting&lt;br&gt;Use seasoned wood for cooking (supplemented with gas) and camp fires</td>
</tr>
<tr>
<td>Destruction of Forests</td>
<td>Use recycled timber from town outlet, kiln treated for durability&lt;br&gt;Use building practices that minimise use of made products&lt;br&gt;Build with minimal impact on the environment&lt;br&gt;Monitor impact&lt;br&gt;Maintain built infrastructure</td>
</tr>
<tr>
<td>Exploitation of traditional foods</td>
<td>Disallow use of native animals&lt;br&gt;Observe fishing licence restrictions&lt;br&gt;Observe permits and bag limits&lt;br&gt;Use local produce in season&lt;br&gt;Support local industries&lt;br&gt;Harvest plants for sustainability&lt;br&gt;Replant native species</td>
</tr>
<tr>
<td>Wastage of non-renewable resources</td>
<td>Promote visitor brochure&lt;br&gt;Observe visitor rules&lt;br&gt;Monitor quality of activities&lt;br&gt;Use only recommended sustainable products&lt;br&gt;Monitor and recycle water&lt;br&gt;Use timber from recycling outlet&lt;br&gt;Support replanting and restocking projects&lt;br&gt;Use eskees for refrigeration</td>
</tr>
</tbody>
</table>

(see Attachments 2 & 3)
4.7 Positive impacts

The proposed ecotourism venture will continue to work and operate in the spirit of land care and resource sustainability that currently motivates the local community people and environment groups.

On a paid and voluntary basis, the ecotourism team members will be involved in land care and resource maintenance activities. This will result in:

- Removal of rubbish.
- Stabilisation of dunes.
- Freeing trapped marine life from nets off public surfing beaches.
- Maintenance of pathways and tracks in the hinterland and at Bush Tucker Gardens.
- Maintenance of fire tracks.
- Increase in signage (cultural and environmental significance).
- Maintenance of existing signage.
- Maintenance of toilet facilities at campsite and other locations.
- Construction of fencing and signage at middens.
- Sampling of water for measuring contamination in the soaks, bores, streams and Yaga Lake and River.
- Planting of native trees, shrubs and grasses for the regeneration program.
- Restocking and monitoring of fresh water species of fish and crustaceans.
- Rejuvenation of streams.
- Monitoring of the tern and wader colonies and pobblebonk frog populations.
- Monitoring and recording numbers of plants and wildlife species.
- Restocking Yaga River and Lake with native species.
- Reporting any abuse of the environment or breach of regulations to the appropriate authorities.
- Protection of sites of environmental and cultural significance.
- Protection and upkeep of town facilities.
- Provision of camping and bush walking infrastructure that can be enjoyed by local residents and visitors.
- Support of local resource industries.
- Ecologically sustainable practices in town facilities.
- Monitoring of changes in the environment, pollution and water quality.
- Development and maintenance of infrastructure to protect important sites and the environment.
- A best practice model for other local tourist ventures.
5 Cultural Considerations

5.1 Contact history and heritage

Our Indigenous community has survived 100 years of white settlement. There were several nations living in our region when the missionaries first arrived. The missionaries built a church and a dormitory, and encouraged many of our people to come into Yaga Bay. The government policy of the day also caused people to be relocated here from other areas. This means that our community has a very important history to tell.

*Dormitory Museum and Gallery*

The original dormitory has been restored. It houses our Museum, Art Gallery and Art and Craft Shop. The Museum contains a collection of traditional handcraft and photographs that trace the lives of our people in Yaga Bay over the past 100 years. Visitors will be able to read people's stories and talk to our elders, guides and volunteers about their histories.

Some of the sculptures, paintings and fabric in the Gallery also tell the story of our contact history. *(Day tour - guides, elders, volunteers)*

*Church and Indigenous cemetery*

Our Church has a National Trust listing. In the grounds is an historic cemetery, dating back to early white settlement. A section was set aside for our people. This cemetery has been carefully restored. This Church and cemetery are an important part of our history. The guides will explain the role of the Church in our spiritual life and the artworks in the Church show the meeting of our traditional spirituality and modern religion. *(Day tour - guides, elders, volunteers, Church staff)*

5.2 Traditional cultural activities and art

*Spirituality*

We will present Creation stories to our visitors. They will visit or view sites (carved tree, The Range). They will learn about their importance to spiritual life and ceremonies. They will also hear about the night sky and its significance to Creation stories. We will explain about totems, families and language groups of the area. *(Camp - elders and guides)*

*Ceremonies and rituals*

We will explain the importance of ceremony and ritual to our visitors. We will only provide information that can be made public. As we visit
places in the environment, we will explain the actions for maintaining and protecting our resources. (Camp – guides, elders)

**Language and kinship**

We will teach our visitors some simple words in our traditional language. These words will relate to their experiences on the beach and bush walks. We will name plants (which will also be signed), animals, handcraft and parts of the landscape. (Camp - elders and guides)

**Food and cooking**

Visitors will be able to sample traditional bush foods like fruit and berries, fish and other seafood. Most of the cooking will be done in traditional ground ovens or on the fire. Local traditional plants will be made into sauces to accompany the non-traditional food on the menu. Visitors will be encouraged to help with the cooking on the camp. They will visit middens and will also dig a soak on the beach for fresh water. (Camp and day tour - guides, catering staff)

**Song and dance**

Our traditional dances of greeting and farewell will be presented to our visitors. They will have the opportunity to learn the public welcome dance. Other songs will be presented to the sounds of the clapsticks on the camp in the evening. These songs and dances have been handed down from the past and will relate to the activities that visitors experience during the day (tern story, netting prawns, collecting bush fruit). (Camp and day tour - elders, guides, dance team)

**Handcraft**

Manufacture and use of different items of handcraft will be demonstrated to visitors. These include boomerangs and spears, fishing spears and nets, firesticks, grass fibre and mat weaving, and water travel. (Camp and day tour - guides, craftspeople)

**Art**

The most significant site in our region is the carved tree. The symbols on this tree can be used in contemporary art works. Although some of the knowledge about these symbols has been lost, elders will explain meanings and importance. (Camp - guides, elders)

### 5.3 Contemporary culture and art

The entire ecotour and cultural experience is a celebration of our traditions in the present.
Art and craft

Our Art and Craft Shop features a range of items for purchase, all made by local artists and craftspeople. Visitors will be able to buy craft, paintings, sculptures, fabric, jewellery, ceramics and cards. They are in a variety of styles, using traditional public symbols or modern interpretations and expressions of culture and history. The Shop also has a collection of books for sale, written by Indigenous Australian writers.

Painters will work in residence on the days that the tours operate. Visitors will be able to watch them work and talk to them. (Day tour - guides, artists, Art and Craft Shop staff, volunteers)

Sorry Ceremony

Ceremony is essential to our lives. After national "Sorry Day" the Yaga Bay residents decided to conduct their own ceremony. This tradition is now part of our community life. Visitors can choose to place a flag that symbolises "Sorry" under the boughshed that has been built for the purpose. Elders will look after this ceremony. They will briefly tell their stories. It is not designed for anger or guilt, but rather for people to reach out and move forward. The ceremony has the support of the Council of Elders. (Day tour - guides, elders)

Handcraft

There will be demonstrations of boomerang, clapsicks and coolamon manufacture. Grass fibre will also be made and woven into baskets, mats and bags. All items can be bought at the Art and Craft Shop. Visitors will be able to talk to the craftspeople as they work. (Day tour - guides, craftspeople, Art and Craft Shop Staff, volunteers)

Food and cooking

Local foods (in season), bush tucker and seafood will be cooked using traditional methods. Tea, damper and jams locally made from bush fruits will also be available. Visitors will learn about the health aspects of bush tucker. (Day tour - guides, caterers, volunteers)

5.4 Possible negative impacts and management strategies

Our traditional and contemporary culture and contact history is a precious resource. There are issues that are very sensitive and need protection. The program of activities was put together after consultation with the Council of Elders and other relevant stakeholders. Each activity has approval. (see Attachment 1)
The following outlines possible negative impacts on our culture and strategies to be put in place to minimise these impacts.

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Minimisation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offence to local Indigenous people</td>
<td>Consult with community</td>
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<tr>
<td></td>
<td>Approachable management team</td>
</tr>
<tr>
<td></td>
<td>Share in decision-making</td>
</tr>
<tr>
<td>Abuse of carved tree site</td>
<td>Obtain permission from traditional owners</td>
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<tr>
<td></td>
<td>Elders to manage</td>
</tr>
<tr>
<td></td>
<td>Build and maintain protective infrastructure</td>
</tr>
<tr>
<td></td>
<td>Visitor brochure</td>
</tr>
<tr>
<td>Destruction of middens, and replanted bush</td>
<td>Build and maintain pathways, tracks, fencing, signs</td>
</tr>
<tr>
<td>Misinterpretation of cultural use of natural resources</td>
<td>Verify with elders and Parks and Wildlife</td>
</tr>
<tr>
<td></td>
<td>Train guides</td>
</tr>
<tr>
<td></td>
<td>Visitor calendar of the seasons and resources (souvenir)</td>
</tr>
<tr>
<td>“Disneyfication” of culture.</td>
<td>Research</td>
</tr>
<tr>
<td></td>
<td>Train guides</td>
</tr>
<tr>
<td></td>
<td>Elders and others to monitor and if appropriate, participate</td>
</tr>
<tr>
<td>Shortage of traditional bush foods</td>
<td>Use in season</td>
</tr>
<tr>
<td></td>
<td>Obtain licences</td>
</tr>
<tr>
<td></td>
<td>Obey bag limits</td>
</tr>
<tr>
<td></td>
<td>Use locally produced, non-traditional foods in season</td>
</tr>
<tr>
<td>Abuse of intellectual and property rights</td>
<td>Explain issues to visitors</td>
</tr>
<tr>
<td></td>
<td>Visitor brochure</td>
</tr>
<tr>
<td></td>
<td>Labelling</td>
</tr>
<tr>
<td>Inauthenticity of art works</td>
<td>Educate artists in copyright, labelling</td>
</tr>
<tr>
<td></td>
<td>Elders to monitor</td>
</tr>
<tr>
<td>Exploitation of art and artists</td>
<td>Educate artists and tourists in copyright &amp; labelling</td>
</tr>
<tr>
<td></td>
<td>Visitor brochure</td>
</tr>
<tr>
<td>Offence to community from photo displays in Museum</td>
<td>Obtain permission from families (descendants)</td>
</tr>
<tr>
<td>Mismanagement of “Sorry Ceremony”</td>
<td>Participate by choice (visitors)</td>
</tr>
<tr>
<td></td>
<td>Keep ceremony simple</td>
</tr>
<tr>
<td></td>
<td>Counselling by elders</td>
</tr>
<tr>
<td></td>
<td>Sensitive explanations</td>
</tr>
</tbody>
</table>

At least one member of the Council of Elders will accompany every camp. They will be the authority on any matter of culture. They will:

- ensure that no secret or sacred information is presented
- monitor cultural activities
- make suggestions for change if necessary
- educate younger staff members
- answer any difficult or sensitive visitor questions
monitor behaviour of staff
provide counselling to any staff member who does not follow protocols

Elders will train our guides in all the aspects of culture that will be presented. The guides will also be able to answer any sensitive questions about community and politics. Their role is to prevent visitors misinterpreting messages about our history and heritage.

Visitors will be informed about protocols, camp rules and correct behaviour at sites by the guides. They will also receive a brochure outlining important issues for cultural protection and maintenance, and cultural and intellectual property rights. (see Attachment 4)

A Calendar of the Seasons will be prepared for visitors to show the delicate balance of resources and their traditional use. This will help to encourage respect for traditional resource management and environment protection.

The copyright label and Label of Authenticity will be placed on all art and craft for purchase.

5.5 Positive impacts

Positive impacts on the protection and maintenance of our culture are:

- Preservation of our culture by passing on to the younger generation.
- Younger generation will learn important cultural skills.
- Involvement of a range of people in the community in cultural aspects of the venture.
- Pride in cultural heritage.
- Cultural exchange with other Indigenous groups.
- An appreciation of Indigenous culture among non-Indigenous people.
- Preservation of sites of cultural significance.
- Location and recording of more sites of cultural significance.
- Support for the local art and craft industry.
- Development of an industry in local bush tucker products.
- Recording (video and audio) of oral histories for future generations.
6 Economic and Social Issues

6.1 Community support

The Yaga Bay Ecotour and Cultural Experience has the support of the Indigenous people and organisations of Yaga Bay. It also has the support of the non-Indigenous residents of Yaga Bay, members of our retail and services sector and a variety of community and action groups - land care, conservation, historical, church. (see Attachment 1)

The process for involving relevant stakeholders has been extensive and appropriate. This process started with a clear vision, defined by board members of the Yaga Bay Land Management Aboriginal Corporation.

The concept was then presented to the people, organisations and businesses of the town at a general community meeting. Time was provided for questions and answers, and issues raised were noted for further discussion and planning.

Stakeholders represented at this meeting were:

- Council of Elders
- Regional Land Council representative
- Traditional owners of the tree site
- Yaga Bay Indigenous Women’s Group
- Yaga Bay and Ngawa Point Artists’ Cooperative
- Yaga Bay Indigenous Business Corporation
- Church Management Committee
- Dormitory Museum and Gallery Committee
- Manager of the Art and Craft Shop
- Yaga Bay Council
- Yaga Bay Retail Association
- Yaga Bay and Ngawa Point Youth Association
- Yaga Bay and Ngawa Point Historical Society
- Return the Tern Conservation Group
- Yaga Bay Farming Coop
- Regional Tourism Authority
- Parks and Wildlife
- Marine Authority
- Local TAFE campus

Meetings were then held with each of the above groups to obtain their input and support. Very important concerns were raised at these meetings, reflecting each stakeholder’s priorities. Every effort has been made to negotiate solutions to these concerns through the
process of consensus. Agreement has been reached about most aspects. This was a time consuming process, spanning 18 months. This process has meant that the community will have ownership of the venture.

The team aims to be professional and open in all aspects of planning. They stress the importance of being approachable about any issues. They have made it very clear that any further concerns will be negotiated carefully, using the same processes.

Each stakeholder is informed about the development of the venture in a monthly newsletter. Also, all stakeholders are addressed either at their meetings or informally. Updates are provided and where relevant further direct involvement is organised.

Letters of support for the venture have been obtained. (see Attachment 1)

6.2 Impact on community

Political issues

Many interest groups in Yaga Bay have been asked for their contribution. They were given equal access to information. Decisions have been reached through consensus.

Stakeholders include:

- Regional Land Council
- Council of Elders
- Indigenous community groups (youth, women's, business, artists)
- interest groups (historical, Church, conservation, land care)
- Local Council
- Government organisations (environment, tourism, ecotourism)
- Local business operators, suppliers and retailers
- Local education and training bodies
- Local police

A Board of Management was formed to represent these stakeholders. The Board will oversee the venture from planning to implementation. When the venture is operating, decisions will be made on a day-to-day basis by relevant staff. However, long-term decisions will be made through the process of consultation under Board management. These decisions could include expanding the business, incorporating new activities, opening new sites of cultural significance to the public, or attracting the international market.
It has been made very clear that the venture is a business, and must be run professionally. It cannot have too many managers. An operations manager will be appointed and will be accountable to the Board. Any local residents who have issues, will be able to negotiate these through the management structure.

The progress of the venture will be communicated through regular reports to the Board and a community newsletter.

**Social issues**

The process of consultation has ensured that interested people have had the opportunity to raise and resolve their immediate issues. Future issues will be dealt with through the management structures in place for the venture.

A major concern has been the increased number of visitors to our town. Research has shown that the numbers and scheduling of the camping tour, will allow for business sustainability, with minimal disruption to town life. Expansion of operations will only occur after evaluation of the impact of these numbers on the local population.

As a local business and interest group, the venture will participate in our town’s community activities. We guarantee to support local Indigenous and mainstream initiatives. We will participate in town celebrations like NAIDOC, Yaga Bay Day, Yaga Bay History Day and Land Care and Conservation Week. When commercially successful, the venture will sponsor some local welfare and interest groups like the youth group, Council of Elders, Return the Tern Conservation Group and Sea and Air Rescue.

Extensive networking with non-Indigenous retailers and suppliers in the area has also promoted better relationships within our town community. These negotiations have generated respect and support for the efforts of our Indigenous community with this venture.

Consultation and planning has already generated an increased confidence in our Indigenous community. Support is strong for preserving our cultural heritage and sharing it with local residents and visitors. The idea of cross-cultural exchange also has the support of the community.

**Economic issues**

The development of this business meets the requirements of the regional strategic plan for tourism. Many businesses of Yaga Bay will benefit from the ecotourism venture. Some businesses will have direct involvement, and others will benefit from increased tourist numbers.
Businesses which will benefit include:

- Art and Craft Shop
- Dormitory Museum and Gallery (entry fees)
- Timber recycling outlet
- Motel, hotel, caravan parks
- Restaurants
- Postal and internet outlets
- Banking
- Local produce suppliers (fruit and vegetables, fish, prawns, poultry and dairy products - fresh in season)
- Horticultrue suppliers (replanting native species)
- Laundromat and other laundering services
- Local bus company
- Travel agency
- Other local tourism businesses (big game fishing, surfboard and windsurfing hire, bicycle hire)

In addition, visitors will be invited to stay on and experience attractions in the local region. These include:

- Yaga Bay National Park
- Regional Saturday flea markets
- Fauna and Reptile Park (30km)
- Historic village and winery (60km)

The Indigenous community will benefit through increased employment opportunities and sales of art and craft. This will provide a stronger economic base for protecting and promoting local Indigenous culture. Also, artists will donate 10% of sales to the operations of the Gallery and Museum.

**6.3 Impact on employment and training**

The venture will only employ Indigenous people from our local area. This will expand the economic base of the Indigenous community. Training and education programs will also aim at preparing people to work in mainstream industries and land care.

Funds will be sought through CDEP and the Loan Corp to establish the venture. Eventually the venture will be self-funding and independent of the Yaga Bay Land Management Aboriginal Corporation.

Positions will be offered on a part-time, permanent and casual basis, according to demand and staff preference. These positions will be filled by members of the local Indigenous community. Some
community members have offered to work as volunteers. The following positions have been identified:

- operations manager
- assistant manager
- 2 administration staff
- salesperson (additional) for the Art and Craft Shop
- 3 guides (camping tour, maintenance and land care)
- 2 guides (day tour)
- 2 catering staff
- 2 cleaning and maintenance staff
- 5 dancers (established dance team)
- craftspeople

An elder of the community will participate in the recruitment panel. People will be appointed according to their attitude to the philosophy of the venture and commitment.

Intensive training in cultural heritage will be delivered by a team of elders. Training in specific competencies will be delivered by TAFE and Parks and Wildlife through courses and traineeships. On-the-job training will be negotiated.

Guides and other staff will be trained in on-site management, specialised knowledge of the area (geography, geology, plants and wildlife, conservation issues), bush crafts and educational interpretations. They will be able to work with visitors on a one-to-one basis. (see Attachment 5)

There will be an emphasis on multi-skilling. Ongoing training to meet change and innovations will be provided when the venture is operational.

Competencies will be needed in the following areas:

- financial management and budgets
- marketing
- human resource management
- health, safety and security
- catering and cleaning
- first aid
- cross cultural awareness and communication
- public relations
- personal presentation
- enforcement of rules and regulations
- bushfire management
- environment and resource management, conservation
- ecologically sound technologies
• building construction

Where possible, staff will undertake work experience in local businesses and other tourism ventures.

6.4 Possible negative impacts and management strategies

The following table outlines the possible negative impacts on the political, social and economic life of the community, and the implications for employment and training. It outlines strategies we will put in place to minimise these impacts.

**Political**

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Minimisation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alienation of community</td>
<td>Invite community feedback</td>
</tr>
<tr>
<td></td>
<td>Address issues of concern</td>
</tr>
<tr>
<td></td>
<td>Maintain open management style</td>
</tr>
<tr>
<td></td>
<td>Board of Management</td>
</tr>
<tr>
<td>Conflict with community members</td>
<td>Consult, negotiate and use conflict resolution</td>
</tr>
<tr>
<td>Loss of community ownership</td>
<td>Maximise employment opportunities</td>
</tr>
<tr>
<td></td>
<td>Inform community (newsletter)</td>
</tr>
<tr>
<td></td>
<td>Increase sponsorship of local groups</td>
</tr>
</tbody>
</table>

**Social**

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Minimisation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crowding from visitor influx</td>
<td>Control numbers</td>
</tr>
<tr>
<td></td>
<td>Stagger visits</td>
</tr>
<tr>
<td></td>
<td>Control areas visited</td>
</tr>
<tr>
<td>Invasion of Privacy</td>
<td>Define areas visited</td>
</tr>
<tr>
<td></td>
<td>Monitor community reaction</td>
</tr>
<tr>
<td>Harm to residents from visitors</td>
<td>Counsel and openly discuss possible issues and dangers (sex, money, conflict)</td>
</tr>
<tr>
<td></td>
<td>Monitor relationships (elder, PR person, local authorities)</td>
</tr>
<tr>
<td>Negative reactions to visitors</td>
<td>Monitor interactions</td>
</tr>
<tr>
<td></td>
<td>Offer counselling (elder, PR person, local authorities)</td>
</tr>
<tr>
<td></td>
<td>Promote venture’s success through newsletter</td>
</tr>
<tr>
<td>Problems with alcohol consumption</td>
<td>Prohibit alcohol use by visitors and staff on tours and camps (rules)</td>
</tr>
<tr>
<td></td>
<td>Monitor behaviour at local hotel (PR person)</td>
</tr>
<tr>
<td>Vandalising and theft (public areas)</td>
<td>Monitor</td>
</tr>
<tr>
<td></td>
<td>Inform authorities</td>
</tr>
<tr>
<td>Negative demographic changes</td>
<td>Survey community reactions</td>
</tr>
<tr>
<td></td>
<td>Observe, invite feedback and record</td>
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<tr>
<td></td>
<td>Establish patterns</td>
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</tbody>
</table>
### Economic

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Minimisation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decline in quality/authenticity of art and craft</td>
<td>Monitor products (elder)</td>
</tr>
<tr>
<td></td>
<td>Counsel artists</td>
</tr>
<tr>
<td>Deterioration of infrastructure</td>
<td>Maintain and monitor infrastructure</td>
</tr>
<tr>
<td></td>
<td>Prevent unlawful &quot;souveniring&quot; and damage</td>
</tr>
<tr>
<td>Return of profits to community</td>
<td>Research, manage and respond to fluctuations in the market, changes in tastes, external forces, affects on tourism from world events</td>
</tr>
<tr>
<td></td>
<td>Review business and finance operations</td>
</tr>
<tr>
<td>Economic expectations not being met</td>
<td>Review business and finance operations</td>
</tr>
<tr>
<td></td>
<td>Consult with community and invite feedback</td>
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<tr>
<td></td>
<td>Encourage new business development (create a market)</td>
</tr>
<tr>
<td></td>
<td>Review employment policies and practices</td>
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<tr>
<td></td>
<td>Board of Management</td>
</tr>
<tr>
<td>Inflated expenses from importing goods and services</td>
<td>Use local products and services</td>
</tr>
<tr>
<td></td>
<td>Provide feedback on quality</td>
</tr>
<tr>
<td></td>
<td>Increase demand on goods and services</td>
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<tr>
<td></td>
<td>Negotiate for ecologically sustainable local products and services</td>
</tr>
</tbody>
</table>

### Employment and training

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Minimisation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poorly trained staff</td>
<td>Research best courses</td>
</tr>
<tr>
<td></td>
<td>Train locally (on-site where possible)</td>
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<tr>
<td></td>
<td>Provide work experience locally and on tours</td>
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<tr>
<td></td>
<td>On-going training</td>
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<tr>
<td>Unrealistic expectations of staff</td>
<td>Provide orientation</td>
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<tr>
<td></td>
<td>Conduct skills audits, on-going training</td>
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<tr>
<td></td>
<td>Train staff – multiskilling</td>
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<tr>
<td></td>
<td>Develop procedures for all aspects of operations</td>
</tr>
<tr>
<td></td>
<td>Ensure award conditions for employment</td>
</tr>
<tr>
<td>Degredation of working relationships (low morale)</td>
<td>Use team decision-making and problem solving</td>
</tr>
<tr>
<td></td>
<td>Open door management style</td>
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<tr>
<td></td>
<td>Encourage ownership</td>
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<td>Consult, negotiate and use conflict resolution</td>
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<td>High staff turnover</td>
<td>Maintain strong human resource base</td>
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<td>Adjust operations for a productive work environment</td>
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6.5 Positive impacts

Positive impacts for the entire community include:

- Increase in self esteem and pride in cultural and environmental heritage.
- Empowerment of local Indigenous community.
- Increased employment
- Sharing of cross-cultural experiences.
- Better relationships in the community.
- New networks in the region.
- Support for local industries, suppliers and businesses.
- Increase in local economic base and development of new industries.
- Employment opportunities and training (transferable to other sectors).
- Creation of a resource for local residents to enjoy (recreation and education).

7 Health, Safety & Security

7.1 Laws and regulations

All operations of the venture will be conducted in accordance with state and federal regulations for workplace health, safety and security, with a focus on ecotourism. Best practice procedures will be developed to ensure health, safety and security for staff and visitors in:

- staff management
- food preparation and catering
- cleaning and maintenance
- general camp operations (water, energy sources, waste removal)
- staff presentation
- medical support for accidents and sickness
- emergencies (including bushfires and electrical storms)
- safe use of any chemicals (weed eradication)
- communications

7.2 Staff responsibilities

Staff will be trained in the following and be accountable for:

- using best ecologically sustainable and safe products, services and practices in all operations
- handling relevant chemicals (weeds), managing hazardous spills and storage
• bushfire fighting (Level 1 of Parks and Wildlife course)
• first aid (currency of St John’s Ambulance qualification at Level 3)
• monitoring quality and quantity of tank, bore and soak water supplies
• safe practices for maintaining timber infrastructure
• best practice in providing services and products
• communications (latest technology, emergency camp telephone)
• signage and explaining safe healthy practices (including to people with languages other than English)

7.3 Visitor information

Day tour and overnight camping visitors will be provided with information about correct behaviour for their own protection and security at the campsite, on walking tours and in the community. They will be provided with information from guides, signage and brochures about:

• evacuation in emergencies (bushfires, electrical storms)
• availability of first aid, pharmaceutical, medical and hospital facilities
• safe areas for swimming
• safe and sustained use of drinking and showering water
• protection from sun and insects (safe practices for “slip, slop, slap” focussing on clothing and chemical-free products)
• not leaving pathways to explore alone
• taking water on long walks, not drinking from streams
• security of belongings (in town and on camp)
• use of self-composting toilets
• dangers from and protection of wildlife
• fire prevention - use of fireplaces and cigarette butt disposal
• refuse disposal and recycling
• not collecting polluted crustaceans, restocking projects
• banned or restricted recreational activities in the area
• restricted access areas (old dump, areas of bush regeneration) (see Attachments 2 & 3)

These codes of behaviour will be upheld and monitored by staff. Any inappropriate or unlawful behaviour and vandalism will be reported by staff (guides) to the relevant authorities (police, Parks and Wildlife staff). Visitors will be asked to provide feedback on the health, safety and security aspects of their experience.

Visitors taking the overnight camping option will be required to provide information about special dietary or health needs. They will also be asked to take traveller’s health insurance and sign a declaration that they undertake the tour at their own risk.
8 Tourism Sector

The *Yaga Bay Ecotour and Cultural Experience* will start as a community-based business within the structure of the Yaga Bay Land Management Aboriginal Corporation. With success, it will become an independent business.

8.1 Networks

Relevant networks have been actively established in the tourism sector, with environment protection agencies, and with other businesses (support, supplies, services).

**Tourism industry networks**

- Aboriginal Tourism Australia (support network to Indigenous operations within the tourism industry)
- Department of Industry, Science and Tourism (policies and guidelines)
- Bureau of Tourism Research (statistics)
- Australian Tourism Commission (marketing opportunities and networks)
- State government tourist commissions (business development and training, ecotourism plans and strategies, marketing plans, statistics, advice)

**Local and regional business networks**

- ATSIC (business development) and funding bodies
- business community (travel agent, bank, post office, chemist, restaurants, hotel, motel, retail outlets, other tourism businesses, bus operators, suppliers – food, water, recycled timber)
- regional business community (travel agents, bus companies, airport, tourism businesses, suppliers and wholesalers (food, equipment, cleaning agents)
- other ecotourism ventures (indigenous and non-Indigenous)
- Coast and Range Tourism Committee

8.2 Local and regional tourism business

**Public access**

On the days that the venture is not using the camping facility, it will be available to casual tourists and local residents. As it is Indigenous-owned land, access is restricted and a permit will be required. Fees will be paid, at reduced costs for special groups (school groups, visiting Indigenous groups). Permits can be obtained from the local visitor centre, travel agency and Land Management Corporation.
Guides will monitor activities and use of resources at the campsite, on pathways and at sites. Visitors will be advised of this.

**Competitors**

There are tourism ventures that have an outdoor, nature or adventure focus in the local region. However, they do not specialise in ecotourism and Indigenous culture. They provide visitors with a very different product to the *Yaga Bay Ecotour and Cultural Experience*. They also cater to different areas in the market. They are:

**Horsing Around** - cross-country trail riding and camping for upmarket city clients

**Back on the Farm** - a farming experience for families

**Lodge in the Wilderness** - exclusive accommodation with bush walks for upmarket city clients

**The Range Enviro Tour** - day walking tour and picnic to study the botanic and biological heritage of The Range for seniors and academics

**Yaga Bay Deep Sea Fishing** - day fishing trips to the shelf for adventure seekers

Networks have been established with these businesses. They have given help in developing the plan for the venture and providing work experience. They have also given a commitment to provide direction in areas like:

- marketing strategies
- client needs
- health and safety
- interpretive material
- catering

These businesses are prepared to support us in marketing our products (as we are for them). The Lodge provides an outlet for local Indigenous art and craft.

**Support for local and regional tourism business**

Our visitors are encouraged to explore more of our region. We actively promote local businesses (restaurants, hotel, gift shops, gallery, hire outlets, fishing venture). Groups and casual tourists are directed to the Yaga Bay Visitor Centre and travel agency where they can find out about the attractions, accommodation and services in the region.
These include the Saturday markets, Yaga Bay National Park, the Fauna Reptile Park and the historic village and winery, as well the other tours and accommodation noted above.

Many of these businesses are members of the Coast and Range Tourism Committee. This Committee meets on a regular basis to discuss problems, innovations and best practice, and to provide mutual support. Our venture will be represented at these meetings.

8.3 Quality Assurance Certification

The venture will apply for a Quality Assurance Accreditation Certificate from the Tourism Council of Australia. (see Attachment 6)

Accredition will also be sought from the Ecotourism Association of Australia through its Nature and Ecotourism Accreditation Program (NEAP).

9 Trialling and Evaluating the Venture

9.1 Trialling the venture

Trials were conducted between February and October. These were scheduled to test the tour activities, camp and town facilities and attractions, infrastructure and catering during different seasons. Both the day tour (2) and camping tour (4) were trialled.

Support

The Yaga Bay Land Management Aboriginal Corporation, Yaga Bay Indigenous Business Corporation and Yaga Bay Retail Association donated funding for the trials. The Land Management Corporation also donated equipment and two vehicles. The local bus service was provided free of charge. Parks and Wildlife made an officer available.

Tour groups

Visitor numbers were 20 for the day tour and 15 for each camping tour. People who participated represented Indigenous and non-Indigenous stakeholders and local residents. An elder was present on each tour. Different people participated in each tour.

Staff

Although staff had not been formally trained, people with the best skills were identified to perform different roles. They participated on a volunteer basis. The trained Parks and Wildlife officer was on each
camp tour to oversee activities and advise on environment protection and safety.

**Day tour**

The itinerary and catering for the day tour were trialled. Town facilities and infrastructure were monitored to determine if they could accommodate the proposed visitor numbers.

**Camping tour**

The campsite is a degraded area, but the process of replanting and building the infrastructure has commenced. At the time of the trials, one self-composting toilet and the bore were functional. A fireplace had been built. The area had been cleared. One tent platform (a prototype) had been erected.

Some walkways, viewing platforms and the carved tree barriers and pathways were in place.

An additional portable toilet was taken to the site prior to the camps. Drinking water was brought in from the town supply. A temporary shower and recycling drum were provided. Visitors brought their own tents, bedding, lighting and utensils. The Land Management Corporation provided equipment for cooking, water storage, tables, some chairs and 3 solar torches for testing.

Procedures for showering, managing human waste, rubbish removal, recycling and composting were tested. The menu (including use of bush foods) and cooking methods were also tested.

The chemical-free repellant, tent sprays, sunscreen lotion, soap, shampoo, detergent and cleaning agents were used.

The proposed environmental and cultural activities were carried out as realistically as possible, given that all the infrastructure was not in place.

**9.2 Evaluation**

**Trials**

Guests completed the feedback form and were asked to comment informally throughout the experience. As well as the functional aspects of the venture, feedback was obtained on visitor expectations and areas for improvement. Their comments and suggestions were recorded. (see Attachment 7)
Staff members were also asked to record their comments and suggestions. Meetings were held after the trials to revise activities and procedures. Stakeholders, community members and service providers were also asked for feedback.

The trials were evaluated to determine if the proposed products and services are practical and effective.

The results of the evaluation were:

- each activity - successful, interesting
- camp infrastructure and other - user-friendly, functional, safe, sustainable
- town infrastructure, services and facilities - adequate, functional
- use of resources - sustainable, renewable/recyclable
- interpretive documents, other material and signs - reader-friendly
- health, safety and security policy and procedures - clear, appropriate
- staff performance - client-focused, professional
- community response - supportive, committed
- impact on the environment – minimal

**Ongoing evaluation**

When the venture is operational, visitors will be asked for their feedback on each day and camping tour, to monitor the success of the product and services and to make improvements. All customer complaints will be dealt with professionally (trained staff) and addressed immediately.

Staff will be asked to report on each tour using a feedback sheet and at regular meetings. They will be required to raise any problems and suggest solutions. The performance of staff will be monitored to ensure that workloads and responsibilities are appropriate, and that they are competent in their roles. The focus will be on teamwork.

The management team will monitor changes to the industry and regional strategies to ensure that the venture operates within recommended guidelines. In a changing economic environment, the goals of the venture will be reviewed for business sustainability.

The local and community environmental, cultural and economic/social impacts will also be carefully monitored through the appropriate methods. Community feedback and input will be encouraged.

All data obtained through the different and ongoing evaluation methods will be recorded. Reports will be available when required. Regular reports will be prepared for the Board of Management, community and funding bodies.
ATTACHMENTS

1 – Letters of Support
   Council of Elders
   Indigenous Womens Group
   Artists Cooperative
   Indigenous Business Corporation
   Church Management Committee
   Return the Tern Conservation Group
   Yaga Bay Council

2 – Camp Rules

3 – Travel Tips

4 – Visitor Brochure

5 – Guides

6 – Code of Practice

7 – Questionnaire (your feedback)
Council of Elders

The Council of Elders supports the proposed ecotourism venture and culture experience for our community.

We will provide any knowledge and resources that will help you with its success. We believe that your management team will respect our culture. We agree to advise and help you with any area you need.

We are also happy to participate in the camping trips and to help our younger people learn and understand our culture. We are able to look after the “Sorry Ceremony”.

As you know, we have discussed what areas of our traditional culture we are happy to share with tourists. We undertake to show your guides, tour operators and other staff what they can show or talk about and what they must keep secret. We are also happy to help explain our culture to the visitors.

We have given our permission for visitors to go into the bush to areas we have agreed on, and to see the carved tree that marks our important Creation place.

We ask you to write something for the tourists to read, explaining how we protect our knowledge and culture. It is very important that they understand that this is our property.

Please let us know when you have more ideas, so that we can guide you in the activities you want to include, and find the right people to help you.

Chairperson
Yaga Bay Indigenous Women’s Group

We are pleased to give our support to your ecotourism venture.

As you know, many of our members are making craft. We look forward to selling it here in Yaga Bay, because of the difficulty in sending our work to other centres.

At our last meeting, some women mentioned that they would like to participate in your venture on a voluntary or paid basis. They mentioned an interest in being guides in the Dormitory Museum, catering for lunch and morning and afternoon tea, and being guides for the walks in Bush Tucker Gardens.

They also discussed your overnight camps. They talked about having a roster so there would always be someone to teach your visitors string making and weaving.

We think that your venture will be very good for the community as a whole.

We are meeting on the first Tuesday of next month at 7.00pm. Would you be able to attend this meeting to let us know how things are progressing? Please let me know if you are available.

President
Yaga Bay Indigenous Women Group
Yaga Bay and Ngawa Point Artists’ Cooperative

We are very excited about your project and expect that it will help boost sales of our local art and craft.

Our Cooperative has expanded lately, with more artists joining us from our region. As well as our regular people, we now have a group of young artists who are doing some very interesting work in different forms (painting, sculpture, fabric, ceramics and jewellery).

I have informed our members about your ecotourist venture, and they are keen to produce works for the gallery and craft shop.

Please keep me informed about how your project is going, and advise me of the date of your next meeting so that I can attend. I look forward to hearing from you.

You and your team have our full support.

Manager
Yaga Bay Indigenous Business Corporation

The Board is very pleased to support the ecotourism venture you are planning.

We recognise that it will provide employment and training opportunities for people in our community and boost our local economy.

At our last Board Meeting, it was agreed to make some resources available to you during the planning phase of your venture. This includes use of our computers, fax and photocopier. You will need to let me know in advance when you would like to use them.

We are also able to offer you 10 hours consultation with our accountant, if this is of any help.

An important issue was raised at our meeting. We are very interested in knowing how you think our community will benefit overall. We would be interested to see what you believe the impact on business will be. We would also like to know how you think your venture could expand or diversify in the future.

We would also like to have a representative on your Board of Management.

If it would suit you, we would like to hear your ideas at our next Board Meeting in six weeks. I’ll send you an invitation.

Good luck with your planning and you have our full support.

President
The Committee is pleased to offer support for your ecotourism venture. We hope that the business is successful and brings benefits to our community.

We are happy to offer the following:

1. Access to the cemetery on the days you have nominated.
2. Access to our historic Church for interested people by appointment.
3. Access to our rest room facilities on the days you have nominated.
4. Use of the Church Hall for refreshments if the weather prevents outdoor catering.

We look forward to giving you any assistance in the future.

President
Church Management Committee
Return the Tern Conservation Group

We are very excited about the ecotourism venture that you are planning. We are happy to work closely with you.

We believe that the conservation work that your Corporation and our people have done together to save the tern has been successful. We are also very grateful for your offer to sponsor our efforts when your business is profitable.

We understand that your activities will not interfere with the tern nesting site, and that your staff will be involved in monitoring this site during your proposed camping trips.

Please let us know if we can help you in any way. We look forward to continuing to work with you in the future.

President
Yaga Bay Council endorses the ecotourism venture and activities that you propose. This endorsement was made at our last full Council Meeting (item 4 on the agenda).

We agree to provide access to the following:

1. Beachside Park
2. Public toilets at Beachside Park
3. Sheltered area (boughshed) at Beachside Park
4. Community Centre (if weather requires)
5. Bus interchange and rest rooms on Pearl Street
6. Rubbish and recycling facilities
7. Access to walkways on the reclaimed land area on the lower side of Queenfish Street
8. Access to Bush Tucker Gardens

We expect that you will assist by helping to maintain these facilities and infrastructure. We ask that you and your visitors stay on the pathways, remove and/or recycle all rubbish and follow the directions for use of water in the restrooms and toilet facilities. We also expect that your business will take responsibility for any major damage caused to any of the above as a result of your venture.

We request that you provide specific details about the removal of human waste and grey water at the Lobby Point campsite. The number of guests that you propose will mean that this is an issue to be resolved.

We also require information about how you will provide fresh water for drinking, washing and showering. As you know, there is not enough on-site water to cater for your numbers at certain times of the year.

Please complete the relevant forms and advise us about your management strategies for the above issues.

This ecotourism venture will bring benefits to many of our residents. It will also be beneficial to the local business community.

The Yaga Bay Council is therefore prepared to offer any support that we can, and wish your venture every success.

Shire Clerk
ATTACHMENT 2

CAMP RULES

To protect our culture and environment, follow the directions on our signs and listen to your guides.

We ask you to help us stop the following.

- Recreational sports or activities in the area - shooting, surf board riding and windsurfing, scuba diving, swimming in the Lake, River and streams, bike riding, driving on the beach - **Enjoy the bush and beach for what it is.**

- Netting fish, not observing bag limits, harvesting crabs and prawns - **Use a handline when fishing and observe bag limits. Fishing restrictions will be lifted when marine populations regenerate.**

- Camping outside the site area - **Set up camp in the site area and look after the infrastructure.**

- Bush walking away from walkways and pathways - **Stay on the pathways and observe and restrictions on access to areas like the tree site and middens.**

- Souveniring shells, plants or other parts of the natural environment - **We have plenty of souvenirs to buy.**

- Using chemical insect repellants and sunscreen lotions - **Wear protective clothing or use our recommended non-chemical products.**

- Further endangering species of animals and plants - **Help in monitoring colonies and populations of tern, waders and the pobblebonk frog and other species.**

- Contaminating fresh waterways - **Use recommended or supplied soaps and shampoos.**

- Wasting tank and bore water - **Follow directions for use and observe limits on quantity.**

- Wasting energy - **Follow directions for use of lamps and other lighting.**

- Contaminating the environment with human waste - **Use the self-composting toilets provided.**

- Leaving rubbish - **Take small items with you, or dispose in the rubbish and composting bins provided. Remove all non-native seeds.**

- Avoiding bushfires - **Use only the fireplaces provided and dispose of cigarette butts safely.**

Help us to make sure that our culture and environment are protected for your enjoyment and for future generations.
ATTACHMENT 3

TRAVEL TIPS

Health
You don’t need any vaccinations for Yaga Bay. As with any travel, you should buy travel insurance that covers accidents, illness or the need for a hospital. We have medical facilities at Yaga Bay, and our guides are qualified in first aid. We ask you to let us know if you have any health or dietary needs.

Chemist and medical facilities
Yaga Bay has a chemist that is open weekdays from 9.00am to 5.00pm and Saturdays 8.00am to 12.00noon. The township also has a medical centre that opens at the above times and for emergencies. There is an ambulance, and a hospital is available 50km from the township.

Water
Tap water in town is purified and safe to drink. Fresh drinking water is available in tanks at our campsite, where we also use clean bore water for washing. All water is regularly tested and supplies are plentiful.

Safety
The Yaga Bay region can be very warm during spring, summer and autumn. It is important to remember to carry water when you walk or hike in the bush or on the beaches. It is also important not to overexert yourself.

Close all windows and zippers when you leave your tent at the camp. You will be provided with Australian standard chemical-free insect repellant to spray before you close the tent. The mosquitoes, sandflies and some species of ant can make life uncomfortable at certain times of the year.

You will also be provided with chemical-free insect repellant and sunscreen for exposed parts of the body. However, we ask you to wear clothing to cover your legs and arms, to minimise use of repellants and sunscreens. This will help to protect our waterways. The XYZ repellant and sunscreen products are Australian standard and recommended. Contact us if you need any details before you arrive.

Sharks, stingrays and other sea creatures can make life difficult on our beaches, and in Yaga Lake and the River estuary. Swimming is not allowed in streams, the lake or the river. If you want to swim in the ocean, you need to talk to your guide first, and always swim with someone. Our beaches are only patrolled over 3 weeks in January.

Snakes are also common. Although we don’t have the most venomous snakes in our area, we do have some nasty ones. Generally snakes leave people alone. They are more active at certain times of the year. Your guide will let you know about snake protocols. Who knows? You may be lucky enough to see one. This is why we ask you to wear strong footwear on the camp.

We maintain forest growth to deal with potential bushfires. Our guides are trained to deal with this emergency and rare electrical storms. You will be briefed at the start of the camp in our emergency procedures.

Security
When you stay in Yaga Bay Motel, don’t leave money or valuables in your room. The Motel has a safety deposit box. A security box will also be available on the overnight camping trip.

As with any travel, you should make sure that you have adequate insurance coverage before leaving home.

Local police and our guides will help you with any security problems.

**Alcohol**
Alcohol is strictly prohibited on the camp and day tour. If you are staying overnight in town, you can enjoy our licensed restaurant and hotel facilities.

**Protecting our wildlife**
Always remember that while some animals seem to be cute and cuddly, they are still wild animals. Be aware of the dangers and not to touch or pick any animal up. Always keep a safe distance away. It is illegal to feed native animals. We also ask you not to leave our tracks or pathways to get that fabulous photo.

Remember that some of our animal species are on the endangered list. We will ask for your help in monitoring their populations.

**Protecting our plant life**
We have a replanting program to regenerate degraded land around Yaga Bay. All plants are native to the area and provide food and handcraft resources. Their colonies are fragile and with your help we will maintain their growth. Only sample bush tucker under our guides’ directions.

**Your food**
Most of the food you eat on our tour or camp will be locally produced and organically grown. Some of these foods come from our natural environment. When we have to use other foods, we have chosen sources that use ecologically sound production. We can cater to any special dietary needs.

**Clothing**
Lightweight casual clothes can be worn all year round. You will need warm clothes for the colder months, nights and early mornings. You will need a sunhat and sunglasses, and strong walking shoes for sightseeing or hiking.

Take clothing for 3 days and 2 nights on the camp, as there are no laundry facilities on site. We ask you to limit your luggage to one small bag. All extra clothing and luggage can be left at the Yaga Bay Motel in safe storage.

**Linen, towels and blankets**
These items will be supplied. All linen is laundered by a local service that uses ecologically sound practices, according to Australian standards. The business is regularly inspected. A laundromat is available in town, and the Motel also provides laundry facilities.
ATTACHMENT 4

VISITOR BROCHURE

Welcome to our community of Yaga Bay. We are happy to share our culture and stories with you. We hope you enjoy this experience.

Our culture is thousands of years old. White settlement of this area in the 1880s threatened our heritage. But we have survived. We are proud people and celebrate a culture that has come to us from the generations of the past. We celebrate our culture now and into the future.

We will show you our land and its treasures. We will show you how we care for our land and how it gives back to us. We will tell you some of our Creation stories and dance our dances for you. We will show you our art and handcraft.

Like our environment, our culture is a precious resource. It must be protected. We ask that you respect our sacred places, our knowledge and the aspects of our traditional and contemporary lifestyle that we share with you. We ask you to help us protect these things.

We use the copyright label and Indigenous Label of Authenticity on our art and craft. This means that we own the designs. They are our true creative work. They are an expression of our spirituality. They can't be copied. We also own the Creation stories, dances and songs that we share with you.

We also ask you to follow our advice when you visit special places in our township. There are rules that we all must follow to protect our history and heritage.

If you take our bush walk or join our camp, your guides will let you know how to protect the environment and our resources.

As part of your stay with us, we invite you to take part in a “Sorry Ceremony”. If you would like to hear about the hardships our people faced, and join with us in hope of a better future together, then you are welcome to join this simple ceremony. Our elders look after this ceremony. Of course you must follow your own heart and ideas in choosing to take part.

If you have any questions at all, please ask. Our guides and volunteer people look forward to sharing their knowledge and experiences with you.

Welcome and enjoy.

(Text and artist’s impression of brochure)
ATTACHMENT 5

GUIDES

Two community members are undergoing training as rangers with Parks and Wildlife. Although they will be based in Yaga National Park, they will liaise and support the venture.

In addition, all guides conducting interpretive tours will be Indigenous. They will be trained in the culture, heritage and environment of the region and work under the supervision of the Council of Elders. They will be selected on the basis of their communication skills and local knowledge, and will be expected to provide leadership and safety for visitors.

Guides will undertake training in TAFE. They will hold a current St Johns Ambulance qualification for first aid, and will be given on-the-job training in workplace health, safety and security on a regular basis. They will also be trained in innovative technologies for the environment. At least once every two years, they will be given the opportunity for “work experience” with another ecotourism venture, organised through our networks.

Guides will be responsible for maintenance of the tracks and general infrastructure, as well as land care activities during the weeks that the camps do not operate.

By example, they will aim to foster in their visitors the love and respect that they have for their natural and cultural heritage.
ATTACHMENT 6

CODE of PRACTICE

The Yaga Bay Ecotour and Cultural Experience makes the following commitments.

• Protect and preserve our Indigenous cultural heritage and history.
• Respect the history of our township and local area.
• Work in harmony and build trust between Indigenous and non-Indigenous members of our community.
• Take responsibility for best practice in our natural environment.
• Focus on best practice for an ecotourism experience according to the industry guidelines.
• Research and use new technology to minimise environmental impact and sustain non-renewable resources.
• Deliver high quality products and service to our visitors.
• Provide an educational focus (interpretation) for our visitors promoting environmental and cultural protection and conservation.
• Conduct research to improve our visitor’s experiences.
• Build trust between staff members and promote team spirit.
• Provide education and training in all aspects of the business for our staff members.
• Maintain profits without expense to our natural environment, culture or community.
• Act responsibly with our stakeholders, service providers, community groups and industry partners.
YOUR FEEDBACK

We hope that you have enjoyed your time with the Yaga Bay Ecotour and Cultural Experience. Thank you for being our guest.

To help us make our venture the best, we would like you to answer the questions below. Your feedback is very important to us.

1 What do you think of our services? Please tick the box that most fits how you feel.

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<tr>
<td>Staff skills and knowledge</td>
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<td>Staff attitude</td>
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</tbody>
</table>

2 What did you expect to get from the venture?

3 Did the venture meet your expectations? YES NO (please circle)
<table>
<thead>
<tr>
<th></th>
<th>Question</th>
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</thead>
<tbody>
<tr>
<td>4</td>
<td>What were 3 things you enjoyed most?</td>
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<tr>
<td>5</td>
<td>What were 3 things you enjoyed least?</td>
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<tr>
<td>6</td>
<td>What are some things that we could do to improve the venture?</td>
</tr>
<tr>
<td>7</td>
<td>Please write any other comments you would like to make about our venture.</td>
</tr>
</tbody>
</table>

*Thank you for taking the time to answer these questions. Your feedback is valued.*