

Operational policy

Visitor Management

Vehicle Access Permit Fee Refunds for Cooloola Recreation Area (Rainbow Beach residents)

Operational policies provide a framework for consistent application and interpretation of legislation and for the management of non-legislative matters by the Department of National Parks, Recreation, Sport and Racing (incorporating the Queensland Parks and Wildlife Service). Operational policies are not intended to be applied inflexibly in all circumstances. Individual circumstances may require a modified application of policy.

Purpose

This policy identifies the approach to providing refunds for vehicle access permit fees to eligible Rainbow Beach residents and the refund amount they are eligible for.

Background

On 23 October 2014 the Governor in Council approved the Recreation Areas Management Amendment Regulation 2014, which inserted a new section 54A in the Recreation Areas Management Regulation 2007. This provision provides for the chief executive of the *Recreation Areas Management Act 2006* to grant vehicle access permit fee exemptions for the Cooloola Recreation Area to persons whose principal place of residence is in Rainbow Beach.

For the purposes of this policy Rainbow Beach refers to the localities of Rainbow Beach and Inskip.

Policy statement

A pro-rata approach to refunds will be available to eligible Rainbow Beach residents who have 3 months or more left from 3 November 2014 on their existing annual vehicle access permit for the Cooloola Recreation Area.

Residents with less than 3 months left on their permits are advised to use their existing permit until it expires and then apply for a new annual fee exempt permit.

Refunds will be made on the following basis:

Remaining term of permit	Applicable refund
Between 11-12 months	100% refund of \$226.30
9 months or more, but less than 11 months	75% refund of \$226.30
6 months or more, but less than 9 months	50% refund of \$226.30
3 months or more, but less than 6 months	25% refund of \$226.30
Less than 3 months	No refund

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Procedure

Eligible Rainbow Beach residents may apply for a refund as either a credit to their ParksQ account or as a refund to a bank account or credit card. Refunds cannot be provided in cash.

Refund applications may be made in the following ways:

- Credits to a ParksQ account, or refunds to residents bank account or credit card can be applied for online at: www.qld.gov.au/camping
- Alternatively requests for refunds or credits to ParksQ accounts may be made by:
 - making an email request to: qpws@nprsr.qld.gov.au, or
 - telephoning 13 QGOV (13 74 68) (note mobile phone charges may apply), or
 - applying in person at a Queensland Parks and Wildlife Service (QPWS) office.

Eligible residents are encouraged to use the online ParksQ booking system as this provides the fastest processing time. Note monetary refunds made by electronic funds transfer to a credit card or bank account are processed by an external agency and may take up to 6 weeks.

Additional Information

Operational Policy: Fee exemptions for vehicle access permits on QPWS managed recreation areas

Recreation Areas Management Regulation 2007

Disclaimer:

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Approved By

Ben Klaassen

Signature

17 October 2014

Date

Deputy Director – General
Queensland Parks and Wildlife Service

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Visitor Permits
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