

HOUSE OF ASSEMBLY  
LAID ON THE TABLE

12 Oct 2021



**Government  
of South Australia**

**DHILBA GUURANDA-INNES NATIONAL PARK  
CO-MANAGEMENT BOARD  
2020-21 Annual Report**

**DHILBA GUURANDA-INNES NATIONAL PARK CO-MANAGEMENT  
BOARD**

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Department for Environment and Water

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**OFFICIAL**

2020-21 ANNUAL REPORT for the Dhilba Guuranda-Innes National Park Co-management Board

To:

The Hon David Speirs MP

Minister for Environment and Water

This annual report will be presented to Parliament to meet the statutory reporting requirements of *Public Sector Act 2009*, the *Public Sector Regulations 2010*, the *Public Finance and Audit Act 1987*, *Section 43L of the National Parks and Wildlife Act 1972*, *Section 23 of the National Parks and Wildlife (Co- management Boards) Regulations 2016* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Dhilba Guuranda-Innes National Park Co-management Board by:

Doug Milera

Chairperson

Date 25 August 2021

Signature

*Doug Milera*

## **From the Chairperson**

The Dhilba Guuranda-Inness National Park holds an incredible amount of cultural significance and its spirit flowed through our ancestors and remains constantly with us all, still to this day.

The Narungga people are very pleased to work closely with our partners regarding the management of the park and look forward to maintaining the crucial connection between preservation, tourism and the Narungga community.

Working with the Department for Environment and Water as a partner in the management of this area has been positive. The foundations of a good working relationship has been laid which we strive to continually build upon. We will continue to strengthen our working partnership to care for our land and sea Country...

As the new Chairperson for Dhilba Guuranda-Innes National Park Co-management Board, it is with great pleasure that I present the Dhilba Guuranda-Innes National Park Annual Report.

Doug Milera

**Chairperson**

Dhilba Guuranda-Innes National Park Co-management Board

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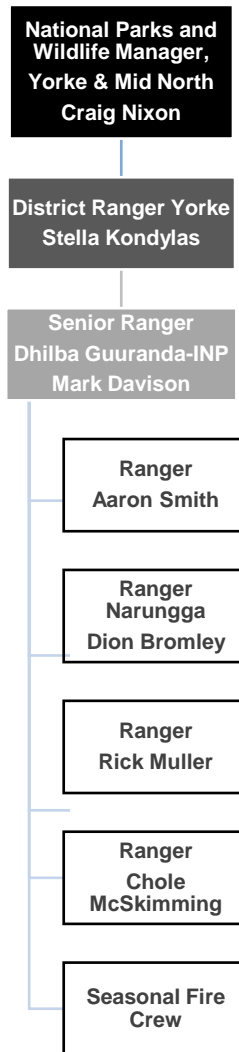
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Overview: about the agency

**Our strategic focus**

<b>Our Purpose</b>	Jointly manage the Dhilba Guuranda-Innes National Park in partnership with the Minister for Environment and Water and the Narungga people through the Narungga Nation Aboriginal Corporation (NNAC).
<b>Our Vision</b>	<p>Respect the rights, interests and needs of the traditional owners and create social development and economic opportunities for Narungga families and communities.</p> <p>To manage and preserve the cultural landscape, still known and understood by its Narungga traditional owners as well as the park's outstanding natural features.</p>
<b>Our Values</b>	Respect the traditional lore and customs while providing great experience for visitors and position Dhilba Guuranda-Innes National Park as a recognised tourism destination by effectively and efficiently managing the park within a good governance framework.
<b>Our functions, objectives and deliverables</b>	<p>The Co-management Board is responsible for managing the Dhilba Guuranda-Innes National Park.</p> <p>The Co-management Board's role includes:</p> <ul style="list-style-type: none"> <li>• Protecting and managing cultural heritage and other cultural issues.</li> <li>• Interpreting and promoting Narungga culture within the park.</li> <li>• Managing the exercise of traditional rights and access to the park for traditional custodians.</li> <li>• Managing the taking of plants and animals by the traditional custodians.</li> <li>• Increasing cultural awareness for all park visitors.</li> <li>• Managing access to the park for the general public.</li> </ul>

### Our organisational structure



### Changes to the agency

During 2020-2021 there were no changes to the agency’s structure and objectives as a result of internal reviews or machinery of government changes.

### Our Minister



The Department for Environment and Water is a portfolio agency of the Minister for Environment and Water, the Hon David Speirs MP.

## An Overview of Board Membership

The Board consists of eight members and eight deputies. Members and deputies are appointed in accordance with Part 2 (3A), and Part 3 of the *National Parks and Wildlife (Co-management Boards) Regulations 2016*.

### Our Executive team



**Chairperson: Mr Doug Milera** is a Narungga representative and has been elected by the broader NNAC community for his traditional knowledge, skills and expertise.



**Deputy Chairperson: Mr Grant Pelton** is a DEW representative and has a range of governance and strategic management skills that benefits the Board.



**Member: Ms Lynette Newchurch** is a Narungga representative and has been elected by the broader NNAC community for her traditional knowledge, skills and expertise.



**Member: Mr Craig Nixon** is a DEW representative and provides advice on park management issues and guidance on land management practices.



**Member: Mr Cyril Kartinyeri** is a Narungga representative and has been elected by the broader NNAC community for his traditional knowledge, skills and expertise.



**Member: Ms Kathryn Nicolai** is a DEW representative and has a range of governance and policy management skills that benefits the Board.



**Member: Mr Carlo Sansbury** is a Narungga representative and has been elected by the broader NNAC community for his traditional knowledge, skills and expertise.



**Member: Mr Stephen Goldsworthy** is the Minister's Representative and provides advice on local community programs and activities.

### **Legislation administered by the agency**

The Board is responsible for complying with the following legislation which are administered by DEW:

*National Parks and Wildlife Act 1972.*

*National Parks and Wildlife (National Parks) Regulations 2016.*

*National Parks and Wildlife (Co-management Boards) Regulations 2016.*

### **Other related agencies (within the Minister's area/s of responsibility)**

Department for Environment and Water.

## **The agency's performance**

### **Performance at a glance**

Not applicable

### **Agency response to COVID-19**

Board meetings were held by Microsoft teams and face to face meetings complied with Covid 19 guidelines.



**Agency contribution to whole of Government objectives**

<b>Key objective</b>	<b>Agency's contribution</b>
More jobs	We are respecting the rights, interests and needs of First Nations People and creating social development and economic opportunities for the Narungga People, their families and communities.
Lower costs	Through the DEW procurement process we seek to support local regional businesses and community in our efforts to provide a great park experience and management at a reasonable cost.
<p>Better Services</p> <p>In accordance with the strategies of the draft Dhillba Guuranda-Innes National Park Management Plan and the <i>National Parks and Wildlife Act 1972</i></p>	<p>When managing reserves, the DEW is required under section 37 of the <i>National Parks and Wildlife Act 1972</i> to have regard to, and undertake actions that are consistent with the following objectives as stated in the Act:</p> <ul style="list-style-type: none"> <li>• Preservation and management of wildlife.</li> <li>• Preservation of features of geological, natural or scenic interest.</li> <li>• Destruction of dangerous weeds and eradication or control of noxious weeds and exotic plants.</li> <li>• Control of vermin and exotic animals.</li> <li>• Control and eradication of disease of animals and vegetation.</li> <li>• Prevention and suppression of bushfires and other hazards.</li> <li>• Encouragement of public use and enjoyment of reserves and education in, and a proper understanding and recognition of their purpose and significance.</li> <li>• Generally, the promotion of the public interest.</li> </ul>

<p>DEW 2020-2022 Action Plan:  <b>Goal 1 - South Australia’s natural places, ecosystems and wildlife are conserved.</b></p> <p><i>Natural places, ecosystems and wildlife – that are sustainably managed and climate-resilient - are inherently valuable and essential to the quality of life of all South Australians.</i></p>	<p>PRIORITY ACTIVITIES IN 2021–2022:</p> <p>1.1 Deliver an expanded <b>fire management program</b> to help reduce the impact of bushfire in high-risk areas and promote biodiversity.</p> <p>1.6 Deliver a new <b>Nature Conservation Strategy</b> for South Australia.</p> <p>1.7 Support recovery of <b>key threatened species</b>.</p> <p>1.9 Work with others to manage impact-causing <b>abundant native species</b>.</p> <p>1.10 Work with others to minimise the impact of <b>introduced pest plants and animals</b> in national parks.</p> <p>1.12 Partner with landholders to protect and restore native vegetation through <b>biodiversity offsets</b> and an expanded <b>heritage agreements</b> program.</p>
<p>DEW 2020-2022 Action Plan:  <b>Goal 3 - People access and enjoy South Australia’s national parks, gardens, coasts and heritage places.</b></p> <p><i>When people value and visit our diverse natural environments and cultural assets they derive health and wellbeing benefits.</i></p>	<p>3.1 Deliver Parks 2025 projects.</p> <p>3.11 Plan for and deliver a range of complementary marketing activities for commercial sites and other national parks assets to drive increased visitation and revenue (Parks Communications and Marketing).</p>
<p>DEW 2020-2022 Action Plan:  <b>Goal 4 - Play our part in making South Australia’s economy resilient and positioned for the future.</b></p> <p><i>For South Australia to prosper, we will manage land and water well, activate nature-based tourism and improve Adelaide’s liveability.</i></p>	<p>4.8 Partner with industry to realise ecologically sensitive and commercially sustainable tourism opportunities in our parks, gardens and places (<b>Nature Based Tourism Co-Investment Fund</b>).</p>
<p>DEW 2020-2022 Action Plan:  <b>Priority actions that support all of our work</b></p>	<p>5.3 Implement DEW’s Stretch Reconciliation Action Plan.</p> <p>5.6 Develop and implement a fit-for-purpose asset management framework.</p>

**Agency specific objectives and performance**

<b>Agency objectives</b>	<b>Indicators</b>	<b>Performance</b>
<p>Functions and powers of the Board are as set out in the Co-management Agreement, the National Parks and Wildlife Act and the Regulations.</p>	<p>Regular perusal of the NPWA, ILUA and CMA Advise the Minister on matters relating to the Management of the Park by providing an Annual Report.</p>	<p>Protection of the environmental and cultural assets within the National Park whilst providing safe and controlled visitor access.</p>
<p>In exercising its functions and powers, the Board must have regard to the objects of co-management as specified in the NPWA and clause 8 of the Co-management Agreement, and must not act inconsistently with the Management Plan for the Park.</p>	<p>Regular contact between the Board and Narungga to discuss co-management issues and general park operations.</p> <p>The Board is responsible for complying with the <i>National Parks and Wildlife Act 1972, National Parks and Wildlife (National Parks) Regulations 2016</i> and <i>National Parks and Wildlife (Co-management Boards) Regulations 2016</i>, which are administered by DEW.</p>	<p>This has provided a valuable tool and participation in the management of the Park by the Traditional Owners; which in turn leads to greater community knowledge of cultural practices.</p>

**Corporate performance summary**

Not applicable

**Employment opportunity programs**

<b>Program name</b>	<b>Performance</b>
	<p>The Board has no staff of its own and utilises the services of DEW. Reporting on this matter is contained in the DEW Annual Report 2020-21.</p> <p>Executive, administrative and project support were provided to the Board from existing DEW resources.</p>

**Agency performance management and development systems**

<b>Performance management and development system</b>	<b>Performance</b>
The Board undertake a performance review, including evaluation of its effectiveness and governance responsibilities.	Regular governance training is undertaken by the Board members.
The Board maintain a register of attendance at meetings.	Board members attendance are recorded in the Minutes.
Government employees supporting the Board's operations undertake a performance review and development program with their managers.	Two sessions are held on an annual basis. This is considered to be effective.

**Work health, safety and return to work programs**

<b>Program name</b>	<b>Performance</b>
This Board abides by the relevant health and safety policies and procedures that have been adopted by DEW to meet whole of Government and legislative requirements.	Reporting on this matter is contained within the DEW Annual Report 2020-21.

<b>Workplace injury claims</b>	<b>2020-21</b>	<b>2019-20</b>	<b>% Change (+ / -)</b>
Total new workplace injury claims	0	0	0
Fatalities	0	0	0
Seriously injured workers*	0	0	0
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0

*\*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)*

<b>Work health and safety regulations</b>	2020-21	2019-20	% Change (+ / -)
Number of notifiable incidents ( <i>Work Health and Safety Act 2012, Part 3</i> ).	0	0	0
Number of provisional improvement, improvement and prohibition notices ( <i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i> ).	0	0	0

<b>Return to work costs**</b>	2020-21	2019-20	% Change (+ / -)
Total gross workers compensation expenditure (\$)	0	0	0
Income support payments – gross (\$)	0	0	0

\*\*before third party recovery

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/dhillba-guuranda-innes-national-park-co-management-board-annual-report-data>

**Executive employment in the agency**

<b>Executive classification</b>	<b>Number of executives</b>
SAES Level 1	Nil

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/dhillba-guuranda-innes-national-park-co-management-board-annual-report-data>

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

## Financial performance

### Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2020-2021 are attached to this report.

<b>Statement of Comprehensive Income</b>	<b>2020-21 Budget \$000s</b>	<b>2019-20 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2018-19 Actual \$000s</b>
Total Income	0	0	0	0
Total Expenses	0	0	0	0
<b>Net Result</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Comprehensive Result</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Statement of Financial Position</b>	<b>2020-21 Budget \$000s</b>	<b>2019-20 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2018-19 Actual \$000s</b>
Current assets	0	0	0	0
Non-current assets	0	0	0	0
<b>Total assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
<b>Total liabilities</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Equity</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

#### Consultancies with a contract value below \$10,000 each

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
All consultancies below \$10,000 each - combined	Nil	\$0

**Consultancies with a contract value above \$10,000 each**

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
<b>Nil</b>	<b>Nil</b>	<b>\$ 0</b>
	Total	<b>\$ 0</b>

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/dhilba-guuranda-innes-national-park-co-management-board-annual-report-data>

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

**Contractors disclosure**

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

**Contractors with a contract value below \$10,000**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
All contractors below \$10,000 each - combined	Nil	\$ 0

**Contractors with a contract value above \$10,000 each**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Nil	Nil	\$ 0
	Total	\$ 0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/dhilba-guuranda-innes-national-park-co-management-board-annual-report-data>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

**Other financial information**

The Board is a statutory body; it is not a corporate entity and has no funds of its own. DEW administers the budget for the Dhilba Guuranda-Innes National Park on behalf of the Board. Expenditure has been maintained within the budget allocation. Reporting on this matter is contained in the DEW Annual Report 2020-21.

The costs associated with the administration of the Board are met from within existing DEW resources. Members are remunerated in accordance with a recommendation by the Chief Executive, Department of the Premier and Cabinet, in line with the Cabinet-approved Remuneration Framework.

**Other information**

Nil to report.



## Risk management

### Risk and audit at a glance

Nil to report.

### Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil to report.	0

*NB: Fraud reported includes actual and reasonably suspected incidents of fraud.*

### Strategies implemented to control and prevent fraud

Strategies to detect instances of fraud are reported in the DEW Annual Report 2020-21.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/dhilba-guuranda-innes-national-park-co-management-board-annual-report-data>

### Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

Nil.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/dhilba-guuranda-innes-national-park-co-management-board-annual-report-data>

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2021.

## Reporting required under any other act or regulation

Act or Regulation	Requirement
<p><i>National Parks and Wildlife (Co-management Boards) Regulations 2016</i> Section 23.</p> <p>a) Information relating to traditional hunting activities in the park carried out in accordance with section 68D of the Act.</p>	<p>The Traditional Use Zone will be established under the Dhilba Guuranda-Innes National Park Management Plan.</p>

For the purposes of section 43L of the *National Parks and Wildlife Act 1972* (the Act), the annual report of the Board must include the above information relating to hunting.

Act or Regulation	Requirement
<p><i>National Parks and Wildlife (Co-management Boards) Regulations 2016</i> Section 23.</p> <p>Information relating to the effect of traditional hunting activities in the park carried out in accordance with section 68D of the Act on native plants and protected animals or the eggs of protected animals (in particular endangered species, vulnerable species and rare species).</p>	<p>No hunting activities have occurred in the reporting period.</p>

For the purposes of section 43L of the *National Parks and Wildlife Act 1972* (the Act), the annual report of the Board must include the above information relating to hunting.

Act or Regulation	Requirement
<p data-bbox="204 264 702 371"><i>National Parks and Wildlife (Co-management Boards) Regulations 2016 Section 23.</i></p> <p data-bbox="204 427 715 535">Information relating to the operation and works programs undertaken by or on behalf of the board.</p>	<p data-bbox="754 280 1369 387">The Board is provided with a park works report that includes the works program and at each meeting.</p> <p data-bbox="754 405 1321 584">Board meetings enable DEW officers to collaborate on operational and management activities in the park. Key programs undertaken in the past year include:</p> <p data-bbox="754 607 1246 640"><u>First Nations Historic Celebrations</u></p> <p data-bbox="754 645 1369 965">At the time of the 50th anniversary of the proclamation of Innes National Park, the park was co-named Dhilba Guuranda-Innes National Park. The dual name acknowledges the park’s traditional owners and new co-management arrangements, with the co-management board attending its inaugural meeting on the park during NAIDOC week 2020.</p> <p data-bbox="754 987 1007 1021"><u>Cultural Activities</u></p> <p data-bbox="754 1025 1361 1133">Country Arts SA Event, mapping storylines and connecting communities through Wild Dog Dreaming stories.</p> <p data-bbox="754 1155 1246 1263">Site clearance held with Narungga representatives for Parks 2025 development sites.</p> <p data-bbox="754 1285 1326 1350">Cultural Heritage Management Planning held on 26 and 27 August 2021.</p> <p data-bbox="754 1373 1321 1480">Continual monitoring of Pondalowie Bay/Peter Island corner midden erosion issues.</p> <p data-bbox="754 1503 922 1536"><u>Biodiversity</u></p> <p data-bbox="754 1541 1369 2007">Marna Bangarra rewilding program support for the reintroduction of Brush-tailed Bettongs. The Brush-tailed Bettong will be the first species returned to southern Yorke Peninsula, followed by three more over the next 20 years, creating a safe haven for some of Australia's most threatened species. Forty bettongs were introduced into the park in August from Wedge Island. Contribute to monitoring programs for native species including goannas, barn owls and malleefowl. This includes the use of remote cameras and transects.</p>

Act or Regulation	Requirement
	<p><u>Pest Plant and Animal Control</u> Feral fox and cat control baiting is occurring across the park every two to three weeks. This year an aerial fox and cat control program occurred in June and August.</p> <p>Priority pest plant control is occurring seasonally. Monitoring and mapping of priority pest species also continues.</p> <p><u>Fire Management</u> DEW Project Fire staff have assisted park staff by planning and undertaking fuel reduction burns around key built assets site locations, for example Inneston West.</p> <p><u>Visitor Management</u> DG-INP has experienced a visitor boom this year, with a 90 per cent rise in park visitations over the past 12 months.</p> <p>January 2021 DG-INP was Park of the Month. January is allocated to coincide with peak visitation on Park. Activities on offer were beach yoga, an adult Cultural Art session, boomerang painting activity, guided Tammar wallaby night walk, Stenhouse Bay ranger guided walk and a ranger guided Reef Ramble.</p> <p>Volunteer Rangers provide practical and focused hands-on service by supporting park conservation and wildlife, as well as ensuring park visitors have a safe and memorable experience. Volunteer Rangers have also been engaged for the Marna Banggara bettong release to assist with monitoring of released animals and predator activity.</p>

Act or Regulation	Requirement
	<p><u>Events and Functions</u>                      Memorial Smoking Ceremony. The smoking ceremony was held by Narungga in memory of a person who drowned at Ethel’s Beach. The ceremony was attended by friends and family, Narungga, emergency response staff and rangers. In addition to the ceremony, Narungga held a cultural camp on park which allowed for youth and elders to reconnect to country and share culture.</p> <p>Friends of Park have successfully propagated seed stock with approximately 500 assorted locally indigenous species. Maintenance of Stenhouse Bay Hall grounds and surrounds and revegetation of Stenhouse Bay Campground. Campground hosts have been utilised to assist with visitor management during the peak visitor times.</p>
<p><i>National Parks and Wildlife (Co-management Boards) Regulations 2016 Section 23.</i></p> <p>Information relating to park infrastructure.</p>	<p><u>Parks 2025</u>                      Projects will renew and expand visitor infrastructure and experiences in partnership with the Board.</p> <p>Key projects include:</p> <ul style="list-style-type: none"> <li>• Chinaman’s Hill Lookout - create an iconic lookout experience in the park with an appropriate Narungga name.</li> <li>• Shell Beach - redesigning the campsite, increasing the number of sites and development of shelters. This will also include improvements to the day visitor area and beach access.</li> <li>• Stenhouse Bay - updating infrastructure within the campsite. The day visitor site includes a picnic shelter overlooking the jetty which requires updating.</li> <li>• Gyms Beach Road – development of a loop road will improve the visitor experience in the park. Initial feasibility and planning work will be undertaken.</li> </ul>

For the purposes of section 43L of the *National Parks and Wildlife Act 1972* (the Act), the annual report of the Board must include the above information relating to operations and works programs.

## Reporting required under the *Carers' Recognition Act 2005*

Nil to report.

## Public complaints

### Number of public complaints reported

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2020-21</b>
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2020-21</b>
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		<b>Total</b>	<b>0</b>

<b>Additional Metrics</b>	<b>Total</b>
Number of positive feedback comments	0
Number of negative feedback comments	0
Total number of feedback comments	0
% complaints resolved within policy timeframes	0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/dhilba-guuranda-innes-national-park-co-management-board-annual-report-data>

**Service Improvements**

Nil
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**Compliance Statement**

DEW is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	Y
DEW has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees.	Y



## **Appendix: Audited financial statements 2020-21**

Financial services are provided to the Board by DEW. Finances are audited annually as part of DEW's financial statements.

Annual report information (including financial statements) is available on the [DEW](#) website.