

HERITAGE, NATIONAL TRUST'S MAJOR ACHIEVEMENTS

1095. Mr Edwards to the Minister for the Environment and Heritage
- (1) In reference to the National Trust's Major Achievements for 2000/01 listed for Output 1 in the Budget Estimates for 2001/02, I ask the Minister -
- (a) what training was provided for the volunteers in each of the listed areas of customer service, duty of care and property specific heritage issues;
  - (b) what specific funding was allocated to each of the training areas as listed in the Major Achievements for 2000/01; and
  - (c) with the exception of the identified on-line access, how has 'public access for heritage research, education purposes and areas of interest to the general public' been enhanced?
- (2) Given that the continued development of a State Heritage Strategy was identified as an achievement for 2000/01 in the National Trust's Budget Estimates, I ask the Minister -
- (a) how was this achievement measured; and
  - (b) what outcomes have resulted from this achievement?

Dr EDWARDS replied:

- (1) (a) Training is provided in accordance with policies approved by Council (National Trust Customer Service Charter, National Trust Properties Manual and National Trust Guide Training Programs). Training varies from property to property as coordinated by local management based on assessed volunteer needs. Training is supported by the Manager of Education Services and the Manager of Membership and Volunteer Services through Property Seminars, Volunteer Newsletters, property visits and direct support. Other support is provided through the programs of Volunteering WA. Training is ongoing based on continuous improvement concepts.
- (b) Training of volunteers is resourced from the Education Services and Volunteers Service budget provisions.
- (c) Public access has been enhanced through teacher in-service, National Forum on Nature Conservation on Private Land, Trust News, Memo to Members, Tour Through Time publications, public lectures, updated filing system and index, partnership arrangements with like-minded organisations and reciprocal access privileges.
- (2) (a) Feedback from stakeholders including government departments and through changes in proposed heritage legislation.
- (b) Changes in heritage legislation proposals and commitment by Ministers and other stakeholders for ongoing dialogue.