



## Minister for Environment and Climate Change

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Dr Bill Jackson  
Chief Executive  
Parks Victoria  
Level 10, 535 Bourke St  
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30 JUN 2014

Dear Dr Jackson

### MINISTERIAL STATEMENT OF EXPECTATIONS - STAGE TWO

I am pleased to provide you with this statement of expectations (SOE) for Parks Victoria. This SOE applies for the period 2014-15 and 2015-16, or until otherwise amended.

#### Improving the administration and enforcement of regulation

This SOE sets out my expectations of Parks Victoria's contribution to the government's program to reduce red tape affecting businesses, not-for-profit organisations, government service providers and households by promoting greater efficiency and effectiveness in the administration and enforcement of regulation.

As Minister for Environment and Climate Change, I am responsible for administering a range of Acts in the context of Parks Victoria's activities (see [Attachment 1](#)). In particular, I am responsible for administering the *Parks Victoria Act 1998* which, through Parks Victoria exercising its functions, can impact on business and the broader Victorian community. This SOE should be read within the context of the objectives, obligations and functions outlined in this Act.

This SOE outlines key governance and performance objectives and targets aimed at improving the administration and enforcement of regulation and thus reducing its cost impact on business and the community.

#### Improvements and targets

Based on consultation between the Department of Environment and Primary Industries (DEPI) and Parks Victoria, I have identified some key areas of governance and operational performance where there are opportunities for Parks Victoria to make improvements that would reduce cost impacts on business. Parks Victoria is expected to identify activities it will undertake to achieve the following performance improvements and targets:

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### ***Consistent stakeholder experience***

1. Parks Victoria is to adopt a method of obtaining feedback from industry participants by using an online surveying tool and incorporate the outcome of the survey into its annual business planning to improve its regulatory activities.

### ***Compliance policy framework***

2. Parks Victoria is to develop a coordinated cross-regulator compliance plan with other regulators that focuses on tour operator activities in high risk areas.

### ***Role clarity***

3. Parks Victoria is to clarify its role when administering licences on land managed by DEPI, particularly in relation to its role as regulator of licensed tour operators.

### ***Timeliness***

4. Parks Victoria is to investigate the efficiencies that Parks Victoria can make to the tour operator licensing system and seek systematic improvements through use of such mechanisms as information technology or streamlining of the licensed tour operator application and approval process.

In developing actions to achieve these improvements and targets, Parks Victoria is expected to consult with business and the broader community as appropriate.

### **Reporting**

Reporting on Parks Victoria's progress to achieve these SOE performance targets should be undertaken in the context of annual financial reporting to avoid dual reporting streams. As part of annual reporting, regulators are expected to report on:

- current baseline levels for performance targets set in this SOE; and
- activities undertaken to reach the performance targets and improvements set out in this SOE.

I also expect that these SOE performance targets will be incorporated into Parks Victoria's Corporate Plan, and Parks Victoria should publish this SOE on its website upon receipt.

I expect that Parks Victoria will respond to this SOE by 1 July 2014, outlining how it intends to achieve the performance improvements and targets set in this SOE. This response should include details of the specific activities that will be undertaken by Parks Victoria.

I look forward to seeing Parks Victoria continuously working towards achieving best practice in the administration and enforcement of regulation.

Yours sincerely



**THE HON RYAN SMITH MP**  
Minister for Environment and Climate Change

Encl.

## **Attachment 1: Acts and Regulations for Parks Victoria (tour operator licences)**

### **Enabling Act**

**Parks Victoria Act 1998**

### **Additional Administered Acts and Regulations**

- *Crown Land (Reserves) Act 1978*
- **Crown Land (Reserves) (Tour Operator Licence Fee) Regulations 2011**
- *Forests Act 1958*
- **Forests (Tour Operator Licence Fee) Regulations 2011**
- *Land Act 1958*
- **Land (Tour Operator Licence Fee) Regulations 2011**
- *National Parks Act 1975*
- **National Parks (Park) Regulations 2013**
- **National Parks (Tour Operator Licence Fee) Regulations 2011**
- *Wildlife Act 1975*
- **Wildlife (Tour Operator Licence Fee) Regulations 2011**