

Tourism Attractions Case Management Framework

The Tourism Attractions Case Management (TACM) framework helps proponents of new attractions, especially those businesses that will have a significant impact on the State’s tourism industry, navigate the relevant approval processes. The aim of the framework is to provide support to the tourism sector, not to add another layer of bureaucracy. However the framework is also not about getting rid of approval processes or cutting corners; it is about ensuring proponents get an outcome in a reasonable timeframe.

When you approach Tourism WA for help to facilitate your project, we will ask you questions across four main areas – all of which would be covered in your business plan if already developed.

These are:

1. Description of the project and support being sought from Tourism WA/Government.
2. Location of the project, tenure of the land (freehold, lease, Crown Land etc.) and suitability of zoning for development.
3. Estimated cost of the project, including staging, and financial capacity of organisation to undertake the project.
4. Estimated visitor numbers, target markets and jobs (construction and operation).



Tourism WA invites you to contact us on destination.development@westernaustralia.com with a summary of the above information and your contact details. We will then call you to discuss and/or to arrange a meeting.

Determining the Level of Assistance

Tourism WA will case manage projects that are very large/complex, that involve substantial private investment, that have the potential to create significant employment in the State and that will enhance Western Australia’s tourism offering.

Case management assistance does not imply that the Government guarantees the commercial success or acceptability of the project. It also does not absolve the proponent from meeting the full statutory and other requisite criteria of relevant approval processes.

For projects being case managed, Tourism WA will allocate a project manager who is responsible for working with the proponent on early stage scoping of the approvals required, and establishing agreed timelines. The appointment of a project manager means that a proponent can work with a single contact within Tourism WA through every stage of the project. Proponents also benefit from the improved coordination of approvals and are better informed on all government related development considerations.

To be accepted for case management requires Ministerial approval, which will be sought by Tourism WA. Being granted case management status also ensures that other parts of Government will be made aware of the significance of your project when they are assessing approval applications, which should speed up processes.

Projects not being case managed will also receive Tourism WA assistance. We will provide advice, data and statistics, and introductions to regulatory agencies and other government agencies as required.

The Tourism Attractions Case Management framework complements the recently announced Market-led Proposals Policy from the Department of Finance, which outlines a clear process to manage unsolicited proposals for large-scale projects from the private sector that fall outside of the normal competitive processes. It also supports the Streamline WA initiative from the Department of Treasury, which is a one-stop shop for businesses, industry and the community to refer regulatory issues in a bid to reduce red-tape and make it easier for the private sector to deal with government.



Case Management

The Tourism Attractions Case Management framework explicitly acknowledges that some proposals may be complex and require both primary and secondary approvals. As such, it is important that proponents receive accurate information about relevant legislative and administrative requirements to assist in scoping the range of approvals necessary for the project.

The level of support provided by Tourism WA will vary depending on the strategic importance, level of investment and tourism value of the proposal.

Case management ensures that:

- the proposal has a recognised status across Government, which reinforces its significance and need to be considered a priority by approval bodies;
- information on Government approval processes is provided;
- all relevant Government processes are coordinated so that, as far as possible, they are processed in parallel and without duplication;
- Government responds to issues raised by the proposal; and
- assistance is provided for identifying and accessing any existing Government programs.

Roles and Responsibilities of Tourism WA

Tourism WA will firstly undertake an assessment of the proposal to determine the level of assistance to be provided.

The roles and responsibilities of Tourism WA, when providing assistance to projects facilitated under the framework can include:

- Meeting with proponents to scope the project up-front, before applications are lodged;
- Advising on community and stakeholder consultation requirements and arranging meetings with key stakeholders;
- Providing dedicated case management officers within Tourism WA, and for particularly complex projects, case management officers and case management teams may be allocated across Government agencies;
- Arranging meetings for proponents with approval agencies, to scope the range of issues that need to be addressed and what approvals will be required;
- Negotiating timelines between agencies for approvals or advice, preferably at the outset of the project;
- Facilitating parallel processing of approvals at the outset;
- Monitoring timelines for assessments and providing advice across government through existing project tracking systems or through inter-agency working groups;
- Resolving bottlenecks and managing issues to achieve timeframes and milestones;
- Where issues cannot be resolved at officer level, referring this to a more senior level for resolution;
- Coordinating condition setting between approval agencies and proponents to prevent overlap and duplication.

Responsibilities of Proponents

A proponent who submits quality information with their application is more likely to experience a timely and predictable approval. Tourism WA has a role in assisting proponents to meet approvals requirements. Within this context, approval agencies have produced guidelines and checklists that set out statutory requirements.



Proponents have a responsibility to:

- ensure they consider all relevant guidance statements and information;
- work with Tourism WA and approval agencies to scope their project and the approvals process;
- ensure that their proposal is supported by quality information submitted within agreed timelines;
- respond to reasonable requests for more information within agreed timelines; and
- undertake quality community and stakeholder consultation.

Tourism WA will, in turn, assist proponents to meet the above criteria.