

Helen Szabo	Support Officer
Allan Attwell	Policy Officer
Michael Bunko	Chief Electrical Inspector
Peter Johnston	Senior Electrical Inspector
John Watson	Senior Electrical Inspector
Clifford Reid	Senior Electrical Inspector
Robert Lawrence	Senior Electrical Inspector
Gary Scott	Senior Electrical Inspector
Gary Adams	Senior Electrical Inspector
Ian George	Senior Electrical Engineer
Harold Hills	Senior Electrical Inspector (Liaison)
Doug Ayre	Principal Engineer Electricity Supply
Peter Wright	Electrical Inspector
Todd Bell	Electrical Inspector
Stephen Wheatley	Electrical Inspector
James Armstrong	Electrical Inspector
Alan Naber	Electrical Inspector
Kevin Rosher	Principal Engineer Electrical Installation & Appliances
Kevin Hooper	Chief Gas Inspector
Barry Mounfield	Senior Gas Inspector
Ian Foster	Senior Gas Inspector
Carl Deimel	Gas Inspector
Frank Chapman	Gas Inspector
Lee Whittington	Gas Inspector
Geoffrey Wood	Principal Engineer Gas Supply
Judy Dinnison	A/Policy & Administration Officer
Jillian Reynolds	Principal Engineer Gas Installation & Appliances
Cristy Marinich	Clerical Officer – Inspections
Sharon Yap	Personal Secretary
Lesley Harrold	Personal Secretary
Nilda Rayworth	Co-ordinator Finance & Administration
Judy Fletcher	Finance & Administration Officer
Sharon Gilchrist	A/Divisional Finance Administration Officer
Anh Duong	Finance Officer
Robin Woods	Purchasing Officer

* Access to credit card not current

(c) Please refer to Legislative Assembly Question 627, part (e)

(b),(d),(e)-(f)

To provide details on every transaction and for all officers with access to credit cards would not be a prudent use of resources.

However, if the member has a particular issue of concern, I would be pleased to consider arranging for the agency to provide information on that specific issue.

TOURISM, LACK OF PROFESSIONALISM IN INDUSTRY

1255. Mr M. McGowan to the Minister for Tourism

- (1) Is the Minister aware that the Leader of the Opposition, in an interview with Paul Murray on 6PR on 26 February 2003 said, in relation to the tourism industry, 'We do not have the degree of professionalism in the industry that is required now'?
- (2) Is it true, as the Leader of the Opposition claims, that there is a lack of professionalism in the tourism industry?
- (3) Are any steps necessary to deal with this perceived problem, and if so what steps are necessary?

Mr C.M. BROWN replied:

1. Yes.
2. Visitor numbers from overseas have tripled over the last 15 years. Many of these visitors are well travelled and their expectations of service standards in Australia come from their experiences in destinations that have developed their tourism industries over a much longer period of time than Western Australia. In order to meet the needs of these visitors, there is a continuing challenge to ensure that the providers of tourism related

services are trained to the point of being able to compete favourably with world class destinations. At present the results are variable.

A recent visitor satisfaction survey undertaken by the WA Tourism Commission indicated that whilst 2% of the 427 people surveyed had a 'worse than expected' visit, 52% stated the experience was 'as I expected' and 46% had a 'better or much better' than expected experience.

3. The Government recognises that marketing alone will not sustain visitor growth in the long term. There is a need to stay one step ahead of the market by demand led investment and infrastructure that will induce, feed and sustain market development. The WATC's Industry Development team is well placed to improve industry professionalism, through its experienced regional managers located in key tourism destinations throughout the State and its team of planning and development staff in Perth. In the second half of this year, the WATC will release a strategic plan for tourism in this State, and the ongoing development of the industry and continuous improvements in the quality of WA's tourism businesses will be key components of this strategy.

The Government has worked closely for many years with the various educational institutions in Western Australia, and many of these undertake education and training courses across the tourism and hospitality spectrum. The increasing number of university and TAFE campuses in regional localities assists with this endeavour. The Department of Racing, Gaming and Liquor's program to increase the level of professionalism in the liquor sector by requiring managers and staff in licensed premises, including crowd controllers, to undertake training courses is an example of the Government's continuous improvement program.

In addition, the Government is strongly supportive of further developing accreditation for the tourism industry by working with the National Tourism Accreditation Program.

WASTE DISPOSAL TRUCKS, WASH-OUT FACILITIES

1296. Mr P.B. Watson to the Minister for the Environment and Heritage

- (1) Is the Minister aware that waste disposal trucks from country areas that used to take residue from oil-interceptor pits to Brookdale, where there were wash-out facilities available, will now have to take the residue to facilities that don't have wash-out facilities?
- (2) Will the Minister advise if these facilities will be fitted out with wash-out facilities in the near future?

Dr J.M. EDWARDS replied:

- (1) No. If the Honourable Member is aware of such arrangements being made, I would appreciate if these are brought to my attention.
- (2) The Brookdale Liquid Waste Treatment Facility is presently taking these wastes and may continue to do so until the plant closes by 31 December 2003. When these wastes are diverted from the Brookdale Facility, waste generators will seek alternative waste treatment facilities which are appropriately licensed to accept such wastes. An example of such a facility is the Total Waste Management Facility in Kalgoorlie which has a wash out facility that is sumped, graded and concrete lined.

WELLINGTON DISCOVERY FOREST, INCLUSION IN NATIONAL PARK

1308. Mr B.K. Masters to the Minister for the Environment and Heritage

- (1) Is the Wellington Discovery Forest proposed for inclusion within the national park that is to be declared around the Wellington Dam and surrounding forest areas?
- (2) If yes, will the original purpose of the Discovery Forest, namely, to demonstrate ecological processes and silvicultural practices within a production jarrah forest, be maintained?
- (3) If no, why will the Discovery Forest not be allowed to fulfil the purposes for which the concept was developed?
- (4) Can the Discovery Forest be excluded from the proposed national park so as to guarantee that its educational purposes be maintained?
- (5) What are the environmental and conservation values on which the proposed national park is based and will these values be in any way compromised or affected by the continuation of the Discovery Forest and, if so, how?

Dr J.M. EDWARDS replied:

- (1)-(3) The boundaries of the proposed Wellington National Park are yet to be finalised. The indicative boundaries for the Park have recently been the subject of community consultation, as will the boundaries of all of the 30 new national parks and two new conservation parks that are proposed under the Protecting Our Old-Growth Forests policy.