



The Hon Nick Duigan MP  
Minister for Parks Parliament House  
HOBART TAS 7001  
via email: [nick.duigan@parliament.tas.gov.au](mailto:nick.duigan@parliament.tas.gov.au)

Dear Minister

Thank you for your letter of 22 April 2026 regarding the new Parks Online Booking System.

COTA Tasmania welcomes your confirmation that Parks and Wildlife Service staff will be able to assist visitors who are unable to access the online system, including by phone, email and in person at visitor centres. That acknowledgement is important and helpful.

However, our concern is not simply whether assistance will be available in principle, but whether these non-digital and staff-assisted pathways will remain visible, practical and reliable in day-to-day operation for people who need them.

As you would appreciate, for older Tasmanians and others at risk of digital exclusion, equitable access depends not only on the existence of a fallback option, but on whether it is easy to find, easy to use, and treated as a core service pathway rather than an exception.

To assist our understanding, we would appreciate clarification on the following points:

1. Will phone, email and in-person booking assistance remain ongoing, public-facing service channels once the new system is rolled out, rather than simply ad hoc support arrangements?
2. Will Service Tasmania have any role in assisted bookings, pass purchases or related enquiries, or will support be limited to PWS visitor centres and staff?
3. How will these alternative pathways be communicated to the public so that people are clearly aware they are available?
4. What steps are being taken to ensure the new system is usable for people with low digital confidence, disability, limited connectivity, or difficulty navigating online transactions?
5. Will the system and associated processes be tested with older Tasmanians and other groups at risk of exclusion before full rollout?
6. What options will be available for people who need assistance with payment, booking changes or cancellations but are not able to self-manage online?
7. Does the Government intend to monitor the experience of users who rely on assisted or offline pathways, so that any emerging barriers can be identified and addressed?

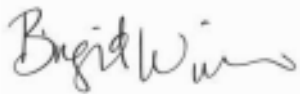
These questions go to the practical issue at the heart of this reform: whether convenience for digitally confident users is matched by fair and workable access for those who are less digitally connected.

COTA Tasmania supports service improvement, but we remain of the view that modernisation should not result in digital-only access by stealth.

In a state where digital inclusion remains a significant challenge, it is important that non-digital pathways are embedded from the outset as an integral part of service delivery, not merely as a residual backup.

We would welcome a further response, or the opportunity to discuss these matters with relevant officers, including the Director Tourism, Experience and Visitor Services if that would be helpful.

Yours sincerely

A handwritten signature in black ink that reads "Brigid Wilkinson". The signature is written in a cursive style with a prominent initial 'B'.

**Brigid Wilkinson**

Chief Executive Officer

23<sup>rd</sup> April 2026