



kakadu
NATIONAL PARK

Facilities Guidelines

FOR THE UPKEEP, SERVICING
AND MAINTENANCE OF PARK
VISITOR FACILITIES



Tourism and Visitor
Services Unit
Kakadu National Park |
2016

Contents

introduction	3
Objective:.....	3
THE IMPORTANCE OF LOOKING AFTER OUR FACILITIES	4
KAKADU MAP AND VISITOR SITES	6
maintenance & servicing of facilities	7
MANAGED CAMPGROUNDS	7
MANAGED CAMPGROUND CLEANING SCHEDULE	8
UNMANAGED CAMPGROUNDS	9
Unmanaged Campground Cleaning Schedule	10
Bush Camps	11
Visitor Centres	12
Bowali Visitor Centre	12
Bowali Visitor Centre Schedule (including Display).....	13
Warradjan Cultural Centre	14
Warradjan Cleaning Schedule	15
Information/Welcome Bays	16
Northern Information Bay Schedule.....	16
Day use facilities & visitor sites	18
Category 1.High visitation site with multiple facilities – Ubirr & Nourlangie	18
Category 2. Medium visitation with some facilities	20
Category 3.Low visitation with minimal facilities	21
Walking tracks	22
Fish cleaning bays and boat ramps.....	23
Signs	24
Emergency Call Devices	24
What to do when major repairs, risk and safety issues and electrical or plumbing repairs are required.....	24
Incident Report	24
Maintenance Requests	25
Appendix.....	25

INTRODUCTION

Kakadu National Park covers an amazing 20,000 square kilometres, and is on the UNESCO World Heritage List in recognition of both its outstanding natural values and as a living cultural landscape. The park is also a jointly managed reserve managed by both the Bininj/Mungguy traditional owners and the Director of National Parks on behalf of the Commonwealth Government.

Kakadu attracts around 200,000 visitors from around the world annually, with varying interests, needs and modes of travel. The park manages an array of visitor facilities including;

- 40 publicly accessible walking tracks in the park
- Over 50 visitor sites including a variety of facilities (picnic, toilets, seating, fencing, etc)
- The Bowali Visitor Centre & the Warradjan Cultural Centre
- 19 campgrounds
- Six boat ramps
- Two fish cleaning facilities
- 12 Emergency Call Devices
- Two Information Bays
- Five shower/toilet blocks
- 18 pit toilets
- Two amenities blocks at rock art sites
- Over 2,200 signs

These guidelines are to assist park staff and contractors providing consistent standards of cleanliness, repairs and maintenance to ensure visitor safety and enjoyment whilst visiting our World Heritage site. Bininj/Mungguy and Parks Australia are happy and proud to showcase Kakadu and aim to provide a range of quality experiences and facilities for visitor satisfaction and enjoyment.

Objective:

To detail a standard of maintenance, and to set a Level Of Service (LOS) for infrastructure and facilities within the Park.

The Guidelines will also provide a basis for determining the required budget to ensure resourcing is available for servicing, maintenance, repairs and replacement as required.

“People need to come here and relax, sit on the country, feel the spirits of this country and go home and feel the same way”. Natasha Nadjji, Bunitj Clan



THE IMPORTANCE OF LOOKING AFTER OUR FACILITIES

With around 200,000 people visiting Kakadu annually, provision of sufficient, clean and well maintained visitor facilities and infrastructure is imperative to visitor enjoyment and safety and contributes to visitor satisfaction and value for money perception regarding paying park use fees. When scheduling maintenance, repairs, servicing, upgrades or replacement of visitor facilities and infrastructure, the following should be taken into consideration;

- *Facilities should meet the needs of visitors.* Assessment and evaluation should be based on how well served a region or area is (e.g. do the number of toilets adequately service the number of campers), and whether visitor needs are addressed (disabled access, shaded areas, emergency contact etc). Is the current facility sufficient? Is the design functional (meets its purpose)? Is it accessible to all? Is it in the best place for its purpose?
- *New or upgraded facilities should involve the tourism industry, park staff and Bininj/Mungguy in all aspects of their planning and development.* Perhaps the best way to ensure that a facility meets visitor needs is to involve key stakeholders in planning and designing it, whether it's being developed from scratch or renovated or restored. A participatory process in which relevant stakeholders have a real voice is the best assurance that visitor needs will be identified and met, and that all stakeholders will feel ownership of the finished product and take care of it.
- *Facilities should be designed to be as beautiful, exciting, and functional as they can be, rather than merely adequate, regardless of the resources available.* Good design doesn't necessarily mean expense – it means the best design possible for the use of the facility, given the resources at hand. That takes creativity and an understanding of the stakeholders and their needs and expectations, as well as a commitment to making sure that every part of the facilities are absolutely first class.
- *Facilities should be accessible and welcoming.* Infrastructure and facilities should be accessible in all senses – easy to reach, physically accessible, welcoming – to all who want or need to use them. That means that entrances are obvious and look inviting, and that they're easily reached. Some facilities and buildings are accessible for people with disabilities, and are clearly marked with signs or icons.
- *Facilities should be healthy and safe.* They should not be built, cleaned or maintained with hazardous materials or volatile organic chemicals (VOC's – often found in glues, paints and other similar materials) that could cause health problems. Previously polluted sites should be cleaned up or permanently capped so that they pose no health risks. Park furniture should be constructed to minimize the risk of serious injury.
- Consideration should also be given to how to prevent behavior that will threaten the facility's users, such as reckless behaviour or serious misconduct. Provision of campground managers and visitor services and compliance staff can assist with alleviating these types of behaviours and visitor enjoyment and safety.
- *Facilities should be clean and well maintained.* This makes them attractive and thereby encourages use. But it also encourages use by showing that the facility gets attention, and is therefore more likely to be safe and healthy, and to serve its purpose. Regular cleaning and maintenance also picks up real and potential problems, keeps the facility in good shape, and encourages users to take care of it.
- *Availability of facilities, locations and conditions should be advertised.* Visitors need to know what is available and where. It is important to ensure adequate advice in publications, website, digital media and signage.
- *Facilities should be as flexible as possible.* Visitor and tour group needs may change over time, and new ideas for a facility's use may also arise tomorrow. Facilities should be designed to incorporate different kinds of spaces and activities –community gatherings, small meetings, performances and events, lectures and classes, walking, picnicking, sports, etc. The more

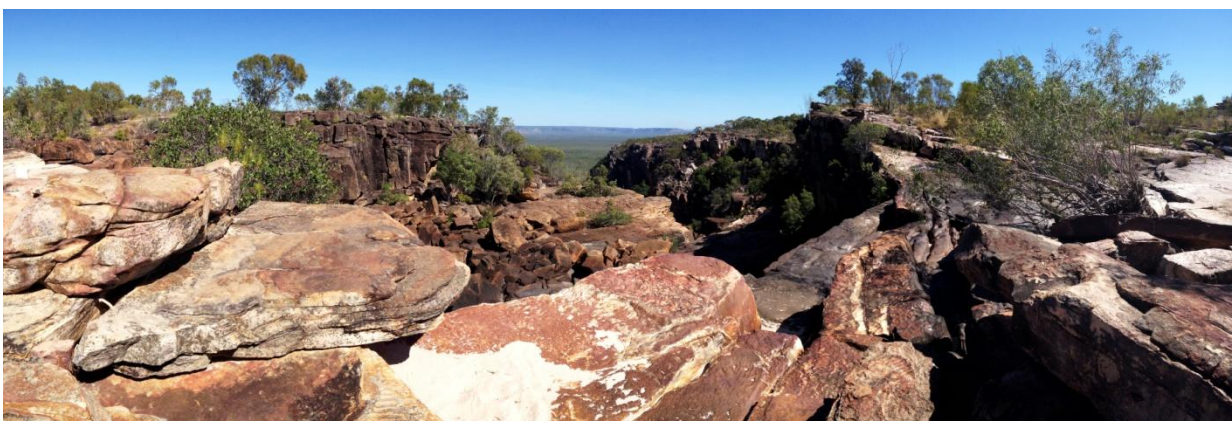
possibilities a park or facility can offer, the more it's likely to be used and supported by a diverse group of visitors and community members.

- *Facilities should have a mechanism for regular monitoring and evaluation, and a mechanism to act on their results.* Regular monitoring and evaluation ensure maximum visitor enjoyment, comfort and safety of the facilities that are provided. Monitoring also allows staff to assess impact on the facility and make funding proposals when additional works, upgrades or replacements are required. Reviews post weather events such as cyclones and flooding also need to occur as per the park's Opening Plan.
- *Facilities should be sustainable over time.* Sustainability here can refer to a number of different aspects of a facility. It should be environmentally sustainable – for example, it should use energy and resources efficiently, not require an unreasonable amount of maintenance, and preserve open space where appropriate. It should be able to sustain the use it's expected to get without damage. It should be sustainable through the inevitable changes in needs and social norms that come with time and it should be financially sustainable, with money available for maintenance and other ongoing expenses.
- *Facilities should be well managed.* Facilities, whether they run on volunteer efforts, contractors or with a professional staff, take management to make sure that regular and appropriate maintenance is carried out, that budgets are developed and followed, and that whatever else has to be done is accomplished well and on time. Someone has to be in charge of keeping an eye on the overall operation and making sure these and other details are attended to.

**Adapted from the - 2016 The Community Tool Box is a service of the Work Group for Community Health and Development at the University of Kansas. Section 6. Improving Parks and Other Community Facilities.

In 2008, Kakadu National Park developed a new brand which incorporates a look and feel palette. The brand roll-out includes new signs as well as park furniture that complements the brand. All future upgrades, replacements or new facilities/furniture should adhere to the Kakadu Branding Guidelines .

A Furniture Manual was developed for the park in 2014 which includes designs of picnic tables, seating, fencing/borders, fire-pits, shelters and recycling depots. The designs adhere to the brand principles with such furniture already being constructed and rolled out across the park. As funding is available and replacements are required, all park furniture will be replaced in accordance to the designs within this manual.



Some of the great experiences in kakadu are

- Aboriginal rock art sites and shelters at Ulirri, Nourlangie (Burrungui) and Nangulwur
- Displays and helpful staff at Bowali Visitor Centre and Warradjan Aboriginal Cultural Centre
- Bird watching at internationally significant Ramsar wetland sites
- Lookouts at Mirral, Budjmi, Bukbukluk and the art sites

Walks of varying difficulty take you throughout many of Kakadu's habitats. See the Kakadu Visitor Guide, Park notes, Bowali Visitor Centre or www.parksaustralia.gov.au/kakadu for more details.

Allow time to join park rangers and traditional owners on art site talks, guided walks, slideshows and cultural demonstrations.

Visit www.parksaustralia.gov.au/kakadu/da/tours.html or contact Bowali Visitor Centre for details.

Kakadu covers nearly 20,000 square kilometres. Distances between sites can be long so allow plenty of time for driving.

Roads are accessible by 2WD unless otherwise indicated.
For site access information refer to the Road and Access Report available online at kaladuroadreport.wordpress.com or contact Bowali Visitor Centre.

-  Information
-  Fuel (Diesel & Opal fuel only)
-  Camping (managed campground fees apply)
-  Camping (unmanaged campground fees apply)
-  Camping (free)
-  Caravan site
-  Commercial accommodation (fees and facilities vary)
-  Scenic flights
-  Boat ramp
-  Bird watching
-  Lookout
-  Telephone
-  Rock art site
-  Purchase Kakadu Park Passes here
-  Emergency call device
-  Sewage dump point
-  Toilets
-  Wheelchair access

Facilities vary at each site. See Visitor Guide for more details.

NOTE: DRINKING WATER
Tap water at campgrounds may not be suitable for drinking. Please carry own water.



MAINTENANCE & SERVICING OF FACILITIES

MANAGED CAMPGROUNDS

Kakadu has five Managed Campgrounds - Gunlom, Garnamarr, Mardugal, Muirella Park and Merl. A higher camp fee is applicable to campers in managed campgrounds due to the facilities and services provided. Managed Campgrounds are “managed” by a Campground Manager during the dry season (May-Oct) which includes cleaning and maintaining of visitor facilities.

Managed campgrounds have;

- Aesthetic landscaping including grassed picnic areas and shade shelters.
- Toilet and shower facilities with solar lighting
- Fire pits
- Picnic tables
- Camp-sites for Free and Independent Travellers (FITs) and large groups
- Waste facilities

Contracts with campground managers will clearly stipulate levels that each of these provisions need to be maintained, and this document will be provided to any contractors conducting visitor facility maintenance and cleaning duties for the park. Services provided by campground managers are the responsibility of the Team Leader or Chief Ranger to monitor. Amenities blocks will include a *Amenities Daily Maintenance & Cleaning Checklist (Attachment A)* that will need to be completed by the person/s servicing the area.

Outside of maintaining and cleaning these provisions, Operational staff will be responsible for;

- Repairs and maintenance of plumbing and electrical issues
- Damage or repairs required for park infrastructure (includes amenities blocks, fire pits, picnic tables, walking tracks, signage) as per Kakadu Walking Track Manual, Kakadu walking track Maintenance Inventory and Checklist, Kakadu Signs Manual, Kakadu Furniture Manual.
- Collection and removal of waste
- Feral animal management (as per Feral Animal Management Strategy)
- Fire management (as per Fire Management Strategy)
- Weed control (as per Weed Management Strategy)
- Crocodile management (as per Crocodile Management Strategy)
- Opening Strategy works

Operations staff will be required to adhere to the *District Visitor Site Work Plans (Attachment B)* and complete *Visitor Site Facilities Checklist* to be left on-site (**Attachment C**).

MANAGED CAMPGROUND CLEANING SCHEDULE

Facility	Maintenance	Frequency	Who?
Day use grassed picnic areas	Mow, whipper snip, prune, weed.	Fortnightly	Campground Manager
	Watering of day use grassed picnic areas - early morning and/or late evening to avoid interruption during peak visitor times and to reduce water consumption/evaporation.	Daily	
Toilet & shower facilities	Cleaning toilets, shower walls, basins, emptying bins, replacing toilet rolls, hosing/mopping floor, remove cobwebs, wipe benches and mirrors. Daily checklist sign-off located within facilities.	Daily	Campground Manager
	Facilities high clean (remove mould, high pressure spray).	Twice per annum (pre-season & post season)	Campground Manager
	Replace toilet seats (as required) and re-paint.	Annually	Operations staff
Fire pits	Empty old ash and remove rubbish	Weekly	Campground Manager
Picnic tables	Wipe down	Daily	Campground Manager
	Sand/Oil	Quarterly	Operations Staff
Camp sites	Remove rubbish, debris	Daily	Campground Manager
Waste Facilities	Empty	Twice weekly	Operations Staff
Borders / Barriers / Bollards / Fencing	Repair/Replace	Monthly inspection and repair as required	Operations Staff
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on. Clear away any nearby cob-webs, dry leaves, plants and dirt to avoid fire damage. Check and report any damage/repairs/replacement needed	Fortnightly inspection/clean and repair as required	Operations Staff



UNMANAGED CAMPGROUNDS

Unmanaged campgrounds are cleaned and maintained by operational staff. A lesser camp fee applies for the provision of basic facilities. Unmanaged sites are generally in a picturesque bush setting and are ideal for campers looking for a more remote experience. Unmanaged campgrounds include; West Alligator Head, Malanbanbandju, Burdulba, Sandy Billabong, Maguk, Gungurul, Kambolgie and Jarrangbarnmi (permit access only).

Unmanaged campsites have;

- Composting toilet facilities
- Fire pits
- Designated camp sites
- Picnic tables
- Iron Ranger – camp fee payment point (honesty box)



Apart from West Alligator Head, no water is available at these sites.

Unmanaged Campground Cleaning Schedule

Facility	Maintenance	Frequency	Who?
Composting toilets	Wipe toilet clean, replace toilet rolls, empty bins, sweep/hose floor. Treat/remove toilet waste as required.	Pending site popularity Every second day (May – Sept) Twice weekly (Oct – April) Weekly (West Alligator Head)	Operations staff
	Replace toilet seats (as required) and re-paint.	Annually	
Fire pits	Empty old ash and remove rubbish	Weekly	Operations staff
Picnic tables (where applicable)	Wipe down	Weekly	Operations staff
	Sand/Oil	Quarterly	Operations Staff
Camp sites	Remove rubbish, debris, if barriers in place maintain	Weekly	Operations Staff
Waste Facilities (where applicable)	Empty	Weekly	Operations Staff
Grounds	Whipper snip/mow around campsite edges and picnic areas, remove weeds.	Fortnightly	Operations Staff
Iron Ranger	Empty payment envelopes	Weekly	Operations / compliance staff
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on. Clear away any nearby cob-webs, dry leaves, plants and dirt to avoid fire damage. Check and report any damage/repairs/replacement needed	Monthly inspection/clean and repair as required	Operations Staff

Bush Camps

Bush camps are free sites with no provisions apart from an area cleared for camping. Suitable self catering campers with all equipment and water. Some sites may provide fire pits for visitor safety and environmental protection. Bush camps include; Two Mile and Four Mile Hole, Bucket, Red Lily and Alligator Billabongs, Jim Jim Billabong, Graveside Gorge and Black Jungle Springs.

Facility	Maintenance	Frequency	Who?
Fire pits (where applicable)	Empty old ash and remove rubbish	Fortnightly	Operations staff
Camp sites	Remove rubbish and debris (fallen trees etc). Remove weeds.	Fortnightly	Operations Staff
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on. Clear away any nearby cob-webs, dry leaves, plants and dirt to avoid fire damage. Check and report any damage/repairs/replacement needed	Monthly inspection/clean and repair as required	Operations Staff



Visitor Centres

Bowali Visitor Centre

The Bowali Visitor Centre welcomes over 60,000 visitors annually, often as a first “port of call” by visitors to receive information about the park. As a major touchpoint, it is paramount that the visitor centre is well maintained with quality services, information, activities and interpretive displays.

The Headquarters cleaning contract manages the general day-to-day cleaning of both the visitor centre and adjoining offices. This includes;

- Cleaning of toilet facilities
- Sweeping decking, Bowali Office, Library, Theatre and interpretive display.
- Removing cob-webs
- Waste removal
- Cleaning windows.

Bowali staff are also expected to maintain and clean the visitor centre including;

- cleaning and maintaining the front counter
- dusting in the library and interpretive display area,
- wiping display surfaces,
- cleaning the library and
- ensuring areas are free from rubbish.

The grounds (lawns), paths and picnic facilities are cleaned and maintained by operational staff.

The centre also receives an annual high clean using pressure sprayers and cleaning of high reach areas delivered by an external contractor. The timber decking is oiled annually by park staff.



Bowali Visitor Centre Schedule (including Display)

Facility	Maintenance	Frequency	Who?
Toilet facilities	Cleaning toilets, basins, emptying bins, replacing toilet rolls, hosing/mopping floor, wiping benches and mirrors.	Daily	Contractor
	Replace toilet seats (as required) and re-paint.	Annually	Business & Resource Management
Sweeping –	Decking, Bowali Office, theatrette, library and interpretive display floors.	Daily	Contractor
Remove cobwebs	With a cobweb broom, remove cobwebs across the centre including Bowali Office, theatrette, library, display area	Weekly	Contractor
Waste Removal	Remove waste from bins in visitor centre and deposit in wheelie bins for council collection.	Daily	Contractor
Cleaning windows	Wipe clean all windows in library and interpretive display.	Weekly	Contractor
Cleaning and maintaining front counter	Wipe down counter, keep display of maps, merchandise and promotional materials tidy and well stocked.	Daily	Bowali Staff
Dusting & wiping surfaces	Library surfaces and interpretive display, wipe picnic tables	Weekly	Bowali Staff
Library	Ensure books are kept in order, chairs, tables and kids activity are tidy.	Daily	Bowali Staff
Rubbish	Ensure rubbish is cleared from library, theatrette and	Daily (spot checks)	Bowali Staff

	interpretive display		
Grounds	Mow/whipper-snip lawns, leaf blower paths, remove weeds including in-between pavers.	Fortnightly	Operational Staff
	Picnic tables sand/oil	Quarterly	
Deck	Sand/oil	Annually	Operational Staff
High Clean	Pressure spray, windows/louvers/flyscreens, ceiling.	Annually	Contractor
Borders / Barriers / Bollards / Fencing	Repair/Replace	Monthly inspection & repair/replace as required	Operations Staff
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on. Clear away any nearby cob-webs Check and report any damage/repairs/replacement needed	Weekly inspection/clean and repair as required	Bowali Staff

****Bowali Visitor Centre also has their own cleaning/maintenance checklist.**

Warradjan Cultural Centre

The Cultural Centre is maintained by Coinda Lodge staff. This includes all cleaning responsibilities mentioned for Bowali.

Operational staff are responsible for maintaining the centre grounds and major repairs to infrastructure, plumbing and electrics. High cleans are coordinated by operational staff annually.



Warradjan Cleaning Schedule

Facility	Maintenance	Frequency	Who?
Toilet facilities	Cleaning toilets, basins, emptying bins, replacing toilet rolls, hosing/mopping floor, wiping benches & mirrors.	Daily	Cooinda
	Replace toilet seats (as required) and re-paint.	Annually	Business Resource Management
Sweeping	Display, theatrette and concrete area between toilets, retail space and interpretive display	Daily	Cooinda
Remove cobwebs	With a cobweb broom, remove cobwebs across the centre.	Weekly	Cooinda
Waste Removal	Remove waste from bins in visitor centre and deposit in wheelie bins for emptying.	Daily	Cooinda
Cleaning windows	Wipe clean all windows.	Weekly	Cooinda
Retail space	Ensure retail space is kept clean, tidy and orderly and free from hazards.	Daily	Cooinda
Dusting & wiping surfaces	Throughout display	Weekly	Cooinda
Grounds	Mow/whipper-snip lawns, leaf blower paths, wipe picnic tables, remove weeds including in-between pavers.	Fortnightly	Operational Staff
High Clean	Pressure spray, windows/louvers/flyscreens, ceiling.	Annually	Contractor
Borders / Barriers / Bollards / Fencing	Repair/replace	Monthly inspection and repair/replace as required	Operations Staff
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will	Fortnightly inspection/clean and	Cooinda Staff

	<p>corrode the sign if left on.</p> <p>Clear away any nearby cobwebs, dry leaves, plants and dirt to avoid fire damage.</p> <p>Check and report any damage/repairs/replacement needed</p>	repair as required	
--	---	--------------------	--

Information/Welcome Bays

On the Arnhem and Kakadu Highways as visitors enter the park are two Information/Welcome Bays. The Northern Information Bay is located 17 km from the park boundary on the Northern side of the Arnhem Highway. The site includes flushing toilets, information shelter, welcome statement photo opportunity and picnic facilities. The Northern Information Bay is maintained by operational staff in the South Alligator District.

Northern Information Bay Schedule

Facility	Maintenance	Frequency	Who?
Toilet Facilities	Wipe toilet clean, replace toilet rolls, empty bins, sweep/hose floor, remove cobwebs, wipe benches and mirrors.	Every second day (May – Sept) Twice weekly (Oct – April)	Operations staff
	High clean (pressure spray, mould/grime remove)	Bi-annually (pre-season [April], post season [October]).	Operations staff
	Replace toilet seats, re-paint (as required).	Annually	Business Resource Unit and Operations staff
Picnic tables	Wipe down	Weekly	Operations staff
	Sand/Oil	Quarterly	Operations Staff
Grounds	Whipper snip/mow/prune around day use edges, picnic areas, welcome statement and path to welcome statement. Remove weeds including in-between pavers.	Monthly (June – Sept) Fortnightly (April, May, Oct, Nov) Weekly (Dec – March)	Operations Staff

Shelter & pavers	Leaf blower pavers, remove cobwebs, wipe down shelter signs.	Weekly	Operations
Borders / barriers / bollards / fencing	Repairs/Replacement	Monthly inspection and repair/replace as required	Operations staff
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on. Clear away any nearby cobwebs, dry leaves, plants and dirt to avoid fire damage.	Fortnightly inspection/clean and repair as required. Check and report any damage/repairs/replacement needed	Operations Staff

The Southern Information Bay is located at the Mary River Ranger Station approximately 9 km from the southern boundary. The site includes flushing toilets, information shelter, picnic facilities and a small interpretive display centre. The facilities are maintained by the Mary River operational staff.

Southern Information Bay Schedule

Facility	Maintenance	Frequency	Who?
Toilet Facilities	Wipe toilet clean, replace toilet rolls, empty bins, sweep/hose floor, remove cobwebs, wipe benches and mirrors.	Twice weekly (May – Sept) Weekly (Oct – April)	Operations staff
	High clean (pressure spray, mould/grime remove)	Bi-annually (pre-season [April], post season [October]).	Operations staff
	Replace toilet seats and re-paint (as required)	Annually	Business Resource Unit & Operations staff
Interpretive display	Dust, de-cobweb, sweep, clean windows, wipe surfaces, re-stock brochures, sweep/hose outside paths.	Fortnightly	Operations staff
Picnic tables	Wipe down	Weekly	Operations staff
	Sand/Oil	Quarterly	Operations Staff

Waste Facilities	Empty	Weekly	Operations Staff
Grounds	Whipper snip/mow/prune around picnic areas, path to interpretive display and outdoor interpretive assets (mining equipment etc). Remove weeds including in-between pavers.	Fortnightly	Operations Staff
Shelter & pavers	Leaf blower pavers, remove cobwebs, wipe down shelter signs.	Fortnightly	Operations
Borders / barriers / bollards / fencing	Repairs/Replacement	Monthly inspection and repair/replace as required	Operations Staff
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on. Clear away any nearby cobwebs, dry leaves, plants and dirt to avoid fire damage. Check and report any damage/repairs/replacement needed	Fortnightly inspection/clean and repair as required	Operations Staff

Day use facilities & visitor sites

The park has several day use and visitor sites which include picnic areas, walking tracks and general points of interest. Level of maintenance is determined by the facilities provided and visitation.

Category 1.High visitation site with multiple facilities – Ubirr & Nourlangie

Facility	Maintenance	Frequency	Who?
Toilet Facilities	Wipe toilet clean, replace toilet rolls, empty bins, sweep/hose floor, remove cobwebs, wipe benches and mirrors.	Daily (May – Sept) Twice weekly (Oct – April)	Contractor / Operations staff
	High clean (pressure spray, mould/grime remove)	Annually pre-season (April)	Contractor / Operations staff

	Replace toilet seats and repaint (as required)	Annually	Business Resource Unit & Operations Staff
Handrails	Sand/oil	Bi-annually (pre-season April/May & post season October).	Operations staff
Picnic tables & bench seating	Wipe down	Weekly	Operations staff
	Sand/Oil	Quarterly	Operations Staff
Waste Facilities	Empty	Weekly	Operations Staff
Borders / barriers / bollards / fencing	Repairs/replacement	Monthly inspection and maintenance where required.	Operations staff
Grounds including	Whipper snip/mow/prune around picnic areas, path to interpretive display and outdoor interpretive assets (mining equipment etc). Remove weeds including in-between pavers.	Fortnightly	Operations Staff
Shelter & pavers	Leaf blower pavers, remove cobwebs, wipe down shelter signs.	Fortnightly	Operations
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on. Clear away any nearby cobwebs, dry leaves, plants and dirt to avoid fire damage. Check and report any damage/repairs/replacement needed	Fortnightly inspection and repair as required	Operations Staff



Category 2. Medium visitation with some facilities – Mamukala, Anbangbang, Bardedjilidji, Mangarre, Gubara, Nanguluwur, Nawurlandja, Budjmi (Jim Jim Creek day use area), Yurmikmik, Maguk, Twin Falls, Jim Jim Day use.

Facility	Maintenance	Frequency	Who?
Toilet Facilities (where applicable)	Wipe toilet clean, replace toilet rolls, empty bins, sweep/hose floor, remove cobwebs.	Twice weekly (May – Sept) Weekly (Oct – April)	Operations staff
	High clean (pressure spray, mould/grime remove)	Annually pre-season (April)	Operations staff
	Replace toilet seats, repaint (as required).		Business Resource unit and Operations staff
Handrails	Sand/oil	Bi-annually (pre-season April/May & post season October).	Operations staff
Picnic tables & bench seating	Wipe down	Weekly	Operations staff
	Sand/Oil	Quarterly	Operations Staff
Waste Facilities (where provided)	Empty	Weekly	Operations Staff
Borders / barriers / bollards / fencing	Repairs/replacement	Monthly inspection and maintenance where required.	Operations staff
Grounds including	Whipper snip/mow/prune around picnic areas, path to interpretive display and outdoor interpretive assets, remove weeds.	Fortnightly	Operations Staff
Shelter & pavers	Leaf blower pavers, remove cobwebs, wipe down shelter signs.	Fortnightly	Operations
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on. Clear away any nearby cobwebs, dry leaves, plants and	Monthly inspection/clean and repair as required	Operations Staff

	dirt to avoid fire damage. Check and report any damage/repairs/replacement needed		
--	--	--	--



Mamukala Bird Hide

Category 3. Low visitation with minimal facilities – Gimbat, Bukbukluk, Mirrai

Facility	Maintenance	Frequency	Who?
Handrails (where applicable)	Sand/oil	Bi-annually (pre-season April/May & post season October).	Operations staff
Picnic tables & bench seating (where applicable)	Wipe down	Weekly	Operations staff
	Sand/Oil	Quarterly	Operations Staff
Borders / barriers / bollards / fencing	Repairs/replacement	Monthly inspection and maintenance where required.	Operations staff
Grounds including	Whipper snip/mow/prune around picnic areas, path to interpretive display and outdoor interpretive assets, remove weeds.	Monthly	Operations Staff
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on.	2 monthly inspection/clean and repair as required	Operations Staff

	<p>Clear away any nearby cob-webs, dry leaves, plants and dirt to avoid fire damage.</p> <p>Check and report any damage/repairs/replacement needed</p>		
--	--	--	--



Walking tracks

Kakadu has 40 short day walks in the park of which operational staff manage repairs and maintenance. There are also 200 km of unmarked bushwalking routes in the park which are not maintained. In 2016, the Kakadu Walking Strategy was endorsed by the Board of Management – the Strategy includes multiple recommendations for upgrading and improving walking experiences in Kakadu. A subsequent Kakadu Walking Track manual was also developed in 2016 which provides designs to bring Kakadu’s walking tracks in alignment with the Australian Standards. Upgrading the walks into the future is a priority project for the park, training will be provided to park staff and local Indigenous people so that continued repairs and maintenance can occur on the tracks. An annual track maintenance program will be developed as a component of proposed upgrades;

- Pre-season repairs and maintenance (April/May)
- Monthly inspections
- Report need for major works



Fish cleaning bays and boat ramps

There are two fish cleaning bays provided at fishing hot spots South Alligator River boat ramp and car park and the upstream East Alligator River boat ramp and car park. The fish cleaning facilities comprise of a small shelter, a stainless steel bench and water hose for cleaning. Fish bins are also provided so that fish waste can be disposed of. The fish cleaning bays were installed to support crocodile awareness and safety. Cleaning fish on boats and throwing waste overboard provides a crocodile risk, as does cleaning fish on land and dumping waste.

Operational staff are responsible for cleaning the fish cleaning facilities, ensuring water works and for emptying the fish bins.

Facility	Maintenance	Frequency	Who?
Fish cleaning facilities	Wipe stainless steel bench De-cobweb Check water	Weekly	Operations staff
Waste Empty	Fish bins & other waste facilities provided	Daily (Oct – June)	Operations staff
Toilet facilities	Wipe toilet clean, replace toilet rolls, empty bins, sweep/hose floor, remove cobwebs.	Twice weekly	Operations staff
Picnic tables & bench seating	High clean (pressure spray, mould/grime remove)	Weekly	Operations staff
	Sand/Oil	Quarterly	Operations Staff
Borders / barriers / bollards / fencing	Repairs/replacement	Monthly inspection and maintenance where required.	Operations staff
Grounds including	Whipper snip/mow/prune around picnic areas, path to interpretive display and outdoor interpretive assets, remove weeds.	Monthly (June – Sept)	Operations Staff
		Fortnightly (April, May, Oct, Nov)	
		Weekly (Dec – March)	
All Signage	Wipe down sign with damp cloth (no chemicals) Note: Bat/bird droppings will corrode the sign if left on. Clear away any nearby cob-	Fortnightly inspection/clean and repair as required	Operations Staff

	<p>webs, dry leaves, plants and dirt to avoid fire damage.</p> <p>Check and report any damage/repairs/replacement needed</p>		
--	--	--	--

Signs

Signs are currently being replaced as per the Kakadu Signage Project. This includes all safety, regulatory, directional, park management, orientation and interpretive signs. At the conclusion of this project, a signs manual and catalogue will exist which will;

- Provide all sign types for future ordering and replacement
- Instructions on sign installation
- Instructions on continued care and maintenance of the signs

Operational staff will be required to annually audit the condition of signs for future replacement programs, order new signs through the catalogue using the Sign Request Form (these will be allocated based on priority and available operational funding) and clean/maintain signs and associated infrastructure as per the Signs Manual.

- Audit – annually
- Replace/install – as required (based on priority of manufacture)
- Clean/maintain – Fortnightly. Wipe down sign with damp cloth (no chemicals), clear away any nearby cob-webs, dry leaves, plants and dirt to avoid fire damage. Note: Bat/bird droppings will corrode the sign if left on.

Emergency Call Devices

Emergency Call Devices (ECDs) are a radio network of emergency communications provided at each visitor location in the park. Bi-annual checks & repairs/maintenance will occur as required.

WHAT TO DO WHEN MAJOR REPAIRS, RISK AND SAFETY ISSUES AND ELECTRICAL OR PLUMBING REPAIRS ARE REQUIRED.

Incident Report

For all incidents, safety issues, risks and near misses an Incident Form must be completed and emailed to the relevant District Supervisor, Unit Manager, Park Manager, Technical Audit Officer and WHS Manager. Depending on the nature of the incident, issue or risk, areas may be temporarily closed and/or repairs conducted by operations staff or contractors where appropriate.

Maintenance Requests

All maintenance requests requiring contractors must go to the Park's Technical Audit Officer. This may include electrical or plumbing issues, damage to infrastructure or other major works that cannot be completed by operational staff. In this instance, operational staff are required to complete a Maintenance Request Form and send to the Technical Audit Officer for action.

****Minor works** such as replacing door locks, toilet roll holders, toilet seats, lightbulbs etc should be the responsibility of operational staff and replaced on an as needs basis.

Depending on the nature and level of repairs, upgrades or maintenance required, the Technical Audit Officer will determine if the request is;

1. **Business As Usual** and is supported by operational funding, or a
2. **Capital Business Case** is required. This is for major works improving or replacing assets generally valued over \$5,000. In this instance, a Business Case will be written requesting funding from the Parks Australia Project Board. Once approval has been received, appropriate procurement processes as per the Director of National Park Procurement Guidelines will commence.

Any major works impacting visitors and tour operators will be communicated via;

- Daily Kakadu Road Report
- Kakadu website
- Kakadu Facebook Page
- Kakadu monthly newsletter
- Kakadu email "News Flashes"

Regular meetings with the Kakadu Tourism Consultative Committee and Parks Australia's Customer Experience and Destination Planning team will assist with setting priorities for future visitor infrastructure projects.

Appendix

- A Amenities Daily Maintenance & Cleaning
- B District Visitor Site Work Plans
- C Visitor Site Facilities Checklist