

**Follow up Submission by the Canberra Region Tourism Operators
Association to the
Inquiry into the Role of the National Capital Authority**

Thank you for allowing us to speak to our submission last Wednesday during your third day of hearings.

Further discussions with our colleagues suggested that we could have made more of a point of the need for working in with the National Capital Authority (NCA). It was also felt that while some staff had a greater understanding of the need to ensure the visitors went away with a positive impression it didn't always follow that everyone at the NCA were as aware as we believe they should be.

A second matter raised related to economic viability of NCA licensed operators providing tourism services. In the main these are micro businesses related to Lake Burley Griffin.

We understand that the licenses don't provide exclusivity protection for the individual licensees but there is a strong feeling among the ferry operators in particular that the last time the NCA called for expressions of interest that absolutely no consideration was given to the viability of the existing operators. It was almost as though it was done on a whim of the NCA because it would liven up the lake.

We understand that the NCA would not wish to show support for a particular business or businesses but surely the need for maintaining continuity of service should result in a more consultative approach towards existing operators who provide a service for a minimal return.

In our original submission we overlooked an issue that should have been included. The NCA frequently have preconceived ideas, which they include in license agreements. Even if they are not workable the NCA's attitude has been inflexible and it can leave operators technically in breach of their license with no place to appeal.

Our Association has welcomed the opportunity to take part in the inquiry and we look forward to some positive recommendations. Whether the Government decides to implement any will be indicative of their attitude towards the National Capital.

Regards,

John Williamson
President

Jim Paterson
Secretary