



Hobart Tasmania

Proceedings

Open Space Workshop
Friday 12 May

What are the keys to providing tracks and trails that are sustainable, accessible and supported by all?

Disabled Access in Natural Areas – Interpretation - Michael Easton

Key Learnings

- Must understand needs of disabled people
- Must understand there are a range of abilities
- Need to identify means of involving disabled people
- Need to establish principles of guide designers
- Need to provide food information to all users
- There is no 'one' standard for tracks

Discussion Outcomes/Recommendations

- Provide a 'range of opportunities' and specifically at a high use and accessible areas eg track heads
 - Consultation should go beyond usual representative groups – involved respite groups, disability consultants, sports councils
 - Develop access principles that cater for a range of access and that inform designers and managers
 - Increase practical knowledge and awareness of designers/managers
 - Analyse what exists on-group to determine what potential exists for disabled access
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State Trails Strategy for Tasmania – Opportunities - Keith Ryan

Key Learnings

Key Projects

- Loop trails
- Causeway to shell pits (Circular Head)
- Rail trails
- Rocky Cape to Temma (walk trail, traditional Aboriginal access)
- Establishment of iconic trails for marketing

Key Processes

- Market research – better understanding of who uses trails, how, where, when, how often
- State approach to monitoring and evaluation of trail use
- Establishment of local government coordinated groups to drive local projects
- Community consultation is key – need consult with all users, need consult all land managers (incl. rail – Pacific Nat)
- Consider all users – don't look at bushwalking as separate
- Address inequities in terms of use levels and numbers of users vs the level of support and resourcing they have available or receive

Discussion Outcomes/Recommendations

- Thematic approach to marketing – themed trails
- Review of 60 Great Short Walks to include longer trails and other trails (Greater state-wide marketing)
- Need for greater government resourcing (through budget)
- Research into establishing the economic value of the benefits of trails to strengthen budget requests – health (mental, physical), economic, tourism
- Explore corporate sponsorship for trails (establish trust or foundation to support)
- Establish a clear system to prioritise the development and maintenance of trails based on use, location, support
- Don't sell it as all multi-use trails – turn away a lot of users

Principles of Design - Peter Savage

Key Learnings

- Need to know principles of design
- Too much maintenance, too expensive
- Building knowledge
- Design of track – where does it go? Why are we going here and not there?
- The 'Must Points'. Logical order, how environmentally to install.
- Managing water – biggest issue – whether at Ayers Rock or Kwanda Surface – type of soil, hardening, after it has rained can fully finish the track, where water falls and runs off, restrain edge

Discussion Outcomes/Recommendations

- In QLD standards around since early 20th century (1955 principles written by NP in QLD)
 - Tony Scott selling book on track design – IMBA Guidelines 'Natural Surface Trails By Design'
 - The skill of path builders – shortcuts
 - Technology of roads can be adapted to track development eg with alignment
 - Dealing with 'bad behaviour' – trail bikes etc
 - Providing the experience people want but within parameters of sustainability
 - Have trail well designed so user won't shortcut – need to rev up
 - Recommendation – get a list of resources available
 - Have Australian standard
 - Design of track – not inhibiting native species – their movement environmental impact
 - Using new technology – more affordable GPS?
 - Document own experience/circumstance/principles
 - Have a history of what works and what doesn't
 - Such as changeover of staff, many volunteers
 - Landscape Recreation Policy – physical, managerial, social
 - LCS (Classification System) QPWS
 - EPA Forestry website
 - Austroads – various
 - AS2156
 - SNZ HB8630
 - Next stage – standard signage, hot to rest pictograms
 - Mountain like ski markings
 - Getting people there – to the trackhead, parking
 - How much signage?
 - Visual pollution in natural areas
 - Template used in NZ of issues when planning a track – make available
 - Avoid reinventing the wheel
 - Chatline option
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National Organisation – Michael Oxer and Alison Lanigan

Discussion Outcomes/Recommendations

Yes – work towards a National Alliance

- Income for Trails
- State agency coordination
- Commitment to the National Alliance – Yes? No?

Want?

- One voice to government
- User driven
- NGO Trails Alliance?
- State based trail user groups to meet
- NGO – links to government/land management
- Corporate interests?
- Alliance will have members with unequal access to resources and \$, which needs to be acknowledged
- Decision making to be logical based eg permit voice of smaller groups, not numbers based
- People at national level to 'leave wheelbarrows at door'
- All partners to be in the decision making process
- Alliance is a 'think tank' of directions
- Presents agreed broad picture of direction to whole government
- Input into policy level discussion
- Direction 'paper' to influence government decision making
- Dialogue with Corporate Australia
- Consensus view to government is strong
- User groups organise themselves
- National organisation can also achieve
- National Trails ID/Web
- National Trails Marketing/Promotion
- Collect stats data
- Research important role
- Standards
- Guidance for local groups – sponsorship, governance, budgets

Other Roles for National Alliance

- Conferences & information exchange
- Training
- Volunteer management
- Advocacy advice
- Use of IT
- Facilitating cooperation
- Clearing house
- What do we want to do?
- What should that body/alliance do for us?
- Information sharing
- Big & inform enough to present unformed
- National volunteer coordination role
- Rep from each state?
- Aims/objectives?
- Has a strong message
- Ongoing discussion by email

SA – Judy Fiedler (Trails Alliance SA)

WA – S Bradstock

NT – Chris Day
NSW – Mac Nicolson
VIC – Michael Oxer
ACT – Linda Robertson (AAS)
TAS – Mcfarlane
QLD – Chris/Kathy ??

Develop reference group of National organisations

Foundation Principles

- Hugh to circulate paper x
- Objectives
- Circulate SA Alliance Foundation document
- Attract funding

Providing hardcore 4WD trails on reserved/private land – Michael Easton

Key Learnings

- Hard core trails should be easily accessible – better maintenance and supervision
- Trail parks may provide concentrated facilities but must be environmentally and economically sustainable
- Need to reach/involve 'hard core' element in design and location
- Current 4WD advertising does not help user issues
- Reserved areas with conservation values should not be expected to provide 'hard core' experience

Discussion Outcomes/Recommendations

- Investigate options with forestry coups for quick construction and rehabilitation of 'hard core' trails
 - Utilise events and gatherings for information/education
 - Investigate 'hard core' needs to help determine appropriate sites ed old paddocks may be sustainable
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How can we progress a regional tracks project? - Ursula Taylor

Key Learnings

- SA – Planning and Development fund is derived from developers/sub-divisions is available for trails projects - specifically a regional coastal walk.
- Key is support for trails from a state level. \$ from sub-division used to support Local Government.
- Tasmanian Government do not have trail strategy for entire state – tends to manage within separate departments.
- Liability is an important details that must be addressed early on in a tracks project. – land manager & their responsibilities.
- Local trails not developed due to lack of support
- Increased expectation from the community for tracks & trails
- Tas. Together - outcomes and trails
- Partners are critical, particularly private organisations
- Cradle Coast, Tracks and Trails strategy
- Need to highlight benefits of tracks to all involved from construction to use

Discussion Outcomes/Recommendations

- Community to lobby for trails
Local government to build momentum by starting their own tracks
 - Develop state Tracks & Trails strategy/policy (does across separate departments)
 - Back up arguments for tracks with data – particularly economic figures eg. tourist spend
 - Build partnerships with private sector
 - Have solid planning base complete before approaching fundraising bodies (whether public or private)
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One of the keys to sustainability of tracks & trails is the experience it offers to the people who use it. Why do you travel a track or trail? What would be the ultimate experience for you? What value has it added to your life? - Kathy Gatenby

Key Learnings

This was a group sharing of stories and experiences, some personal, some observational. These stories helped us to understand the people who use tracks & trails and what might be important to them. It affects how we develop and manage our trails. It can be useful in how we communicate the benefits of tracks & trails for recreational use.

- Place tracks & trails as a way to communicate ideas about the natural world – this can be an outcome of the experience. Youth can be a planned experience to help them develop.
- Maintain their sanity – keep yourself whole.
- Long distance a real addiction – the euphoria of completion.
- An innate knowledge/desire to walk – some thing that happened 20 years ago sticks with you.
- Meditation – the act of walking/walking a trail to learn/motor functions make the mind work better/walking with different groups & cultures and learning from them (18-64 years of age, gay group, learning & appreciating, women's groups etc)
- Capturing people
- Opportunity to educate people on conservation issues
- Walking – a ritual, society lacks rituals
- Opens them to personal growth
- 'I don't know how people who don't get involved in outdoor activities cope with life'
- Some sectors – outdoor act seems uncool
- Bib. Track – invites people to send in their walking stories
- Doctor – Patient need to lose weight. Pt decided to walk the B.T – lost weight improved fitness
- Work abroad – volunteer, help people, walked B.T & had spiritual awakening
- 40 years of Peini Way – asked for stories how it affected their life. 'Some almost made me cry' – won't affect everyone that way but some it does – changes your perspective, put some problems back to size
- Losing weight – not just a physical thing – self-esteem etc
- Some walks put people in totally new environments they have to deal with
- The dynamics of groups
- Learning to communally live with others from different backgrounds
- Hut wardens (NZ) position to teach people – help them cope/adjust
- Value of guides/concessionaries – can help facilitate the experience
- If it's packaged, is it a false experience? Or is it just a difference filter for the experience?
- Different experiences for different people – personal achievement, each person has a different 'model of the world' so will all experience it differently
- Tai Chi – instead of a park, walk then t/c then walk out
- What is it about walking a long distance? You get to a stage where the only thing you need to think about is what to eat that night? It frees your mind. Meditation – one foot in front of the others
- Gives you time to be reflective
- The 'murky depths' things bubble up and come to the surface and you have a chance to deal with them
- You can see the instant transformation when people go under a first canopy
- Research – this is a good idea so we can apply this knowledge to the management/development of trails
- Plant the seed when young
- The 'near-death' things are the ones that really change you
- The removal of risk from activities – how does this effect the experience?
- You can cause a lot of damage by over emphasising the safety code
- Stimulation – endorphins/adrenalin

- Satisfaction/confidence – P.Way buzzing with confidence
 - Building on experience
 - Looking for adventure
 - Want to feel I have been challenged/I look for the challenge
 - Having the skills to deal with the experience/danger
 - Feeling of self sufficiency
 - Upon getting home - ? at all the possessions/stuff after living from a backpack for 2 weeks
 - Introducing children to this setting
 - Values/adventurous nature – hope it is passed on
 - In the past, quite often we have had to walk somewhere – allowed me to do a range of things (todays kids much harder – more choice)
 - Walk to school = a chore but choosing to walk somewhere = freedom
 - Parents won't let kids walk now – concerns about safety
 - Walking a fearful thing today – media, OH&S, all the messages that scare us
 - If you do a physical job, the last thing you want to do is walk at the weekend.
 - Kids – introduce surprise activities, they forget the exertion and have exercise
 - 70's & 80's – most were overnights, now a lot are day trippers – happy to score a latte or flat white along the way
 - Pressure on P.Way for shorter walks although it was set up as an extended walk
 - Needs to be progression and change to match the needs
 - Shorter walks = more people
 - How does this affect the experience? The asset?
 - Longer walks – greater potential for transformation
 - P.Way – it deserves to be respected for it's original purpose – commercialisation of the experience can erode the experience
 - Some places are getting too crowded
 - Long term planning essential once you start building awareness
 - Being apart from your usual life is important for transformation to occur
 - 3 days is where I start to chill out
 - 4 -5 days in I'm keen to get out again
 - NZ more likely to walk the Milford T. than any other – 3-4 nights
 - What makes an iconic walk?
 - Why do people choose to do it?
 - The addiction to long walks?
 - It is a challenge - you can achieve something
 - Some tick off long walks as a quantity measure of.....what?
 - NZ – 'goal focused' visitors – bungee jumping, walking M.T etc
 - Seeking a new experience
 - Seeking some stimulation
 - Trans from exp.
 - Comparisons with others on the experience
 - Worry about relying on external to affect the internal
 - Goal process – diminishes with age
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Managing user conflict - Chris Maierhofer

Key Learnings

- Many stake holders – these can be broken down by mode of transport (walking, hoof traffic, motor vehicles, land owners & cyclists) and reason for visitation (the diversity of reasons for visiting applies across all modes of transport)
- Residents, Trail bikes, Quad bikes, Land owner
- Sources of conflict – broadly defined as goal interference (nature of experience, mindset/perception of other users & self, noise, safety - real/perceived, management intent, legislation, liability, behaviour, inequity of opportunity)

Discussion Outcomes/Recommendations

Solutions for conflict – 4 themes – The 'ATE' Steps for managing conflict

Communicate	Educate	Eradicate	Reiterate
Encouragement - public meetings, letter drops, media (TV/Radio/Net etc)	Codes of conduct - for all users, positive	Compliance – enforcement, peer pressure, punitive measures	Review process
Community consultation	Rules (legislation on negotiable constraints)	Separate trails – where appropriate	Refine information
Transparency of decision making	Manage expectations	Equitable provision of facilities	Continually have users to do step 1-3
Equity	Respect – yourself, environment & others		Tell people many times to get the message through
Dissemination of information	Joint obligations – for both parties		
	Positive terminology		
	Increase understanding		

- Trail design
- Different days/times & directions
- Preferential design – separate car parks, user preference, required provision of alternatives
- Acceptance of minor level of infringement
- Education
- Ownership – people identifying with resource)

Selling tracks & trails concept for recreation to government & developing adequate resourcing - John Shoobridge

Key Learnings

- Approach needs to be bottom up ie grass ?
- Are over arching state/national body to lobby all 3 tiers of government
- Develop a capacity to shift government perception of the benefits of non competitive health/recreational ?
- Develop thorough ? (user) and definitive needs
- To develop 'Recreational Consumption' needs quality trails/tracks on ?? hinterland and closer
- Sell the link "\$" terms between health and recreation - ??
- Increase health awareness through recreation via schools

Discussion Outcomes/Recommendations

- Community led 'Collective' effort – most effective ie via state/national body
 - Find a Politician/Beauracrat who is a 'Champion' of your cause
 - Keep the pressure up
 - Target 'Top' of government ie Premiers Department to get funding into budget permanently via recurrent ???
 - Fewer trails of high quality. Might need to be a rationalisation of trails
 - Develop a 'Foundation' for Corporate Australia for donation tax benefits in conjunction with government funding
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Accessible – What do we mean by it? Lets define ‘accessible’ so we don’t set ourselves to fail ie. Reasonably achievable goals - Pam Enting

Key Learnings

- Pedestrianize spaces is key safety & accessibility
- Walkabouts and urban designers principles
- Trail users should self select experiences based on descriptions
- Standards are being applied inappropriately to outdoor recreation areas by government funding bodies eg. 3m wide paths in bushland areas to meet accessibility guidelines
- Need to modify hard and fast rules for parks
- Accessibility needs to match type of experience the landscape offers
- Trail users are more likely to use it if live 500m or less from trail head
- There is much applying of standards out of context

Good resources are available:

- US Forest Service – Universal Access & Outdoor Recreation
- Reg Neg US system of negotiated regulations
- SNZ HB 8630 Alternative solution to AUSROADS standards SNZ symbols

Accessibility can mean:

- Physical access of trail itself
 - Not selling off tracks of land. They may be needed in years to come
 - Getting to and from a trail via local linkages, transport options that are inexpensive and available 7 days
 - Not having to spend much money on equipment or elaborate technical materials
 - Information about a place. Information suitable for all (accessible). Information for speakers and readers of other languages
 - Appropriate for cultural and linguistically diverse groups
 - Proximity to home, facilities
 - Safety (for women, children, frail elderly people)
 - Appropriate clothing
 - Cultural heritage and access to significant sites
 - 90% of the time it’s now about disability
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Tracks supported by all? Indigenous community consensus on interp. text Land Managers Support - Linda Roberts

Discussion Outcomes/Recommendations

- Take initiative to see them – proactive
- Checklist – when do they want to be involved?
- Thematic Interpretation done – TAS by Tourism Tasmania
- Designing communication to meet needs of users. Take home message.
- Community to be the ground swell for product rather than a western perspective
- Aboriginal Rainforest Committee - identify who speaks for community
- Est protocols – One of many stakeholders
- Case study SETACT ESTas Aboriginal – Kingsborough
- 'Network for Harmony' – 40 Ab ?????
- 'Enviro fund' apply for elders/others to get track to country – oral histories. From Aboriginal perspective – land management TAS
- Down to also what stories to tell and this is what visitors want
- Information held by the Aboriginal community – What is protected? What can be shared intellectual property?
- Allow time - different timing, allow for consultation. This engenders trust- work within their framework.
- Manner in boardroom/in country over cuppa
- Economic Development – permits to Indigenous vs Others – balance/equity
- Example from Trevor of NZ experience. Written into legislation to get approval. Still conflicts & possibilities of exploitation but NZ much richer for the experience.
- Rising awareness of Aboriginals as custodians of the land – and asking permission, gaining more understanding.

Business Plans for Trails - Julie Fiedler

Why need?

- Useful for larger, iconic trails – perhaps not so useful for local trails

Purpose

- Demonstrate can maintain
- How assist economic growth along route?
- Measure economic benefit of trail
- Trail used more if complementary services along trail eg. hostels, food

Difference between business and strategic plan?

- Market, cost, structure, maintenance, needs to be looked at
- Should be part of all trails development
- To have a business plan needs strategic plan
- Strategies – organisations, state etc plans
- Not all trail developers (eg community groups) have access to all strategic plans
- Corporate funding – more likely for regional & above trails – not necessarily local
- Always a continuum of issues re fundraising
- How does a small group get expertise to get business planning done? Need some confidence when approaching government
- Business plan has strategies but also influencing factors such as budgeting
- Cradle Coast Authority & others done same work
- Tas Trail done business plan – good example
- Need to ensure base level funding for maintenance
- Larger trails may need to show contribution to state tourism – bed nights etc.
- Tourism Development Fund – looks at cross regional – worth joining with other groups and broadening support for trails eg. walking on horse trails
- Important to get research data to back up claims
- Good trail monitoring mechanisms important to get date
- Participation rates – ERASS
- Need standard information want to get – also need to know why people not there
- Could use regular on-ground surveys
- Countryside Agency UK – good information on surveying
- How to attract commercial operators on trails?
- Management structure often been infrastructure focused – need to include people with different skills eg financial, marketing
- Some management structures may need to change to get business focus
- Success of trails can be getting business overlay on trails
- Business buy-in – another user group almost – if trail not functioning in their section they will step up
- Need to identify various sections of trail relevant to usage ie seasonal

How often review?

- Bibulmum – annually when do budget
- Set key objectives for each year and compare with income
- Business plan to come from objectives of trail – eg education
- Part of strategic plan
- Nexus between economic opportunities and cost
- Interactive websites can be key to encouraging economic opportunities eg drill down to particular communities and book online
- Tas Trail – list of websites
- Some overnight issues can be related to regulatory issues eg horse keeping
- May be worth looking at how charities operate and raise funds
- NZ have standard agreements
- WA – not for profit org. set up so can request through lotteries foundation and also have sponsorships/donations
- Developing community asset – look at different way to running a business?

- Developing a local council strategy can provide some security
 - Need to raise profile of trail within council - # based on priorities
 - Can't be complacent – need to revisit each year
 - Income streams – membership, events (eg o/n walk for women, lodge accommodation & day walks etc), sponsors, merchandise (maps, stickers tshirts etc), grants (for specific projects), ongoing government commitment (for administration)
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Keys to Corporate Sponsorship – Richard Juryn

Key Learnings

- Quantify what to sell
- Tangible business arrangements
- Deal as profession business partnership (face to face)
- Potential targets – front page - ???
- Target budgets – financial year
- Give results at end of first year etc
- Tax deductibility
- Customised product for sponsor – potential target

Discussion Outcomes/Recommendations

- Involve sponsor in product (use employees)
- ?? Private partnerships

Example – BC

New government ??? – for tourism, sport and ?? has taken trails under their jurisdiction. They have taken
???? trail corridor - ????????

What is a sustainable trail? – Ken Armstrong

Key Learnings

Sustainability needs to be defined to the circumstances. Need to look at the larger planning context while ensuring fit for purpose designs for each trail. Work with stake holders/users/managers. Management is difficult (not scientific) but need practical, useable baseline data (photo sets).

Discussion Outcomes/Recommendations

- Follow up at next conference with models/on the ground example (topic area)
 - Look regionally – act locally? (fit for purpose)
 - Good planning in a regional context
 - Good design
 - Good information (about decisions and for users)
 - Monitor/evaluate
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- Can't be all things to all people – inherently biased
 - Managed better than not managed – can't influence users activities
 - Insufficient funding – rates based
 - Different management jurisdictions changes the mix
 - Different environmental conditions – 4 part model – env/social/economic/management
 - Are different activities different to make sustainable – eg mountain bike trail design – good design needed but no different to walkers
 - Amount of provision – for opportunities – concentration
 - What do you want the trail to achieve
 - Design for the use types
 - Design for diversity
 - Design for use levels
 - A/bus for resource contribution
 - Identify alternatives
 - Carrying capacities – permits (what about compliance?), socially controlled
 - Club membership is limited proportion of users
 - Social constraints need not apply in all places
 - Use planning framework eg landscape characteristics – classification
 - Communicate the options to allow people to choose
 - Maintaining the experiences (current), environmental integrity, efficient maintenance approach
 - Peinie Way Example – try to measure and model impacts in use, too complex – no scientific proof
 - Use precautionary principle
 - Notice changes in use – displacement – people not coming back
 - Allocation methods
 - Advisory team of knowledgeable/involved individuals – provide advice, covers interests, conflicts of values put together
 - Indicators of limits
 - Good topics for next conference – QLD policy working documents to be shared on website
 - Permits may reduce access to general population – good for managing commercial use
 - Iconic locations already site hardened
 - How will we know we have been successful – baseline data then identify change, what to measure, photo rests – spatial impact change, composite tracks, wildlife behaviour
 - Use expert knowledge – may be staff / anecdotal
 - Perspective – keep focussed
 - Allow timeframes – short term impact – long term gain
 - Keeping longitudinal data sets – intergenerational
 - Local conditions will influence outcomes
 - Practical interpretation – changes over time
 - Inter relationships – environmental – social economic – downturn in use with deterioration
 - Annual plan for maintenance

- Realistic recreation opportunity management – politicians to stay in budget
 - Dynamic change in use anyway
 - Conditions can limit use anyway eg don't seal roads, don't remove all the mud
 - Sacrificial areas to manage high demand – avoid disposal across all locations
 - Trails fit for and designed for purpose – in context, to reduce ongoing maintenance
 - Intangible issue – goods & values vary
 - Make clear in your own plan
 - Information for the public
 - Monitoring for managers info
 - Standards
 - Evaluation
 - Regional context
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Volunteer succession planning – Keeping Momentum – Raylee Delaney

Burnout occurs for a number of reasons:

- People volunteer for a reason
- Even paid people contribute many voluntary hours of community work on trails
- Lack of recognition/thanks/appreciation
- Legal & admin requirements take away from core business
- Regulatory requirements for child check/insurance etc

Organisational burnout occurs:

- Often first 10 years of the organisation the best
- Need to re-evaluate and assess if new skills are required
- Need to update structure and constitution/rules to recognise growth/new skills needed
- Resilience building
- Vision and purpose doesn't change but how you go about it might
- Ongoing training of committee/members to cope with change/plan and implement change. Training related to core business, training related to strategic planning
- Initial 'burst' to commence organisation. Message that those doing core business don't need help left to a capable core of people.
- Typical starting point
- Skills audit is a clear starting point. You may not need more help but targeted help/specialist volunteers are sought/still recognised
- Charter of organisation needs to say what it offers to those who help
- Groups can operate on an as needed basis
- Careful not to waste people's time
- Need to create a role for various volunteers if wish to maintain
- Include incentives above core business eg. social bbqs
- Option to volunteer and to move in and out of an organisation, reflecting today's busy lifestyles
- Recognition that people volunteer in a role opposite to their job eg executive officer/digging holes
- Recognise admin roles/out of pocket expenses
- Committees get stuck, need others to come forward
- Letting go of reins if older person takes confidence
- Essential to have meetings organised, stick to agenda, conduct tight meetings (not time wasting)
- Misinformation about public liability an role definition
- Same people end up on community based committee
- One answer – shire provides free weekend workshops on governance, to help get new people in. Found that this really helps young people.

How meetings can be held:

- Railtrails uses 'Skype' and online meeting technology. IT especially useful for regional meetings
- Community groups to gain support to help to take to next level – marketing/admin/strategic, on ground
- Reflect cultural changes (flexibility)
- Core values of new volunteers not the same as older/original ones
- Burnout – don't be afraid to look out for each other
- To rationalise/keep focus
- Think outside the square
- Create ownership – celebrate successes eg birthday party for trees planted
- Good planning to ensure project maintained
- Volunteers need to know what expectations up front
- Link voluntary experiences to education/training to add value

- Provide opportunity for leadership in sub projects
- Engagement of other organisations who can assist you achieve your outcomes
- Difference between ongoing support and life sentence eg. constitution/rules include fixed terms and rotating roles. This assists people to step into roles
- Many people only activated if an issue directly affects them, sometimes this means creating one
- Models around for encouraging youth eg. Youth Council
- Volunteers disillusioned by the amount of time between inception (idea) for a project – planning – consultation – researching – approvals – implementation. Often a long time.
- Not for profits need to be confident to employ staff
- Followed by employing wrong skill set eg should have a strategic/marketing person. Admin skills can still be done by volunteers. Introduction on paid person is critical.
- What are the skills of a paid person? Paid person should fill gap that organisation can't do/won't do
- If paid person is engaged, strategic thinking/direction is key role
- Fundraising is time consuming, has flip of good publicity
- CEO a president must be different
- Key drivers can be different positions in organisations
- President sets tone of organisation, tougher than paying a staff person
- Volunteers will continue to volunteer if their needs are being met (feeling wanted?)
- Hierarchy of needs for volunteering (Commonwealth Games Col. Training goes through this)
- Important to match people with right job to maximise success
- Lots of small/micro succession plans within an organisation

Summary

- Not all people will be in an organisation for a long time
- Difference between roles, tasks, shorten goals
- Matching skills – jobs
- Advertise for volunteers (like a normal job)
- RSVP – Retired Senior Volunteer Program exists in USA
- 100 hours project exists in SA

The M&Ms issue

Key Learnings

- Volunteers – 'day to day' regular maintenance
- Govt/departmental budgets – big works
- Ensure ongoing maintenance is in initial business plan/set up plan
- Sponsorship/fundraising
- If no funding/resources – is it a sustainable trail
- Management agreements with legally binding contracts with standards – if can't meet, track closed/decommissioned
- Importance of reporting and monitoring and feedback with users and neighbours and community – needs staffed position to respond
- All levels of Govt. working together
- Partnerships B/T Govt. & community to access funding – puts pressure on community groups to continually apply for grants
- Smart lobbying
- Often falls to 1 to 2 individuals
- To reduce maintenance on a trail use more sustainable and durable materials
- Closed come which cannot be sustained
- Costs to maintain beforehand
- Volunteers essential
- Solutions – build into program or not do it
- Agreement strong, standards to be met
- User reporting options
- Share information
- Sponsor program – badging etc
- Cost of decommission

Discussion Outcomes/Recommendations

- Improved sharing of info/knowledge about practice – website, newsletters
- Build up of history of maintenance – problems may be localised and effort and expenditure spent smartly. Good also for risk management & public liability – what, when, how, list, revisit
- Lifecycle planning
- Split tracks into individual asset lengths – makes maintenance realistic
- Understanding real costs – makes funding argument easier
- Product innovation
- Corporate sponsorship – build up a package
- Sell local promo/advertisement space on maps, brochures and website
- Bring in other community partners – eg rural, country/fire service
- Generate competition between volunteers about best managed sections
- Use natural or appropriate materials
- Don't over engineer – create the trail standard for the experience(unless the trail is the experience)
- Maintain visitor information and manage expectations
- Sell info about trails to generate revenue for future maintenance
- Monitor use eg infra red helps make the case for funding
- Log books and demographics – economics contribution of the trail
- Promote to local community, generate diversification in farms etc
- Accurate mapping/GPS

Corporate Sponsorship and Funding for Trails
No notes provided

Why do volunteers volunteer? – Andrew Smith
No notes provided

Resources to provide hands on management and maintenance of tracks and trails
No notes provided
